Installation Guide

For Topaz OPOS Driver

In Ax 2012 POS

Steps

Follow the steps below to step-up the Topaz OPOS Driver in Ax 2012 POS:

1. Complete the OPOS Form at: **www.topazsystems.com/oposinstallform.html** to receive the SigPlusOPOS installer. Once received, download and save the installer to a convenient location on your computer.

2. Download and save the correct standard SigPlus installer to a convenient location on your computer: **www.topazsystems.com/sigplusproactivex.html**.

3. Click on "Start" → "All Programs" → "Accessories". Right-click on "Command Prompt" and choose "Run As Administrator" to open an elevated command prompt window.
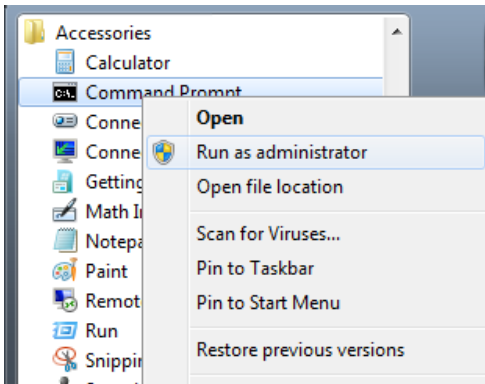

4. In the elevated command prompt window, type in the path to the "topaz_sigplusopos.exe" installer from Step 1 above. In our example, the .exe was saved directly to the C:/ folder: ***c:\topaz_sigplusopos.exe***.
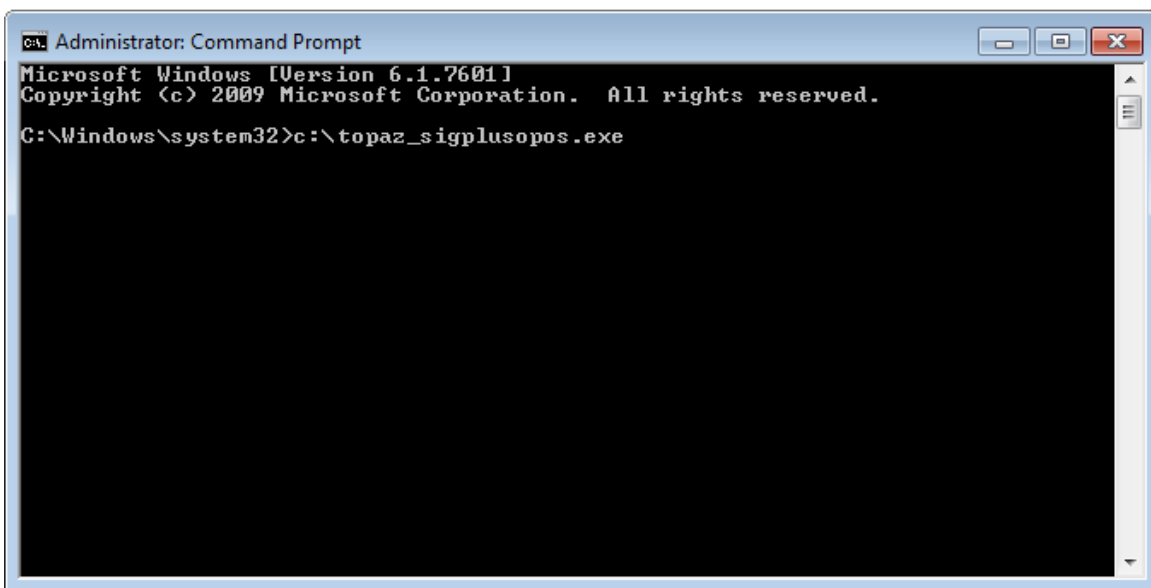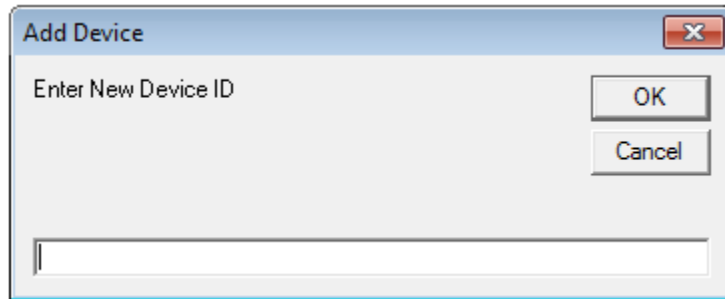
5. Then, click "Enter" to run it. Follow the installer through, making the appropriate choices for your signature pad as you go. **Note:** after installation has completed, close the "ReadMe" file that appears and continue with the information below.

