

How-To Guide Configuring Online/ Offline Indicator

Document Type: External

Document Version: 1.0

Date: 12/08/2024

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Introduction

Enactor transaction queue status can be used to identify if the transactions undertaken on a POS device have been submitted to the Estate Manager or Store Server. Any transactions failing to submit could be an indicator that the POS is offline.

If a transaction message fails to submit from the message queue, the POS indicator will alert the user that the POS is offline by setting a red indicator in the top right-hand corner of the screen. This indicator will be visible on all POS screens including the sign on screen, basket display, CRM and Rich Product Search etc. If the message queue is successful in submitting its transactional data, the indicator will be set to green.

Transaction data includes sign on events, transactions, Cash Management and other event types.

If a POS is offline and the indicator is set to red, the indicator will switch to green when the POS transaction message queue begins to submit again. If the POS has a backlog of transaction data to be sent, it will update the indicator on the first successful message sent.

Overview

This guide covers the following configuration:

- **enactor.xml** Several properties in enactor.xml must be added.
- **POS Terminal Template / POS Terminal** A configuration change is made in the POS Terminal or POS Terminal Template.
- Account Credentials A new Account Credential must be added.

Pre-Requisites

• MESSAGE_SERVICE Account Credential is defined (this is included in Enactor's default data).

Offline Indicator Configuration

enactor.xml

The behaviour of the Offline Indicator can be configured using properties in the enactor.xml file on the POS.

When building the POS, values can be entered against the following installer.ini properties to populate them in the enactor.xml file.

Installer.ini property	enactor.xml property	Example Data	Detail
ENDPOINT_MONITOR	EndpointMonitor.Enabled	true	Defaults to True. If set
_ENABLED			to False the Endpoint
			Monitor is disabled.
ENDPOINT_MONITOR	EndpointMonitor.Monitoring	5	Defaults to 30 seconds
_MONITORING_INTER	IntervalSeconds		unless configured. The
VAL_SECONDS			number of seconds
			between writes of a
			database record for
			each endpoint
			monitoring tag.
ENDPOINT_MONITOR	EndpointMonitor.PurgingInte	30	Defaults to 1800
_PURGING_INTERVAL	rvalSeconds		seconds (30 minutes)
_SECONDS			unless configured. The
			number of seconds
			between purges of the
			records for each
			endpoint monitoring
			tag.
ENDPOINT_MONITOR	EndpointMonitor.EntryCount	5	Default to 10 unless
_ENTRY_COUNT_PER	PerTag		configured. The
_TAG			number of records per
			endpoint monitoring
			tag to retain in the
			database.

Below is an excerpt from an example enactor.xml elements with sample values:

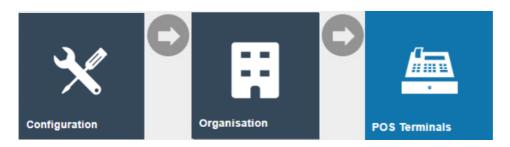
```
<core:coreProperty name="EndpointMonitor.Enabled" value="true"/>
<core:coreProperty name="EndpointMonitor.EntryCountPerTag" value="5"/>
<core:coreProperty name="EndpointMonitor.MonitoringIntervalSeconds" value="5"/>
<core:coreProperty name="EndpointMonitor.PurgingIntervalSeconds" value="30"/>
```

POS Terminal / POS Terminal Template

Offline Indicator needs to be enabled for the POS Terminal.

If Offline Indicator is enabled for multiple POS Terminals, the configuration can be added to the POS Terminal Template that those devices are configured to use.

Navigate to POS Terminal Maintenance using the Search or the path Configuration -> Organisation -> POS Terminals



In General tab, Overview sub tab, mark Enable Endpoint Status Monitor as true.

OS Termi	nal Maintena	nce										
	Cancel POS terminal for or	device ID 'posras	sod@0003 en	actor' at store 'U	K Oxford Street' base	ed on templ	ate 'Standard POS	Terminal Tem	plate'			
General	Peripherals	Printing	Day Start	Day End	User Interface	Тах	Online Auth	Loyalty	Groups	External	Attributes	Tendering
Overview	Transaction	ns										
Price Grou	up		-				•					
Is Remote	e Terminal											
Training M	lode											
Disable Er	mailing Receipts In	Training Mode										
Capture p	rivacy policy status	5										
Enable En	ndpoint Status Mon	itor										
Support R	oaming Mode											
Template			Standard F	OS Terminal Te	mplate C	hange Tem	plate					
* Denotes Ma	andatory											

Account Credentials Maintenance

A credential must be added in Account Credentials Maintenance.

