

*PocketOffice for ScanMaster or  
ScanMaster with RBO  
Installation Guide  
20.12.20-050*

## PocketOffice Installation Guide

Date of Issue	Product ID Number	Part Number	Brief Description
March 2003	45001/068	89000125	Preliminary Release
May 2003	45001/068	89000131	Initial Release
June 2003	45001/068	89000137	General Release
September 2003	45001/068	89000152	Second Release
November 2003	45001/068	89000163	With Cisco 1100
March 2004	45001/068	89000170	Revisions
July 2004	45001/068	89000182	R3 Cisco 1100
December 2004	45001/068	89000192	-14 iPAD Revisions
March 2006	45001/068	89000292	20.05.30.50 Release
July 2006	45001/068	89000319	20.06.10.50 Release
October 2012	45001/068	89000747	20.12.20-050 Release

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## Overview

The StoreNext RPO Installation for ScanMaster and ScanMaster with RBO process has changed due to advances in technology. The following document details recommended steps used to Install, Upgrade, Repair and/or Add supported hand-held device(s):

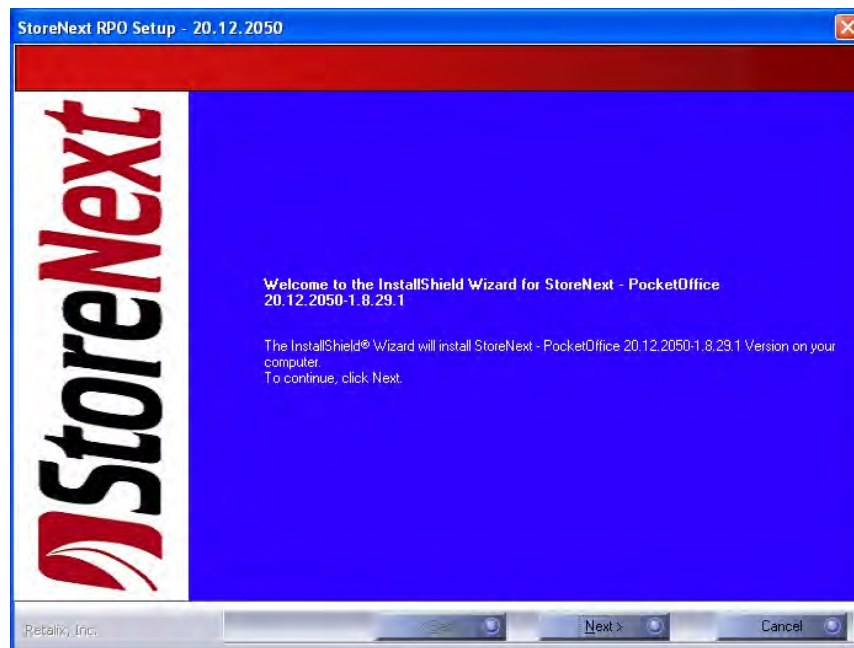
## New Installation

### Prerequisites

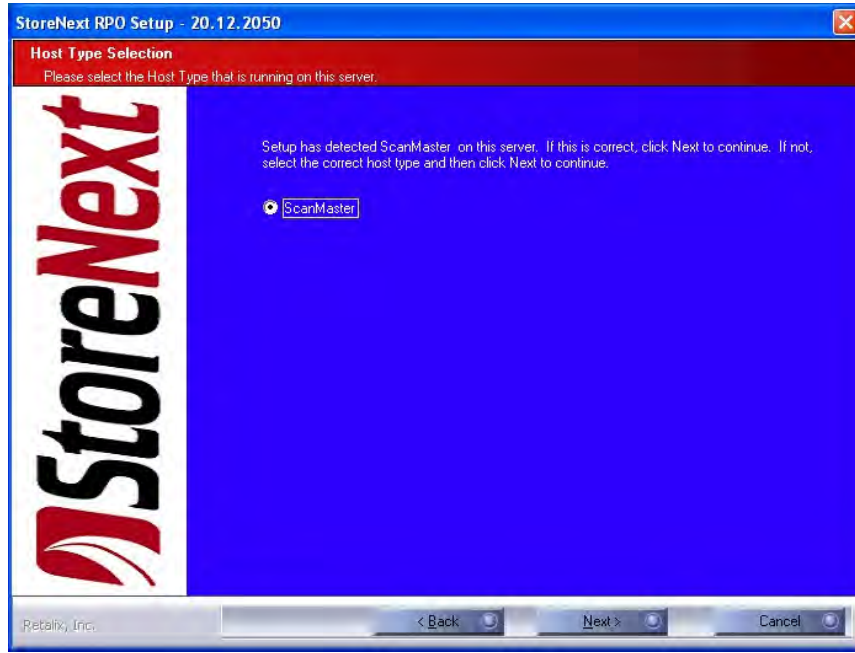
Ensure the hand-held device is connected and synchronized to the server PC via USB.

- ActiveSync is used for OS systems up to Vista
- Windows Mobile Device Center is used for Vista Operating Systems (and newer)

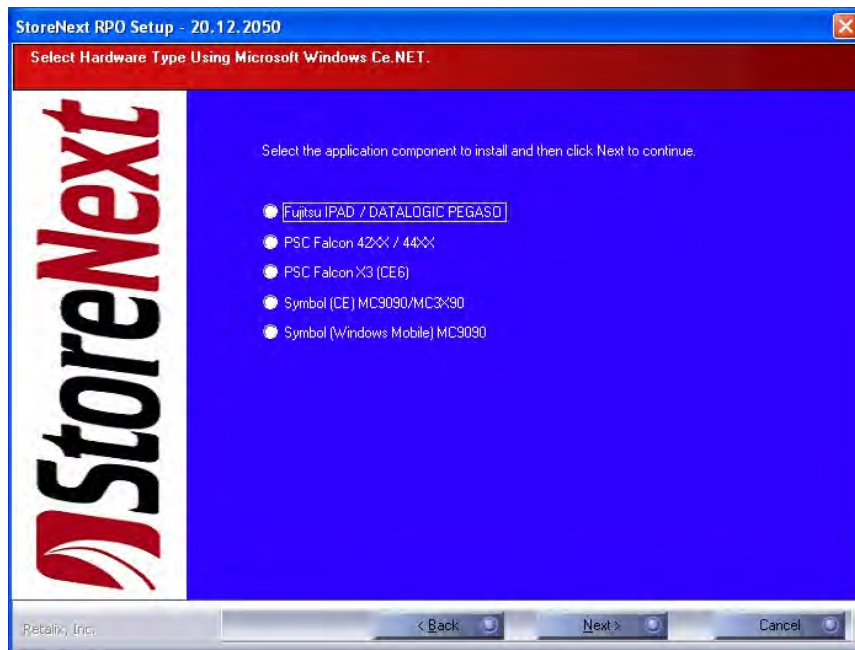
- 1 Launch the InstallShield executable. The InstallShield wizard begins and the Welcome Screen is displayed:



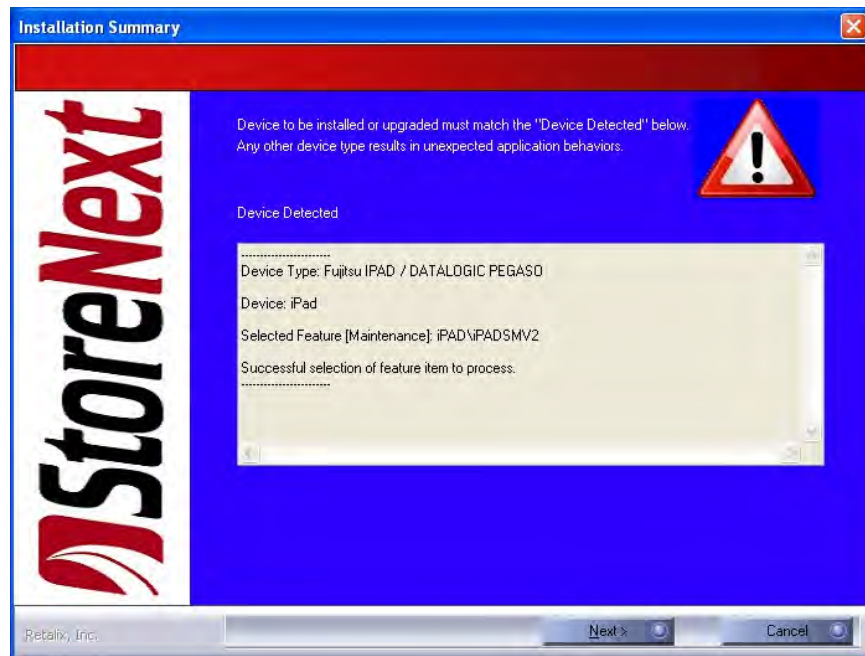
- 2 Select **Next** and the “HOST Type” dialog is displayed. The install determines the type of HOST system:



- 3 Select **Next** and the “Select Hardware Type” dialog is displayed:



