



## MacromatiX – LiveLink

LiveLink is the process to integrate the MacromatiX system to the Retail Office Database.

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## Overview of how Macromatix interface with Retail Office

### 1. WPRO (QSR Till Software)

Sales are recorded on each individual till on a local database, providing redundancy. Each Till operates independently without a network or without a server, allowing for a greater up-time in store. The sales remain on the Till indefinitely and can be audited for the life time of the terminal.

### 2. Retail Office (In-store Back Office Software)

The Retail Office Software in the store pulls the sales information from the Tills and consolidates.

Retail Office maintains:

- Sales Item Configurations (Menu Items, Departments, Cooking Instructions, Meals, etc.)
- Cashier and Manager Security
- Channel Names (Sit Down, Take Away, Drive Thru, Kiosk, Online, Uber-Eats, Mr.D)
- Other options (Tax Details, Store code, Branch Details, etc. )

These actions are performed on Retail Office:

- Transmitting of Menu and Promotions
- Cashup of Cashiers and Tills
- DayEnd (Shift-End) to close and clear all the tills in the store for the next business-date.

### 3. Back Office to/from Till Communications

Communication to the Tills (Transmission of Menu, Cashier, Options) is done over TCP/IP using a proprietary communications module.

The Sales are imported from the Tills using Firebird Database.

For the communications to run correctly the **Sales Importer** service should be running. This polls every till for information every couple of seconds. It ensures that all Sales are imported into the Back Office for collection by LiveLink.

### 4. Retail Office Enterprise (Enterprise Software)

The Enterprise version of the software works exactly like the software in store, but it is used to maintain Sales Item Configurations and information for regions country wide.

## 5. Enterprise to/from Store Communications

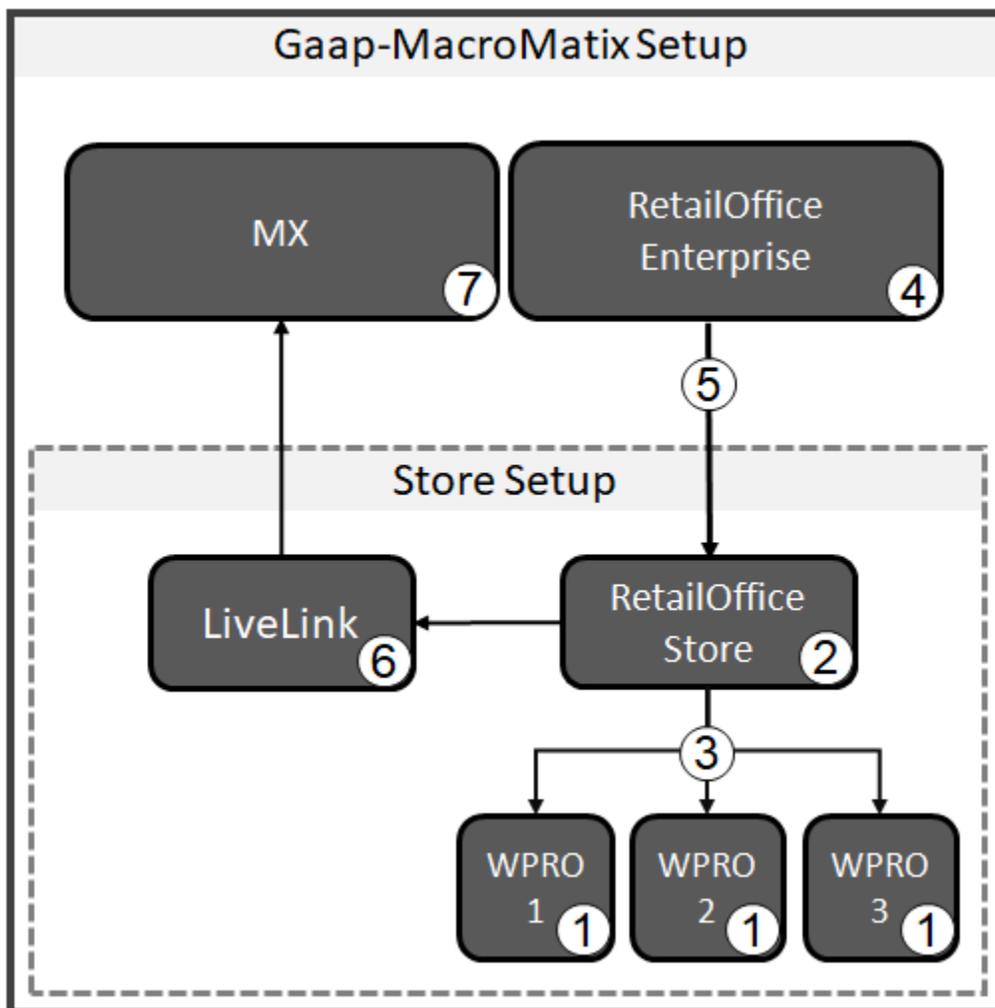
Communication between the Enterprise and Store solution is handled through the **EnterpriseAgent** service. This makes use of a Firebird Remote Database that is accessible from the store and the head office, without the need for a direct VPN. New promotions or changes in the Menu and Sales Channels requires this module to operate effectively.

## 6. LiveLink

LiveLink polls the Retail Office Database on a configurable interval (10minutes) and collects any new sales information, cash-up information and day end information. This information is pushed up to MacromatiX.

## 7. MX – MacromatiX

All Stock, Cashier Declarations, Purchases and Scheduling is handled by MacromatiX.



## LiveLink Installation

(Basic understanding not to be installed by technicians at the moment)

LiveLink is the process to integrate the MacromatiX system to the Retail Office Database. The following steps must be applied to understand and complete the installation process:

### Requirements for the installation

- .NET Framework 2.0 or newer.
- SQL Server Express (Version 2008 – 2019).
- The Firebird ODBC driver must be installed on the machine.
- The restaurant entity must be created in the EBO Desktop.
- The POS Polling page in EBO must be pre-configured for the auto activation to be successful.

### LiveLink activation

- Setup the Store information and polling details in EBO Created by MacromatiX.
- Install and configure the LiveLink application.

### Setting up Store and polling details

Sales information will not display in EBO unless the setup of Store and polling details have been completed.

Creating a store and configuring Polling is done by the MacromatiX Admin team.

### Installation of LiveLink

Make sure to have the following before starting:

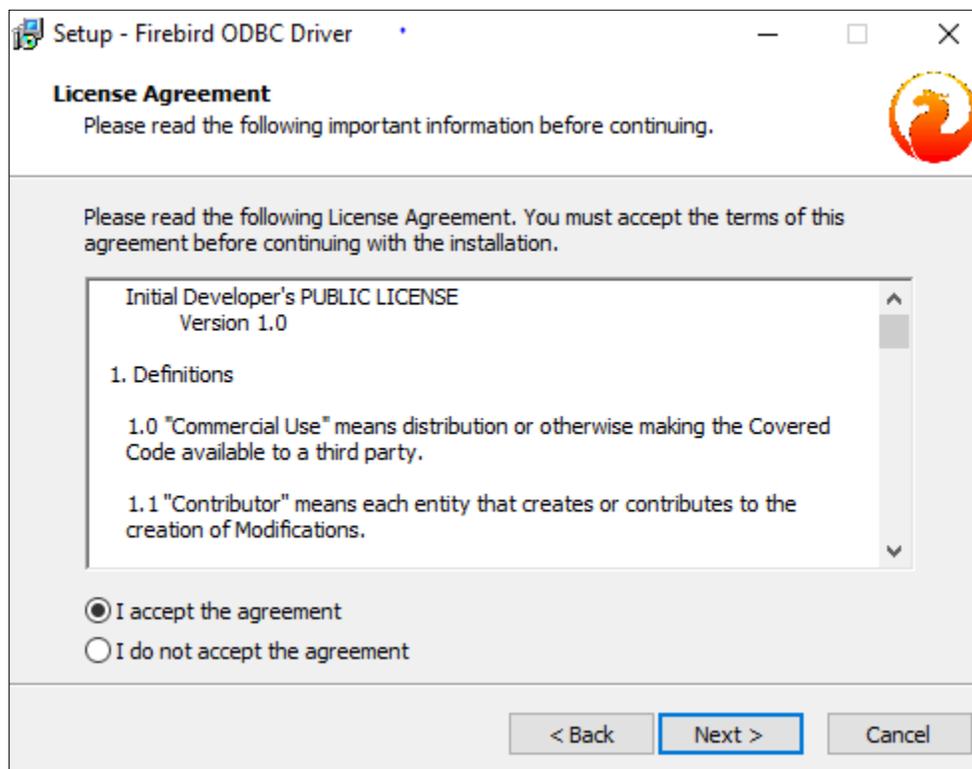
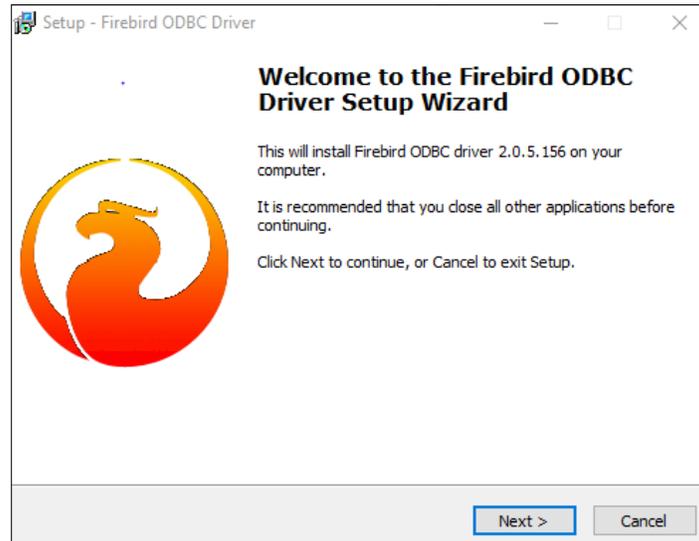
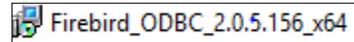
- LiveLink Installer.msi
- Setup.exe
- Mx.config
- Run.bat (setup.bat)
- MSSQL Express
- Firebird ODBC

