

## flexEngage/Retail Pro V9 Plugin Upgrade Guide

### OVERVIEW

This guide is for customers that already have a previous version of the flexReceipts Plugin for Retail Pro 9 installed and are looking to upgrade to the latest version. This is NOT an installation and configuration guide. Upgrades are typically quick and all of your configuration information is maintained.

You will need a link to the latest plugin zip file from flexReceipts. If you do not have that, please contact [support@flexengage.com](mailto:support@flexengage.com)

- Retail Pro cannot be running during the upgrade (must be shut down and not just logged out) on the machine you are installing the upgrade on.
- If Retail Pro is being run from a shared drive (i.e. R: drive), all computers running Retail Pro from the shared drive must be shut down and the upgrade must be done on the server.

### UPGRADE STEPS

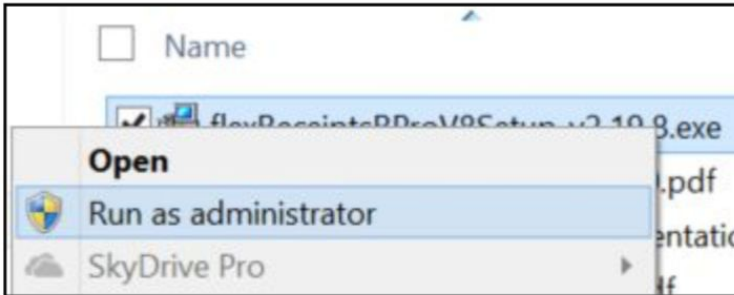
**Step 1:** Right-click on the Retail Pro 9 shortcut icon on the register's desktop and select properties.

**Step 2:** If the location in the TARGET section begins with "C:\\" proceed to "**Local Upgrade**" below. If the location in the TARGET section begins with a shared drive letter (i.e. "R:\") proceed to "**Server Upgrade**" below.