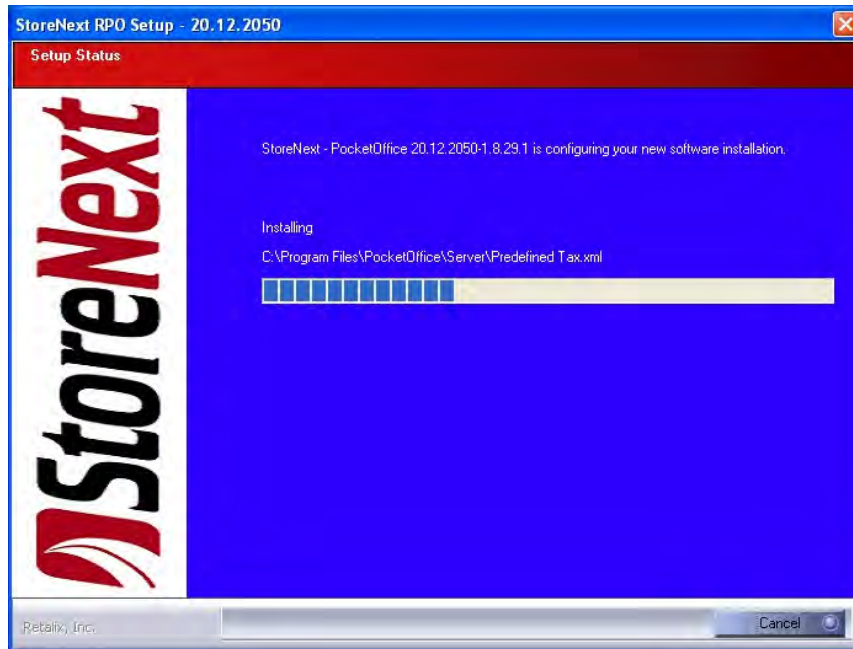
- 4 Select the hardware type that is currently connected to the server PC from the “Prerequisite setup”. **(Please note that if any other device type other than the selected device is connected; the software results on that device will have undesirable results.)**
- 5 Select **Next**. The “Device Confirmation” dialog is displayed.



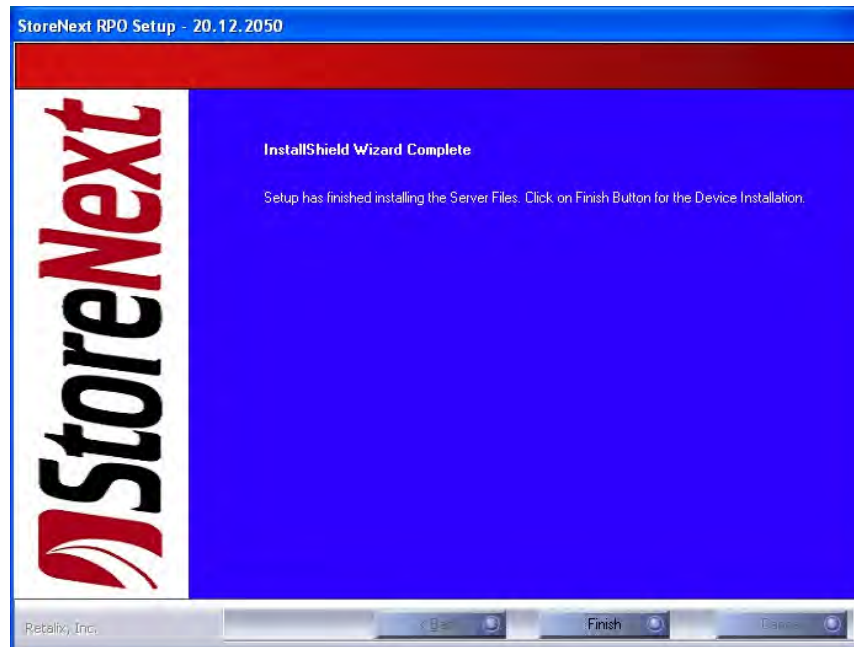
- 6 Select **Next** to continue. The Installation Summary is displayed:



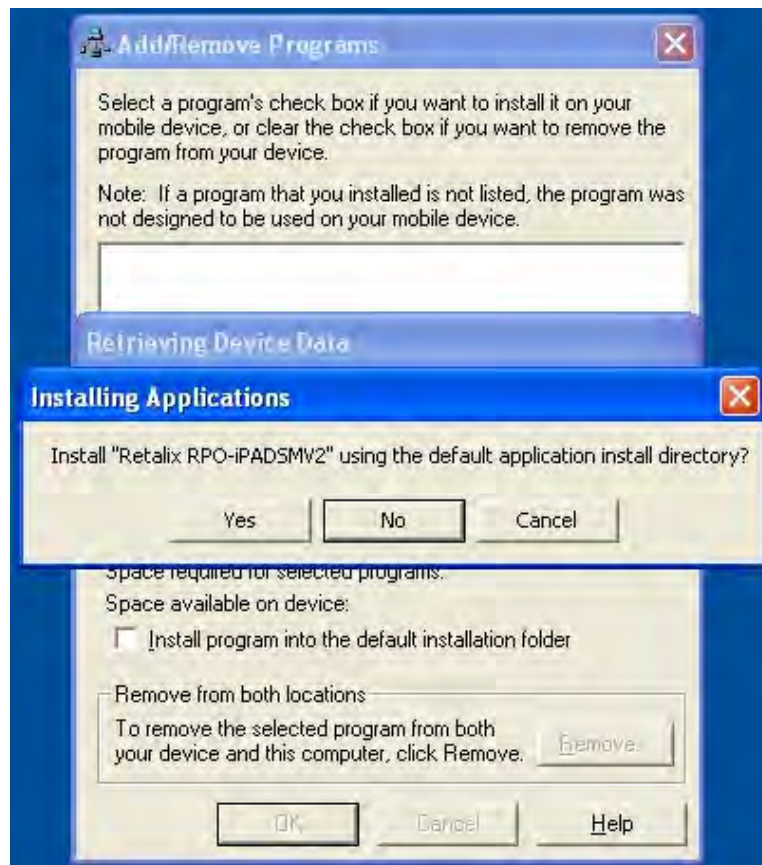
- 7 Select **Next** to continue. The Server Install begins and a progress bar is displayed:



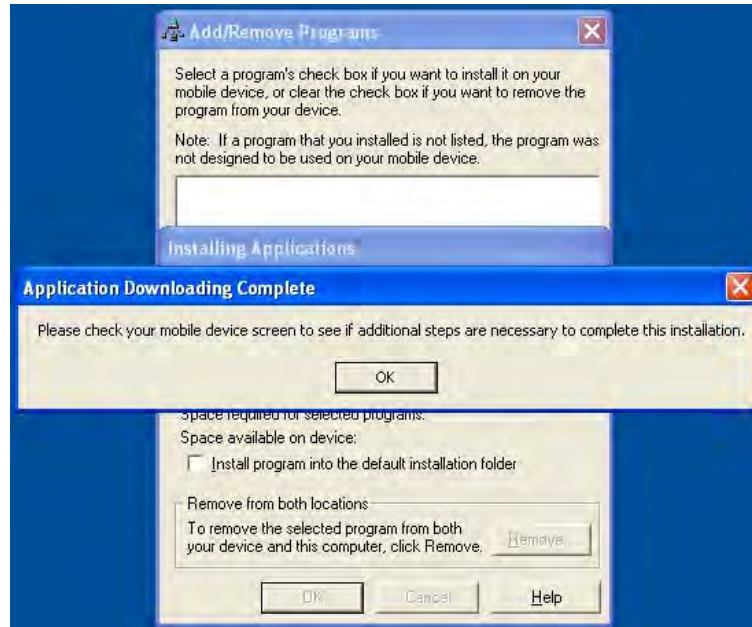
- 8 The Wizard completes.



- 9 Select **Finish** to invoke the device installation The device installation begins.



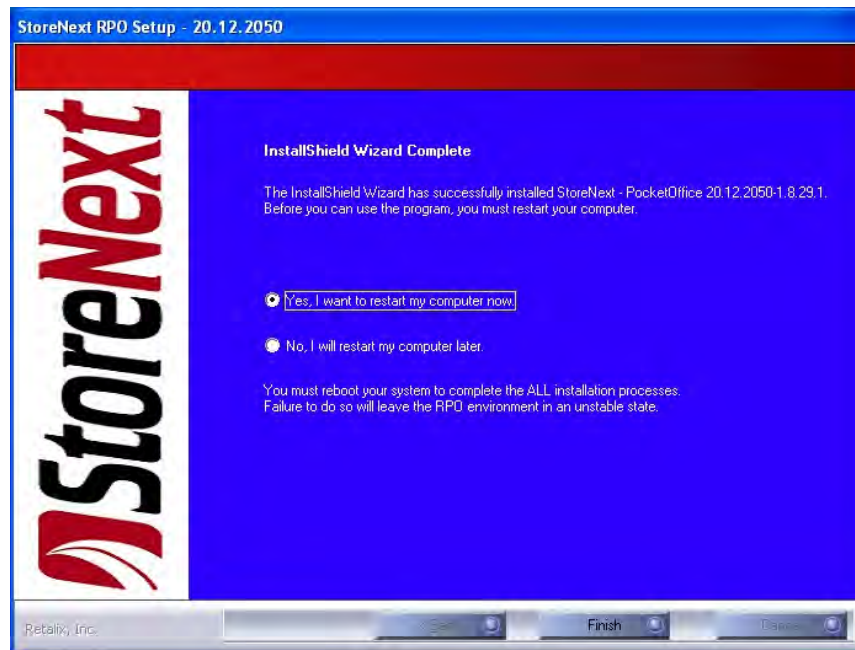
- 10 Select **Yes** to continue. The downloading is complete and a message to check the device for additional steps is displayed:



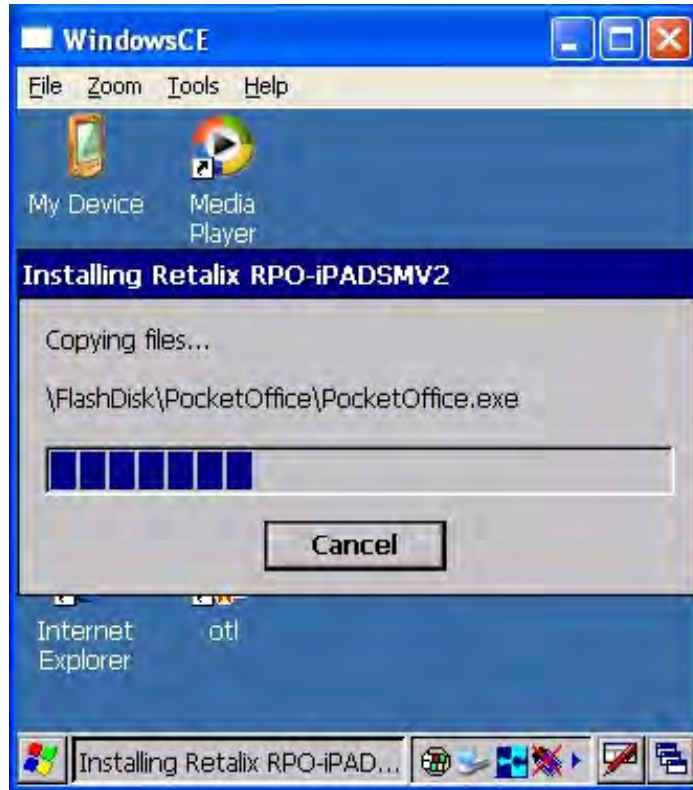
11 Select **OK** and the InstallShield Wizard completes.

**Note:**

If installing more than one hand-held device, select **No** to the reboot option. It is imperative that after all hand-held devices are installed that the system is rebooted.



- 12 Select **Finish**. The installation progress bar will display and the install continues to completion:



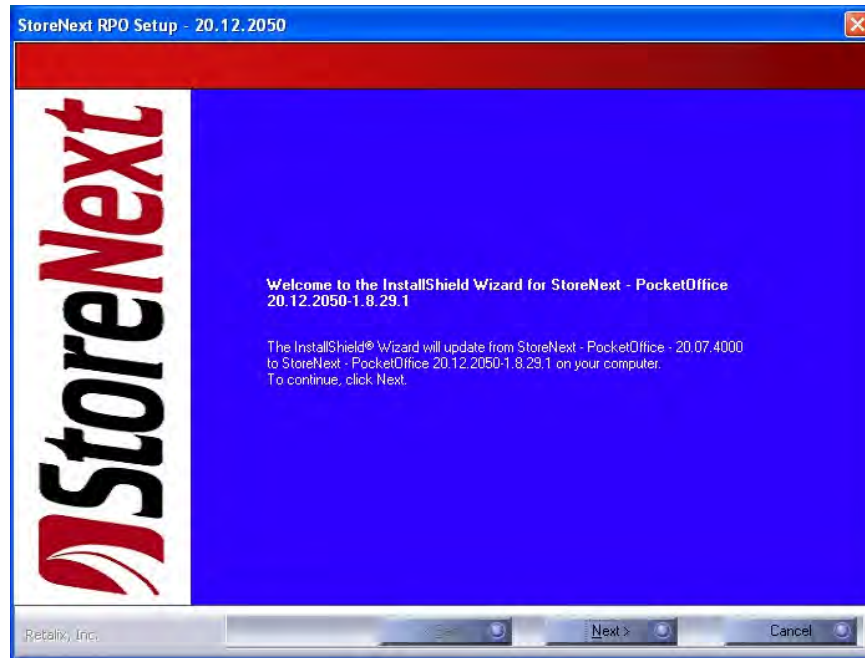


# Upgrading From a Previous RPO Version

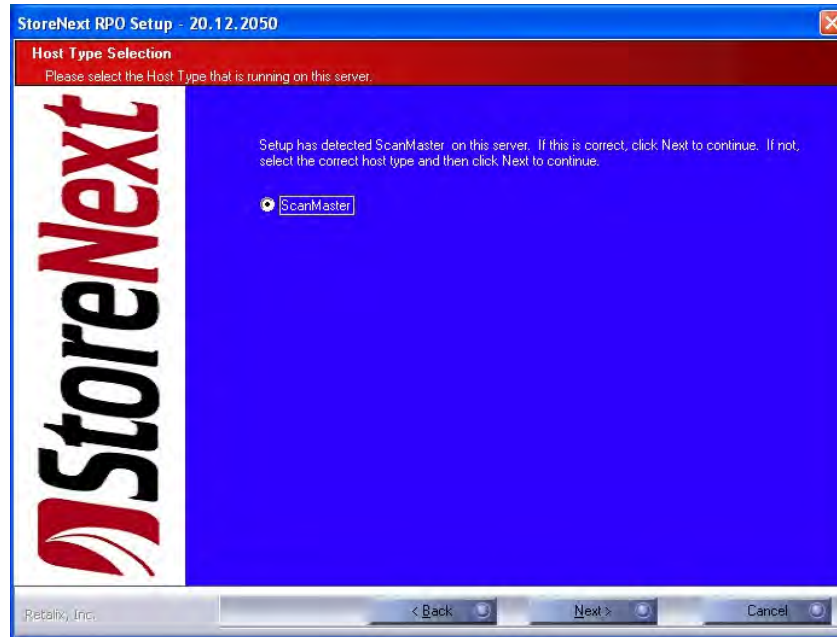
## Warning:

Please keep in mind that the Server will retain ONLY ONE DEVICE TYPE FILE SET AT A TIME. This means every time a subsequent install/upgrade is run, the pre-existing device type file set on the Server will be OVERWRITTEN by the device type file set that was selected from the “Select Hardware Type” in Step 4 below.

- 1 Launch the InstallShield executable. The InstallShield wizard begins and the Welcome screen is displayed. Both current version and upgrade version details are provided.



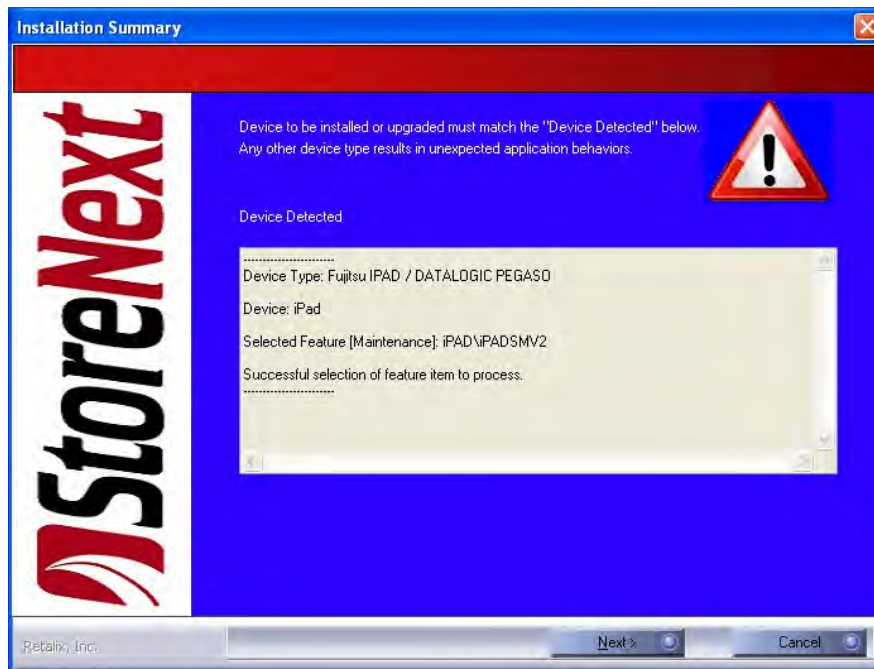
- 2 Select **Next** and the “HOST Type” dialog is displayed. The install determines the type of HOST system.