6. In the same elevated command prompt window, type in the path to the "sigplus.exe" installer from Step 2 above. In our example, the .exe was saved directly to the C:/ folder: *c:\sigplus.exe*.
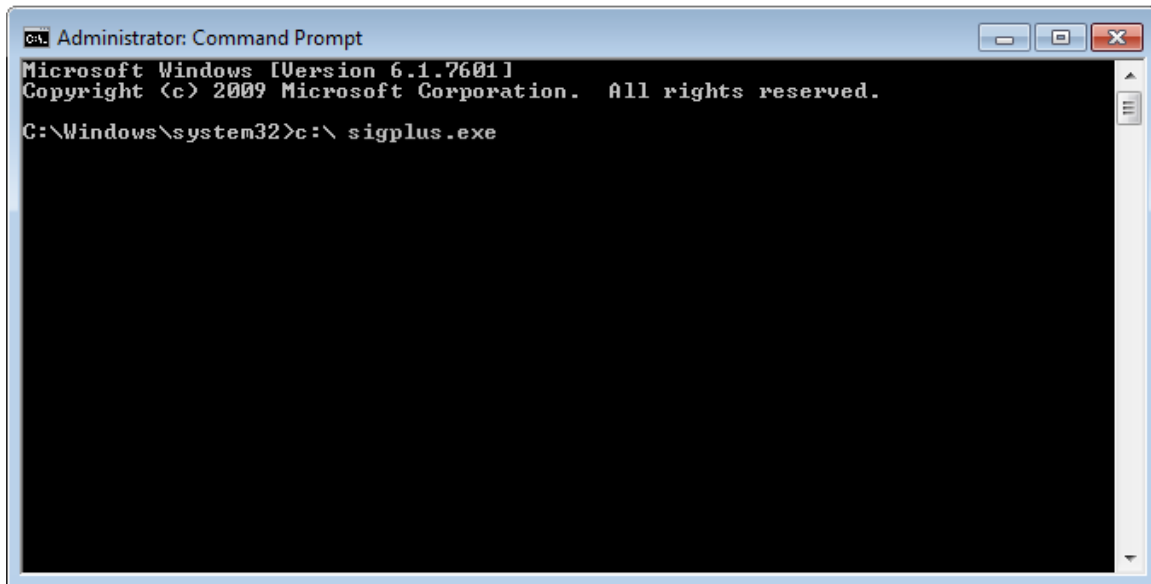
7. Then, click "Enter" to run it. Follow the installer through, making the appropriate choices for your signature pad as you go.