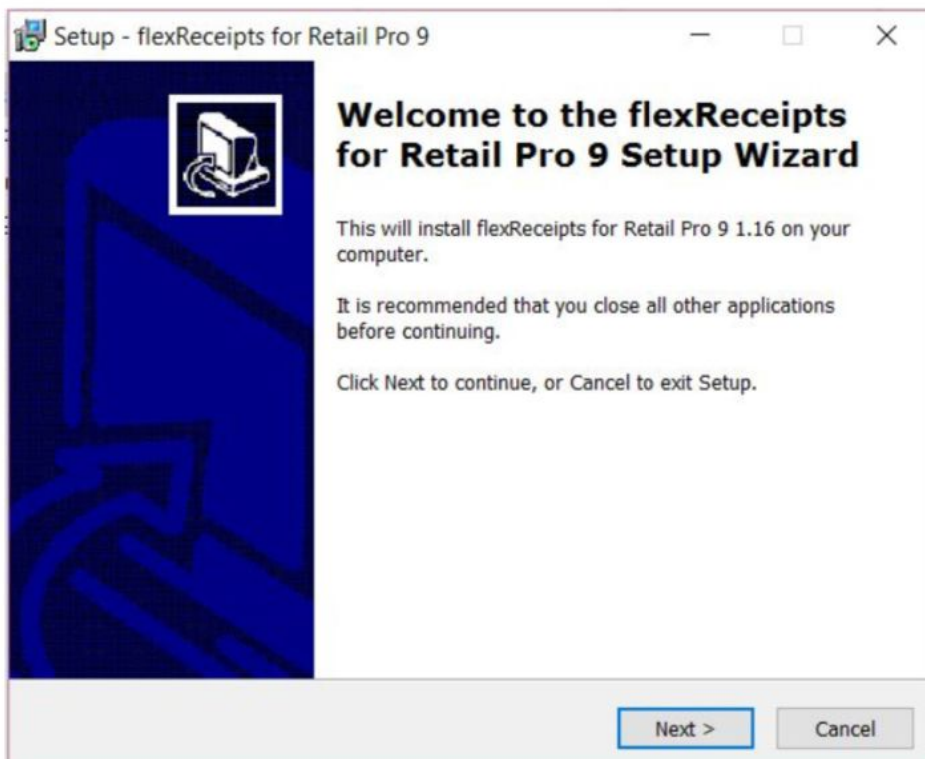
#### LOCAL UPGRADE

##### UPGRADE THE PLUGIN

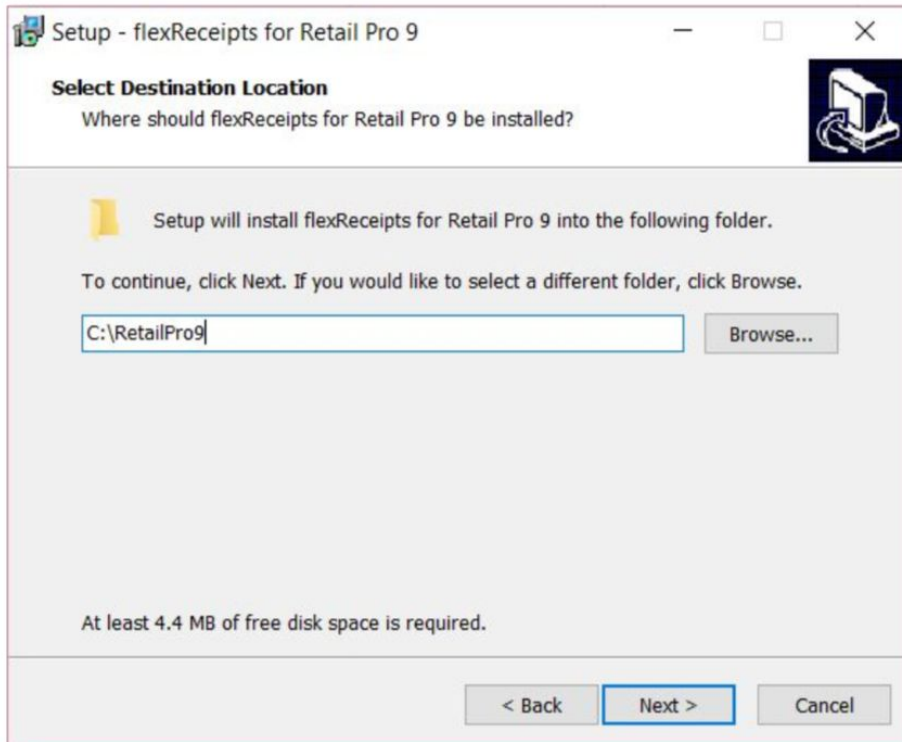
- Shutdown Retail Pro on the register.
- Download and extract the plugin zip file from the link provided by flexReceipts to the desktop of the register.
- Open the **FR2Rpro9Plugin** folder and **right-click** on the setup file (**flexReceiptsRProV9Setup\_x.xx.x.exe**)
- Select "Run As Administrator" (THIS IS IMPORTANT!)



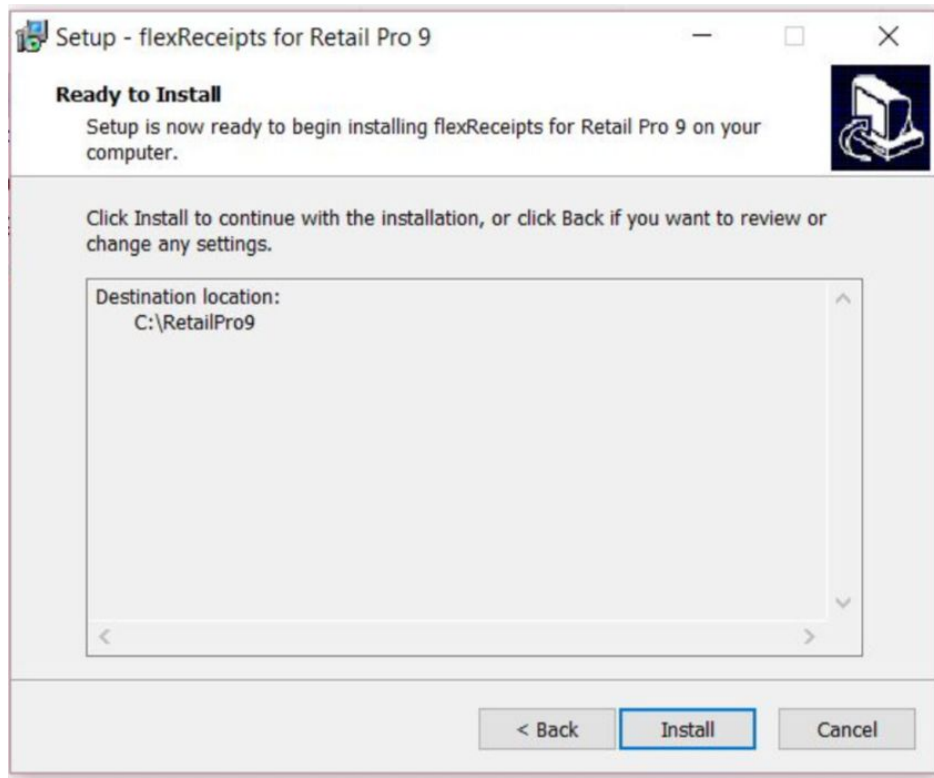
- Click "Next" on the first screen.