- 3 Select **Next** and the “Select Hardware Type” dialog is displayed:



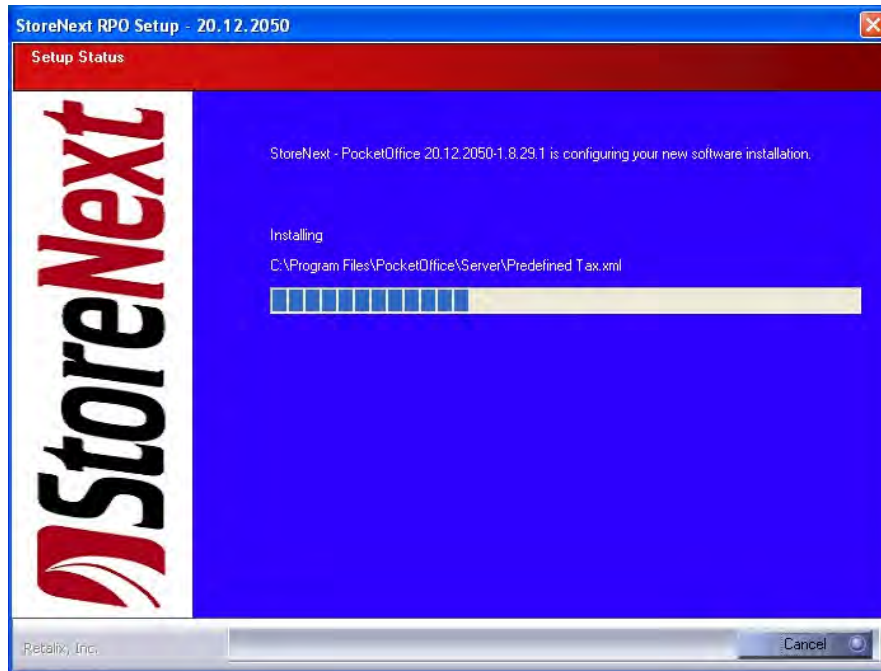
- 4 Select the hardware type that is currently connected to the server PC from the “Prerequisite setup” or the device type that will be upgraded through the RPO UI on the HDD. Select **Next** and the “Device Confirmation” dialog is displayed:



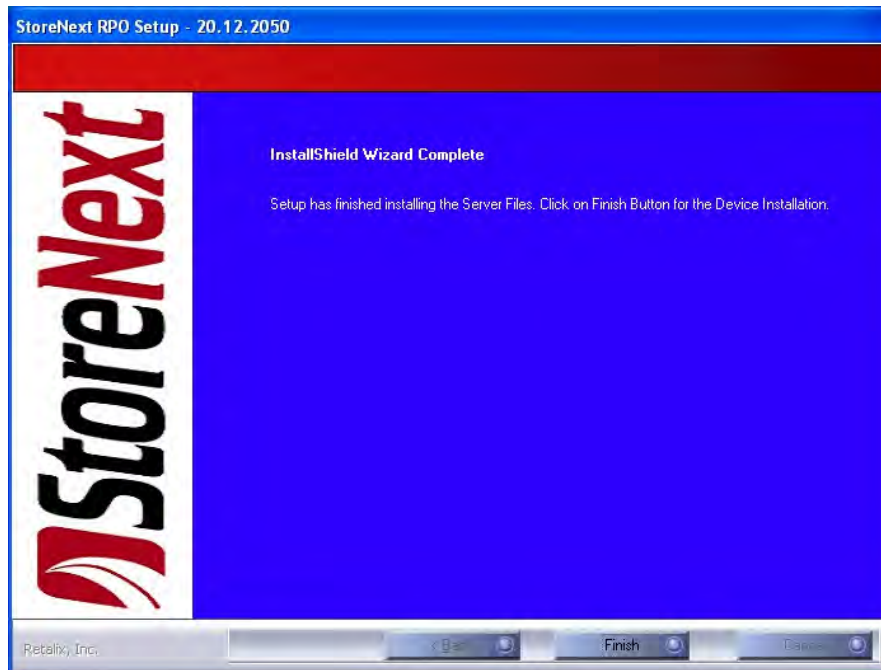
- 5 Select **Next** to continue. The Installation Summary is displayed:



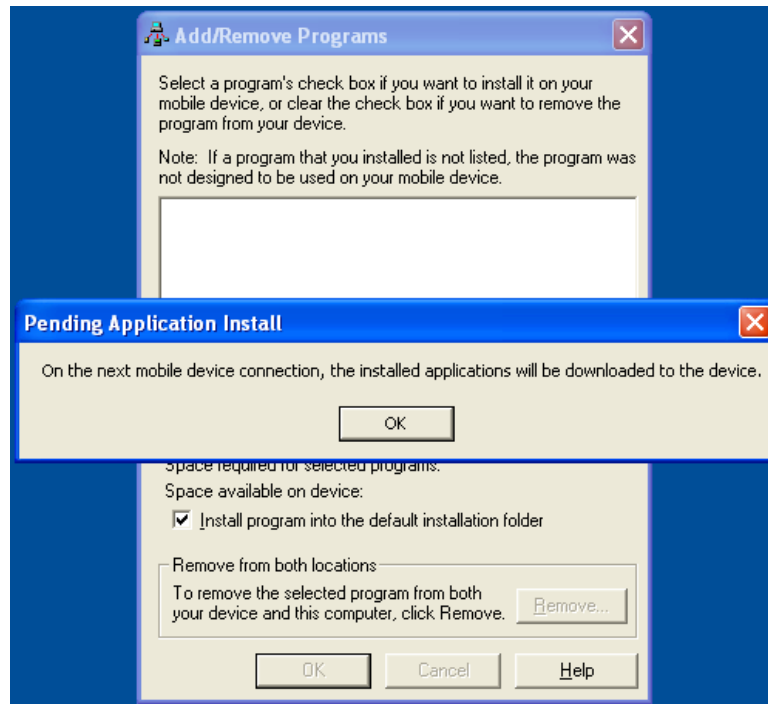
- 6 Select **Next** to continue. The Server Install / Upgrade begins.



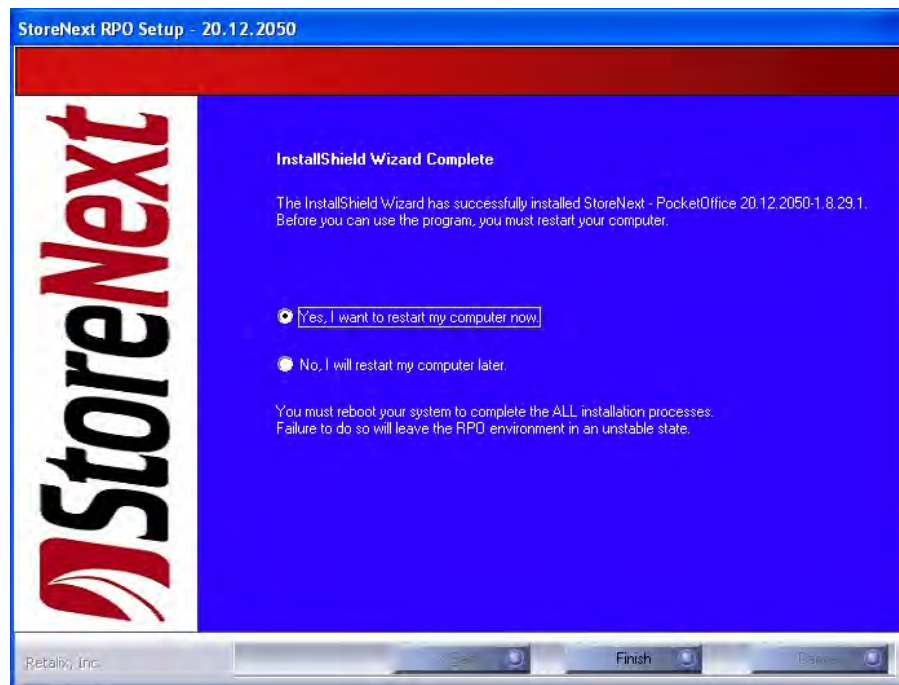
- 7 The Wizard completes.



- 8 Select **Finish** to invoke the “NEW” device installation. The dialog for updating a USB tethered device is displayed:



- 9 Select **OK** to ignore the NEW device installation and close the dialog boxes. Upgrades to devices are facilitated from the user interface within RPO on the HDD and not from a USB cable connected to the server. (Steps 12 through 19 detail this process). The InstallShield Wizard completes.



- 10 Choose “Yes, I want to restart my computer now” and select **Finish**. The system reboots.
- 11 After the system is rebooted and RPOServer is running; update the hand-held device selected in step 4 by using the “Get Data / Get Ver” feature within the RPO UI.
- 12 From the HHD, launch RPO (if not already launched) and Sign On.



- 13 From the RPO menu bar select the **Utils** option. From the drop list select **Get Data**.



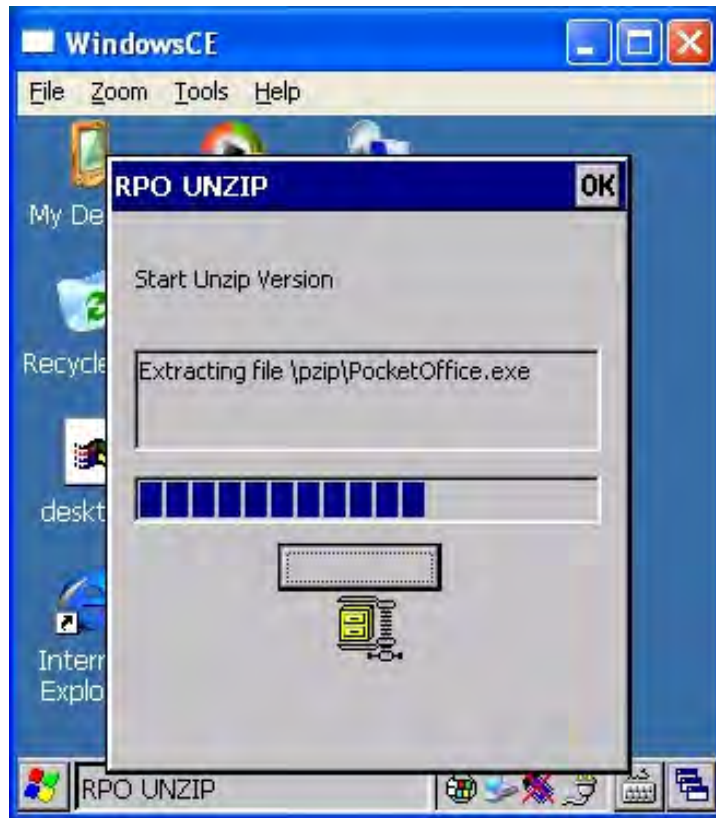
14 From the Get Data window, select the **Get Version** icon.