Navigate to Account Credentials Maintenance using the Search or the path Configuration -> Financial -> Account Credentials



Select Create new Account Credentials:

	Starts With 🔻					
cation	- v					
vice ID	Starts With 🔻					
Apply Filters) Reset Filters					
	ID	Maria	Location ID	Durley ID		Is Live / Active
• • •	MESSAGE_SERVICES	Name Message Services	Location ID	Device ID	Account Type Message Services	true
• / • •	PRODUCT_INSTALLER_CC	Enactor sharepoint access			sharepointAccess	true
0 🖊 🗅 🛍	ENACTOR_SERVICES	Enactor Internal Service Invoke			ServiceAccess	true
	DEFAULT_CONF_CRED	Default credentials for config download			CONFIG_SOURCE	true
• 🖍 🗅 🛍	PP_DEMO_MODE	PP_DEMO_MODE			PP_DEMO_MODE	true
• 🖍 🗅 🛍	EXTERNAL_FILE_REPO	EXTERNAL_FILE_REPO			CONFIG_SOURCE	true
0 🖊 🗅 🗴	TAX_REFUND_CREDS	Tax Refund Service Credentials	0003		WebService	true
0 🖍 🗅 🛍	EXTERNAL_FILE_REPO TAX_REFUND_CREDS Page Size 10	EXTERNAL_FILE_REPO	0003		CONFIG_SOURCE	true

Enter Account Credentials ID TRANSACTIONS_MONITOR and select Create.

Account Credentials Maintenance							
Save Save							
You are editing Account Credentials ID 'TRANSACTI	ONS_MONITOR' in location " of device "						
General Other Properties							
Account Type*	Monitoring						
Name*	Transactions Monitoring						
Is Live / Active							
User ID							
Account ID							
Account Qualifier							
Use System Key							
Prefer Signed On User Credentials							
Change Password * Denotes Mandatory							

On the General tab, add the following parameters:

Configuration	Value
Account Type	Monitoring
Name	Transactions Monitoring
Is Live / Active	Ticked

Account Credentials Maintenance ? II >						
Carcel						
You are editing Account Credentials ID "TRANSACTIONS_MONITOR" in location " of device "						
General Other Properties						
	Property Name		Write Only	Туре	Value	
a /	monitoringTag			String	TransactionProcessing	
+ Add Property				String 🔻		

On the Other Properties tab, add the following parameters:

Configuration	Value
Property Name	monitoringTag
Туре	String
Value	TransactionProcessing

Broadcasting Data

To deliver the configuration changes to the POS, broadcast the following entities:

- POS Terminal
- POS Terminal Template
- Account Credentials

POS functionality

Once the configuration changes are broadcast to a POS, both the POS application and the Enactor POS Services should be restarted (alternatively reboot the machine). The online-offline indicator is added to the POS screen as shown below:

POS Online enactor V T Ê C r: 49 2024, 11:12:21 AM te & T Please scan or enter a product or select another function. TOTAL Sales MMG Sale Voids Returns £0.00 Discount / Overrides More Sign Off Management

POS Offline Transaction Number : 49 Date & Time : 8/12/2024, 11:13:24 AM Fill Number : 8448 | Hertford Managem 1 V Ħ enactor Ť ê C BAG LOG OUT Please scan or enter a product or select another function. 8 7 6 4 2 1 MMG Sale TOTAL Sales Voids Return £0.00 Discount / Overrides More Sign Of Manage

About This Document

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The amendment history of this document can be found in the table below.

Document Context

This document is part of the Enactor Product Documentation Series. All Enactor products include a comprehensive documentation set designed to improve understanding of the product and facilitate ease of use.

Document Inquiries

At Enactor we aspire to producing the highest quality documentation to reflect and enhance the quality of our product. If you find that the document is inaccurate or deficient in any way, please assist us in improving our standard by letting us know.

For matters of document quality or any other inquiries regarding this document please contact:

By Email: documentation@enactor.co.uk

Document History

The following versions of the document have been produced:

VERSION	STATUS	ISSUE DATE	AUTHOR	REASON FOR ISSUE
1.0	Initial Draft	12/08/24	Rasangi De Silva	Initial version.