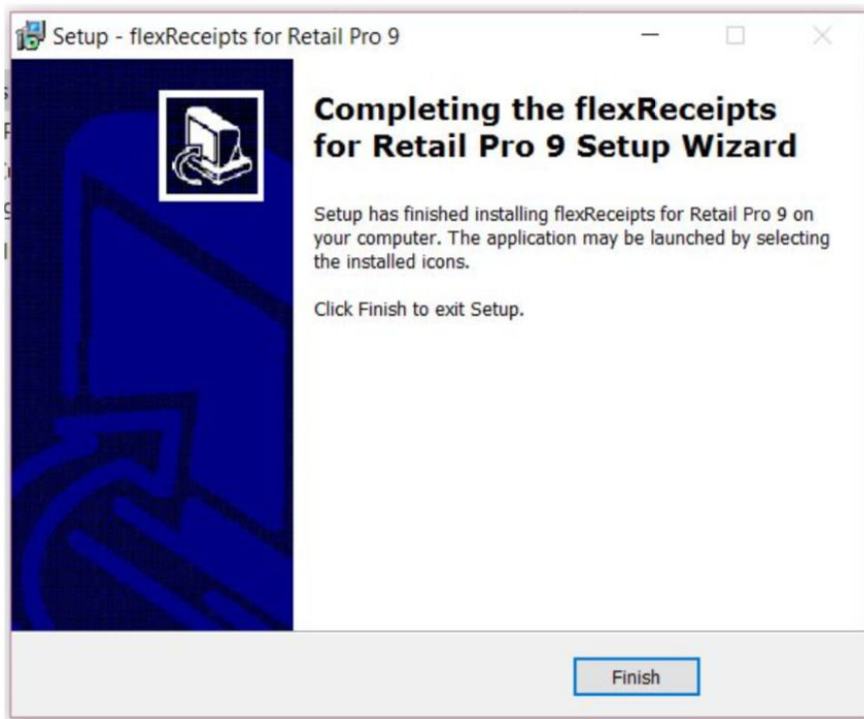
- Confirm that the installer has correctly identified where Retail Pro is installed and click "Next".



- Click "Install" to start the installation.



- Click "Finish" on the last screen.



#### REGISTER THE DLL

(Screen shot is for Windows 10, but all versions of Windows follow the same steps)

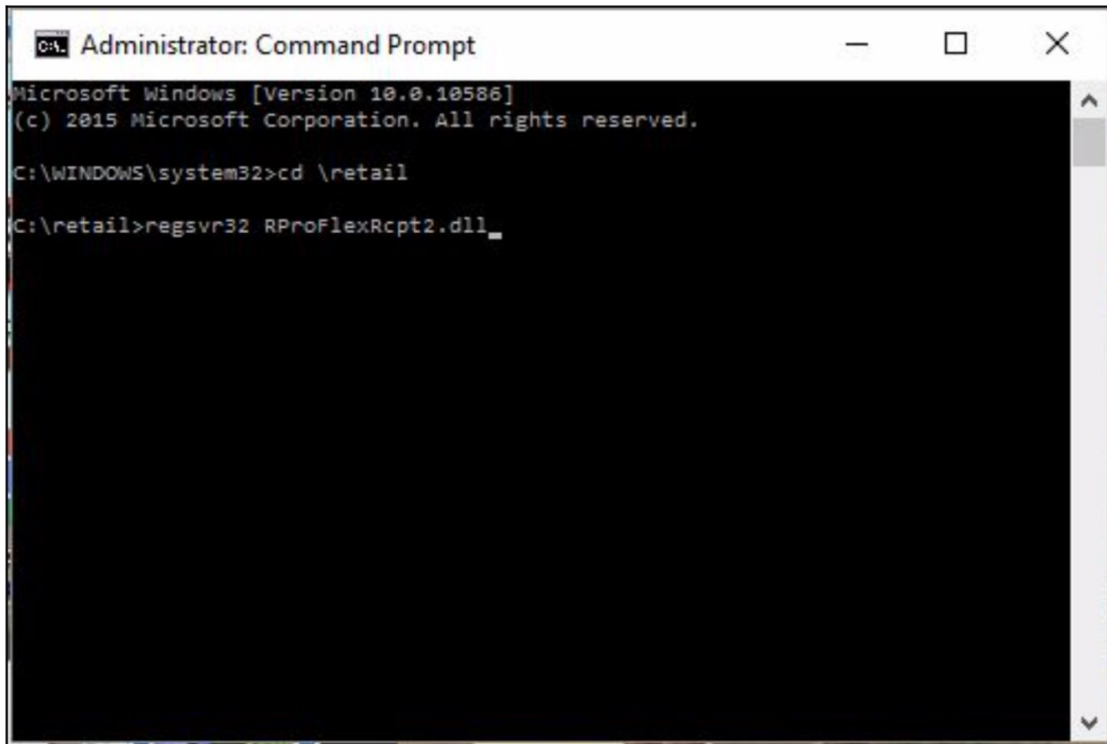
- Click on the Windows Icon in the lower left of the screen and enter "cmd" in the search window (do not press enter).
- Right-click on the "Command Prompt" shortcut in the search results and choose "Run as Administrator"