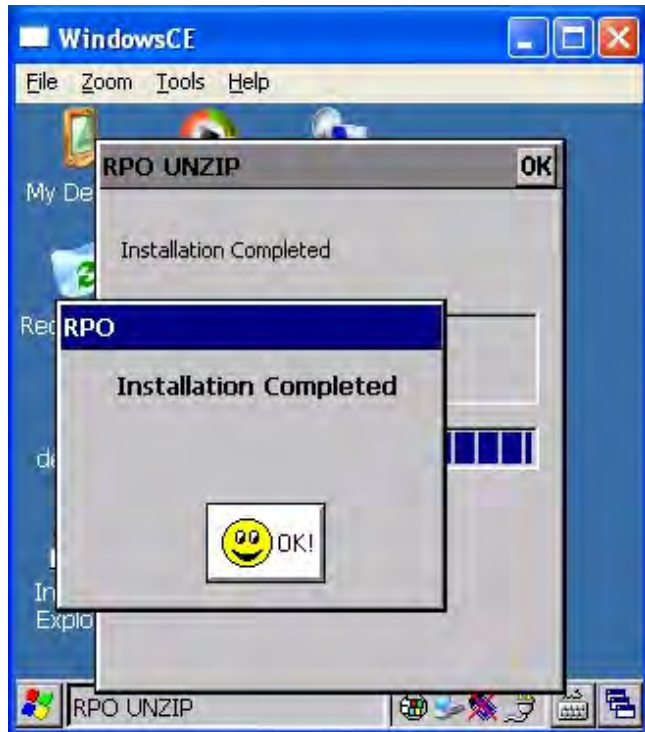
- 15 The Upgrade will begin by first connecting to the server via wireless connectivity.



- 16 The Upgrade will be copied to the device and extracted into the PocketOffice directory.



- 17 When successful, the Installation Completed dialog box is displayed.



- 18 Select **OK** to finish the process.

- 19 The installation has completed. Repeat Steps 12 through 18 above to upgrade any additional device types that match the “Select Hardware Type” from Step 4 above.



- 20 If a different device type requires an Upgrade, begin the “Upgrading” process again from Step 1 through 19.

**Note:**

Please keep in mind that the Server will retain ONLY ONE DEVICE TYPE FILE SET AT A TIME. This means every time a subsequent install/upgrade is run, the pre-existing device type file set on the Server will be OVERWRITTEN by the device type file set that was selected from the “Select Hardware Type” in Step 4 above.

# Repairing Corrupted files on a Server and/or a Hand-Held Device

## Warning:

ALL critical RPO files will be OVERWRITTEN on both the server and hand-held Device.

## Warning:

On the Server, all RPOServer, RPOAdmin, Installation default profiles and HHD support files will be OVERWRITTEN. The RPO User data base and customer created RPO User profiles will be retained.

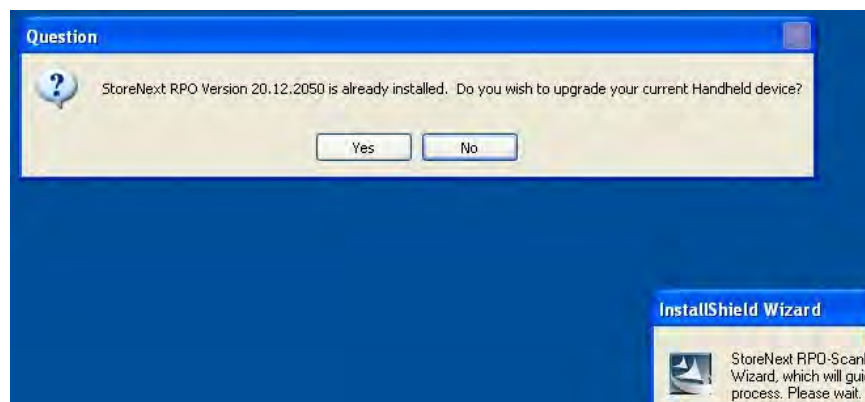
## Warning:

On the hand-held device ALL settings files used to support the flexible parameters for: Q-Buster, RMA and the Scanner will be OVERWRITTEN. The HOST IP and HHC ID will be retained so communications with RPOServer will not be lost.

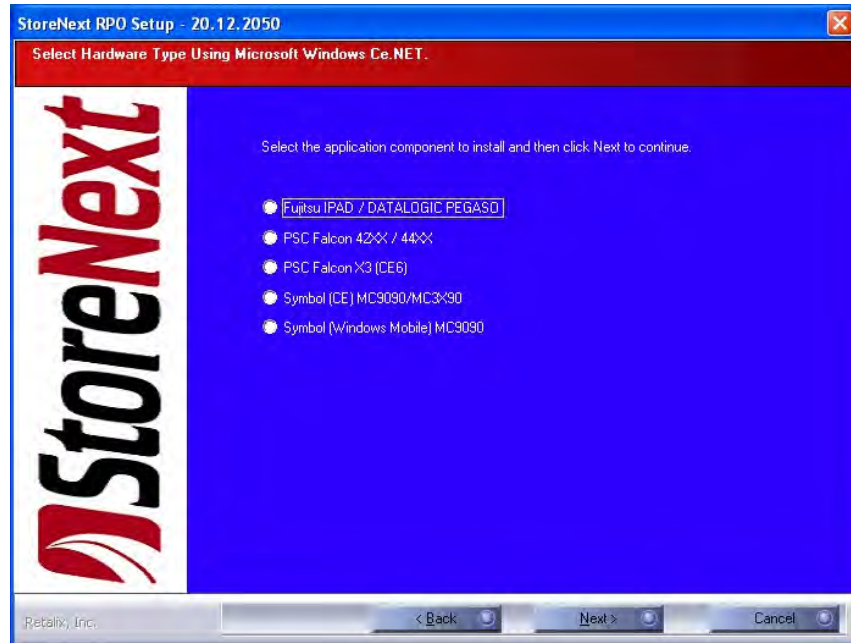
## Prerequisites

Ensure the hand-held device is connected and synchronized to the server PC via USB.

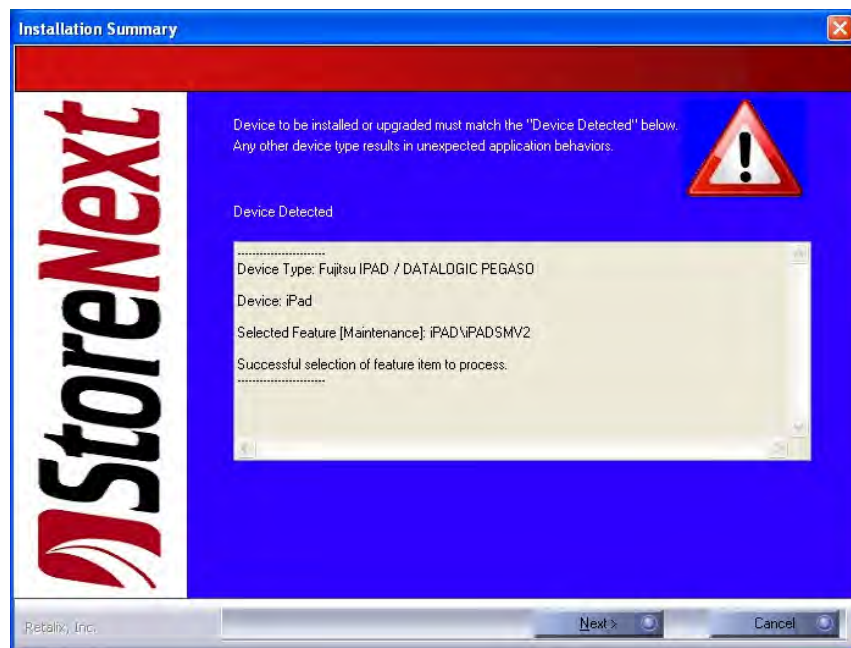
- ActiveSync is used for OS systems up to Vista
  - Windows Mobile Device Center is used for Vista Operating Systems (and newer)
- 1 Launch the InstallShield executable. The InstallShield wizard will recognize the version is already installed on the system. A dialog box is displayed.