8. Run the OPOS Sig Capture Configuration Utility (e.g. "C:\Program Files (x86)\Topaz Systems\Topaz Signature Capture OPOS\SigCapCfg.exe"). Make sure the "Model" and "Interface" are correctly selected for your specific signature pad.
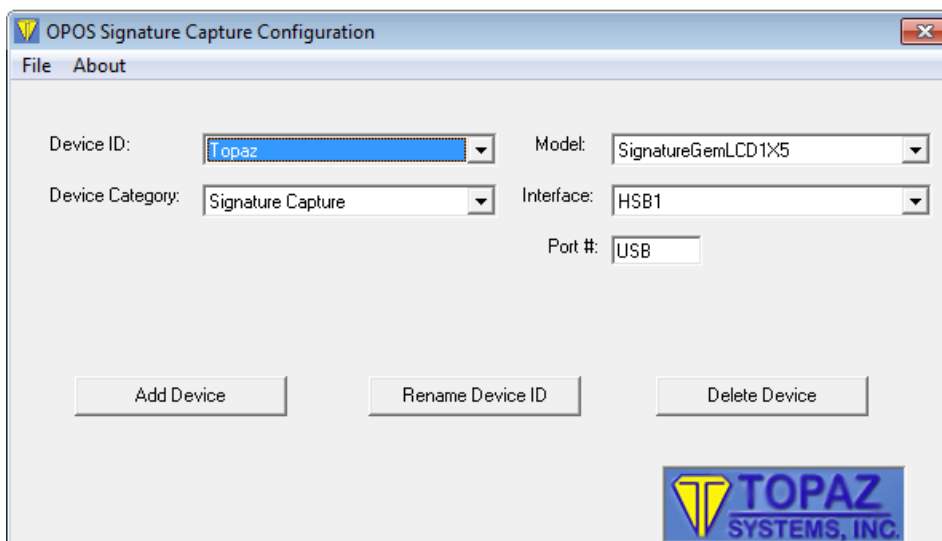
9. Click "Add Device" and type in a name for the signature pad. It can be any name you prefer. This name will be used by the system to identify the Topaz signature pad. Take note of the name for further use. Once entered, click "OK".

```
Add Device                                    [x]

Enter New Device ID                        [   OK   ]

                                           [ Cancel ]


[                                                    ]
```

10. Refer to the Microsoft TechNet page for setting up an Ax 2012 POS Hardware profile to include a signature capture device:
https://technet.microsoft.com/en-us/library/hh580636.aspx.

    The "Signature Capture" tab is where you specify the "Device Name" (the name you gave your Topaz signature capture device during the configuration in Step 9 above).

11. Close all open programs and utilities. Now launch the POS.

If an error is declared in the event viewer, follow the troubleshooting steps below.

Troubleshooting Errors

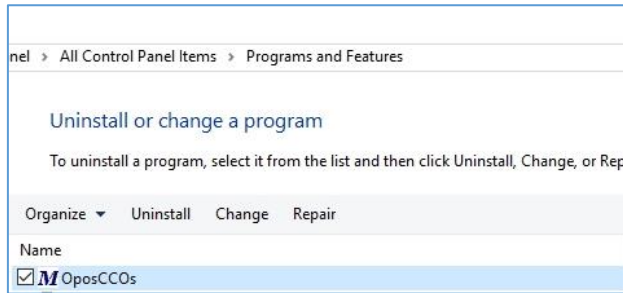The following are some potential items that may need to be addressed after installation.

OPOS_E_NOEXIST Error

The error "OPOS_E_NOEXIST" is most typically shown when the version of the Common Control Objects is not compatible with the version of the service object that is being used.

Because of the fact that this error is appearing in the event viewer, it seems that the hardware profile for the point of sale in use is correctly configured to expect a signature capture device.

The next step in troubleshooting the issue with the device would be as follows:

1. Confirm that the Common Control Objects are installed and check to see if you have the latest version. You should be able to see the common control objects under Programs and Features, listed as "OposCCOs".

> nel › All Control Panel Items › Programs and Features
>
> Uninstall or change a program
>
> To uninstall a program, select it from the list and then click Uninstall, Change, or Rep
>
> Organize ▼   Uninstall   Change   Repair
>
> Name
>
> ☑ *M* OposCCOs

2. If you don't see the most current version, then you may start by installing that version from: **http://monroecs.com/oposccos_current.htm**.

   Note: The CCOs are generally backward compatible, but you can check the release history to see if any changes were made to signature capture support that may be causing the issue.

