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1. SQL POS

1.1 Error When install SQL POS : Must specify additional Parameter

	Program Error ×	
	Cencel Ignore Help	
Program Error	×	
Variable 'G_SQL	CASHSALESDEBTOR' is not found.	

Solution:

If New Installation:

- 1. Delete all the Item from C:\itUnicode
- 2. Control Panel | Uninstall SQL-POS SQL-POS version 3.33 IT Unicode Sdn. Bhd. 11/07/2018 97.1 MB 3.33

If already have transactions:

- 1. Backup SQL POS first
- 3. Delete all the Item from C:\itUnicode
- 4. Control Panel | Uninstall SQL-POS



1.2 Use Offline Mode

- Unable to capture live Master Transaction from SQL Acc Master Database

1.3 SQL POS is only Standalone PC

- The reason due to when Database corrupt, it won't corrupt all, so preferable Standalone

1.4 Even though I set to Each Bill(Real Time) still unable to get the UTD QTY in SQL POS?

 In Setting -> SQL Account -> Need to ticked Run This POS When call from SQLAcc

😔 Setti	ing Database : C:\itUnicode\SQL-PQS\SQL-PQS-0001 fdb Ver. : 5.2018.335.133	×
System Receipt &	License Device POS Screer SQL Account Currency	POS
Database in : 💡 Database Location :	This Computer Other Computer C:\eStream\SQLAccounting\DB\ACC-0001.FDB	
Custom ODBC Login	n Load info	
Database Information :		
Company Name	Testing Company	
Remark	2018 Run This POS when call from SqlAcc	
Posting :		
Positng Type	● Daily Basic ○ Each bill (Real time ○ Each bill ○ Mixed Mode ☑ Direct CS payment	
Post to SQL ACC as	● Cash Sales O GL Journal	
Auto Login SQL Acc.		
Cash Sales Number	123 Maintain Bill No. Use Custom Format	
Daily Cash Sales No.	C1- (Format : Counter ID+ Date , Eg. C1-2015-04-01)	<u>Cancel</u>
Default Customer Code	e 300-C001 Name : CASH SALES	
Default Project	Post all item in Sum Amount (Quantity always is 1) Post Sum only when Ref Price is empty	
Default Location	When item code not exist : use URI as item code	
Post as Sales Agent	Post Cashier as Agent	

1.5 Why keep prompt me Network failed ?

- I. Make sure have install Firebird
- II. SQL Account have to Set to Firebird Server if setting ticked Run this POS when call from SQLAcc



1.6 Added Stock Item Code with Chinese word, prompt me unable to find this Product Code ???

- SQL POS unable to support Unicode on Code, may key in the Chinese Word in Item Description
- Code Only Alphanumeric

1.7 Previously using IT Uni POS, how should I integrate in SQL?

1.7.1 SQL POS 316 -> FoxPro

- i. In SQL Account -> Click on SQL POS(to generate New POS Database)
- ii. In SQLPOS-> Setting -> System Tab -> Tools -> Select UniPos Migration ->

Select Migrate

Step 1 : Import From : C:\user\public\itposdata or C:\user\public\unipos Step 2 : Ticked all the Setting Step 3 : Click on Migrate

1.7.2 SQL POS 333 -> Firebird Database

In SQL POS System -> Double click SQL POS -> Logon Screen -> Right Click Restore Database



1.8 Print Receipt Chinese word show in ???

- Reason due to Non-Unicode program set to Chinese

Solution :

- Control Panel -> Regional -> Language for Non Unicode -> Set to English (United States)

🔗 Region 🛛 🕹
Formats Location Administrative
Welcome screen and new user accounts
View and copy your international settings to the welcome screen, system accounts and new user accounts.
Copy settings
Language for non-Unicode programs
This setting (system locale) controls the language used when displaying text in programs that do not support Unicode.
Current language for non-Unicode programs:
Change system locale
OK Cancel Apply



1.9 Error Message : Warning : Assigned Printer does not exist : Print to PDF (Mac Desktop)



Solution:

- i) **Testing Database** only Delete whole ITUnicode database
- ii) **Real Database** May request backup from user upload to us to check (suspect file corrupted)



1.10 Unable to capture correct price Tag Price

Assigned price tag for item A and Item B, how come only first Item A will capture price tag price, but second item B ref price ?

Solution :

Setting -> SQL Account -> Ticked Unlink SQL Accounting when available

Q Setti	ng Data	abase : C:\itl	Jnicode\SQL-PC	DS\SQL-POS-0001.fc	db Ver. :	5.2018.335.133	—	
System Receipt &	License	Device	POS Screen	SQL Account	Currency	SQL	POS	
Database in : 💡								
Database Location :	D:\DB\ACC	C-0055.FDB			Fir	a selec DCF		
Custom ODBC Login Database Information :	1		Ticke solve	d this setting can		Load info		
Company Name	SNORTY E	ENTERPRISE						
Remark	2016- Unic	ode from ACC	C-0003	Run This	POS when call t	from SalAcc		
Posting :								
Positng Type	O Daily Ba	asic 🔿 Each I	bill (Real time 🖲 E	ach bill 🔿 Mixed Mod	e I Direct CS	payment		
Post to SQL ACC as	Cash S	ales 🔍 GL Jo	urnal					
Auto Login SQL Acc.	DCF File	C:/eStream/	SQLAccounting/S	hare/Default.DCF		Select		
	User ID	User ID ADMIN Password					V OK	
Cash Sales Number	Cash Sales Number 123 Maintain Bill No. Use Custom Format							
Daily Cash Sales No.				0-1			•	
Default Customer Code	Default Customer Code 300-C0001 V Name : Cash Sales							
Default Project	Post Sum only when Ref Price is empty							
Default Location								
Post as Sales Agent	Post Cash	ier as Agent	~				\sim	



1.11 Error Message : Failed to Set

Q: Setting Database : C:\	itUnicode\SQL-POS\SQL-POS-	0001.fdb	Ver. : 5.2018.333.127	-					
System Receipt &	License Device PO	S Screen	SQL Account	Currency	SQ				
Database in : 📿	 This Computer Other 	r Computer							
Database Location :	C:\eStream\SQLAccountin	g\DB\ACC-0	001.FDB		Fine selec DCF				
Custom ODBC Login Database Information :	Custom ODBC Login								
Company Name	Testing Company								
Remark	2018	Load info		S when	n call from SqlAcc				
Posting :									
Positng Type	Daily Basic Each bill	Â	Fail to Set Connection	Direc	t CS payment				
Post to SQL ACC as	Cash Sales GL Journ	-							
Auto Login SQL Acc.			ОК						
Cash Sales Number	123 Maintain Bill No.	✓ Use (Custom Format						
Daily Cash Sales No.	C1-	(Format : C	ounter ID+ Date , Eg	C1-2015-04-0)1)				
Default Customer Code	300-C0001	When iten	n code not exist :	use _URI as i	tem code 🔹				
Default Project		✓ Post all item in Sum Amount (Quantity always is 1)							
Default Location		TROPIE	eann bhry when Mehr	inecterency.					
Post as Sales Agent	Post Cashier as Agent								

Solution :

- Make sure install SQL With 759 & above

1.12 What is Price Set in Stock Item?

- Multiple price set in Maintain Stock Item, user allow to set multiple price with comma.
- Example :

Price 1 : RM 10.00 Price 2 : RM 15.00 Price 3 : RM 20.00



Stock Item	
Code [F3] RED BEAN 500G	Stock Control CActive Price Revert Quantity Barcode with Price
Stock Group 1 V RON 95 V	Serial No.
Description : RED BEAN 500G	Default UOM ·
Desc 2	<setting></setting>
UOM UOM : UNIT Rate: 1.0 - Barcode:	
UNITSelling PriceTax I $0.00 \div$ + $100.00 \div$ %= $0.00 \div$ Rate:0Margin : RM $0.00 \div$ Round $2 \div$ SalesFixedCostPriceNonePurchasMin. $0.00 \div$ +0.00 \divPurchas	nclusive) 0.00 efault Tax Code SR (TX v
Shelf Remark 1	
Price Set eg.: 10.00,15.00,20.00 Remark 2	
Clone Delete Save	<u>Cancel</u>

- When select itemcode RED BEAN 500G, auto prompt the price for user to select





1.13 What to do if I want to print Barcode Label with Chinese Company

Name?

- Save as JPEG, then load the picture into Foxit Design \sim

1.14 Error Message : File in use when design barcode report

Stock Item	
Code [F3] 00119FPC Edit Stock Item	Enter Label Stock Control Active
🖉 🛓 Customize Reports	
Report Name BARCODE LABEL 35X25 QR BARCODE LABEL 35 X 25 - 1 D - 2 BARCODE LABEL 25X40 X 2	Type Printer Default Detail TSC TTP-244 Pro Image: Code Printer Detail <default bar="" code="" printer<="" td=""> Image: Code Printer Detail TSC TTP-244 Pro Image: Code Printer Detail TSC TTP-244 Pro Image: Code Printer Detail TSC TTP-244 Pro Image: Code Printer</default>
File is in use.	Add From Rename Clone Export Restore Close
Clone	Delete Save Cancel

- Try Exit the program and logon
- Delete this report and design again
- _

1.15 Backup Error : C:\itUnicode\SQL-POS\SQL-POS-0001.fdb could not be read

- Is due to IT Sync is running behind, may shut down IT Sync before Backup



1.16 Close Counter Collect Payment Type is not match with Payment Method select in Bills

Date	14/08/2018	C Data	From Proto	nputer () Exporter e	tille ≣Set All © Cash‡	Tax Date Sales Acco 💿 Othe	14/08 ers Dr ther	/2018		
	B	TLM!			Hero, Last		ADMIN		CLOSE C	OUNTER
Time	Number	Payby	Gompany	Amount	Refer No.	Posted		+		
02.34.18	CS2 04484	CASH	0.00			No				
02:35:37	CS2 04485	CASH	Cas. Pay by h	ave 3 Payment T	ype.	No	-		ALCONO MUSICINA	
02:39:09	CS2 04487	CASH	Casificence	30.00	_	No		1000	Saks Summary :	
02:45:59	CS2 04490	CASH	Cash mes	0.00		No	23 C	500.00	Tota	I Sales : 1,950.30
02:56:07	CS2 04493	CASH /	anish Sales	47.50		No		520.30	Sales Return A	mount: 0.00
03:01:09	CS2 04494	CASH	Cash Sales	48,60		No	-	0.00	The Party of the P	1100m 0,00
03:04:01	CS2 04495	CASH	Cash Sales	17.00		No		1,020.30	Total Sales	- SH 1,950,30
03:07:25	CS2 04497	CASH	Cash Sales	55.20		No			Total Da	ecount 0.00
03.10.05	CS2 04499	CASH	Cash Sales	28.00		No			Colori Derment	
03:11:14	CS2 04500	CASH	Cash Sales	188.00	-		_	Part	Engeneral Trees	AMOUNT
02.38:05	CS2 04486	DEBIT	Cash Sales	327.00	549186 V	Why Close Count	ter Collect	V1.	MASTED	1.420.00
02:52:15	C52 04492	DEBIT	Cash Sales	75.60	428332 P	ayment Type on	ly shown 2 1		CASH	520.30
02:41:17	C52 04488	MASTER	Cash Sales	408.00	462888				Gron	360.30
02:45:39	CS2 04489	MASTER	Cash Sales	19.50	490282002	7 No				
02:48:35	C52 04491	MASTER	Cash Sales	90.90	489308002	2 No			Total (Callected: 1,950.30
03:06:40	CS2 04496	MASTER	Cash Sales	131.20	552115900	3 No			ISST Summary	
03 09 52	C52 04498	MASTER	Cash Sales	120.50	446631003	6 No			Total Caler Durlinde	1 The 4 0 C 1 10
03:14:39	C52 04501	MASTER	Cash Sales	85.70	455358047	0 No			Court ET CAT	Amount: 0.00
03:22:51	CS2 04502	MASTER	Cash Sales	171.60	455357033	7 No		-	Trialbackeded	

- Collect Payment Summary Payment Type is group by Account Code, may check whether the payment method is using same account code ~

Step to check Payment Method post to what Account

- Setting -> POS Screen -> Payment Method - > Double click on the Payment Name





- Once License Registered, the button will disable ~

1.18Same receipt will auto cut to few pages

Solution :

Upgrade to latest version of 334, some of the printer after design, paper size changed incorrectly, need to Tweak it again



Step to Tweak :

In Print Receipt -> Follow below step

		Print Receipt				0 3	
Date Number Format :	28/08/2018	F10 Full Tab	twoice	Preyiew Export		Erint Close	
Time	Number Pay by		Company	Amo	ount	Refer	
Report and the point of the poi	eport Name EE (2 UP) UMMARY 2 UMMARY 1 UMMARY 58 UMMARY POS UMMARY POS UMMARY S 2	Type Detail * <d *="" <d="" <d<="" detail="" th=""><th>Printer efault A4 Printer> efault A4 Printer> efault A4 Printer> efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer</th><th>Default * *</th><th>Add Fr Renar Clon Expo</th><th>odify elete om e</th><th></th></d>	Printer efault A4 Printer> efault A4 Printer> efault A4 Printer> efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer efault Receipt Printer	Default * *	Add Fr Renar Clon Expo	odify elete om e	
			S	itep 2	Resto	Resto Resto Resto	e 1 selected report as original re All Reports as original re All Whole system Reports as original re All Whole system Reports as original
-				Total :	0	.00	Step 3



1.19 Unable to key In Daily Cash Sales No with message : The Control is Read Only



Answer : Control by license, need email to request new license key, mean Counter ID and CashSales number prefix based on license.



1.20 Receipt format unable to show Chinese word

- 1.20.1 Menu Screen -> Select Print Receipt
- 1.20.2 Click on Modify ->
- 1.20.3 Select the Report Name -> Click on Modify
- 1.20.4 Double click on the object to show in Chinese

Report Expression							
Expression: descrip	tio	OK Cancel					
Field position Float Fix rela Fix rela Fix rela	ative to top of band ative to bottom of band	oulations It When					
Comment <utf-8></utf-8>	¢						

After Fill in <UTF-8>, remember save the report.



1.21 Proper Step to set Branch SQL POS (Error Failed to Set)

- 1.21.1 Configure and make sure SQL able to test successful
- 1.21.2 Add Port 3050
- 1.21.3 In SQL POS :

Settin	g Database : C:\itUni	icode\SQL-POS\SQL-POS-0001.fdb Ver. : 5.2018.334.211	23
System Receipt & L	icense Device PO	S Screen SQL Account Currency SQL	POS
Database in :	◯ This Computer ● Other	r Computer DNS	
DisableChkPing	D:\DB\ACC-0111.FDB	Find select DCF	<u> </u>
		Load info	
Database Information :			
Company Name	Flexi Supreme Sdn Bh	nd	
Remark	30AUG2018	Run This POS when call from SqlAcc ✓ Unlink SQL Accounting when available	
Posting: show desc			
Positng Type	● Daily Basic 🔵 Each bill (Real time) 🔾 Each bill 🕜 Mixed Mode 🗹 Direct CS payment	
Post to SQL ACC as	🖲 Cash Sales 🔵 GL Journa	al	
Auto Login SQL Acc.			
			<u>v</u> <u>o</u> k
Cash Sales Number	123 Maintain Bill No.	✓ Use Custom Format	×
Daily Cash Sales No.	C1-	(Format : Counter ID+ Date , Eg. C1-2015-04-01)	<u>Cancel</u>
Default Customer Code	300-C0001	Name : Cash Sales	
Default Project		Post all item in Sum Amount (Quantity always is 1) Post Sum only when Ref Price is empty	
Default Location		When item code not exist : use_URI as item code	
Post as Sales Agent	Post Cashier as Agent 🗸		

- i) Put in DNS Number
- ii) Ping result lost 0 = 0%
- iii) Unticked DisableChkPing



1.22 Fail to assign Printer

C. AT	MAN BII	CS1210/00006	06/10/2018 09:34am		FOTO		I to Assion Printer : C	1112EN CD-5500
P	rinter		20 (C	12 🛛				1 - 4
Rec	Parter Nome: 2003 Status: Ready	N (D 6500)			F5 Simplified Tax Inv.	F 10 Full Tax Invoice	U	
N (1	Type CITIZEN Where LPT1 Connent	CD-5500			c.	ASH	sunt 6.90	PRICE
	Network		ОК	Cancel	1 10 000		-	DISC
		Tender Am	ount: 10		-100			DISC 9
		7	8	9	.50			QTY
		4	5	6	10			x2
		1	2	3	1			5%
		<	0		zero			10**
					1 .0+30%			15%+
			КХС	ancel	Refer No Receipt POS RP TAX	SUMMARY N 👻 1	s 5	20**
94	1	1	0	6		V P	AMMENT	Void

Solution :

- Check in Setting -> Device -> Receipt Printer -> assigned valid Receipt Printer A4 Printer Normally use EPSON LQ-310 or other laser printer -> Assigned valid Laser Printer
- 2. Check Report Format may assigned to valid printer
- 3. Window XP -> Upgrade to Window 7 & Above



1.23How to disable preview receipt when payment done

🤉 🗾 S	etting Database : C	\itUnicode\SQL-PO	S\SQL-POS-0001.fdb	Ver. : 5.2018.335.25	X 0
System Receipt &	License Device POS	Screen SQL Account	Currency	SQ	POS
Receipt Logo	SQ		Load Logo Clear Logo ✔ Print Logo	Sales Tax No:	
Register Name	SQL POS				
Register No.				Service Tax No.:	
Line 1	1111				
Line 2				Retrieve from SQL	
Line 3					
Line 4				email / req. key	
Line o					
Counter ID	CT001				
License Key			Trial Version	Activation	✓ <u>о</u> к
Footer Line 1	THANK YOU				Cancel
Footer Line 2	PLEASE COME AGAIN				
No. copy of Receipt	0 🔺		Allow to choice form	nat O Yes O No	
Receipt format:	Simplified Tax Invoice	Full Tax Invoice	Send Cutter Comma	and O Yes O No	
SO format	Sales Order	Collection	Show text whenTax in	nc.	

Solution : SQL POS Setting -> Receipt & License Tab -> No Copy of Receipt set to 0



2. SQL POS F&B

2.1 Error Message : Counter is closed, wait for Main Counter to open

Counter is closed, Wait for Main Counter to open.	

- This error message mean when there have multiple POS link together, make sure Main Counter have to Open Counter first.