

Point of Sale 2016 Enterprise

Installation Guide

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About this guide

This guide is designed to help you install Microsoft SQL Server Express 2014 SP1 and Point of Sale Enterprise 2016.

While there are many options in the Microsoft SQL Server 2014 installation process, this guide will show you what we believe to be the best setup to work with Point of Sale Enterprise 2016.

Note: In this guide we refer to Microsoft SQL Server Express 2014 SP1 as SQL Server.

System Requirements - Microsoft SQL Server Express 2014 SP1

- Full system requirements can be found at [https://msdn.microsoft.com/en-us/library/ms143506\(v=sql.120\).aspx](https://msdn.microsoft.com/en-us/library/ms143506(v=sql.120).aspx)
- Summarised system requirements are:
 - Windows 7 SP1, Windows 8, Windows 8.1, Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows Server 2012, Windows 10
 - .NET 3.5 SP1 to be installed and/or enabled in Windows Features
 - 6 GB hard disk space
 - 512 MB RAM minimum, 1 GB recommended

System Requirements - SQL Server 2014 Report Builder (optional)

An optional Microsoft reporting application for SQL Server 2014 is available in the Third Party folder on the Point-of-Sale DVD. It does not need to be installed on the SQL Server machine, but must have access to it.

- Windows 7, Windows 7 Service Pack 1, Windows 8, Windows 8.1, Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2
- .NET 4.5 must be installed and/or enabled
- 80 MB of hard disk space
- 512 MB RAM

Further information is available at <https://www.microsoft.com/en-au/download/details.aspx?id=42301>

System Requirements - POS Enterprise 2016 (Administrator)

The system requirements below are for Point of Sale Enterprise 2016 (Administrator).

- 1.0 GHz Intel Pentium IV-compatible (or equivalent) processor with 1GB of RAM
- For Windows Vista, Windows 7, Windows 8, Windows 8.1 and Windows 10 users: 2.0 GHz Intel Pentium IV with 2GB of RAM
- Microsoft® Windows Server 2008/Server 2012/Vista/7/8/8.1/10*
- .NET 4.6.1 should be installed on Windows 7 SP1 and later operating systems, if not already installed. It is available in the Third Party folder on the Point of Sale DVD
- Accounts** Accounting, Plus, Premier or Enterprise 2016 pre-installed
- 500 MB of disk space for Point of Sale installation
- 1GB of disk space for Accounts** installation
- Microsoft® Internet Explorer 7.0 or higher (can be downloaded from <http://www.microsoft.com/ie>)
- Super VGA or higher resolution: at least 800x600 pixel resolution
- A DVD drive
- All online features/services require High speed Internet connection

Although Point of Sale operates within a Windows Vista Home Basic/Vista Home Premium/7 Home Premium/Windows 8/Windows 10 single machine environment, it does not operate within a Windows Vista Home Basic/Vista Home Premium/7 Home Premium/Windows 8/Windows 10 networked environment. Windows 8/Windows 10 Pro and Enterprise are supported in a network environment.

You must install/upgrade Reckon Accounts first before installing/upgrading to Point of Sale.

* 64-bit support with Windows Server 2008, Server 2012, Windows 7, Windows 8 and Windows 10.

**Reckon Accounts requirements are higher than POS. Please ensure that you make a note of these prior to installing your software. The system requirements for Reckon Accounts can be found in the Reckon Accounts 2016 Startup Guide.

System Requirements - POS Enterprise 2016 (Terminal)

The system requirements below are for Point of Sale Enterprise 2016 (Terminal).

- 1.0 GHz Intel Pentium IV-comptabile (or equivalent) processor with 512 MB RAM
- For Windows Vista, Windows 7, Windows 8, Windows 8.1 and Windows 10 users: 2.0 GHz Intel Pentium IV or equivalent with 2GB RAM
- Microsoft® Windows Server 2008/Server 2012/Vista/7/8/8.1/10™*
- .NET 4.6.1 should be installed on Windows 7 SP1 and later operating systems, if not already installed. It is available in the Third Party folder on the Point of Sale DVD
- 500 MB of disk space for Point of Sale installation
- Microsoft® Internet Explorer 7.0 or higher (can be downloaded from <http://www.microsoft.com/ie>)
- Super VGA or higher resolution: at least 800x600 pixel resolution
- A DVD drive**
- All online features/services require High speed Internet connection

Although Point of Sale operates within a Windows Vista Home Basic/Vista Home Premium/7 Home Premium/Windows 8/Windows 10 single machine environment, it does not operate within a Windows Vista Home Basic/Vista Home Premium/7 Home Premium/Windows 8/Windows 10 networked environment. Windows 8/Windows 10 Pro and Enterprise are supported in a network environment.

You must install/upgrade Reckon Accounts first before installing/upgrading to Point of Sale.

*64-bit supported with Windows 7, Windows 8 and Windows 10

** If you do not have a DVD drive on your terminal, copy the files to a USB flash drive (not included) to install.

Information for existing users

Changes to Point of Sale Enterprise 2016

The following are the changes to Point of Sale 2016, for more information please refer to the User Guide and the in-product Help.

Default touch-keyboard layout

In POS 2016 we've updated the default touch-keyboard layout for new terminals or when all main touch-keyboard layer keys are deleted:

- Keys are now all multiples of 10 pixels and have been snapped to a 10x10 grid. This will allow neat addition of new keys as they will line up easily.
- New keys are now a multiple of 10 pixels, and have been made with the same font and background colour of the default keys.
- A second layer has been added for POS Professional and Enterprise (for new terminals, or when no second layer exists and all main layer keys are deleted). It contains Admin type functions.
- New keys have been added and little used ones removed from main layer.
- Colours of keys have been revamped.
- Captions on some keys have been improved.

Keyboard keys

New keyboard keys created using some keyboard functions will have updated default captions.

NMI M7 Certification for Scale

Reckon Point of Sale is now certified for use with scales when particular hardware is used with the system. Regulations are now in effect for Australian businesses where all new POS systems being setup with a scale attached must use certified systems and must be checked by a certified installer.

To assist with this, a new 'Tare' function has been added to the Reckon Point of Sale system so scale users can account for any packaging weight. Before using the system in a commercial environment, it must be checked by a certified installer.

For the latest list of certified hardware please contact Reckon Support. If you have any questions related to the certification process or requirements to use a scale with a new POS system in Australia, please contact the National Measuring Institute of Australia.

For more information about regulation NMI M7 please visit <http://www.measurement.gov.au/TradeMeasurement/Business/Pages/Point-of-Sale-Systems.aspx>.

New version of SQL Server

POS Enterprise 2016 ships with the latest version of Microsoft SQL Server (SQL Server Express 2014 SP1), which is the only version supported on Windows 10. There is an optional Report Builder for SQL Server 2014 SP1 also available on the POS DVD, allowing customisable reporting. POS Enterprise 2016 can still be used with older versions of SQL Server that aren't installed on Windows 10.

Windows 10 compatible

All versions of POS 2016 are fully compatible with Windows 10.

SMS function removed

The SMS functionality is no longer available with POS 2016. Reckon will concentrate on services that are more heavily used.

Miscellaneous

Various minor fixes for kitchen printing, Transaction Display and Product Number key setup.

Upgrading from POS 2009/10 and upwards

Note: Reckon released two versions of POS 2010/11:

- R1 - POS Professional 2010/11 and POS Lite 2010/11
- R2 - POS Enterprise 2010/11

Reckon only supports the upgrade process to Point of Sale 2016 Enterprise from Retail Point of Sale 2009/10 and later versions. For users upgrading from a release before Retail POS 2009/10 there is a version of QuickBooks 2009/10 and Retail Point of Sale Professional 2009/10 provided on the DVD (\\trials\QuickBooks 2009-10 and \\trials\POS 2009-10), the IKC is also located in this folder.

For information on upgrading your database to POS 2009/10, refer to the **Retail Point of Sale 2009/10 Lite and Professional Installation and Upgrade Guide** (www.reckon.com.au/past-pos-versions).

Before the upgrade

1. If your operating system is Windows Vista, Windows 7, Windows 8, or Windows 10, make sure you are logged in with Administrator rights.
2. Perform an End of Day process, and select **RESET the Sales Information (Z-Report)** in all sessions of Terminal that you are running.
3. Post the End of Day file(s) to Reckon Accounts from Point of Sale Administrator.
4. Use the Backup tool in Point of Sale Administrator to back up your Point of Sale database file.
5. Uninstall the previous release of Point of Sale.
6. Install Point of Sale Enterprise 2016 as described on page 27.

Note: If you are upgrading from POS Enterprise 2010/11 and upwards, uninstall all instances of Database Manager 2010/11 and upwards.

Supported SQL Server versions

Point of Sale 2016 can be used with SQL Server 2008 R2 or 2014 SP1. If you want to upgrade your SQL Server to 2014 SP1, follow these instructions:

- Determine whether you have SP2 or later for SQL Server 2008 R2 installed. Go to Control Panel > Programs and Features. Check the version column for the Microsoft SQL Server 2008 R2 Setup entry: 10.50.1600.1 is R2, while SP2 shows as 10.5x.4000.0 and SP3 shows as 10.5x.6000.34
- If you don't have SP2 or later installed, you will not be able to upgrade or restore your database.
- If you don't have SP2 or later for SQL Server 2008 R2 installed, install SQL Server 2008 R2 SP3 from the Third Party\32 bit OS\SQL Server 2008 R2 SP3 or Third Party\64 bit OS\SQL Server 2008 R2 SP3 folder on the Point of Sale DVD
- To install SQL Server 2008 R2 SP3, double-click the exe and step through the screens

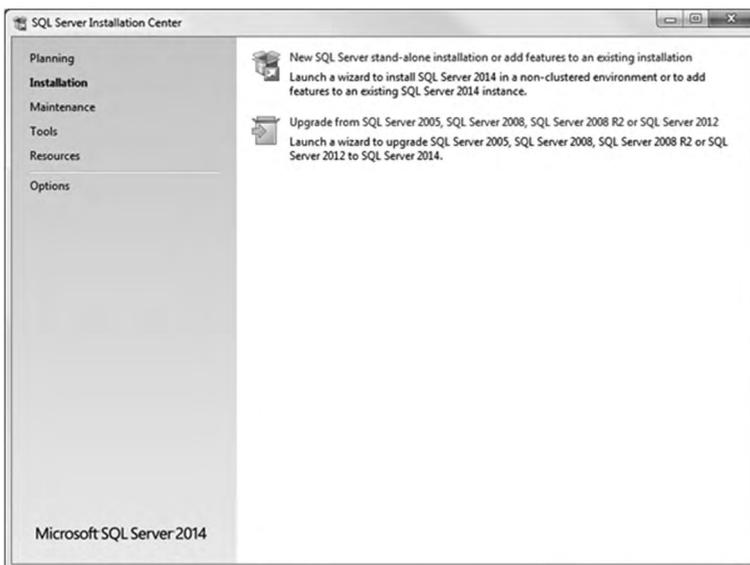
To upgrade to SQL Server 2014 SP1

Before you install Microsoft SQL Server 2014 SP1:

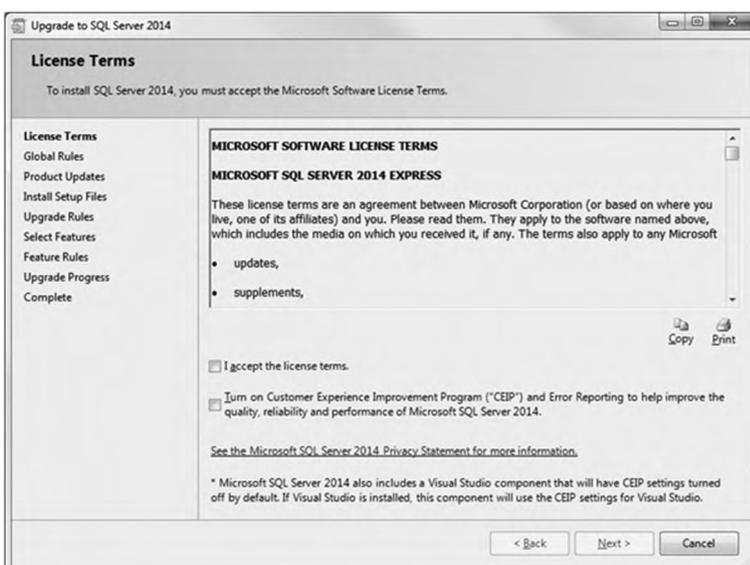
- Ensure that Microsoft .NET 3.5 or 3.5.1 is installed and enabled by going to Control Panel > Programs and Features > 'Turn Windows Features on or off', and ensure that the 'Microsoft >.NET Framework 3.5' or 'Microsoft >.NET Framework 3.5.1' checkbox is filled or ticked. If it is empty, tick it and click OK
- Restart the computer (this is required when installing SQL Server 2014 SP1 after the SQL Server 2008 R2 SP3 install)
- Log onto the SQL Server machine with an Administrator account that has a password.
- Close any applications currently running on your PC, including anti-virus software or firewall and disconnect from the Internet. You can re-enable anti-virus software or firewall after the installation is complete.

Note: The machine that you install SQL Server on will need to be running all the time that POS Admin and POS Terminals are running.

1. Insert the POS Enterprise DVD. Stop the installation if it starts automatically, then navigate to:
32 bit operating systems:
D:\Third Party\32 bit OS\SQL Server Express 2014 SP1 with Tools\SQLEXPRTW_x86_ENU.exe
64 bit operating systems:
D:\Third Party\64 bit OS\SQL Server Express 2014 SP1 with Tools\SQLEXPRTW_x64_ENU.exe
Double click relevant exe file.
2. On the 'Choose Directory For Extracted Files' window, browse to a location on the machine eg. The desktop or C drive, then add a folder name to the end of the path, eg. SQL Server Express 2014 SP1 with Tools and click OK.
3. After the files have extracted, the SQL Server Installation will begin.
4. Click Upgrade from SQL Server 2005, SQL Server 2008, SQL Server 2008 R2 or SQL Server 2012.



5. Read the license terms and then click **I accept the license terms**. Click **Next**.



6. The Global Rules window opens and a system requirements check is performed. If your computer fails any of these tests, the installation will not proceed and you need to correct any error before installation can continue.
7. The Select Instance window opens. Select your SQL Server instance name in the 'Instance to upgrade:' list. If you installed it as the default instance it may show as 'MSSQLServer'. Click Next.

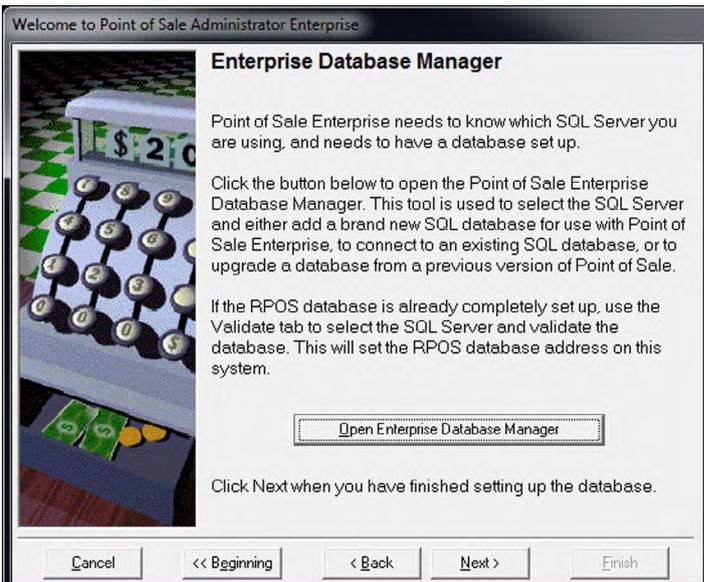
Setting up Point of Sale Enterprise 2016 Administrator

To upgrade your Point of Sale 2009/10 database and upwards:

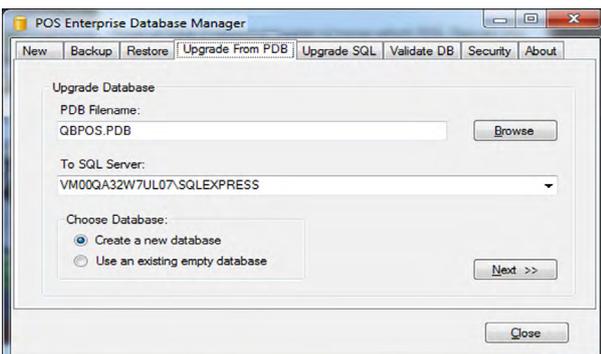
1. Ensure that your Reckon Accounts data file has been upgraded to Reckon Accounts 2016.
2. Open Point of Sales Enterprise 2016 Administrator.
3. You will see information stating that this is the first time that you have used Point of Sale Administrator. It explains that you need Reckon Accounts installed and activated, and your Reckon Accounts company files upgraded before proceeding. Click **Next**.



4. Click **Open Enterprise Database Manager**.



5. If you are upgrading from POS 2009/10, or 2010/11 onwards (Lite or Pro), click the **Upgrade from PDB** tab. Otherwise, jump to point 9.



- Click **Browse** to locate your POS database file.
- Specify your SQL Server. You can either type it in or click the drop-down arrow to use the autosearch.

Note: The Search function may not find all SQL Servers. If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers. .NET 4.6.1 is available in the Third Party folder on the Point of Sale DVD.

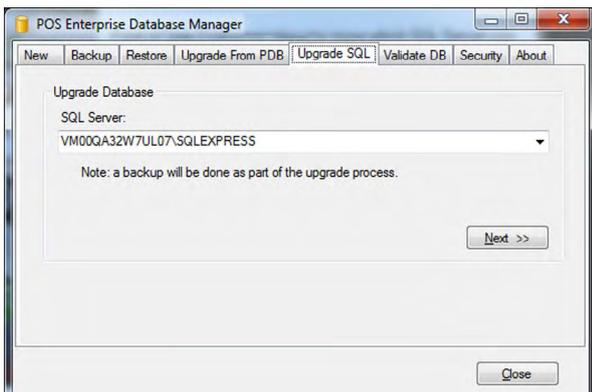
- Choose a database;

Create a new database will upgrade your POS PDB file into a new SQL database named RPOS.