- Type “CD \RetailPro9\Plugins” and press enter.



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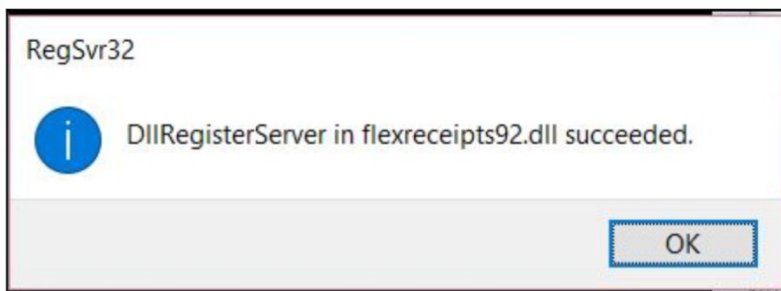


#### FOR 32 BIT WINDOWS

- Type "regsvr32 flexReceipts92.dll" and press enter.

#### FOR 64 BIT WINDOWS

- Type "C:\SYSWoW64\Regsvr32 RProFlexRcpt2.dll" and press enter.
- Click "OK" on the success dialog box that appears.





- Relaunch Retail Pro.

### SERVER UPGRADE

- Perform all of the steps in “LOCAL UPGRADE” above on the server (and ONLY THE SERVER). ALL registers that run Retail Pro from the server’s shared drive MUST BE SHUT DOWN.
- FOR EACH REGISTER, run the “REGISTER THE DLL” section of the “LOCAL UPGRADE”
  - Replace the “C:” with the drive letter of the mapped drive.
  - “CD” to the location where the Rpro.exe file is located as needed. (note: the mapped drive may point directly to that location and no “CD” will be needed.)
  - Once the DLL is registered on the POS, Retail Pro can be restarted on that POS.

## TROUBLESHOOTING

It is assumed that flexReceipts was either:

- 1) Working properly prior to the upgrade or
- 2) The upgrade was performed because of an issue that required an upgrade.

This section documents only the issues that might appear as a result of an upgrade. For complete troubleshooting tips, please see the plug-in installation guide.

SYMPTOM	POSSIBLE CAUSE LIKELY	REMEDY
“Digital Receipt Service Unavailable” message.	No internet connection	Open a browser and confirm that you can get to the Internet.
	Slow internet connection	Run a speedtest (e.g., <a href="http://www.speedtest.net">http://www.speedtest.net</a> ). Increase the timeout in the plugin settings as needed. (See p. 4)
	flexReceipts92.dll not registered	See “Register The DLL” on p. 4
“Access Violation at address 0x00000000” message.	flexReceipts92.dll not registered	See “Register The DLL” on p. 4
Queued receipts are not being sent.	Queue service is not running..	See “Troubleshooting Queue Service” section below.

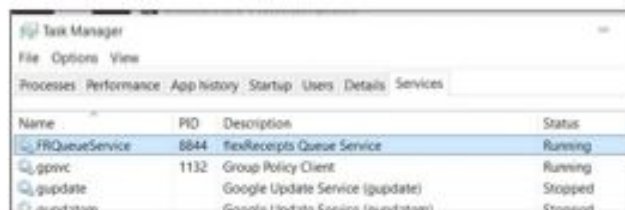
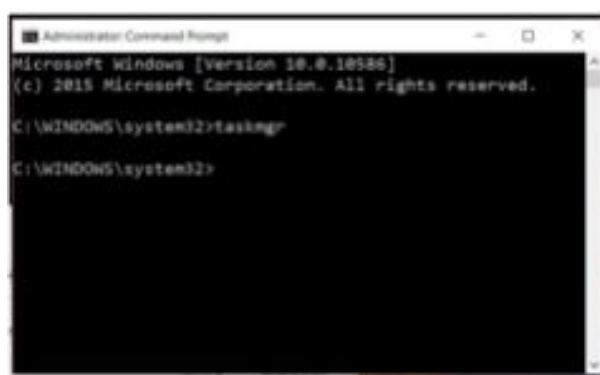




## TROUBLESHOOTING QUEUE SERVICE

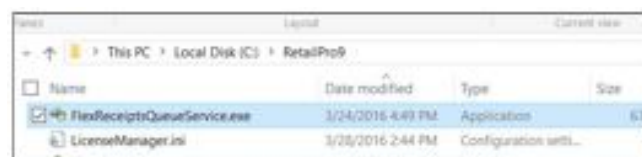
### Confirm that the windows service is running.

- Open command prompt as an Administrator. See "Register The DLL" section for steps and screenshots on how to do this. Enter "taskmgr" and press enter.
- In Task Manager, click on the "Services" tab.
- Sort the services by Name and find the "FRQueueService" entry and confirm that the status is "Running"



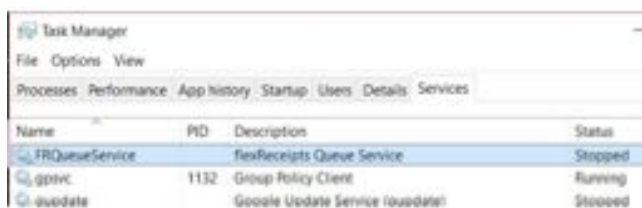
### FRQueueService is not listed under Services

- The flexReceipts plugin installer may not have been "run as Administrator".
- Confirm that the FRQueueService.exe file is in the C:\RetailPro9 folder.
- If it is not, rerun the flexReceipts installer as an administrator.
- If the FRQueueService.exe is present, see "Manually Installing Queue Service" below.



### FRQueueService status is "Stopped"

- Right click on the Service name and click on "Start".

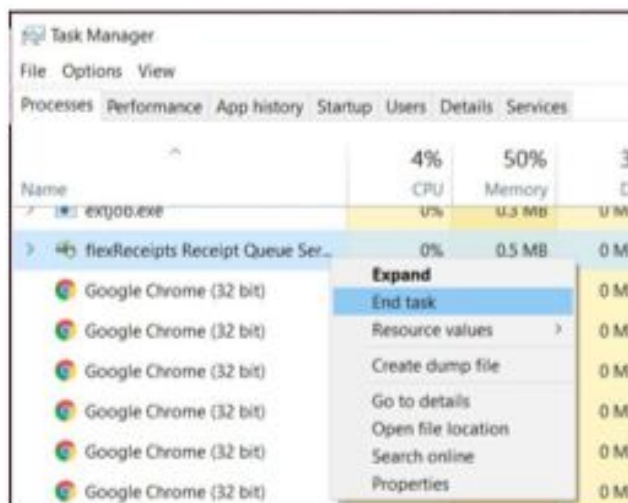
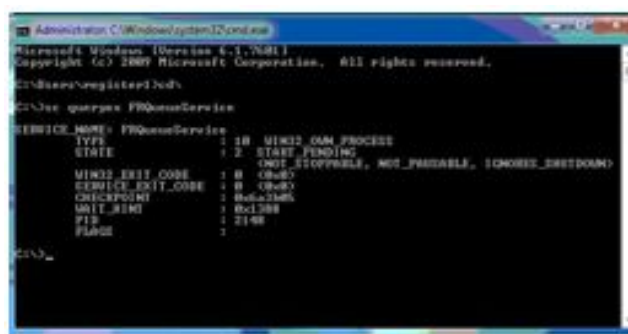




## FRQueueService status is "Starting"

This means that the service is stuck in an in-between state and has not completed starting up. This state will also prevent the service from being stopped or restarted and will give an error when the flexReceipts Plugin installer attempts to replace the file.