Ensure that the LiveLink installation package contains LiveLinkInstaller.msi

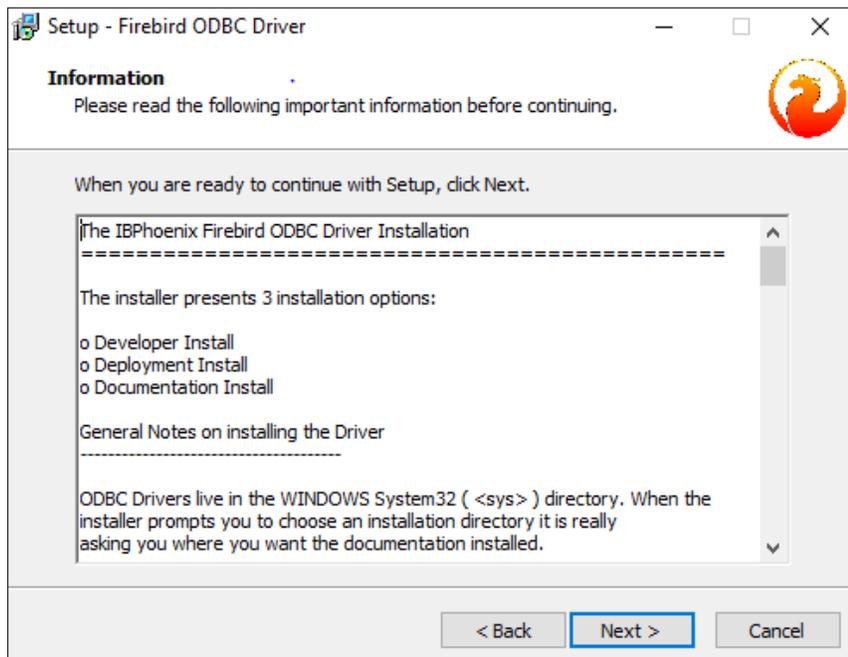
SQL server express must be installed before the start of the installation

**Step 1:**

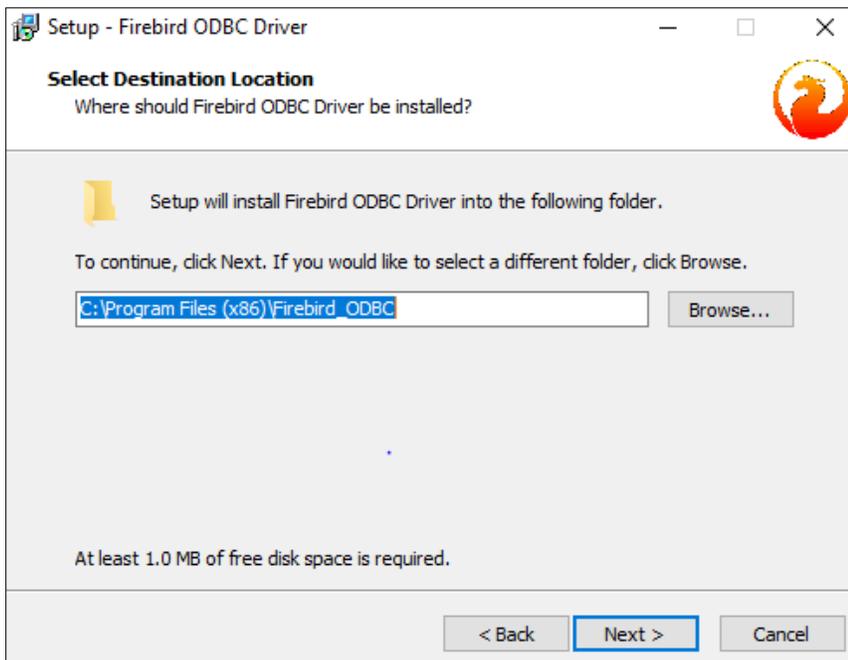
- Ensure that firebird ODBC installer is available
- Run the installer and select **Next >**



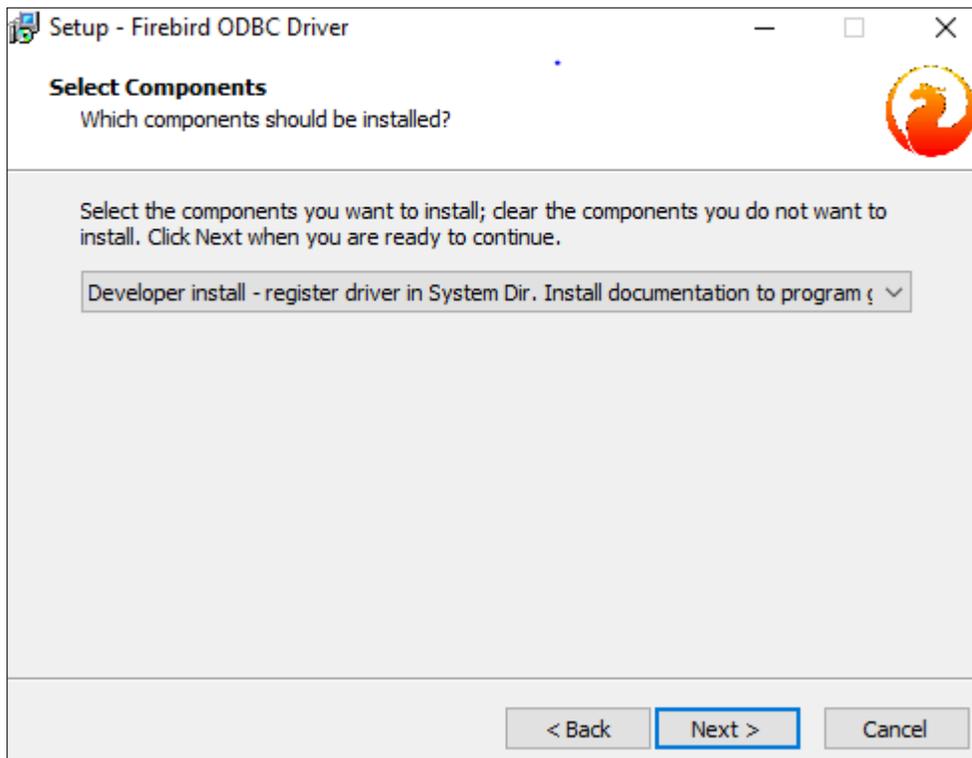
- Select **I accept the agreement** followed by **Next >**



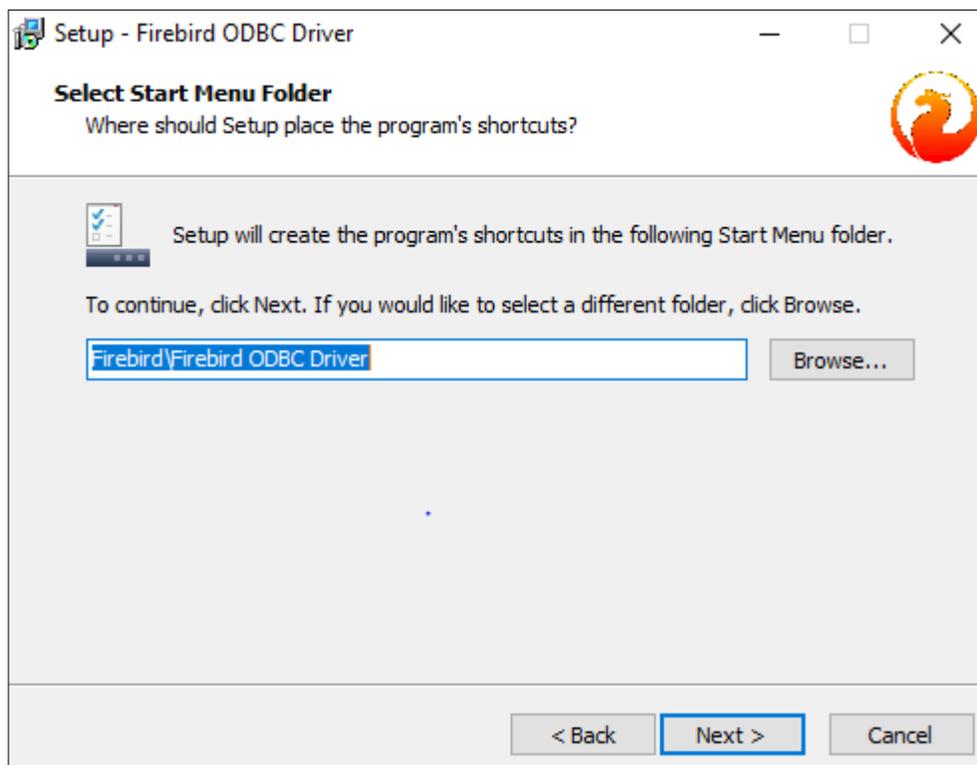
- Select **Next >** on the driver Installation screen



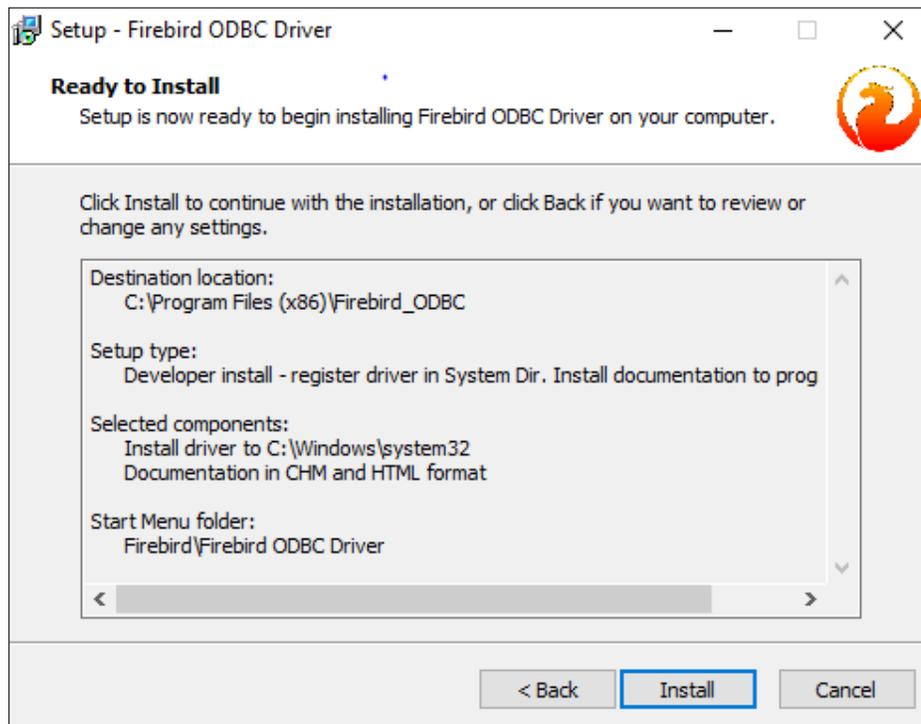
- Ensure that the installation pathway is correct (Highlighted in blue above)
- Firebird ODBC must be installed in (C:\Program Files (x86)\Firebird\_ODBC)
- Should Firebird ODBC be installed in (C:\Program Files\Firebird\_ODBC) a possible conflict can occur with the existing firebird
- Once Pathway is correct select **Next >**



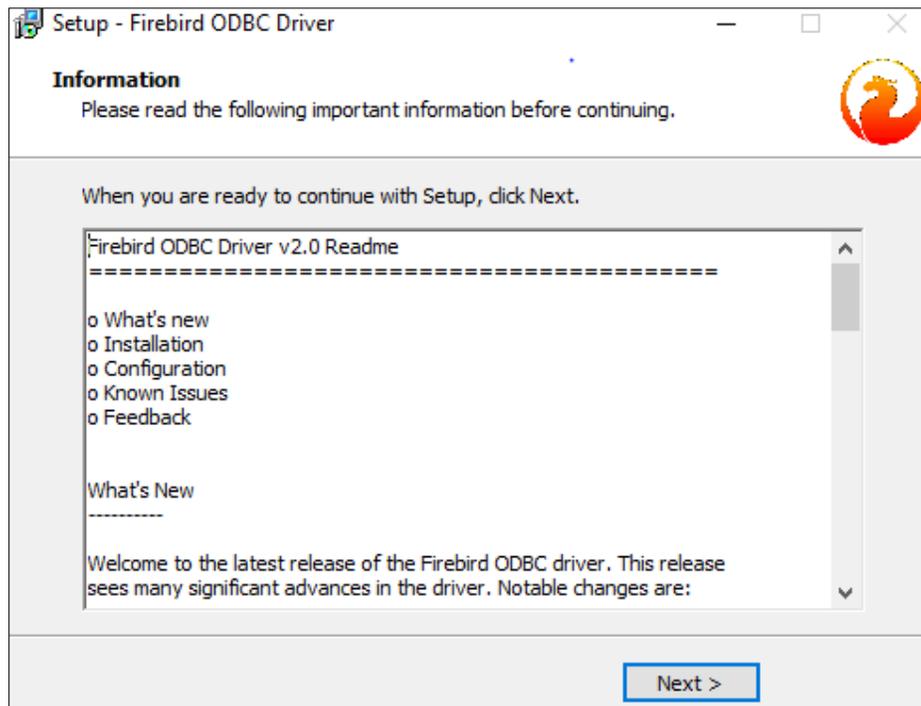
- Ensure Developer install is selected
- Select **Next >**



- Select **Next >** to add program to shortcuts.



- Confirm destination location, Setup type, selected components and startup menu folder
- Select **Install** if correct. Should any information be incorrect, go through the previous steps again.



- Select **Next >**



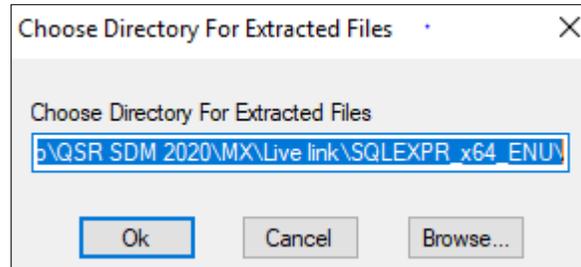
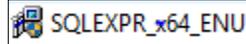
- Select **Finish** – the installation is now complete

## Step 2:

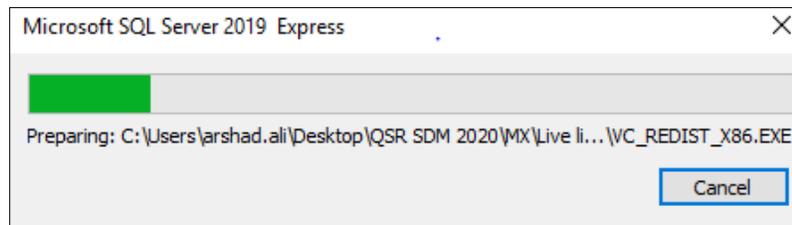
Install SQL Express. This is important for LiveLink to interface with the MacromatiX database.

NB: SQL Express version that can be used must from 2010 and upward

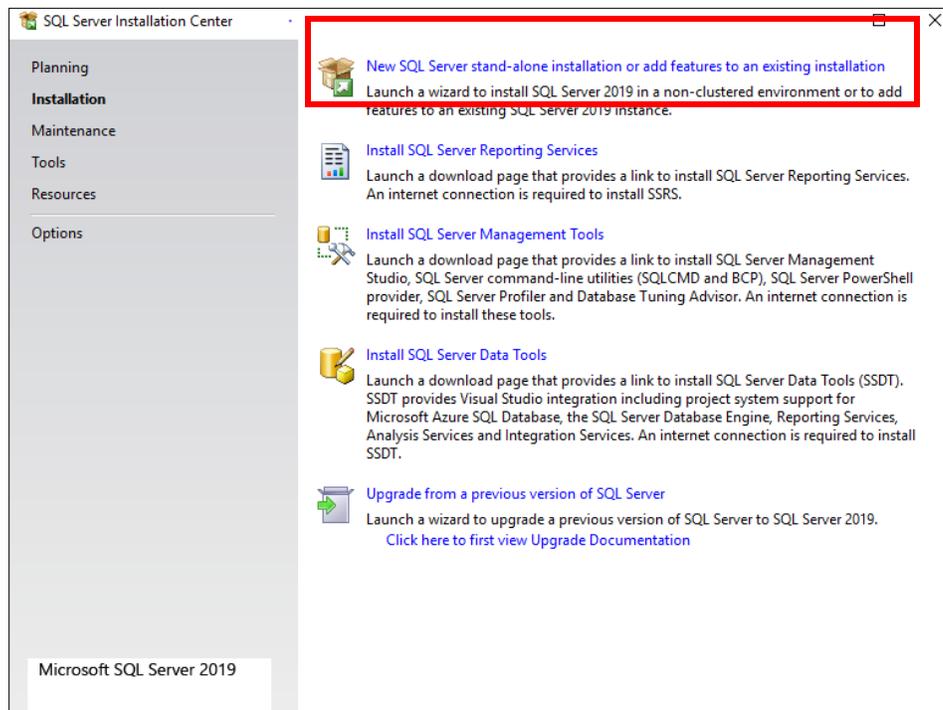
- Run the installer



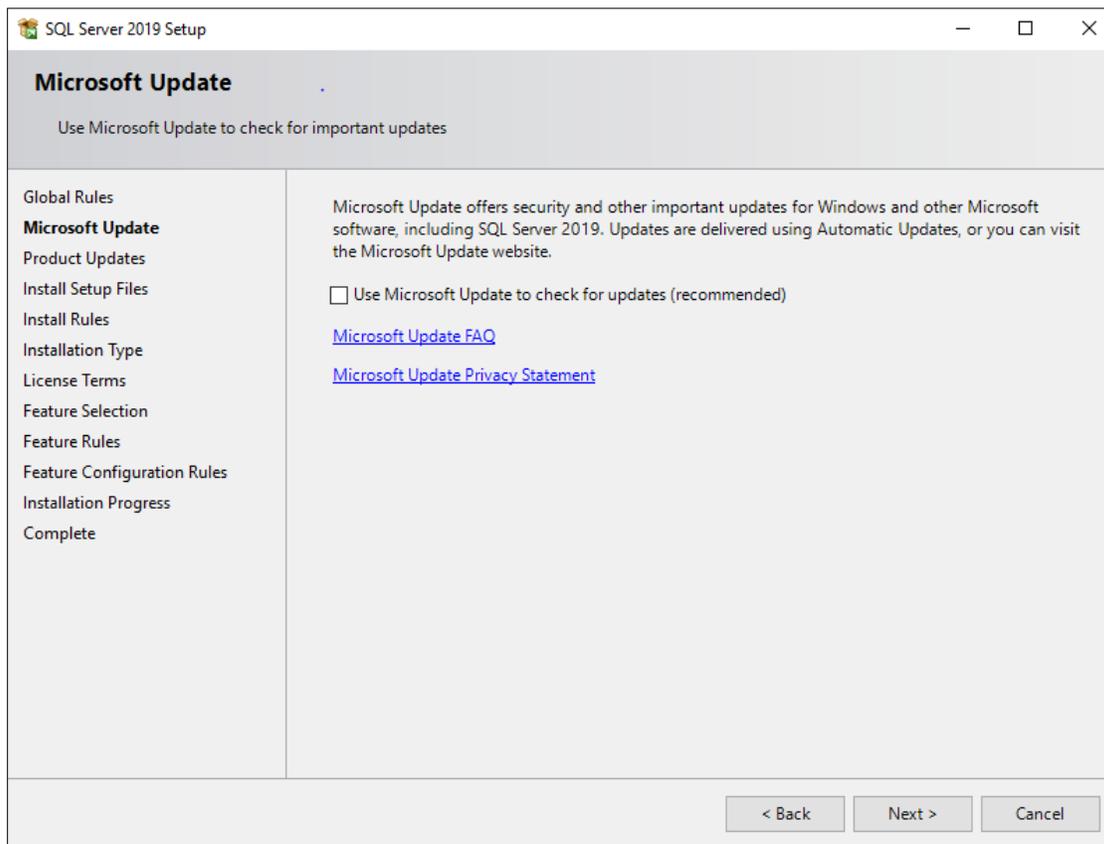
- Select **OK**



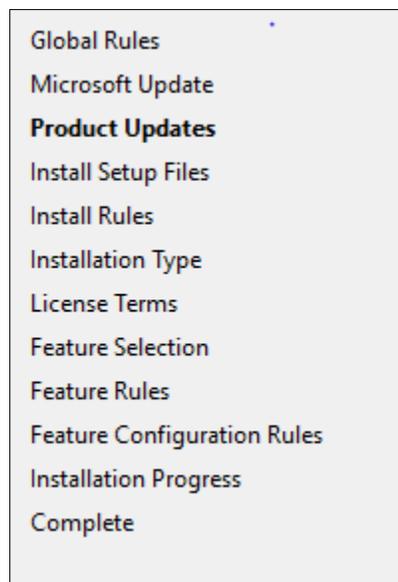
- The installer will start extracting



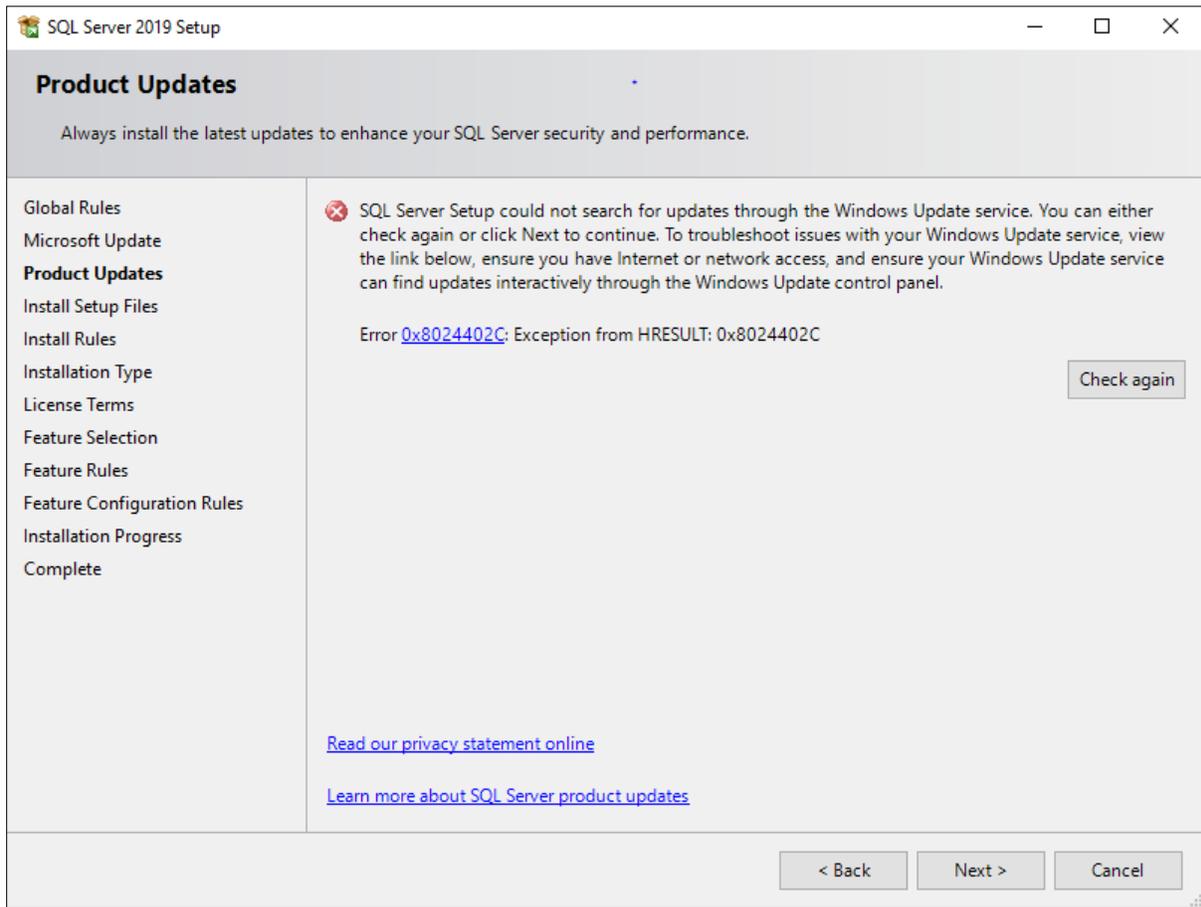
- Select “New SQL Server stand-alone installation...”



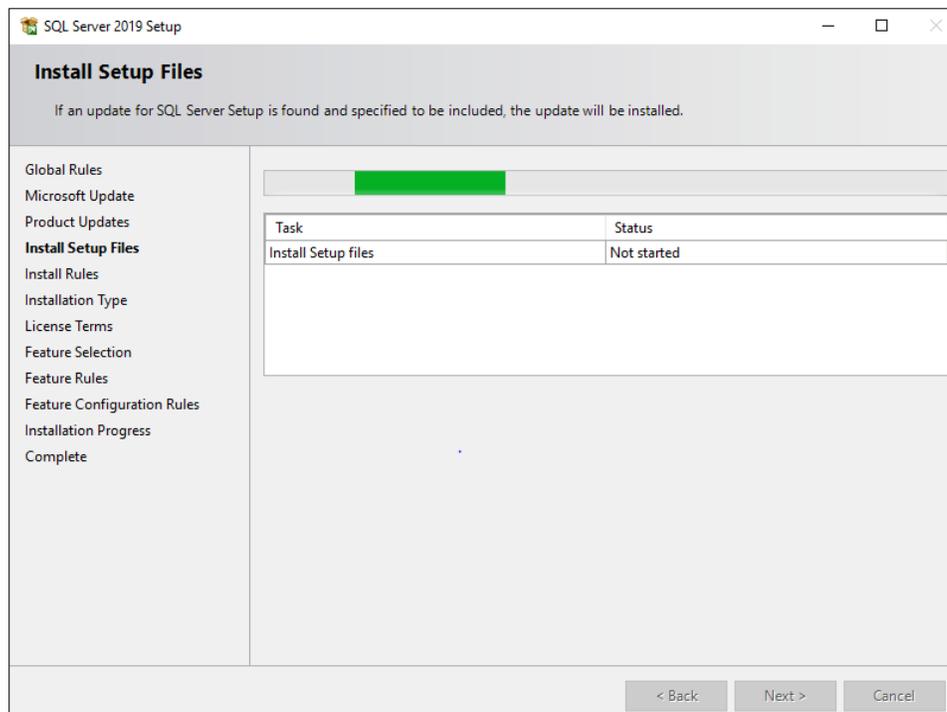
- The installation will startup, select **Next >**



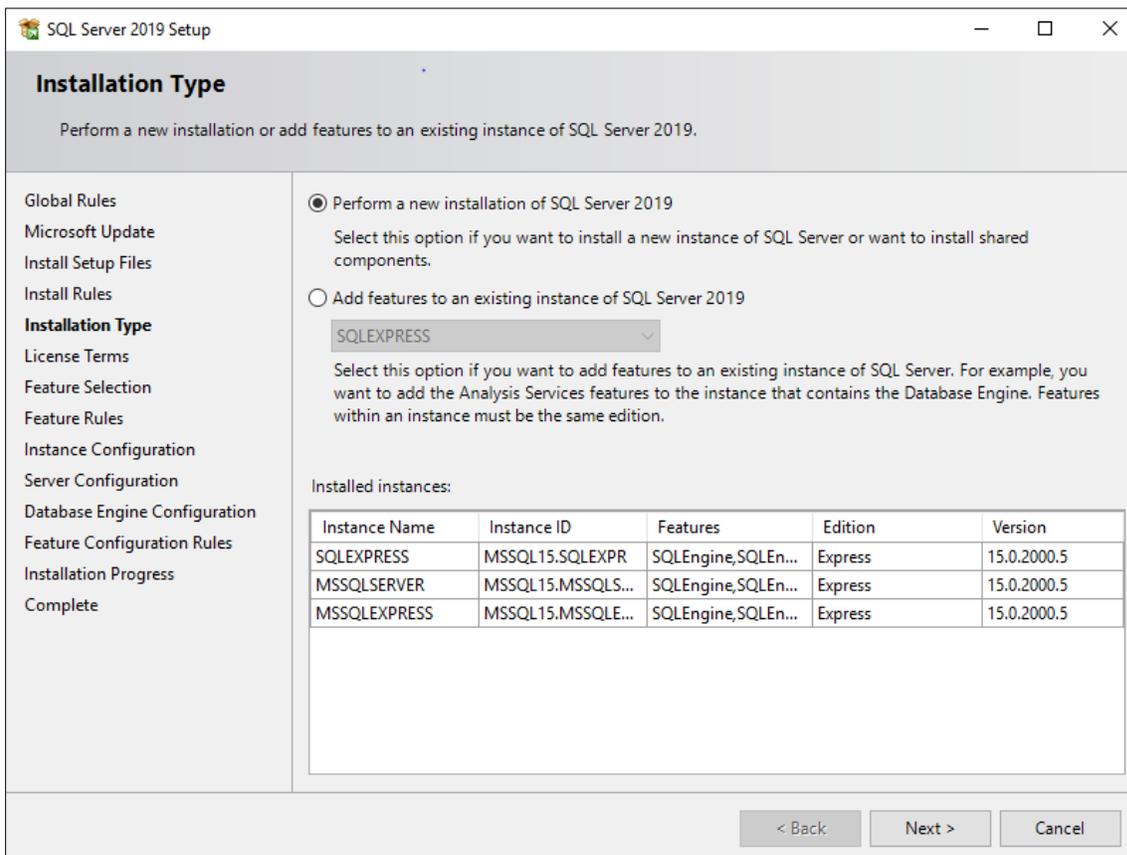
- Select **Product Updates**



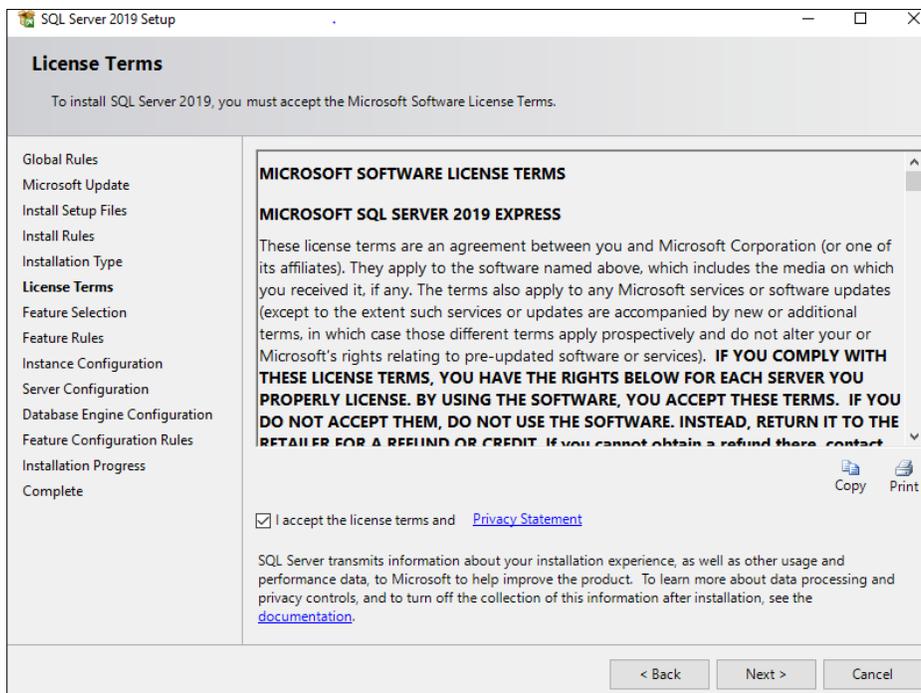
- No need to search for updates, select **Next >**



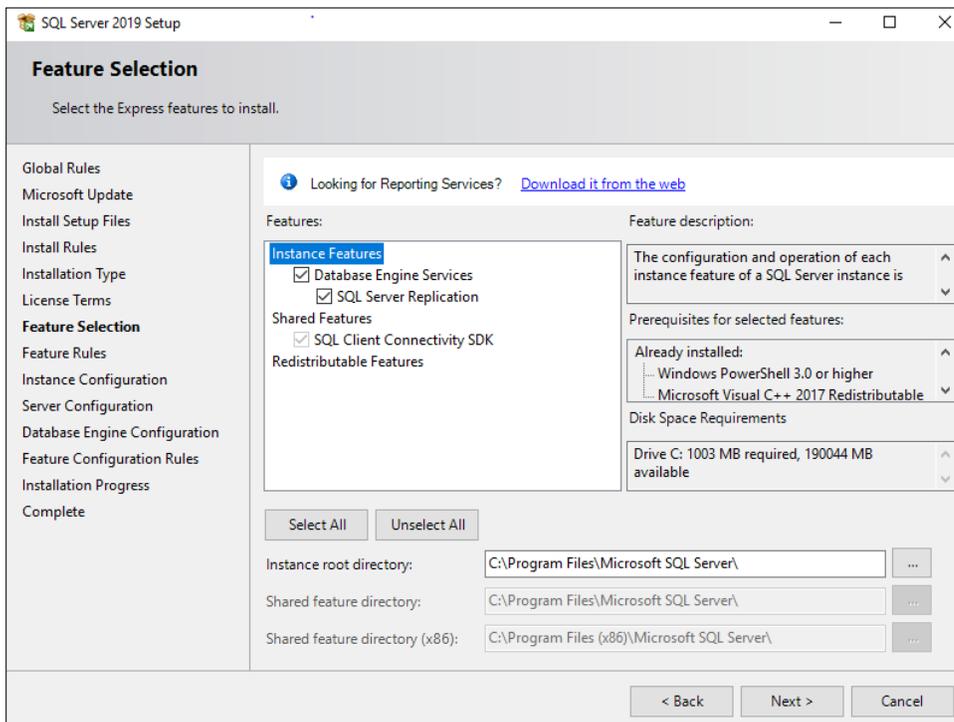
- Allow the installation to start



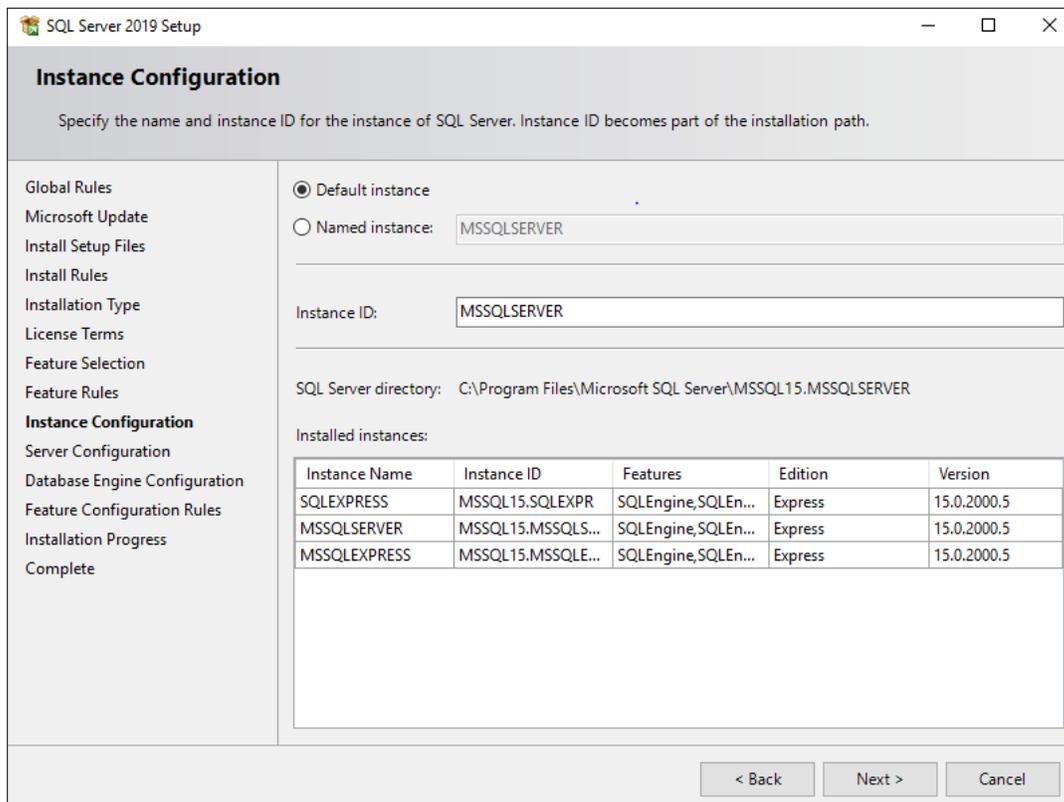
- Select **Perform a new installation of SQL Server 2019**
- Select **Next >**



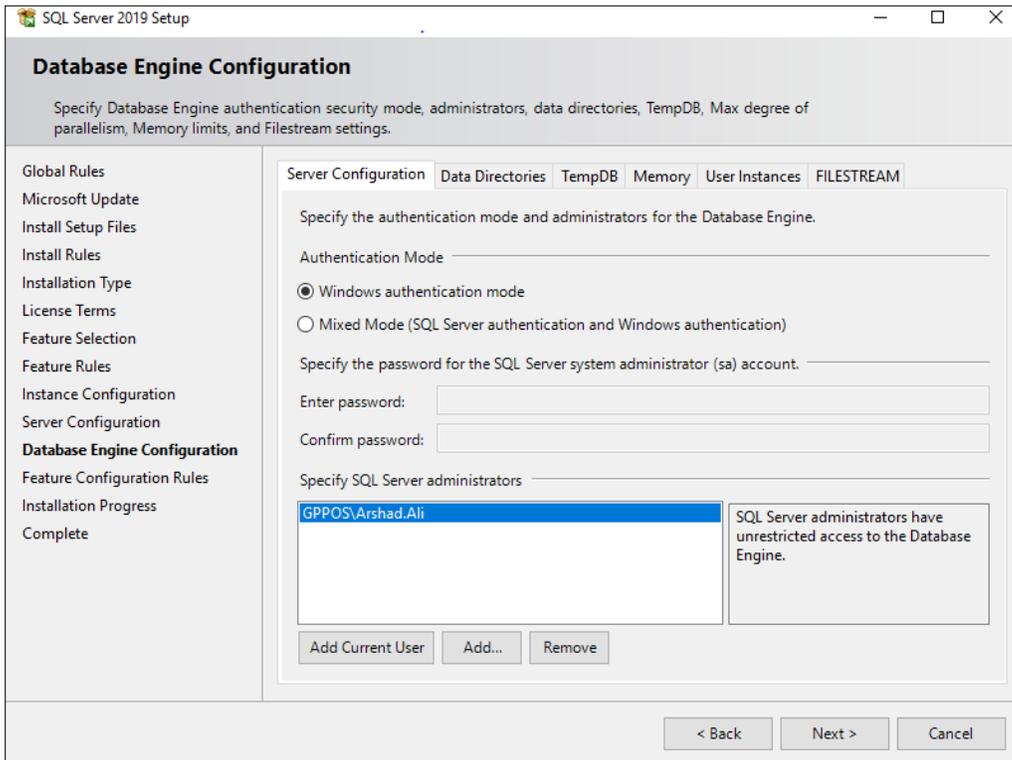
- Accept the license terms and select **Next >**



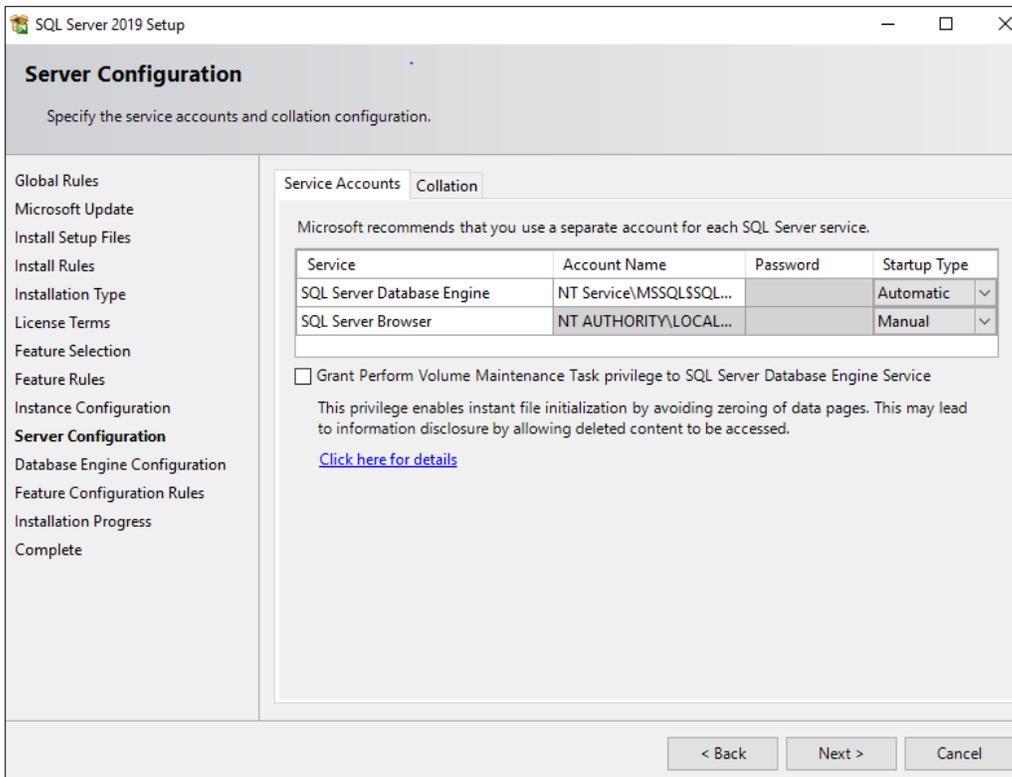
- Confirm the root directory and select the instant features (SQL server replication, SQL client connectivity SDK)
- Select **Next >**



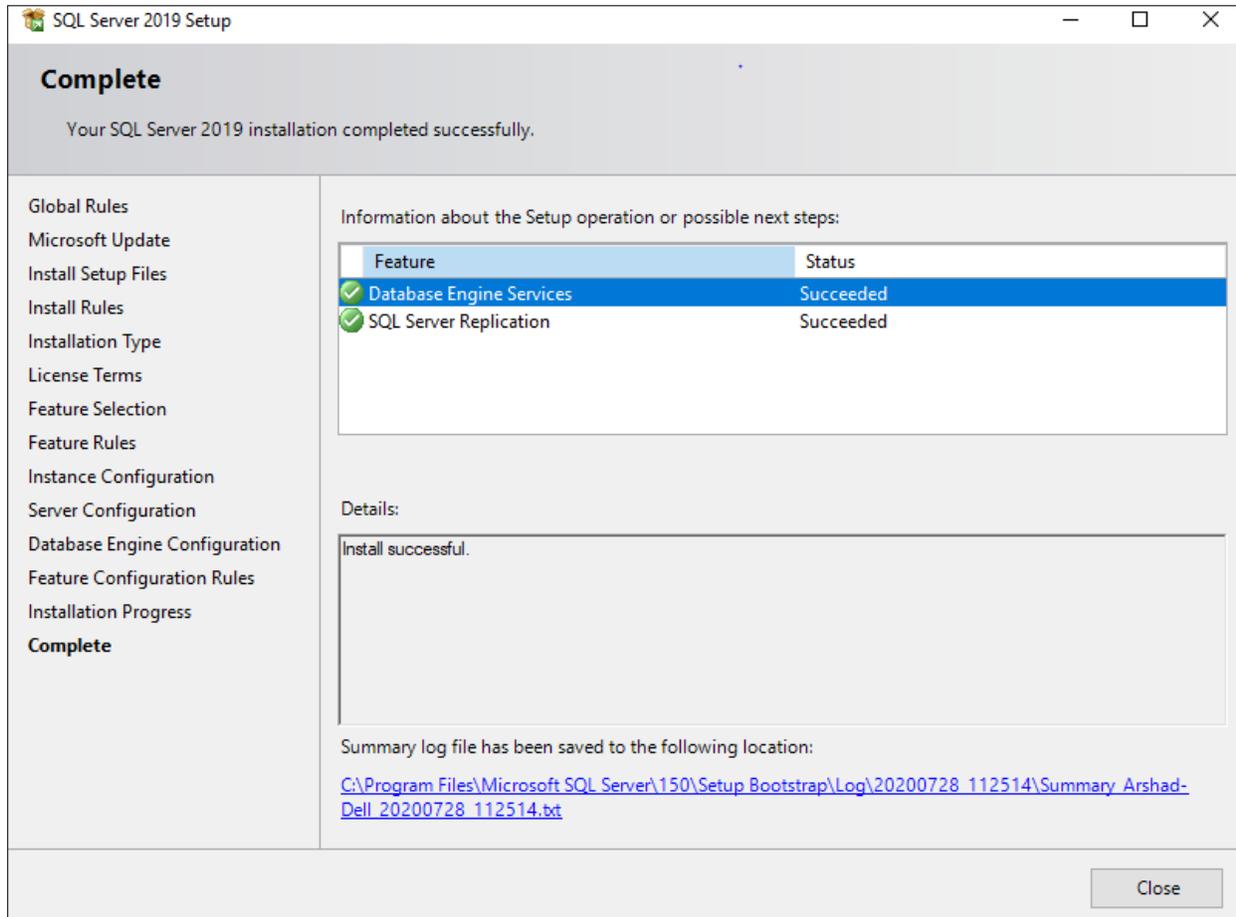
- Select **Default instance** or select a custom depending on the type of installation
- Naming convention for **Instance ID** should be **MSSQLSERVER**
- Select **Next >**



- Select **Next >**



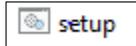
- Confirm the SQL server Administrators
- Select **Next >**
- Allow the installation to finalize



- The installation is now complete, select **Close**

### Step 3:

- Run the LiveLink installer
- The installer runs in the back ground
- Open the Setup.bat file



- Right Click and select edit from the popup option

A screenshot of a Notepad window titled 'setup - Notepad'. The menu bar includes 'File', 'Edit', 'Format', 'View', and 'Help'. The text in the window is: `setup.exe DEPENDONSERVICE="MSSQL$SQLEXPRESS"`

- Edit the Run.bat (setup.bat)
- The config should read `setup.exe DEPENDONSERVICE="MSSQL$SQLEXPRESS"`
- Once done, run the setup application



### Configuring the MX.Config File

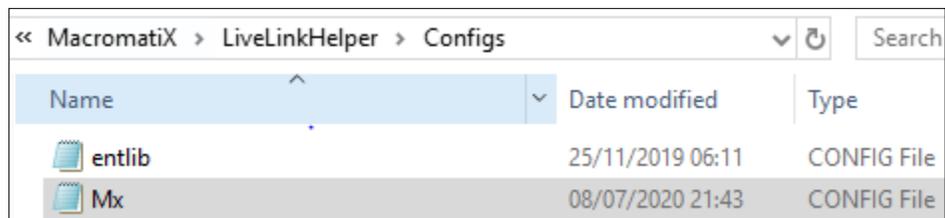
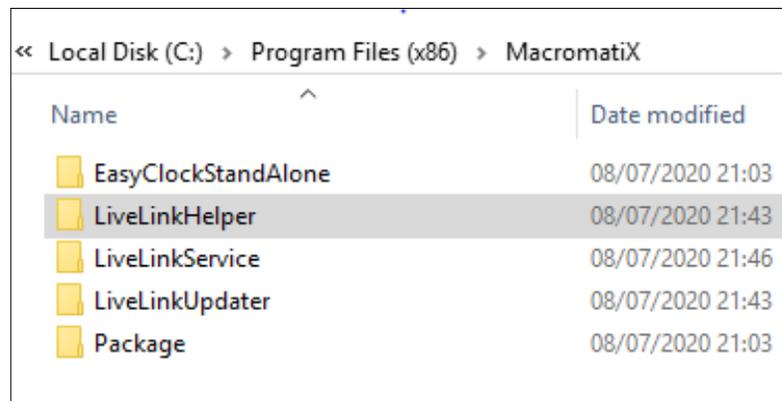
- Configure the MX.config file after installing the setup application.
- Right click on MX.config and select edit.
- The highlighted text in the example below must be in the config file

- **Change server= to the SQL Server Express instance name**
- `<add key="ConnectionString" value="server=.\SQLExpress;Integrated`
- **Check LiveLink and EBO Server URL Connection:**
- `<add key="WebService_URL" value="https://KFCZA.macromatiX.net/WebServices/eRetailer.asmx" />`
- **Check that admin credentials are correct:**
- `.\SQLExpress;User=administrator;Password=gaapjhb;Database=MacromatiX" />-->`
- **Check that service types have the correct values:**
- `<add key="GaapServiceTypeMapping" value="3=SIT DOWN;0=TAKE AWAY;4=DRIVE THRU;18=UBER;19=MR D" />`

- **Check that firebird/Gaap setup has the correct pathway and authentication is correct:**
- `<add key="GaapConnectionString" value="Driver={Firebird/InterBase(r) driver};dbname=127.0.0.1:C:\\Database\\Retail.FDB;charset=NONE;UID=SYSDBA;PWD=skylock;client=fbclient.dll" />`
- **Check that the Polling time Intervals are setup correctly**
- `<add key="GaapPollInterval" value="5" />` ( Change the number to reflect the minutes required for polling to take place)

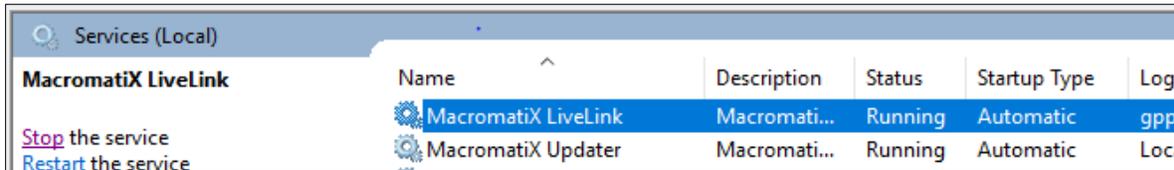
After correcting the config file, copy Mx.config into the following directories:

- C:\Program Files (x86)\Macromatix\LiveLinkService\Configs
- C:\Program Files (x86)\Macromatix\LiveLinkHelper\Configs
- C:\Program Files (x86)\Macromatix\LiveLinkUpdater\Configs

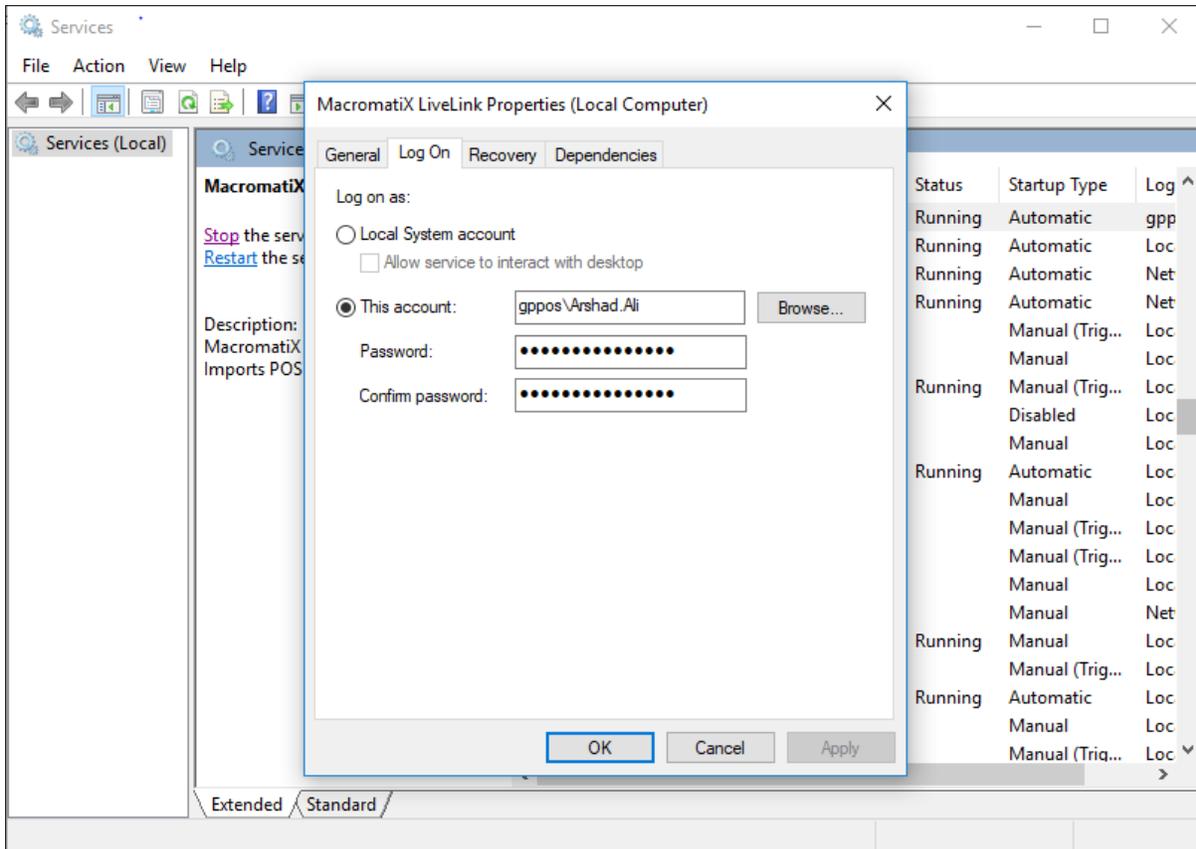


#### Step 4:

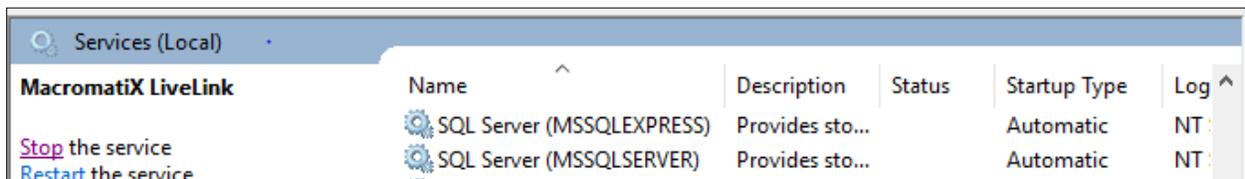
- Open **services.msc**
- Search for **MacromatiX LiveLink**



- Right Click the MacromatiX LiveLink
- Select properties from the pop up window



- Select the **Log On** tab
- Select **This account.**
- Enter the windows log on credentials
- Press **Ok** and ensure that services is started

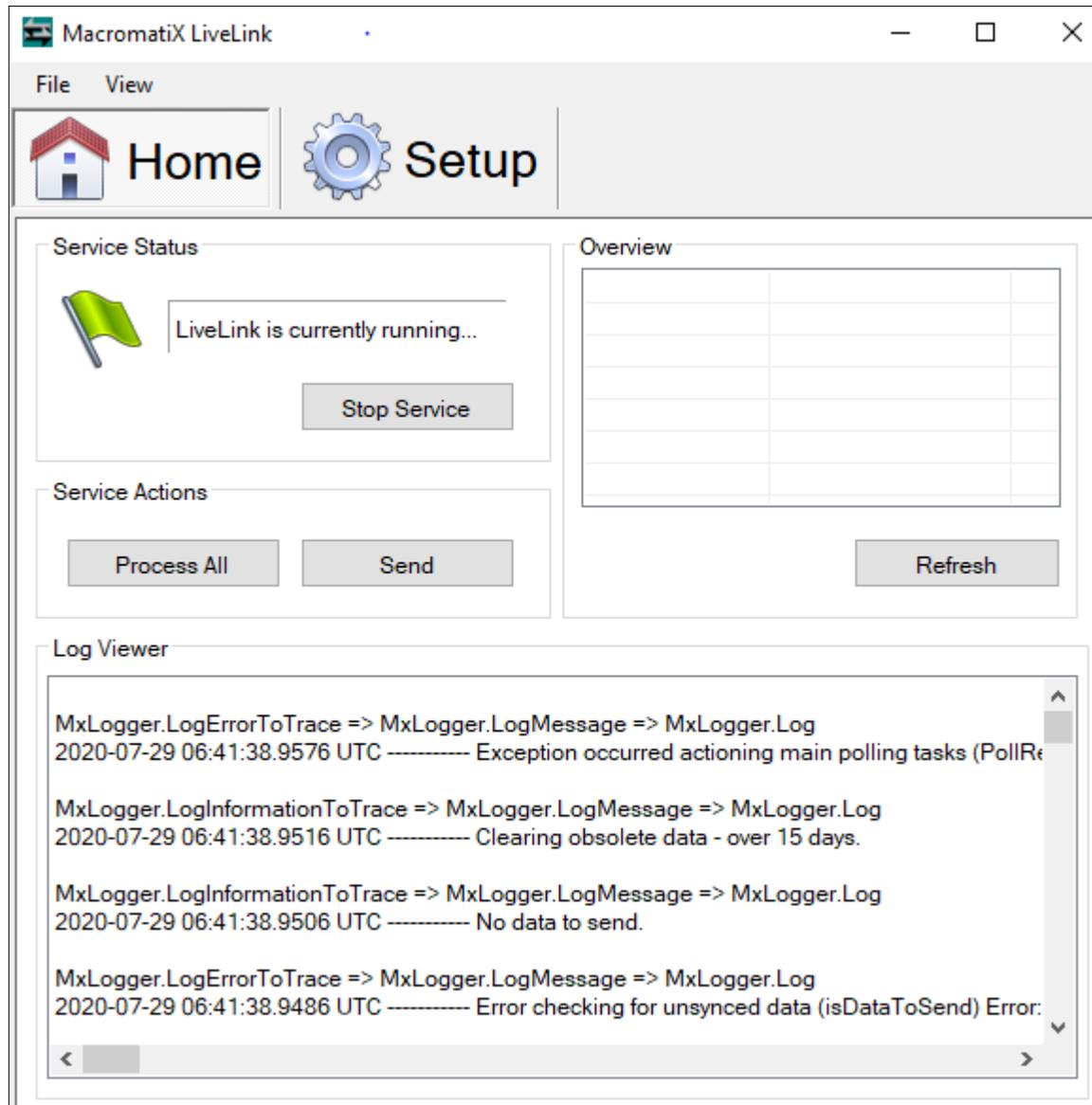


- In services.msc go to SQL Server and ensure that the **MSSQLEXPRESS** and **MSSQLSERVER** are started and running.

## Step 5:

### Registering the LiveLink

- Open the LiveLink helper application



- Select the setup button

MacromatiX LiveLink

File View

Home Setup

Store Definition

Store Number: GAAPLAB

Configured ID: Not Set

Save & Re-Activate

Intervals

Awake Interval: 2

Send Interval: 1

Save & Send Info

Proxy

Use Proxy Server Apply

System proxy

Custom proxy

Authentication: Windows\_CurrentUser

User name

Domain

Password

LiveLink ID

1F610E36BF5A8385B4805C5D294115EE05B42522 New LiveLink ID

- Store number = KSA number
- Configured ID will automatically appear after the registration is done
- LiveLink ID – machine ID to copy into the MacromatiX site

## Accessing the MacromatiX website

WEB URL: <https://kfcza.macromatix.net/>

- Log in with an Admin credentials
- Select **Setup** from the menu tab



- Search for POS Polling Setup



**POS Polling Setup**

Store Name:

**Polling Criteria forStore**

Store Name:  System ID: 454

Store is Polled

Poll Store ID:

POS System:

Employee Export:

Allow POS Staff Updates

Allow POS Product Updates

- By **Store Name**, open the dropdown window and select the relevant store
- Select **Store is Polled**
- Select **Update / Save**

### Translation

Show Default Translation

Translation:

Undefined	Translates to	Translates to ID
Group / Dept	<input type="text" value="Undefined"/>	<input type="text" value="1"/>
Sale Item	<input type="text" value="Undefined"/>	<input type="text" value="1"/>

Update / Save

PDF

Report

Verify Translation

Add Translation

### Defined Translation

- Select **Show Default translation**
- Enter the text **Undefined** next to **Group / Dept**
- The **Translates to ID** is 1
- Do the same with **Sale Item**

Organization Hierarchy

POS Polling Setup

Security Groups

Status

Styles

Manage Labour Days

Workflow Setup

Zone Management

Store Calendar

Reconciliation Management

### LiveLink Activation

Store Name:

Store System Id:

POS System:

LiveLink ID:

- Copy the LiveLink ID from MacromatiX LiveLink helper application

LiveLink ID

- Paste the LiveLink activation field on the MacromatiX Website

### LiveLink Activation

Store Name: GAAP LAB

Store System Id: 454

POS System: GAAP

LiveLink ID:

- Once the LiveLink ID is copied in, Select the **Confirm Details and Activate LiveLink** button
- Restart the MacromatiX LiveLink helper application

MacromatiX LiveLink

File View

Home Setup

**Store Definition**

Store Number: GAAPLAB

Configured ID: 454

**Intervals**

Awake Interval: 2

Send Interval: 1

**Proxy**

Use Proxy Server

System proxy

Custom proxy

Authentication: Windows\_CurrentUser

User name:

Domain:

Password:

**LiveLink ID**

C1603EF2D20959AB42C14F5CD70D7E601B518550

Ensure the service is started and data is polling.

MacromatiX LiveLink

File View

Home Setup

**Service Status**

 LiveLink is currently running...

Stop Service

**Service Actions**

Process All Send

**Overview**


Refresh

**Log Viewer**

```
2020-07-30 13:57:02.7827 UTC - Clearing obsolete data - over 15 days.
2020-07-30 13:57:02.7817 UTC -
2020-07-30 13:57:02.7807 UTC - Sales transmission complete - 5 successful transactions.
2020-07-30 13:57:02.7737 UTC - No data to send.
2020-07-30 13:57:00.7472 UTC - Batch 1. Sending 5 transactions (25 records)
2020-07-30 13:57:00.4518 UTC - Preparing batches - 25 batches of 100 transactions.
2020-07-30 13:57:00.4458 UTC - Sending...
2020-07-30 13:57:00.1969 UTC -
2020-07-30 13:57:00.1949 UTC - No day information found for BusinessDay: 30-07-2020
2020-07-30 13:56:59.8810 UTC - GAAP processing 30-Jul-2020
2020-07-30 13:56:59.8800 UTC - No day information found for BusinessDay: 29-07-2020
2020-07-30 13:56:59.5732 UTC - GAAP processing 29-Jul-2020
2020-07-30 13:56:59.5672 UTC - No dav information found for BusinessDav: 28-07-2020
```