Use an existing empty database will upgrade your POS PDB file into an empty SQL database that you have previously created that you named RPOS.

The default option is **Create a new database**. Reckon recommends that you choose this option.

- If you are upgrading from a previous release of POS Enterprise click the **Upgrade SQL** tab.



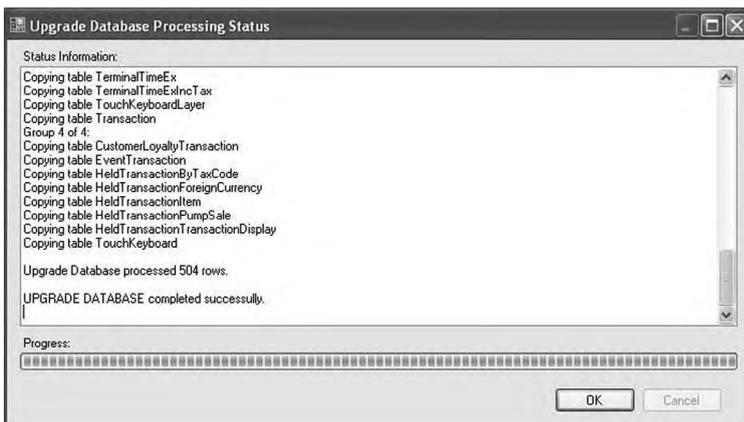
Specify your SQL Server. You can either type it in or click the drop-down arrow to use the autosearch.

Note: The Search function may not find all SQL Servers. If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers. .NET 4.6.1 is available in the Third Party folder on the Point of Sale DVD.

- Click **Next**.
- Connect to SQL Server; Enter **User Name** and **Password** and click **Connect**.



You will see the status of the database creation.



12. Click **OK**.
13. Click **Close**. You are returned to the Administrator First Use Wizard.
14. Click **Next**.
15. Enter the **User Name** and **Password** for the SQL System Administrator (SA) (that you created during the SQL Express install) so that it can setup a login which is required for the Point of Sale Administrator application to interact with the SQL database. You can select Windows Authentication or SQL Server Authentication. Reckon recommends SQL Server Authentication, Windows authentication mode will not be supported.

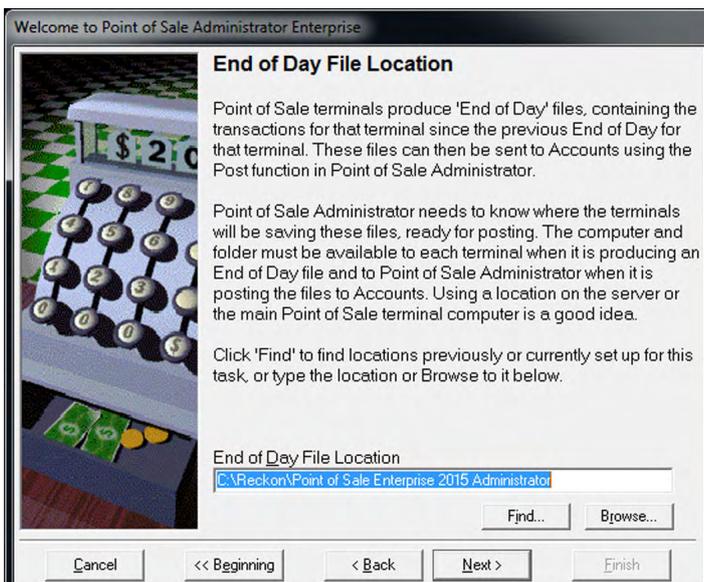
You also need to enter a new password for the **POS Admin user**.

Note: A user login needs to be created on the SQL Server for the POS Administrator application to access the database. This user login is 'POSAdminApp' and you must set a password for it. Please keep this user name and password secure as it can be used to login to the SQL Server.

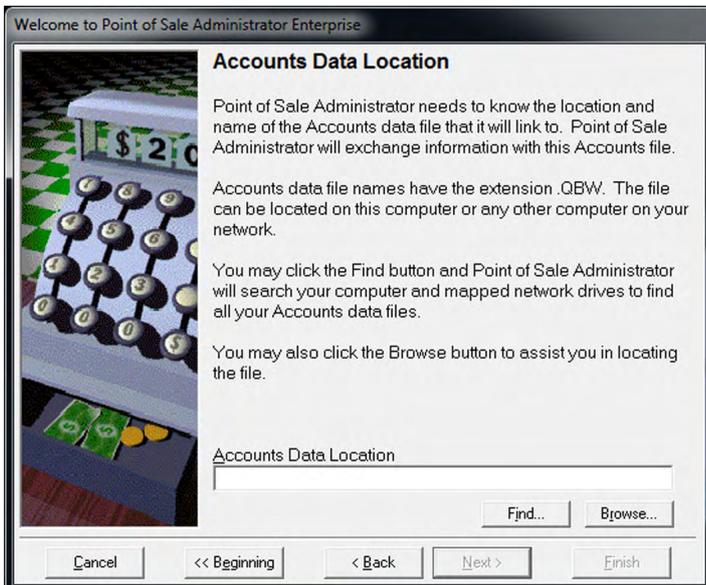
Click **Next**.



16. Enter where you want your end of day files to be so that Point of Sale Administrator can transfer the data to Reckon Accounts. This location (folder) must be shared, and must be on a computer that is always on when terminals perform the End of Day process or when a Post is performed in Point of Sale Administrator. Click **Next**.

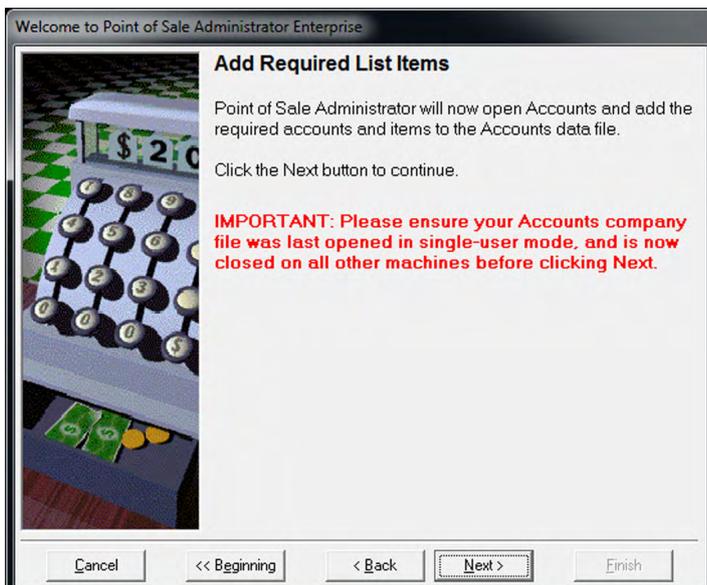


17. Specify where your Reckon Accounts data file is located so that Point of Sale can send transactions to and retrieve data from it. If you are not sure where it is, click **Find**. Click **Next**.

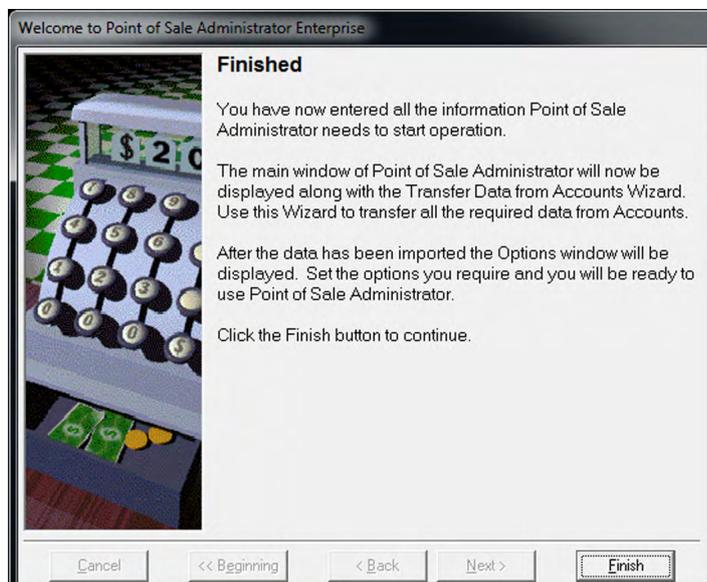


18. You are informed that Point of Sale Enterprise is about to add some required data to your Reckon Accounts file such as cash register accounts etc.

Click **Next**.



19. The Point of Sale Administrator setup has completed, click **Finish**.



20. The Transfer Data from Accounts wizard starts. Click **Next**.



21. The wizard automatically selects to transfer all available items from Reckon Accounts. Click **Next**.



22. When the transferring of data is complete, click **Finish**.



Setting up Point of Sale Enterprise 2016 Terminal

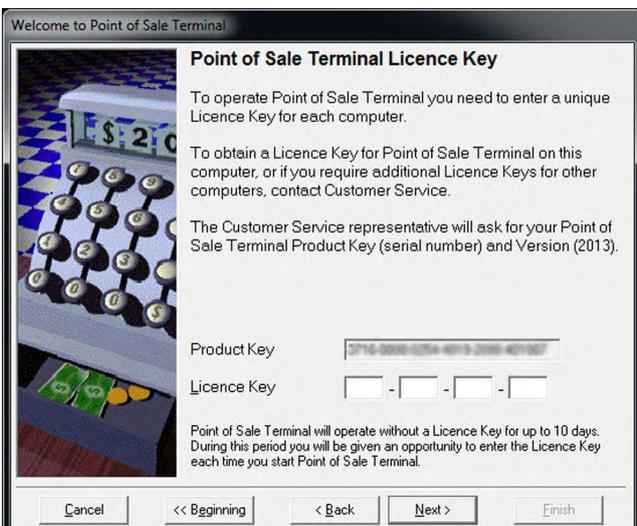
1. Open Point of Sale Enterprise 2016 Terminal.

Note: Before setting up Point of Sale Terminal, ensure that you have set up Point of Sale Administrator.

2. You will see information stating that this is the first time that you have used Point of Sale Terminal and a few options need to be set up before continuing. Click **Next**.

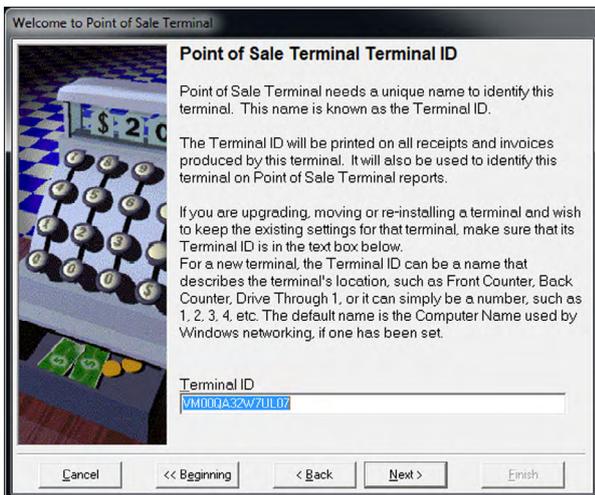


3. Enter your unique **Licence Key** to set up the length of the licence for the terminal. This can be provided by Reckon Customer Service (see the last page of this document for contact details). Click **Next**.



4. Enter the existing **Terminal ID**. You must enter the same Terminal ID as previously used on the terminal, to keep previous terminal settings and data. Click **Next**.

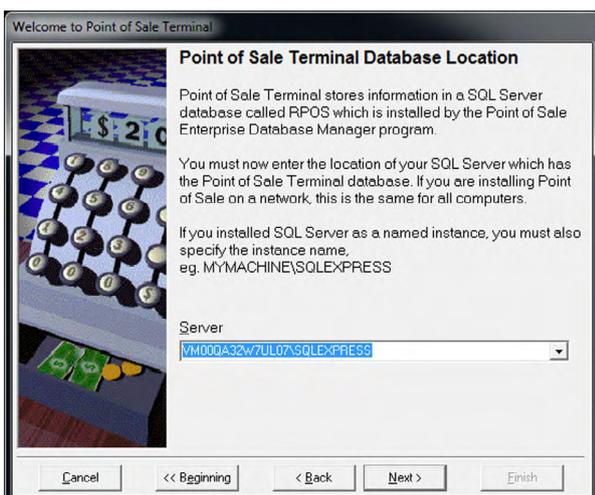
Note: You can locate your existing Terminal ID(s) from the Licences window within Point of Sale Administrator.



5. Enter the name of the SQL Server that you will be connecting this terminal to. You could also click the drop-down arrow to perform a search for your SQL Server. Click **Next**.

Note: The Search function may not find all SQL Servers. If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers.

.NET 4.6.1 is available in the Third Party folder on the Point of Sale DVD.



6. Just like Point of Sale Administrator, Point of Sale Terminal requires a **User Name** and **Password** to interact with the SQL database while processing transactions.

Enter the **User Name** and **Password** for the SQL System Administrator (SA) (that you created during the SQL Server install) so that it can setup a login which is required for the Point of Sale Terminal application to interact with the SQL database. You can select Windows Authentication or SQL Server Authentication. Reckon recommends SQL Server Authentication. Windows authentication mode will not be supported.

Enter the **Terminal User User Name** and **Password**.

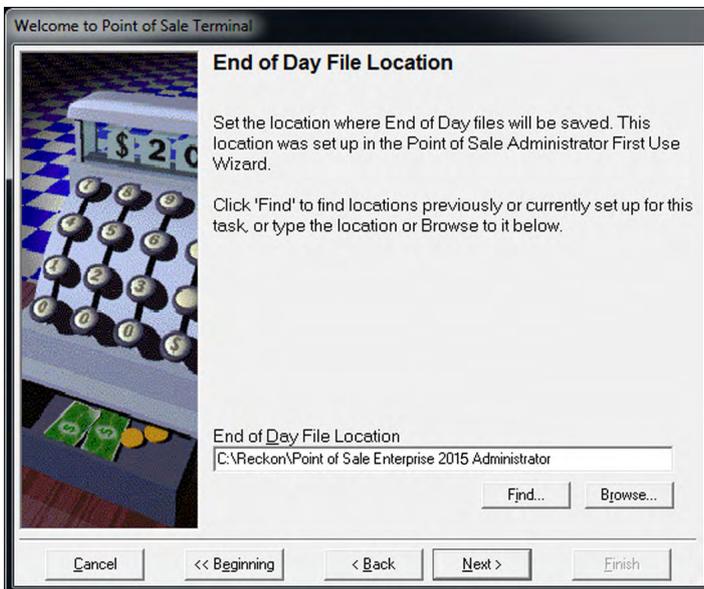
Note: A user login needs to be created on the SQL Server for the POS Terminal to access the database. You need to set this user name and password. Please keep this user name and password secure as it can be used to login to the SQL Server.

If you have multiple Terminals then you should use different user names and passwords for each Terminal.

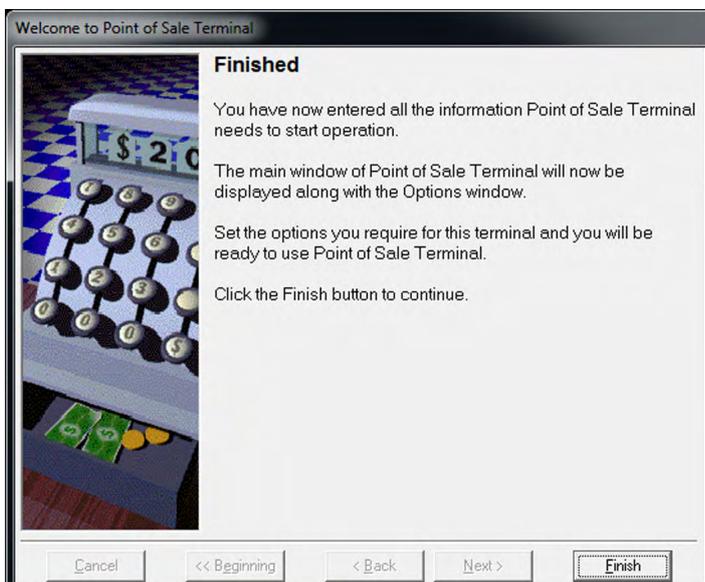
Click **Next**.



7. Just like Administrator you need to set where you want the End of Day Files to be created. This must be the same location that you specified in the Administrator First Use Wizard. This location should be mapped as a network drive (unless it is on the local machine). Click **Next**.



8. You are now ready to use Point of Sale Terminal. Click **Finish**.



Information for new users

Installation of Microsoft SQL Server 2014

Before you install Microsoft SQL Server 2014:

- Ensure that Microsoft .NET 3.5 or 3.5.1 is installed and enabled by going to Control Panel > Programs and Features > 'Turn Windows Features on or off', and ensure that the 'Microsoft >.NET Framework 3.5' or 'Microsoft >.NET Framework 3.5.1' checkbox is filled or ticked. If it is empty, tick it and click OK.
- Close any applications currently running on your PC, including anti-virus software or firewall and disconnect from the Internet. You can re-enable anti-virus software or firewall after the installation is complete.

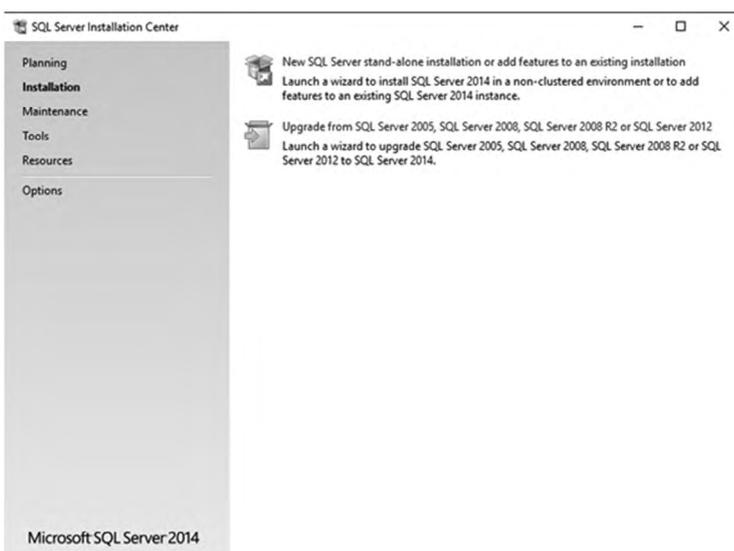
The following instructions show you how to install SQL Server.

Note: The machine that you install SQL Server on will need to be running all the time that POS Admin and POS Terminals are running.

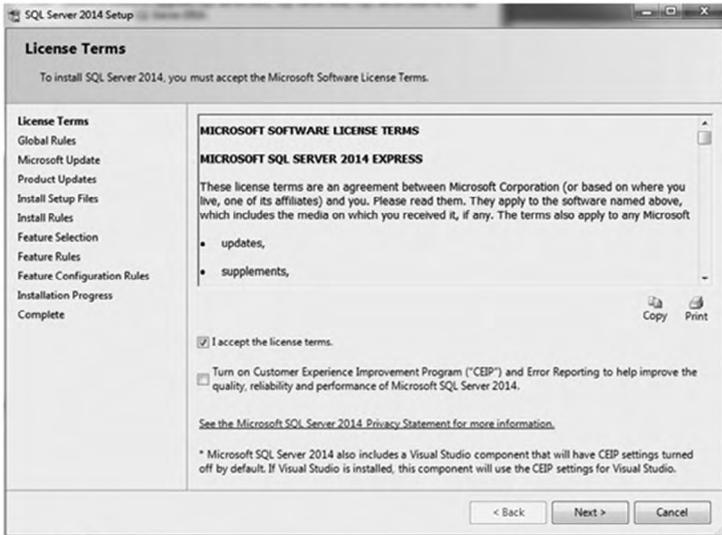
1. Log onto the machine with an Administrator account that has a password.
2. Insert the POS Enterprise DVD. If the installation window appears, close it.
Press the flying Windows key  + the R key to display the run dialogue box. Type D: and click OK (where D: is your DVD-ROM drive letter). Then navigate to:
32 bit operating systems
D:\Third Party\32 bit OS\SQL Server Express 2014 SP1 with Tools\SQLEXPRT_x86_ENU.exe
64 bit operating systems
D:\Third Party\64 bit OS\SQL Server Express 2014 SP1 with Tools\SQLEXPRT_x64_ENU.exe
Then double click relevant exe file.
3. On the 'Choose Directory For Extracted Files' window, browse to a location on the machine eg. The desktop or C drive, then add a folder name to the end of the path, eg. SQL Server Express 2014 SP1 with Tools and click OK
4. After the files have extracted, the SQL Server Installation will begin.
5. Follow the installation wizard, click to install Microsoft SQL Server 2014.

Note: Make sure that you install the correct version of SQL Server; either 32 bit or 64 bit.

6. Click **New installation or add features to an existing installation.**



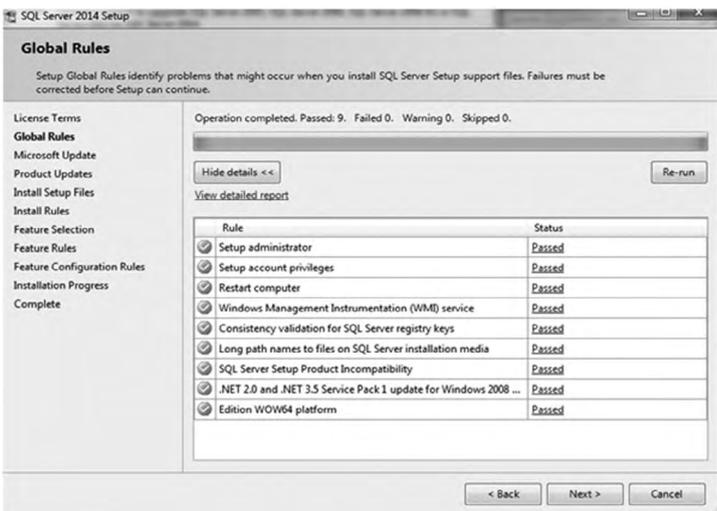
7. Read the license terms and then click **I accept the license terms.** Click **Next.**



8. The Global Rules window opens and system requirements is performed. If your computer fails any of these tests, the installation will not proceed and you need to correct any error before the installation can proceed.

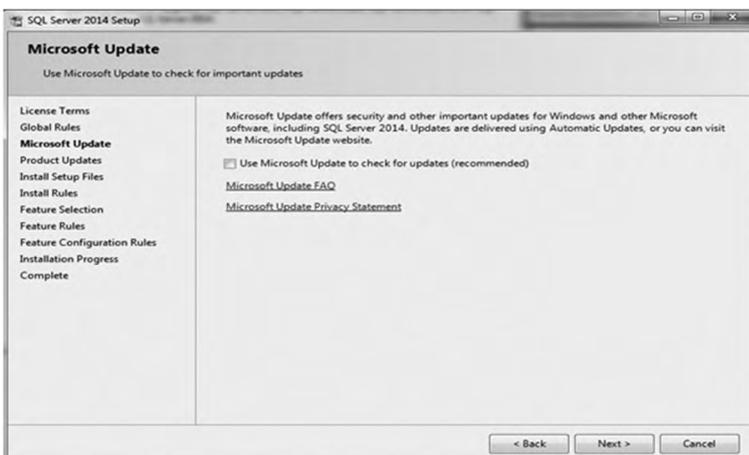
Note: You may not see this window during installation.

Click **Next**.



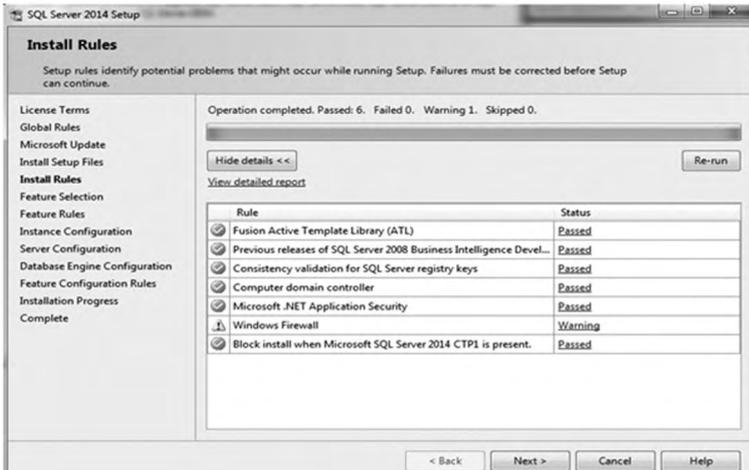
9. The Microsoft Update window opens. Tick “Use Microsoft Update to check for updates (recommended)”.

Click **Next**.

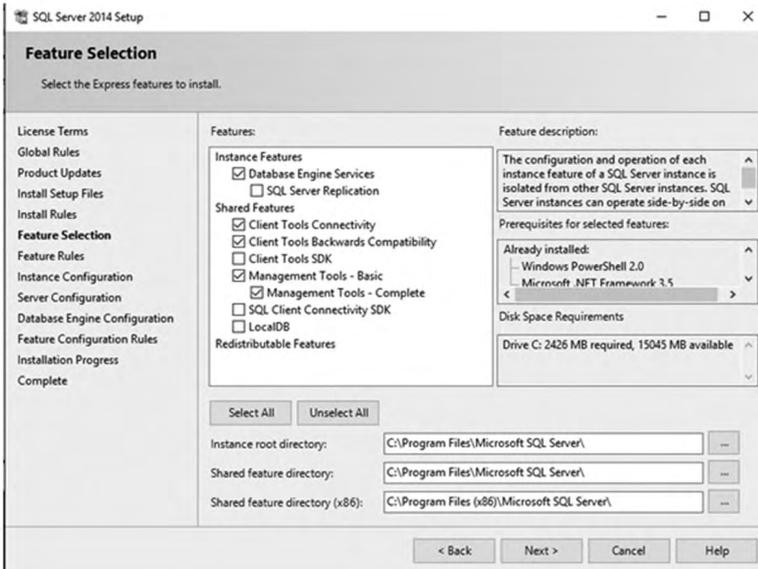


10. The **Install Rules** window opens. In this step it will display a Warning sign under Windows Firewall but it will not stop the setup of SQL Server 2014. Refer to Page 25 to add exception on the Windows Firewall.

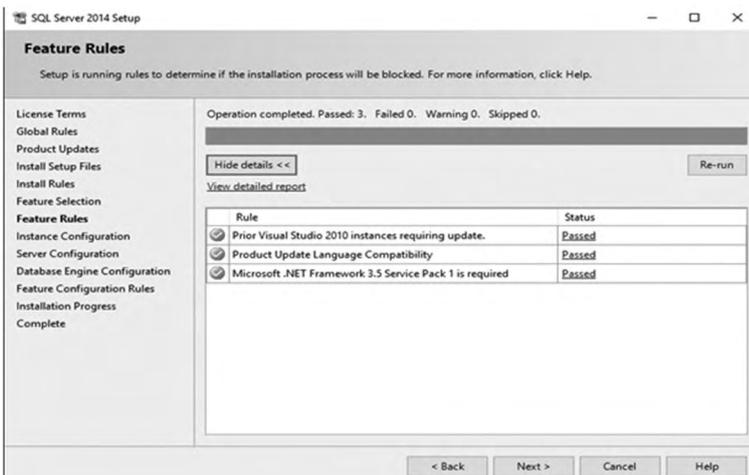
Click **Next**.



11. The **Feature Selection** window opens. Determine what components of SQL Server you want to install. You must install the **Database Engine Services**. Reckon recommends that you install the **Client Tools Connectivity** and **Management Tools - Basic** and **Complete** options but leave the other options unticked. Click **Next**.

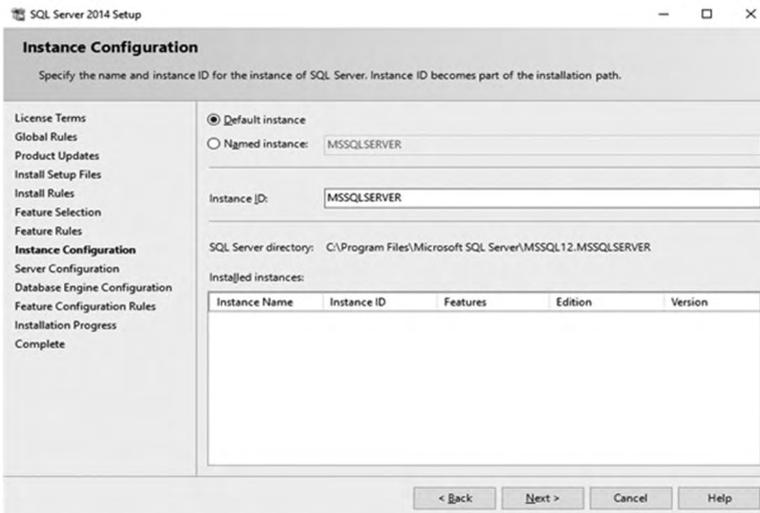


12. The **Features Rules** window opens. Setup is running rules to determine if the installation process will be blocked. **Note:** you may not see this window during installation. Click **Next**.

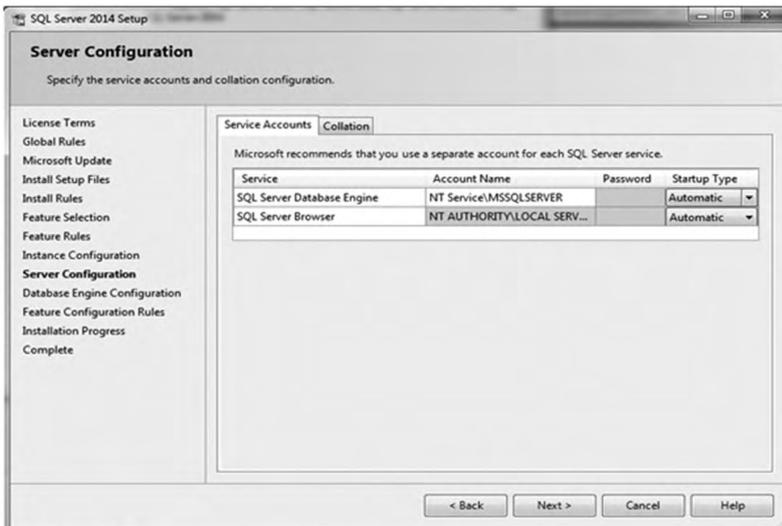


13. The **Instance Configuration** window opens. If this is the only SQL Server on the machine, select **Default Instance (MSSQLSERVER)**. Note that if you select this option, the server name will usually become the computer name. If you have multiple SQL Servers on the machine, select **Named Instance** and give it a name (For example SQLExpress).

Click **Next**.



14. The **Server Configuration** window opens. For SQL Server Browser, change the **Startup Type** from **Disabled** to **Automatic** and click **Next**.



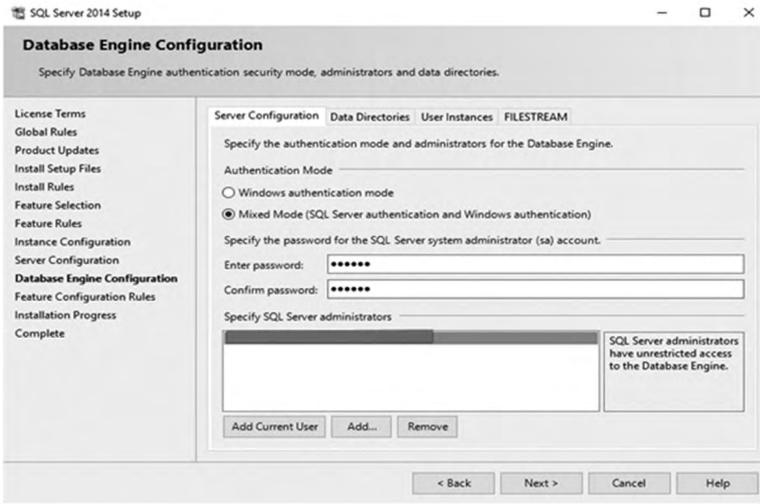
15. The **Database Engine Configuration** window opens.

Click **Mixed Mode (SQL Server authentication and Windows authentication)** and create the SQL Server system administrator (sa) password. Please keep this password secure because you need it several times during the setup of Point of Sale Enterprise Administrator and Terminal. The system administrator username is 'sa'.

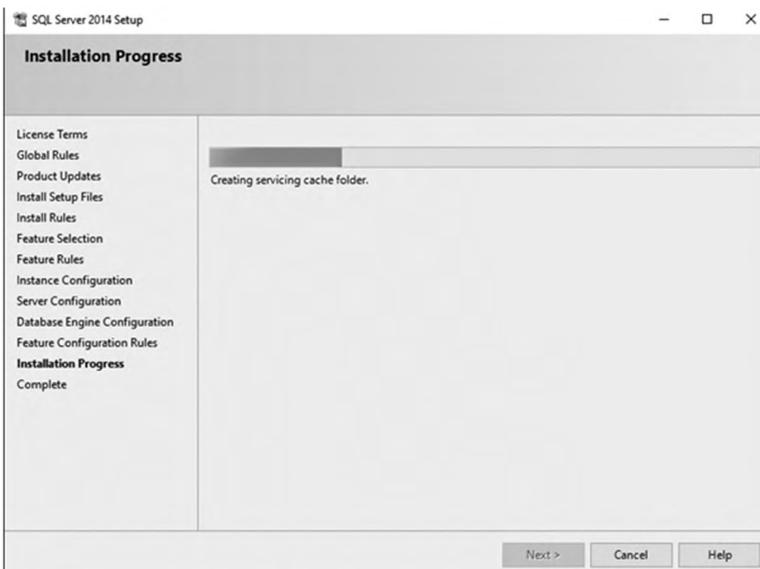
Note: For Point of Sale Enterprise, the SQL Server must be in Mixed Mode authentication. Reckon does not support Windows authentication mode with Point of Sale Enterprise 2016.

The SQL Server System Administrator has full access to the server, and has the ability to delete or add databases so it is important to set a password that cannot be easily guessed.

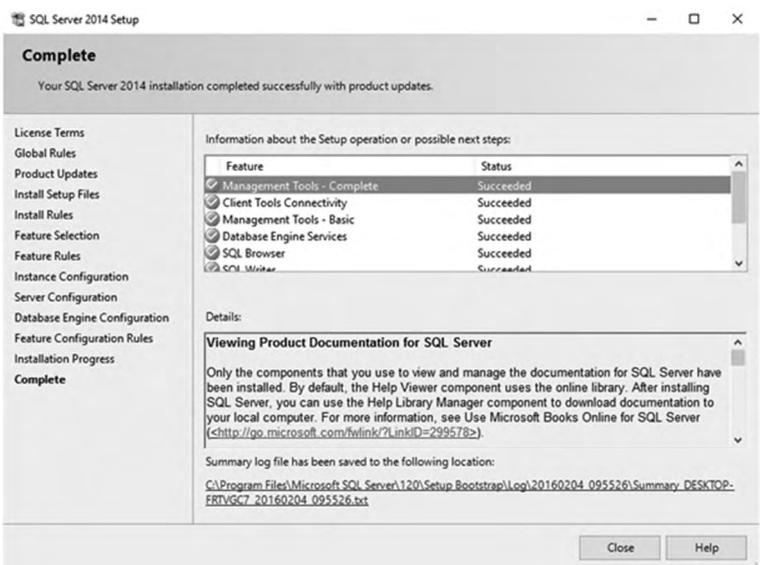
Click **Next**.



16. The **Installation Progress** window opens. This window displays the progression on installation.



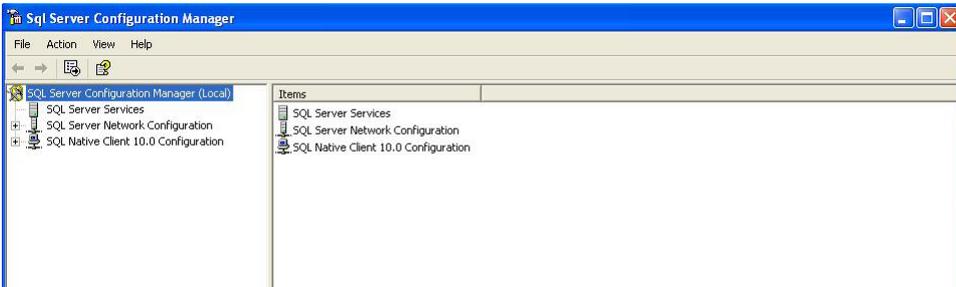
17. The **Complete** window opens. Your SQL Server installation is complete. Click **Close** to exit the setup. You may be required to restart your computer to complete the setup and close the SQL Server Installation Center window.



Start the SQL TCP/IP Protocol and restart the SQL Server Service

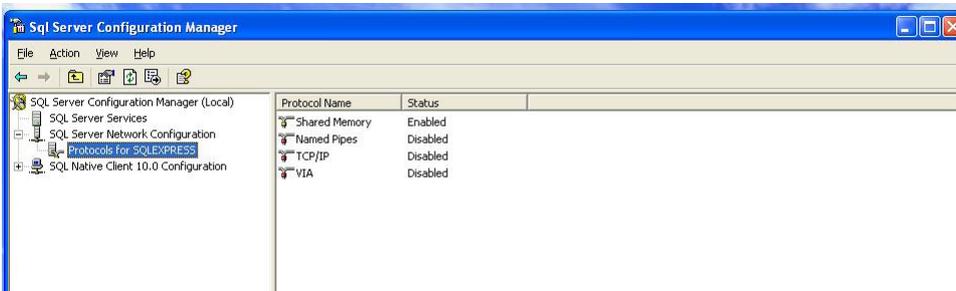
Before setting up Point of Sale Enterprise 2016, please do the following on the machine where SQL Server is installed:

1. Go to the **Start** menu, click **All Programs**, click **Microsoft SQL Server 2014**, click **Configuration Tools** and then click **SQL Server 2014 Configuration Manager**.



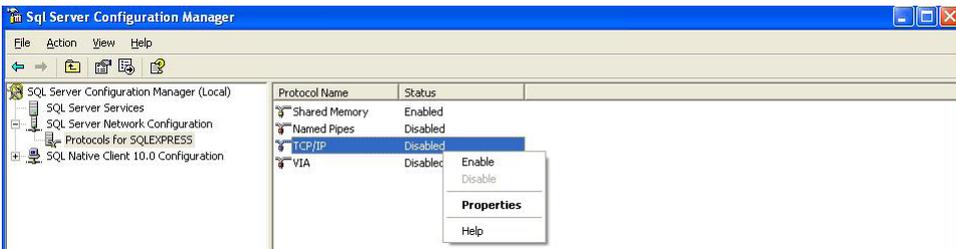
2. From the list on the left-hand side, click and expand **SQL Server Network Configuration** and then click **Protocols for (INSTANCE NAME)**.

Note: The **Instance Name** was specified during the installation of SQL Server.



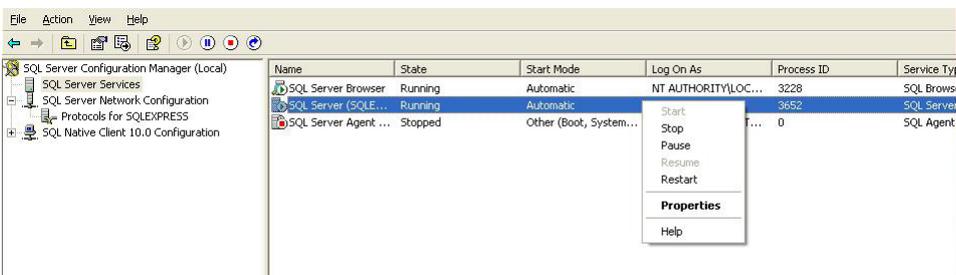
3. On the right-hand side of the window, right-click **TCP/IP** and select **Properties**.

In the **Properties** window, click the **Protocol** tab and set **Enabled** to **Yes**. Click the **IP Addresses** tab, make sure all **TCP Dynamic Ports** entries are 0 or blank and all **TCP Port** entries are **1433**, then click **OK**.



4. From the list on the left-hand side, select **SQL Server Services**.
5. If **SQL Server Browser** state is not **Running**, right-click **SQL Server Browser** and select **Properties**. In the **Properties** window, click the **Service** tab, click in the data column next to **Start Mode** and select **Automatic**. Click the **Log On** tab, click **Start** and then click **OK**.
6. On the right-hand side of the window, right-click **SQL Server (Instance Name)** and select **Restart**.

Note: The **Instance Name** was specified during the installation of SQL Server.



7. Once the SQL Server (**Instance Name**) service has re-started you can close this window.

Note: The following tasks should be performed by the system administrator!

Add exceptions to the Windows Firewall on the SQL Server machine

An exception to the Windows Firewall must be set up to allow Point of Sale installations on other machines to communicate with the SQL Server. If the exception is not set up, Point of Sale will not function. A second exception should be set up to allow other machines to find the server when providing a list of servers on the network. Set up the exceptions even if the firewall is off in case the firewall is later turned on.

On the SQL Server machine:

If running Windows Vista, Windows Server 2003 or Windows Server 2008:

1. Go to the **Start** menu, click **Control Panel**.
2. In Control Panel, double-click **Windows Firewall**.
3. If running Vista or Server 2008, in the Windows Firewall window click **Turn Windows Firewall on or off** on the left.
4. If the firewall is **On**, make sure the option **Don't allow exceptions** (Server 2003) or **Block all incoming connections** (Vista or Server 2008) is unticked.
5. Click the **Exceptions** tab.
6. Click **Add Port**.
7. Enter **SQL Server** for the **Name**.
8. Enter **1433** for the **Port Number**.
9. Select **TCP**.
10. Click **Change Scope**.
11. If the SQL Server and all of the Point of Sale installations are on one sub-net, then you can select **My network (subnet) only**.
Otherwise select **Any computer (including those on the internet)** option, or select **Custom list** and enter the list of machines or sub-nets. Click **OK** then **OK** again.
12. Click **Add Port**.
13. Enter **SQL Server Browser** for the Name.
14. Enter **1434** for the **Port Number**.
15. Select **UDP**.
16. Click **Change Scope**
17. If the SQL Server and all of the Point of Sale installations are on one sub-net, then you can select **My network (subnet) only**.
Otherwise select **Any computer (including those on the internet)** option, or select **Custom list** and enter the list of machines or sub-nets. Click **OK** then **OK** again.
18. Click **OK** to save the settings.

If running Windows 7, Windows 8, Windows 10 or Windows Server 2012:

1. Go to the **Start** menu and click **Control Panel**.
2. In Control Panel, click **System and Security**, then click **Windows Firewall**.
Make note of whether you are connected to a **Home or work (private) network** or a **Public network**.
3. Click **Turn Windows Firewall on or off** on the left.
4. For your network type, if the firewall is **On** make sure **Block all incoming connections...** is unticked.
5. Click **OK** to save any change and to return to the main Windows Firewall settings.
6. Click **Advanced settings** on the left.

7. In the left panel, click **Inbound Rules**.
8. In the right panel click **New Rule**.
9. In the Rule Wizard, select **Port** then click **Next**.
10. Select **TCP** and **Specific local ports** and enter **1433** for the specific local port. Click **Next**.
11. Make sure **Allow the connection** is selected and click **Next**.
12. Make sure the appropriate network type option(s) are selected and click **Next**.
13. Enter **SQL Server** for the **Name** and click **Finish**.
14. Click **New Rule** again in the right panel.
15. In the Rule Wizard, select **Port** then click **Next**.
16. Select **UDP** and **Specific local ports** and enter **1434** for the specific local port. Click **Next**.
17. Make sure **Allow the connection** is selected and click **Next**.
18. Make sure the appropriate network type option(s) are selected and click **Next**.
19. Enter **SQL Server Browser** for the Name and click **Finish**.

Note: Other firewalls may also stop connections to the SQL Server. If you have trouble connecting to the SQL Server from other machines, try temporarily disabling any other firewall(s) on the SQL Server machine and try the connection again. If this allows the connection, you may have to set up exceptions to that firewall. Check with the firewall vendor for details on setting up exceptions.

Add an exception to the Windows Firewall on all Point of Sale machines

An exception to the Windows Firewall should be set up to allow Point of Sale Administrator and Terminals to communicate with each other. If the exception is not set up, lists in Point of Sale terminals may not update with changes made in Reckon Accounts or Point of Sale Administrator, other changes made in Point of Sale Administrator may not be seen in the terminals, and there is a risk of program errors occurring due to the lack of communication between Point of Sale Administrator and the terminals. Set up the exception even if the firewall is off in case the firewall is later turned on.

On the Point of Sale machines (not required on the SQL Server machine if there is no Point of Sale installation on that machine):

If running Windows Vista, Windows Server 2003 or Windows Server 2008:

1. Go to the **Start** menu and click **Control Panel**.
2. In Control Panel double-click **Windows Firewall**.
3. If running Vista or Server 2008, in the Windows Firewall window click **Turn Windows Firewall on or off** on the left.
4. If the firewall is **On**, make sure the option **Don't allow exceptions** (Server 2003) or **Block all incoming connections** (Vista or Server 2008) is unticked.
5. Click the **Exceptions** tab.
6. In the list of exceptions, make sure **File and Printer Sharing** is ticked.
7. If on Server 2003, select this option and click **Edit**.
8. All four ports should be selected. Click **Change Scope** for each port.
9. If all of the Point of Sale installations are on one sub-net, then you can select **My network (subnet) only**. Otherwise select **Any computer (including those on the internet)**, or select **Custom list** and enter the list of machines or sub-nets.
10. Click **OK** on the windows to save the changes.

If running Windows 7, Windows 8, Windows 10 or Windows Server 2012:

1. Go to the **Start** menu and click **Control Panel**.
2. In Control Panel, click **System and Security**, then click **Windows Firewall**.

3. Make note of whether you are connected to a **Home or work (private) network** or a **Public network**.
4. Click **Turn Windows Firewall on or off** on the left.
5. For your network type, if the firewall is **On** make sure the option **Block all incoming connections...** is unticked.
6. Click **OK** to save any change and to return to the main Windows Firewall settings.
7. Click **Allow a program or feature through Windows Firewall** on the left.
8. In the list of allowed programs and features, make sure the tick box to the left of **File and Printer Sharing** is ticked. If the list options are inactive (greyed out), first click **Change Settings** at top right.
9. Click **OK** to save changes.

Note: Other firewalls may also stop communications between Point of Sale installations. If you have trouble with lists not updating and messages not being received from other machines, try temporarily disabling any other firewall(s) on all Point of Sale machines and send a message to all terminals from Point of Sale Administrator. If this allows the messages to be received, you may have to set up an exception to the firewall on each machine. Check with the firewall vendor for details on setting up exceptions.

Installing Point of Sale Enterprise 2016

Note: If you are upgrading, please go to the upgrading section on page 7.

If you have not installed SQL Server on your system, follow the instructions on page 4 to do so. The Installation wizard gives you the choice of installing Administrator and Database Manager, Terminal only, or Administrator, Terminal and Database Manager within the one installation process.

Your individual situation determines which method you choose.

1. Make sure you have Reckon Accounts 2016 installed on your PC with a working company file before installing Point of Sale 2016.

Note: If you should need to uninstall Reckon Accounts 2016 and reinstall with a different level, (e.g., Plus, Premier etc.) or edition (e.g. Retail, Contractor etc.) then you also need to uninstall and reinstall Point of Sale Administrator and/or Terminal on that PC. Point of Sale installations on other PCs are not affected.

2. Close any applications currently running on your PC, including anti-virus software or firewall and disconnect from the Internet. You can re-enable anti-virus software or firewall after the POS installation is complete.

3. Insert the Point of Sale Enterprise 2016 DVD into the DVD drive.

If the Installation wizard does not start automatically, press the flying Windows key  + the R key to display the run dialog box. Type D:\setup.exe and click OK (where D: is your DVD-Rom drive letter).

The Installation window opens.

4. Follow the installation prompts.
5. Enter your Installation Key Code (IKC), which is provided on the Point of Sale Enterprise 2016 Installation DVD case, or the letter that came with your DVD.
6. Select the Point of Sale program(s) to install:
 - Administrator and Database Manager only
 - Terminal only
 - Administrator, Terminal and Database Manager

Note: You need to install Administrator on a PC that also has Reckon Accounts 2016 installed.

If installing Terminal on the same machine as Administrator, you must install both applications at the same time (i.e., choose the **Administrator, Terminal and Database Manager** option).

To manually install Database Manager:

You may choose to install the Data Manager at another time by navigating to D:**POSDatabaseManager** folder (where D: is your DVD drive letter). Double-click **setup.exe**.

7. Click **Next**.
8. Follow the prompts to install your application(s) until you reach the last window of the wizard.

Important: Do not install under C:\Program Files or C:\Windows directories or their sub-directories.

The default installation location for POS Administrator is C:\Reckon\Point of Sale Enterprise 2016 Administrator, (where C: is your default or preferred drive letter).

The default installation location for POS Terminal is C:\Reckon\Point of Sale Enterprise 2016 Terminal, (where C: is your default or preferred drive letter).

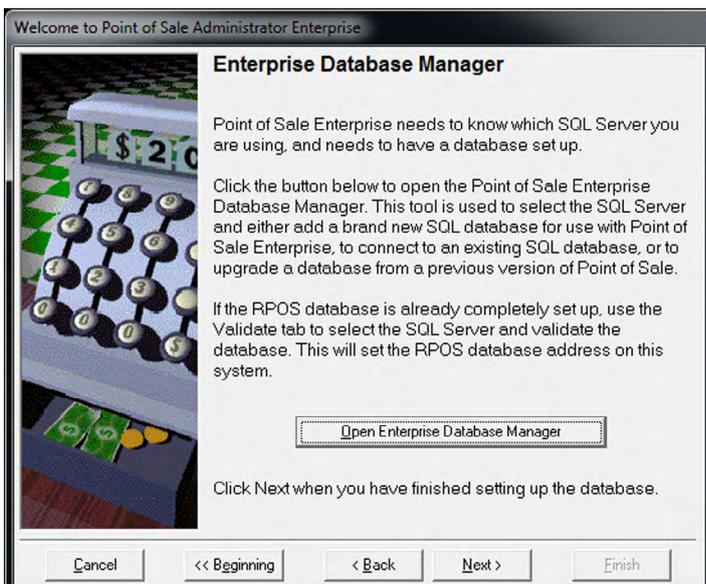
9. Click **Finish**.

Setting up Point of Sale Enterprise 2016 Administrator

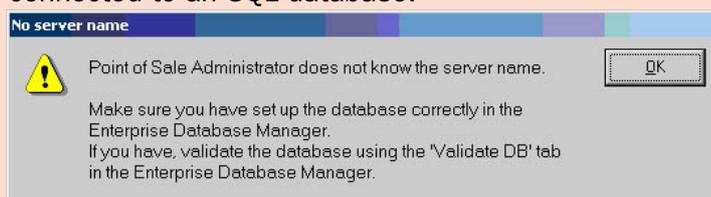
1. Open Point of Sale Enterprise 2016 Administrator.
2. You will see information stating that this is the first time that you have used Point of Sale Administrator. It explains that you need Reckon Accounts installed and activated, and your Reckon Accounts company files upgraded before proceeding. Click **Next**.



3. Click **Open Enterprise Database Manager** to either add a Point of Sale SQL Database to an existing server, or to connect to an existing Point of Sale Enterprise database.



Note: If you click **Next** and receive the following dialog, it means that you have not successfully connected to an SQL database.



4. You can either install a new RPOS database (**Create a New Database** option) or connect to an existing empty RPOS database (**Use an existing empty database** option) that you created named RPOS and attached yourself and import the required schema.

Click **Create a New Database** and type the server information into the **SQL Server** field. You could also click the drop-down arrow to select from the list or perform a search for your SQL Server.

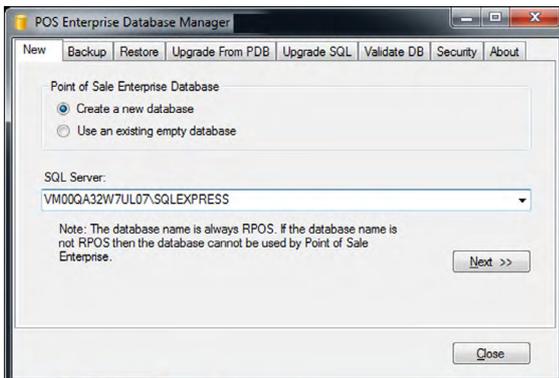
If you installed SQL Server as the default instance, the server name may be your machine name.

Note: Searching for SQL Servers may not find all SQL Servers on your system. If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers. .NET 4.6.1 is available in the 'Third Party' folder on the Point of Sale DVD.

Note: If you've got an existing RPOS database (that contains data) due to uninstalling and reinstalling POS Admin or moving the database to a new SQL Server etc, click the **Validate DB** tab, select the SQL Server in the dropdown and click **Next**, once the Validate is completed you can continue through the wizard to access the database.

If you have moved the RPOS database to another SQL Server, you first need to attach the RPOS database to that server using the Microsoft SQL Server Management Studio.

Click **Next**.



5. Click the **Authentication** drop-down arrow and select **SQL Server Authentication**.

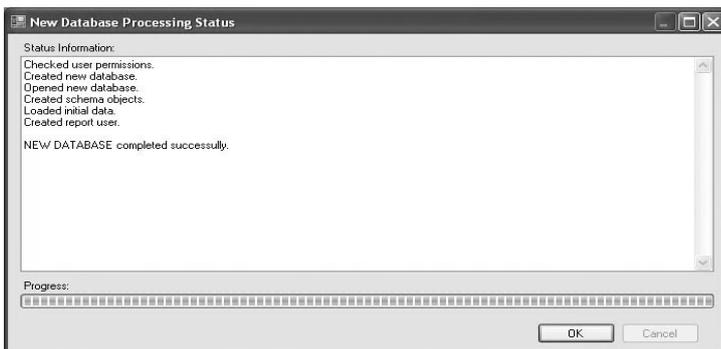
Enter the SQL System Administrator **User Name** and **Password**.



Note: Reckon recommends that for most users, SQL Server Authentication is best. During the installation process of SQL Server you set an 'SA (System Administrator)' password.

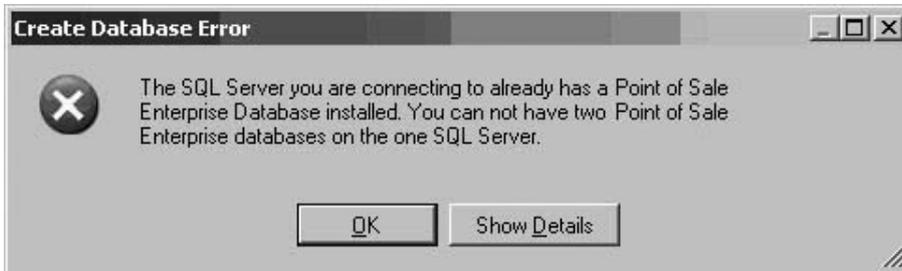
Important: Although there is an options button on this window it is designed for Network Architects and Engineers who have configured their SQL Servers and network systems in such a way that advanced configuration options are required. Reckon Technical Support will not offer support within this area of the application.

6. You will receive a message stating that the database has been created. Click **OK**.



Important: The first time you create an RPOS database, a **PosReportUser** login is created on the SQL Server. This login has read-only access to the RPOS database, and can be given to supervisors for reporting purposes. The default password for the PosReportUser is **Reckon1**, and this should be changed using the **Security** tab in the RPOS Enterprise Database Manager. The PosReportUser is also the only user apart from the sa user who by default has permission to validate the database.

If you receive the following dialog, the server you are trying to add a database to already has a RPOS database setup and you should instead connect to that existing database.



7. Once you have completed the connection to the existing database or the addition of the new one, close the Point of Sale Enterprise Database Manager software to continue.
8. Click **Next**.



Note: If you have already set up the RPOS database but the Point of Sale Administrator First Use Wizard appears when you open POS Administrator, it may be because POS does not know the SQL Server name (e.g. If you have re-installed POS Administrator). In this case, open the RPOS Enterprise Database Manager and click the **Validate** tab. Select the SQL Server and validate the database. This will let POS know the SQL Server name as well as checking the database.

9. Enter the **User Name** and **Password** for the SQL System Administrator (SA) (that you created during the SQL Express install) so that it can setup a login which is required for the Point of Sale Administrator application to interact with the SQL database. You can select Windows Authentication or SQL Server Authentication. Reckon recommends SQL Server Authentication, Windows authentication mode will not be supported.

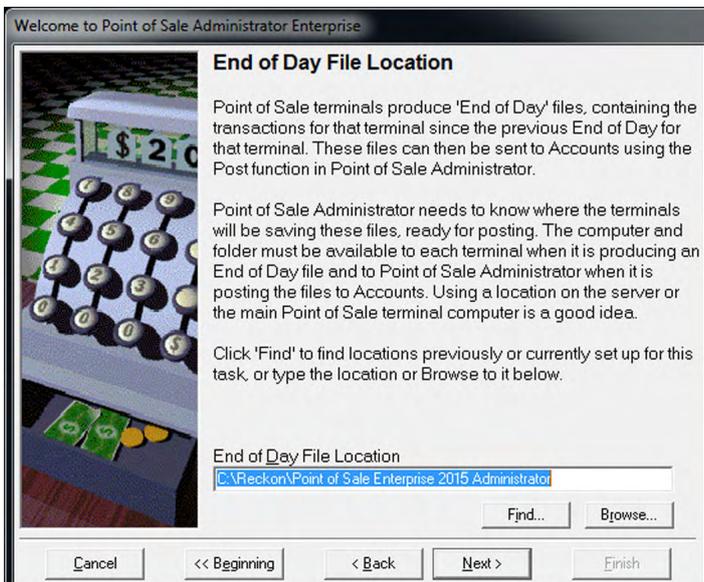
You also need to enter a new password for the **POS Admin user**.

Note: A user login needs to be created on the SQL Server for the POS Administrator application to access the database. This user login is 'POSAdminApp' and you must set a password for it. Please keep this user name and password secure as it can be used to login to the SQL Server.

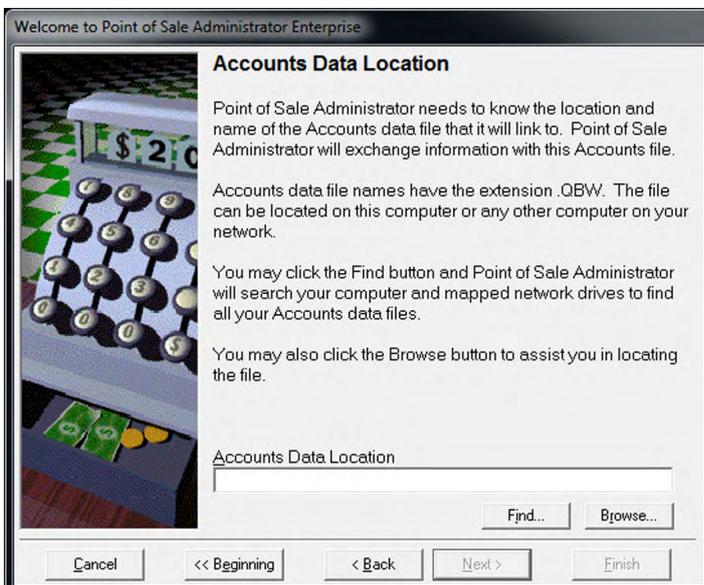
Click **Next**.



10. Enter where you want your end of day files to be so that Point of Sale Administrator can transfer the data to Reckon Accounts. This location (folder) must be shared, and must be on a computer that is always on when terminals perform the End of Day process or when a Post is performed in Point of Sale Administrator. Click **Next**.

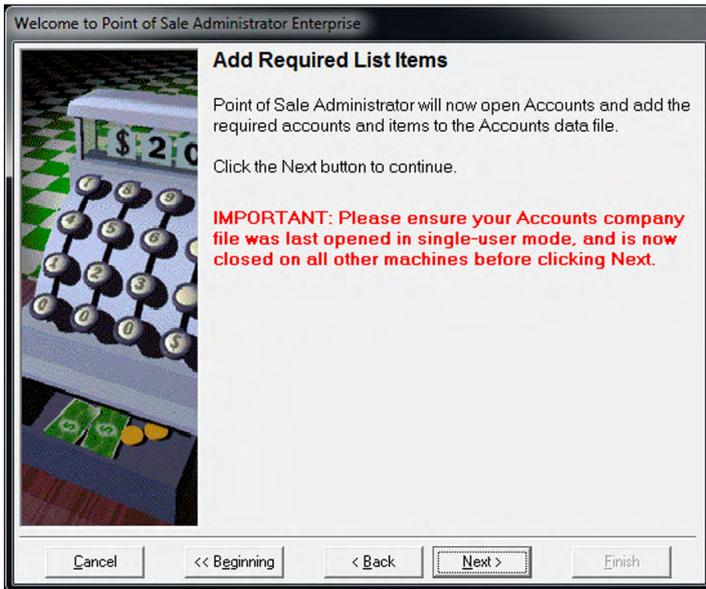


11. Specify where your Reckon Accounts data file is located so that Point of Sale can send transactions to and retrieve data from it. If you are not sure where it is, click **Find**. Click **Next**.

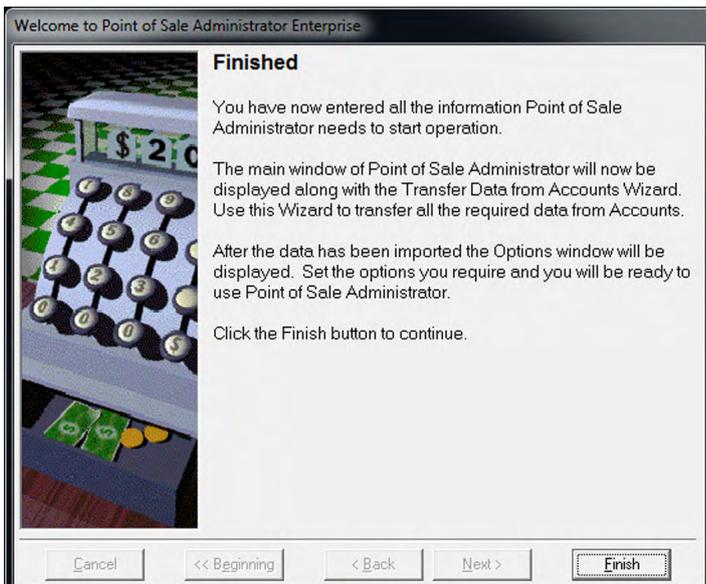


12. You are informed that Point of Sale Enterprise is about to add some required data to your Reckon Accounts file such as cash register accounts etc.

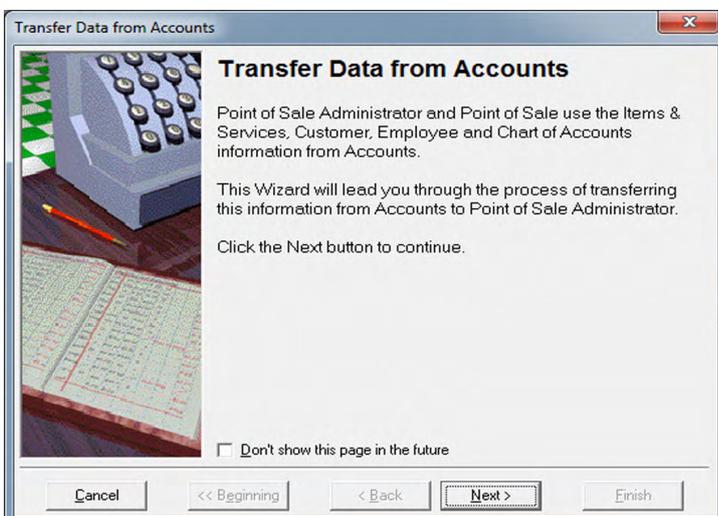
Click **Next**.



13. The Point of Sale Administrator setup has completed, click **Finish**.



14. The Transfer Data from Accounts wizard starts. Click **Next**.



15. The wizard automatically selects to transfer all available items from Reckon Accounts. Click **Next**.



16. When the transferring of data is complete, click **Finish**.



Setting up Point of Sale Enterprise 2016 Terminal

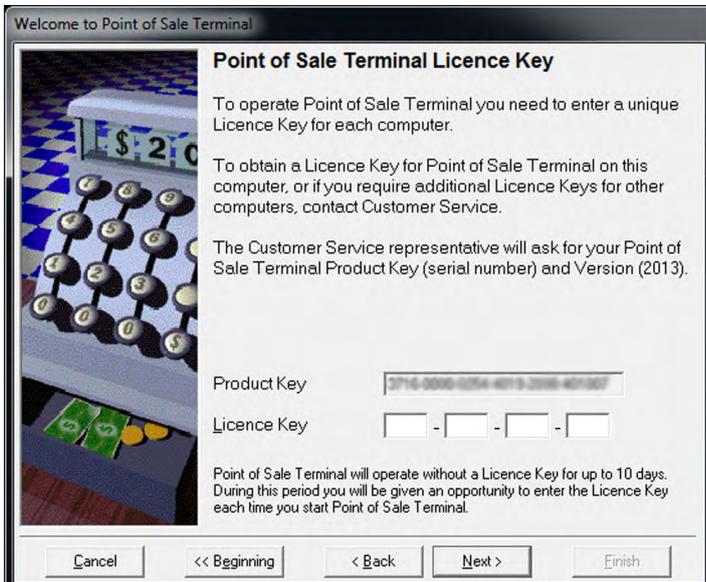
1. Open Point of Sale Enterprise 2016 Terminal.

Note: Before setting up Point of Sale Terminal, ensure that you have set up Point of Sale Administrator.

2. You will see information stating that this is the first time that you have used Point of Sale Terminal and a few options need to be set up before continuing. Click **Next**.



3. Enter your unique **Licence Key** to set up the length of the licence for the terminal. This can be provided by Reckon Customer Service (see the last page of this document for contact details). Click **Next**.

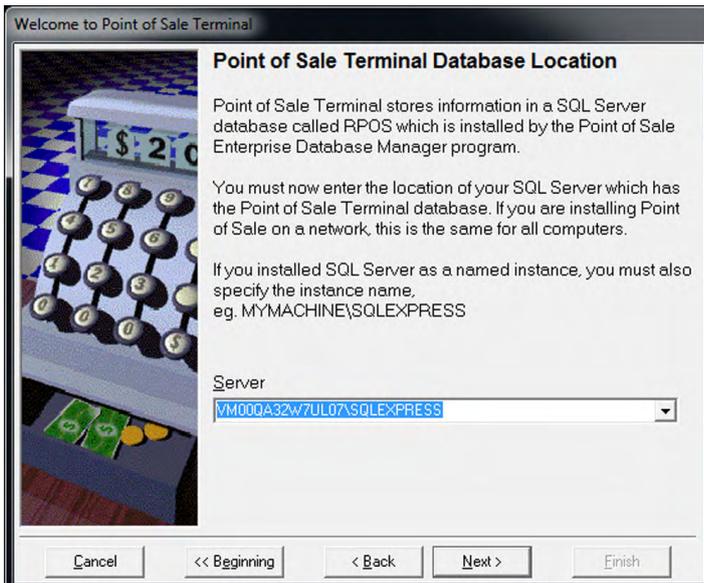


4. Enter a **Terminal ID**. This Terminal ID will be used in reports that can be produced within the product and via external SQL database connections and queries. If upgrading from a previous version of Point of Sale, enter the same Terminal ID as previously used on the terminal, to keep previous terminal settings and data. Click **Next**.

Note: You can locate your existing Terminal ID(s) from the Licences window within Point of Sales Administrator.

5. Enter the name of the SQL Server that you will be connecting this terminal to. If you installed SQL Server as the default instance, the server name may be your machine name. You could also click the drop-down arrow to perform a search for your SQL Server. Click **Next**.

Note: The Search function may not find all SQL Servers. If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers. .NET 4.6.1 is available in the Third Party folder on the Point of Sale DVD.



6. Just like Point of Sale Administrator, Point of Sale Terminal requires a **User Name** and **Password** to interact with the SQL database while processing transactions.

Enter the **User Name** and **Password** for the SQL System Administrator (SA) (that you created during the SQL Express install) so that it can setup a login which is required for the Point of Sale Terminal application to interact with the SQL database. You can select Windows Authentication or SQL Server Authentication. Reckon recommends SQL Server Authentication. Windows authentication mode will not be supported.

Enter the **Terminal User User Name** and **Password**.

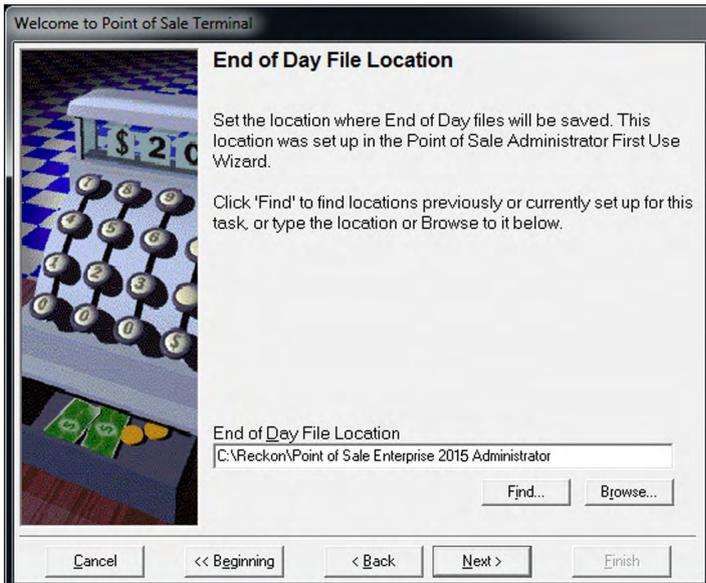
Note: A user login needs to be created on the SQL Server for the POS Terminal to access the database. You need to set this user name and password. Please keep this user name and password secure as it can be used to login to the SQL Server.

If you have multiple Terminals then you should use different user names and passwords for each Terminal.

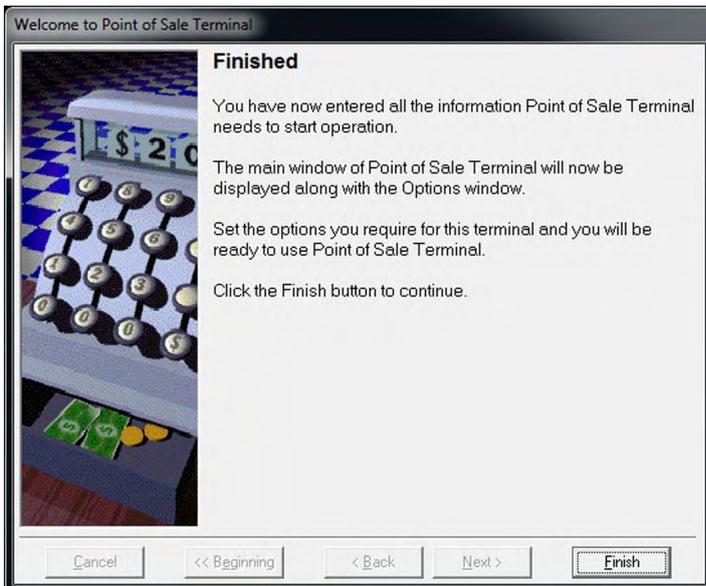
Click **Next**.



7. Just like Administrator you need to set where you want the End of Day Files to be created. This must be the same location that you specified in the Administrator First Use Wizard. This location should be mapped as a network drive (unless it is on the local machine). Click **Next**.



8. You are now ready to use Point of Sale Terminal. Click **Finish**.



Installing POS on a network

For POS to perform on a network correctly, files must be shared between computers. This is a task for an expert. If you are an expert PC user then you will have no problem defining the network drives on each PC. If you are not an expert PC user, ask your network administrator to configure the network and software for you.

The following guidelines are for the network installer:

Important: You must install Reckon Accounts and POS Administrator on the same machine. The machine that you install SQL Server on will need to be running all the time that POS Administrator and Terminals are running.

Your End of Day file location needs to be on a machine that is always running and POS Administrator and POS Terminal need to be mapped to this location.

Multiple terminals

1. Set up your network and install SQL Server (if not already installed).
2. Map the End of Day file location as a network drive on all POS Terminals and the POS Administrator machine.
3. Install Accounts and POS Administrator on a back office machine.
4. Install your POS Terminals on the store (front office) machines.

Using the POS Enterprise Database Manager Utility

If the latest version of .NET 4 on the computer is .NET 4.6 (eg. on Windows 10), you must install .NET 4.6.1 to be able to search successfully for SQL Servers.

.NET 4.6.1 is available in the Third Party folder on the Point of Sale DVD.

Note: If you open POS Enterprise Database Manager Utility outside of Point of Sale Enterprise, all of the tabs will not be available. This is because certain operations are restricted to within Point of Sale Enterprise, such as the ability to make a new database.

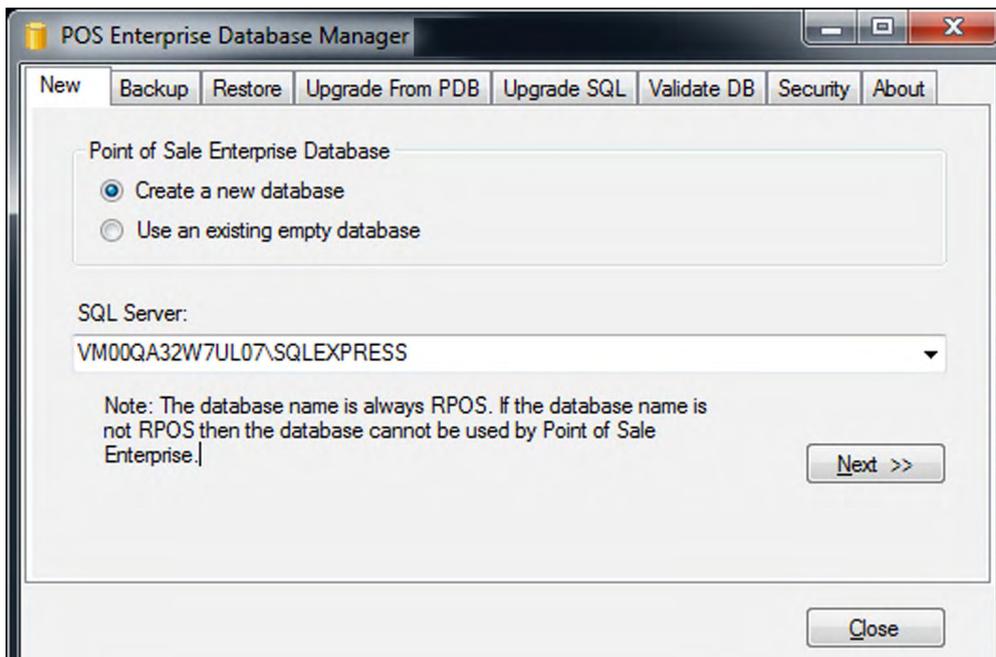
Note: In this guide we refer to the POS Enterprise Database Manager 2016 Utility as Database Manager.

To open the Database Manager:

1. Click the **Start** button.
2. Click **All Programs**, then **POS Enterprise Database Manager** and then click **POS Enterprise Database Manager**.

New Tab

Note: The **New** tab is only available during the POS Administrator First Use Wizard.



The **New** tab is used to either create a new database or connect and import the required schema into to an existing empty database that you have named RPOS. This tab is only available when the Database Manager is launched as part of the POS Administrator First Use Wizard. There are two scenarios that have to be considered:

SCENARIO 1 – YOU ARE CREATING A NEW Point of Sale DATABASE, WITH THE FILES CREATED IN THE SERVERS DEFAULT LOCATION

If you are running Point of Sale Enterprise for the first time you are most likely wanting to create a new database.

1. To do this, select **Create a new database**, enter the SQL Server details in the **SQL Server** field.
2. Click **Next**.

Note: If you have a pre-existing SQL server and want to use that with Point of Sale Enterprise it must not have a database called RPOS. To add the database select **Create a new database** on the **New** tab and enter the server details in the SQL Server details field. You can also click the drop-down arrow on the SQL Server field to search on the network for SQL servers. The Search function may not find all SQL Servers.

SCENARIO 2 – YOU HAVE CREATED YOUR OWN EMPTY DATABASE NAMED RPOS ON THE SERVER

If you want to have the SQL Server create your database files at a set location, or if you want to configure other database settings, you can create and attach an empty RPOS database yourself. Then select the **Use an existing empty database** option so that the required database schema is imported into the database.

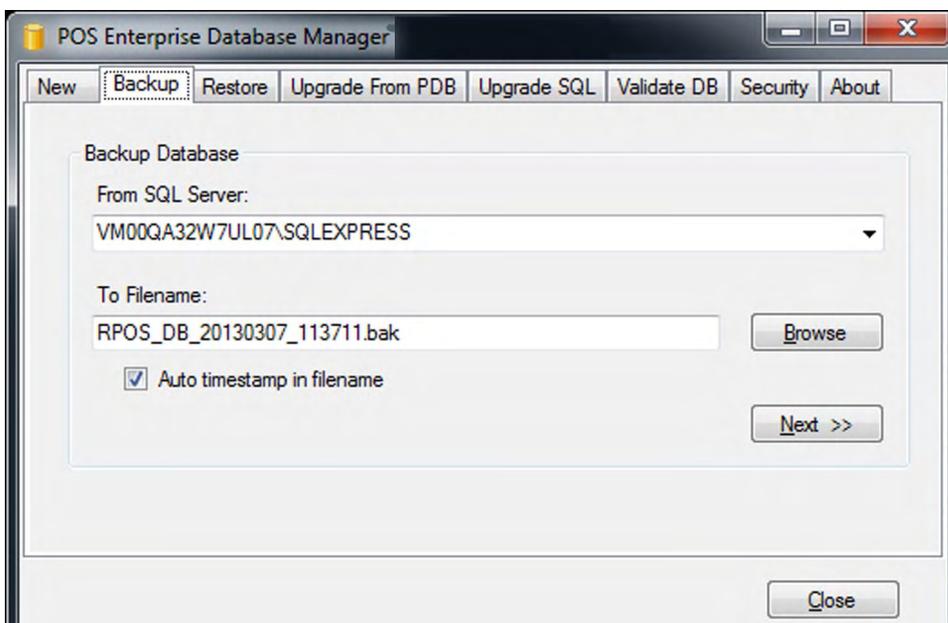
1. To do this, select **Use an existing empty database**.
2. Enter the SQL Server details in the **SQL Server** field.
3. Click **Next**.



After you have clicked **Next**, you will be asked to enter your User Name and Password for the SQL Server and then click **Connect**.

- SQL Server authentication
This is the setup recommended by Reckon and uses a username and password for the connection to the SQL server. During the installation of SQL Server you would have set up a System Administrator password. By default the username you should use here is **sa** and the password being the one you set up during the SQL Server installation.
- Windows authentication
This setup relies on windows user profiles to determine if the user has the access rights to connect to the SQL Server and perform the maintenance required. This is a more advanced security option and may require Group Policy and user rights to be edited.

Backup Tab



The **Backup** tab is used to make a backup of the SQL database from the SQL server.

1. Click the drop-down arrow and select the SQL Server or type the name of the server (and instance if required) in to the **From SQL Server** field.
2. Enter the filename you want to save the backup as into the **To Filename on Server Computer** field.

WHY IS THE BROWSE BUTTON DISABLED ON THIS TAB?

When you perform a backup of an SQL Server database, the database is stored locally on the computer which is hosting the database. The **Browse** button will only be enabled if the SQL server is installed on the PC that you are running Database Manager.

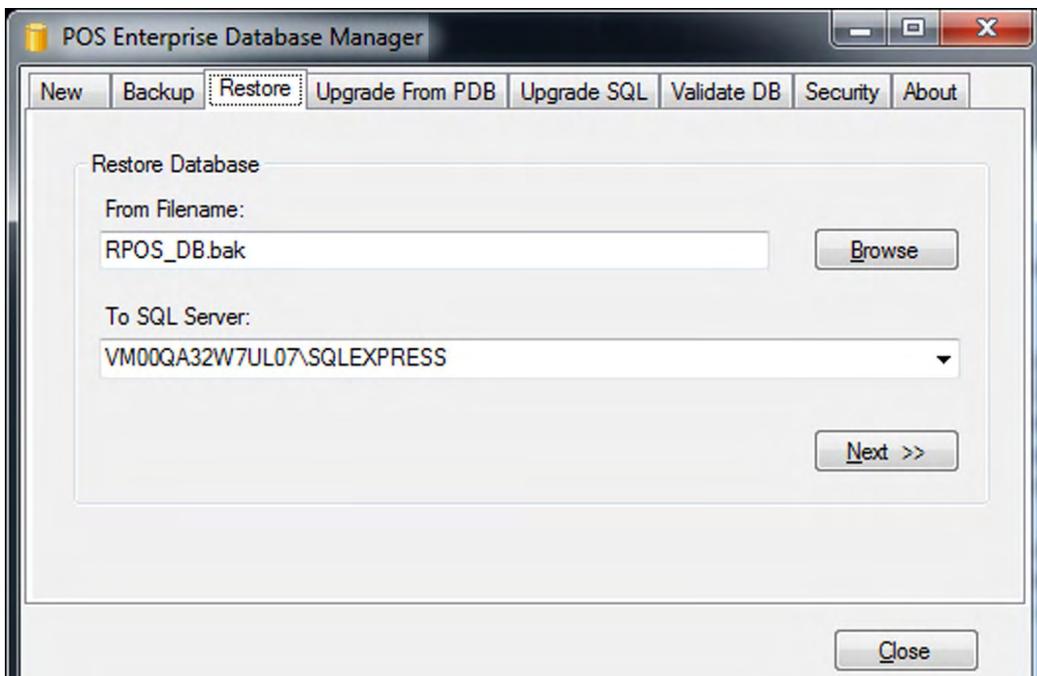
3. Click **Next**.
4. Enter your SQL Server Authentication details. By default the username you should use here is **sa** and the password being the one you setup during the SQL Server installation.



Note: Reckon recommends that you do not backup or restore files to/from the desktop. Microsoft SQL Server may not be able to restore files that are located on the desktop.

5. Click **Connect**.

Restore Tab

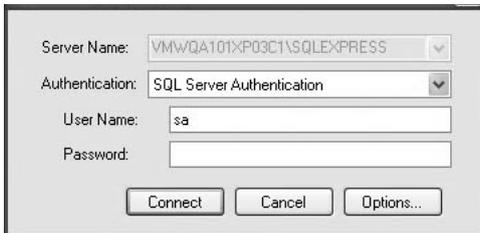


The **Restore** tab is used to restore a backup file of the SQL database to the SQL server.

1. Enter the filename you want to restore in **From Filename** field.
You can click **Browse** to find the backup file you want to restore.
2. Click the drop-down arrow and select the SQL Server or type the name of the server (and instance if required) in to the **To SQL Server** field.
3. Click **Next**.

Note: Reckon recommends that you do not backup or restore files to/from the desktop. Microsoft SQL Server may not be able to restore files that are located on the desktop.

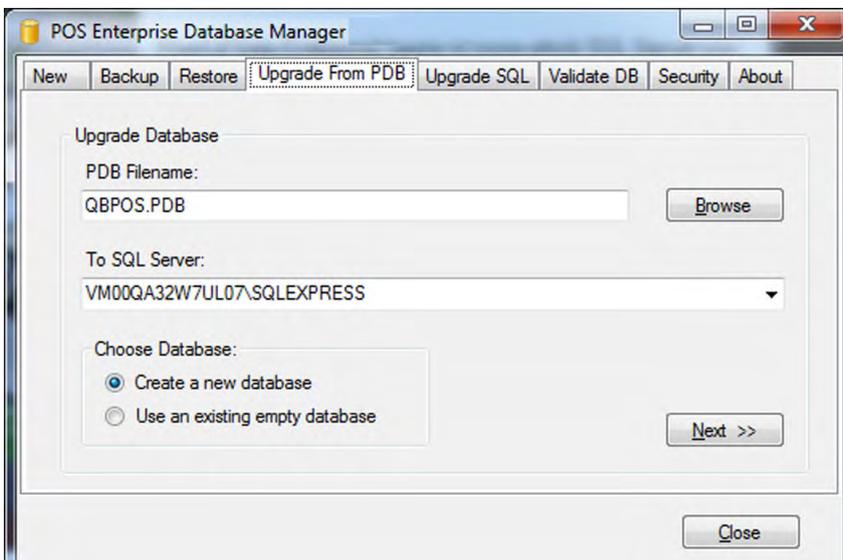
4. Enter your SQL Server Authentication details. By default the username you should use here is **sa** and the password being the one you setup during the server installation.



5. Click **Connect**.

Upgrade from PDB Tab

Note: The **Upgrade from PDB** tab is only available during the POS Administrator First Use Wizard.

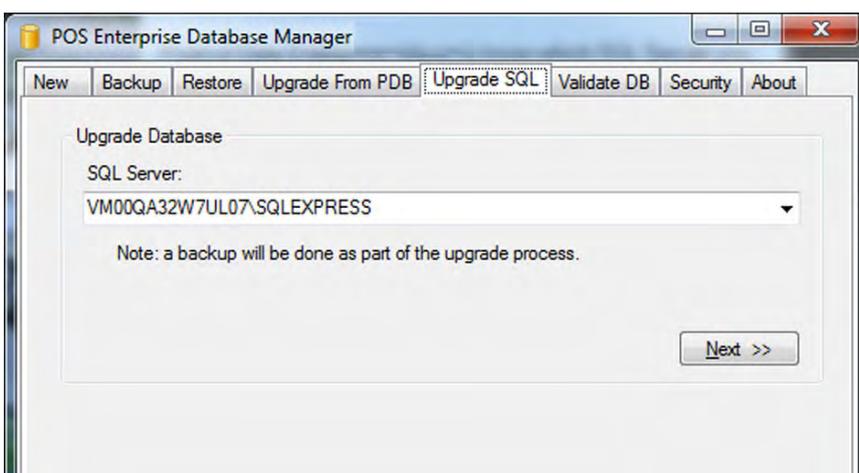


The **Upgrade from PDB** tab is used to upgrade data by either creating a new database or using a previously created empty database that you have named RPOS.

For more information on using this tab, refer to the upgrading section of this document on page 7.

Upgrade SQL Tab

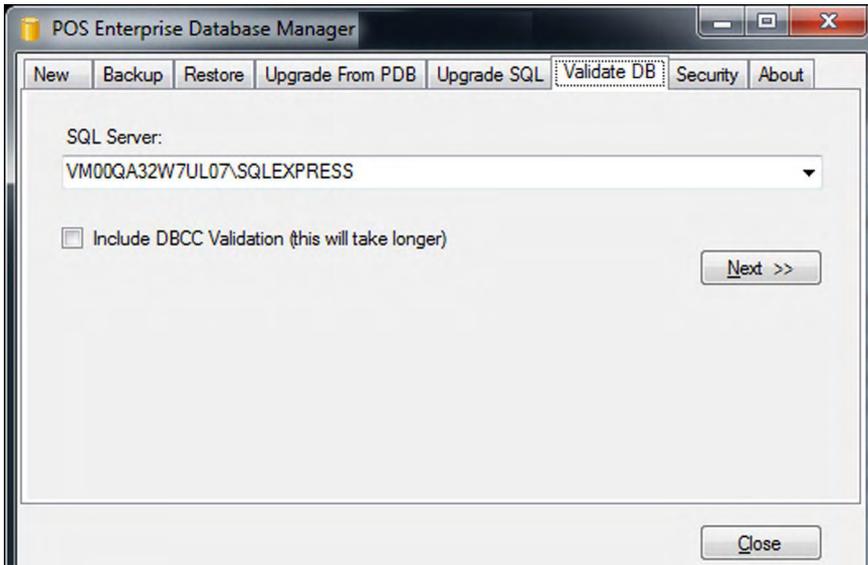
Note: The **Upgrade SQL** tab is only available during the POS Administrator First Use Wizard.



The **Upgrade from SQL** tab is used to upgrade data by using a previously created database that you have named RPOS.

For more information on using this tab, refer to the upgrading section of this document on page 7.

Validate DB Tab



The **Validate DB** tab is to be used to check your RPOS database. The DBCC (Database Consistency Checker) option is used to check logical and physical consistency of the database structure.

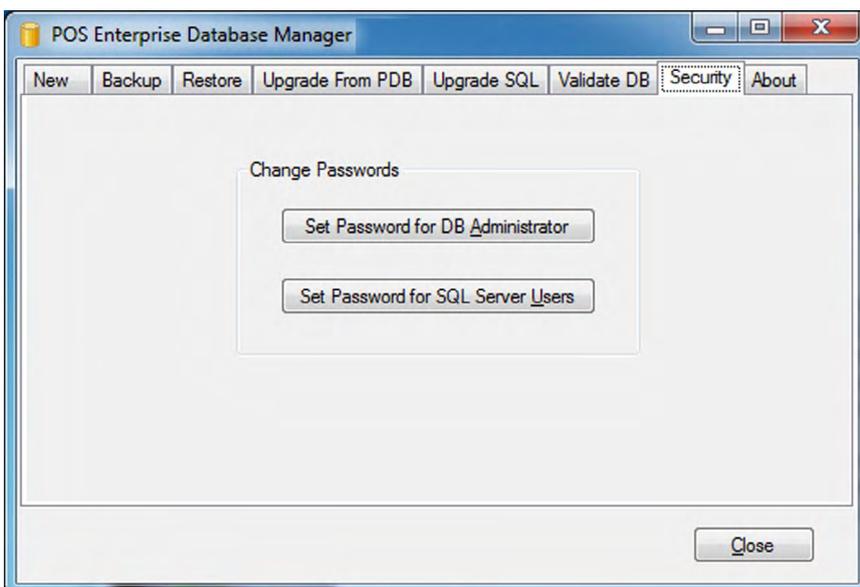
1. Click the drop-down arrow and select the SQL Server or type the name of the server (and instance if required) in to the **SQL Server** field.
2. Click **Next**.

Your RPOS database will be validated and the results shown in a new window. If performing DBCC validation, there should be no DBCC error messages.

Under 'Summary', the number of differences should = 0.

Note: If there are any differences, please contact Reckon Support. The contact details are on the last page of this document.

Security Tab



The **Security** tab is used to change the passwords for your SQL Server System Administrator account (sa) and the SQL Server users associated with Point of Sale. Apart from changing the PosReportUser password, editing the passwords would normally only be required if the security of the passwords has

been compromised. If you edit the passwords used by POS Administrator or Terminals, the First Use Wizard will run when POS Administrator or the Terminals are next opened and you will have to enter the new password(s) in the wizard.

To change the DB Administrator password (sa):

1. Click **Set Password for DB Administrator**.



The screenshot shows a 'Change Password' dialog box with the following fields and controls:

- Server Name: VMWQA101XP03C1\SQLEXP (dropdown menu)
- Authentication: SQL Server Authentication (dropdown menu)
- User Name: sa (text input)
- Old Password: (empty text input)
- New Password: (empty text input)
- Confirm New Password: (empty text input)
- Buttons: OK, Cancel, Options...

2. Enter the **User Name**.
3. Enter the **Old Password**.
4. Enter the **New Password**.
5. Enter the password again in **Confirm New Password**.
6. Click **OK**. Please keep the password secure.

To change the SQL Server users (associated with Point of Sale) passwords:

1. Click **Set Password for SQL Server Users**.



The screenshot shows a 'Change Password' dialog box with two sections:

Administrator Login

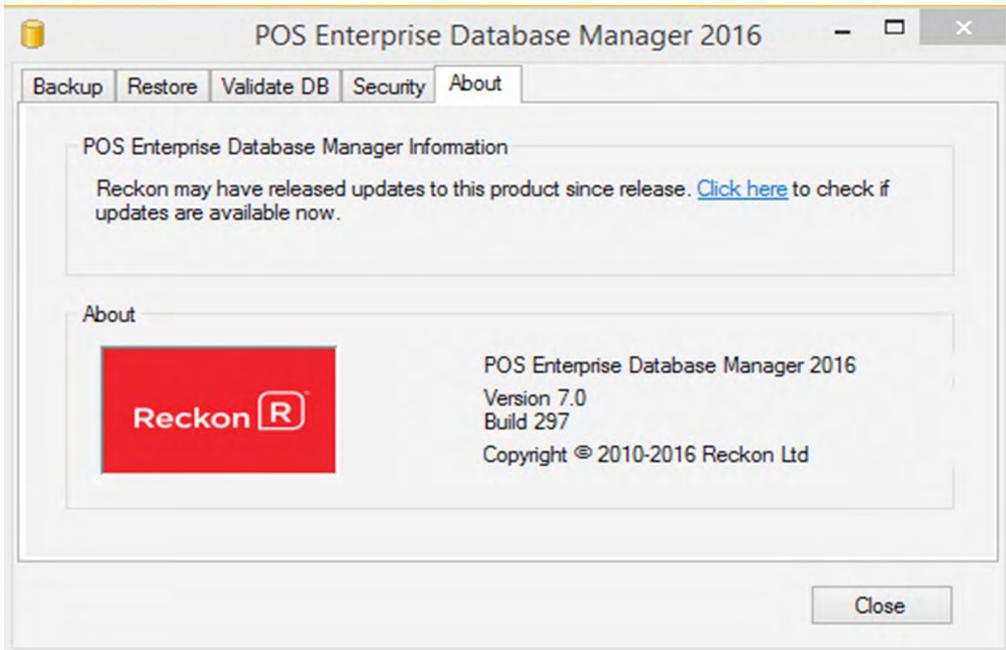
- Log in as the database administrator then choose a user account to change.
- Server Name: VMWQA101XP03C1\SQLEXPRESS (dropdown menu)
- Authentication: SQL Server Authentication (dropdown menu)
- Administrator Username: sa (text input)
- Administrator Password: (empty text input)
- Buttons: Login, Options...

Change Password

- User: (empty dropdown menu)
- New Password: (empty text input)
- Confirm New Password: (empty text input)
- Buttons: OK, Cancel

2. First you must enter the **Administrator Username** and **Password** and click **Login**.
3. In the **Change Password** section of the window, select the user from the **User** drop-down list.
4. Enter a **New Password**.
5. Enter the password again in **Confirm New Password**.
6. Click **OK**. Please keep the password secure.

About Tab



The **About** tab shows your version of the Database Manager. It also gives you access to any recent updates on the Reckon website.

Creating Reports

An optional Microsoft reporting application for SQL Server 2014 is available in the Third Party folder on the Point-of-Sale DVD. It does not need to be installed on the SQL Server machine, but must have access to it.

Further information is available at <https://www.microsoft.com/en-au/download/details.aspx?id=42301>

To create a report using your SQL Server RPOS database you can use Microsoft Excel.

Note: To use Microsoft Excel to create reports, you must have it installed with the Microsoft Query options.

The Microsoft Query option is installed automatically with Microsoft Office 2007, 2010, 2013 and 2016. However, it is an option for Microsoft Excel 2003.

Please follow these instructions as a guide to help you create whatever report you want.

Note: These instructions are for Microsoft Office 2007, 2010, 2013 and 2016.

1. Open Microsoft Excel.
2. Click the **Data** tab.
3. In the **Get External Data** section of the ribbon, click **From Other Sources** and then click **From Microsoft Query**.
The **Choose Data Source** window opens.
4. Select **<New Data Source>** and click **OK**.
The **Create New Data Source** window opens.
5. Enter a name into the **What name do you want to give your data source?** (e.g. POSReports)
6. Click the drop-down arrow for **Select a driver for the type of database you want to access** and select **SQL Server**.
7. Click **Connect**.
The **SQL Server Login** window opens.
8. Click the drop-down arrow and select the SQL Server that has your RPOS database.
9. Enter the **Login ID** and **Password** (this can be the sa account you created during installation or the PosReportUser login)
10. Click **OK**.
11. Click **OK** to close the **Create New Data Source** window.
12. In the **Choose Data Source** window, select the New Data Source you just created. (e.g. POSReports)
13. Click **OK**.
The **Query Wizard - Choose Columns** window opens.
14. Click **Cancel**.
15. You will receive a message **Do you want to continue editing this query in Microsoft Query**, click **Yes**.
The **Add Tables** window opens.
16. Click the **Database** drop-down arrow and select the RPOS database.
17. Click the **Owner** drop-down arrow and select **dbo**.
18. From the **Tables** list, select the tables that you want to use in your report.

Note: To generate a report on either the Transaction or the Event tables you need to manually configure the SQL Statement entering Square Brackets around the table name.

To do this:

Click **Close** on the **Add Tables** Window then click the SQL button to enter your SQL statement.

For example, to generate a report on all columns related to the Transaction Table you would click SQL and then enter the following statement:

SELECT * from [transaction]

If a message appears saying the query can't be represented graphically click **OK**.

To get the Data into an Excel Spreadsheet, click the space on the left of the first column's header to select the entire table. Then go to the **Edit** menu and click **Copy Special**. Click **OK**, open Excel and click **Paste**.

19. Click **Add**.

20. Click **Close**.

21. Select the columns that you want, by double-clicking them.

22. Go to the **File** menu and click **Return data to Microsoft Office Excel**.

The **Import Data** window opens.

23. Select the table that you want the data to display in, e.g. Table or Pivot Table.

24. Select the existing worksheet or a new worksheet.

25. Click **OK**.

Register each installed copy of Point of Sale Terminal

You need to register each installed copy of Terminal; i.e., you need to register each copy you have installed on a separate PC. Registration is completed by entering a unique licence key for each copy of Terminal that you have installed.

Call Reckon Customer Service to register. The Reckon operator will first ask you for a Customer ID, then a product key and the year version for each Point of Sale Terminal you are running.

You can view your product key and version number from within Terminal:

- Open Terminal. Go to the **Help** menu and click **About Point of Sale**.

The product key and version number are displayed. These will be used to generate a licence key that you need to enter in Terminal to complete the registration.

You can run Point of Sale Terminal for ten days after installation before having to register the software.

Contact details for Reckon are provided on the back cover of this document.

Note: You can also register Point of Sale 2016 via our website. Visit www.reckon.com, click support, then click register your product, then follow the prompts.

End User Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ IT CAREFULLY.

This is a contract between Reckon Limited (ACN 003 348 730) (Reckon) and you. By using the Software supplied with this document, and the related user guides and materials (together the Software), you agree to be bound by the terms of this Licence and the application of Reckon's Privacy Policy to information collected from you. The Privacy Policy can also be viewed on the website. This Licence covers copies of the Software provided for evaluation or trial purposes, subscription versions and non-subscription or full versions of the Software. Some Licence provisions may not be applicable to you, depending on the particular version of the Software you have purchased or if you are using the Software for evaluation purposes. The defined terms and the rules of interpretation in this Licence are set out in clause 13.

Important: Please refer to the website for details of the Software, minimum requirements and functionality. There are a number of technical features within the Software that may affect your ability to continue to use the Software. These are outlined in more detail in the terms of the Licence, but in summary:

- You are purchasing the right to use the Software, not to own it;
- If you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
- The Software contains registration and activation processes to guard against illegal copying;
- To continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);
- When you purchase the Software or during the course of your subscription you will be provided with an installation key code ("IKC"). Please keep the installation key code in a safe place. You may need it when you first install or re-install (if permitted) the Software and to reactivate the Software. Please note if you lose your installation key code that it will not be replaced by Reckon and you will not be able to install or reactivate the Software;
- You also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon's sunset policy;
- There will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been 'sunsetting' as explained below. Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);
- If you do not renew your subscription, which also requires you to install and use the updated Software or if you do not verify your licence details (as applicable) within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records); and
- Reckon has a 'sunset policy' which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.
- **Data Collection & Privacy**
 - » You acknowledge that Reckon collects information from you when registering, activating and validating the Software and when you use the Software. For details on how we collect, use, disclose and store your personal information and how you can contact us if you want to access or correct personal information, please refer to Reckon's Privacy Statement on our website [insert link]. By activating and using the Software you consent to Reckon's collection and use of the information collected from you in accordance with Reckon's Privacy Policy.
- **Use of Software is not provision of tax, accounting or other professional advice:**
 - » The information contained in the Software may contain features designed to assist you in complying with the requirements of relevant legislation.

- » In providing you with information which may relate to relevant legislation, Reckon is not engaged in rendering legal, accounting or other professional services and that nothing in the Software constitutes taxation, financial, wealth management, superannuation or other professional advice. Legal, accounting or other relevant professional advice should be obtained before taking any action in reliance on this Software.
- » While relevant reports produced using the Software will be compliant with legal requirements at time of release, as these requirements may change from time to time, you should confirm compliance with your professional adviser before relying on any such reports.
- » The help contained in this Software is not a substitute for obtaining the appropriate independent professional advice. If legal advice or other expert assistance is required, you should seek the service of the appropriate competent professional
- **Third Party Online Services:** The Services may contain access to, or features that interface with, third party online services (“Third Party Online Services”). Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply. Charges may apply for the use of Third Party Online Services including the cost of internet access. Except as required by the Consumer Guarantees, access to Third Party Online Services may be withdrawn by Reckon at any time. Reckon does not make any recommendations in relation to the Third Party Online Services or accept any liability or responsibility for any loss or damage relating to the Third Party Online Services except as required by the Consumer Guarantees.
- **Back up & Data Retention:** You should ensure you conduct regular backups of your data. Except as required by the Consumer Guarantees, Reckon on behalf of itself and/or any of its distributors and associates, does not assume any liability with regard to your use of the Software, including but not limited to, loss of data. In addition, you should confirm your data retention requirements for tax and compliance purposes with your professional adviser.
- **Liability:** To the maximum extent permitted by any law, including the Competition and Consumer Act 2010 (Cth) or) or the Consumer Guarantees Act 1993 (NZ), Reckon will not be liable responsible for delays, non-performance, failure to perform, processing errors nor will the liability of Reckon include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees.
- **Limitation of implied terms:** In relation to goods or services not ordinarily acquired for personal, domestic or household use, Reckon’s (and its distributors’) liability for breach of any guarantees, implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to repair the goods, or the cost of repairing the goods, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again. You acknowledge that this clause, and any reliance on it by Reckon, is fair and reasonable.
- **Reckon’s Contact details:**

Business address: Level 12, 65 Berry Street, North Sydney, NSW 2060

Contact number: 1800 RECKON (Toll-free 1800 732 566)

Contact email: customerservice@reckon.com

1. LICENCE

- (a) Evaluation licence: If Reckon has provided a Trial Version of the Software to you, your rights to use the Trial Version are solely as set out in clause 12.
- (b) Licence to use: Reckon grants you a personal, non-exclusive, non-transferable, limited licence to use the Software on the terms of this Licence for the period determined in accordance with clause 10.
- (c) No transfer of copyright: The Software is licensed not sold, despite any reference to “purchase” or “sale” in this Licence or in any invoice or purchase order for the supply of the Software. Reckon reserves all rights not expressly granted to you. Reckon Limited is the owner of copyright in the Software and retains ownership of the copyright and all other intellectual property rights in the Software and is protected by copyright law and international copyright treaty.
- (d) All access to the Software is solely verified by user Login and password;
- (e) You are entirely responsible for maintaining the confidentiality of all your licence and access details (eg. user name and password) and every user of your Software including Third Party Online Services, such as bank data feeds;
- (f) You agree only to grant access to the Software for use by you or on your behalf;
- (g) You are entirely responsible for the access rights that are granted to any person or other users using your Software, including Third Party Online Services.
- (h) You are entirely responsible for any and all activities using the Software by any person or persons, including Third Party Online Services, such as bank data feeds;
- (i) You are responsible for the accuracy of all information and authorisations provided to Reckon or any third party service providers, relating to the Software or access to any of the Third Party Online Services, for example bank data feeds;
- (j) Reckon will not be liable for any loss that you may incur as a result of unauthorised use of your Software or any Third Party Online Services, by any person or persons;

- (k) You may be held responsible for losses incurred by Reckon or any third party due to any unauthorised use of your Software or any Third Party Online Services, by any person or persons; and
- (l) Access to your Account may be restricted by user login and passwords.

2. YOUR PERMITTED USE OF THE SOFTWARE

- (a) Single use licence: If you have purchased a single user licence, you:
 - (i) may install the Software once, on one computer only. However, if you wish to reinstall the Software (for example, if you need to install the Software on a replacement computer), then clause 3 will apply; and
 - (ii) must ensure that the Software is used by one person only at any one time.
- (b) Additional licences: Subject to any multi-user licence that you have obtained, if:
 - (i) more than one person is to use the Software at the same time; or
 - (ii) the Software is to be installed on more than one computer then you must obtain an additional licence for each additional person or computer.
- (c) General restrictions: You must not:
 - (i) use or rely upon the Software for any purpose or in any manner for which the Software is not warranted;
 - (ii) copy, reproduce, translate, adapt, vary, merge or modify or create any derivative work based on the Software;
 - (iii) reverse engineer, decompile, disassemble, reconfigure or otherwise attempt to discover the source code of the Software; or
 - (iv) sell, market, network, transfer, lease, license, sub-license, rent, lend, share or otherwise dispose of or distribute the Software; or
 - (v) use the Software to provide bureau, hosting or other services by internet or by any other means.
- (d) Licence verification: Upon written request from Reckon, including by e-mail, you agree to provide Reckon with a signed certificate:
 - (i) verifying that the Software is being used fully in accordance with this Licence, including user and machine limitations, and
 - (ii) listing locations, types and serial numbers of equipment on which the Software is run.
- (e) Audit rights: Reckon may also audit the number of copies of the Software in use or possession by you, the equipment on which the Software is installed or used and the number of users using the Software. Audits will be conducted in your normal business hours, or upon reasonable prior written notice, at Reckon's expense. If the audit reveals underpaid or unpaid fees due to Reckon, you will be invoiced for them based on Reckon's then current price list, and if these exceed 5% of the licence fees you have already paid, you will also be invoiced for the cost of the audit.

3. BACK-UP & DATA RETENTION

- (a) Back up: You should also ensure you conduct regular backups of your data. Except as required by the Consumer Guarantees, Reckon on behalf of itself and/or any of its distributors and associates does not assume any liability for loss of data.
- (b) Data retention: You are responsible for ensuring you meet all your data retention requirements for tax and any other compliance purposes. You should confirm these requirements with your professional adviser, as some legislation requires you to keep copies of certain data for later reference, for example, for the ATO or ASIC.

4. PRODUCT ACTIVATION AND VERIFICATION

- (a) Initial registration and verifying licence details: This Software may contain technology that protects Reckon against illegal copying. As a consequence, you may be required to:
 - (i) register your details during the initial installation (including your name, contact details and details of the hardware on which the Software will be installed (if this is not done automatically by the Software));
 - (ii) if you have a full version, have the Software reactivated periodically thereafter by verifying your licence details to confirm you are using the Software in accordance with these Licence terms;
 - (iii) if you have a subscription version, have the Software reactivated (on payment of Reckon's renewal fee and verification of your licence details) if you wish to renew the subscription;
 - (iv) have the Software reactivated by Reckon if you wish to re-install the Software (for example, if you would like to install the Software on a new computer or if you have a hard drive failure and need to reload your Software); and
 - (v) provide to Reckon the details of your installation key code and product key code for the Software as part of the reactivation process.

You agree to activate or reactivate the Software within a reasonable time or within such time as the Software prompts you to do so.

- (b) Key codes: Each copy of the Software is provided with a unique installation key code (which may appear on the packaging or the cover of the media on which the Software is contained). You should keep the installation key code safe. As per clause 4(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.
- (c) Manner of verification: You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.
- (d) Charges for reactivation: Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You

need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee for technical support to reissue a licence key code. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to <http://www.reckon.com> If you have lost your installation key code, Reckon will not replace that code, and you may be required to purchase new software.

- (e) Consequences of non-renewal and failure to verify details: This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- (f) Statutory declaration: In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.
- (g) Older versions: Reckon has a sunset policy (covered in more detail in clause 5(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your registration key code. Reckon will not be obliged to provide you with a replacement key code and in those circumstances you will need to purchase a new version or Upgrade in order to continue using the Software. Please go to <http://www.reckon.com> to see the sunset policy.