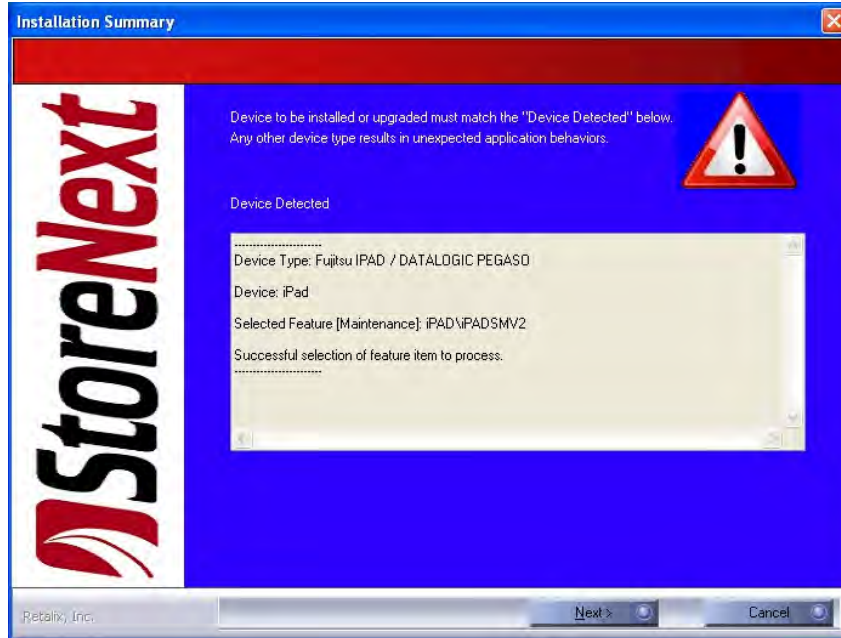
- 2 Select **Yes** to continue. The “Select Hardware Type” dialog is displayed:



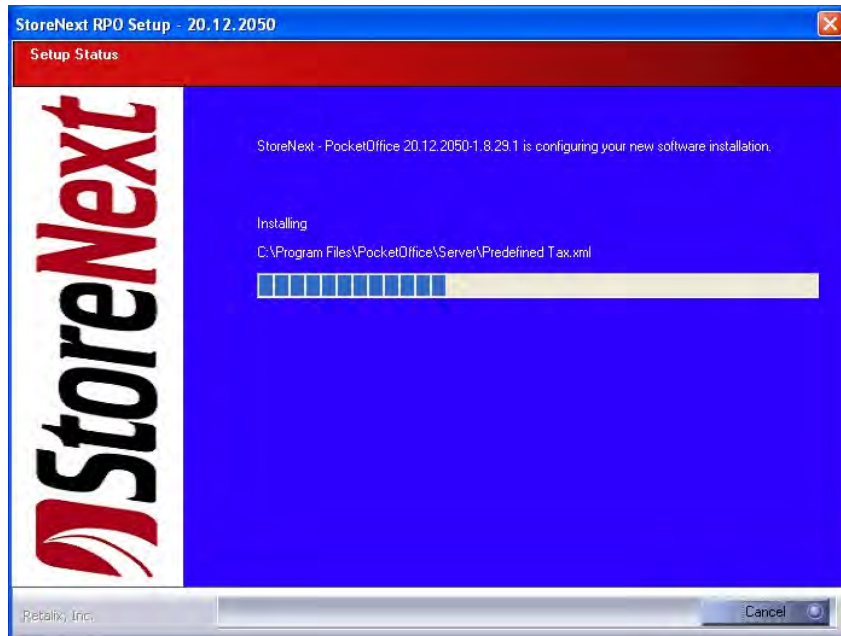
- 3 Select the hardware type that is currently connected to the server PC from the “Prerequisite setup”. **(Please note that if any other device type other than the selected device is connected; the software results on that device will have undesirable results).**
- 4 Select **Next**. The “Device Confirmation” dialog is displayed.



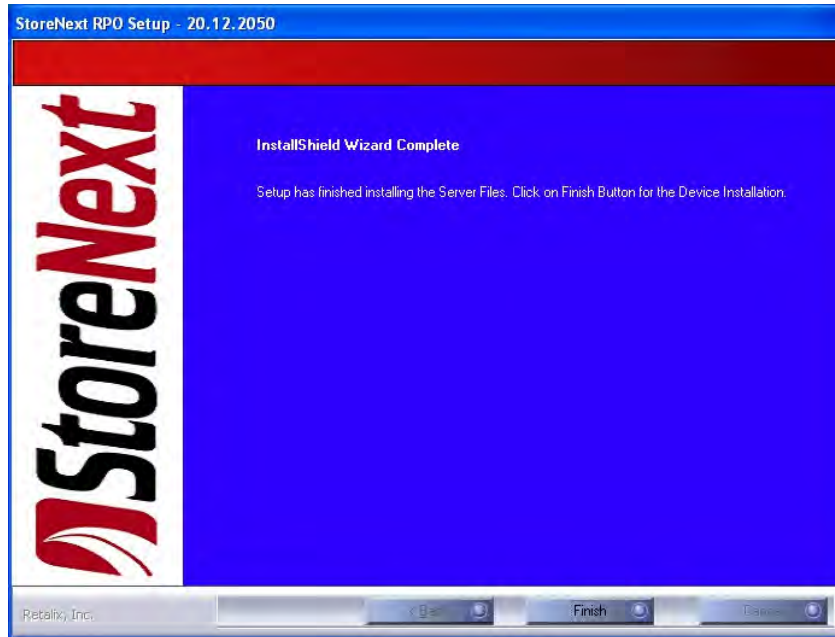
- 5 Select **Next** to continue. The Installation Summary displays:



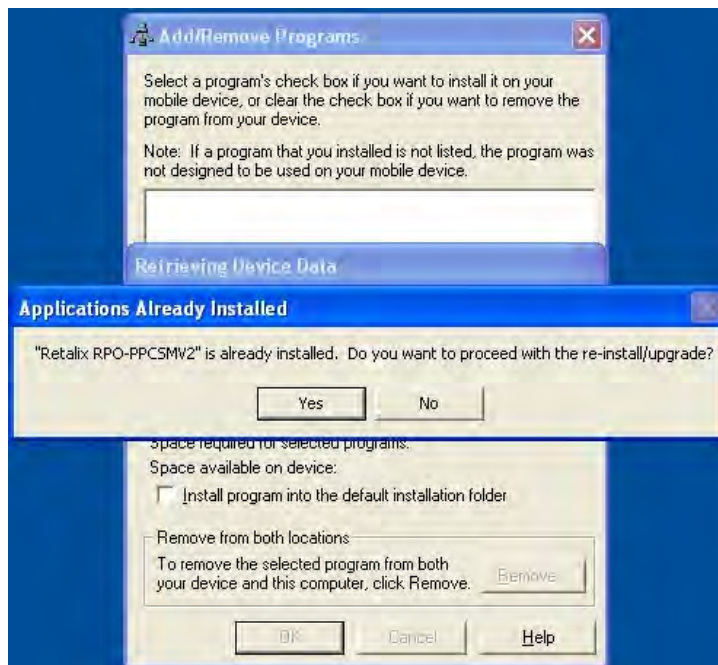
- 6 Select **Next** to continue. The Server Install begins.



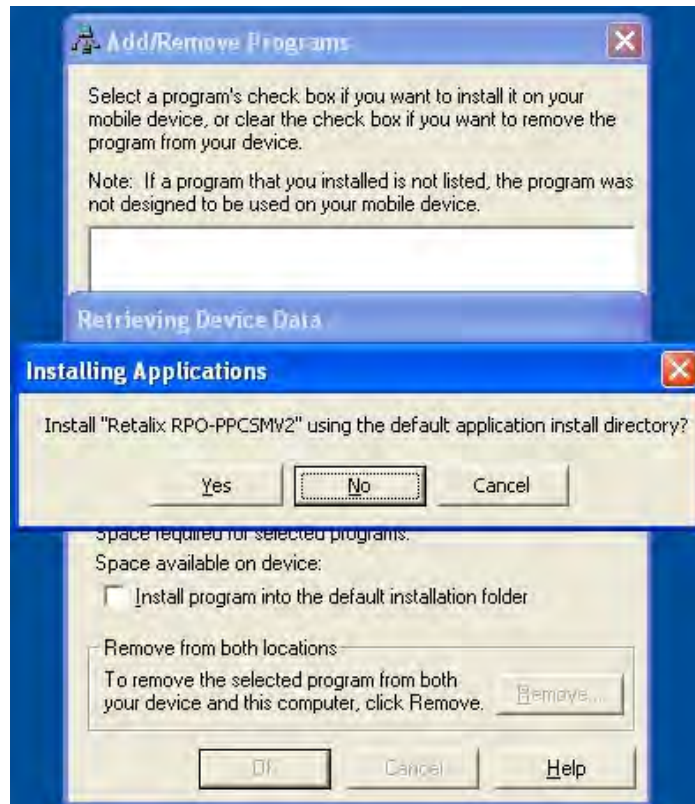
- 7 The Wizard completes.



- 8 Select **Finish** to invoke the device installation. The device installation begins. The “Applications Already Installed” window displays:



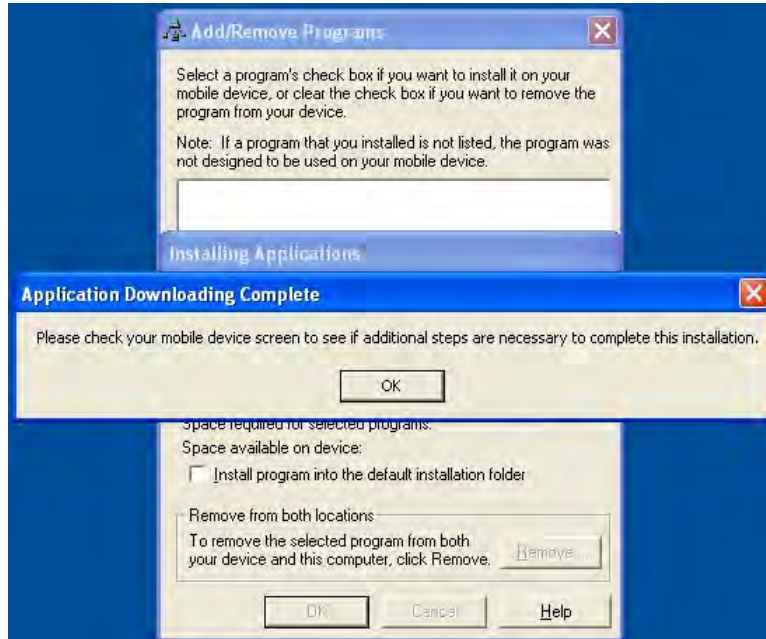
- 9 Select **Yes**. The “Installing Applications” window displays:



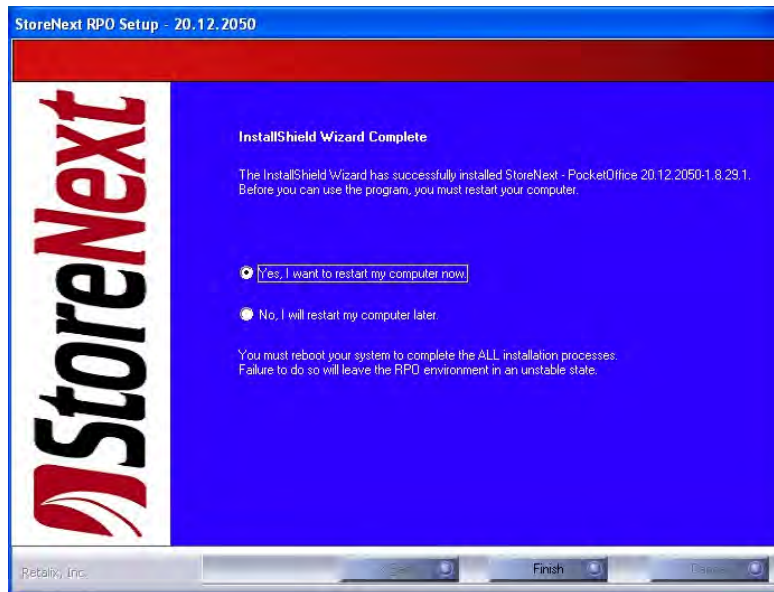
10 Select **Yes**. The device will begin the download.



- 11 The downloading is complete and a message to check the device for additional steps is displayed:



- 12 Select **OK** to continue. The InstallShield Wizard completes.



**Note:**

If repairing more than one hand-held device, select **No** to the reboot option. It is imperative that after all hand-held devices are repaired that the system is rebooted.

- 13 Select **Finish**. On the hand-held device the “Already Installed” dialog appears:



- 14 Select **OK** to reinstall. The installation progress bar will display:



- 15 The Installation completes.



**Note:**

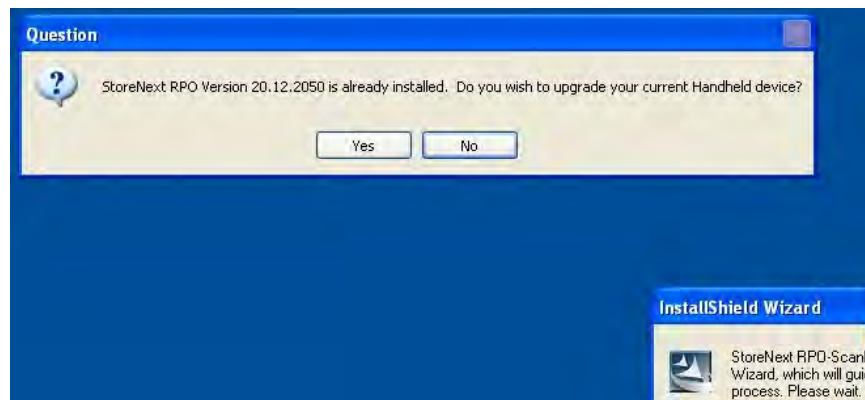
The entire process (steps 1 through 15) has to be repeated for each hand-held device that requires repair.

# Installing Another Hand-Held Device Type

## Prerequisites

Ensure the hand-held device is connected and synchronized to the server PC via USB.

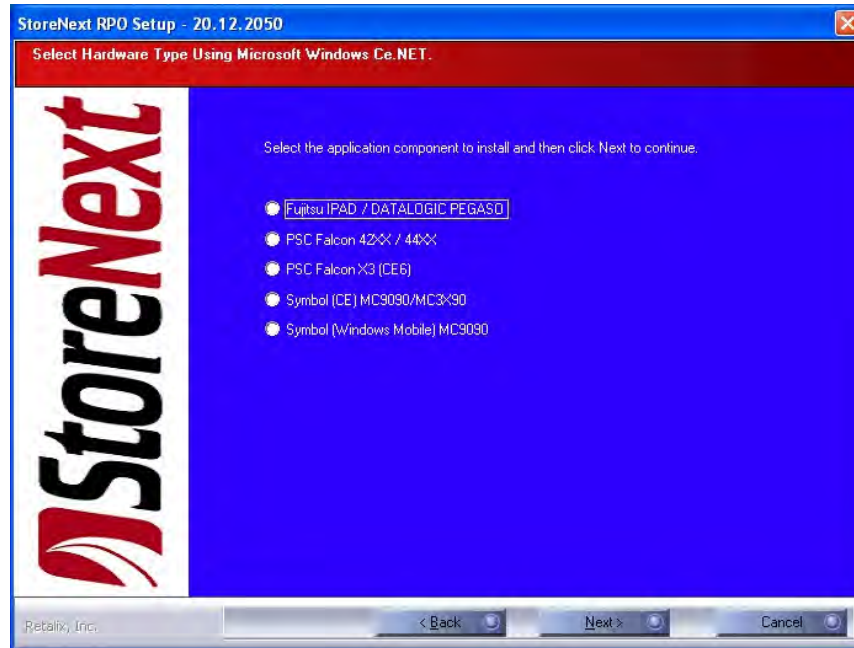
- ActiveSync is used for OS systems up to Vista
  - Windows Mobile Device Center is used for Vista Operating Systems (and newer)
- 1 Launch the InstallShield executable. The InstallShield wizard will recognize the version is already installed on the system. A dialog box is displayed.



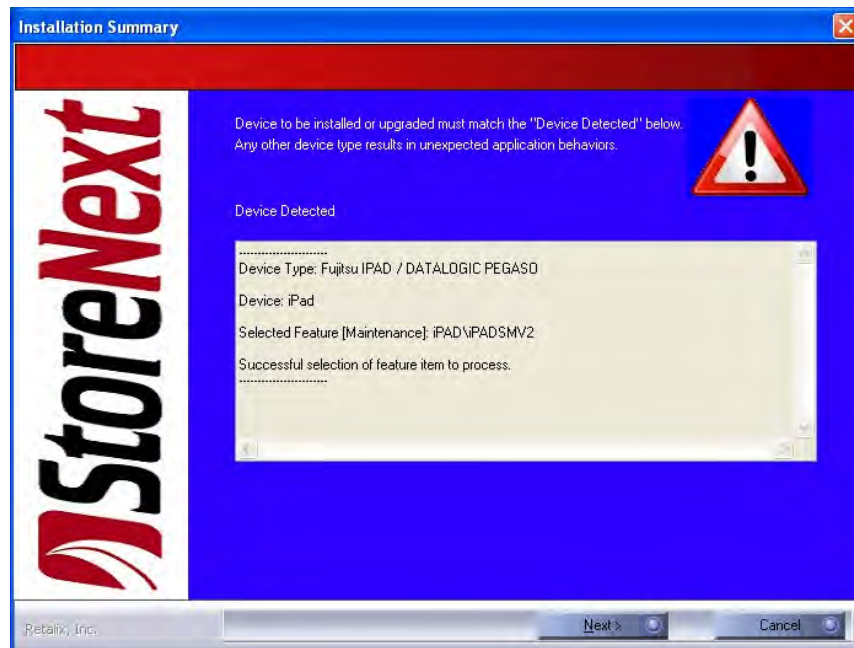
### Note:

Some graphics cards will show the partial dialog box seen in the lower right corner of the screen print below. It has no negative impact on the install or upgrade.