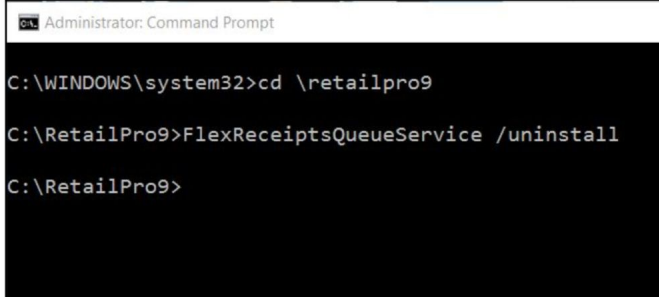
- Confirm the state of the Service
  - Open a command prompt windows as an Administrator.
  - Type "sc queryex FRQueueService" and press enter.
  - If the service is stuck, the STATE will read "STARTING".
- Kill the process (not the service, you will not be able to do that).
  - Go to the "Processes" tab in Task Manager.
  - Sort by Name.
  - Find "flexReceipts Receipt Queue Service" listed under Background Processes.
  - Right click on the process name and select "End Task"
- Uninstall and reinstall service
  - See "Manually Uninstalling Queue Service" and "Manually Installing Queue Service" below



## MANUALLY UNINSTALLING QUEUE SERVICE

This section describes the steps needed to Uninstall the flexReceipts Queue Service into the Windows Services system. These steps are only for troubleshooting purposes.

- Make sure the service is stopped or the process is killed.
- Launch the windows command prompt as an Administrator.
- Type "cd \Retailpro9" and press enter to change to the Retail Pro 9 directory.
- Type "FlexReceiptsQueueService /uninstall" and press enter.
- You will see a dialog box reporting that the service has been successfully uninstalled.

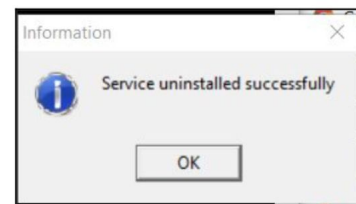


```
Administrator: Command Prompt

C:\WINDOWS\system32>cd \retailpro9

C:\RetailPro9>FlexReceiptsQueueService /uninstall

C:\RetailPro9>
```



## Manually Installing Queue Service

This section describes the steps needed to Install the flexReceipts Queue Service into the Windows Services system. This should happen automatically if the flexReceipts Plugin Installer is run correctly. These steps are only for troubleshooting purposes or if you followed the steps above to uninstalling the service.



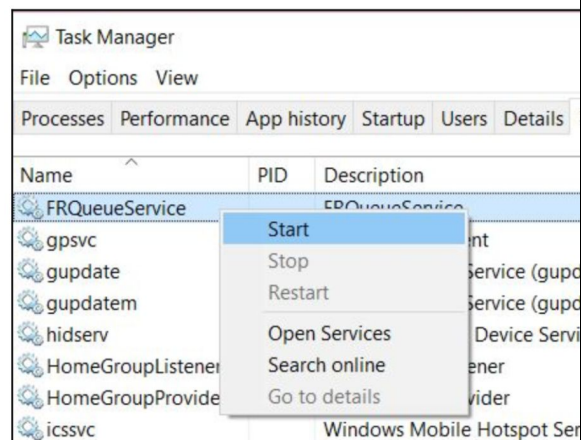
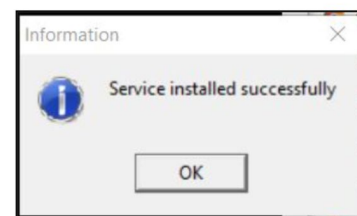
- Launch the windows command prompt as an Administrator.
- Type "cd \Retailpro9" and press enter to change to the Retail Pro 9 directory.
- Type "FlexReceiptsQueueService /install" and press enter.
- You will see a dialog box reporting that the service has been successfully installed.
- Manually start the service
  - Find the "FRQueueService" in the Services tab of the Windows Task Manager.
  - Right click and click on "Start"
  - Confirm that the Status has changed from "Stopped" to "Running".

```
Administrator: Command Prompt

C:\Windows\System32>cd \retailpro9

C:\RetailPro9>FlexReceiptsQueueService /install

C:\RetailPro9>
```



Description	Status
FRQueueService	Running
Group Policy Client	Stopped



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