5. DATA COLLECTION and PRIVACY

- (a) (a) You acknowledge and agree that Reckon collects information from you when registering, activating and validating the Software. Additional information may also be collected in relation to your use of the Software. Reckon handles personal information in accordance with the Privacy Act 1988 (Cth) and the applicable Privacy Principles. For details on how we collect, use, disclose and store your personal information and how you can contact us if you want to access or correct personal information please refer to Reckon's Privacy Statement on our website.
- (b) By activating and using the Software:
 - (i) you agree to allow Reckon to use and disclose any personal information provided to Reckon in connection with this Licence in accordance with Reckon's then current privacy policy displayed on Reckon's website; and
 - (ii) you acknowledge and agree that you are solely responsible and liable for any personal information you collect, use or store using the Software.

6. TECHNICAL SUPPORT

- (a) Period when technical support is available: Reckon will provide technical support for the Software only (and for the avoidance of doubt this does not include support for third party hardware or software, which remains the responsibility of the relevant third party), during the following periods:
 - (i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and
 - (ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:
 - (A) 2 years after the date on which you first installed the version on your computer; or
 - (B) the date Reckon releases the second successive Upgrade to that version.

For further explanation of Reckon's sunset policy please go to <http://www.reckon.com>

- (b) What is included as part of technical support: Reckon will provide technical support in accordance with its then current technical support policy, which may include:
 - (i) as contemplated by clause 4, the technical support required to reactivate the Software or to issue a replacement registration key code (for example, when you verify your licence details, renew a subscription or if you need to reinstall the Software);
 - (ii) provision of telephone help desk support services;
 - (iii) access to technical information about the Software contained on Reckon's website; and
 - (iv) the ability for you to download Updates,but it does not include provision of Upgrades of the Software. For further explanation of Reckon's technical support policy please go to <http://www.reckon.com>
- (c) Fees: Clause 4(d) sets out the circumstances when you will (and when you will not) be required to pay charges for the technical support to reactivate your Software (including when you wish to reinstall the Software) or for Reckon to issue a replacement registration key code.

For all other technical support, Reckon may charge you a fee in accordance with its then current technical support policy.

7. ONLINE SERVICES

- (a) Interaction with Online Services: The Software may contain access to, or features that interface with, third party online services ("Third Party Online Services"). Examples of Third Party Online Services that may be applicable to the Software are ASIC, EFTPOS, SBR-enabled services, an online share price download facility, and a statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, payroll services and a debt recovery facility, technology, hardware or application, which may or may not be provided at an additional charge on a subscription basis measured for one year from the date of registration.

- (b) Terms for Third Party Online Services: Certain Third Party Online Services are not available for all versions of the Software. For example, in the case of bank statement download services, not all banks provide services that connect to the Software. Third Party Online Services are only available for 12-month periods for subscription versions and 24-month periods for full versions. In the case of a full version, access to Third Party Online Services in the second 12-month period may be subject to payment of the applicable charges. In order to renew access to Third Party Online Services at the end of the 24-month period in the case of a full version, you will be required to have purchased or upgraded to the latest version of the Software. In the case of a subscription version, you must have renewed your subscription. Internet access is required for all Third Party Online Services. Charges may apply for the use of Third Party Online Services (in addition to the cost of Internet access levied by your ISP). Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply. In some cases Reckon may be the provider. You should check with the relevant third party provider as to the terms and conditions of use. Access to Third Party Online Services may be withdrawn by Reckon at any time. Reckon will not be liable for the withdrawal of access to any Third Party Online Services. Where access is to be withdrawn, Reckon may choose to notify you in advance provided that you have supplied Reckon with a valid and up to date email address.
- (c) In some cases you may download other third party applications, for example Google Desktop supplied by Google Inc. In such cases your agreement to be bound by the terms of this Licence will also bind you to the terms of use or other similar agreements required by such third parties for use of their products.

8. LIMITED WARRANTY

This clause 8 is subject to the consumer guarantees regime as set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (also referred to as the Australian Consumer Law), and the Consumer Guarantees Act 1993 (NZ), as amended from time to time, or other similar legislation of a state or territory of Australia or NZ respectively ("Consumer Guarantees").

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In New Zealand, these guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

- (a) Software provided on an 'as is' basis: Except as required by the Consumer Guarantees, Reckon provides the Software to you on an "as is" basis and without any representations by Reckon or any of its authorised distributors regarding the use, performance or results of the use, of the Software.
- (b) Defects in media: In addition to any rights and remedies you have under the Consumer Guarantees, Reckon warrants that the media on which the Software is recorded is free from defects in manufacture for a period of 90 days from the date of delivery (for on-line purchases) or 90 days from the date of purchase (for in-store purchases). During this period, subject to clause 8(c), Reckon will replace any defective media on which the Software was supplied and any Software on that media, free of charge, unless you caused damage to the media due to poor handling.
- (c) To make a claim under clause 8(b), you must:
 - (i) email customerservice@reckon.com with the subject line 'warranty claim', and include the following:
 - (A) in the body of the email, provide the IKC, detail the fault and whether a workaround has been provided by a member of Reckon's support team; and
 - (B) provide a copy of the receipt or proof of purchase and payment.

Once Reckon receives the information, Reckon will provide a preliminary assessment of the claim and contact you to advise. Software assessed on a preliminary basis to be defective by Reckon will be replaced by Reckon and sent to you at Reckon's cost.

- (d) No guarantee that Software will be error free or that its use will be uninterrupted: While Reckon has endeavoured to make sure that the Software works substantially as per the specifications published by Reckon from time to time, except as required by the Consumer Guarantees, Reckon does not guarantee that the Software will work on all computer hardware platforms or configurations and makes no warranty that the Software will be error free or that its use will be uninterrupted.
- (e) Internet access, telecommunications networks, firewalls and security: Except as required by the Consumer Guarantees, Reckon does not guarantee connections to its online activation server as these may be dependent upon third party networks and security measures over which Reckon has no control.

9. LIABILITY

- (a) Certain rights cannot be excluded: Certain laws, including the Consumer Guarantees, may imply certain guarantees, conditions and warranties into this Licence or impose certain guarantees, conditions and warranties by law and give you certain rights and remedies that cannot be excluded or modified. This clause 9 and the limited warranties provided in clause 8, do not exclude or modify any of those rights if to do so would contravene that law or make any part of this Licence void.
- (b) Exclusion of warranties: Except as required by the Consumer Guarantees, Reckon excludes all guarantees, conditions, warranties and rights that may be implied into this Licence or imposed by law. If guarantees, conditions, warranties or other rights for your benefit are implied in this Licence or otherwise conferred by law and it is not lawful to exclude, restrict or modify them, then those guarantees, conditions, warranties and other rights will (but only to the extent required by law) apply to this Licence.
- (c) Limitation of implied terms: In relation to goods or services not ordinarily acquired for personal, domestic or household use, Reckon's (and its distributors') liability for breach of any guarantees, implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to repair the goods, or the cost of repairing

the goods, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again. You acknowledge that this clause, and any reliance on it by Reckon, is fair and reasonable.

- (d) General exclusion and limitation: Other than as set out in clauses 9(b) and 9(c), and as required by the Consumer Guarantees:
- (i) Reckon (and its authorised distributors) will not be liable to you or any other person for any direct or indirect loss, damages, liability, costs or expenses suffered by you or any other person relating to the performance or non-performance of the Software or any breach of this Licence or the supply of the Software or in connection with, but not limited to, the Third Party Online Services, delays, non-performance, failure to perform, processing errors use of tax tables, use of third party hardware (for example but not limited to Postec services) or provision of technical support (whether by telephone or remote access or other means), nor will the liability of Reckon include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees; and
 - (ii) Reckon's maximum liability for damages arising in connection with this Licence or the supply of the Software is limited to the amount paid by you for the Software.
- (e) Your liability to Reckon: You agree that Reckon (and its authorised distributors) will not be liable, other than as required by the Consumer Guarantees or as expressly set out in this Licence, and that you will indemnify the Reckon (and its authorised distributors) from any liability, loss, damage, costs or expenses which you may suffer or incur as a result of your use of the Software (including any claims made against you by third parties).
- (f) Use of the Software is not provision of professional advice: The information contained in the Software may contain features designed to assist you in complying with the requirements of the relevant legislation at the time of the release of the Software, which includes for example, but not limited to superannuation guarantee requirements, tax tables, rates for contributions or deductions calculated using the Software. These compliance requirements may change from time to time. You agree it is your obligation to ensure the details, calculations, reports and any other data or documents produced using the Software, are correct and compliant when created or used by you. Legal, accounting or other relevant professional advice should be obtained before taking any action in reliance on the Software or what is produced by you using the Software. The Software is also not financial product advice. You acknowledge that Reckon is not engaged in rendering legal, accounting or other professional services and nothing in the Software constitutes taxation, financial, wealth management, superannuation or other professional advice in relation to these matters. The help contained in the Software is not a substitute for obtaining the appropriate independent professional advice. If legal advice or other expert assistance is required, you should seek the service of the appropriate competent professional.
- (g) Reckon has no responsibility for recommendations: Except as required by the Consumer Guarantees, Reckon, its employees, agents, contractors and the authors disclaim any and all liability and responsibility to any person, whether a user of this Software or not, in respect of anything (including, without limitation, any error in or omission from this Software) and of the consequences of any actions taken or omitted to be taken in reliance, whether wholly or partially, upon all or any part of the content, recommendations or help contained in this Software.
- (h) Corruption of Data and on-line access: Except as required by the Consumer Guarantees, Reckon and its authorised distributors disclaim all liability for any corruption of data, inability to access data, loss of data, breach of privacy, or downtime as a result of or arising from the use of any online link available between the Software and another server including without limitation in connection with Online Services.
- (i) Third Party On-line services: Except as required by the Consumer Guarantees, Reckon makes no warranty or representation in connection with the Third Party Online Services, the responsibility for which rests with the relevant provider of such Third Party Online Services or such hardware.

10. TERM AND TERMINATION OF LICENCE

- (a) Licence Term: Unless this Licence is terminated earlier in accordance with its terms, your right to use the Software in accordance with this Licence continues:
- (i) in the case of a subscription version of the Software, for an initial period of 12 months from the date of registration of the Software. This Licence will automatically renew for a further 12 month period upon the payment of Reckon's annual subscription fee. If the annual subscription fee is not paid on or before the termination of the current 12 month period, this Licence will automatically terminate; and
 - (ii) in the full version of the Software, indefinitely, however:
 - (A) you may be required to periodically verify your licence details and have the Software reactivated as per clause 3 in order to keep using the Software; and
 - (B) if you need to reinstall the Software, you will need a copy of your original CD (or other media on which the Software was provided) and the installation key code. If you do not have the CD, you will need to purchase or upgrade to a new full version and pay for the postage associated with sending the CD to you. Clauses 4(d) and 4(g) outline when Reckon may charge you a fee for the provision of a replacement key code and, more importantly, when a replacement key code will not be provided by Reckon due to the operation of Reckon's sunset policy.
- (b) Termination by Reckon for breach: Reckon may terminate this Licence if you are in breach of its terms or as otherwise set out in this Licence.
- (c) Survival: Clauses 2, 6, 8, 9 and this clause 10 will survive the termination of this Licence. Termination of this Licence will not prejudice any right which Reckon may have, or but for the termination may have had, against you for a breach of this Licence.
- (d) Things you must do on termination: Upon the termination of this Licence, you or your representative must promptly uninstall the Software from your computer, destroy the CD, User Guide and related materials and any copies of them in your

possession or control or return or dispose of them in the manner directed by Reckon. Upon written request from Reckon you agree to provide a Statutory Declaration to Reckon that you have complied with your obligations under this clause 10(d).

11. SUBSCRIPTION TERMS

If you have purchased a subscription version of the Software, this additional clause 11 will apply.

- (a) Entitlement to Upgrades and Updates: During the period for which you have paid subscription fees you will receive, included in the cost of the subscription, all Upgrades and/or Updates of the Software, via Internet download.
- (b) No extension of Licence term: Your right and entitlement to use the Software, as enhanced by any Upgrades and/or Updates, concludes at the end of the term of the Licence (subject to payment of an annual subscription fee) and is not linked to the dates of release, registration or provision by Reckon of any Upgrades and/or Updates.
- (c) This Licence prevails: If you have purchased this Software as an Upgrade to an earlier version of the Software, this Licence shall supersede any previous licence agreement.
- (d) Not all Upgrades included: Your subscription to the Software and any Upgrades and/or Updates under this Licence does not grant you the right to receive special versions of the Software created for certain customers or market segments, even though they may contain similar features or functions. Versions of the Software which may from time to time be offered in retail or other channels in different configurations as special promotions are not included as part of the subscription.
- (e) No obligation on Reckon to upgrade: Upgrades and/or Updates will be developed and released by Reckon in its sole discretion, and Reckon does not warrant or represent that it will develop or release any Upgrades and/or Updates during the term of the subscription period or Licence. Furthermore, Reckon does not warrant that the Upgrades and/or Updates will be provided to you or made available within any specified time period following the commercial release of such Upgrades and/or Updates.
- (f) When payment is due: If applicable to the Software licensed to you, you will be required to pay the monthly subscription fee in advance on the first business day of each month. You authorise Reckon to direct debit your monthly subscription fee from the bank account nominated by you.
- (g) Deactivation at end of subscription period: As per clause 4, the subscription version of the Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the software if your subscription is not renewed or you are found to be in breach of this licence agreement. If the Software is not renewed by the end of the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- (h) You need a full version if you don't renew: If you elect not to renew your subscription, the Software does not allow you to upgrade to a non-subscription version of the Software by way of the purchase of an Upgrade pack. In such circumstances, you are only able to upgrade to a later non-subscription version of the Software by purchasing a full (non-upgrade) version of the Software.
- (i) Early termination: If you wish to terminate your subscription early, you must do so by giving Reckon no less than one calendar month notice to that effect. Depending on the type of software you have subscribed to and the type of subscription you are signed up for, you may be required to pay a cancellation fee. See <http://www.reckon.com> for a schedule of fees. Reckon will direct debit your account, and you agree to pay, the applicable cancellation fee.

12. TRIAL LICENCE

If you have been provided with a Trial Version of the Software, this clause 12 sets out the terms that will apply to your use of the Trial Version.

- (a) Licence: Your licence to use the Trial Version:
 - (i) permits you to evaluate the Software's functionality and suitability for your requirements;
 - (ii) is for the number of users set out in the material accompanying your copy of the Trial Version;
 - (iii) is subject to the general restrictions in clause 2 and the limited warranty in clause 8; and
 - (iv) is for three months (Trial Period) commencing on the first day of installation and activation of the Software or such other period as expressly agreed in writing by Reckon
- (b) Duration: You acknowledge that your licence to use the Trial Version will only apply for the Trial Period. At the end of the Trial Period:
 - (i) you must not and will not be able to continue to access the Trial Version, including any data that you have entered into the Trial Version; and
 - (ii) if you wish to use the Software you must purchase a full version or subscription version of the Software.
- (c) Entitlements: You:
 - (i) are not entitled to Upgrades or Updates (or any other software other than the Trial Version); and
 - (ii) may be required to pay for any technical support that you may require in relation to the Trial Version in accordance with Reckon's then current charges.
- (d) Liability: You acknowledge that subject to clauses 9(b) and 9(c), and other than as required by the Consumer Guarantees, Reckon excludes all liability to you for any loss, damage, liability, costs or expenses suffered by you relating to the performance or non-performance of the Trial Version or any breach of this clause 12.

13. GENERAL

- (a) Some defined terms: In this Licence:

Trial Version means Software that has been provided to you on a temporary basis in order to carry out a trial of that Software to determine whether you wish to use the Software on an ongoing basis.

Upgrade means a new version of the Software which contains additional functionality or other enhancements. Reckon will determine whether a new version constitutes an Upgrade or an Update.

Update means a new version of the Software which contains minor enhancements.

- (b) Applicable law: This Licence is governed by the laws of the State of New South Wales, Australia and by agreeing to be bound by the terms of this Agreement you irrevocably and unconditionally submit to the jurisdiction of the courts of that State.
- (c) Consumer Guarantees: Is the consumer guarantees regime as set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (also referred to as the Australian Consumer Law), or the Consumer Guarantees Act 1993 (NZ), as amended from time to time, or other similar legislation of a state or territory of Australia or NZ respectively.
- (d) Entire Agreement: This Licence contains the entire agreement between Reckon and you in relation to its subject matter and supersedes any prior agreements and understandings, whether written or oral.
- (e) Evaluation Fee: The fee set out on the pricing page of the Website at the relevant time to obtain an Evaluation Licence to use the Services on trial.
- (f) Headings: Clause headings are for ease of reference only and do not affect the meaning of this Licence.
- (g) Privacy Laws: Privacy Act 1988 (Cth) and the Australian Privacy Principles (“the Privacy Principles”), as amended from time to time
- (h) Third Party Applications and Technology: When using the Services, you may access third party applications and technology. The terms of the third party’s Licence will apply to your use of all such third party applications and technology.
- (i) Variation: To the extent permitted by law, Reckon may vary any of the terms and conditions of this Licence upon providing you with thirty (30) days notice in writing and a copy of the replacement terms and conditions. No new terms will come into force until the commencement of your renewed Subscription Period. Reckon will display any new terms and conditions on the Website and you should check the website regularly.
- (j) Waiver: Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.
- (k) Reckon’s Contact details:
 - business address: Level 12, 65 Berry Street, North Sydney, NSW 2060
 - postal address: Reckon Limited, Locked Bag 7522, McMahons Point, NSW 2060
 - contact number: 1800 RECKON (Toll-free 1800 732 566)
 - contact email: customerservice@reckon.com

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Contacting Reckon Technical Support

Australia



- Support is available from Monday to Friday, 8.30am – 7.00pm on 1800-732-566.
- Call costs \$4.90 per minute (plus GST) on Saturday and Sunday, 9.00am - 4.00pm.



www.reckon.com/support

New Zealand



- Support is available from 9.30am – 5.00pm NZ time on 0800-447-292.



www.reckon.co.nz