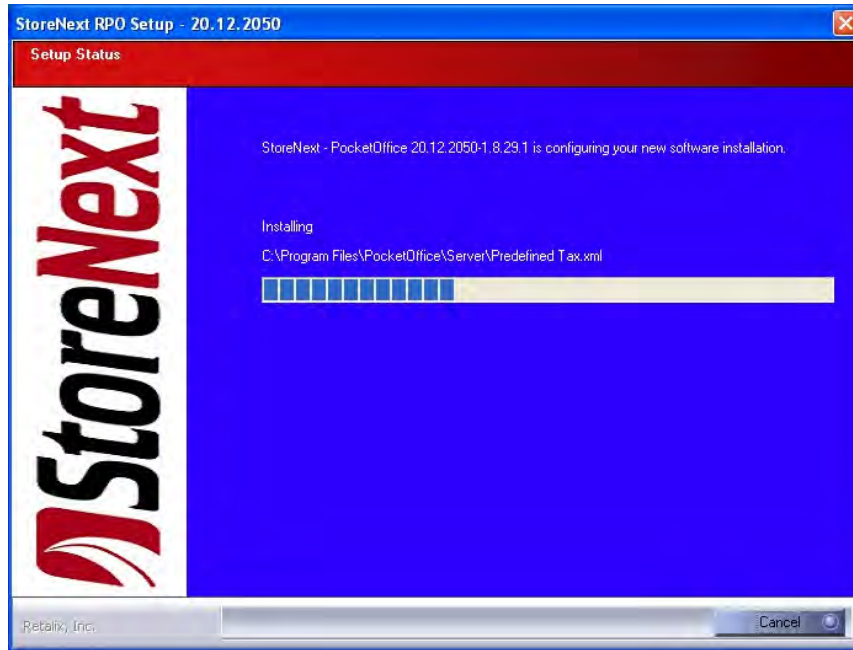
- 2 Select **Yes** to continue. The Select Hardware Type dialog is displayed:



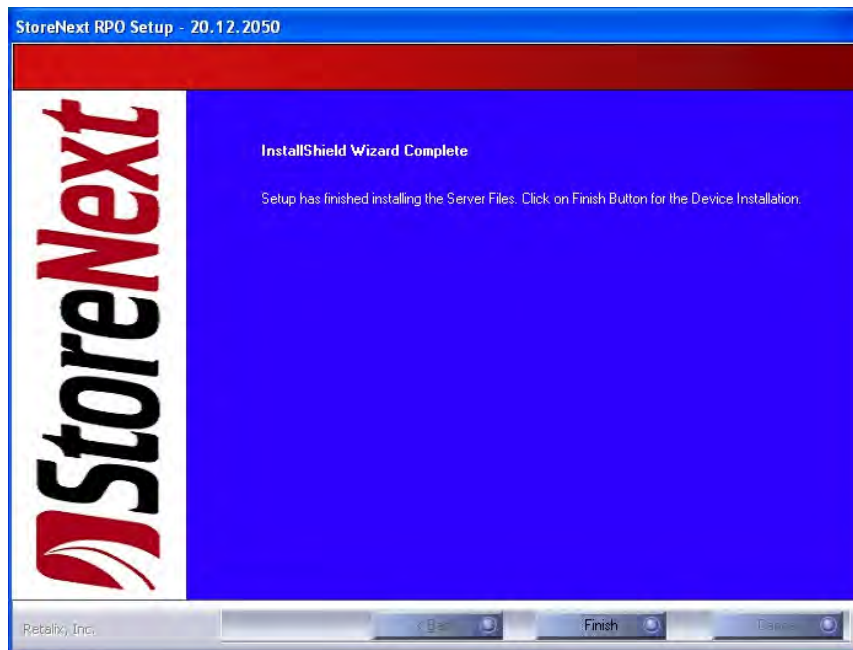
- 3 Select the hardware type that is currently connected to the server PC from the “Prerequisite setup”. **(Please note that if any other device type other than the selected device is connected; the software results on that device will have undesirable results).**
- 4 Select **Next**. The “Device Confirmation” dialog is displayed:



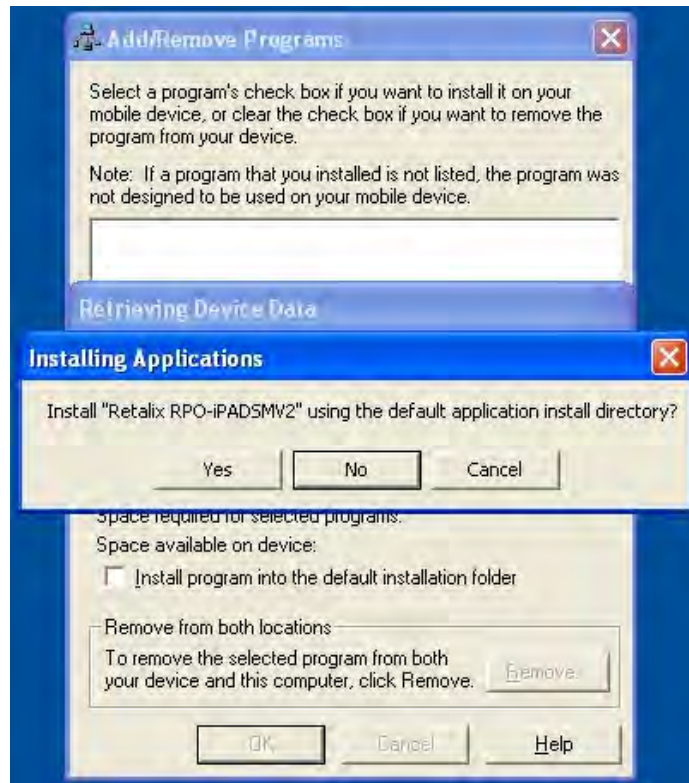
- 5 Select **Next** to continue. The Server Install begins.



- 6 The Wizard completes.



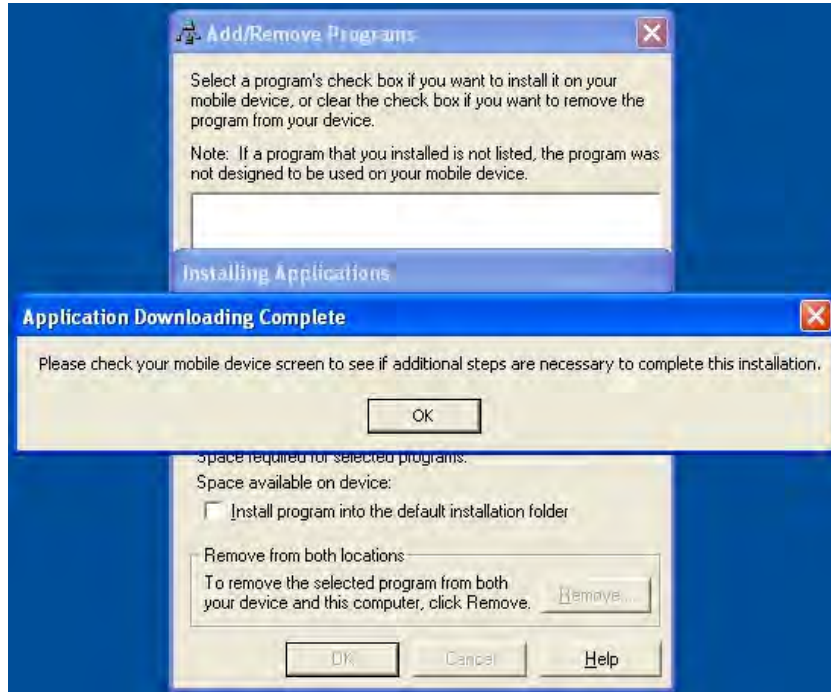
- 7 Select **Finish** to invoke the device installation. The device installation begins.



8 Select **Yes** to continue.



- 9 The downloading is complete and a message to check the device for additional steps is displayed:



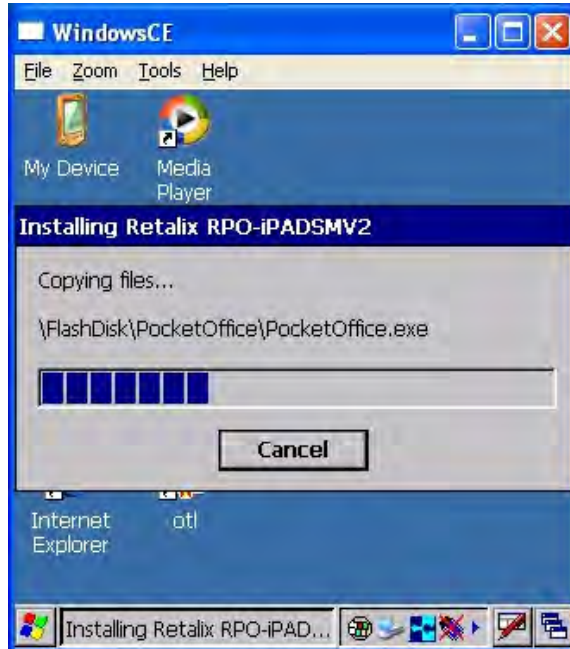
- 10 Select **OK**. The InstallShield Wizard completes:



**Note:**

If installing more than one hand-held device, select **No** to the reboot option. It is imperative that after all hand-held devices are installed that the system is rebooted.

- 11 Select **Finish**. The installation progress bar will display and the install continues to completion:



**Note:**

This entire process (steps 1 through 11) has to be repeated for each additional hand-held device to be installed.