3. Check to ensure that the device is correctly setup in the registry (see the section "Steps" above).

4. Click "Start" and type "regedit" to launch the registry editor. The key should be found in the following path:

   For 64 bit machine:
   HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\OLEforRetail\ServiceOPOS\Signature Capture\Topaz

   For 32 bit machine:
   HKEY_LOCAL_MACHINE\SOFTWARE\ OLEforRetail\ServiceOPOS\SignatureCapture\Topaz

5. If the service object is registered correctly, you will see an entry under the Topaz folder. The name of the entry for that folder must match the name that is specified in the signature capture pad on the hardware profile for the point of sale register. This name coincides with the device name in Step 9 on Page 4.

6. If the name of the device in the registry matches what is set up on the hardware profile for the point of sale register, then you have confirmed that the point of sale is looking for the device by the correct name in the correct location.

At this point, all of the standard troubleshooting steps regarding configuration have been followed.

Store-Level Signature Capture Configuration

1. If the event is no longer visible in the event viewer, then the POS is able to locate and claim the device. To prompt for signature for a specific tender, the signature capture must be configured on the tender type at the store level. To ensure the tender which requires signature is prompting for signature, follow the below for the store in question:
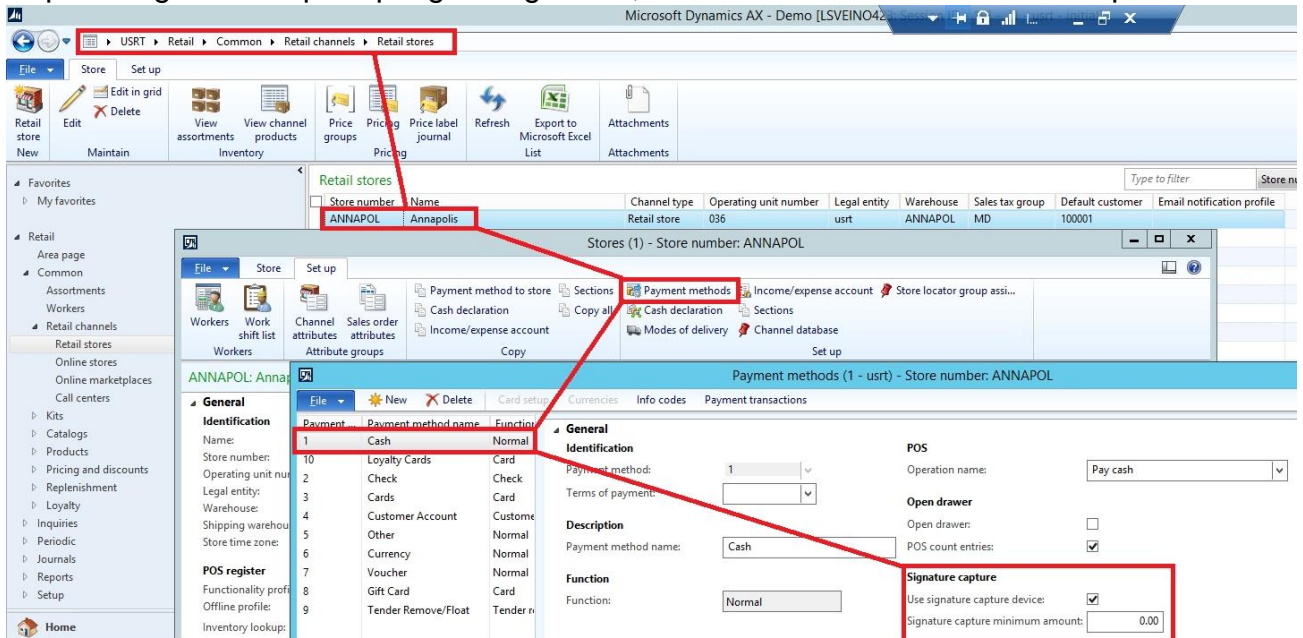
2. Check the "Use signature capture device" box for the tenders where signature capture is required. If the minimum amount is zero, signature capture will always be prompted.

3. If changes to the tender settings are required to prompt for signature, be sure to sync those settings to the store using the following job: