



SunLync Complete Install Guide

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The First Computer

The first computer you install SunLync on will need to be the server computer. All other computers you install SunLync will connect to this server computer to access your database. When setting up the server computer, complete the Standard SunLync Installation steps first. You will not be able to complete the DBConnection and Sun.ini steps until you complete the server installation and setup steps outlined in this guide.

Standard SunLync Installation

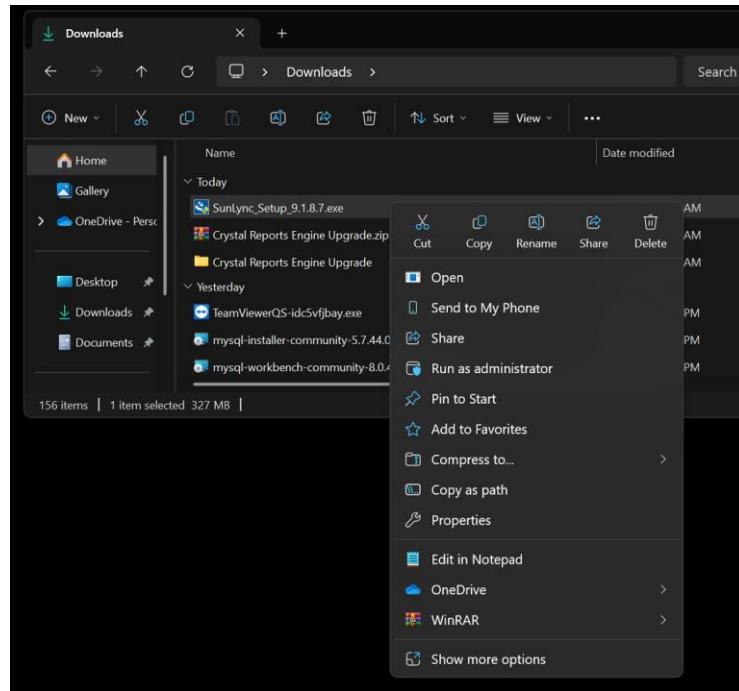
The first step is to install the SunLync software from an install file. If you do not already have an install .exe file or a download link. Please contact SunLync support for the correct version.

After completing these first install steps. Move to later sections in this guide to configure any remaining settings and hardware you need. If you have any issues or errors, please contact the SunLync support team.

Installing SunLync

When installing and configuring SunLync it's important that the Windows user account has Administrator access. When installing the programs and services needed for SunLync, ensure you are running programs as the administrator.

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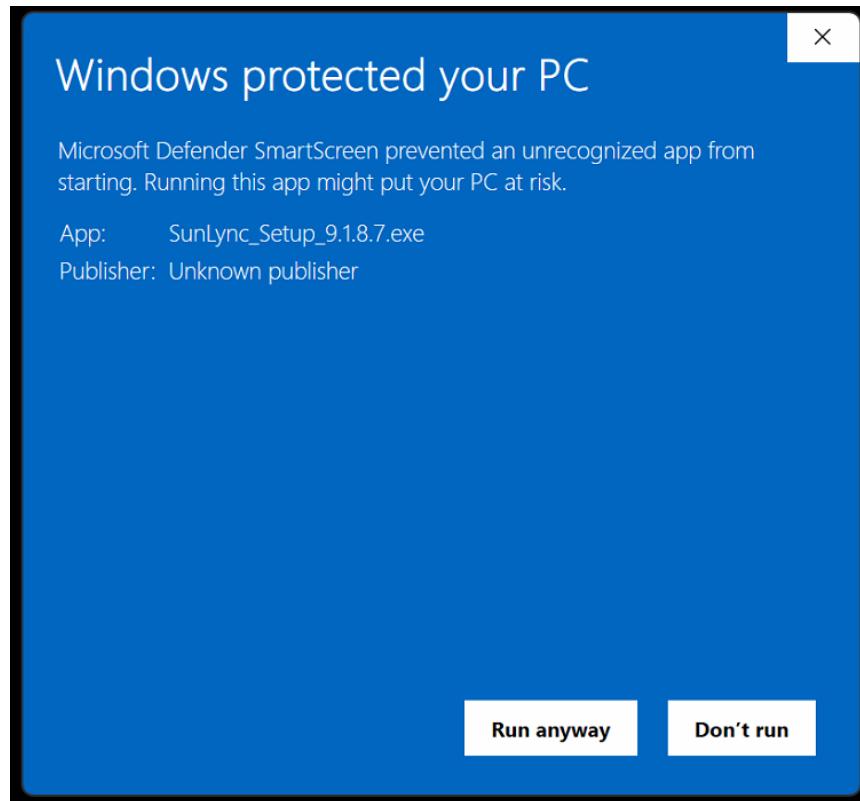


Depending on the version of SunLync, Windows, and the computers security settings. You may get warnings from Windows about protecting your PC.

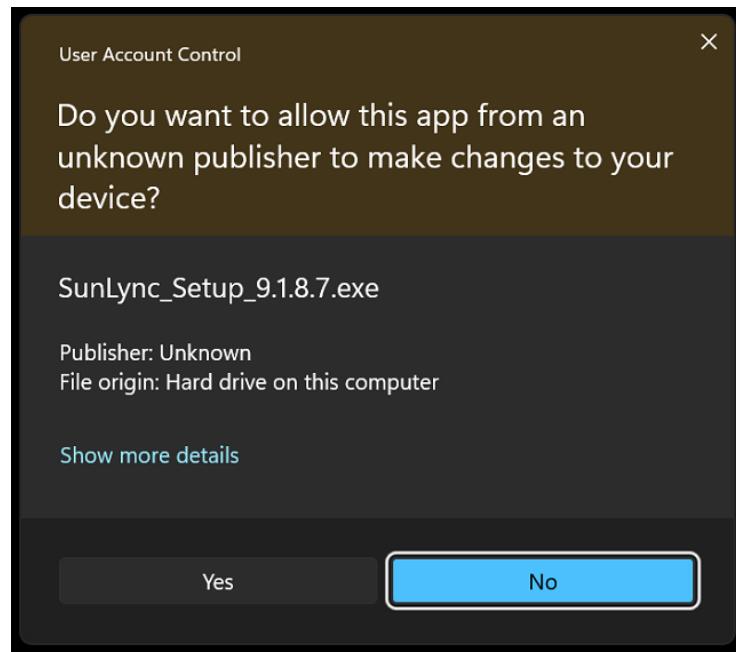


Click "More info", if Windows is hiding the button to install the software.

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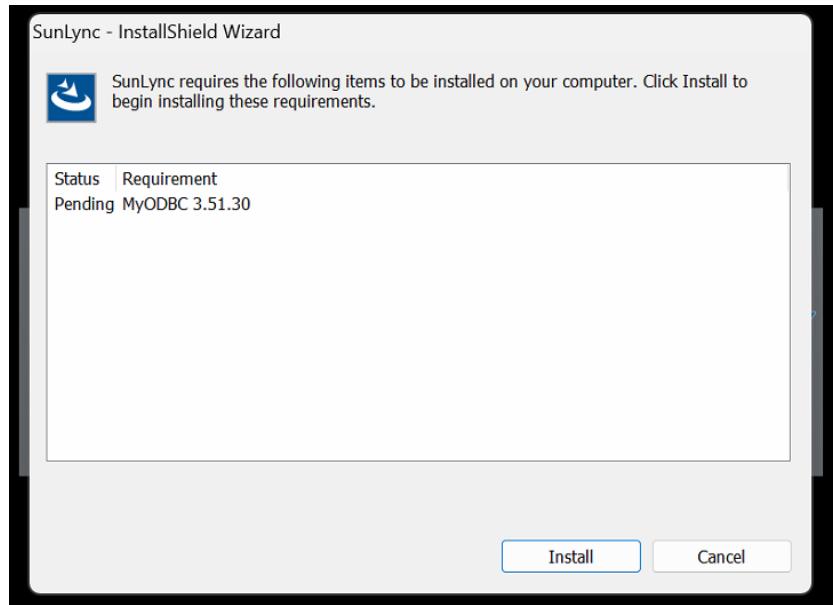


You should then see a button to “Run anyway”.



While installing the programs and services for SunLync you may get User Account Control warnings. When you see these, select Yes.

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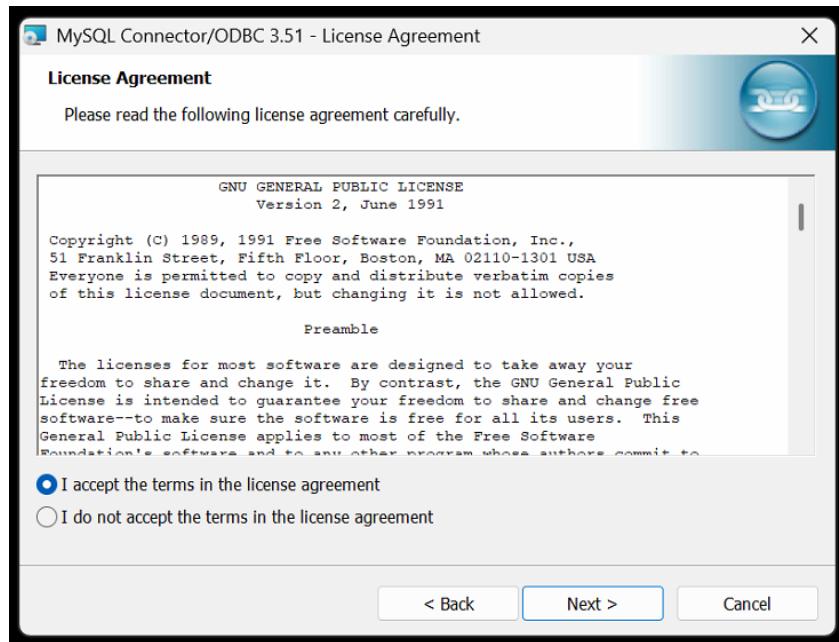


SunLync requires additional software programs to work. The first is MyODBC and will be installed automatically if it's not already on your computer.

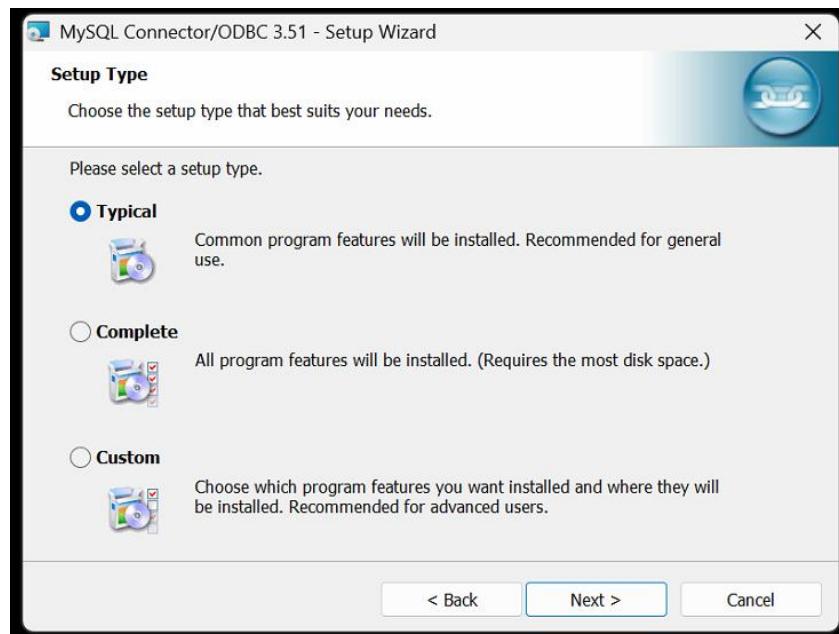


The installation process for ODBC will involve clicking Next, through a few screens.

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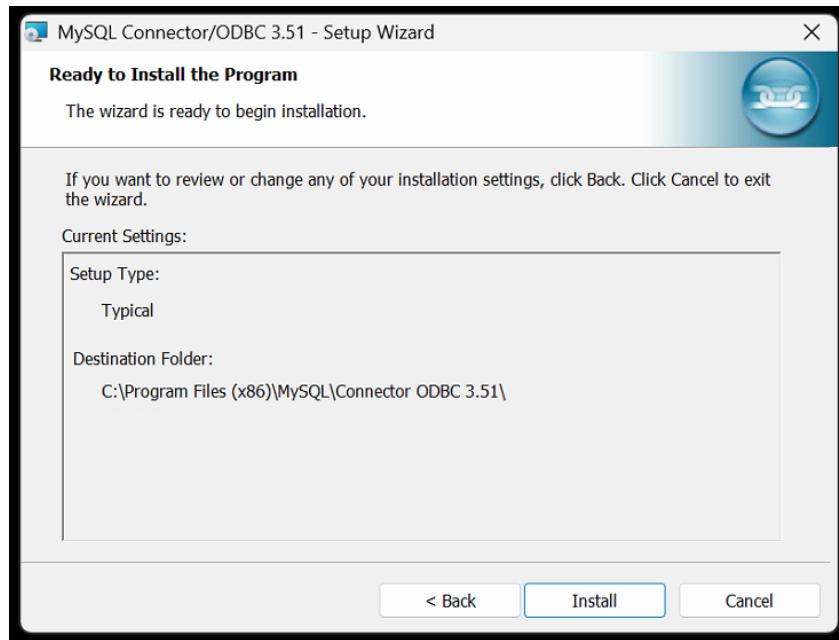


You must accept the license agreement before you can install.



The software will auto select Typical, and this is what we want. Select Next once more.

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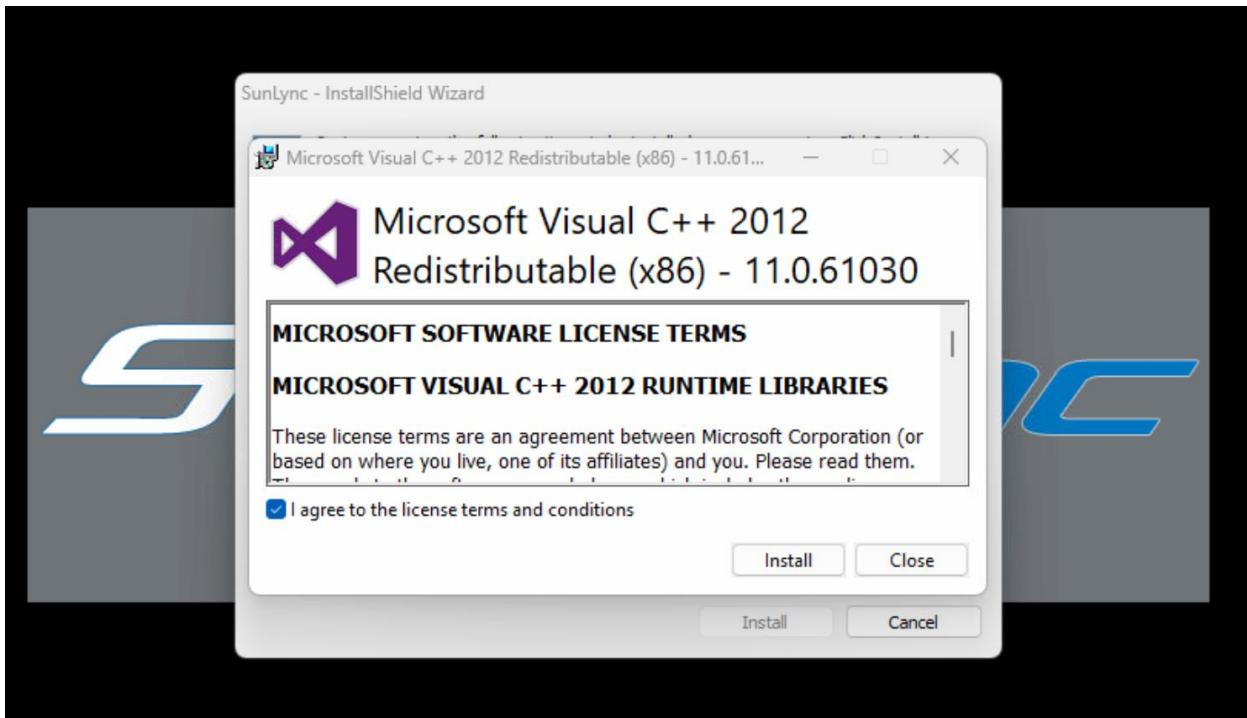
Now Install.



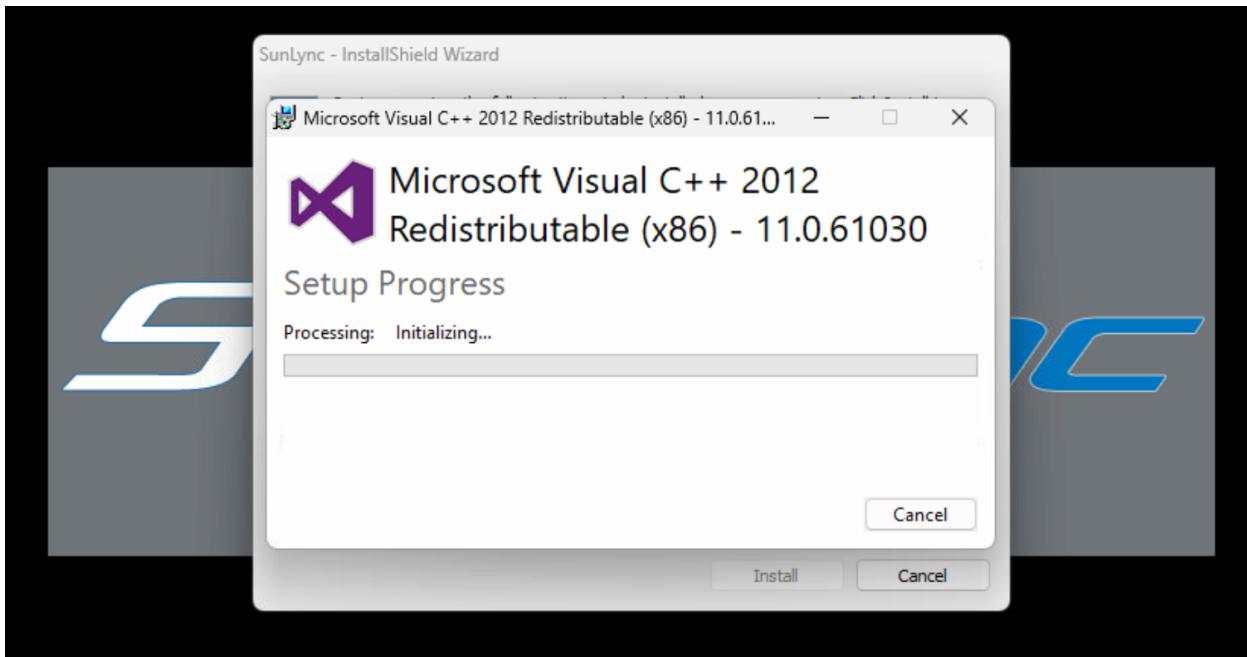
It may take a moment before you can Finish the install.

SunLync also requires Microsoft Visual C++ 2012. It will also be installed if you don't already have it on the computer.

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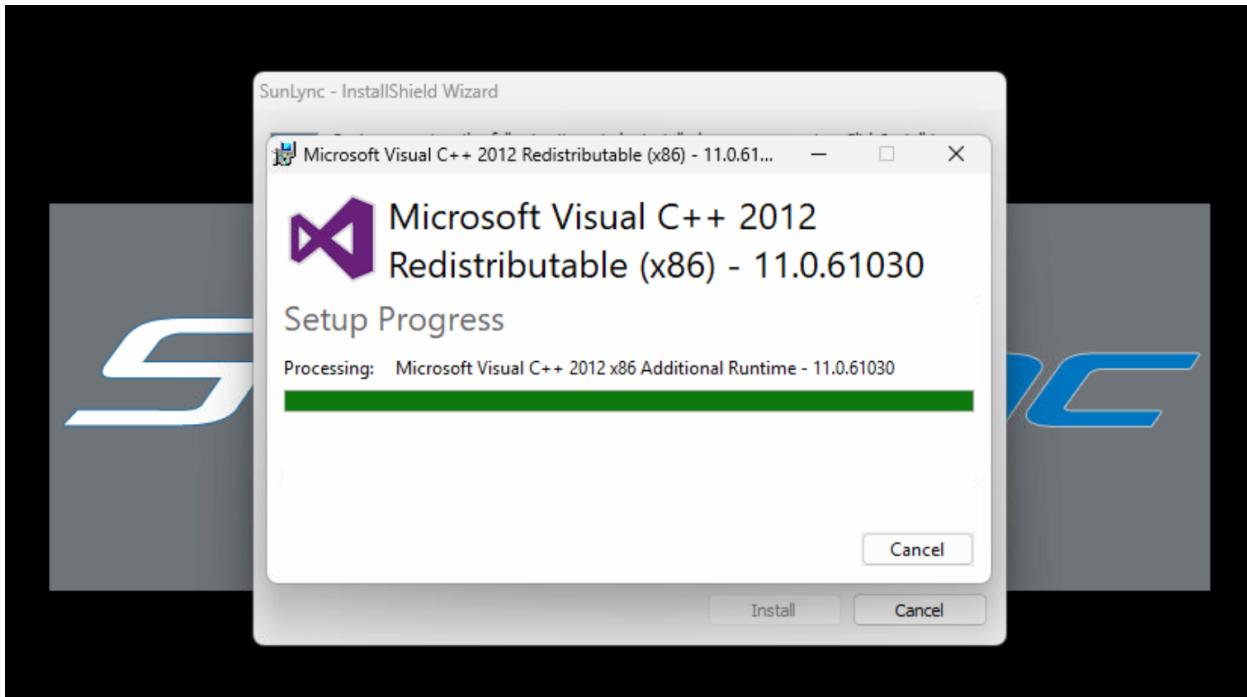


You must accept the license agreement before you can Install.

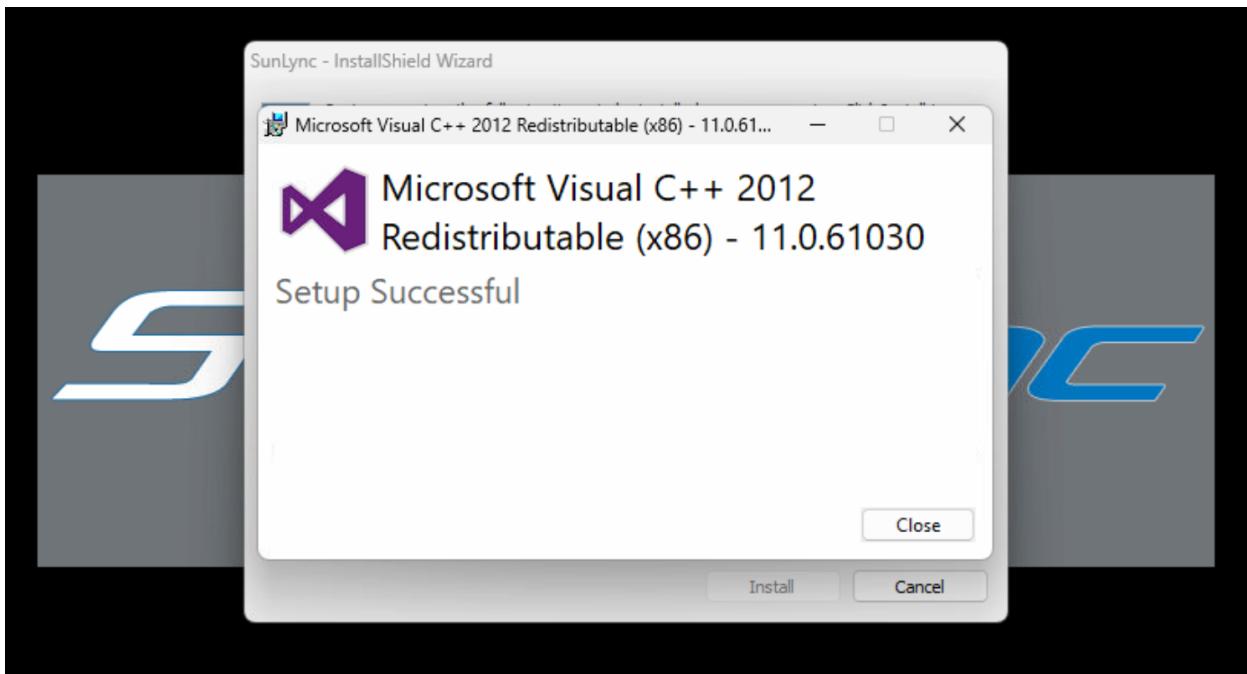


It may take a minute to Initialize.

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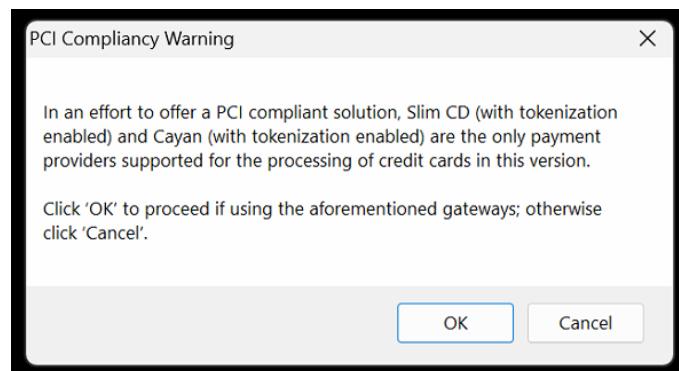
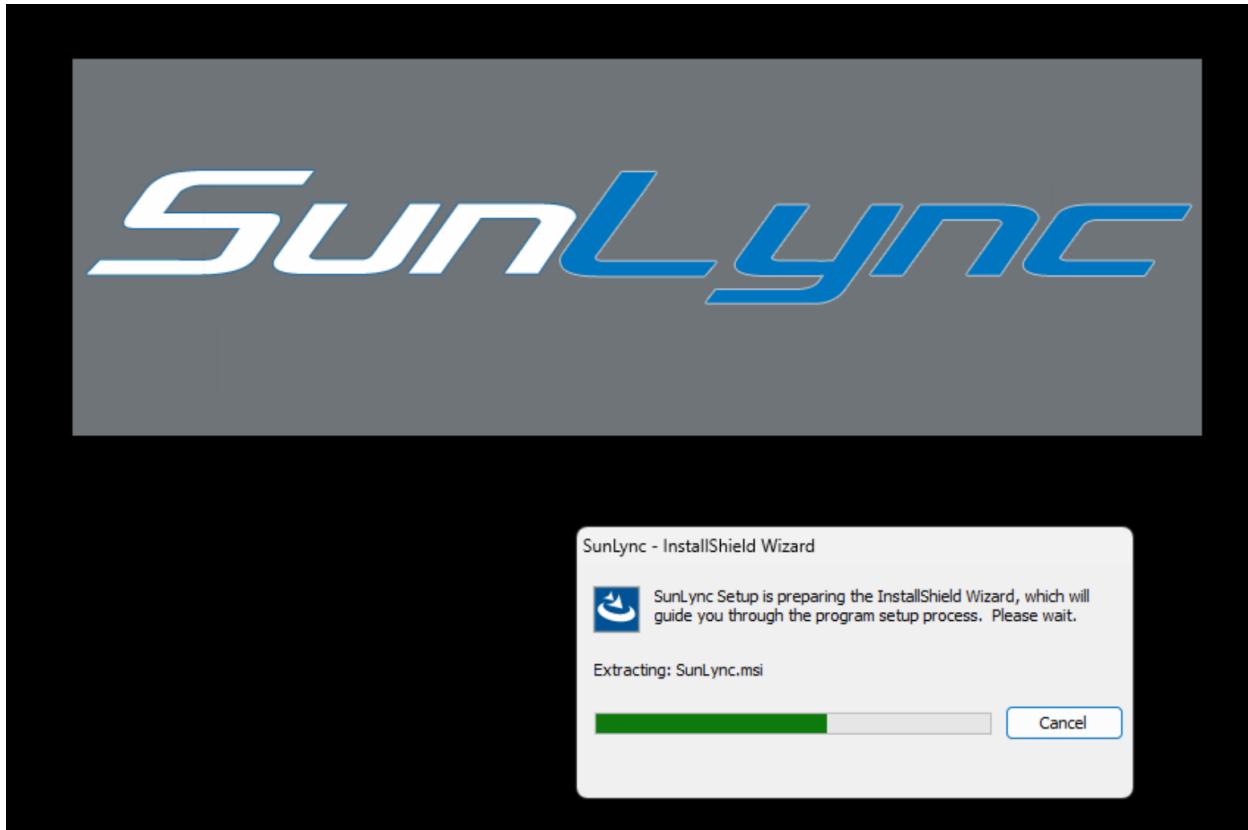
And run the installation process.



Once the setup is successful, you can close out the Window.

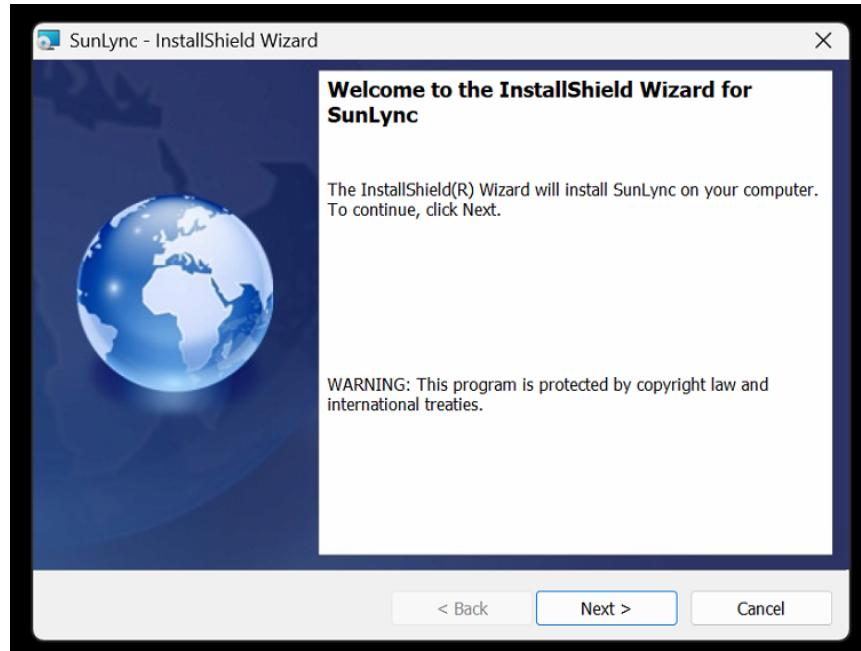
With all the dependencies installed, the SunLync software will now be installed.

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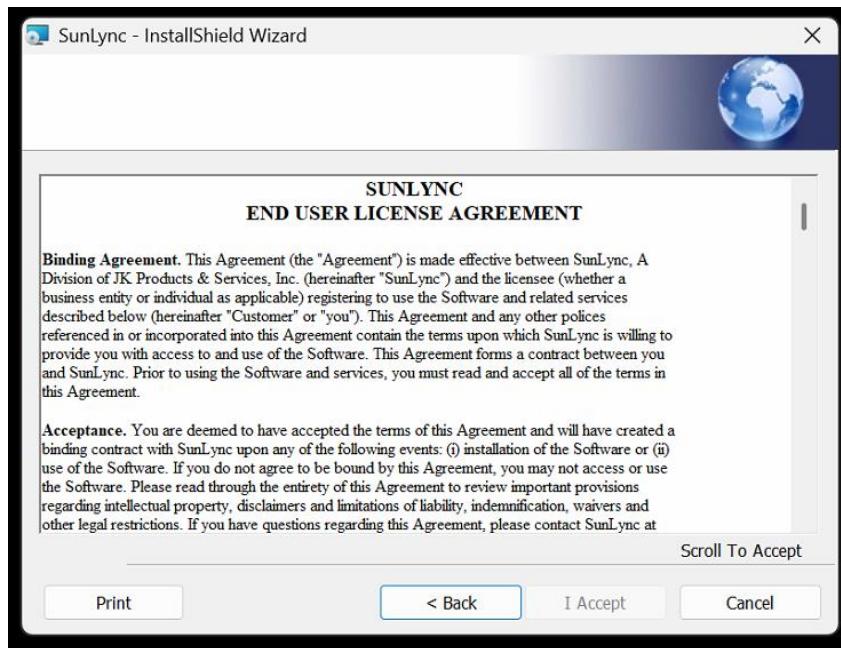


You will see a standard PCI compliance warning. Select OK to move forward with the installation. If you would like more information on PCI compliance and why it's important. Please speak to a SunLync representative but this will not be important for our installation.

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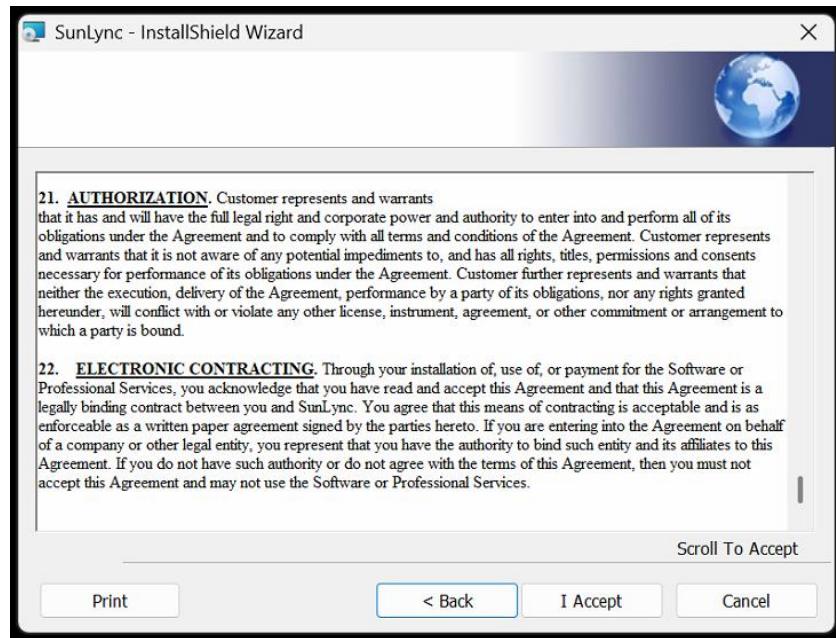


Like the other installations, we will click Next.

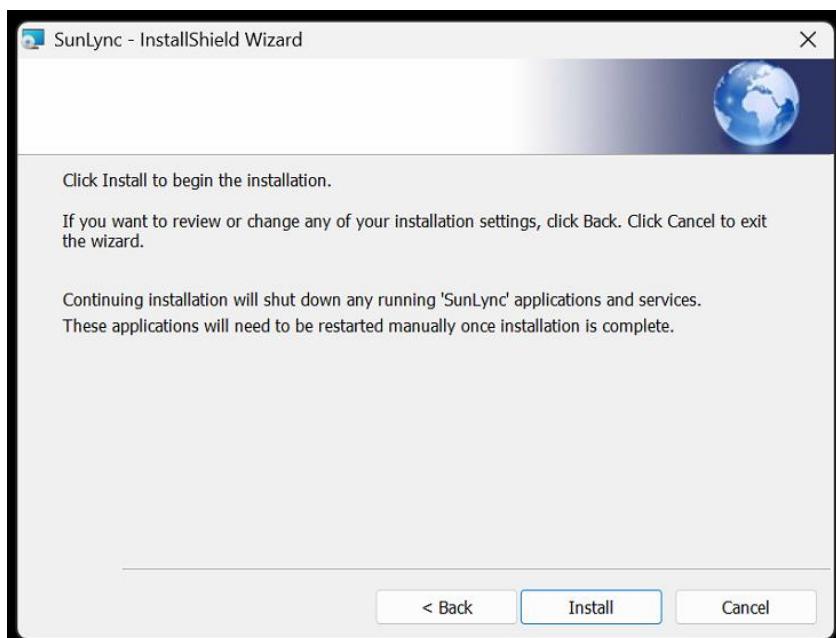


Before reaching the end user license agreement.

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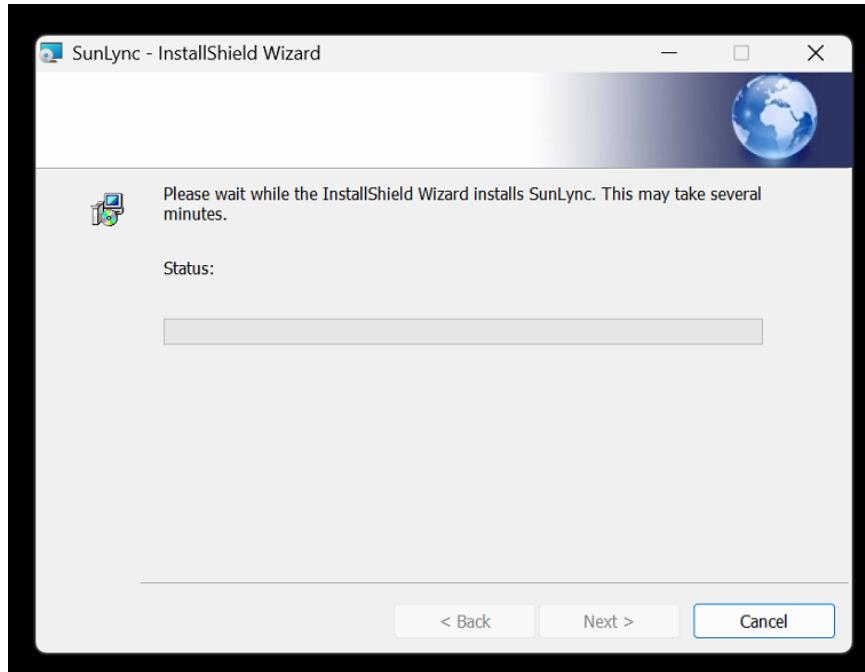


You must scroll to the bottom before you can click, I Accept.



Then select Install.

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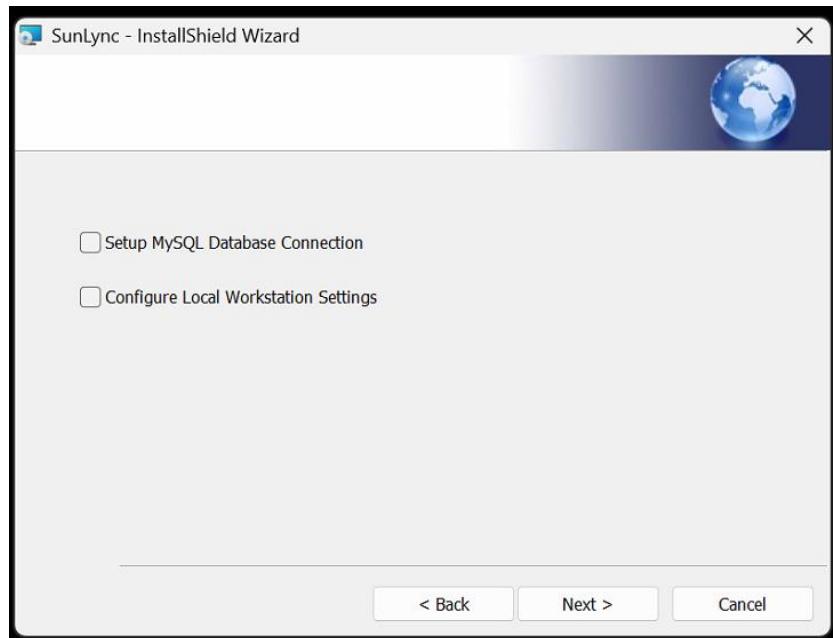


It may take a minute or two to install. You may even see a command prompt window briefly flash and disappear on your screen. This is a normal part of the installation.



If you already have your server (MySQL Database Connection) settings. You can leave the two options, Setup MySQL Database Connection and Configure Location Workstation Settings, selected and configure them now. Steps outlined later in this guide.

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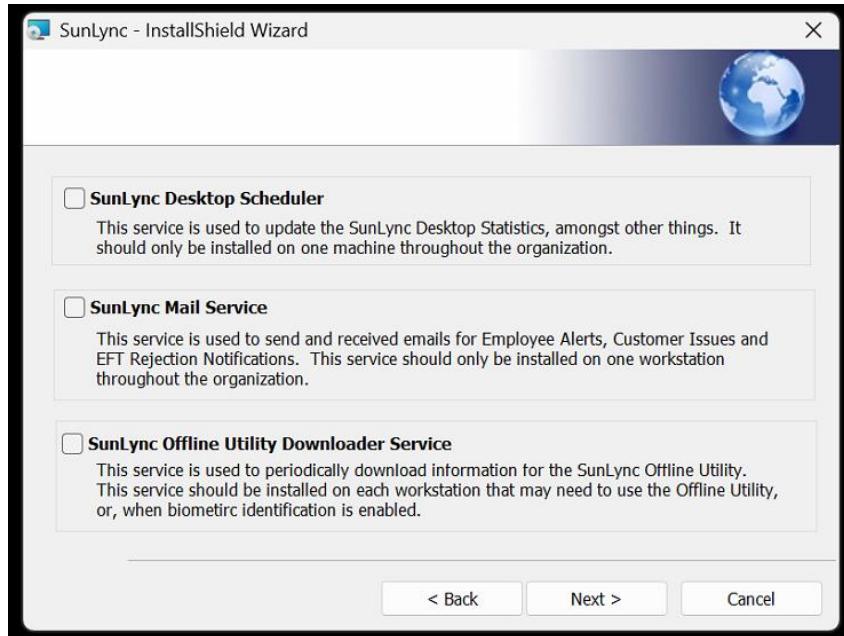


If this is the server computer, uncheck both options and skip until you complete the MySQL server setup steps in this guide.



The installer will automatically checkmark to install Offline Utility. If this computer is a POS computer that is off-site from the server, or if the computer will be using a biometric fingerprint reader. You can install it now.

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Otherwise, un-checkmark the offline utility to skip installing it.



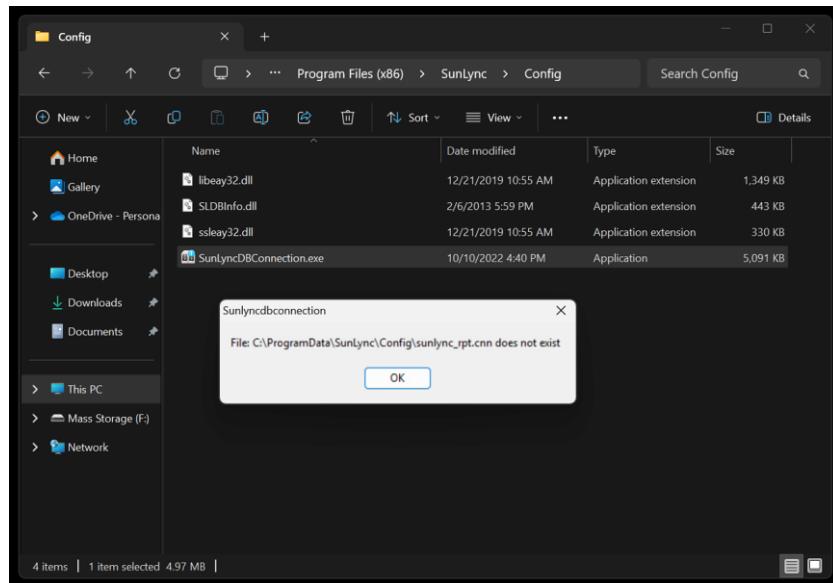
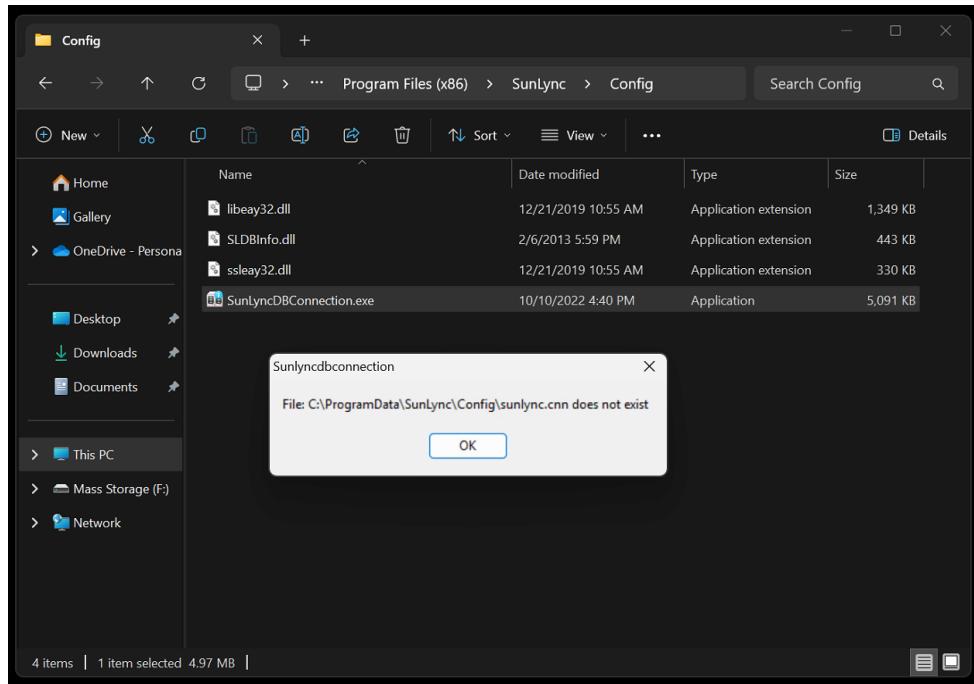
If you haven't already completed the DBConnection and Sun.ini steps. Skip launching SunLync until they are completed. Before clicking on Finish.

DBConnection

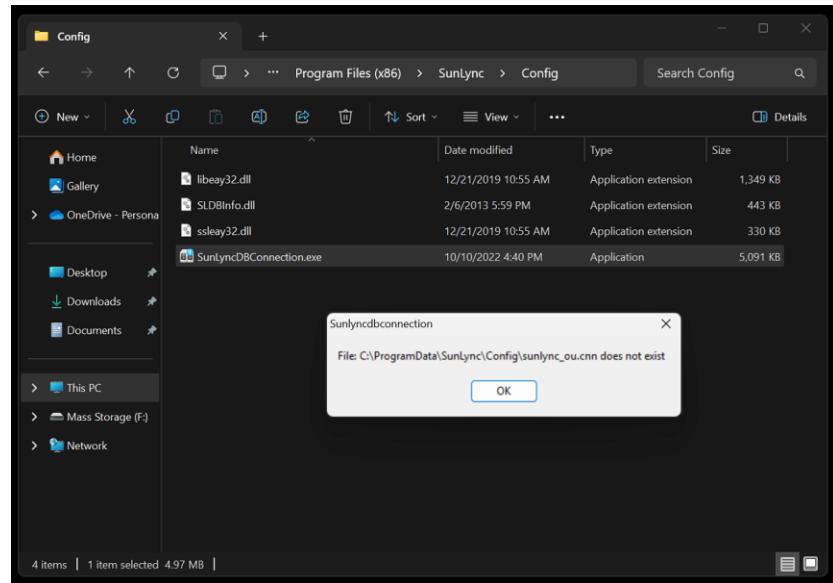
The IP setting for DBConnection depends on whether you are configuring the server computer, a computer on the same network as the server, or if the computer is remote from the server.

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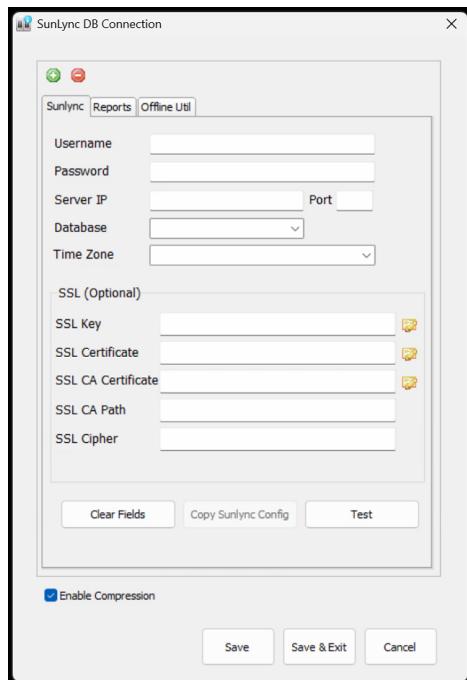
When you first open SunLyncDBConnection. You will get multiple error messages that warn about missing files. This is normal, they will be created after we save our settings. Click OK past them for now.



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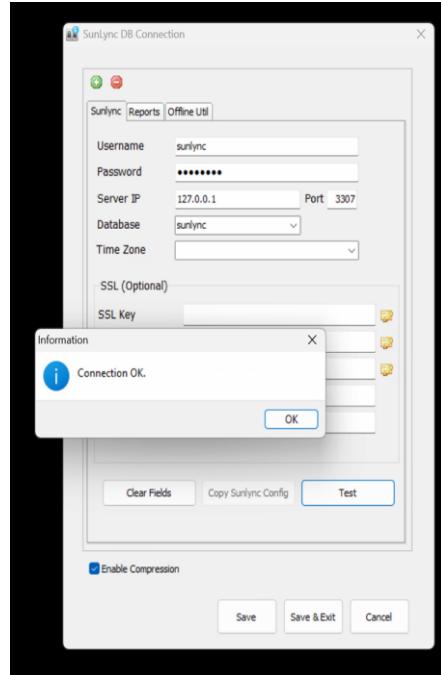


Click OK past them.

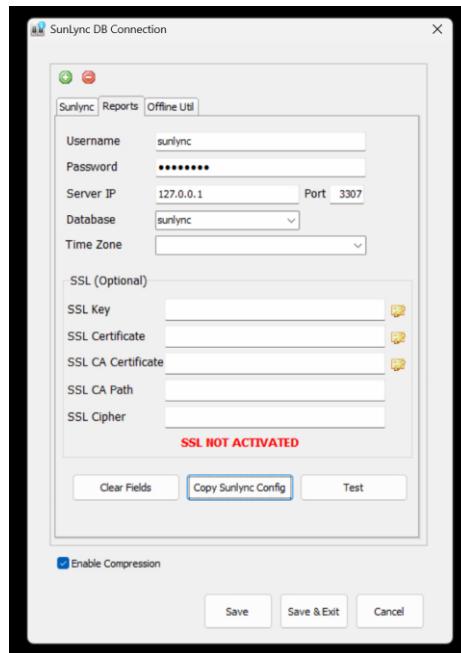


All fields will be blank to start but you must put in the username, password, server IP address, port, and database.

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After putting in the settings, Test to confirm they are correct.



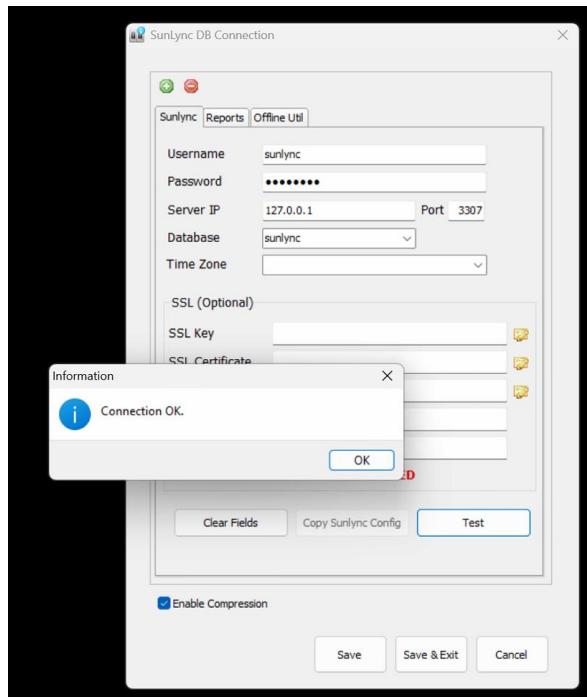
You will also need to “Copy SunLync Config” settings to the Reports tab. If the computer will be using Offline Utility. Also copy the settings to that tab.

When finished Save & Exit.

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Server Computer

Using 127.0.0.1 on the server will ensure that the computer can always access the SunLync database.

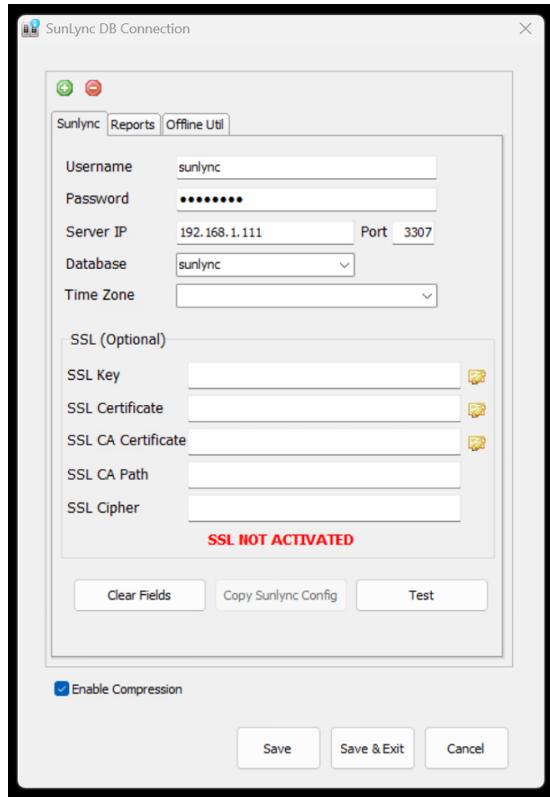


*If you are configuring DBConnection on the server computer and have not already completed the Server setup outlined in this guide. You can still manually type and save these settings but will not be able to connect until the server steps are completed.

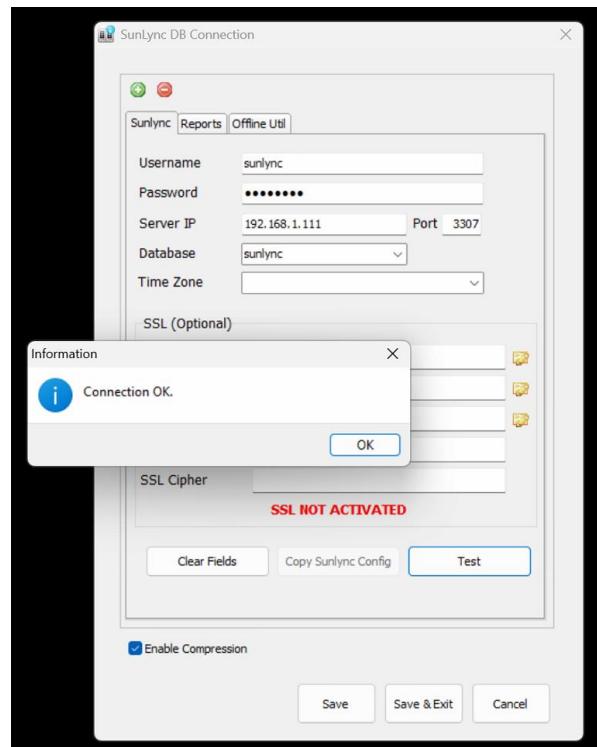
On Network Computer

Use the on-network IP address of the server computer. Even if the internet is out, if the local network is still running, the computer can still access the SunLync database.

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You're on network IP address may start with 10, 172, or 192.



You must ensure that the firewall is open and it's best to set the server to a static IP address on your network.

Remote Computer

For remote computers to access your SunLync database. Use the public IP address from where the server is at. You must ensure port forwarding and the firewall are open on the server. You should also have a static IP address at the server's location. If you don't already have one, your internet provider should be able to get you one.

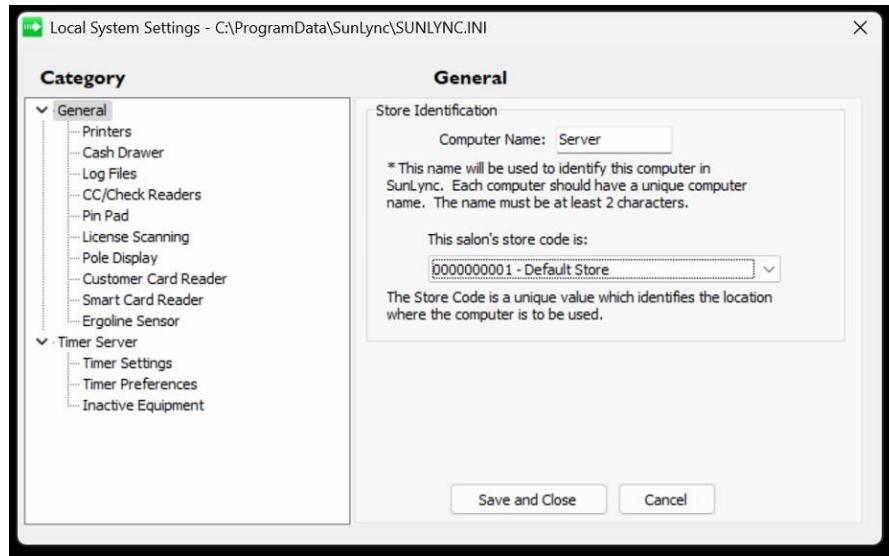
Sun.ini

After settings DBConnection but before you can use SunLync. Sun.ini needs a few bare minimum settings configured on the computer. See later sections for any peripherals you need setup.

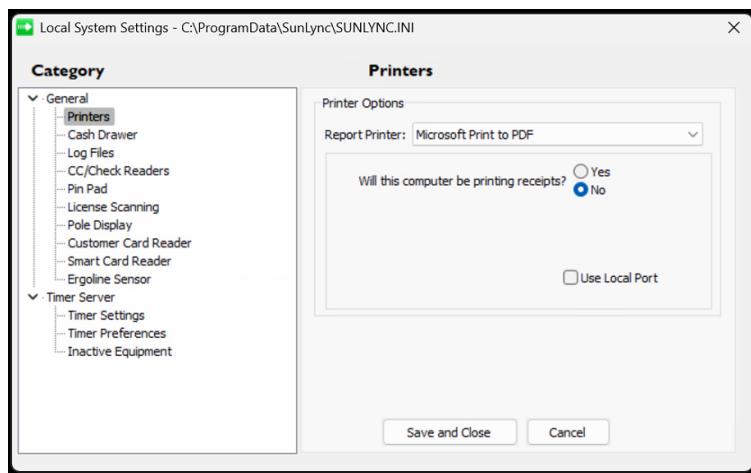


When you first try to log into SunLync. The Sun.ini Security Check will pop-up requiring your employee account password.

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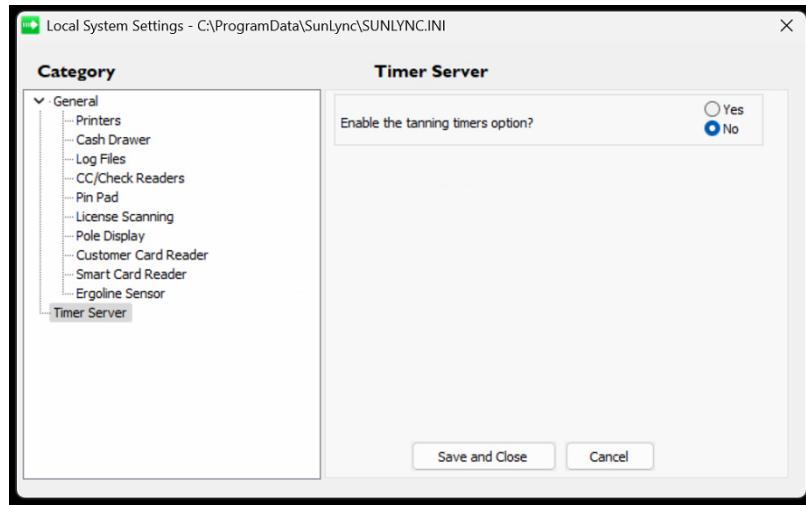


Start by typing in the Computer Name. This is used for SunLync tracking and can help with reports and troubleshooting. You will also want to set the store code to the location that will be most used on this computer.



Make sure to set the Report Printer under the Printers settings. Use Microsoft Print to PDF if there is no other preferred default printer.

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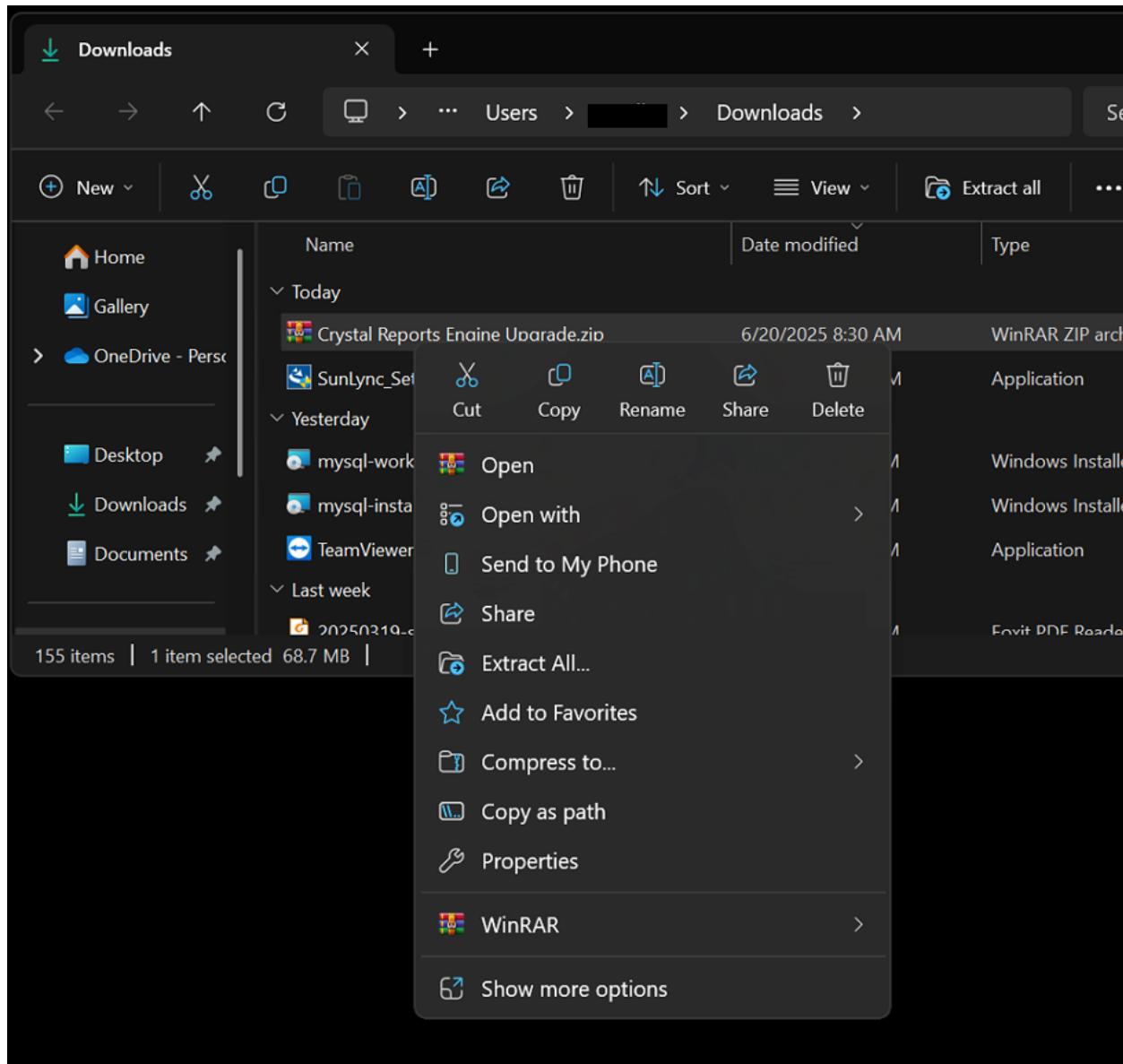


Ensure the Timer Server is set to “No” or see the TMax configuration steps later in this guide.

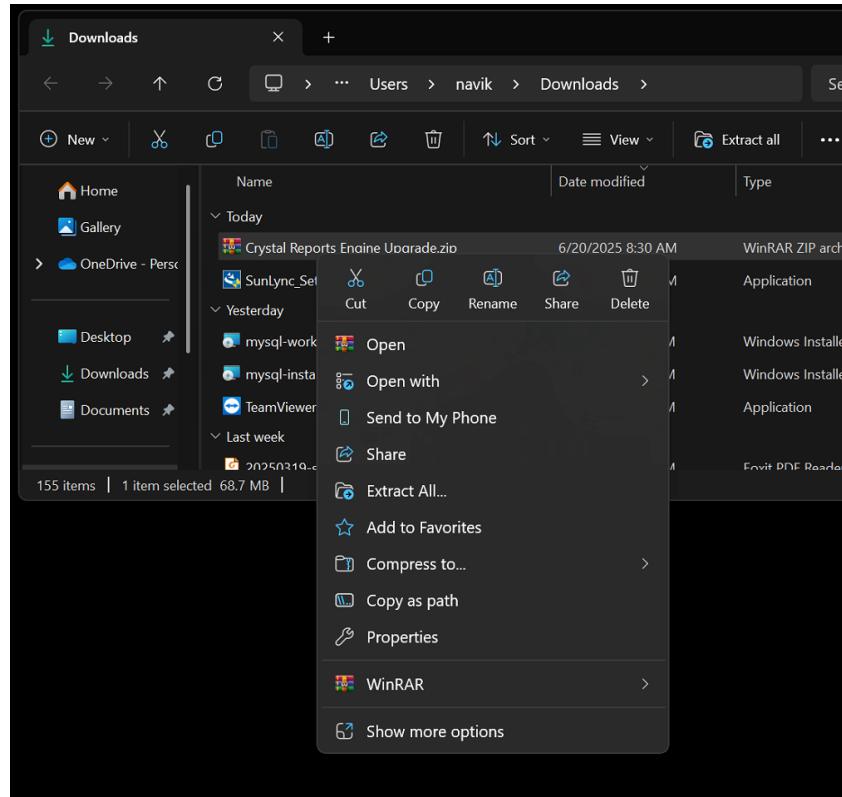
Installing Crystal Reports

Reports won’t open in SunLync with Crystal Reports. If you need a copy, please contact SunLync support.

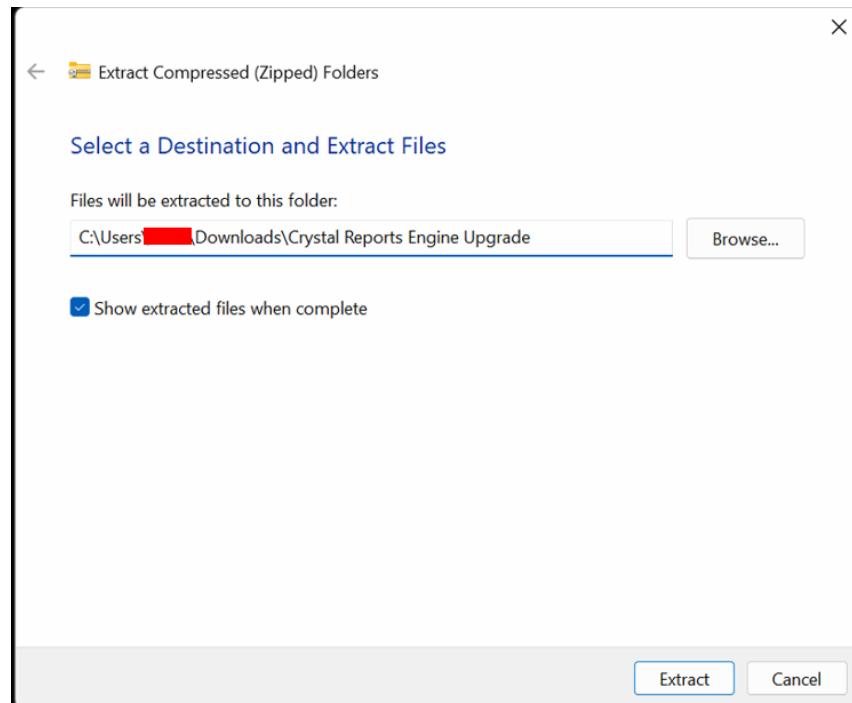
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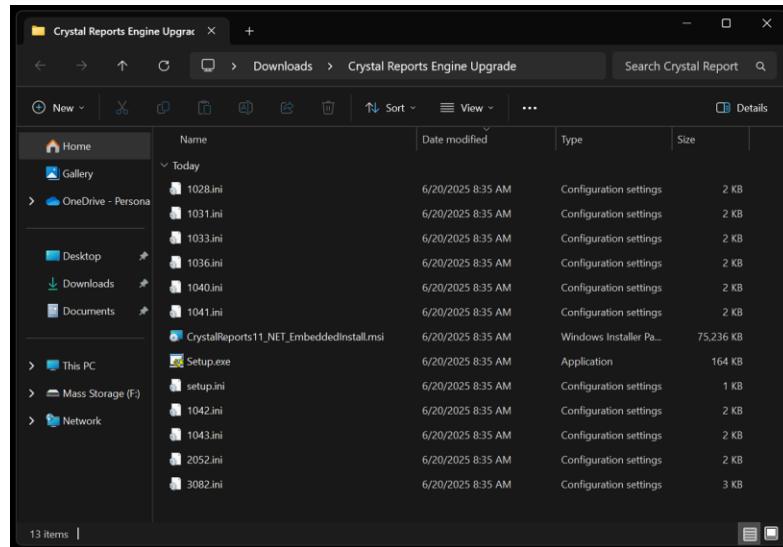


After downloading the Crystal Reports Engine Upgrade.zip, browse to where the file was saved, and right click to select Extract All.

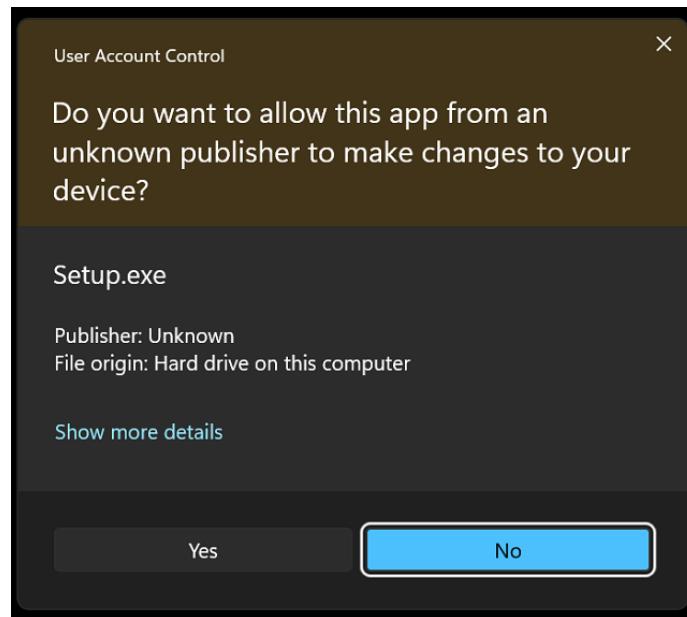


Select to Extract. It may take a few minutes to finish.

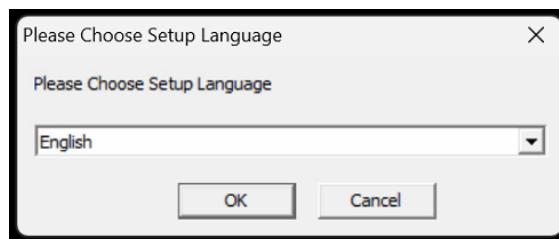
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From the newly created folder, run the Setup.exe application.



Say Yes to allow changes to be made.

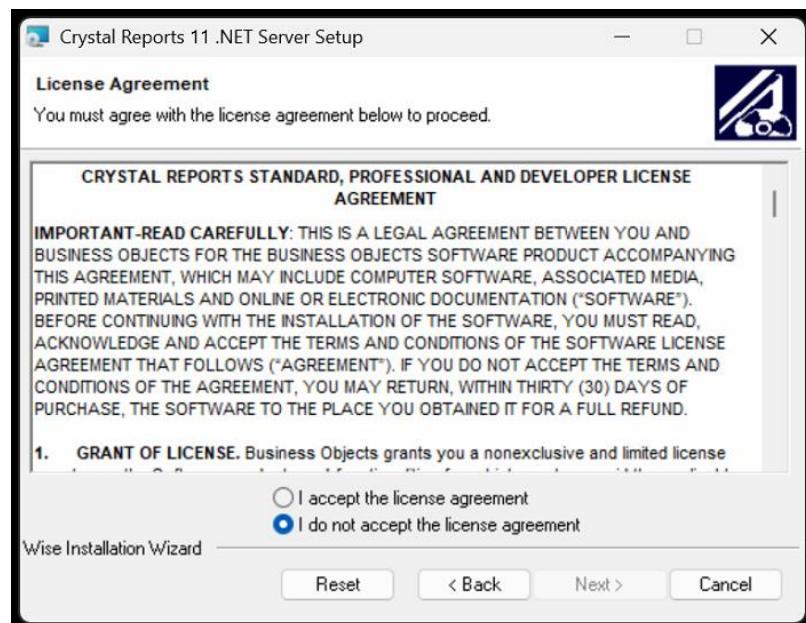


Select your language. It should default to English and select OK.

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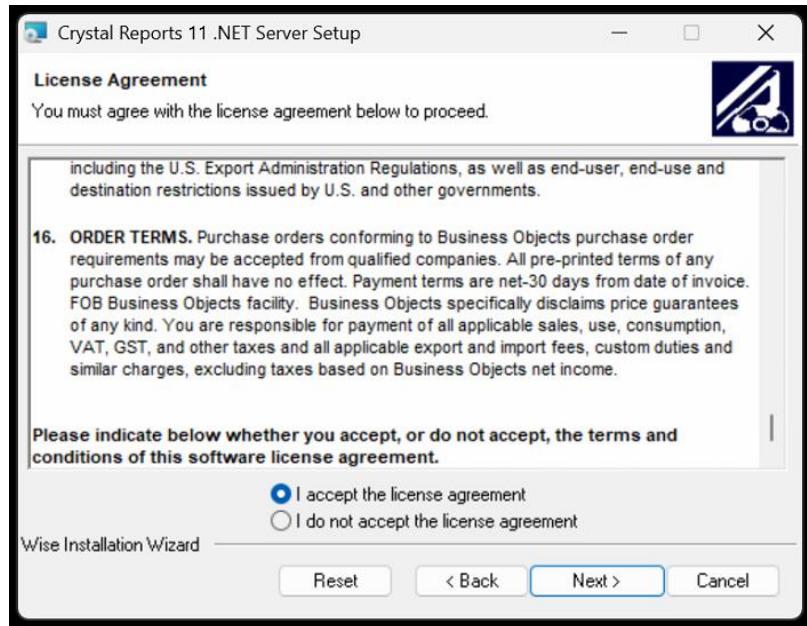


Select Next.

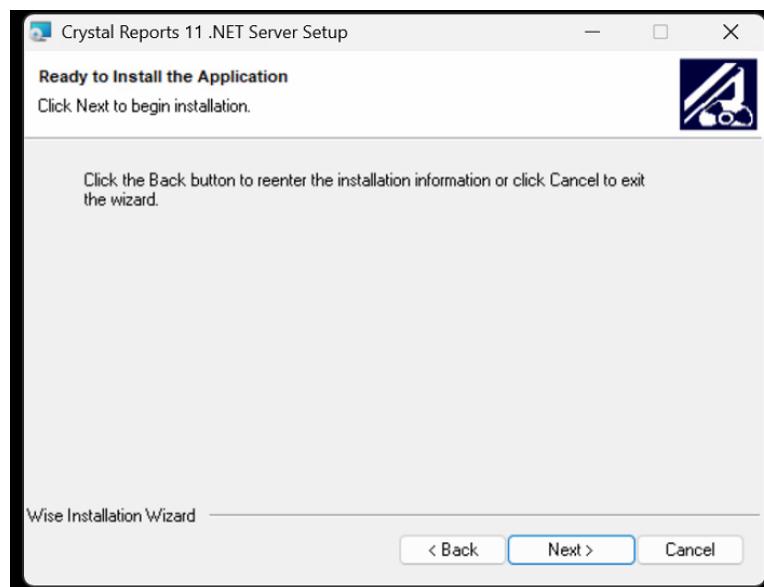


When the License Agreement page shows, select that you accept.

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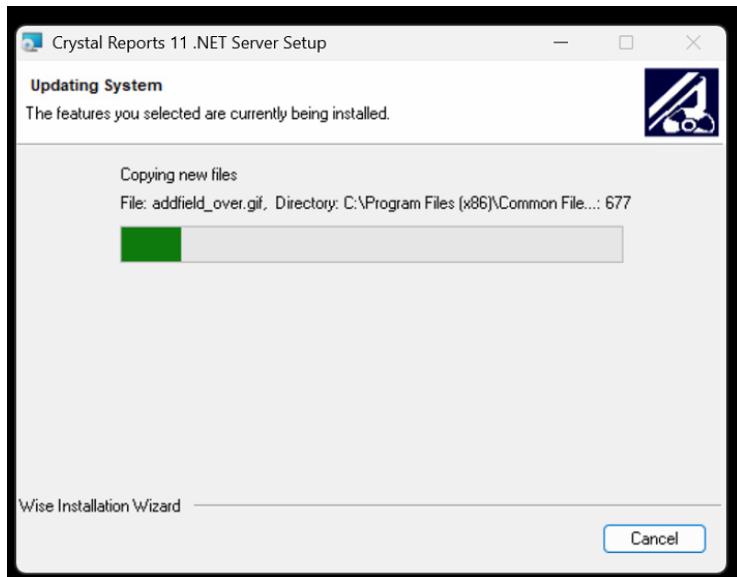


Followed by clicking Next.

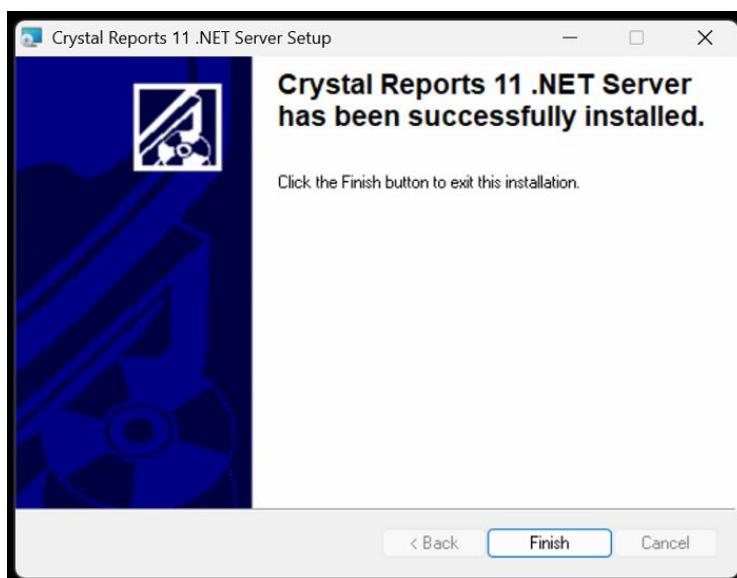


Then Next to start the Install.

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It may take a few minutes to complete the installation.



Select Finish.

Server Computer

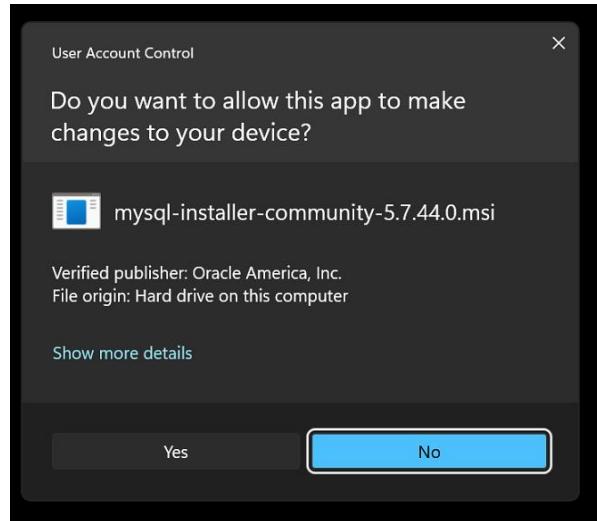
MySQL Server Setup

Before you can complete installing and setting up SunLync on the first computer, the computer must be set up as a SQL Server. SunLync Version 9 requires MySQL Community Server 5.7. You can download a link to the full installer from the link below.

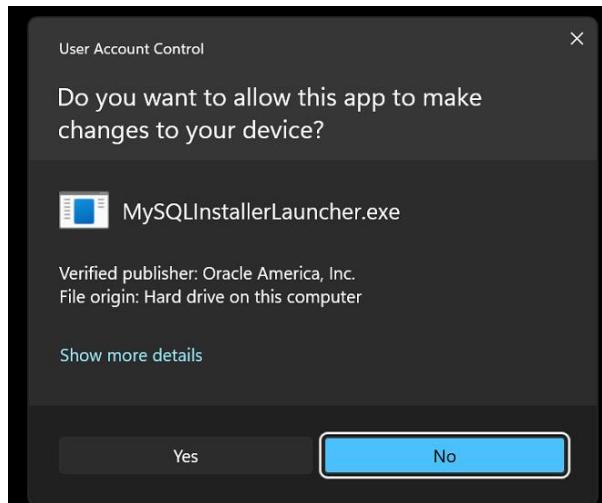
<https://dev.mysql.com/downloads/file/?id=523570>

MySQL Community Server 5.7

Open the mysql-installer-community-5.7.44.0 Installation file. Select Yes if User Account Control asks to allow the app to make changes.

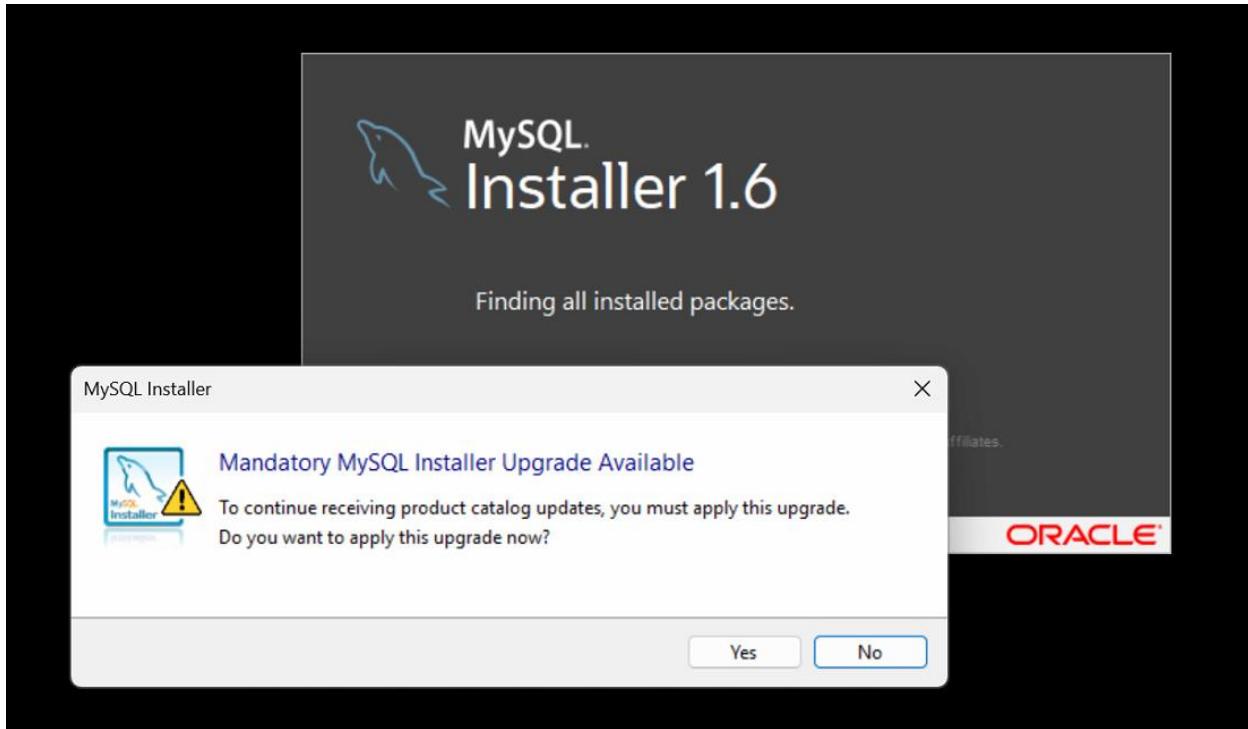


Make sure you select Yes for User Account Control.



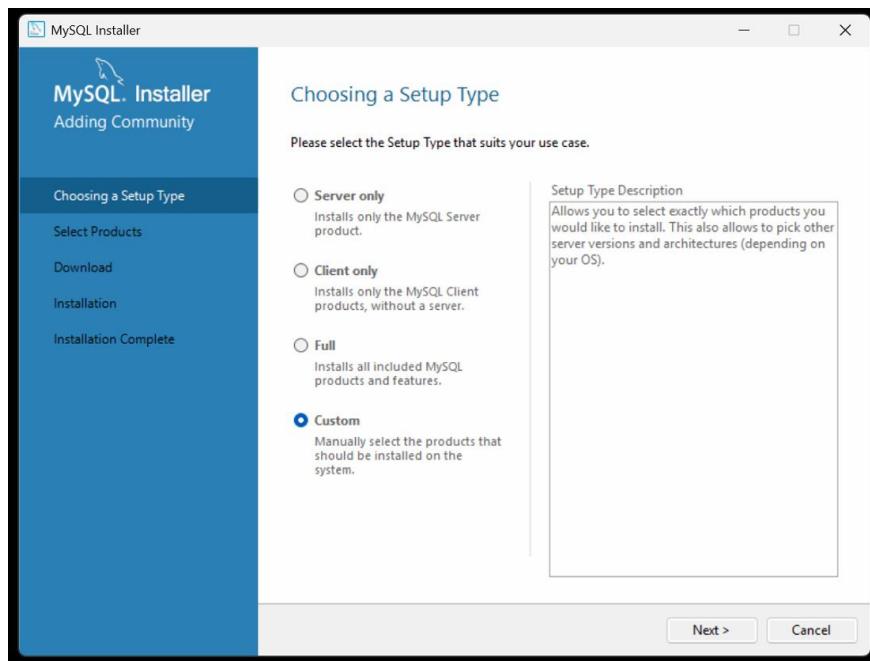
You may even see the User Account Control request twice.

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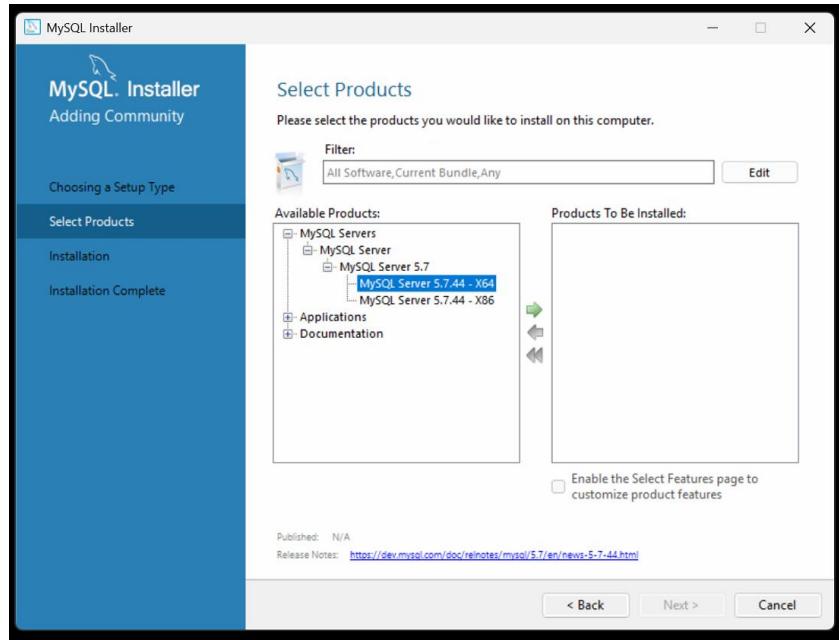
Do NOT apply the mandatory MySQL Installer Upgrade.

Accept the Terms in the License Agreement and click Next.

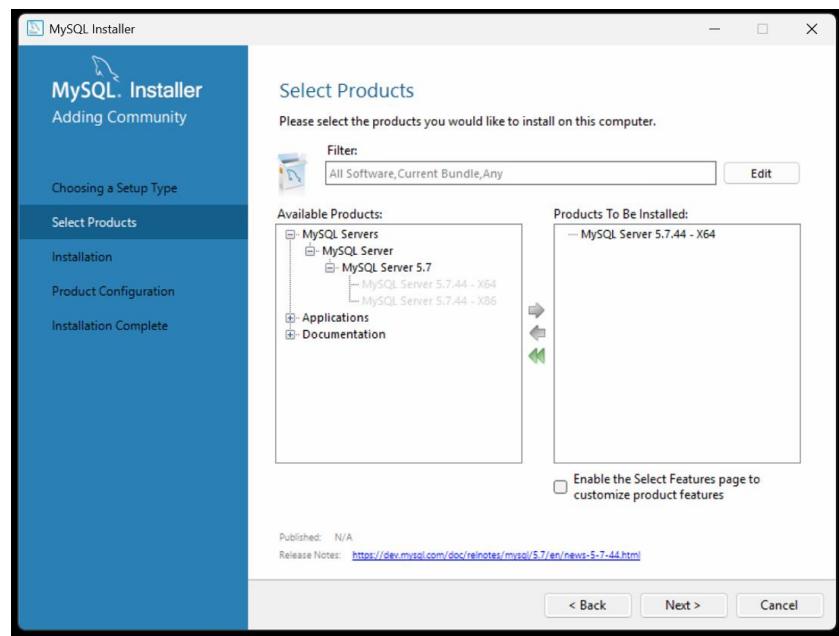


Select Custom for the setup type.

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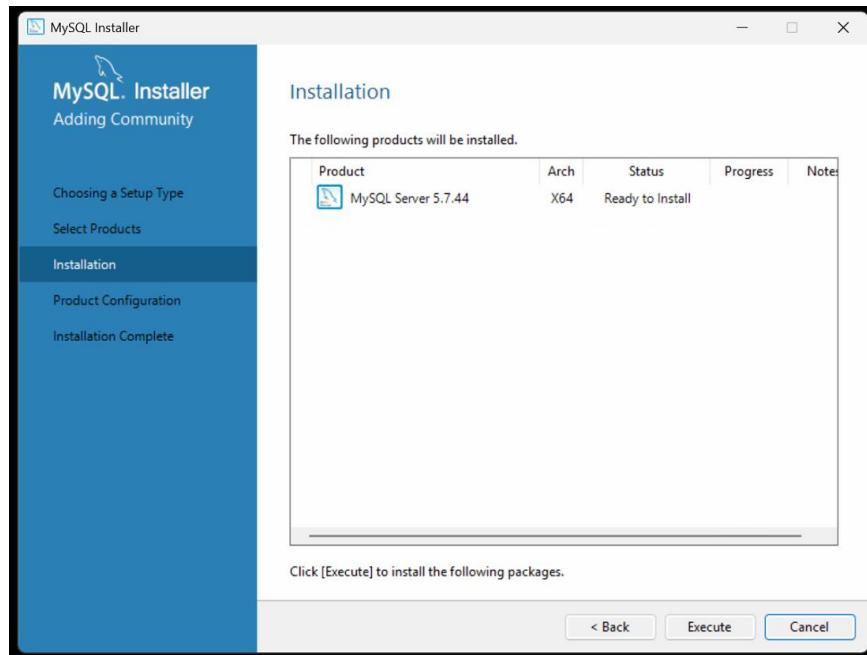


Select the MySQL Server 5.7.44 x64 and click the green arrow to move to the product to the right to be installed.

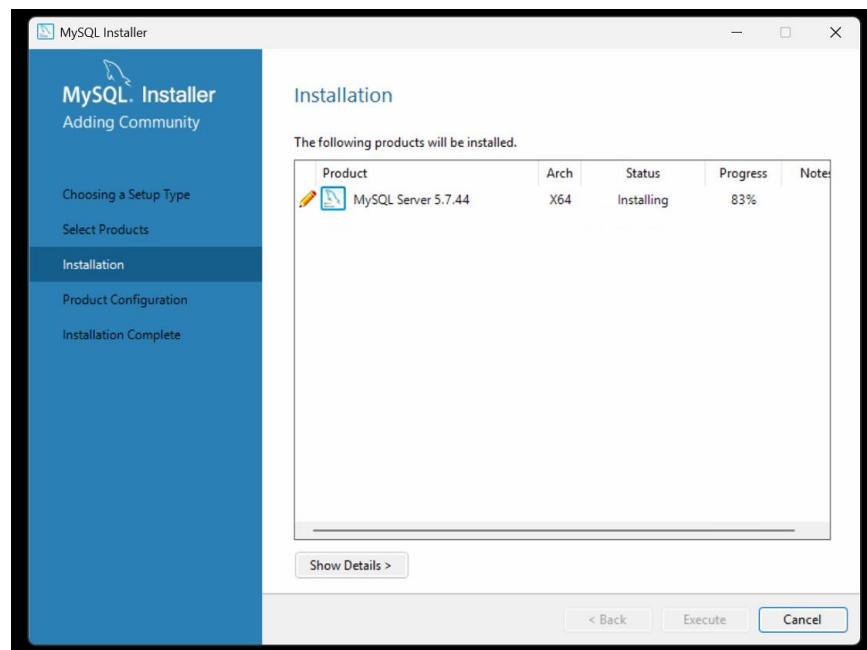


Click Next.

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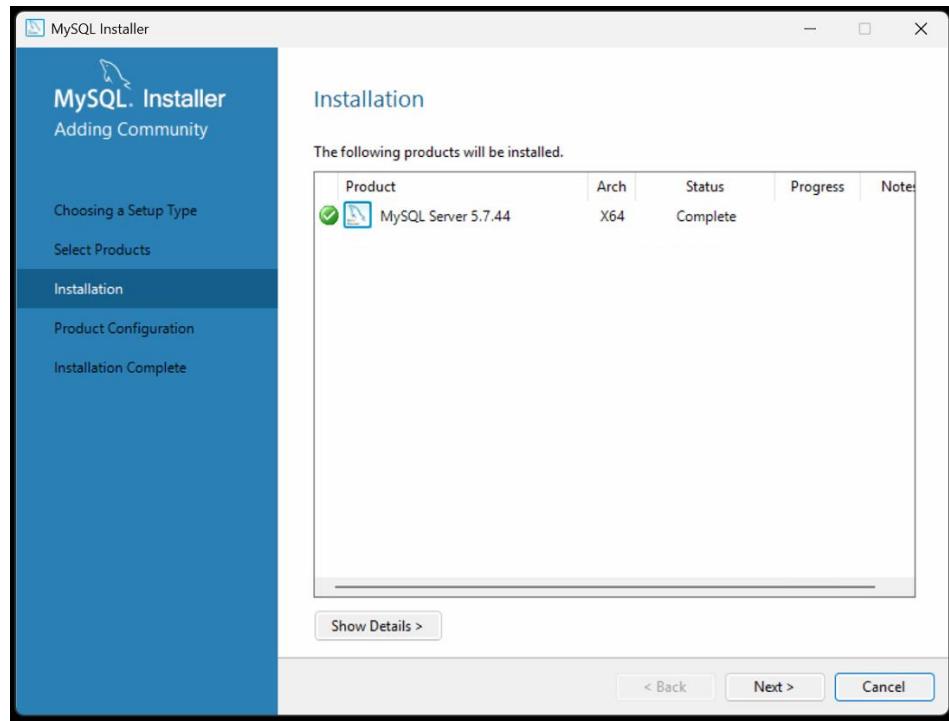


Select Execute to begin installation.

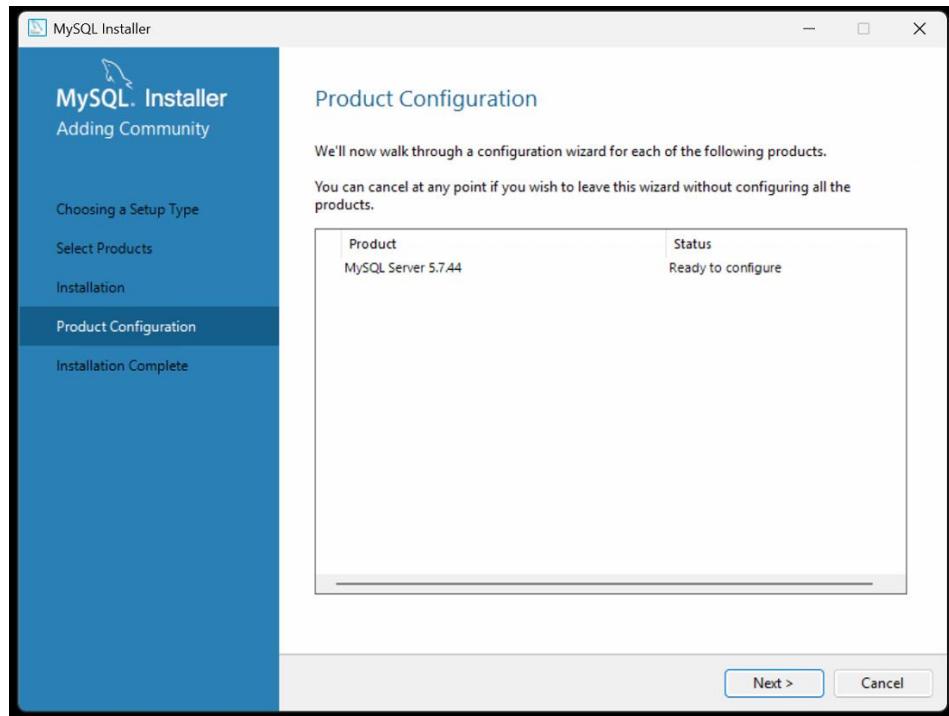


Once installation is complete, click Next to begin configuration.

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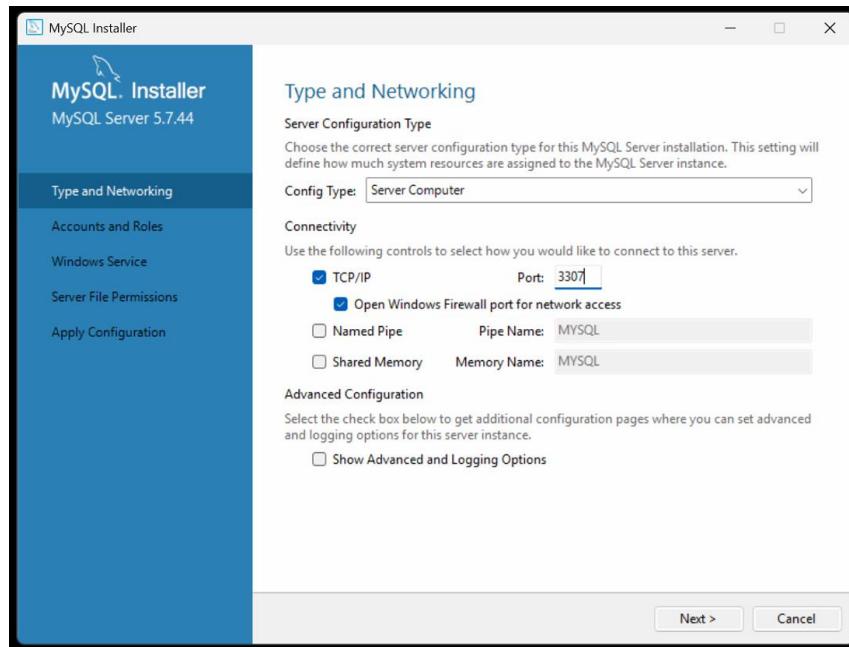


The installation may take a minute or two, once complete, select Next.

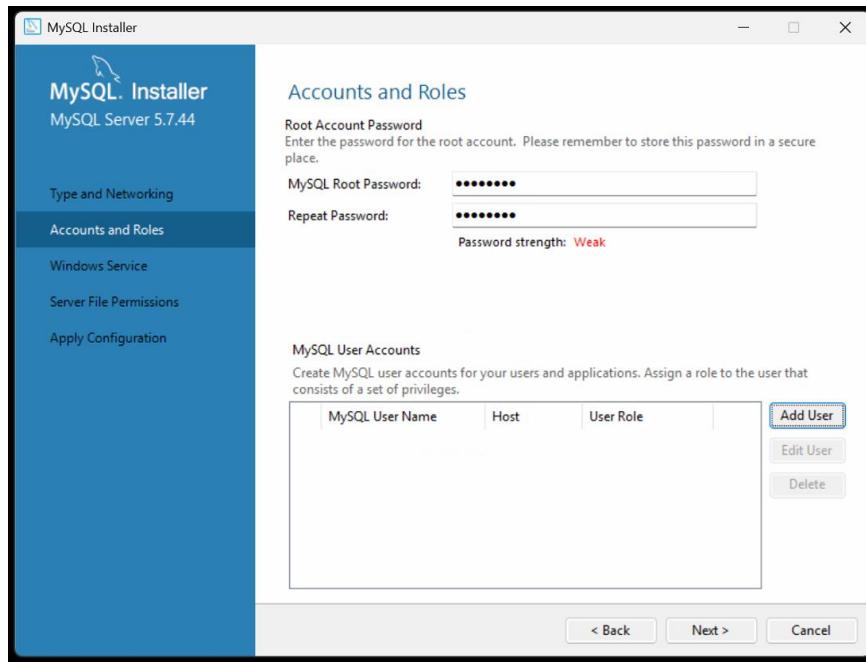


Select Next again.

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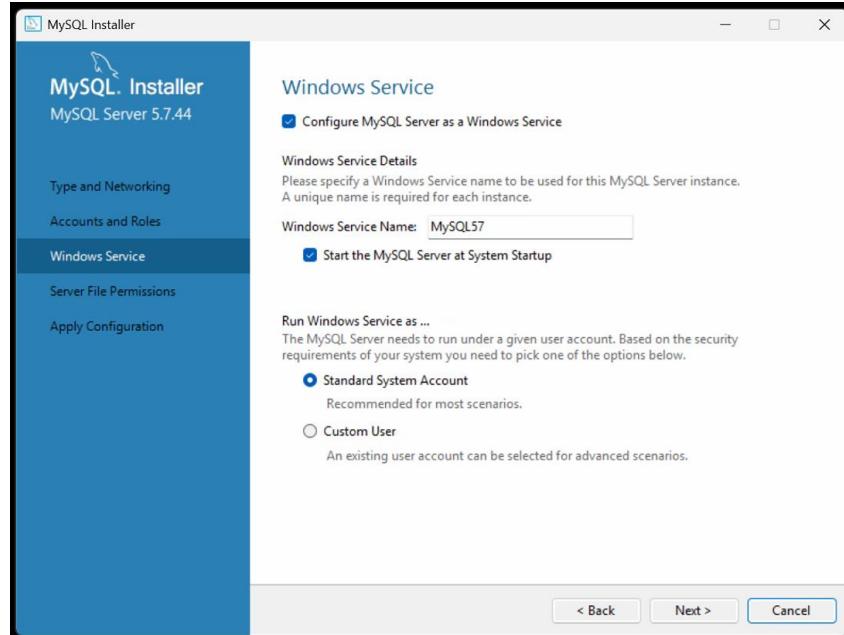


Change Config Type to Server Computer and Port Number to 3307. Then click Next.

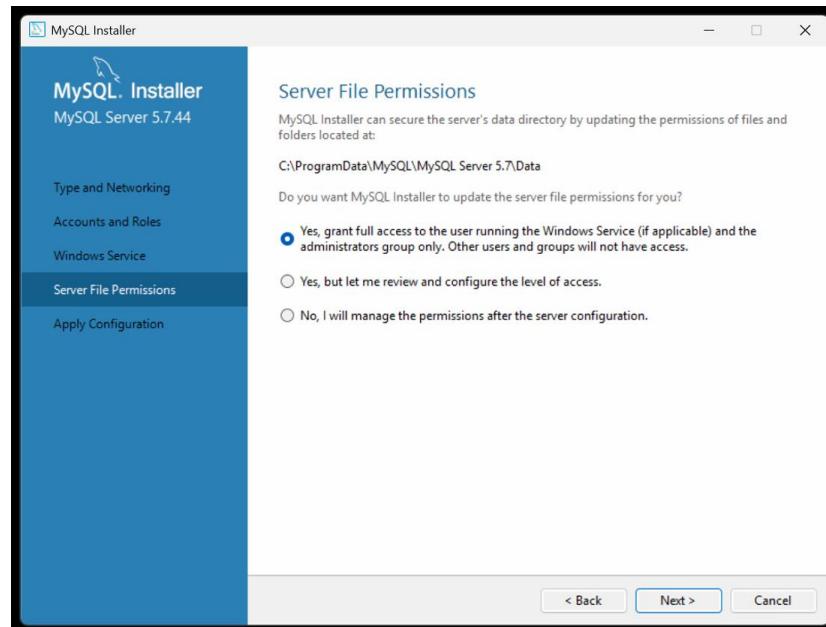


Create a password for the root user and keep it somewhere safe. Click Next.

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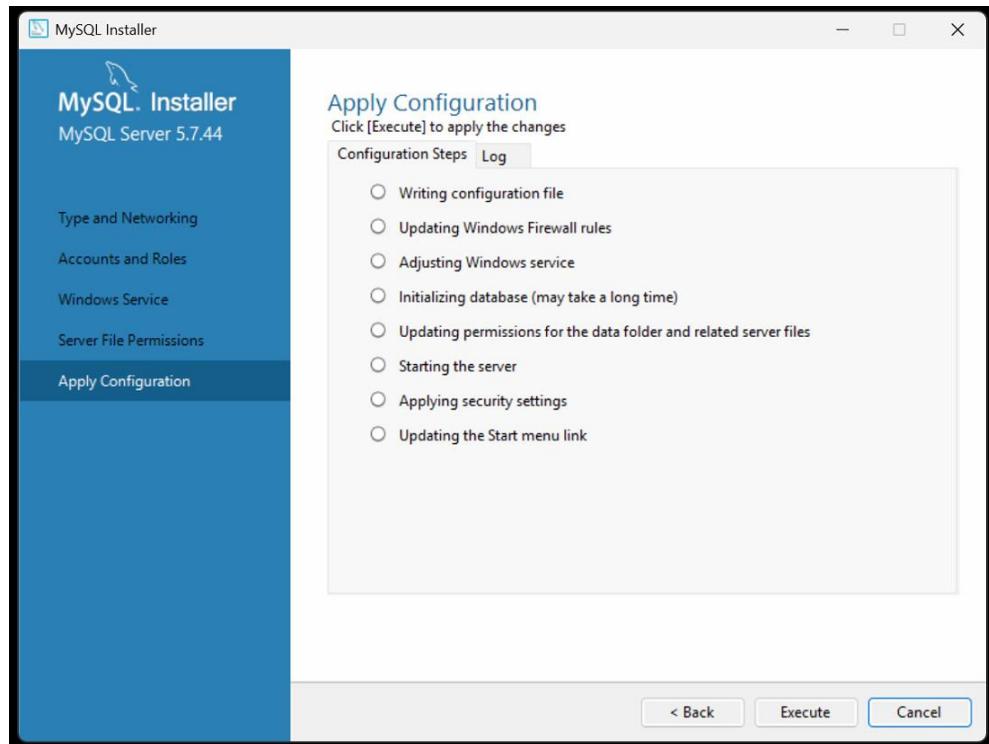


Select Next once more. No need to change the Windows Service settings.

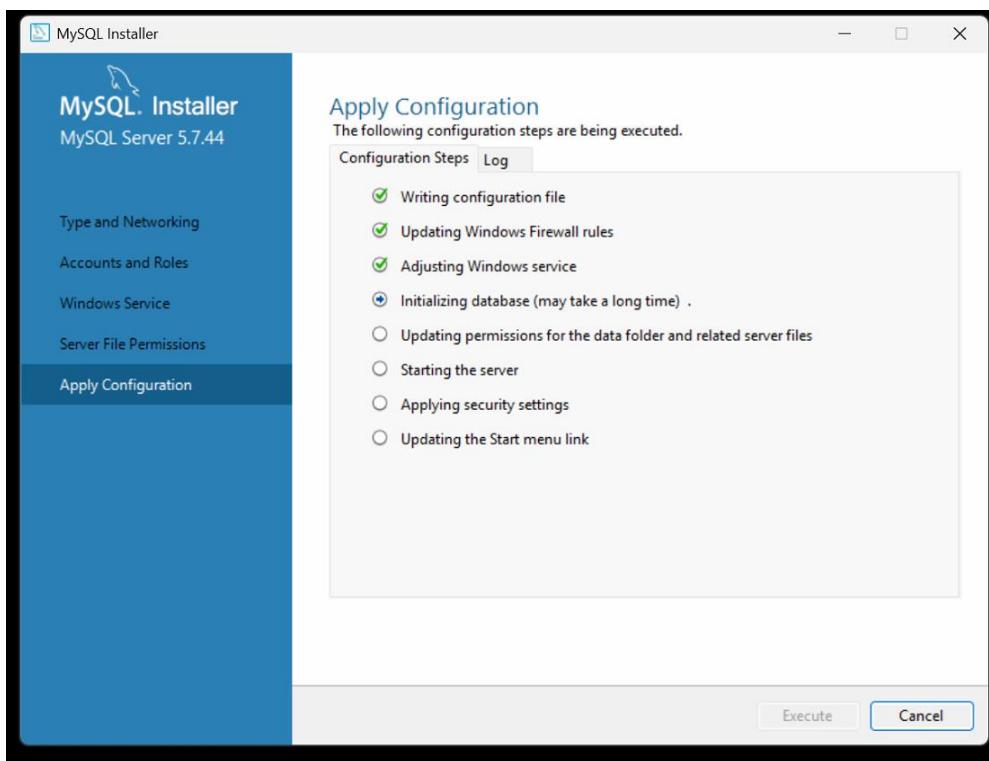


Yes, grant full access to the user running the Windows Service. Select Next.

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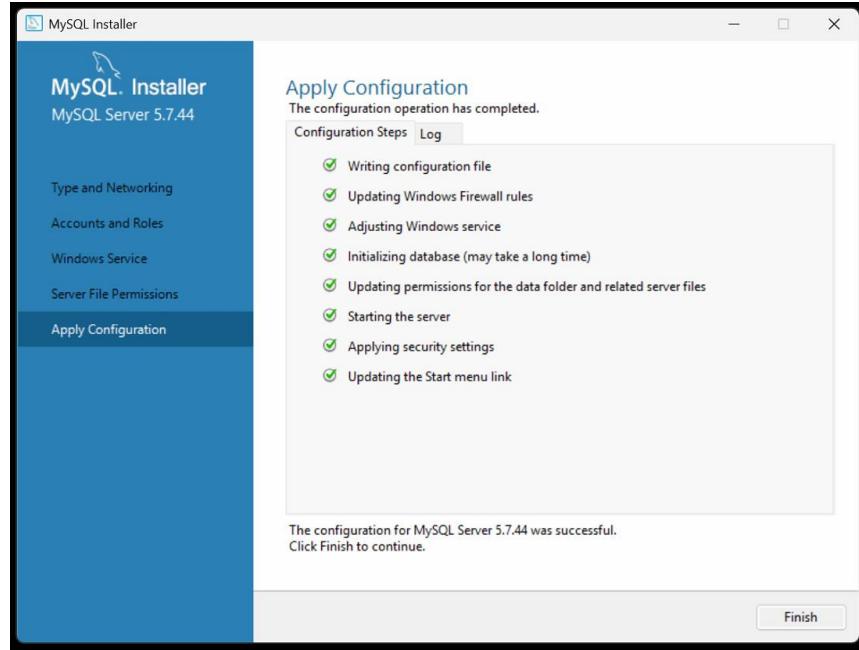


Now Execute.

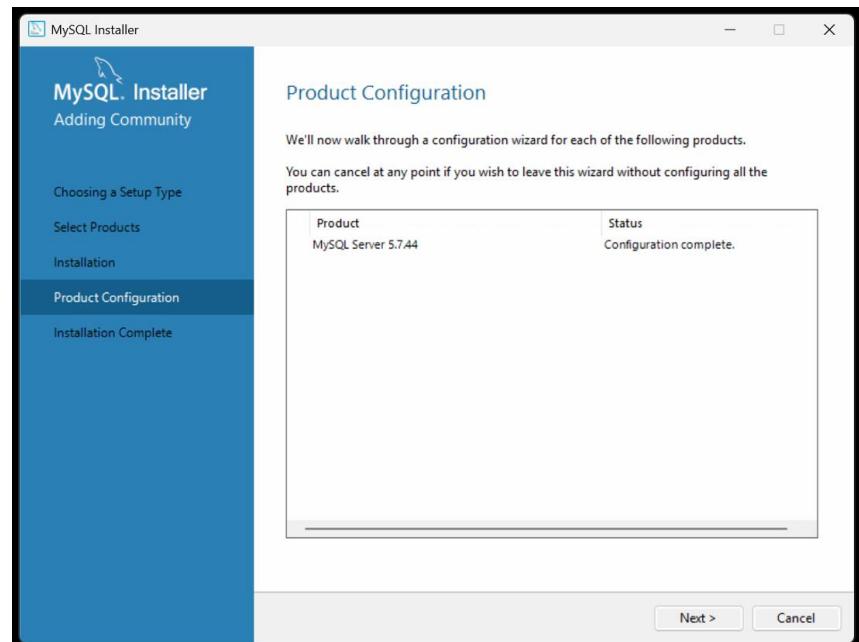


This may take a minute or two to complete.

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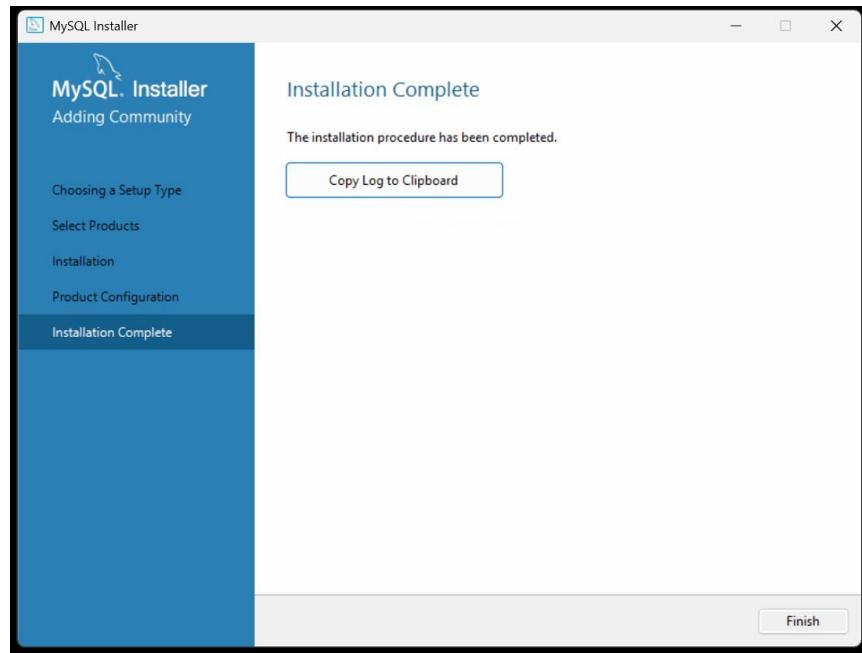


Click Finish when it's done configuring.

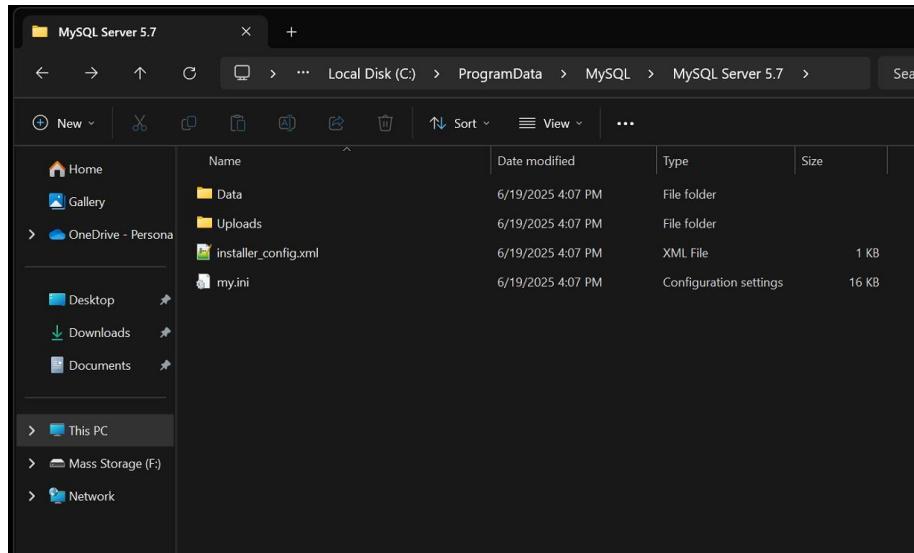


Select Next.

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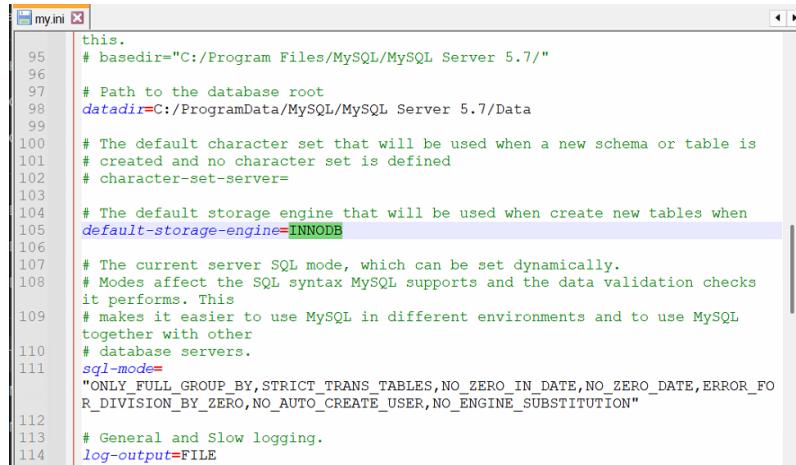
Finally, click Finish



Navigate to the MySQL directory found in: C:\ProgramData\MySQL\MySQL Server 5.7

Open the my.ini server configuration file with Notepad.

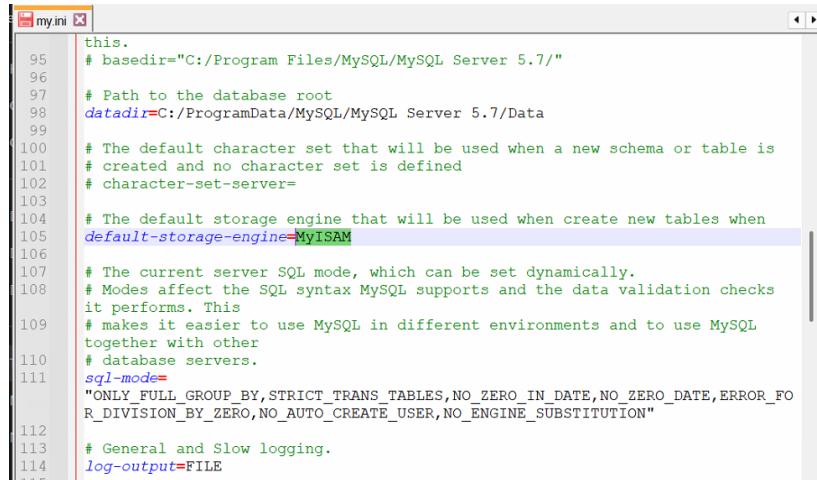
SunLync Complete Install Guide



```
my.ini
this.
95  # basedir="C:/Program Files/MySQL/MySQL Server 5.7/"
96
97  # Path to the database root
98  datadir=C:/ProgramData/MySQL/MySQL Server 5.7/Data
99
100 # The default character set that will be used when a new schema or table is
101 # created and no character set is defined
102 # character-set-server=
103
104 # The default storage engine that will be used when create new tables when
105 default-storage-engine=INNODB
106
107 # The current server SQL mode, which can be set dynamically.
108 # Modes affect the SQL syntax MySQL supports and the data validation checks
109 # it performs. This
110 # makes it easier to use MySQL in different environments and to use MySQL
111 # together with other
112 # database servers.
113 sql-mode=
114 "ONLY_FULL_GROUP_BY,STRICT_TRANS_TABLES,NO_ZERO_IN_DATE,NO_ZERO_DATE,ERROR_FO
R_DIVISION_BY_ZERO,NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION"
115
116 # General and Slow logging.
117 log-output=FILE
118
119
120
```

Modify the storage engine:

default-storage-engine=INNODB

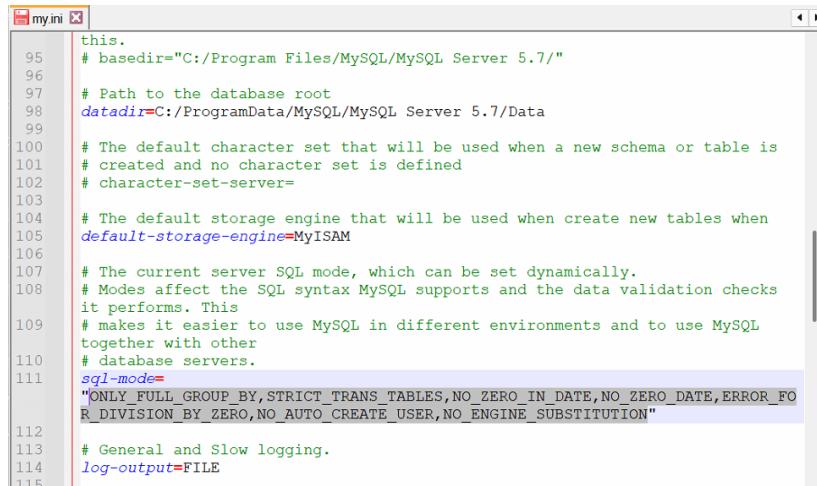


```
my.ini
this.
95  # basedir="C:/Program Files/MySQL/MySQL Server 5.7/"
96
97  # Path to the database root
98  datadir=C:/ProgramData/MySQL/MySQL Server 5.7/Data
99
100 # The default character set that will be used when a new schema or table is
101 # created and no character set is defined
102 # character-set-server=
103
104 # The default storage engine that will be used when create new tables when
105 default-storage-engine=MyISAM
106
107 # The current server SQL mode, which can be set dynamically.
108 # Modes affect the SQL syntax MySQL supports and the data validation checks
109 # it performs. This
110 # makes it easier to use MySQL in different environments and to use MySQL
111 # together with other
112 # database servers.
113 sql-mode=
114 "ONLY_FULL_GROUP_BY,STRICT_TRANS_TABLES,NO_ZERO_IN_DATE,NO_ZERO_DATE,ERROR_FO
R_DIVISION_BY_ZERO,NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION"
115
116 # General and Slow logging.
117 log-output=FILE
118
119
120
```

Change to

default-storage-engine=MyISAM

SunLync Complete Install Guide

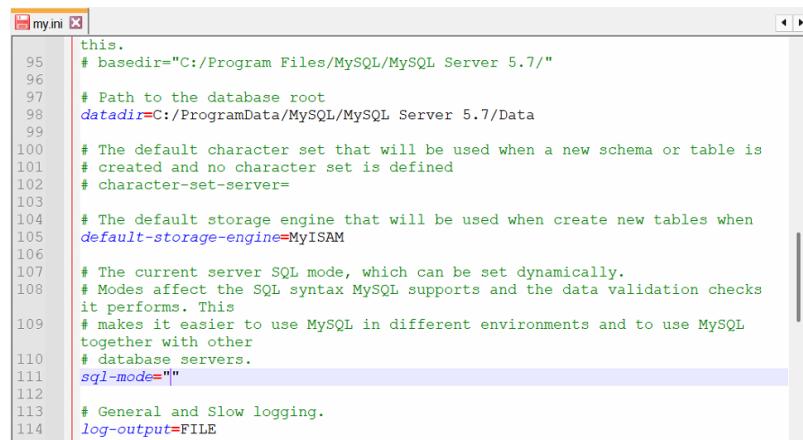


```
my.ini
this.
# basedir="C:/Program Files/MySQL/MySQL Server 5.7/"
# Path to the database root
datadir=C:/ProgramData/MySQL/MySQL Server 5.7/Data
# The default character set that will be used when a new schema or table is
# created and no character set is defined
# character-set-server=
# The default storage engine that will be used when create new tables when
default-storage-engine=MyISAM
# The current server SQL mode, which can be set dynamically.
# Modes affect the SQL syntax MySQL supports and the data validation checks
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# makes it easier to use MySQL in different environments and to use MySQL
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# database servers.
sql-mode=
"ONLY_FULL_GROUP_BY,STRICT_TRANS_TABLES,NO_ZERO_IN_DATE,NO_ZERO_DATE,ERROR_FO
R_DIVISION_BY_ZERO,NO_AUTO_CREATE_USER,NO_ENGINE_SUBSTITUTION"
# General and Slow logging.
log-output=FILE

```

Clear the SQL-mode

Removing all text between the two ““



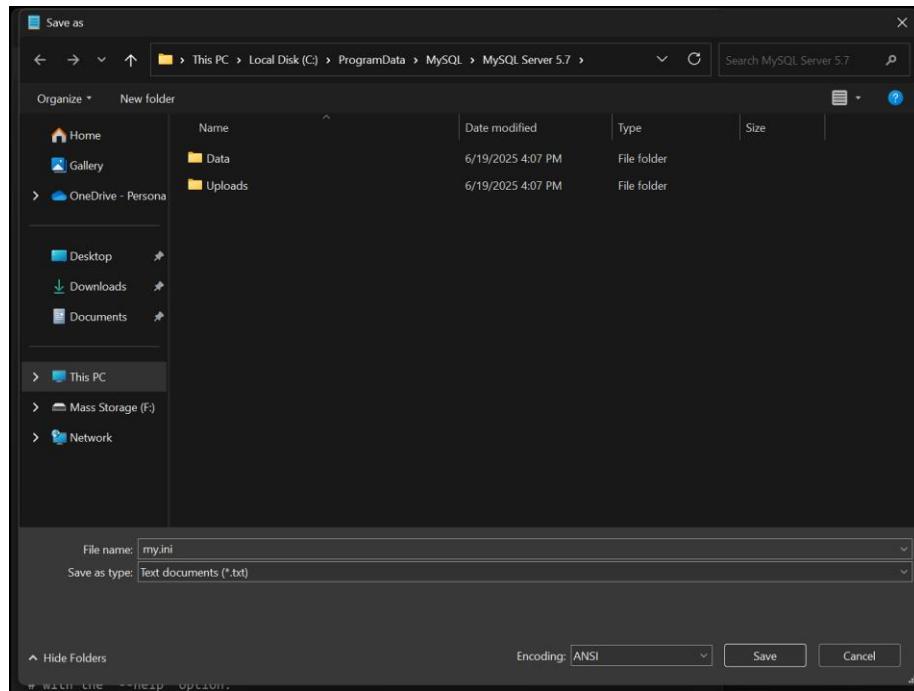
```
my.ini
this.
# basedir="C:/Program Files/MySQL/MySQL Server 5.7/"
# Path to the database root
datadir=C:/ProgramData/MySQL/MySQL Server 5.7/Data
# The default character set that will be used when a new schema or table is
# created and no character set is defined
# character-set-server=
# The default storage engine that will be used when create new tables when
default-storage-engine=MyISAM
# The current server SQL mode, which can be set dynamically.
# Modes affect the SQL syntax MySQL supports and the data validation checks
it performs. This
# makes it easier to use MySQL in different environments and to use MySQL
together with other
# database servers.
sql-mode=""
# General and Slow logging.
log-output=FILE

```

Changing to

sql-mode=""

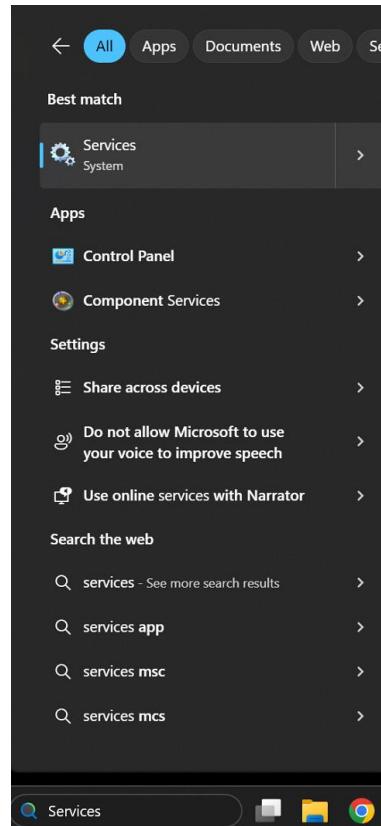
SunLync Complete Install Guide



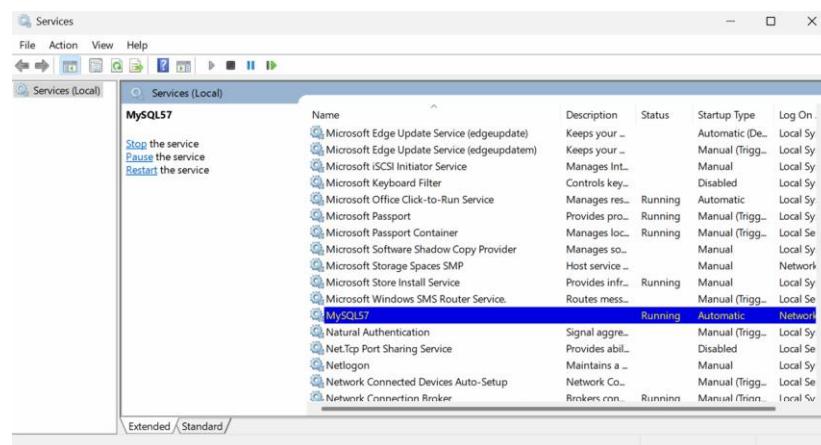
Make sure to save/save as the my.ini file with the ANSI character encoding.

When you save, if you receive a Unicode Warning. Say yes and save anyways.

SunLync Complete Install Guide

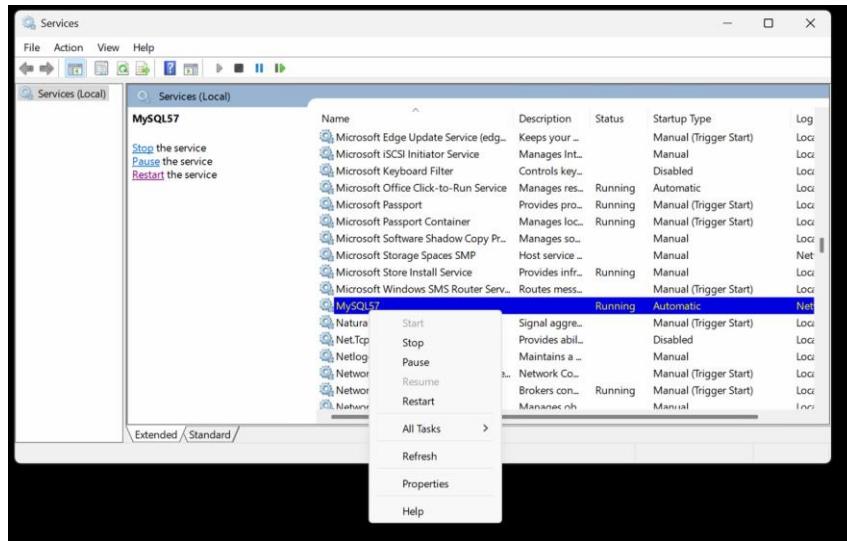


Now, open Windows Services.

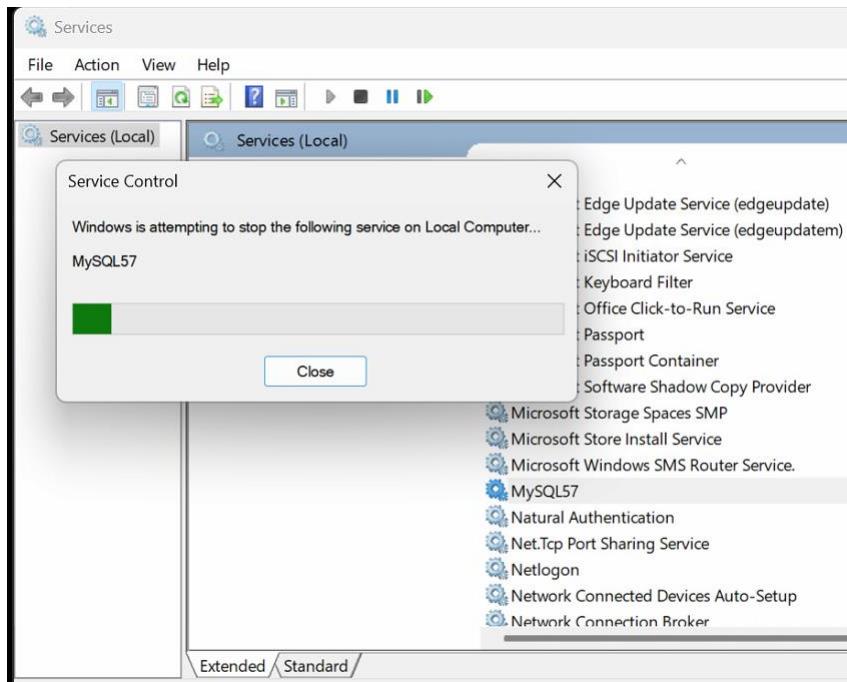


Locate MySQL57 on the list of services.

SunLync Complete Install Guide



Right click and select Restart.



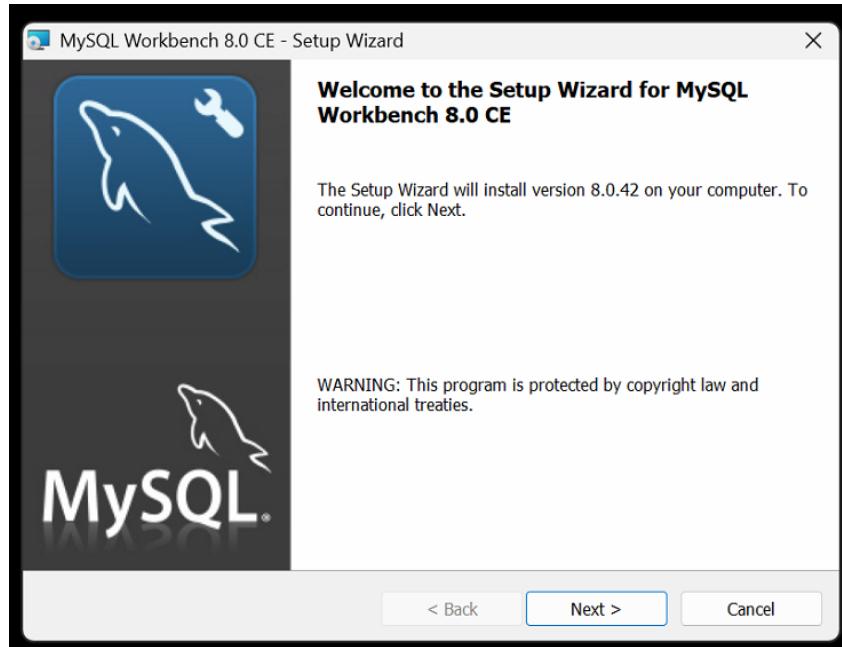
Configuration changes will now take effect.

MySQL Workbench

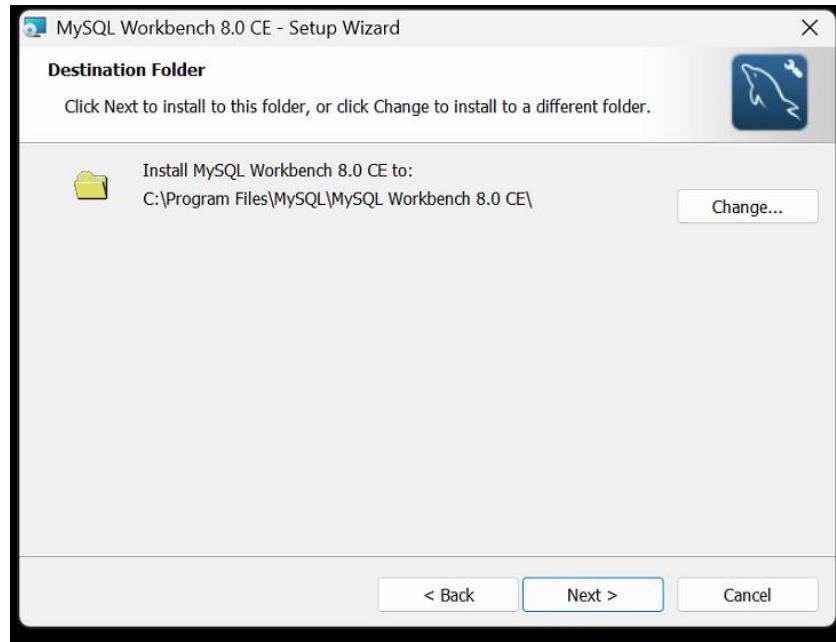
There are plenty of great choices for software to manage your newly configured MySQL server. This guide will be using MySQL Workbench, available to download from the site linked below.

<https://www.mysql.com/products/workbench/>

SunLync Complete Install Guide

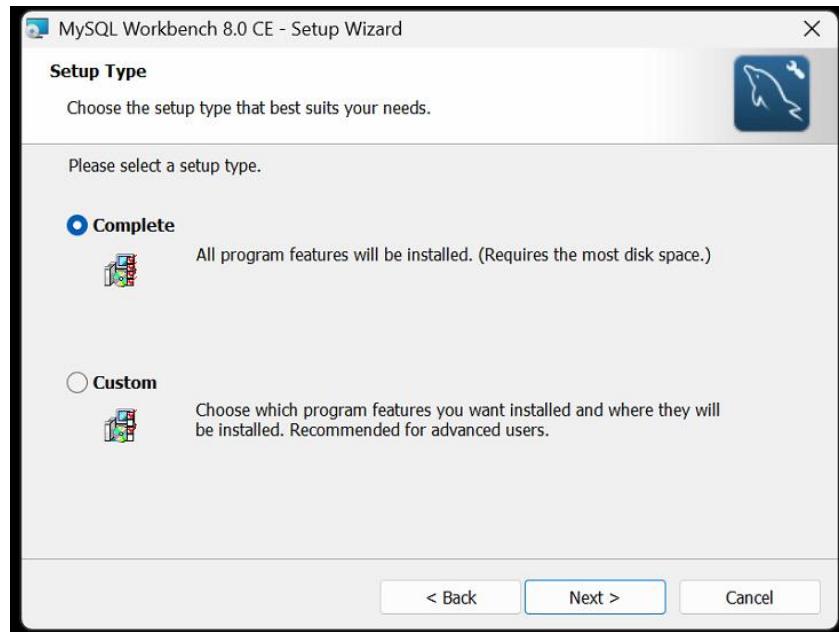


After running the Workbench installer as administrator, select Next.

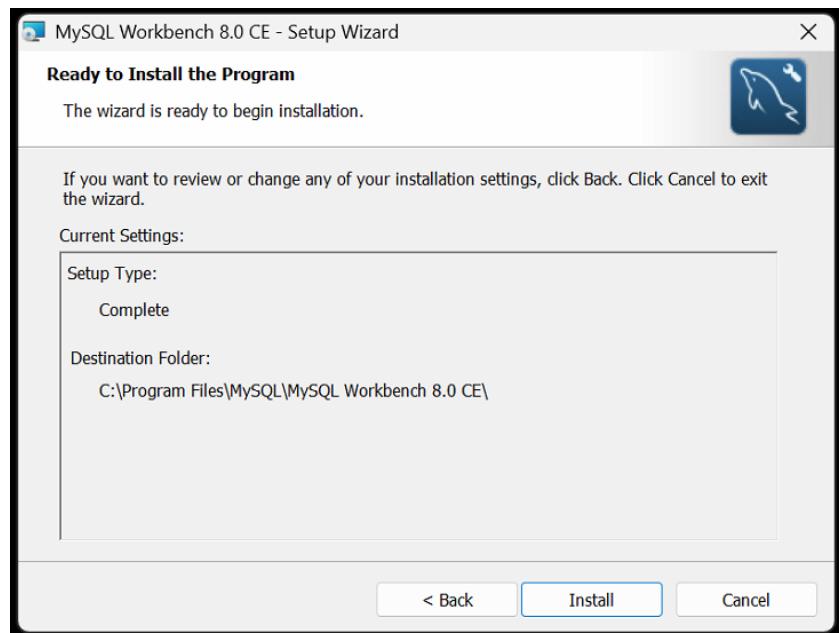


You can keep the default destination folder and select Next.

SunLync Complete Install Guide

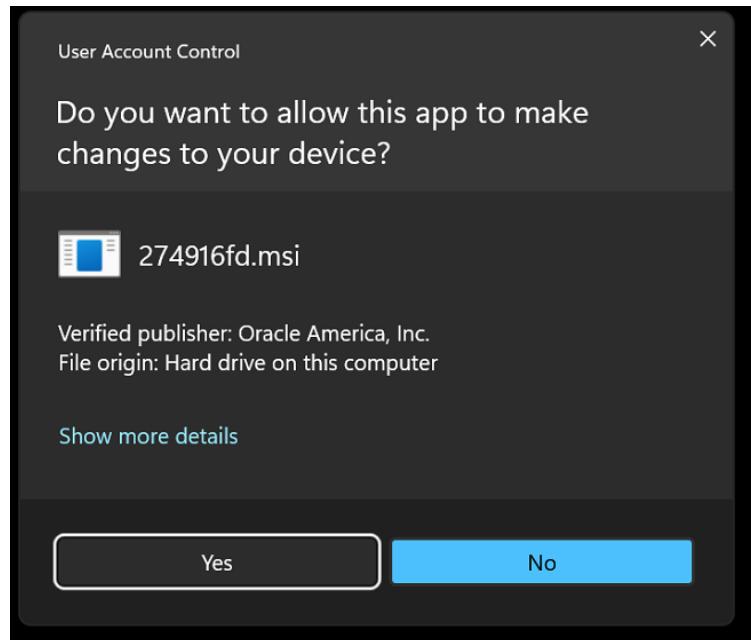


If not already selected, do a Complete installation. Click Next.

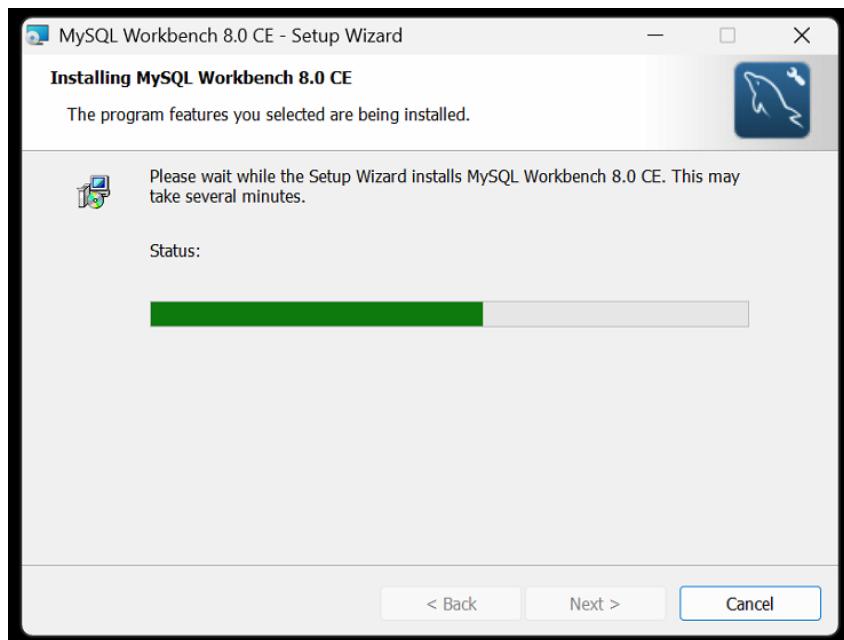


Then click Install.

SunLync Complete Install Guide

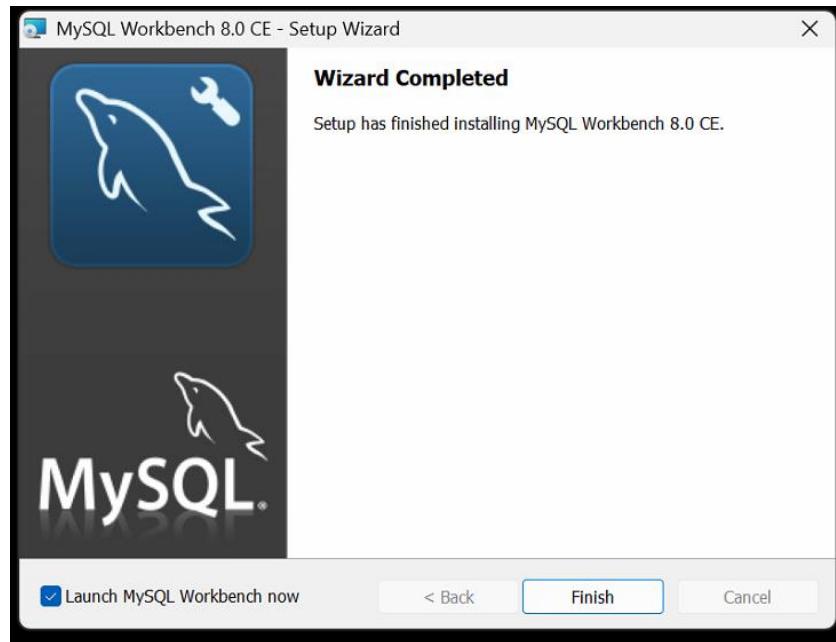


Select Yes for the User Account Control permission request.



It may take a few minutes to install the program.

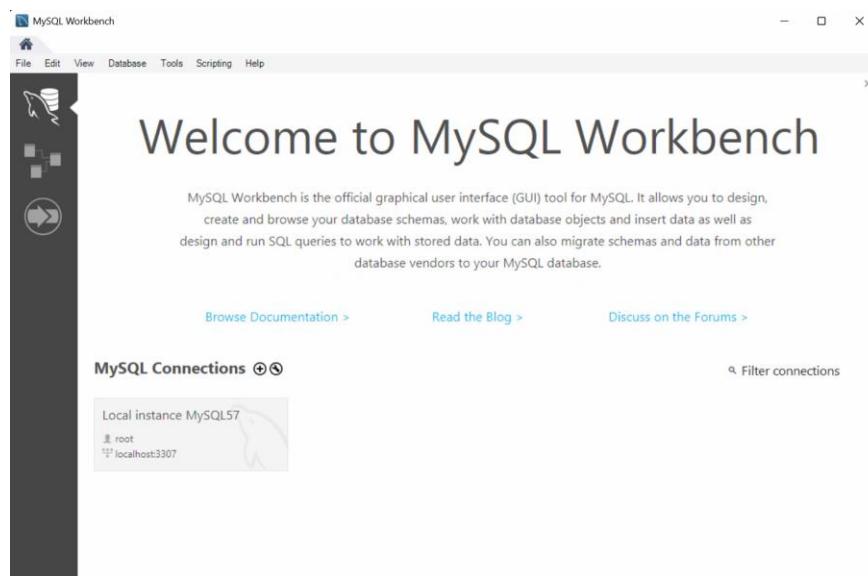
SunLync Complete Install Guide



Once complete, can Finish.

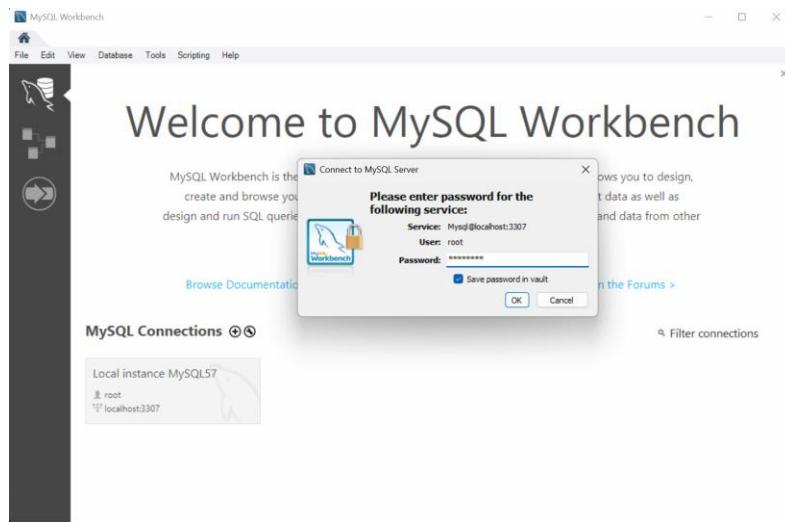
SunLync User Account

Instead of using the root account created earlier in this guide. It's best to use a different user account to connect to the SunLync database. Allowing access but limiting the user to only what is needed by the SunLync software.

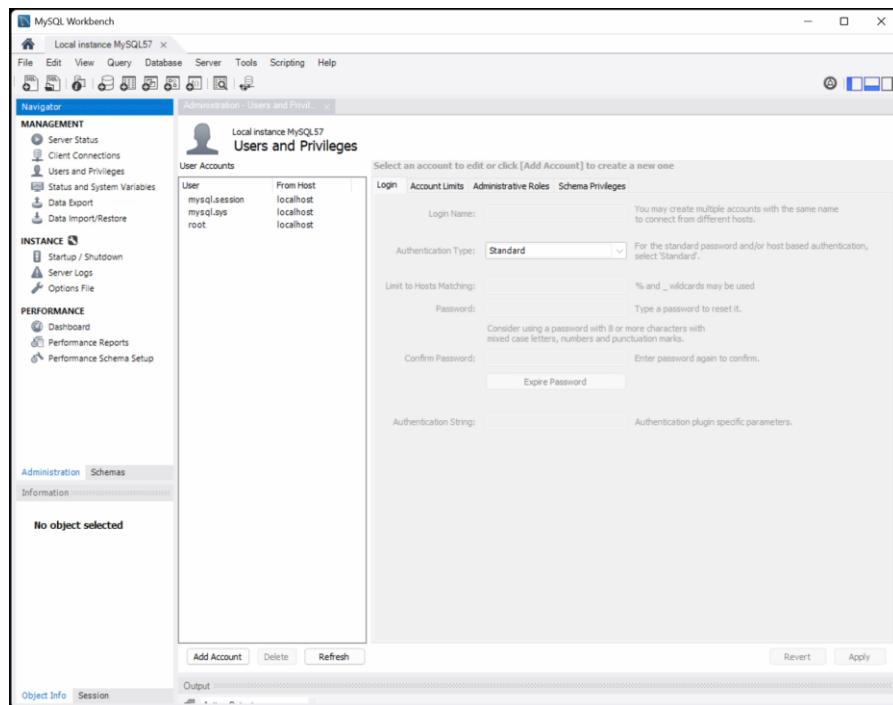


Open and select your local instance of MySQL57.

SunLync Complete Install Guide

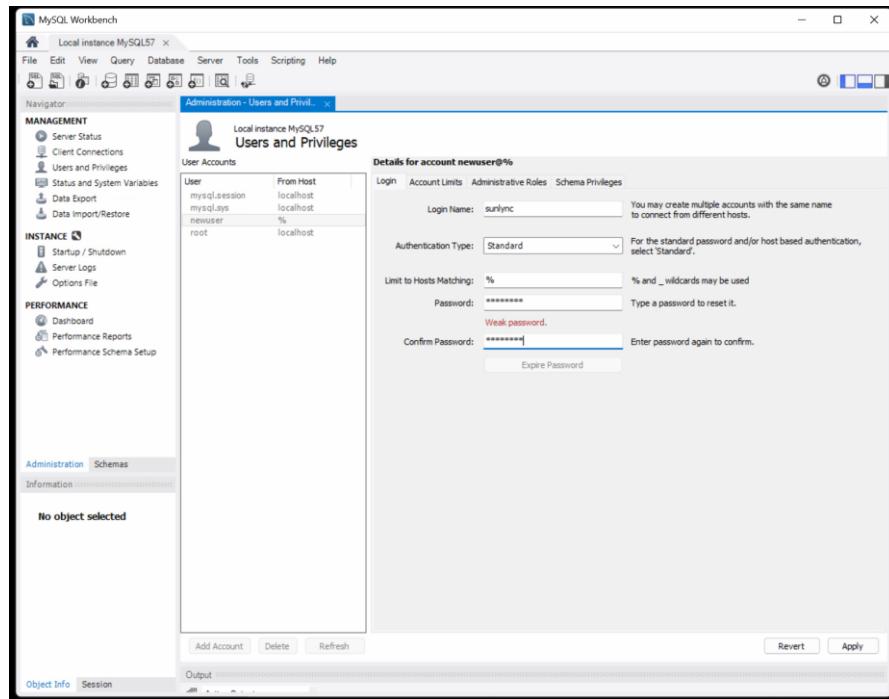


Login with the root user you created during server setup.



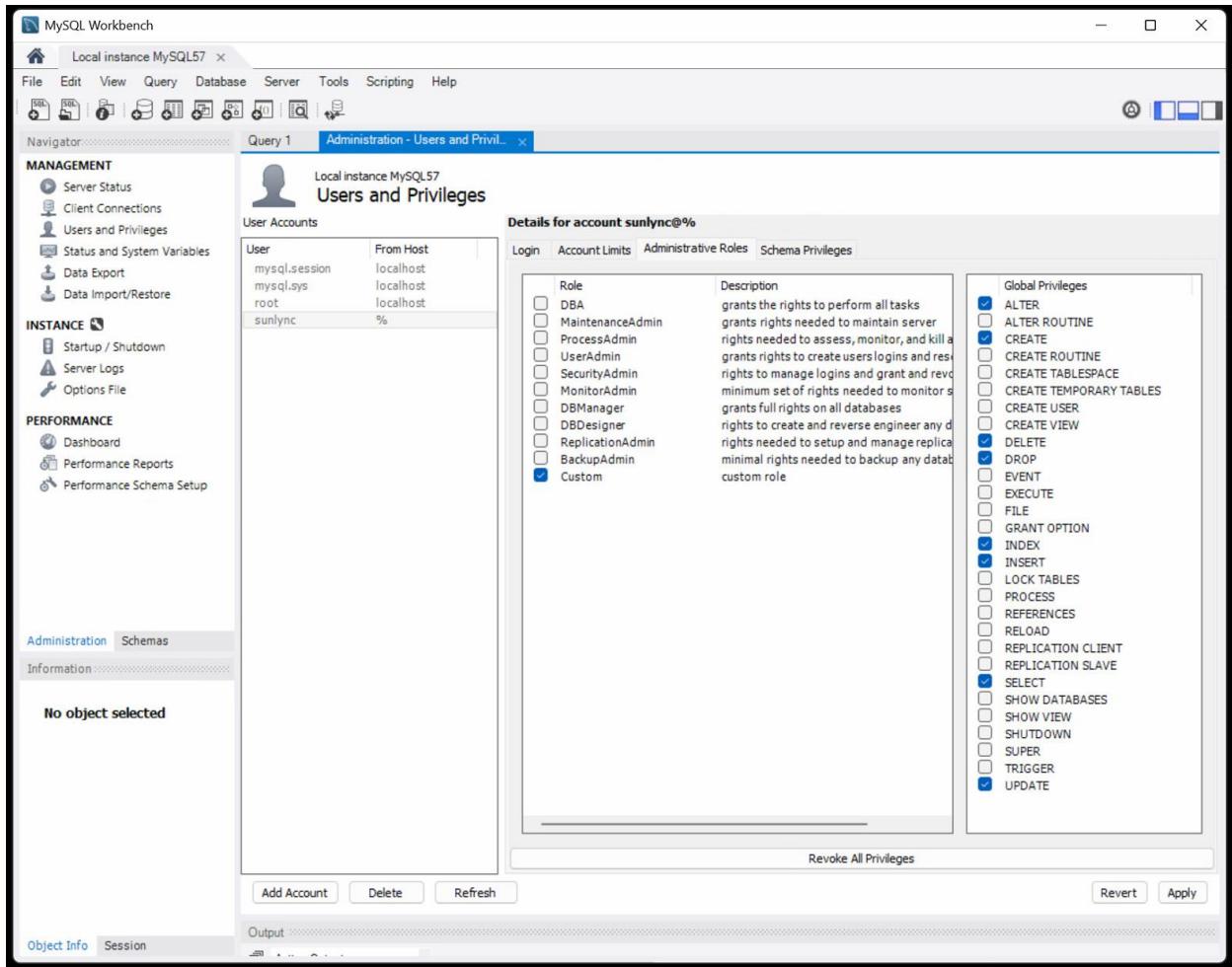
Under the Administration Management tab, edit the Users and Privileges. Click on Add Account to create a new user.

SunLync Complete Install Guide



Name the user 'sunlync'. Limit the host to '%' and create a password. This is the account username and password you will use with SunLync DBConnection.

SunLync Complete Install Guide



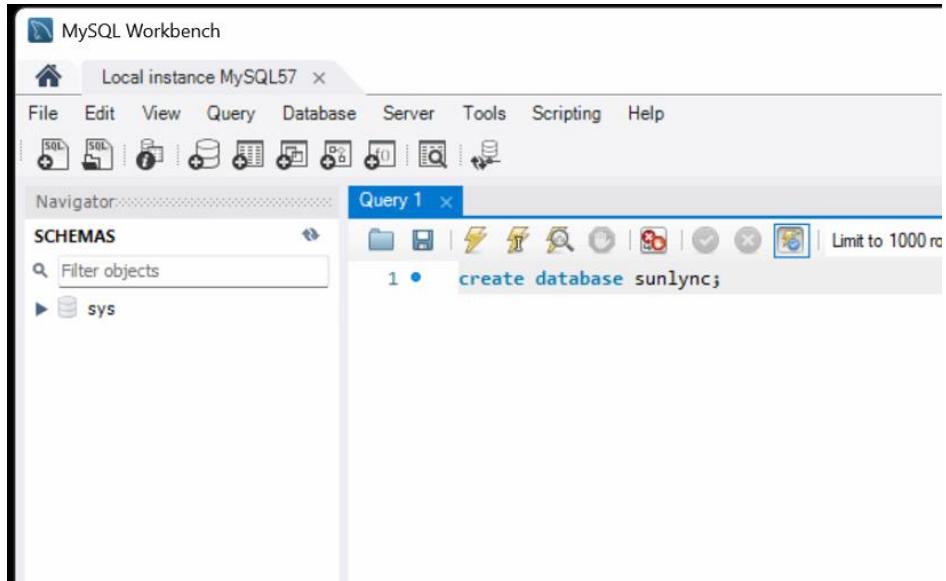
The user account will need the privileges ALTER, CREATE, DELETE, DROP, INDEX, INSERT, SELECT, and UPDATE.

Database Creation & Update

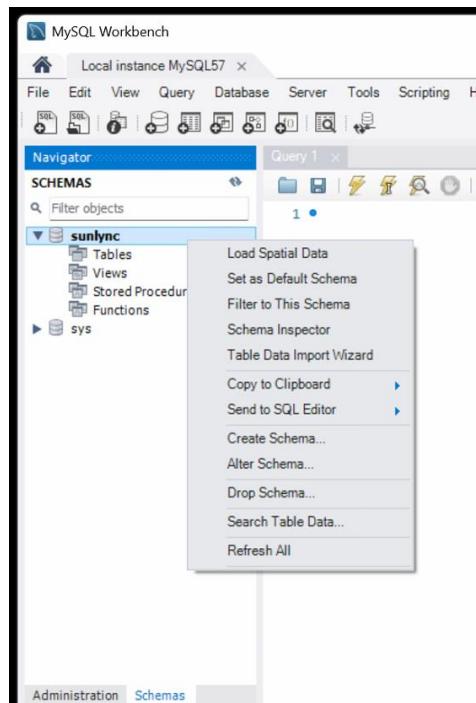
Create & Import database

Next you will create the database before importing the template database.

SunLync Complete Install Guide

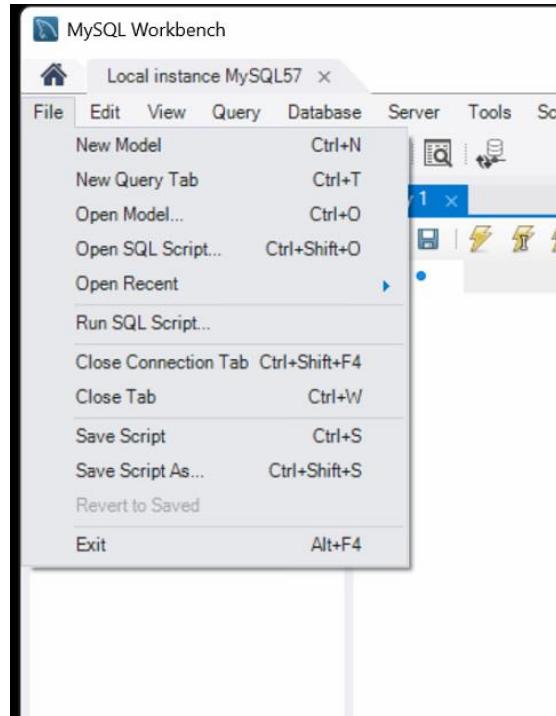


Run the query 'create database sunlync;'

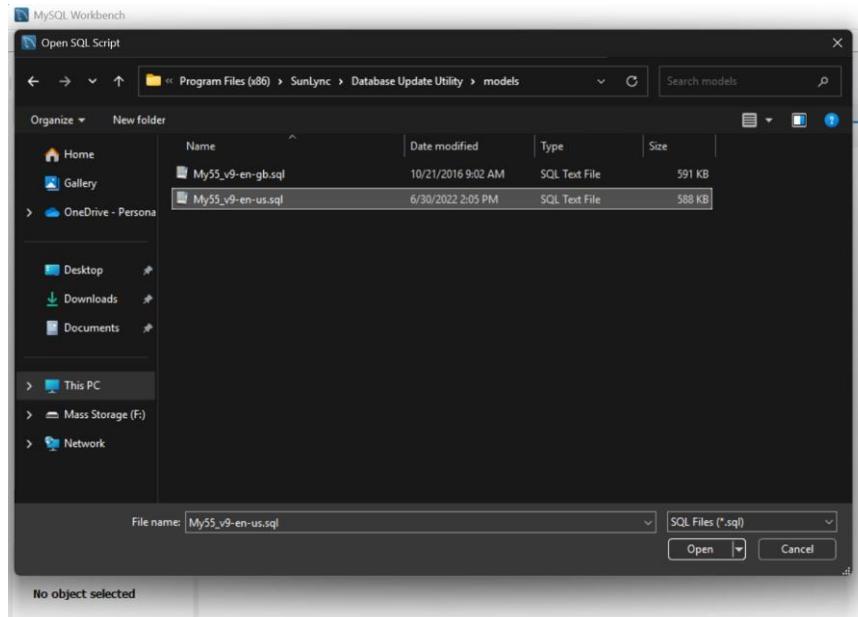


Right click on the new database and Set as Default Schema. If it's not showing on the list, you may need to refresh or reopen Workbench.

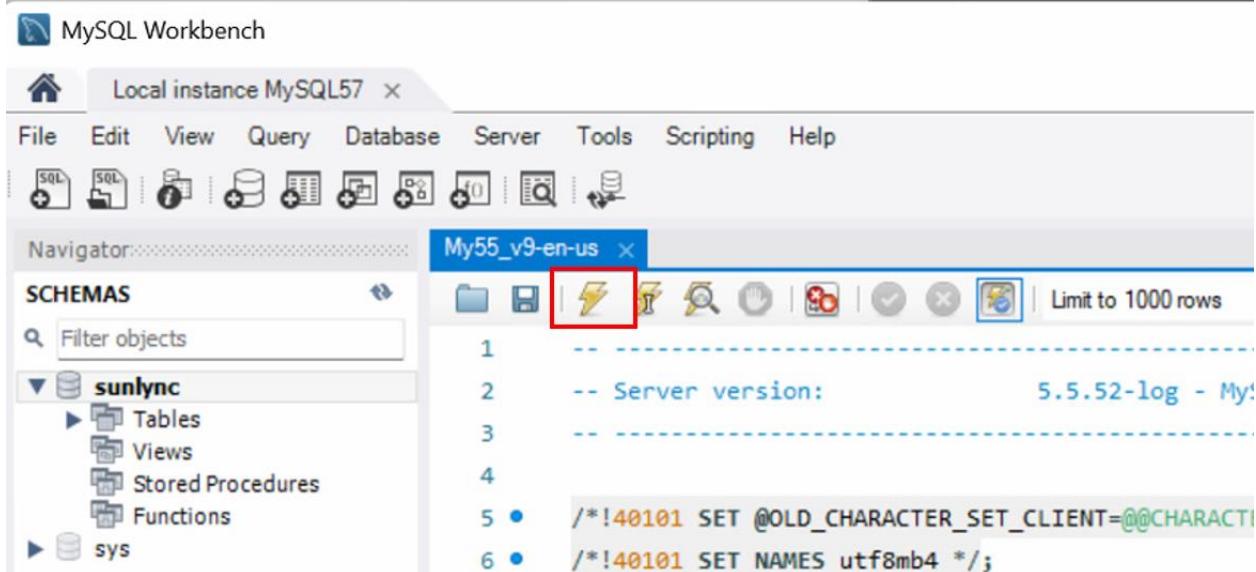
SunLync Complete Install Guide



Now, select File and then Open SQL Script.



Open "C:\Program Files (x86)\SunLync\Database Update Utility\models\My55_v9-en-us.sql"



It may take a moment to load before showing on screen. Once the script has loaded, Execute it via the lightning bolt icon.

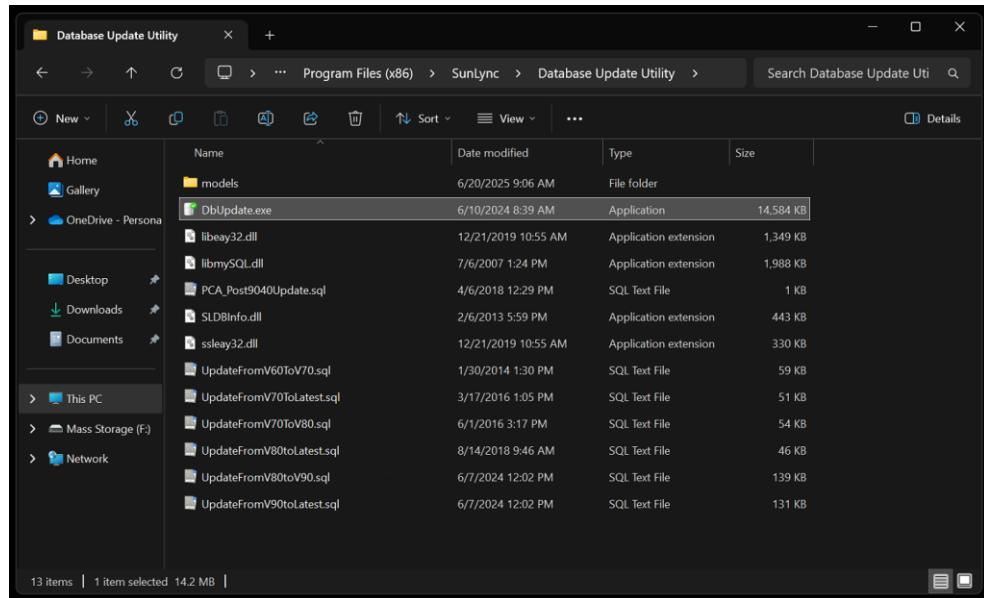
You can now complete the SunLync DBConnection settings for this server if you haven't already.

Update Database

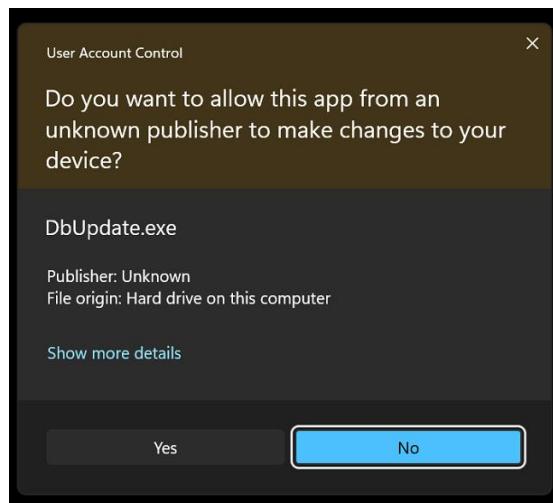
If you haven't yet completed the SunLync DBConnection settings for the server. Do that first.

To update the SunLync database, open the SunLync Database Update Utility. Located in the SunLync folder. "C:\Program Files (x86)\SunLync\Database Update Utility\DbUpdate.exe"

SunLync Complete Install Guide

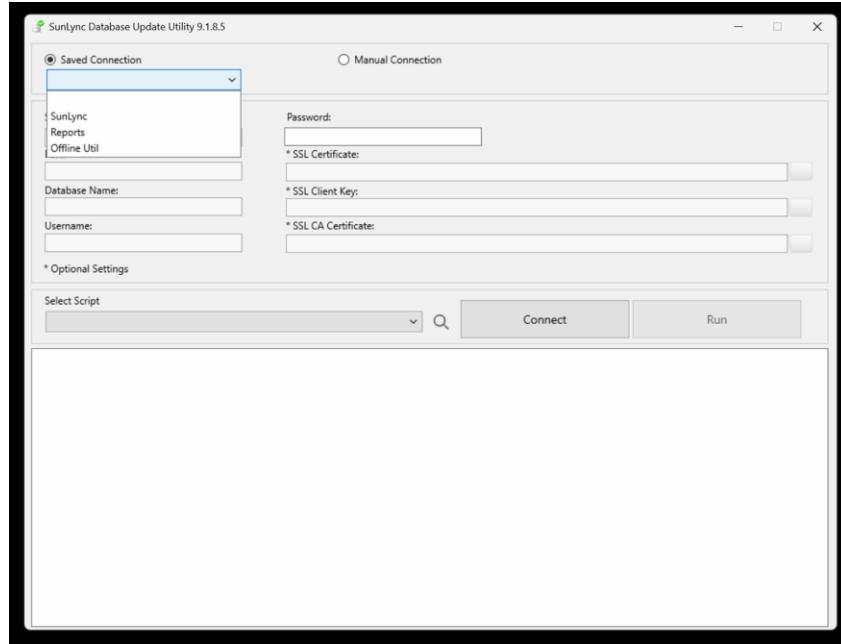


Run the program as administrator.

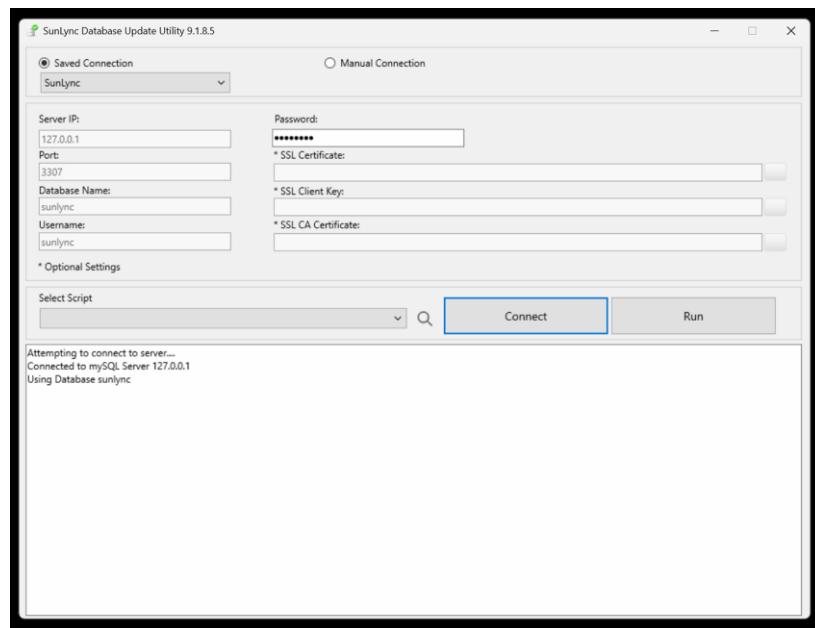


Select Yes if asked for User Account Control permission.

SunLync Complete Install Guide

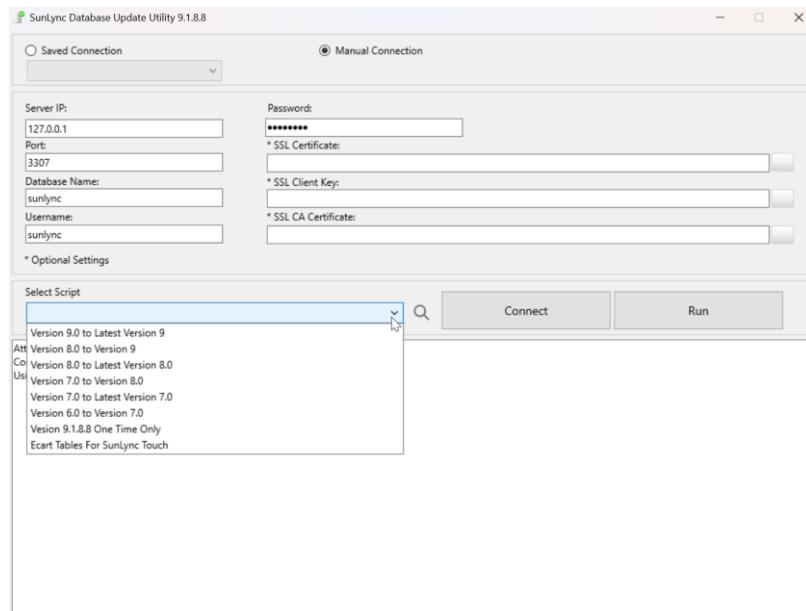


From the saved connections, select SunLync and enter in the Password.

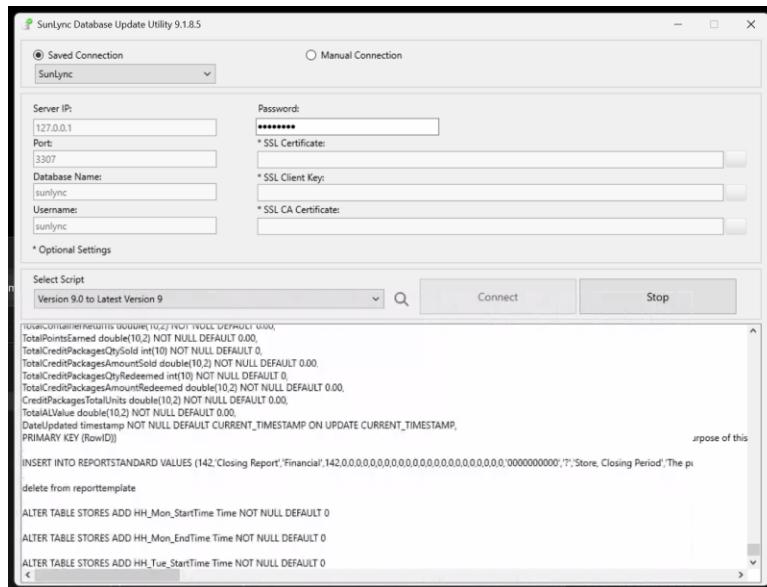


Using either Saved Connection or Manual Connection, fill in the server settings and then Connect.

SunLync Complete Install Guide

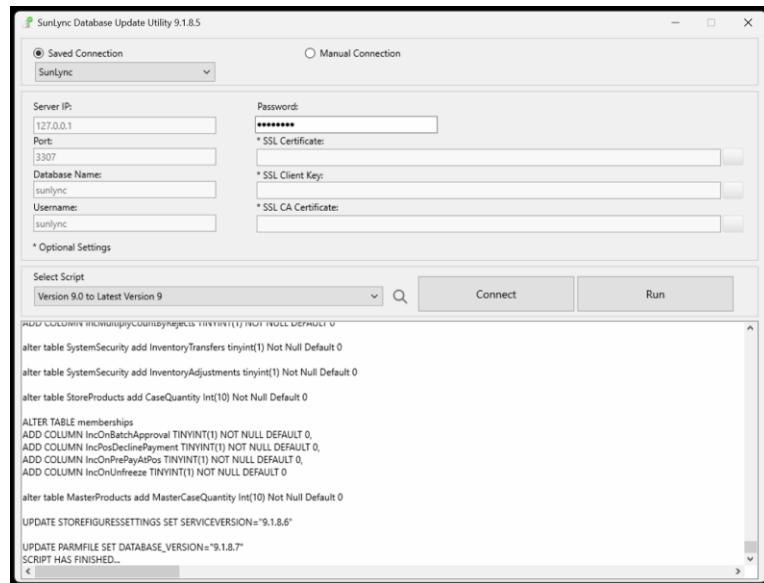


Select the update script that matches the versions you are upgrading from and to. Once you have selected the appropriate script from the Select Script drop down menu. Click Run.



It may take several minutes to complete.

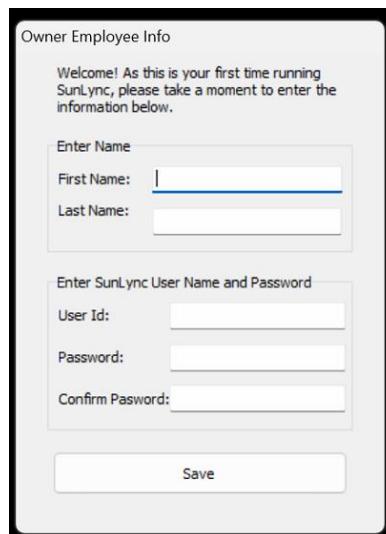
SunLync Complete Install Guide



At the end, the Stop button changes back to Run. The text window will also show that the Script has finished.

Opening SunLync for the First Time

With the server setup, SunLync installed and configured, and the new database updated. SunLync is now ready to be open for the first time. When opening for the first time you will be asked to create an employee account.

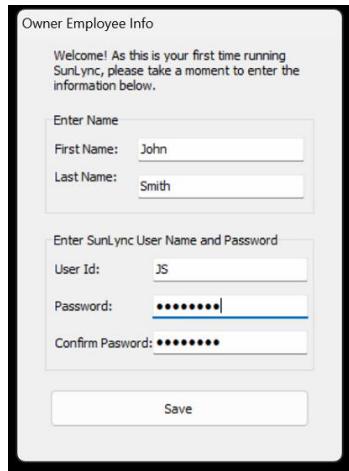


You will need to provide your name, create a User ID, and password.

SunLync Complete Install Guide



The password should be 7 characters or more. With at least one number and one letter.



Once you Save, you can now use this username and password to login.

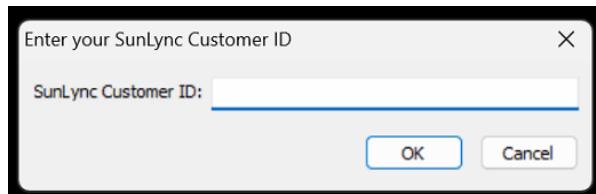


SunLync Complete Install Guide

If Sun.ini has not already been configured, SunLync will ask you to log in with the password you just created. Follow the basic Sun.ini configuration as outlined earlier in this guide.



Log into SunLync once more with your username and password.



SunLync will require you to provide your Customer ID. Once you provide a valid Customer ID, you will not need to provide this number again.



If you do not have your SunLync Customer ID, please contact SunLync Support.

Firewall, Port Forwarding, & IP Addresses

To allow other computers to access your SunLync database, first open the firewall to the port used for SunLync. Port number 3307, if you used the example earlier in this guide. This will now allow computers on the same network to connect to the SunLync database.

For remote computer access, you will also need a static IP address from your ISP. Along with forwarding the port to the server computer. Your internet provider should be able to assist with these steps.

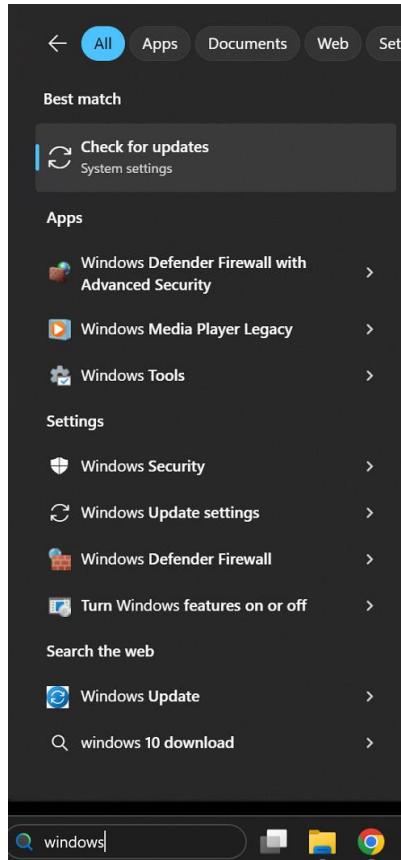
SunLync Complete Install Guide

*Depending on your network & computer security settings, additional steps may be required that are not outlined in this guide.

**These steps are meant to be a starting point and SunLync recommends you consult with an IT security specialist for more advance protection options.

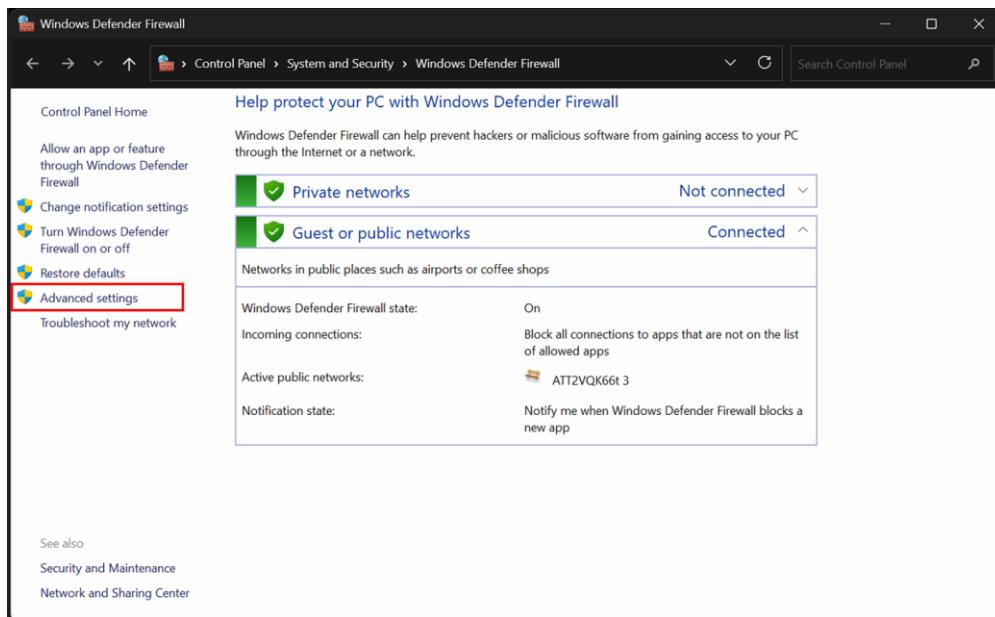
Firewall

Open Windows Defender Firewall with Advanced Security.

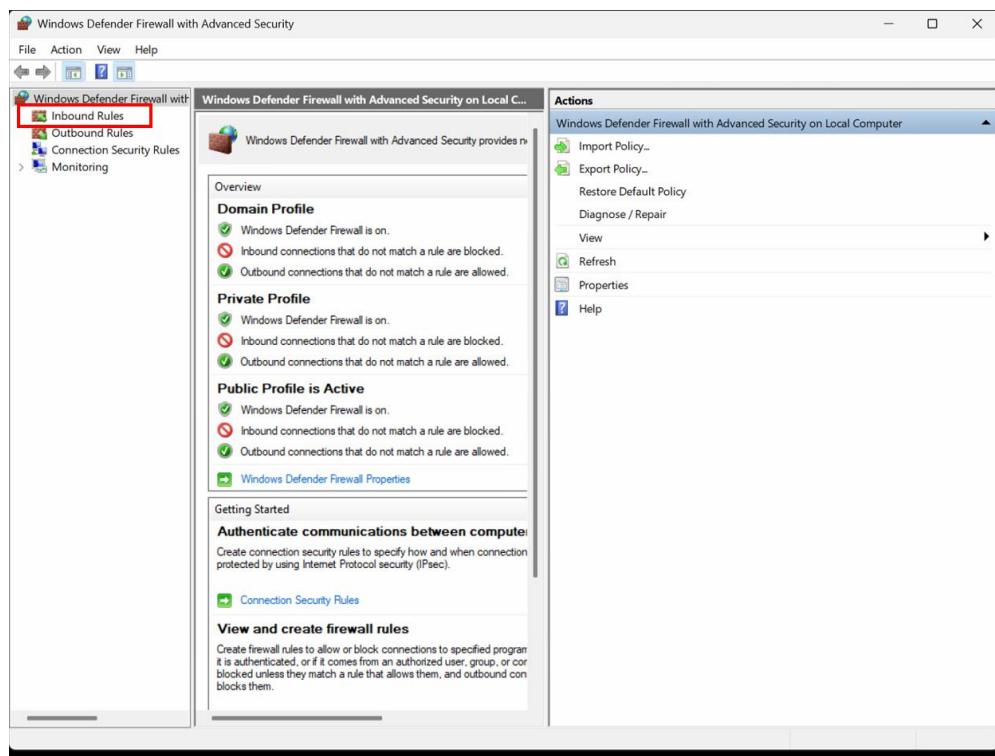


You can open it directly by searching for it in Windows.

SunLync Complete Install Guide

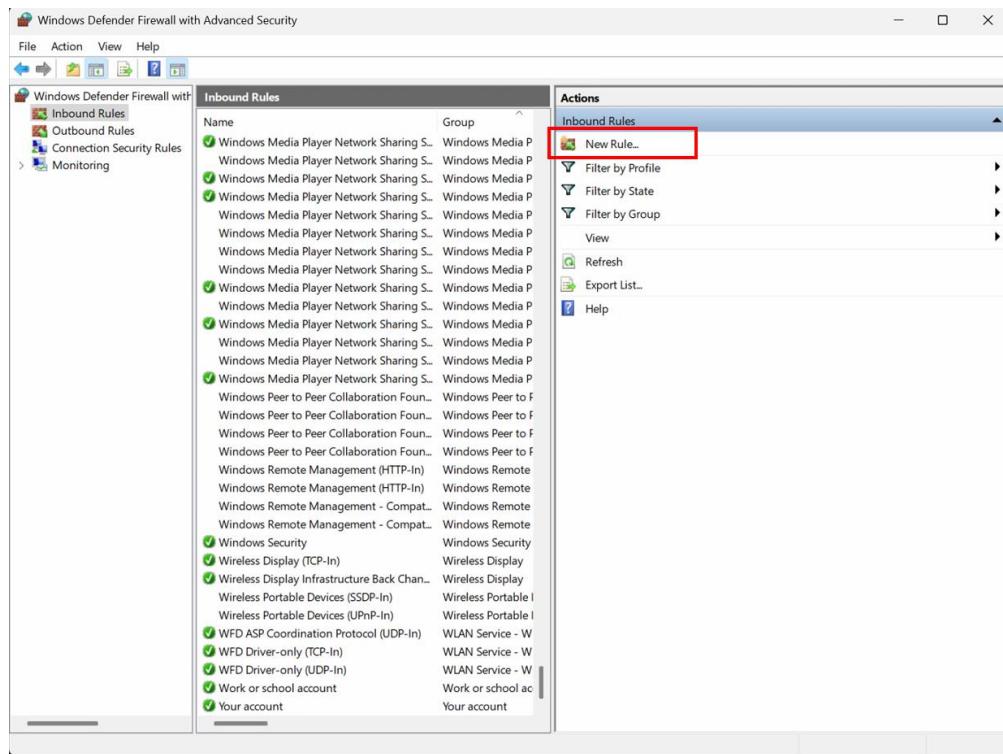


You can also open it by first going to Windows Defender Firewall. Followed by going to Advanced settings.

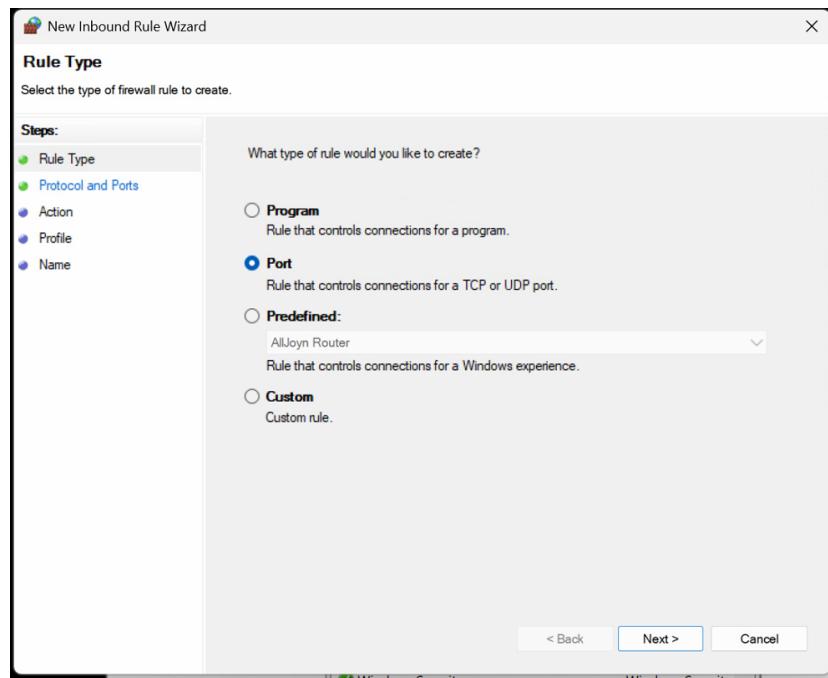


Once in, select Inbound Rules.

SunLync Complete Install Guide

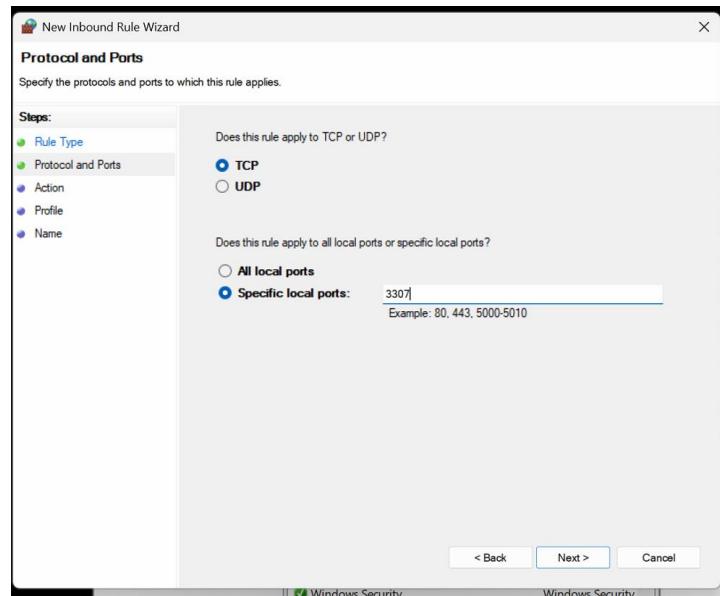


Then select to create a New Rule.

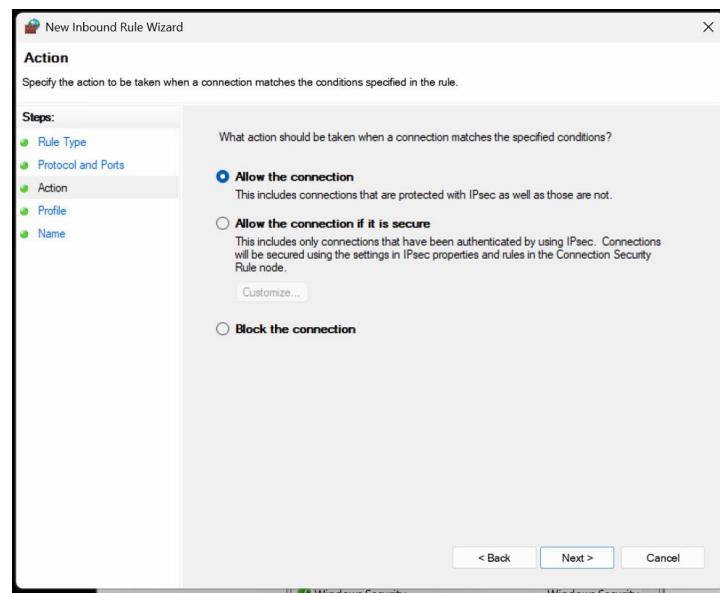


The Rule Type is Port, then select Next.

SunLync Complete Install Guide

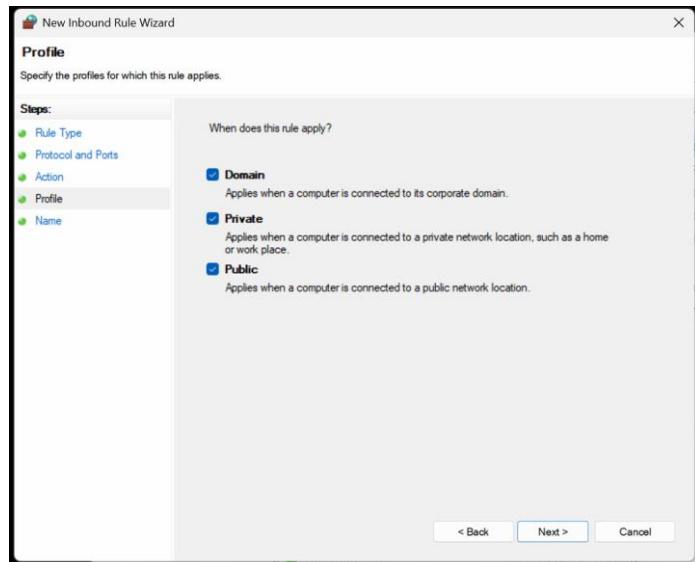


Select TCP and the port for SunLync, 3307 if you used the one from earlier in this guide. Followed by clicking on Next.

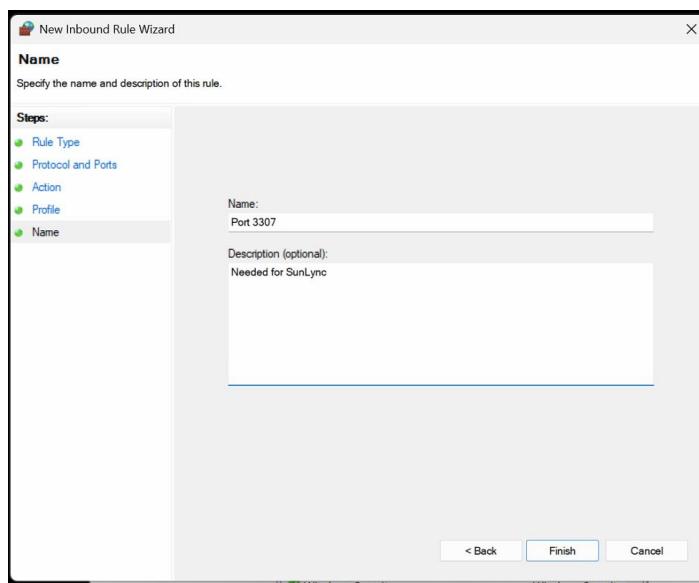


Allow the connection before selecting Next.

SunLync Complete Install Guide



Select all options, Domain, Private, and Public. Before clicking Next.

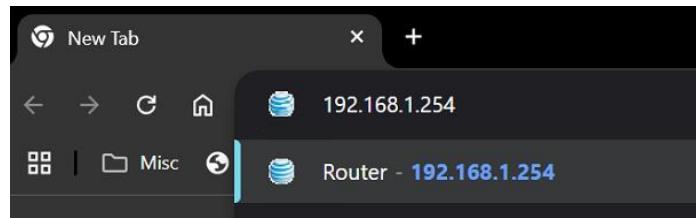


Provide a name and description to make it easy to identify later. For example, “Port 3307” and “Needed for SunLync.

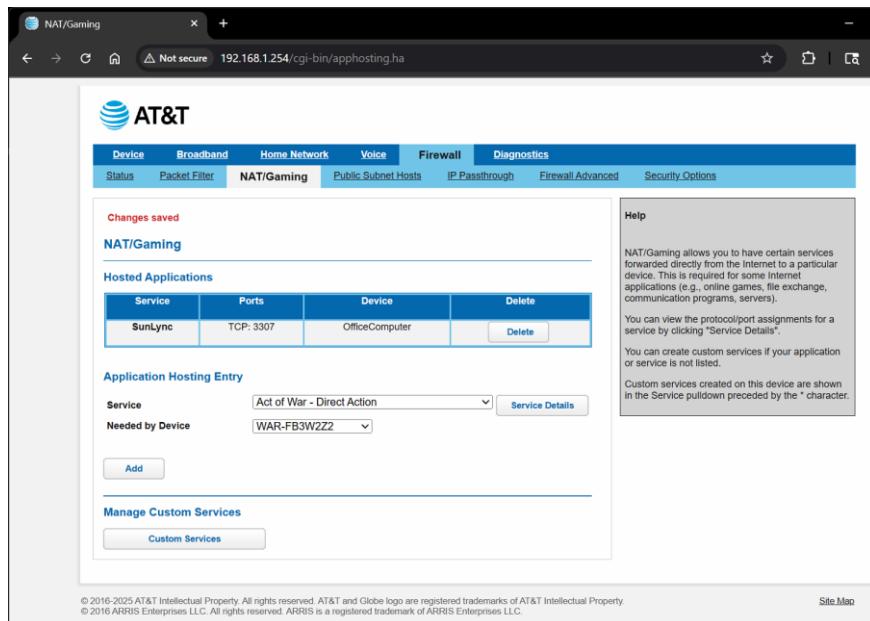
Port Forwarding

While the steps to set up port forwarding will vary depending on your ISP and router. It typically involves logging into your router through a web browser using its IP address. See the following example but please consult your ISP or Router manual for steps on forwarding the port if you need further assistance.

SunLync Complete Install Guide



Logging into your router's local IP address. Common examples include 192.168.1.254, 192.168.0.1, or similar.



Once logged into the router, there will be a section that allows you to set port or application forwarding for the port SunLync uses. The settings should allow you to port forward to either a specific device or IP address on your network.

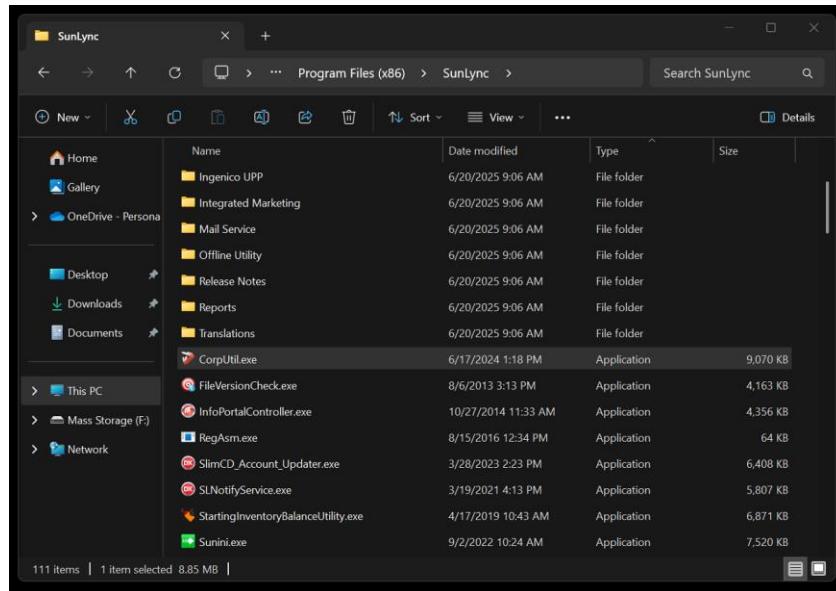
Static IP Addresses

You can check your public IP address through sites such as ipchicken.com & whatismyipaddress.com. Your IP address is likely to be dynamic unless you have already signed up for a static IP address with your internet provider. While not required it's highly recommended you pay for or rent one from your ISP to ensure your public IP address doesn't change. Cutting off SunLync access until you update all the remote computers' SunLync settings with the new IP address.

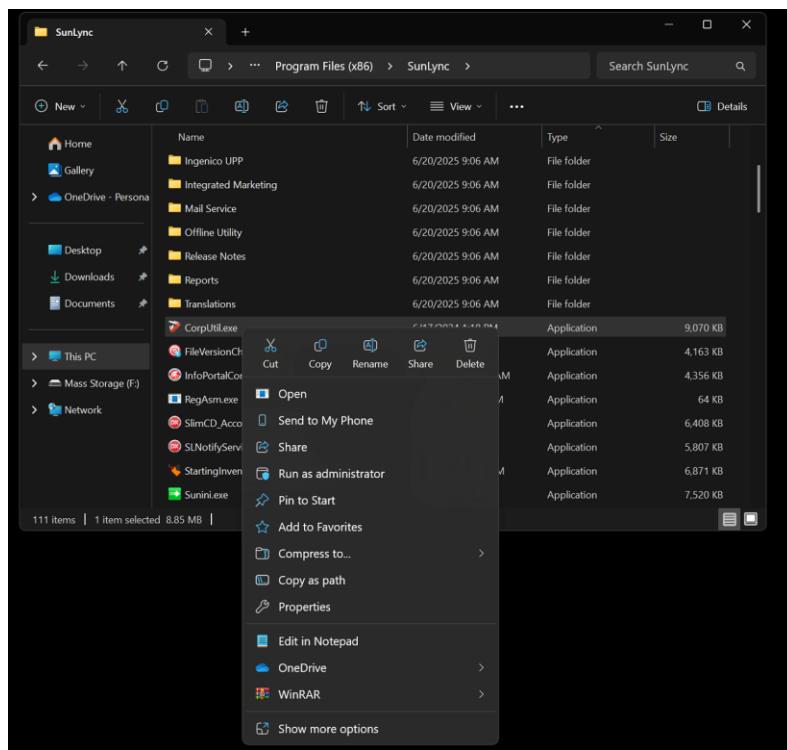
SunLync Scheduler

To ensure store stats and other features are updated, you will need to install and run the SunLync Scheduler.

SunLync Complete Install Guide

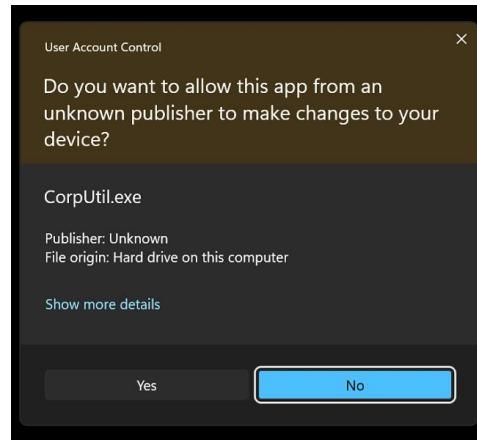


On the server computer open the C:\Program Files (x86)\SunLync folder.

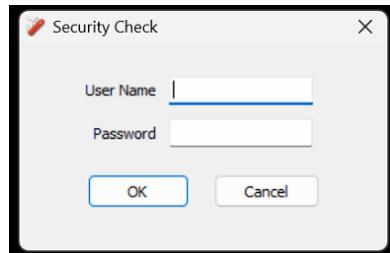


Run the SunLync Corporate Utility as administrator, "C:\Program Files (x86)\SunLync\CorpUtil.exe"

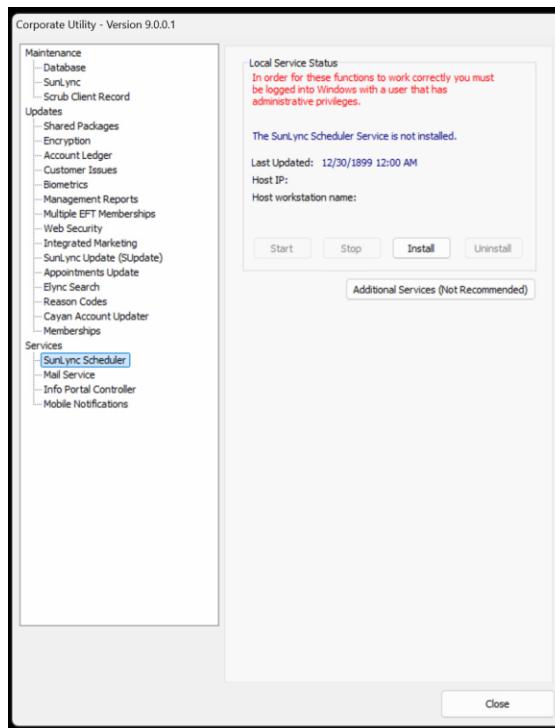
SunLync Complete Install Guide



Select Yes to the User Account Control permission request.

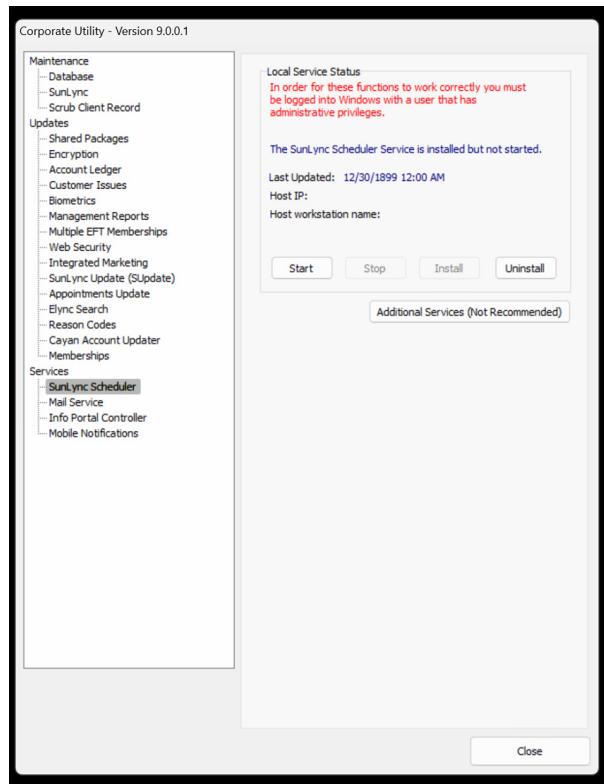


Login using your SunLync username and password.

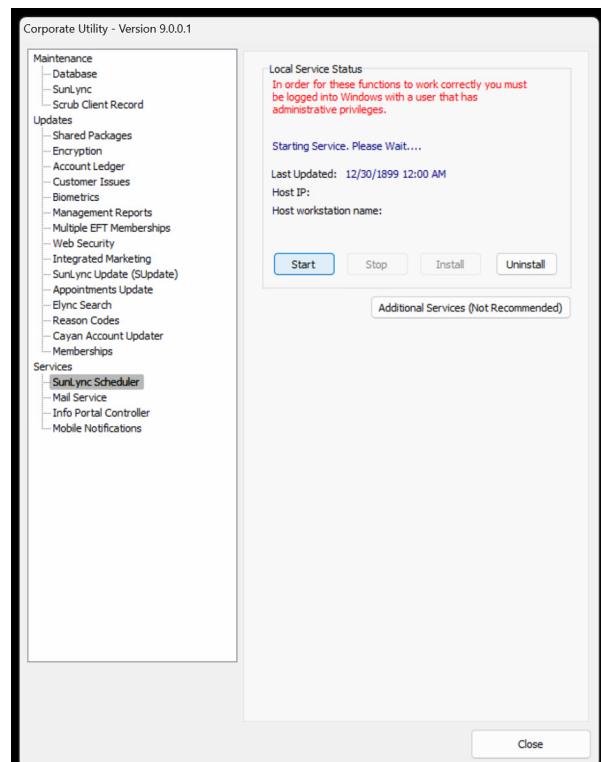


Under services, select the SunLync Scheduler. Then click Install.

SunLync Complete Install Guide

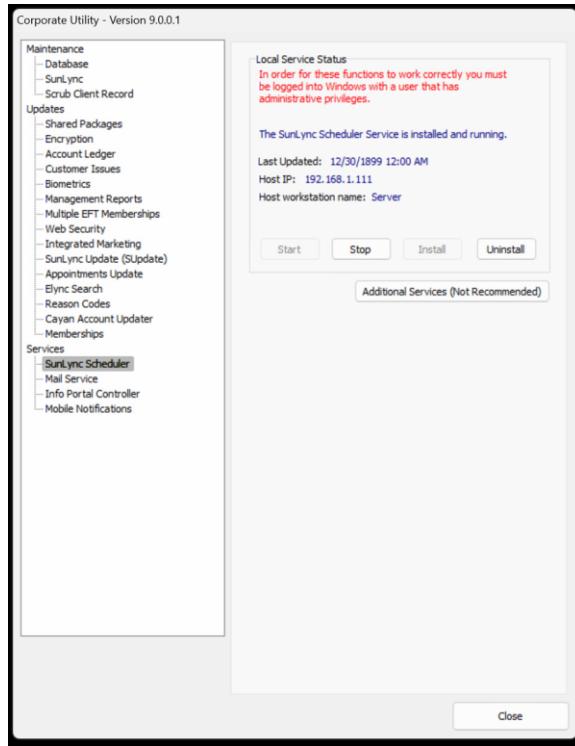


Now that it's installed, select Start.



It may take a moment to start the service.

SunLync Complete Install Guide



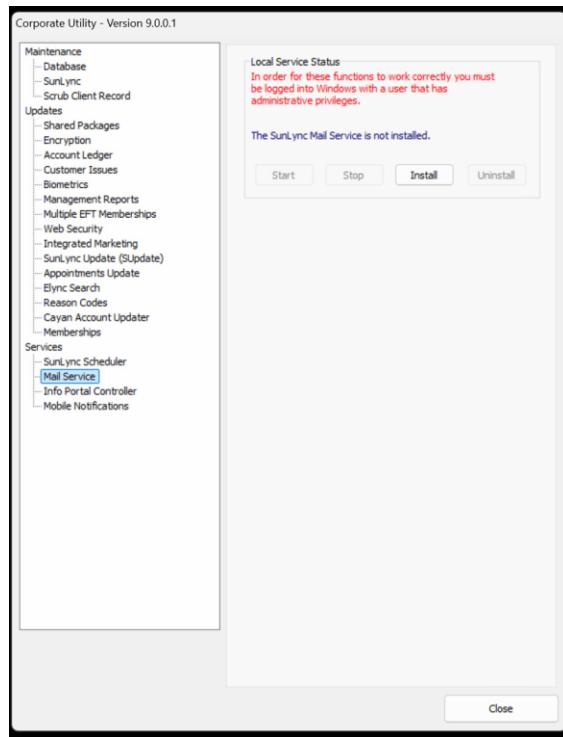
You should now see stats and text indicating the scheduler is running.

SunLync Mail Service

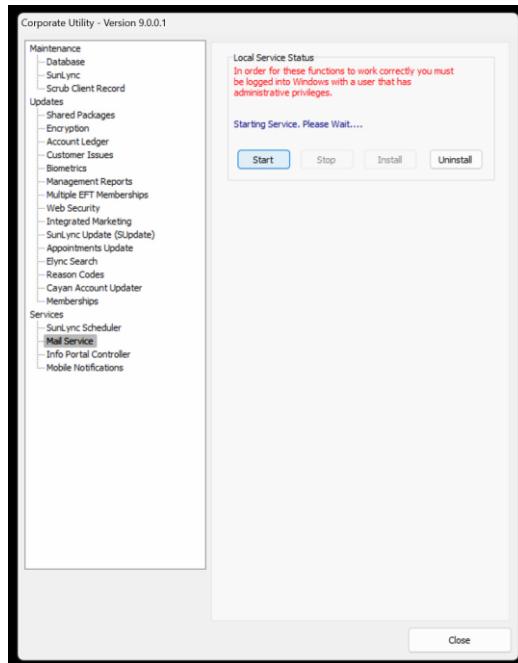
The SunLync Mail Service will ensure documents, receipts, and other emails get sent to customers.

It's installed via the Corporate Utility like the SunLync Scheduler service.

SunLync Complete Install Guide

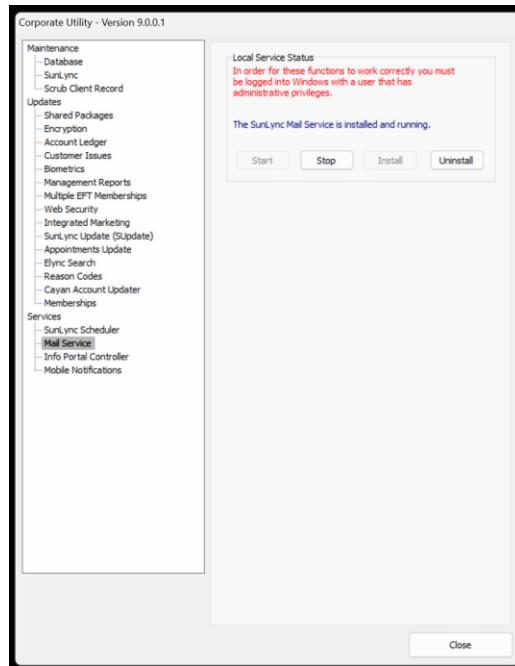


Under services, select the Mail Service. Then click Install.



Now that it's installed, select Start.

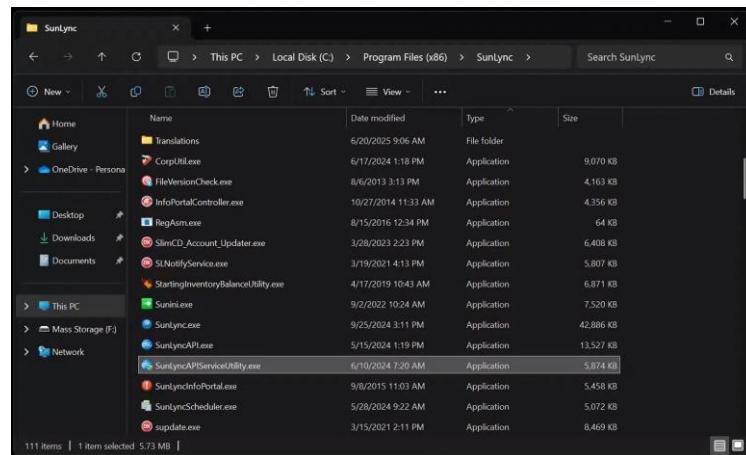
SunLync Complete Install Guide



You should now see blue text that says the mail service is running.

SunLync API

Start by running the SunLync API Service Utility located in your SunLync folder "C:\Program Files (x86)\SunLync\SunLyncAPIServiceUtility.exe".

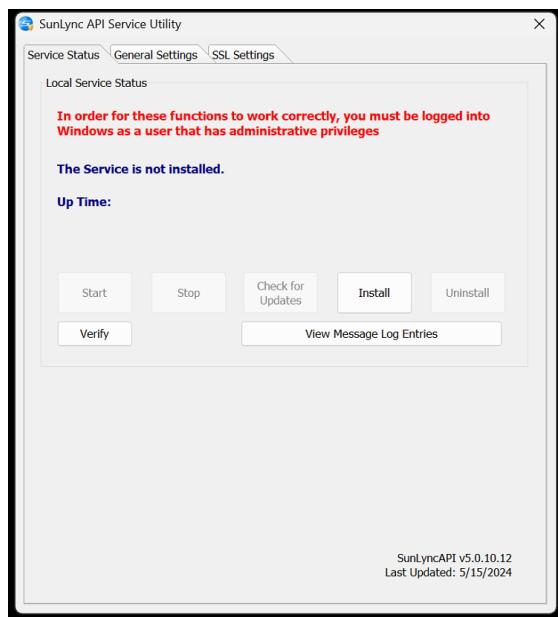


Make sure you are running the program as administrator.

SunLync Complete Install Guide

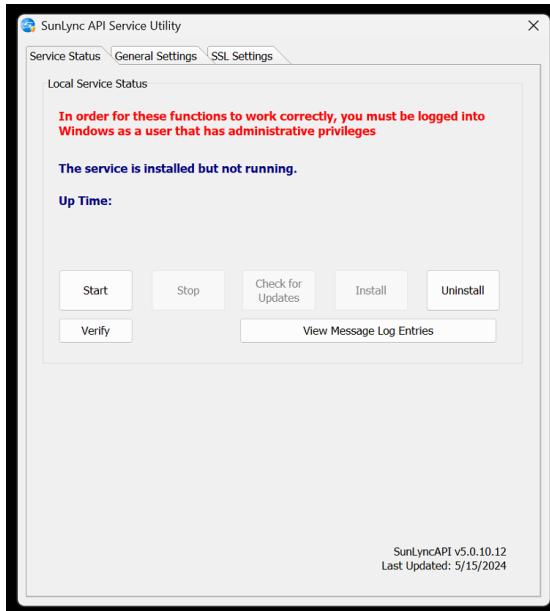


Say Yes to User Account Control permission when asked.



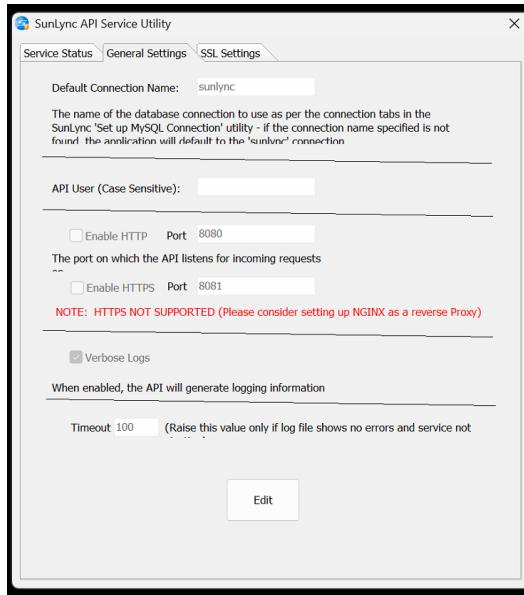
On the Service Status tab click Install.

SunLync Complete Install Guide



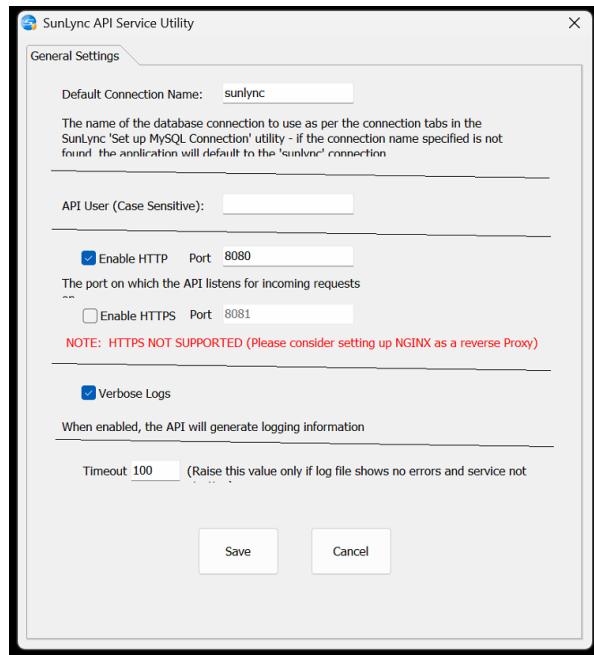
It may take a moment before the install button is grayed out and the start button is available.

Before starting, go to the General Settings tab to update the settings.

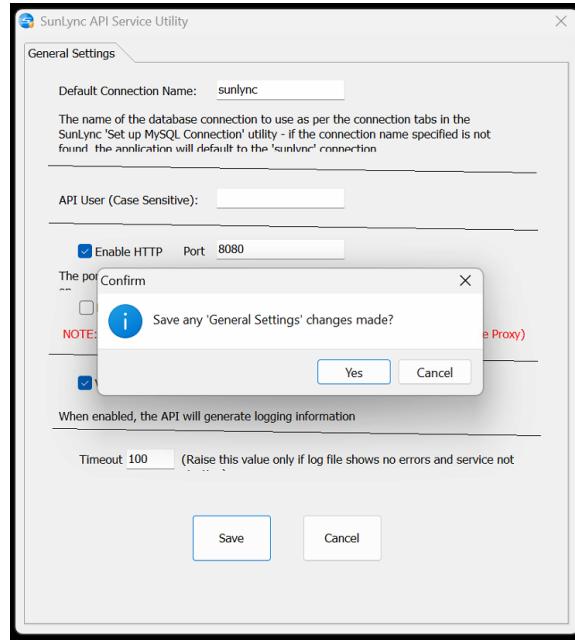


The Default Connection Name should be “sunlync”. Enable HTTP, using a port between 8080-8084 is suggested.

SunLync Complete Install Guide

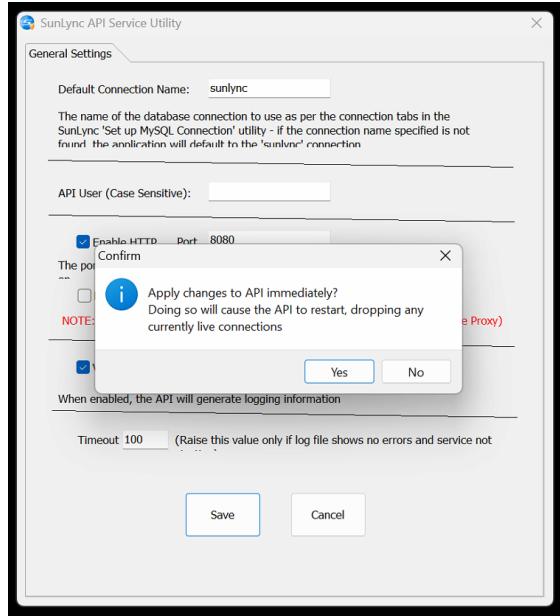


In this guide we will Enable HTTP with port 8080 and save the settings.

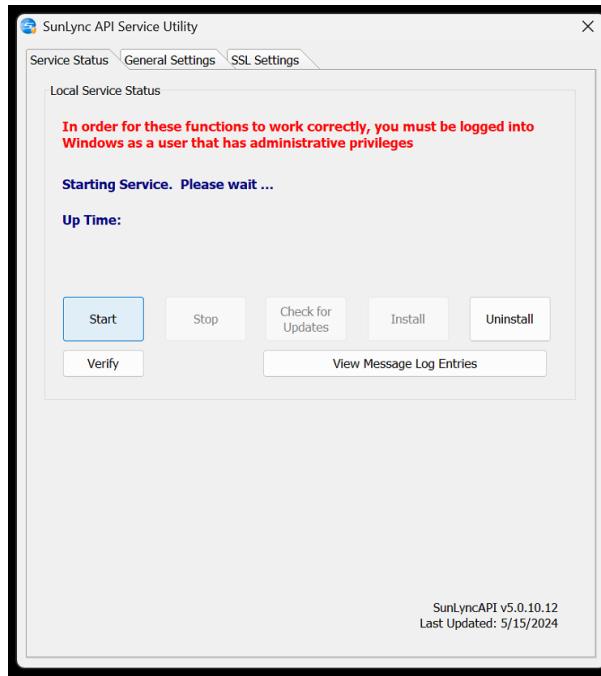


With the General Settings completed, go to the Service Status tab again to Start the API service.

SunLync Complete Install Guide

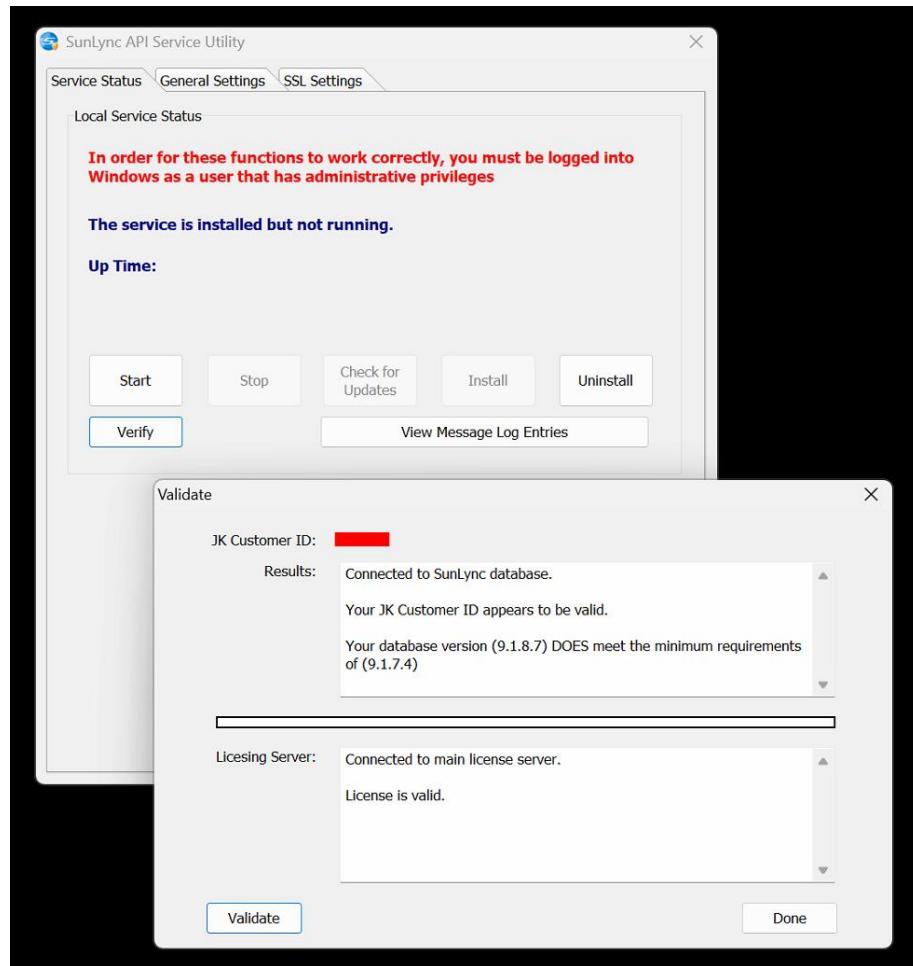


If asked to apply changes to the API immediately. Say yes.



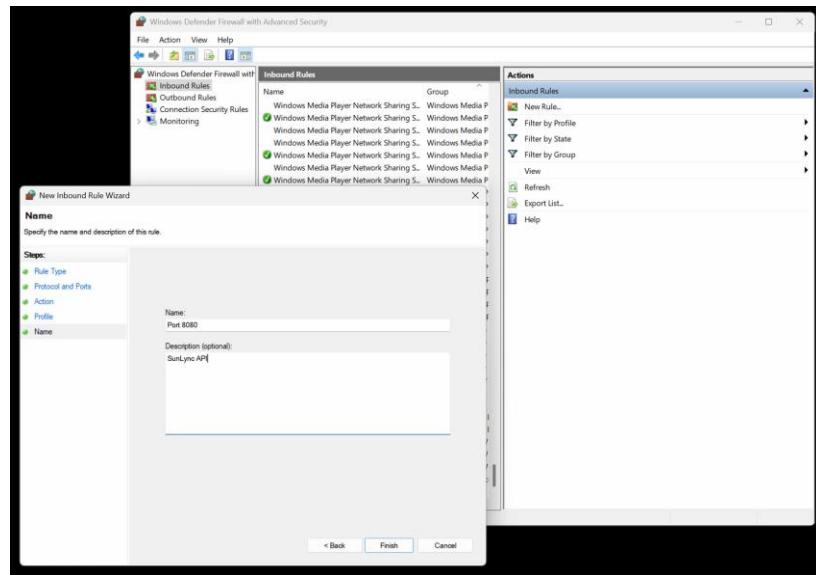
Now Start the API service.

SunLync Complete Install Guide



Now select Verify and click Validate in the pop-up. If it does not pass validation, please contact SunLync support.

SunLync Complete Install Guide



Make sure to also add a Windows firewall rule for the API port.

Changes saved

NAT/Gaming

Hosted Applications

Service	Ports	Device	Delete
SunLync	TCP: 3307	OfficeComputer	<input type="button" value="Delete"/>
SunLync API	TCP: 8080	OfficeComputer	<input type="button" value="Delete"/>

Application Hosting Entry

Service: Act of War - Direct Action

Needed by Device: WAR-FB3W2Z2

Manage Custom Services

Custom Services

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Help

NAT/Gaming allows you to have certain services forwarded directly from the Internet to a particular device. This is required for some Internet applications (e.g., online games, file exchange, communication programs, servers). You can view the protocol/port assignments for a service by clicking "Service Details". You can create custom services if your application or service is not listed. Custom services created on this device are shown in the Service pull-down preceded by the * character.

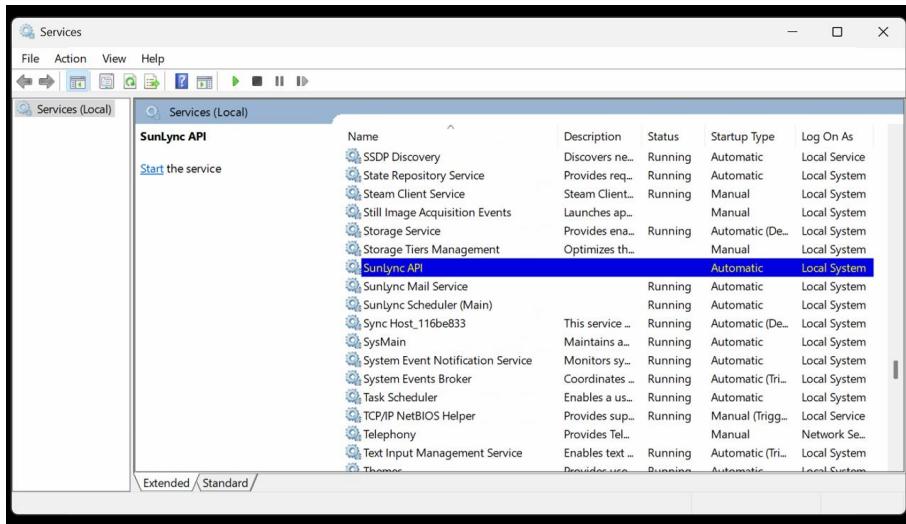
Also forward the API port.

SunLync Complete Install Guide

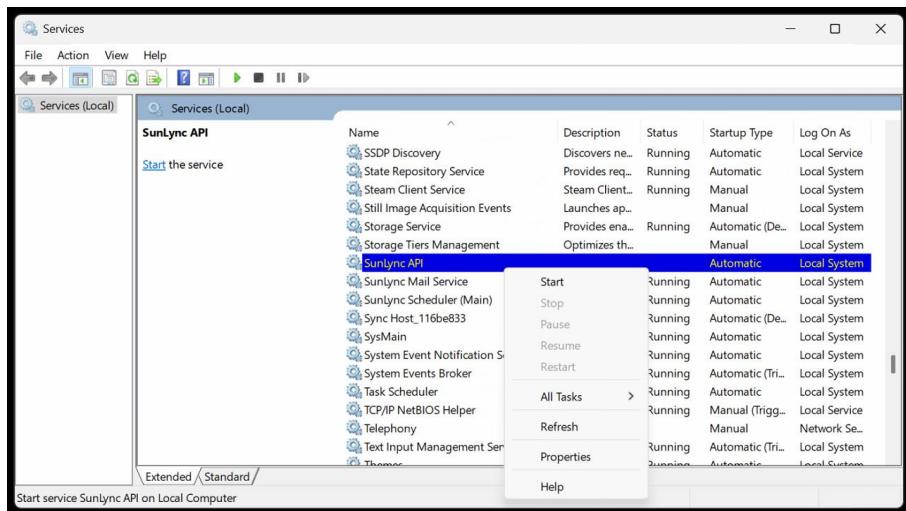
Misc.

SunLync Services Start-up

After installing a SunLync service, it will be set to automatically start-up with Windows. It's recommended to change these to Automatic (Delayed Start).

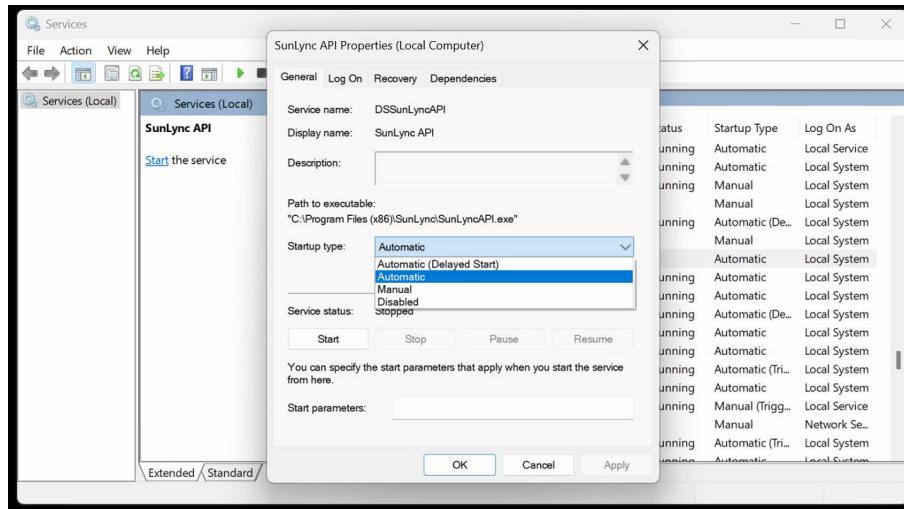


This ensures more reliable start-up on computer restarts and power outages.

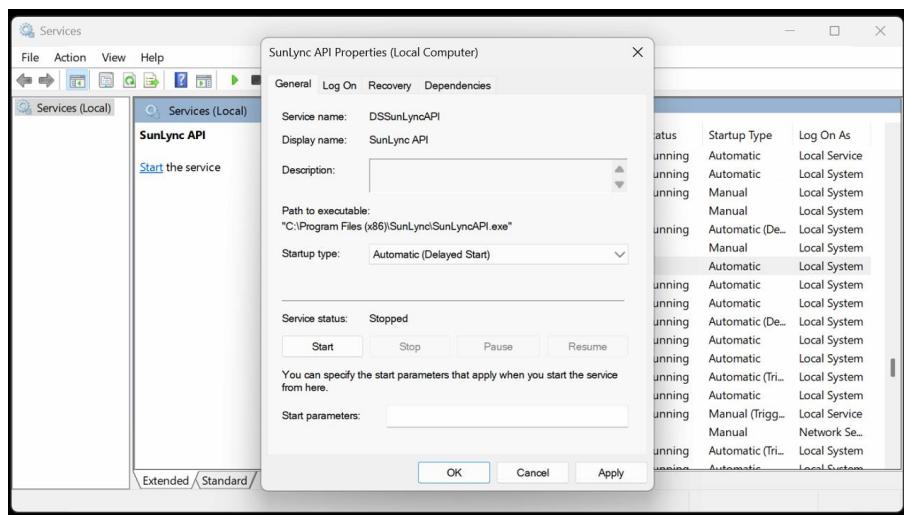


Right click on the service and select Properties.

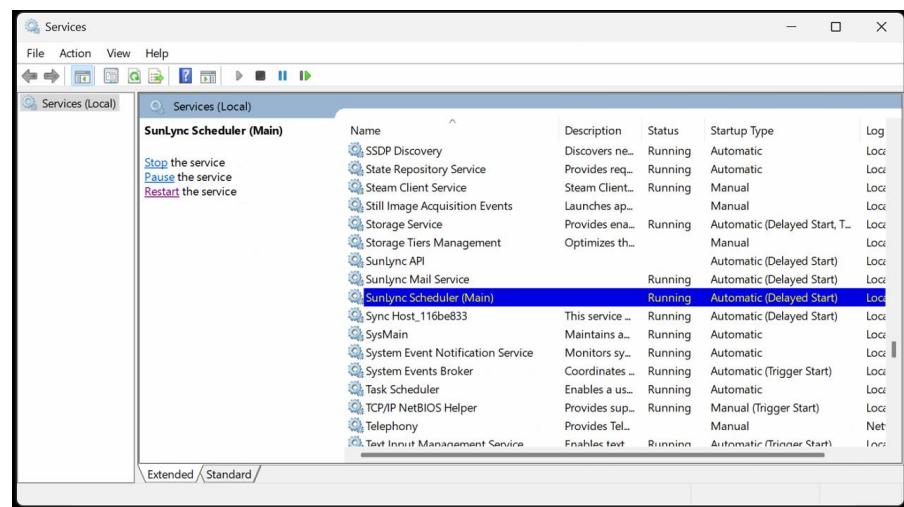
SunLync Complete Install Guide



Change the Startup type to Automatic (Delayed Start).



Now select Apply, and OK.



Repeat for all the SunLync services that are installed.

Windows Power and Update Settings

You may also want to adjust the Windows settings for updates and power/sleep to prevent the computer from automatically turning off or restarting.

POS Computers

While the server computer can also be a POS computer. Most of your computers using SunLync are POS computers.

POS Install

Start by completing the standard installation steps from earlier in this guide.

POS Configure

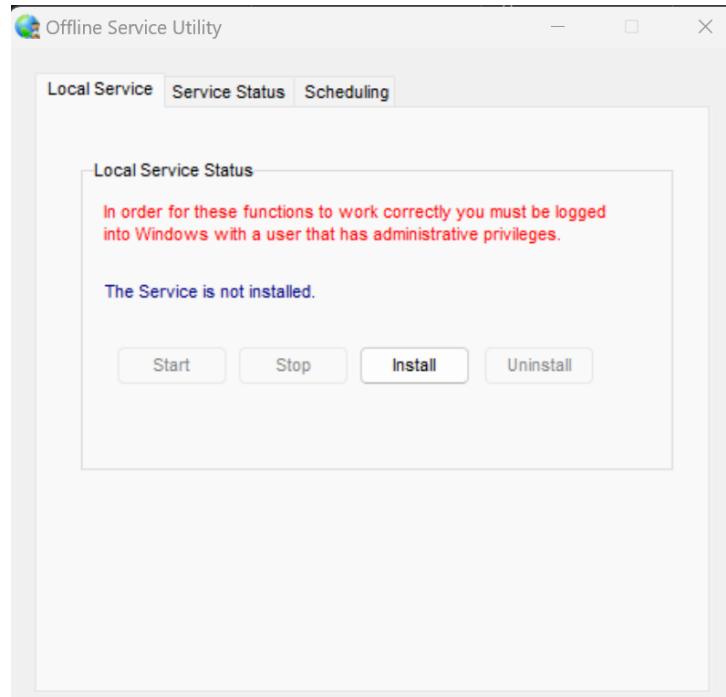
Complete the DBConnection settings based on whether the POS computer is remote to the server computer.

Complete the standard Sun.ini configuration as outlined earlier in this guide. Additional Sun.ini settings based on peripherals following the Offline Utility steps.

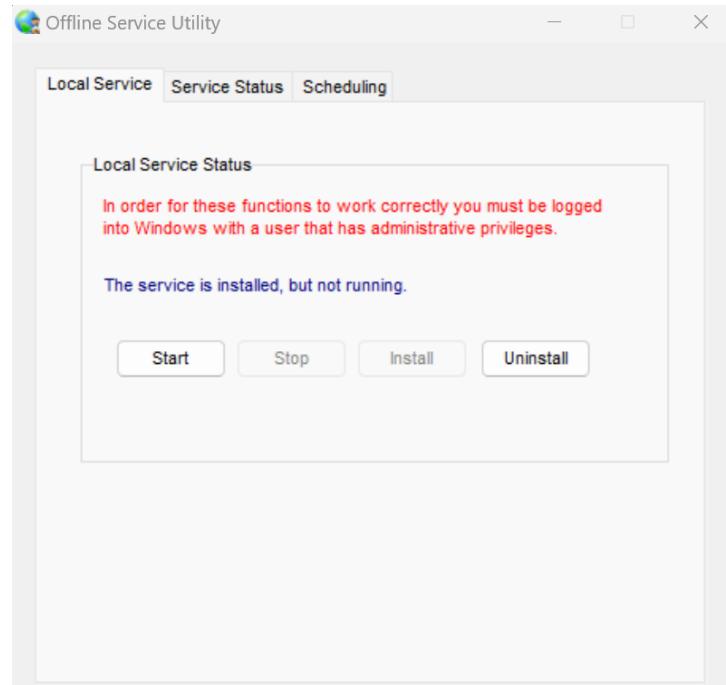
Offline Utility

Open the Offline Service Utility located in "C:\Program Files (x86)\SunLync\Offline Utility\Download Util\Scheduler\OfflineServiceUtility.exe"

SunLync Complete Install Guide

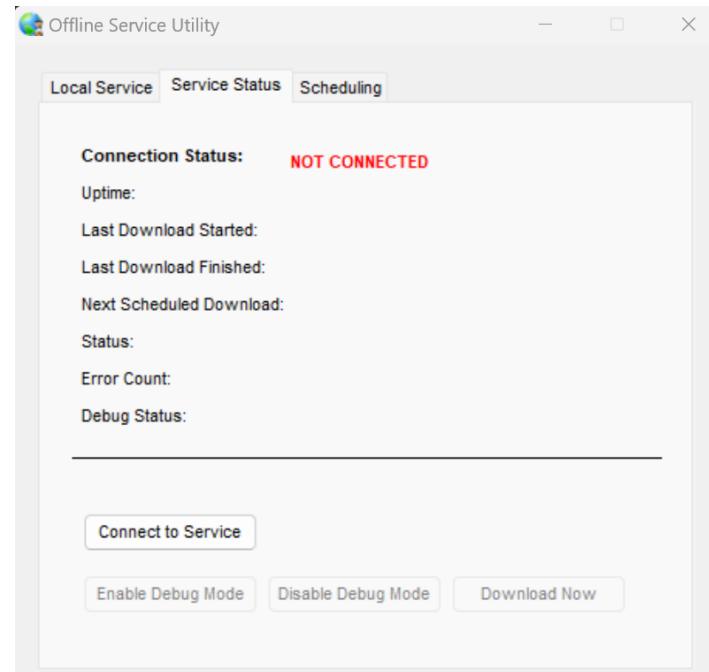


Installed and Start the Local Service.

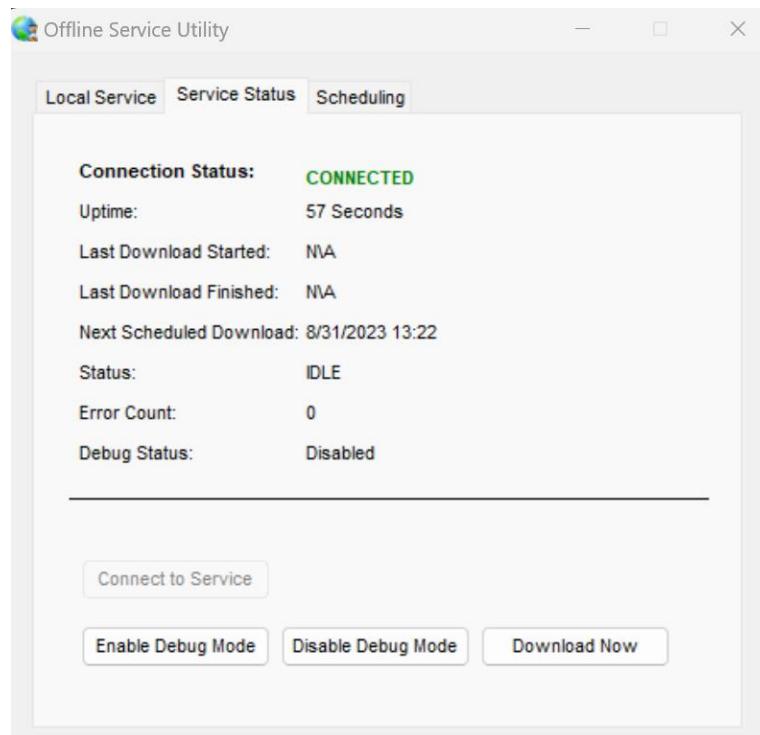


Next, click Start to begin the service.

SunLync Complete Install Guide

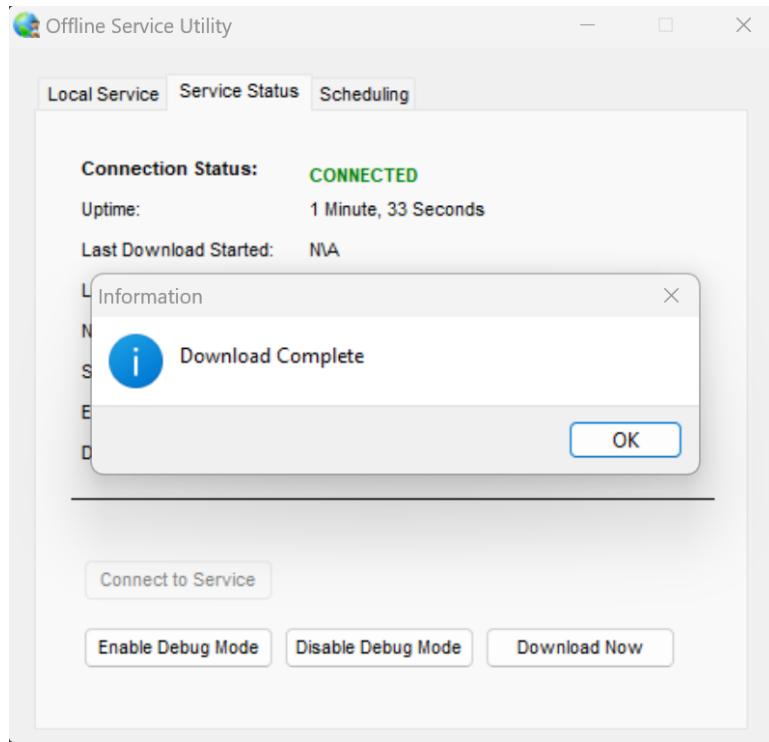


Switch to the Service Status Tab and click Connect to Service.

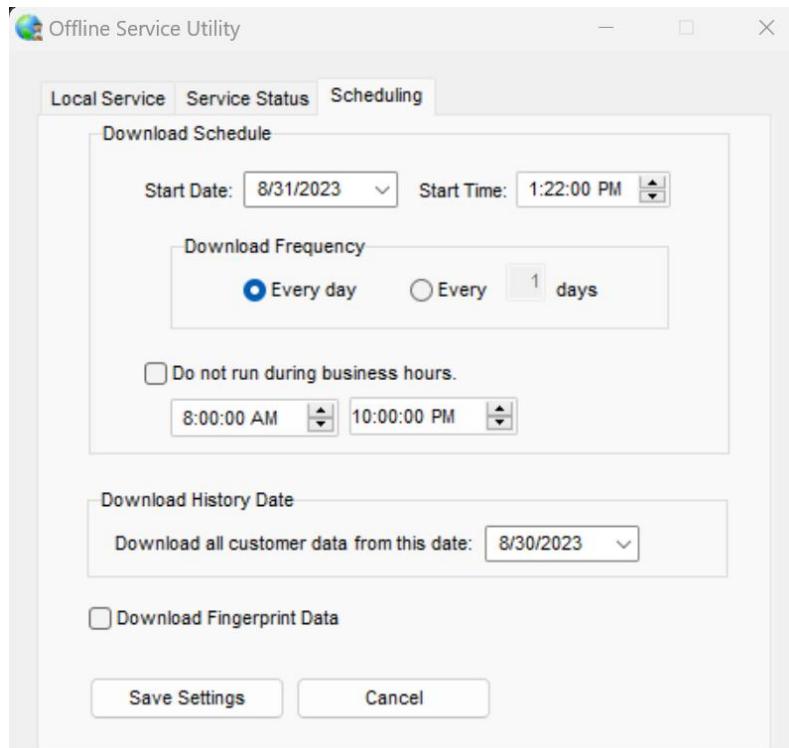


Now select Download Now.

SunLync Complete Install Guide

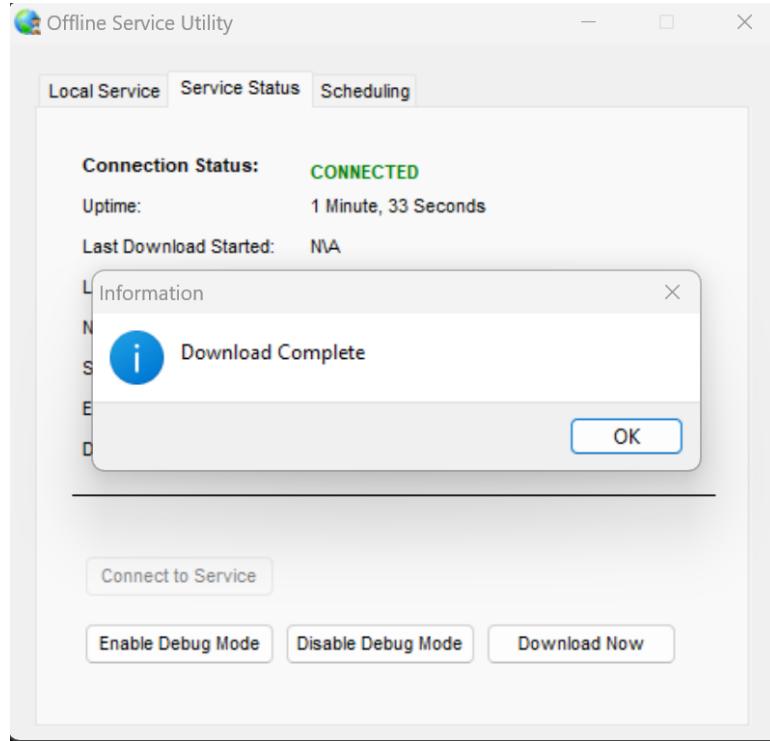


Download time will vary based on internet, POS, and server speeds. Once a successful download is complete, we need to set the scheduling.



Set the download to run when the computer is on but during peak times.

For best server performance, it is recommended to only use Offline Utility on POS computers. Scheduled to download first thing or last thing each day.



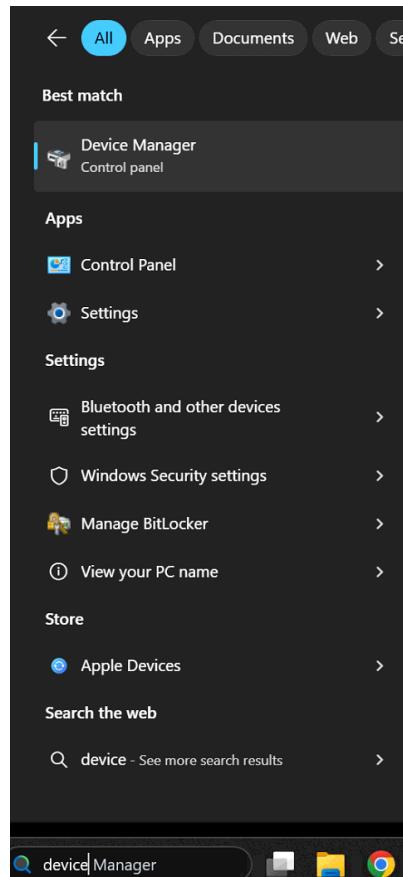
Now go back to Service Status tab and download it one more time.

TMax Configuration

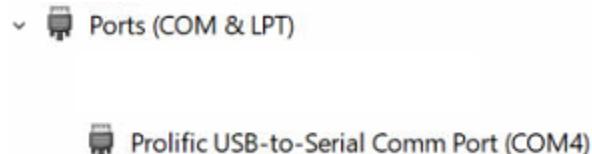
Computer Connected to TMax

Ensure that your TMax is plugged into your computer and powered on.

SunLync Complete Install Guide

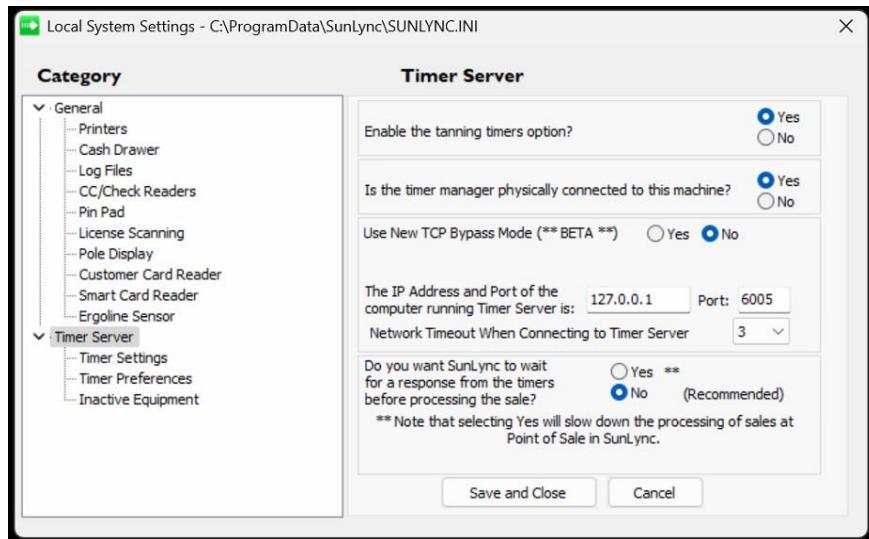


Use the Windows search function to open Device Manager.



Navigate to the Ports (COM & LPT) submenu and click to expand. Make note of the COM port of the adapter that is plugged into the computer. If you are unsure, unplug and plug back in the TMax to see what disappears and then shows back up.

SunLync Complete Install Guide

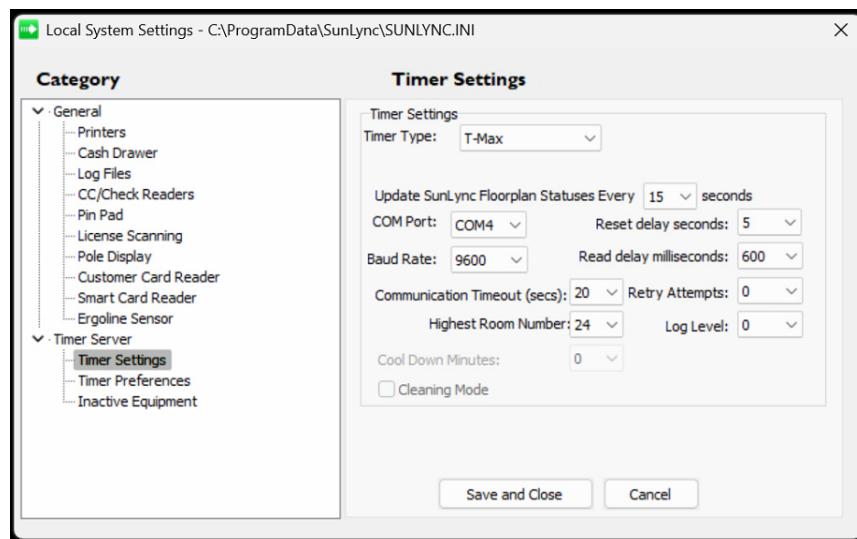


Open Sunlni and navigate to the Timer Server settings.

Enable the tanning timers option? Yes

Is the timer manager physically connected to this machine? Yes

The IP address and Port. 127.0.0.1 and 6005.



Navigate to the Timer Settings menu and set the COM port and Timer Type to match.

You may save and exit, and Sunlync should now be properly configured for your Tmax.

Option	Recommended Setting
Timer Type	TMax

SunLync Complete Install Guide

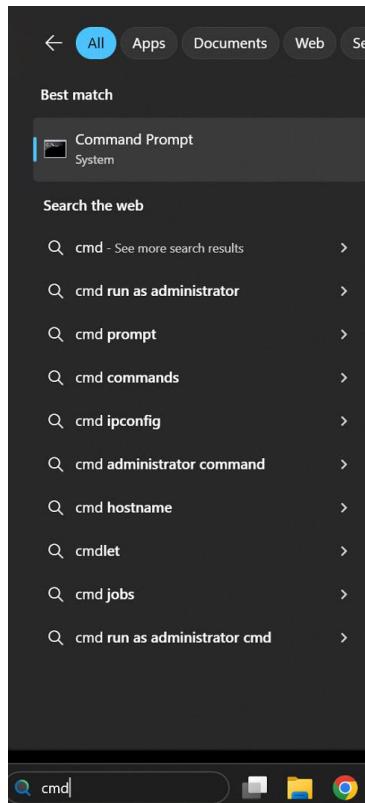
Update SunLync Floorplan Every X Seconds	No less than 15. Set to 18.
COM Port	Should always match what is shown in Device Manager
Reset Delay Seconds	Set to 5
Baud Rate	Always 9600
Read Delay Seconds	Set to 800
Communication Timeout	No less than 20. Set to 20.
Retry Attempts	0 for Tmax Touch 3 for other models
Highest Room Number	Should be greater than or equal to the highest number of timers/rooms they have
Log Level	Set to 3

Computer on Same Network

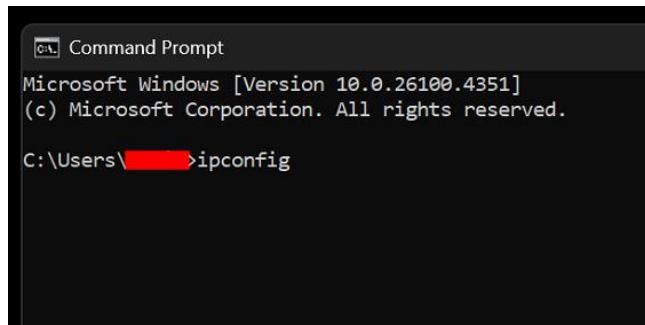
Setting up other POS Terminals

If you have additional POS terminals at your salon, you will set them to connect over the network to the Tmax connected computer. You will need the on-network IP Address for the Tmax connected computer.

SunLync Complete Install Guide



On the computer that is connected to the TMax. Open Command Prompt by searching for cmd.



Type ipconfig and hit enter.

SunLync Complete Install Guide

```
Select Command Prompt
Microsoft Windows [Version 10.0.26100.4351]
(c) Microsoft Corporation. All rights reserved.

C:\Users\████████>ipconfig

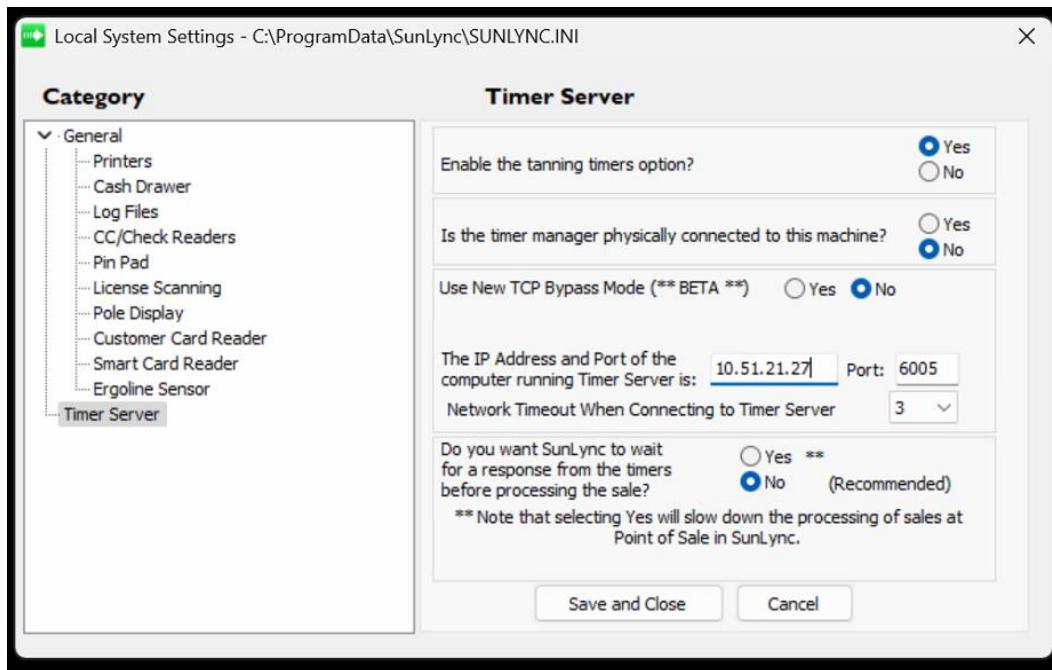
Windows IP Configuration

Ethernet adapter Ethernet:

  Connection-specific DNS Suffix  . : attlocal.net
  IPv6 Address . . . . . : 2600:1700:51a0:1dd0::48
  IPv6 Address . . . . . : 2600:1700:51a0:1dd0:36d6:a392:6dd8:18ad
  Temporary IPv6 Address . . . . . : 2600:1700:51a0:1dd0:6909:e660:de59:73cd
  Temporary IPv6 Address . . . . . : 2600:1700:51a0:1dd0:a54b:5ff4:1d95:3eed
  Temporary IPv6 Address . . . . . : 2600:1700:51a0:1dd0:b5da:d8e8:31f2:d0fb
  Link local IPv6 Address . . . . . : fe80::f45:28da:ac7b:2f8%7
  IPv4 Address . . . . . : 192.168.1.111
  Subnet Mask . . . . . : 255.255.255.0
  Default Gateway . . . . . : fe80::aa40:f8ff:fe0d:28a1%7
                                192.168.1.254
```

The IPv4 Address is what will be used in SunINI for the other computer. This will often start with a 10, 172, or 192.

Open up SunINI on the other POS terminal and navigate to the Timer Server menu.



Enable the tanning timers option? Yes

Is the timer manager physically connected to this machine? No

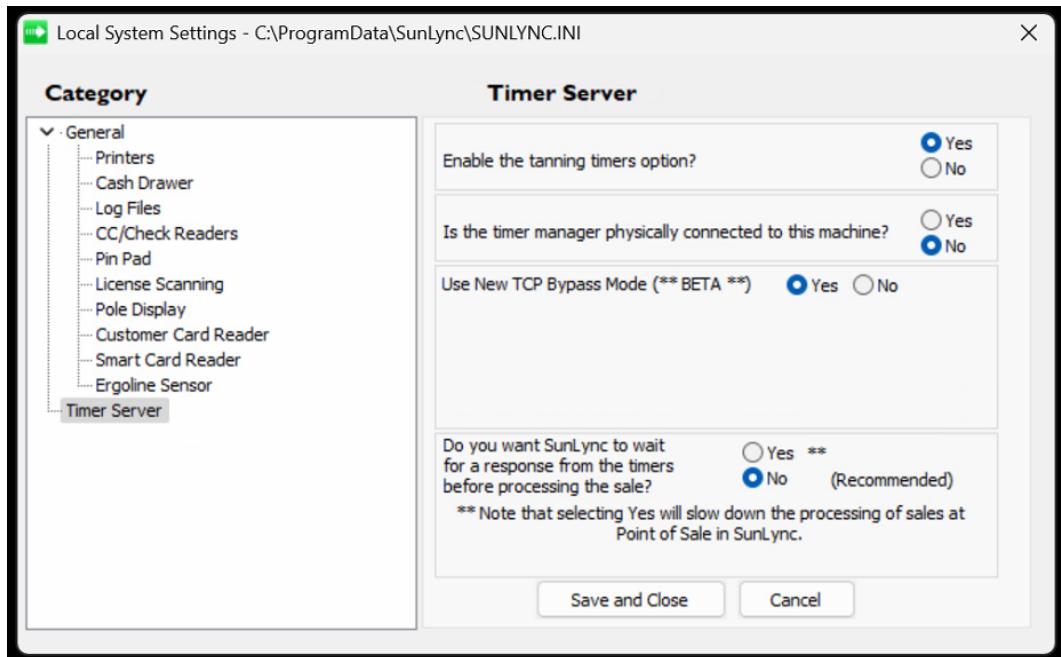
The IP address and Port. Tmax computer's IP address and 6005.

You may now save and exit and use Sunlynnc.

Remote Computer

Remote PC with Timers NOT connected

Enabling TCP bypass on a PC not connected to the timers via the same network will allow you to send time, test equipment, and still access the appointments calendar.



Enable the tanning timers option? Yes

Use New TCP Bypass Mode? Yes

Is the timer manager physically connected to this machine? No

*TCP Bypass Mode, all timer communications from the computer will be written to the database and will be read from it. Limited use of TCP Bypass Mode is recommended.

Peripherals

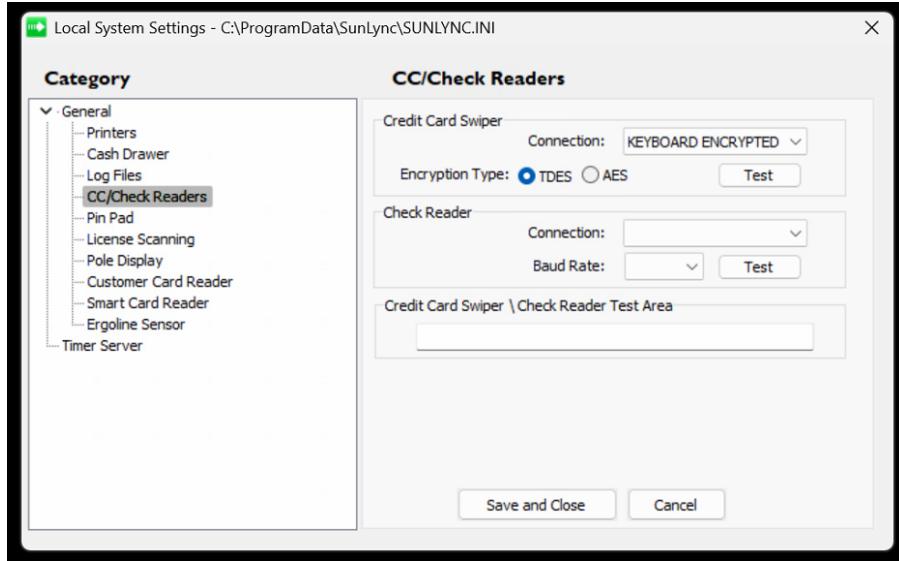
Card Terminals

These next steps of settings (including the ones in Back Office) are per-computer. Make sure to complete the steps on each computer that will be using a card terminal. Including IP address-based credit card terminals.

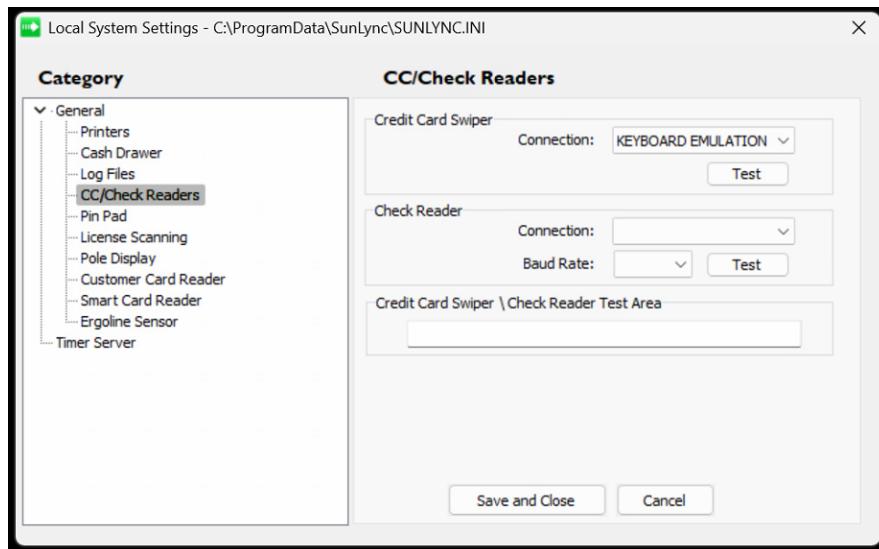
USB connected card Terminals are configured via Sun.ini. Card terminals are either encrypted or not. To find out which you have. Open notepad on the computer and swipe a

SunLync Complete Install Guide

card. Non-encrypted will show the card info. While encrypted card readers will list a series of randomly generated numbers and letters.

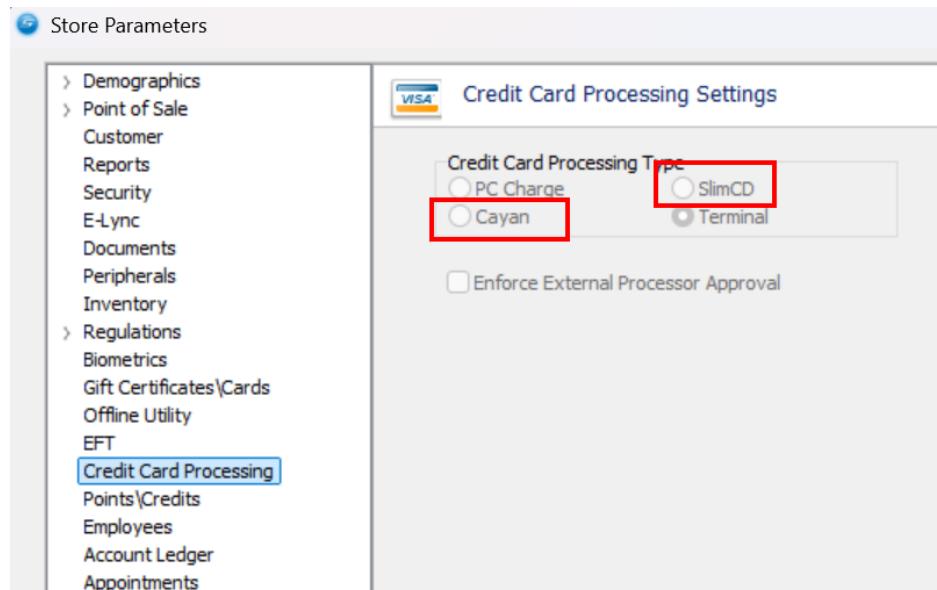


Keyboard Encrypted – Most modern card terminals will be encrypted, and use the TDES setting.

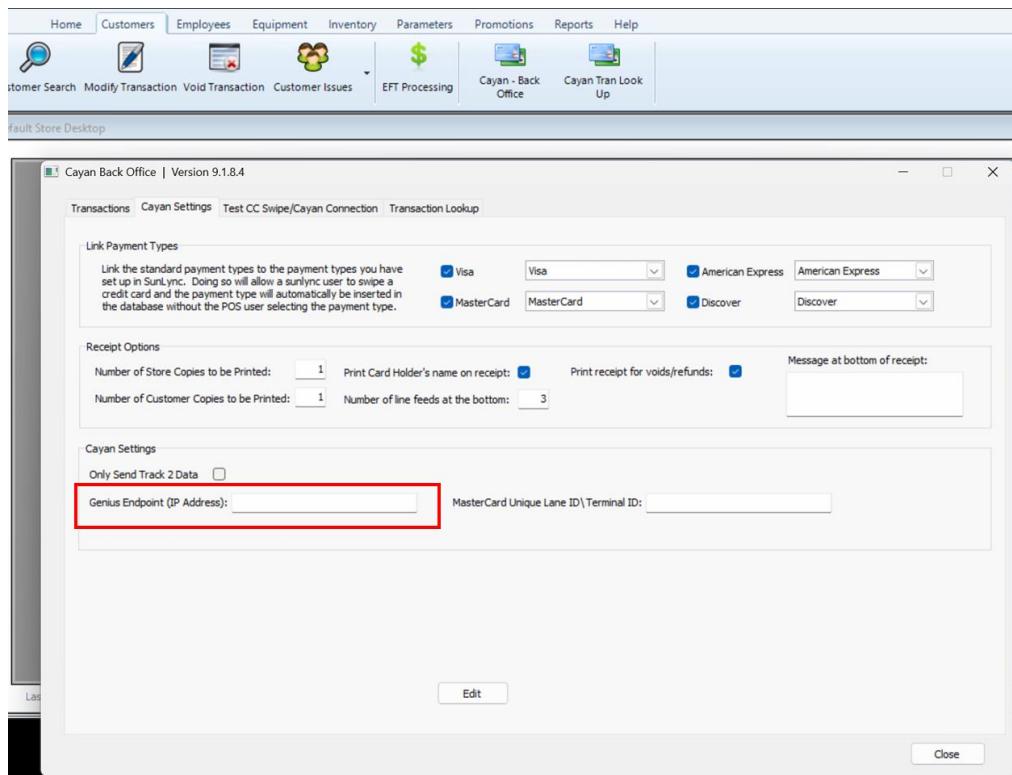


Keyboard Emulation – Data from the card reader is scanned and sent the same as typing on a computer. Used on some legacy card terminal devices.

SunLync Complete Install Guide

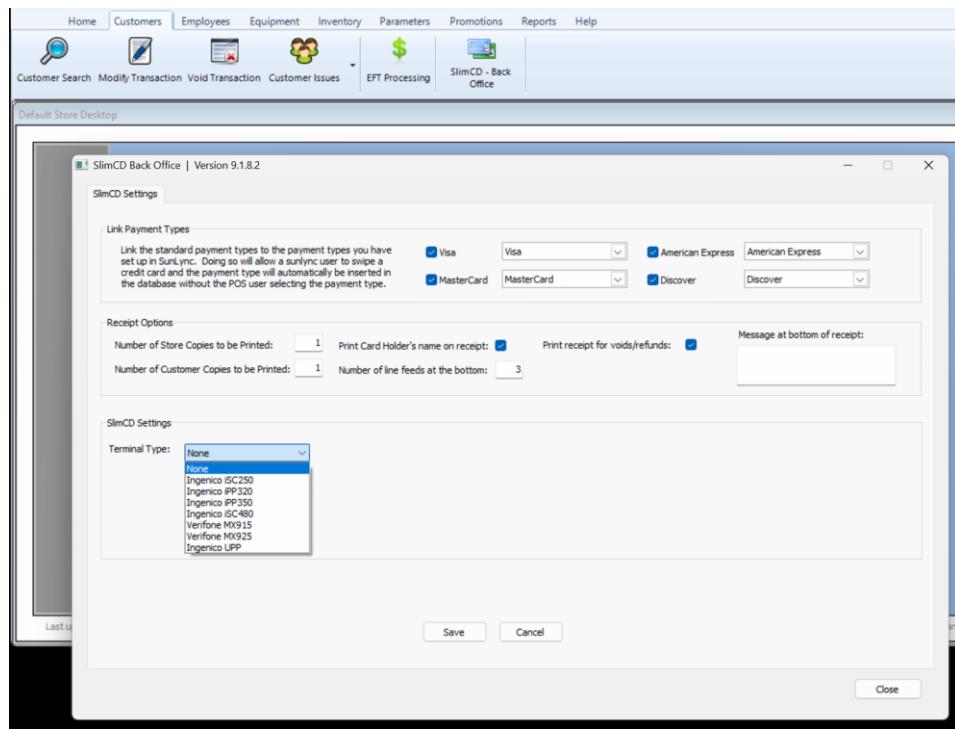


Selecting Cayan (GPI) or SlimCD as your credit card processor under Store Parameters in Back Office. Will give you extra Back Office settings for the card terminal under the Customers tab.



Genius terminal devices from Global Payments Integrated (GPI) will be set up via the Cayan Settings tab, using the IP address. Located under Customers, then “Cayan – Back Office” settings.

SunLync Complete Install Guide



While many legacy SlimCD card terminals will be set up in the SlimCD Settings tab, under the “SlimCD – Back Office” settings.

Receipt Printer Software

SunLync is compatible with the Star receipt printers via USB or network connection. First download and install the Windows drivers and software from the Star website, linked below.

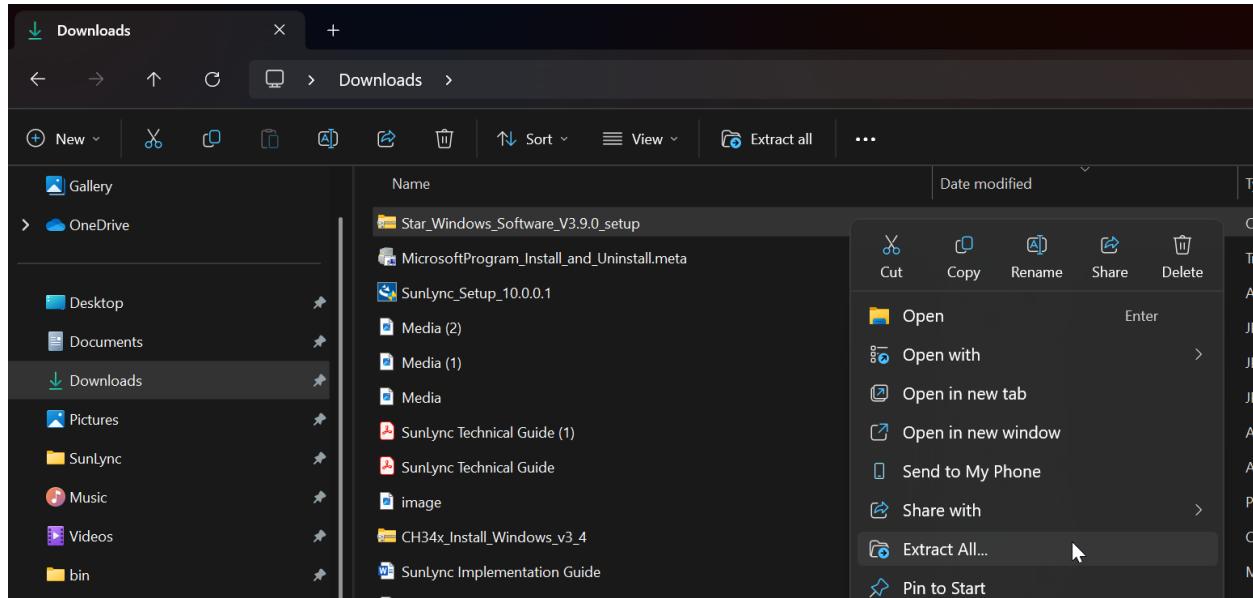
Star TSP 100 Series: <https://starmicronics.com/support/download/tsp100-futureprnt-software-lite/>

MCL, MCP, POP10, & TSP100IV Printers:

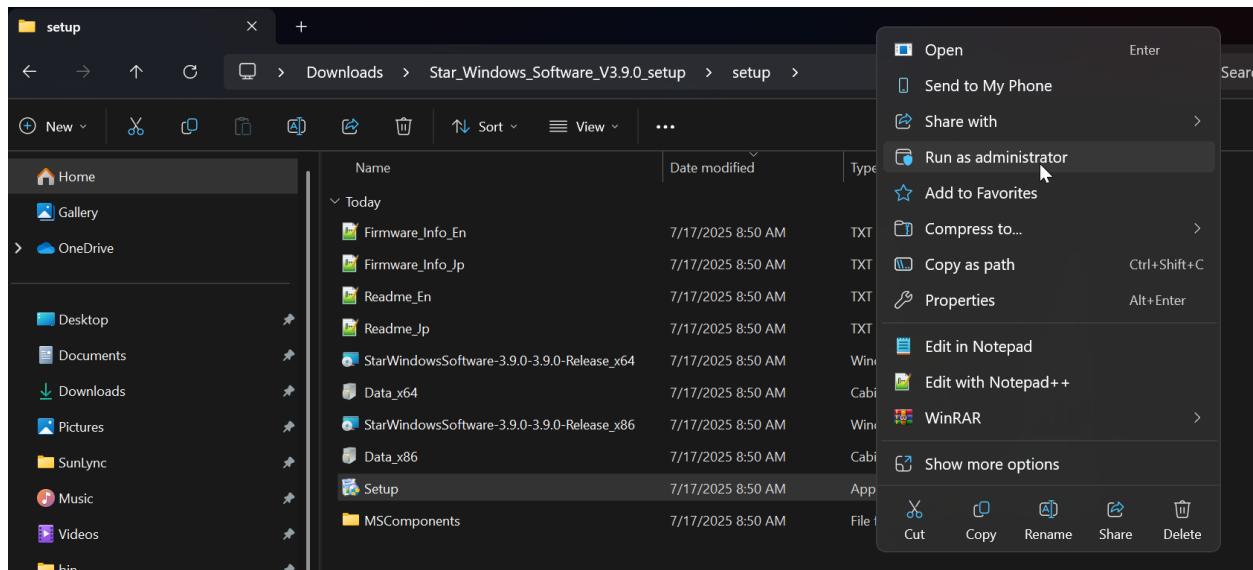
<https://starmicronics.com/support/download/star-windows-software/>

The following steps outline may be slightly different depending on the version and printer you are installing.

SunLync Complete Install Guide

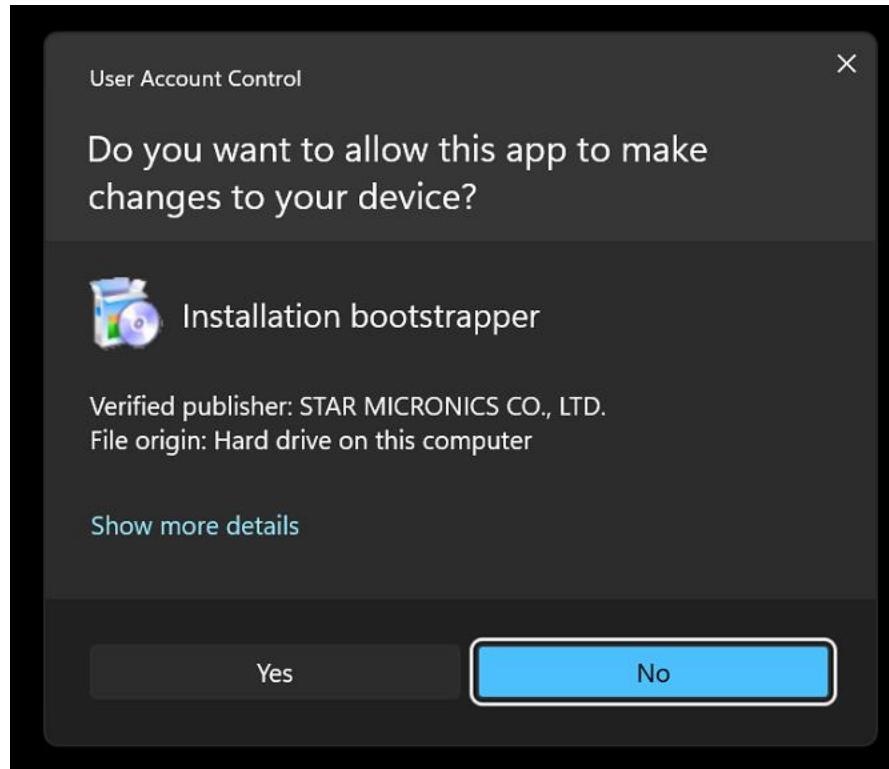


After downloading the Star Windows Software, extract the compressed zip folder.



Run the Setup.exe file as administrator. The Setup.exe file is in the setup folder in the newly extracted folder.

SunLync Complete Install Guide

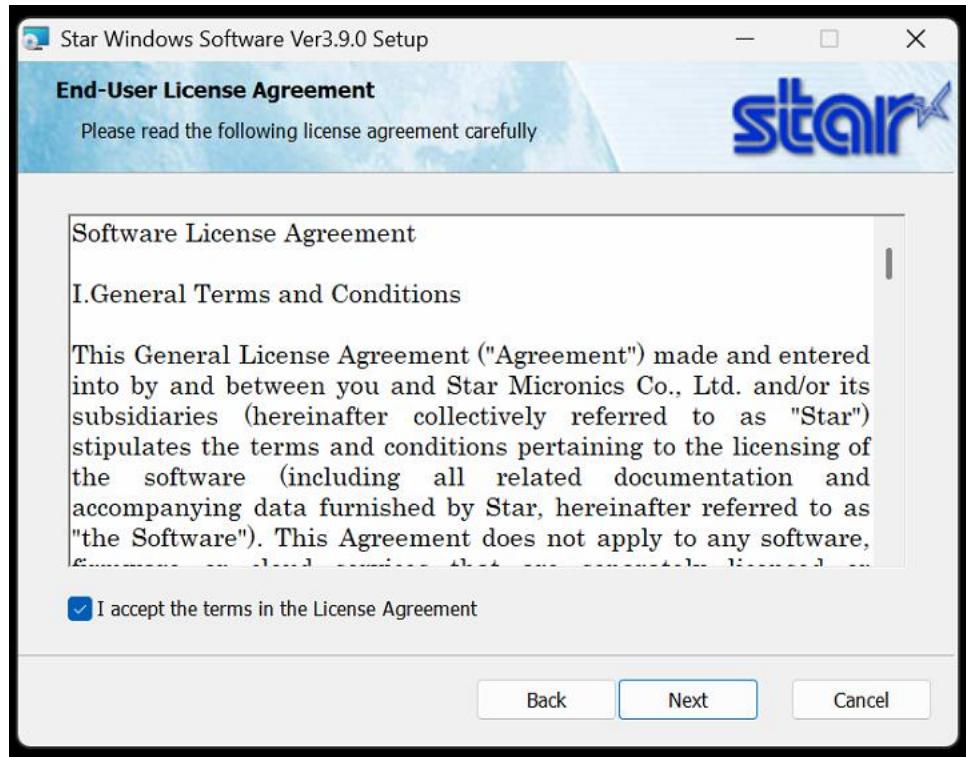


Say Yes to the User Account Control request.

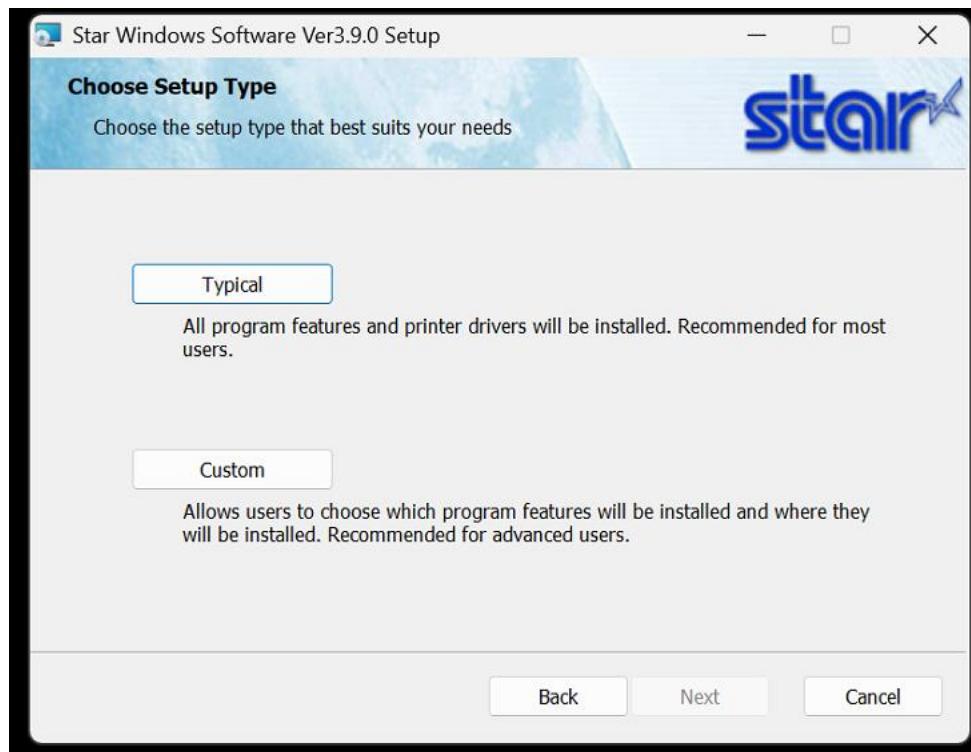


Select Next to move to the next window.

SunLync Complete Install Guide



Accept the end user license agreement.



Select the Typical installation.

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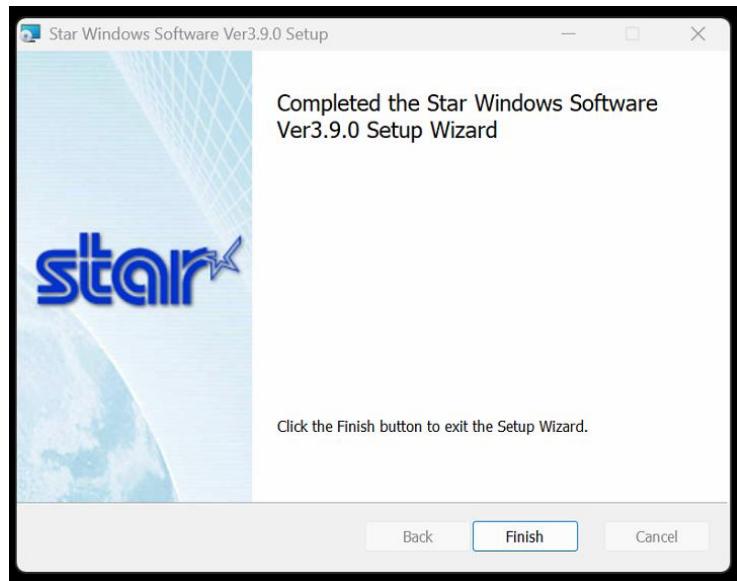


Then select Install.

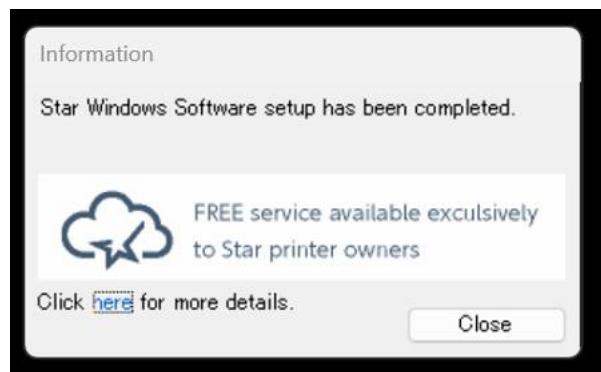


It may take a minute or two to install.

SunLync Complete Install Guide

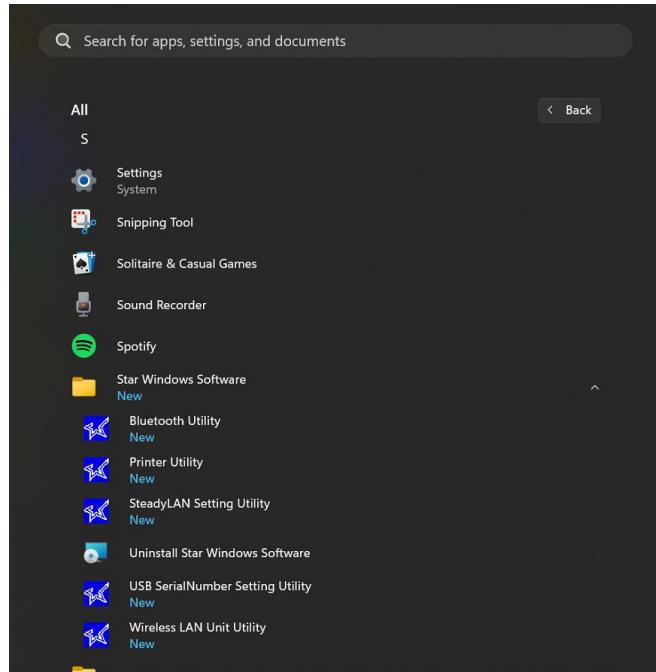


Click Finish to close the install wizard.



Then Close to close out the information window.

SunLync Complete Install Guide



There will now be several new Star printer utility programs. The one to use will depend on what printer you have and how it's connected to the computer or network.

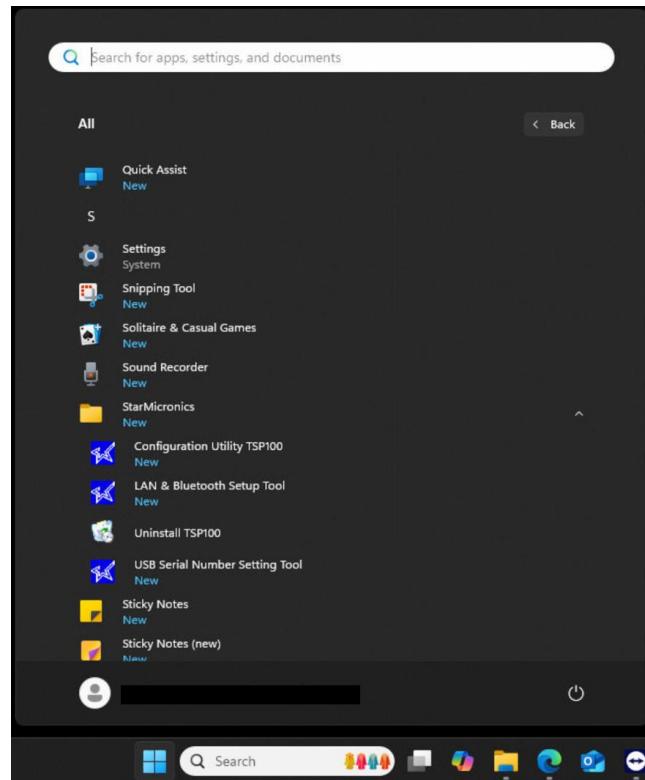
Configuring Star TSP 100 Printers

If you are setting up a Star TSP 100 series printer. Download and install the software linked below if you haven't already.

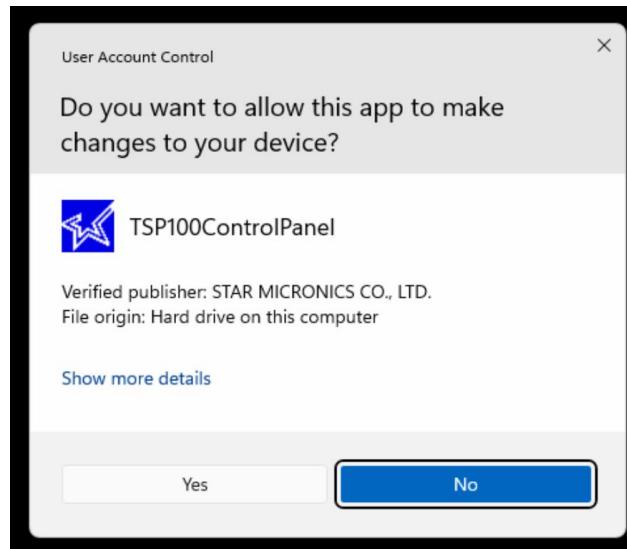
<https://starmicronics.com/support/download/tsp100-futureprnt-software-lite/>

Then the Star Utility program will allow us to create a virtual COM port to assign to the printer.

SunLync Complete Install Guide

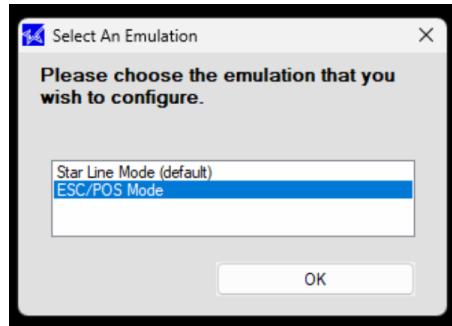


With the Configuration Utility installed. Start the Configuration Utility TSP100 program.

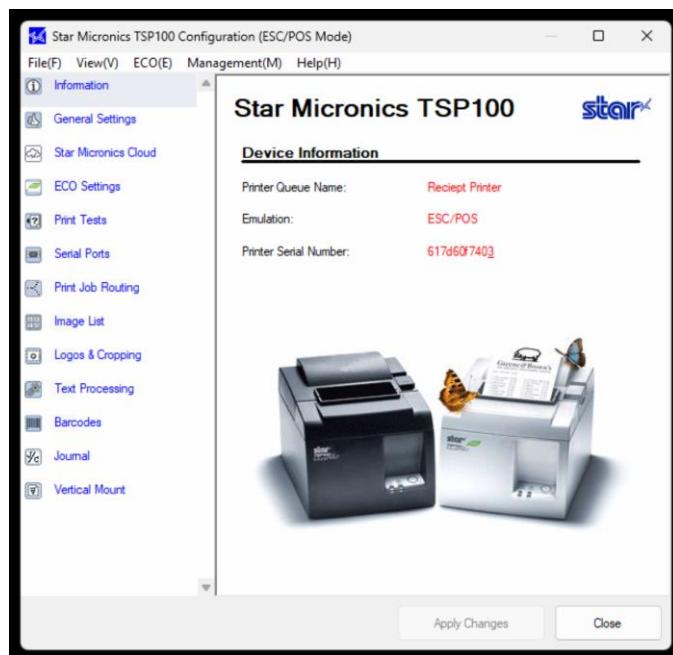


Select Yes to the User Account Control permission request.

SunLync Complete Install Guide

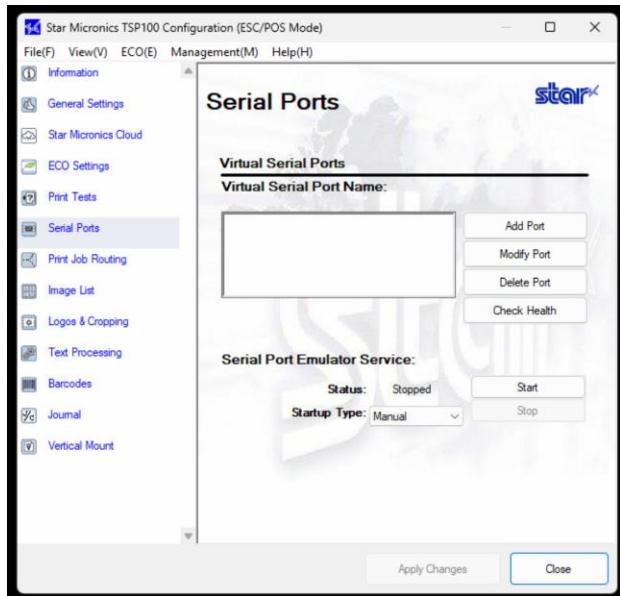


Select ESC/POS Mode, before clicking OK.

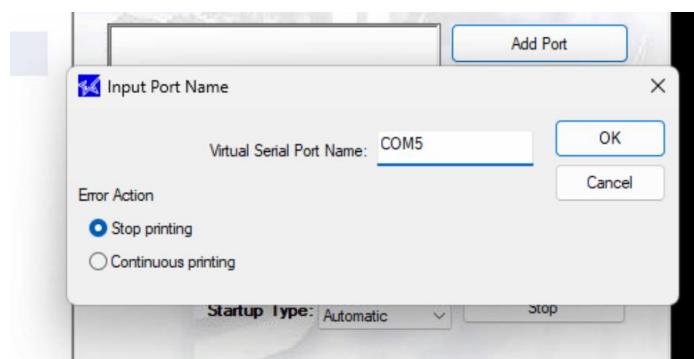


Now select the Serial Ports settings.

SunLync Complete Install Guide

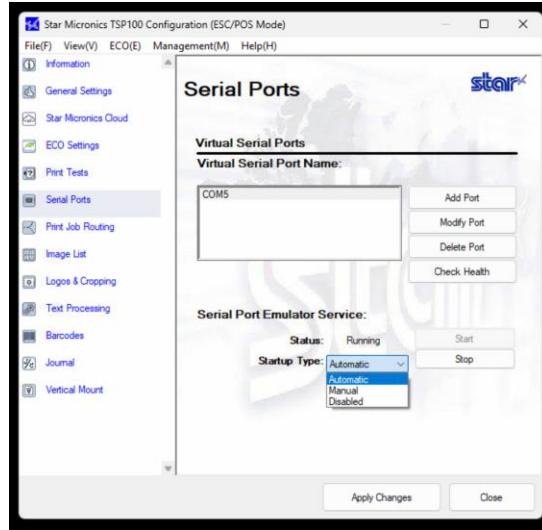


Select Add Port.

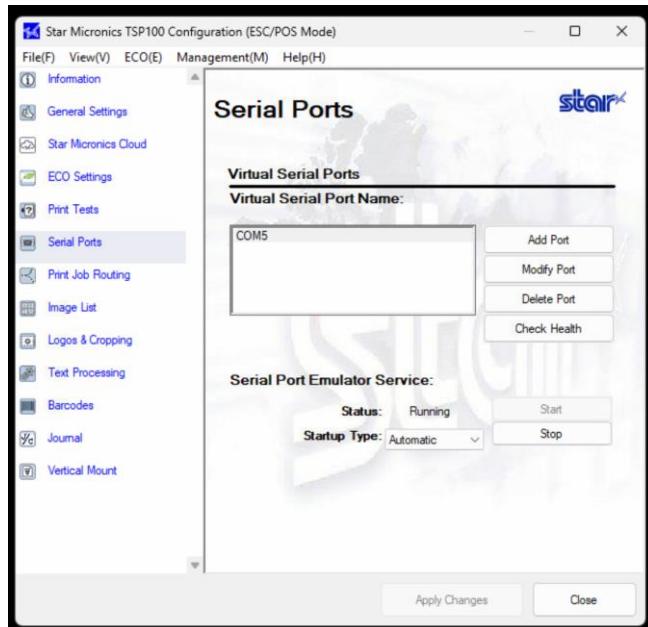


Create a new port that is not already being used. Example “COM5”. Do not include spaces in the name.

SunLync Complete Install Guide

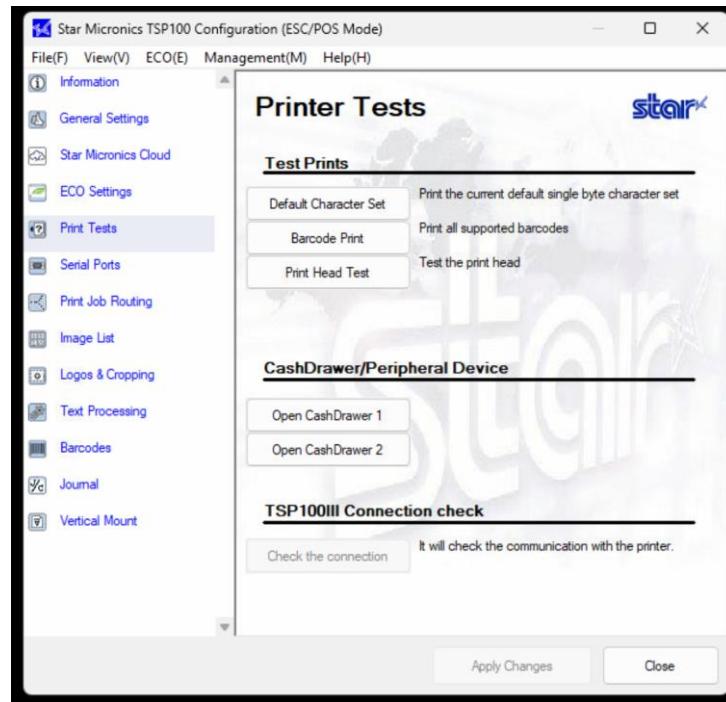


Set the Startup Type to Automatic.

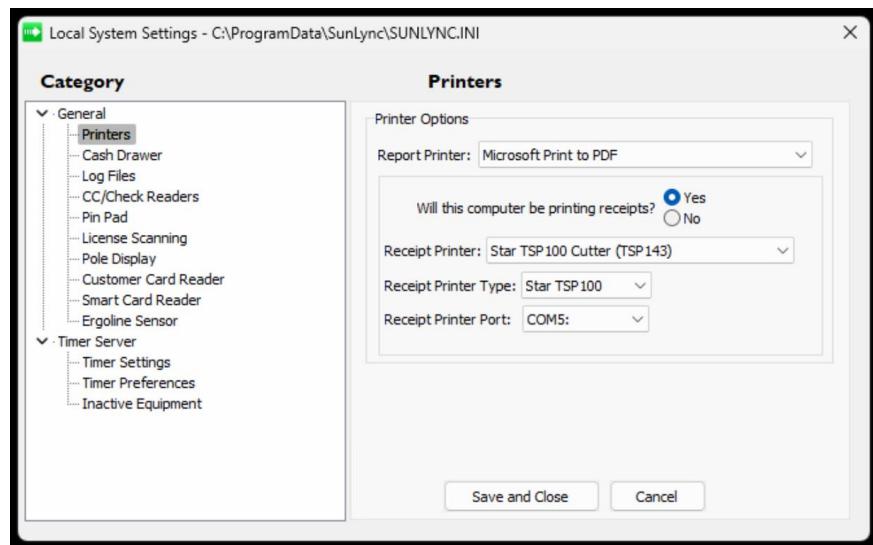


Apply Changes and Start, if not already running.

SunLync Complete Install Guide



Go to the Printer Tests and Print Head Test to make sure the printer is working correctly.



Next open Sun.ini and under the Printers settings. Turn on that the computer will be printing receipts and set the receipt printer type and port.

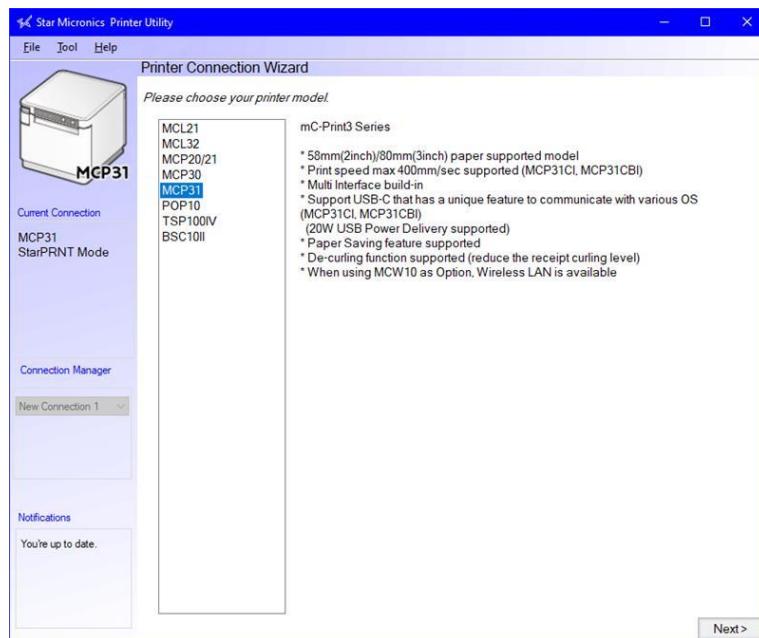
Configuring MCL, MCP, POP10, & TSP100IV Printers

Download and install the software linked below if you haven't already.

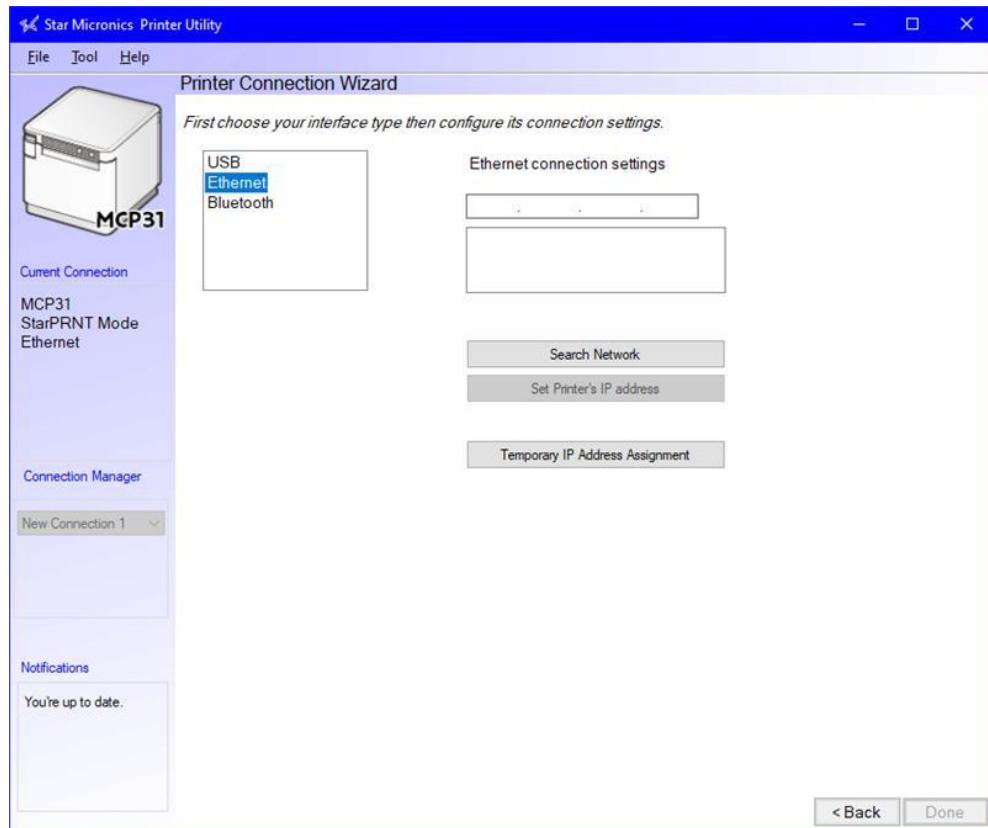
SunLync Complete Install Guide



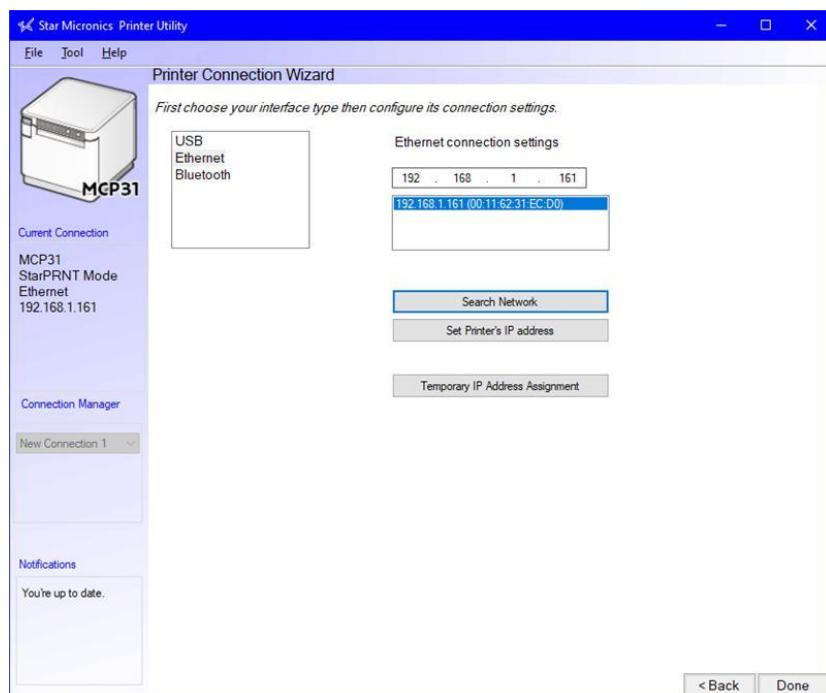
After the installation is complete, run the newly installed Printer Utility program.



SunLync Complete Install Guide

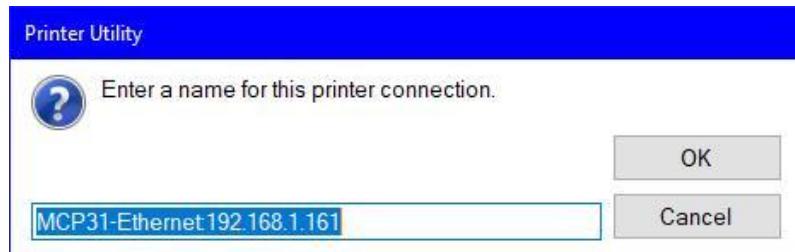


Select ethernet followed by Search Network.

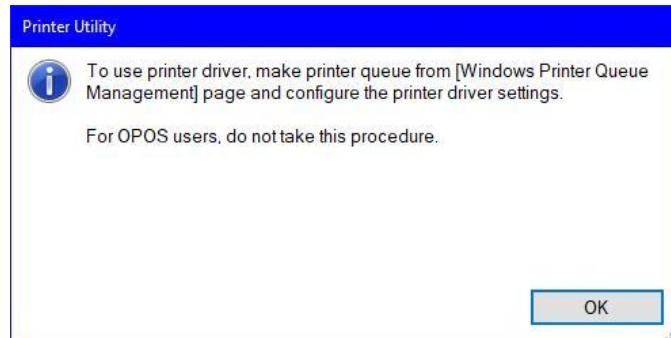


You should see the IP address of the printer listed. Select it and click Done.

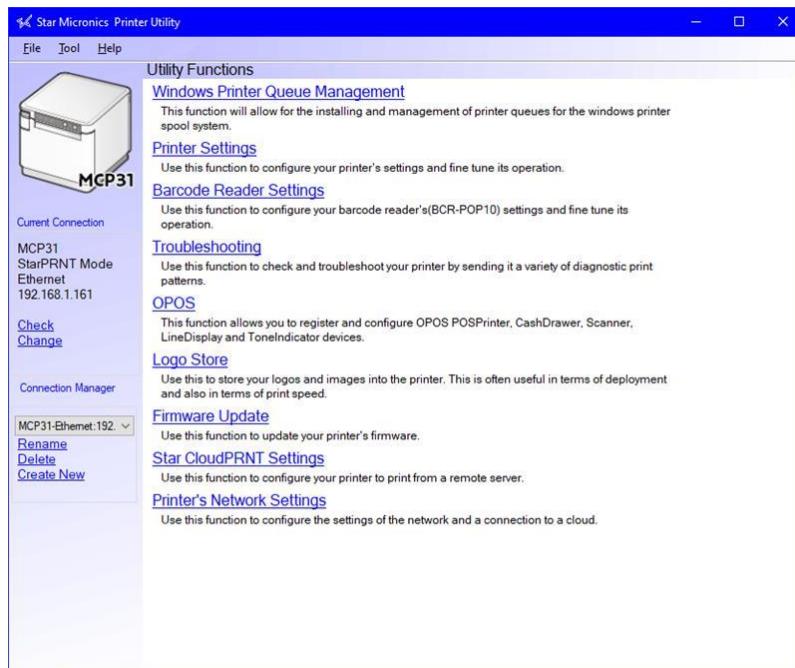
SunLync Complete Install Guide



Now enter in a name for the printer connection. You can leave as the default if you would like. Before clicking OK.

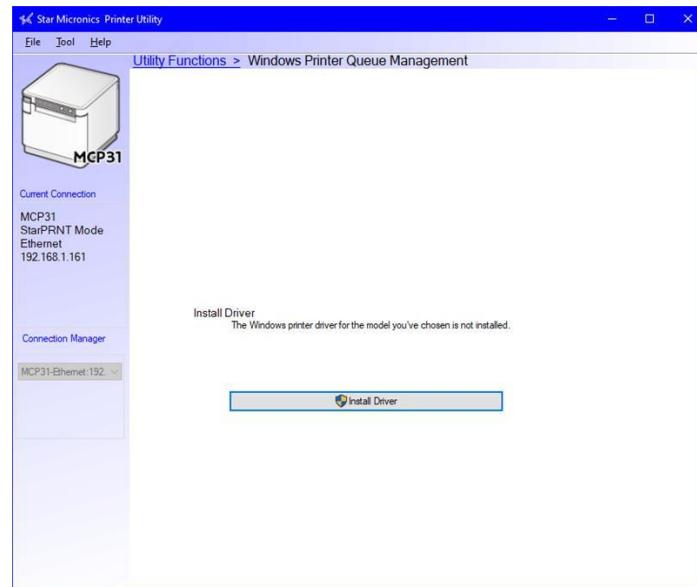


Click OK on the Printer Utility warning for configuring the printer driver settings for Windows Printer Queue Management.

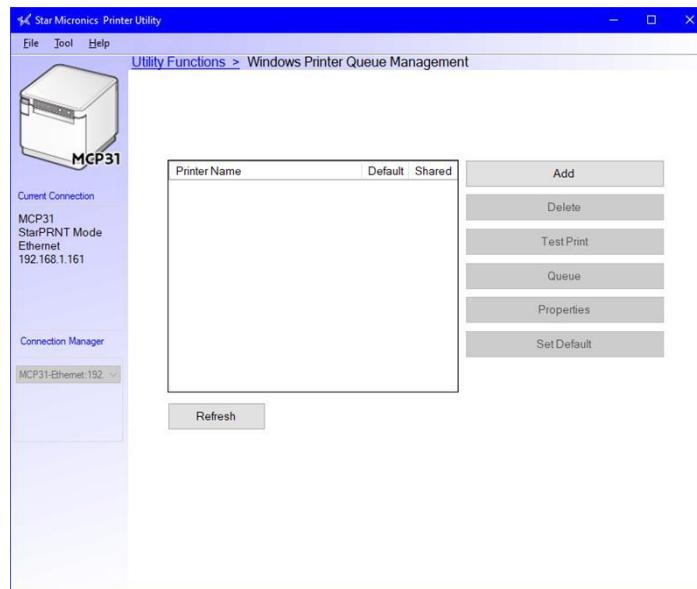


Under the Utility Functions, select Windows Printer Queue Management.

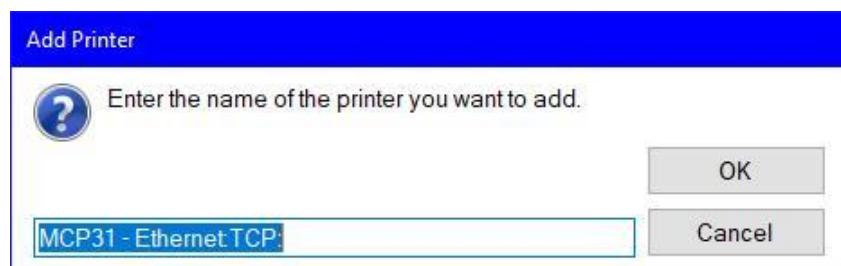
SunLync Complete Install Guide



Then chose to Install Driver

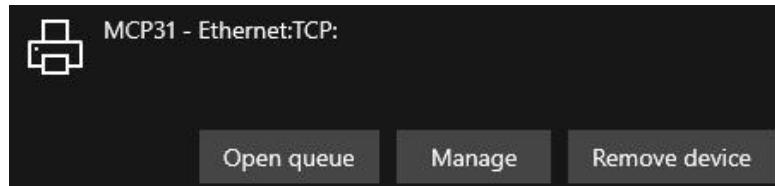


Then select Add.

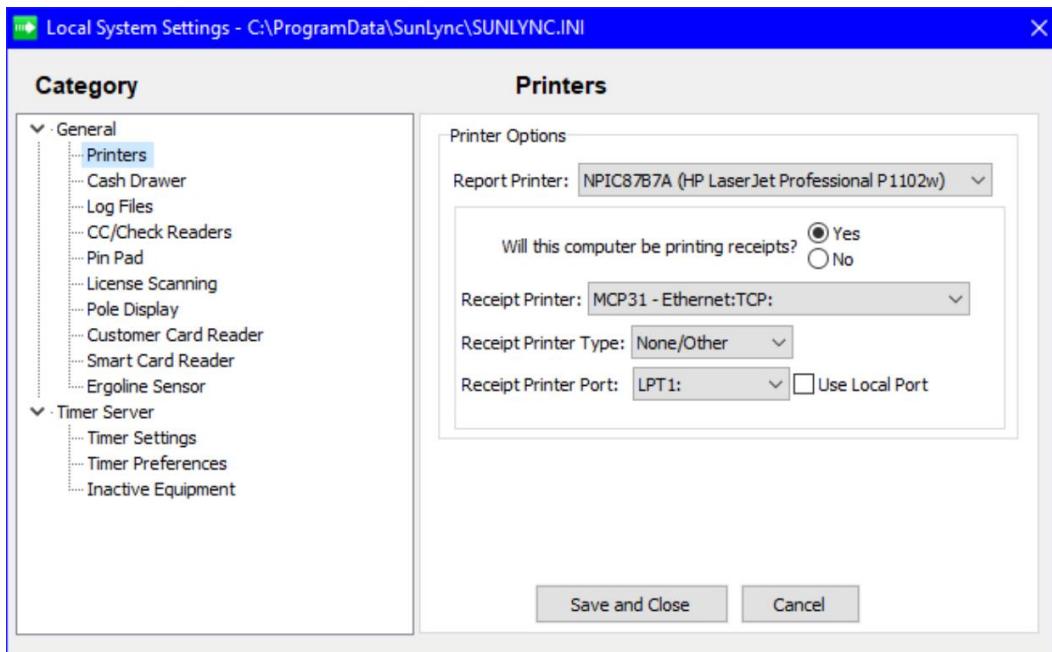


SunLync Complete Install Guide

Now enter in a name for the printer connection. You can leave as the default if you would like. Before clicking OK.



You should now see the printer in the list of printers in Windows Printers & Scanners settings.

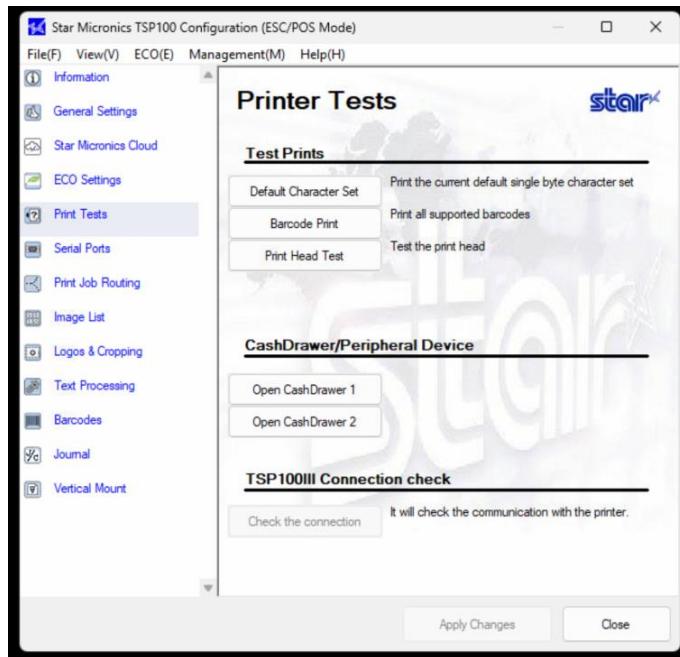


Next open Sun.ini and under the Printers settings. Turn on that the computer will be printing receipts. You can leave receipt printer type empty if yours is not listed. Also select LPT1.

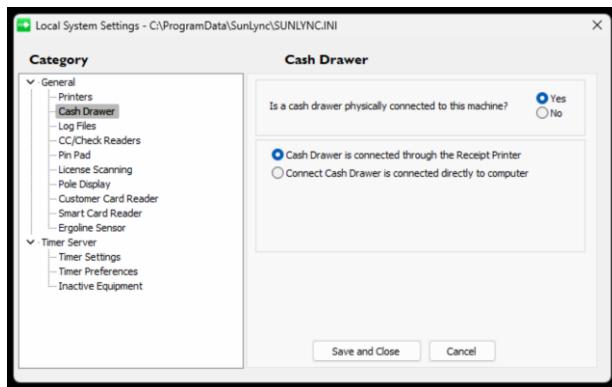
Cash Drawers

SunLync supports any MMF Cash Drawer that connects to the supported receipt printers. First install and configure the Star Printer Utility to work with the receipt printer. The following example is for a TSP100 printer.

SunLync Complete Install Guide



Then you can test opening the cash drawer under the Print Tests settings in the Star Printer Utility. To confirm it's working correctly.



Then go to the Cash Drawer settings in Sun.ini and select Yes for the cash drawer being physically connected to the computer. Set that the cash drawer is connected through the receipt printer.

Web Cam

Any digital camera with a Windows driver will allow you to capture images for customer identification. No specific device is required.

SunLync Complete Install Guide

ePad

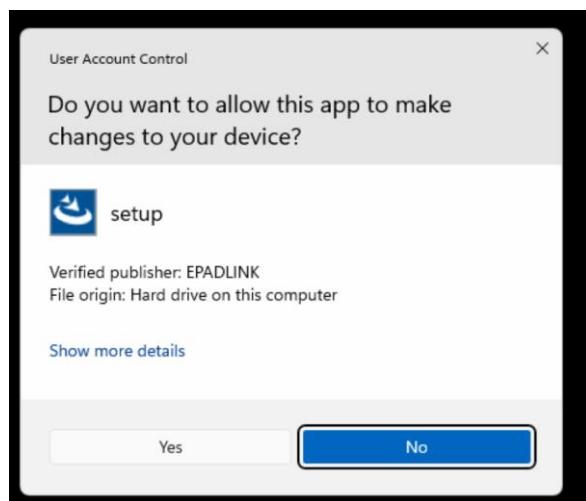
SunLync has been tested and confirmed to work with signature pads manufactured by ePad. Most signature pads that interface with Microsoft Word will also work with SunLync but are not supported.

When installing the ePad device, it's important to follow the order below. If not installed in the correct order. The ePad won't work correctly with Microsoft Word.

Must be using a 64-bit version of Microsoft Word.

Download the Universal Installer from

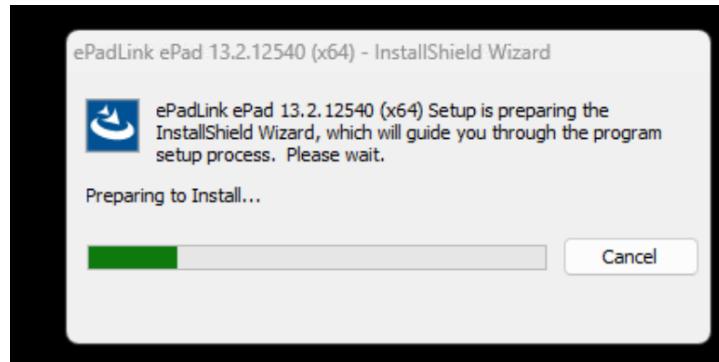
www.epadlink.com/downloads/UI13.2R12540_x64setup.exe.



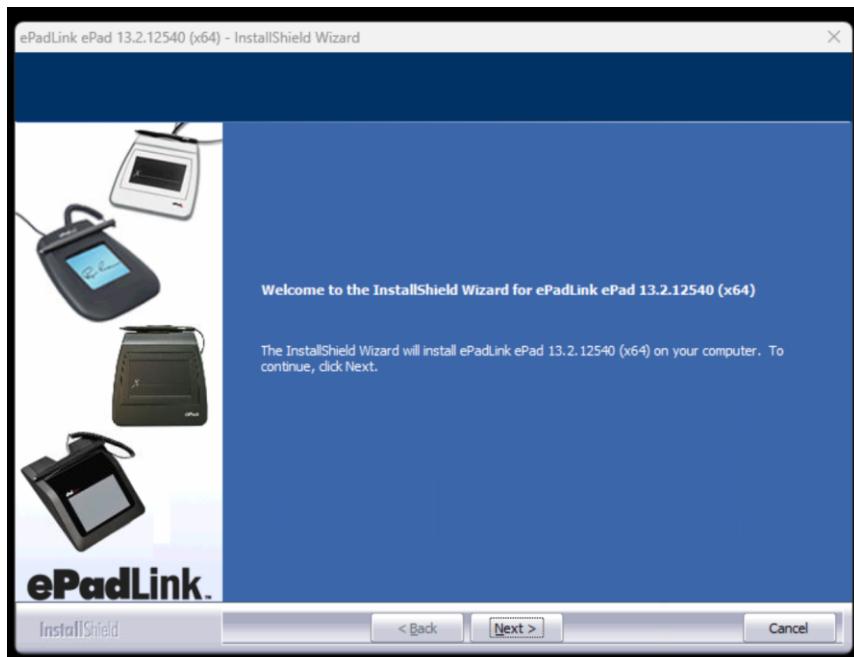
Run as administrator and select Yes for User Account Control permissions.



SunLync Complete Install Guide

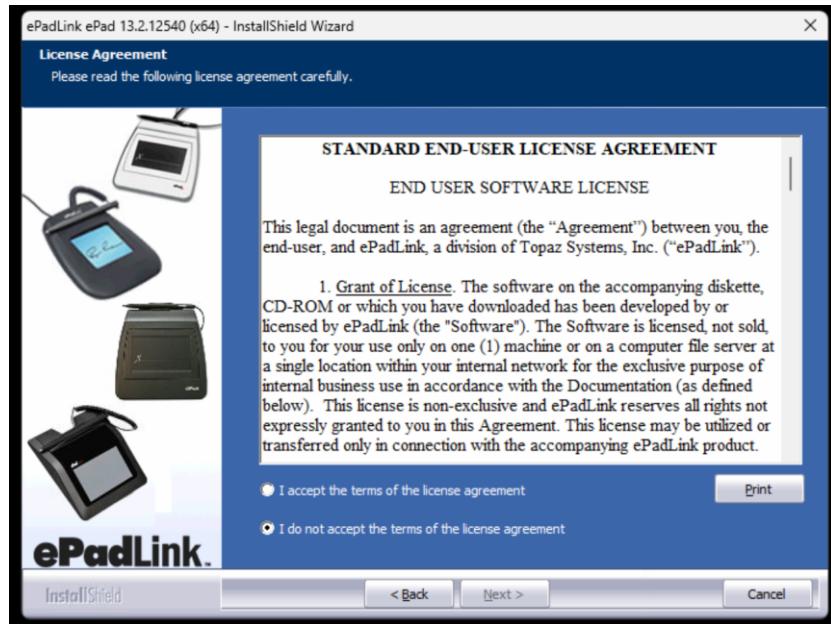


You should see the ePadLink window while it prepares the installation.

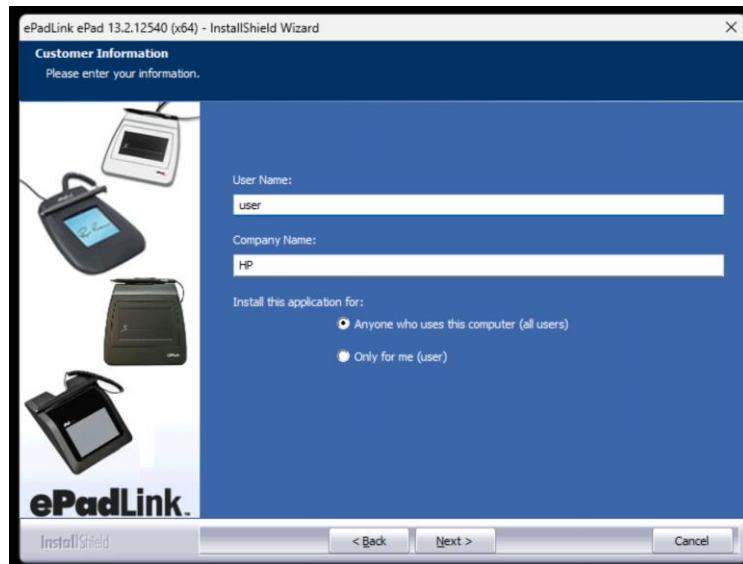


You will need to click through the installer via Next.

SunLync Complete Install Guide

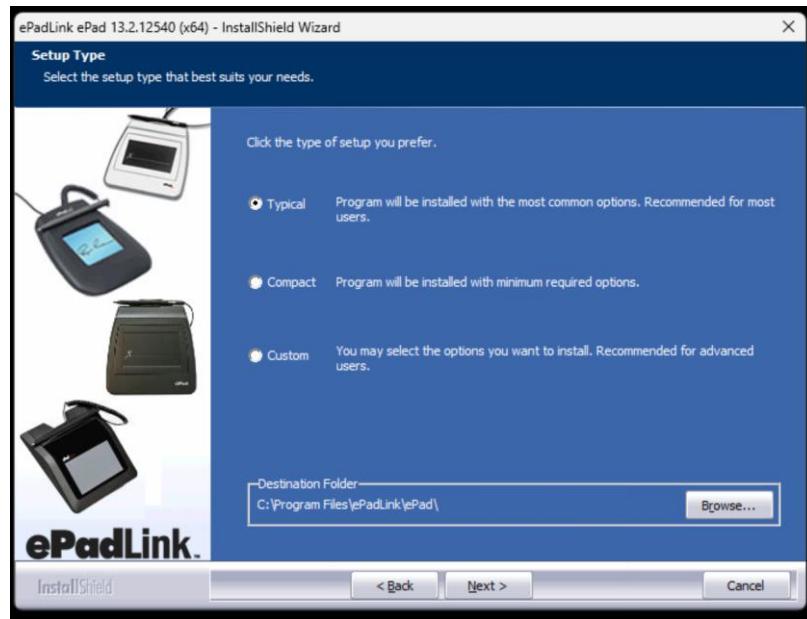


Accept the end user license agreement to move forward.

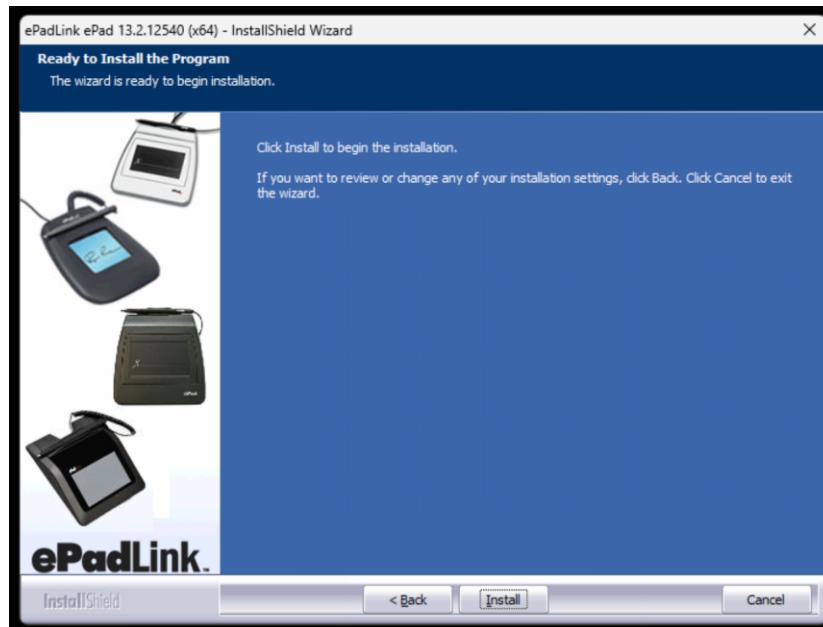


Username and company name are required. Once filled in, click Next.

SunLync Complete Install Guide

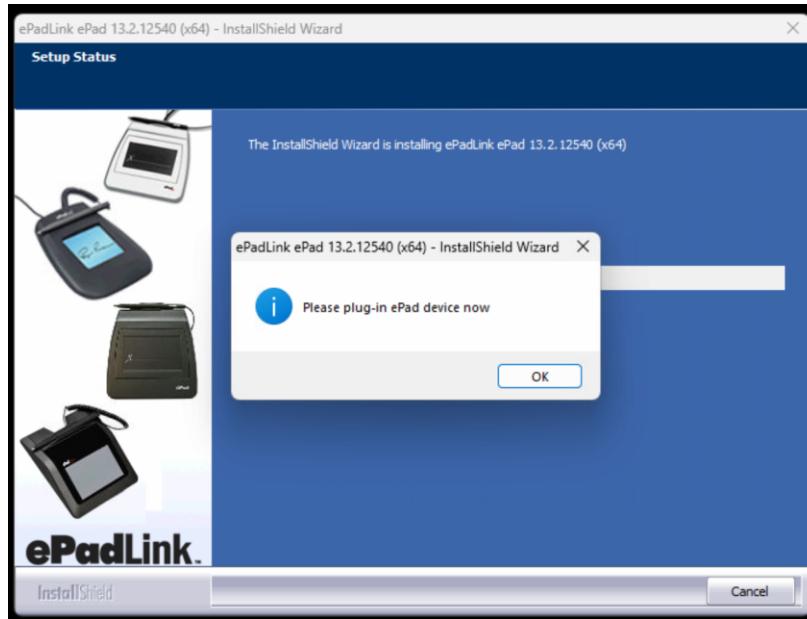


Select the Typical install if it's not already selected, before clicking Next.

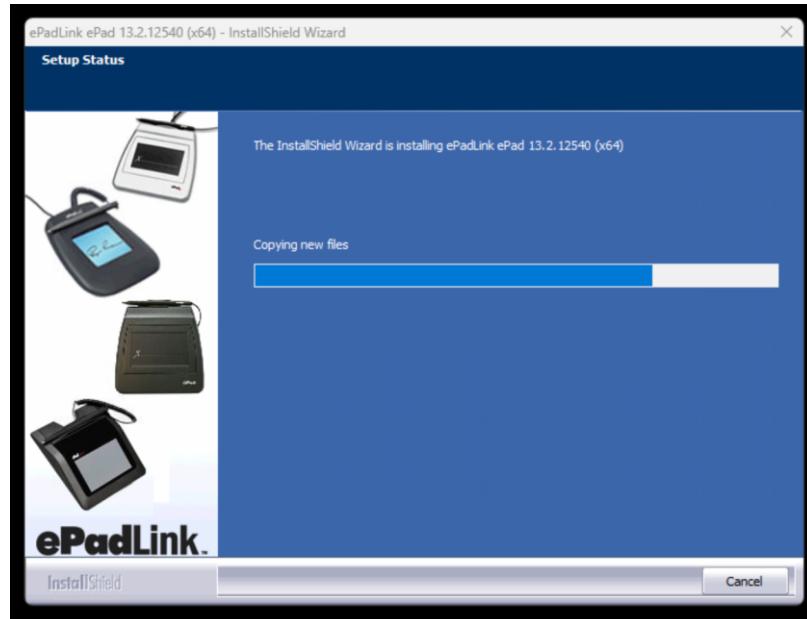


Now Install.

SunLync Complete Install Guide

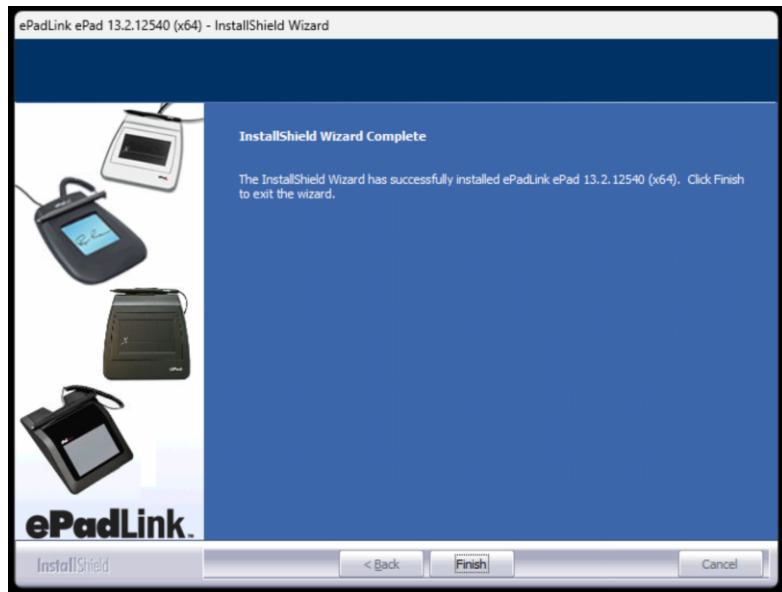


If you haven't already, plug in the ePad device into the computer.

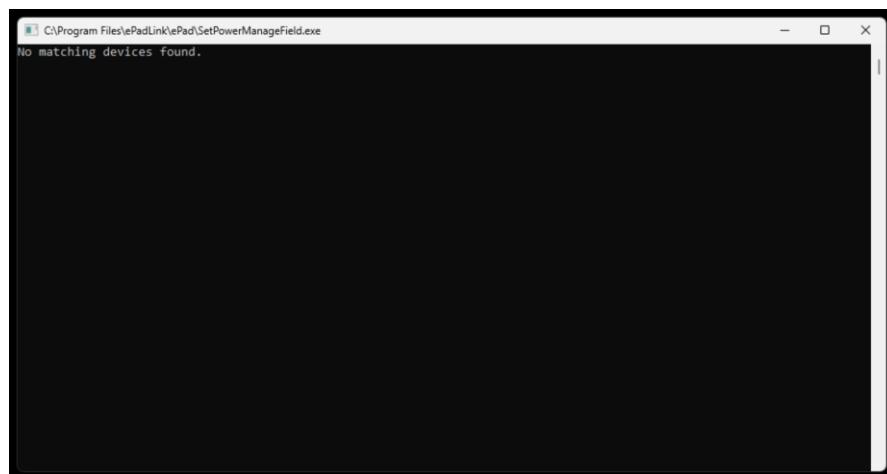


It may take a minute or two to install the software.

SunLync Complete Install Guide



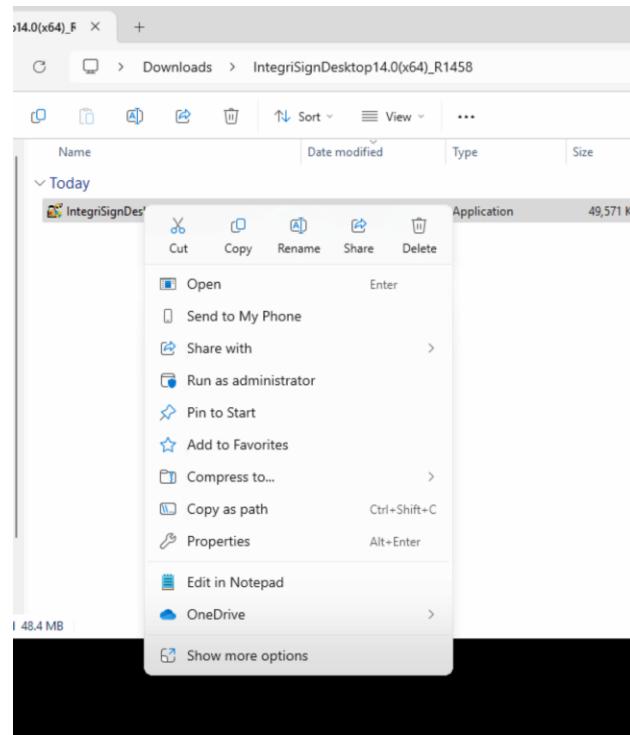
Before you have the Finish button.



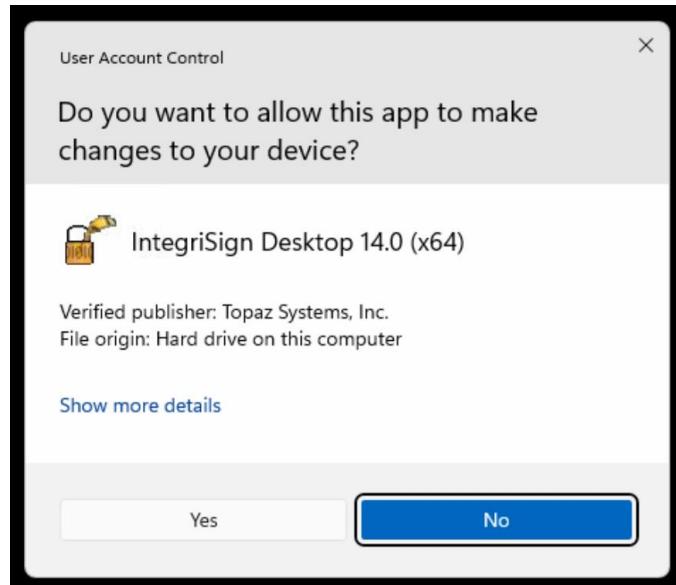
You may see a pop-up window that says no matching devices found. This doesn't always mean there is an issue. Complete the remaining install steps, even if you see this message.

After downloading and completing the installation of the Universal Installer. Install the IntegriSign Desktop available to download at
[www.epadlink.com/downloads/IntegriSignDesktop14.0\(x64\)_R1458.zip](http://www.epadlink.com/downloads/IntegriSignDesktop14.0(x64)_R1458.zip).

SunLync Complete Install Guide



Make sure to run as administrator.



Selecting Yes to the User Account Control permission.

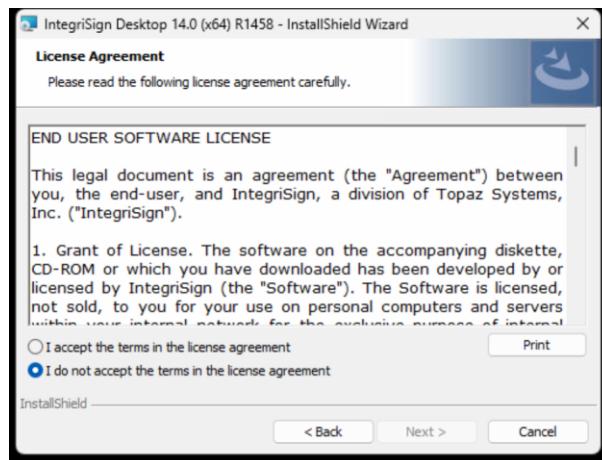
SunLync Complete Install Guide



It may take a few minutes to prepare the installation.

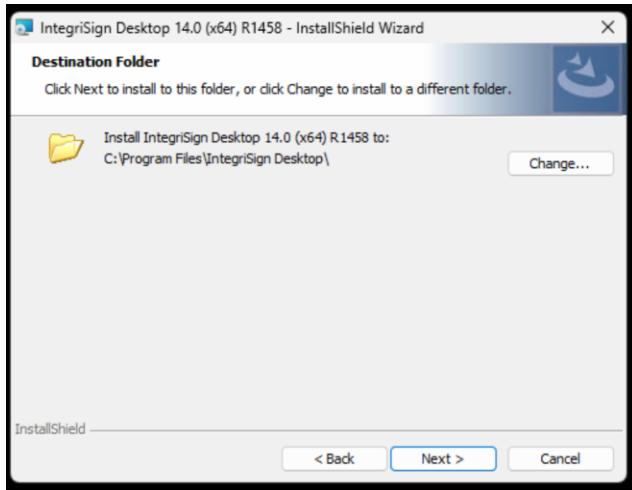


Then select Next.

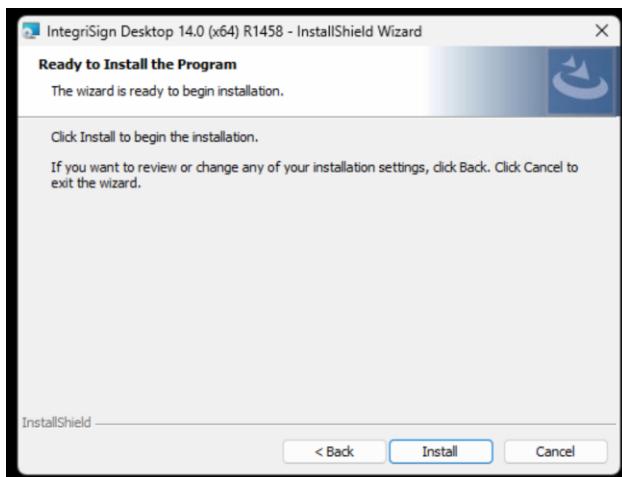


Followed by accepting the end user license agreement.

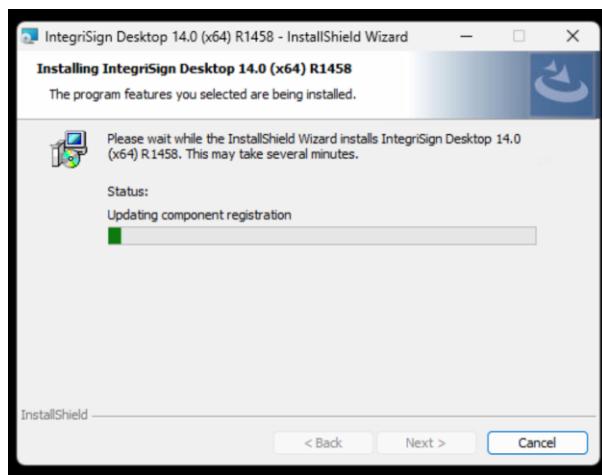
SunLync Complete Install Guide



Keep the default folder location, select Next.



Then Install.

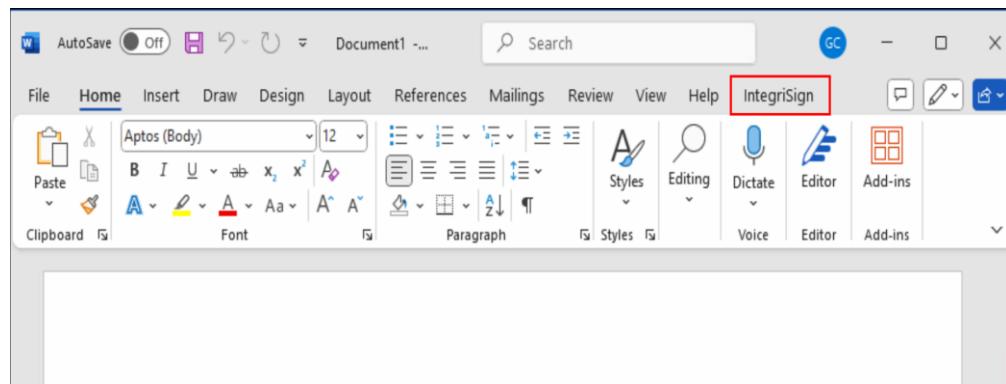


It may take a minute or two to install the software.

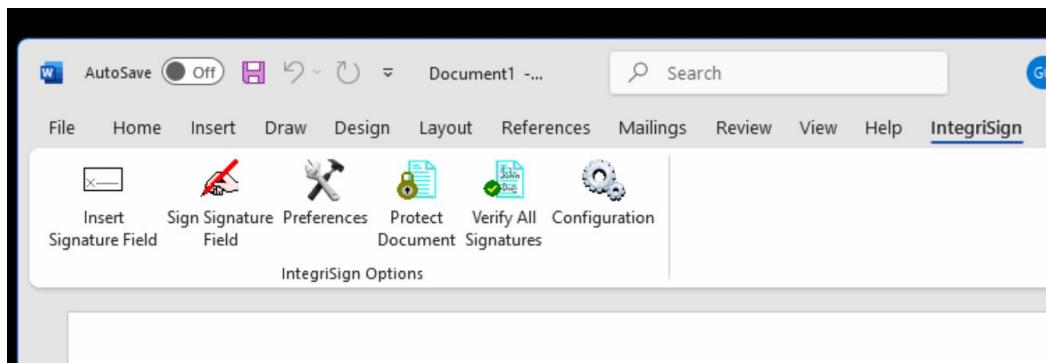
SunLync Complete Install Guide



Before you can Finish the installation.



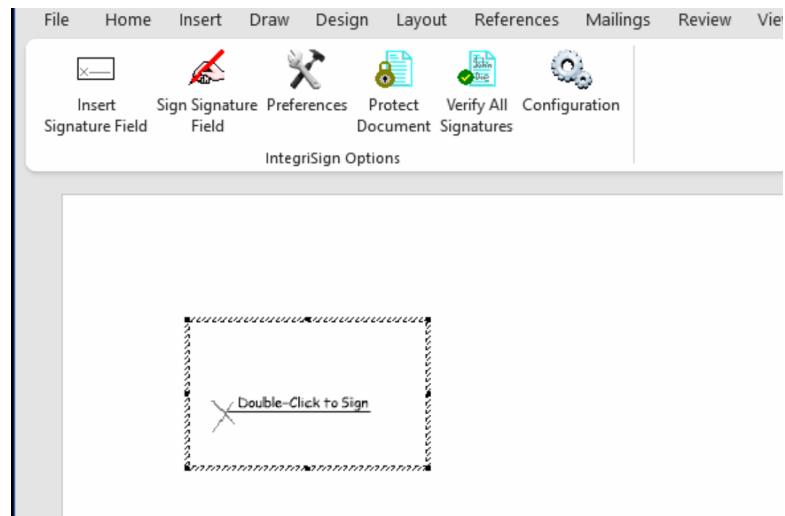
Now open, Microsoft Word. If the installation was successful, you should have a new tab for IntegriSign in Word.



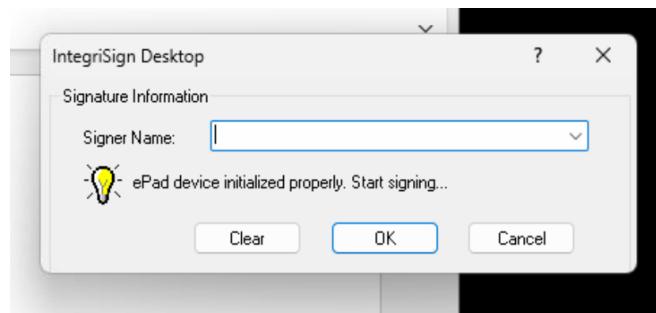
Insert a signature field.

If you do not see the new tab and a button to add a signature level. Uninstall the two programs and try again.

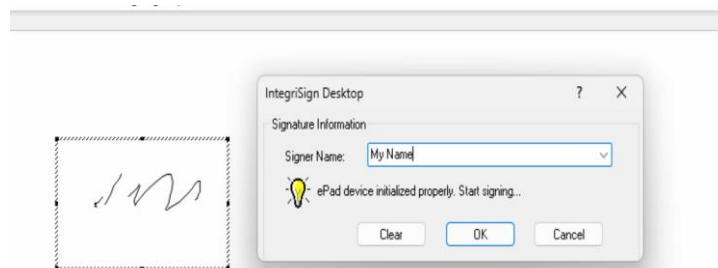
SunLync Complete Install Guide



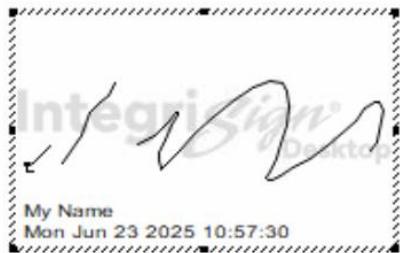
Double click the signature field.



In the pop-up window. First type in the name, typing in or changing text in this box. Will clear out anything already signed.



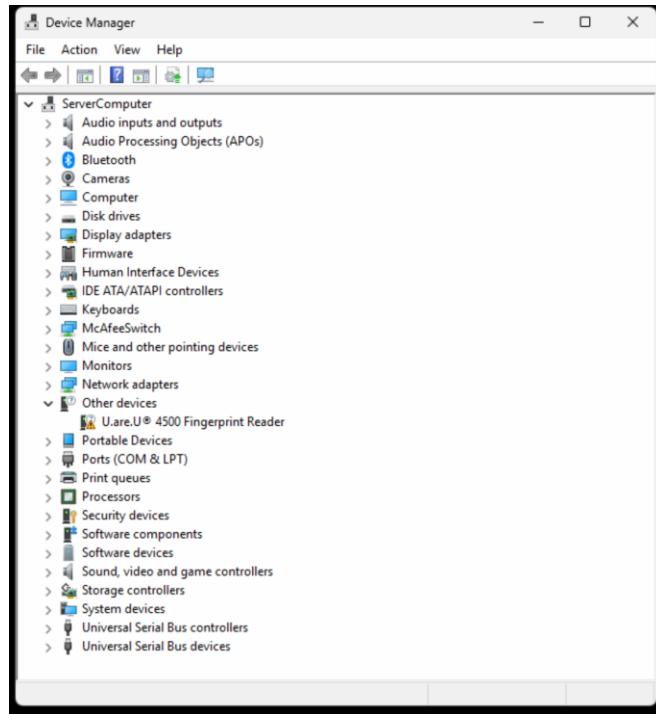
You should see the signature added in real time as the customer signs. On they are finished signing click OK.



The signature box may flicker a few times. Word will then lock in the signature, name, and the date and time. The ePad reader is now ready to use with SunLync.

Fingerprint Reader

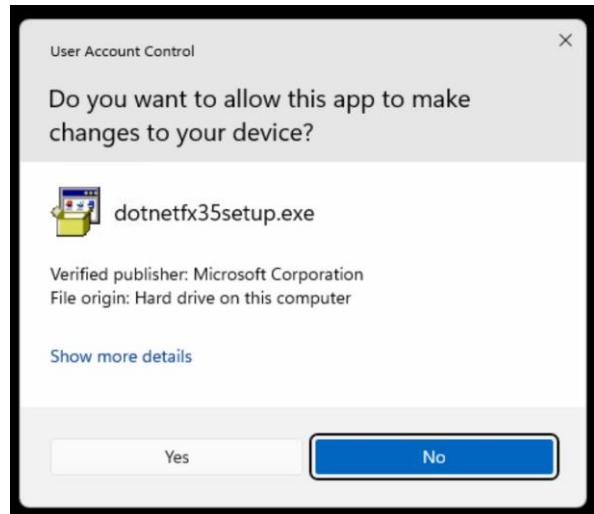
After plugging in the Digital Persona U.are.U 4500 Fingerprint Reader, you may see a driver warning in Windows under Device Manager.



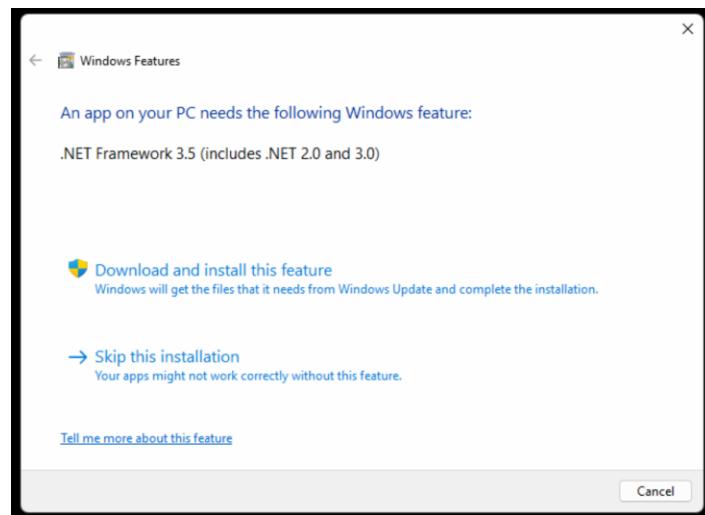
Most modern Windows computers don't already have .NET Framework 3.5 installed. You will need to download and install this first. Download available at

<https://www.microsoft.com/en-us/download/details.aspx?id=21>

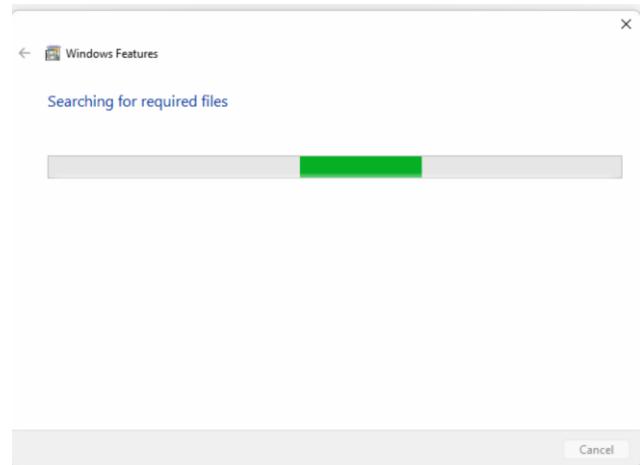
SunLync Complete Install Guide



Make sure to run as administration and select Yes to the User Account Control permission request.

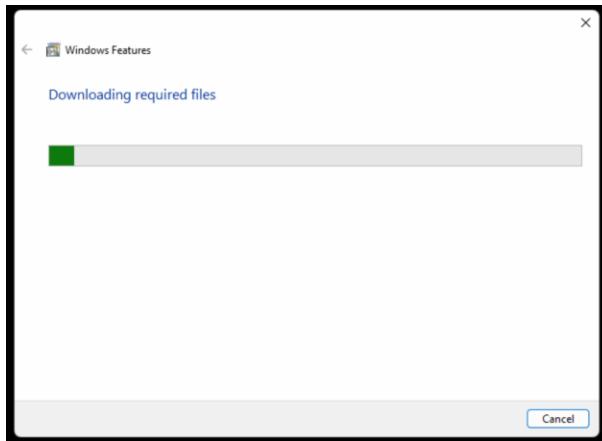


Next you will need to “Download and install this feature”.

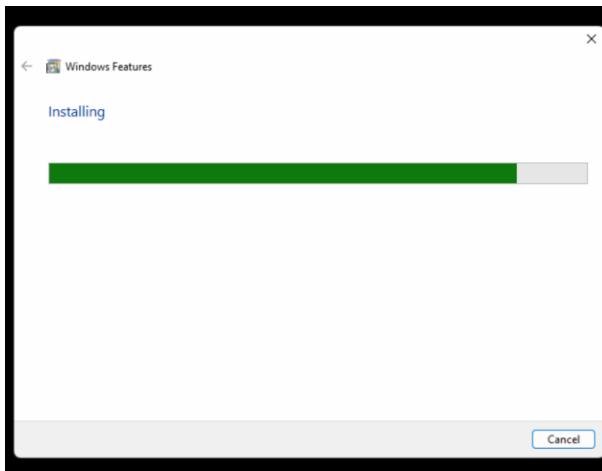


SunLync Complete Install Guide

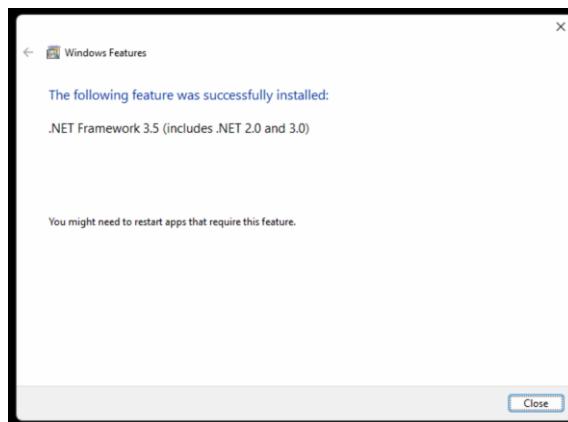
Windows will search for which features you are missing.



After searching for the required files. It may take a while to download the required files.

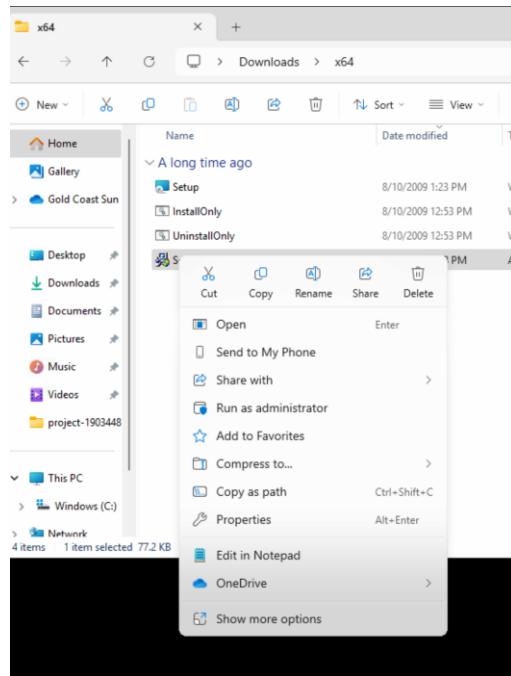


Finally, Windows will install the .NET Framework feature.

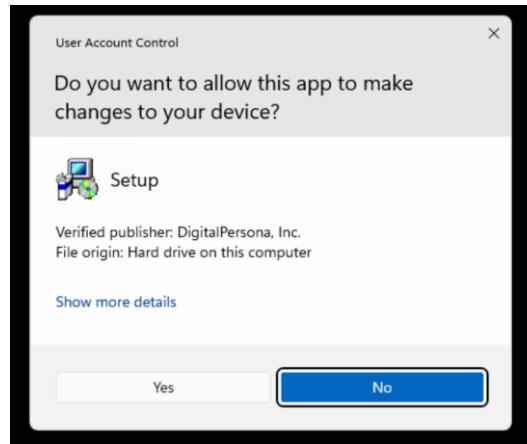


Once finished, select Close.

SunLync Complete Install Guide

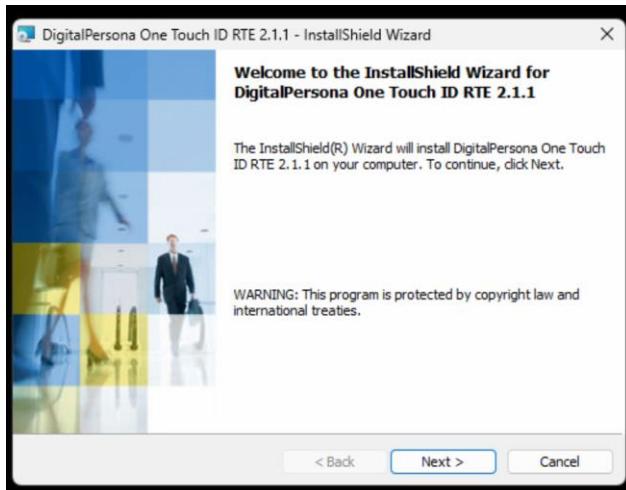


Next, run as administrator the copy of the Digital Persona U.are.U 4500 Fingerprint Reader drivers. If you need a copy, please contact SunLync support.

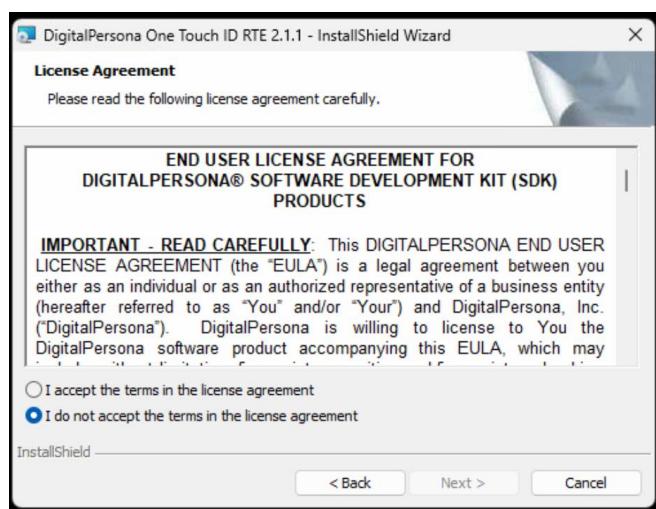


When asked, select Yes to the User Account Control permission request.

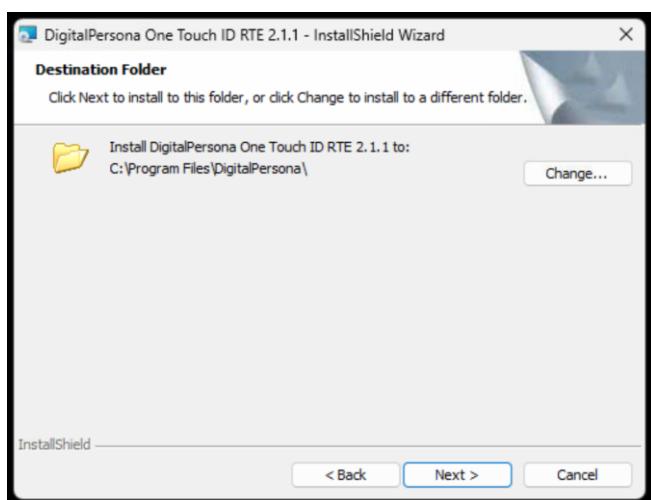
SunLync Complete Install Guide



Click Next to move to the next page.

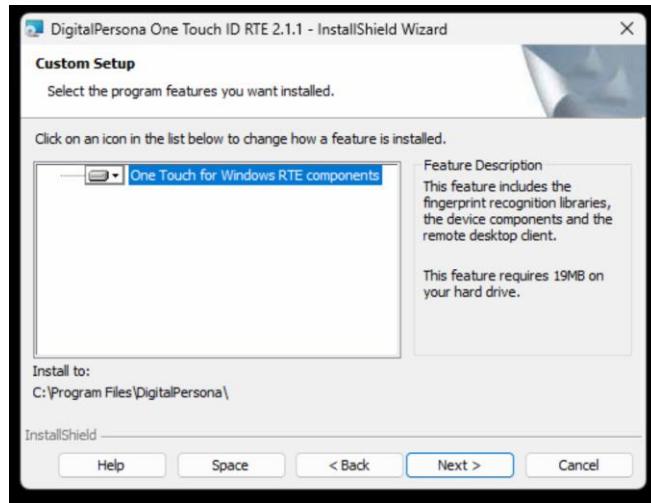


Next, accept the end user license agreement.

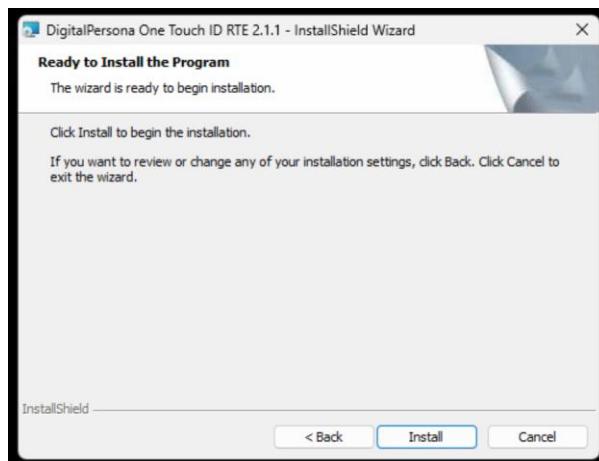


SunLync Complete Install Guide

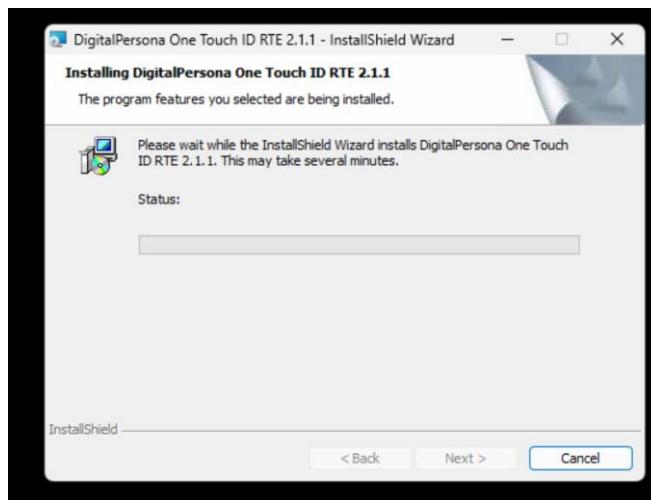
Next to use the default folder destination.



Don't change the custom setup. Just click Next once more.

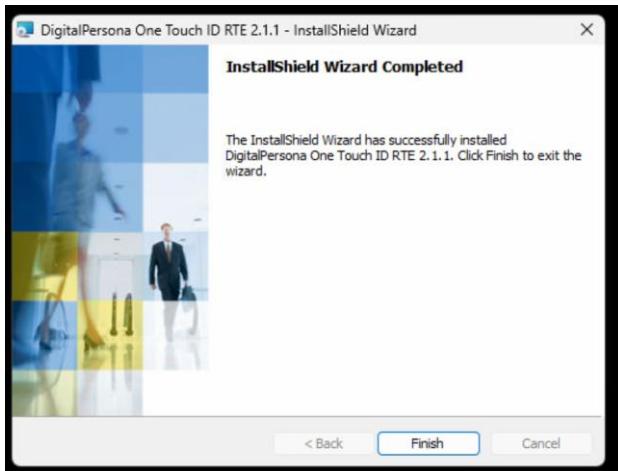
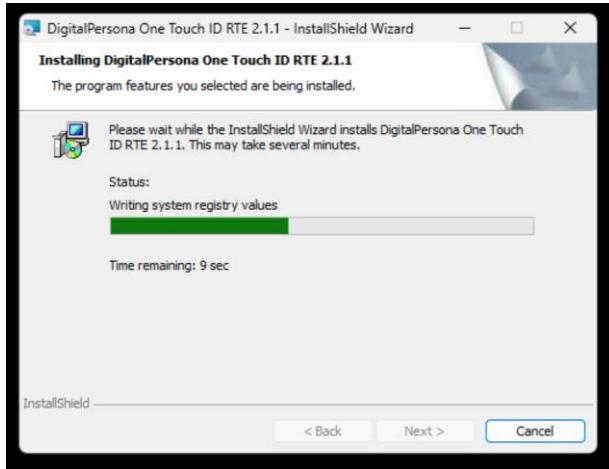


After which you can select Install.

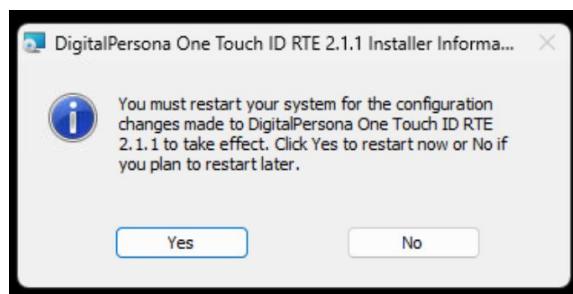


SunLync Complete Install Guide

It may take a minute or two to install the software.

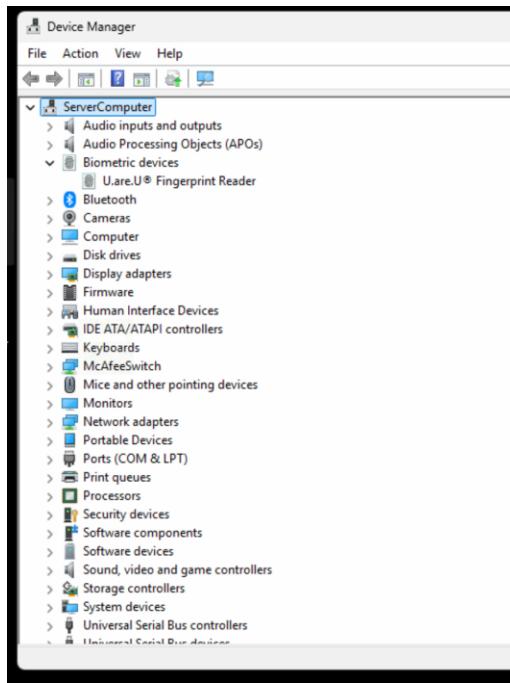


Once the installation is complete, select Finish.

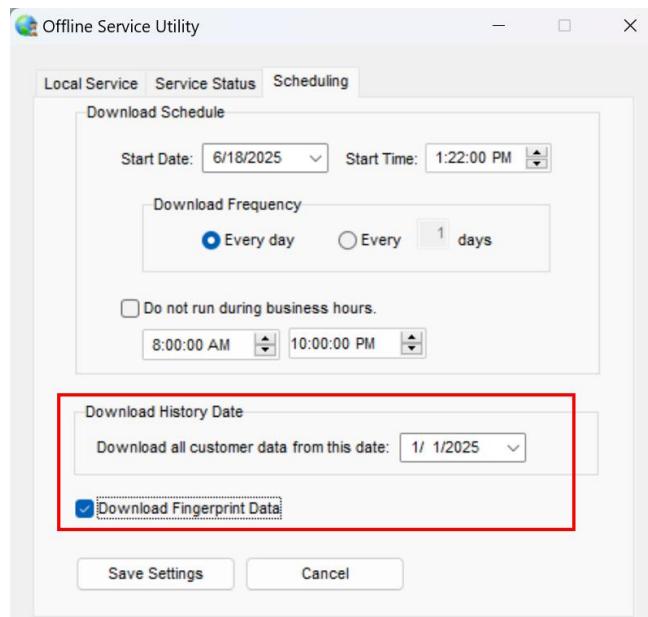


You may be required to restart the computer now that the installation is complete.

SunLync Complete Install Guide



Check the status again in Device Manager to ensure there is no longer a driver error.



To search for clients via the fingerprint reader, copies of fingers must be saved on the computer. Make sure “Download Fingerprint Data” is turned on in the Offline Service Utility program.

Barcode Scanner

A bar code scanner is a plug and play device. It reads the bar code, then translates it into text for the computer. If you open notepad on your computer, as if you are going to type

something and instead scan a bar code. The numbers or letters of the barcode should appear in Notepad. If it does not, the barcode scanner may not be working.

If the cursor is on the same line as the number, the scanner needs to be set to send a Carriage Return or Line Feed to the computer. Check the barcode scanner's manual or website for steps on how to turn that on.

In most cases, if the scanner is reading in Notepad, and the cursor appears on the next line after scanning something, the device is ready to use in SunLync. If it does not scan in POS or Back Office, please contact SunLync Support.

Remote & Back Office Computers

For remote computers and those used in an office for manager and admin access. Follow the standard SunLync Installation instructions, using the DBConnection that matches the situation.

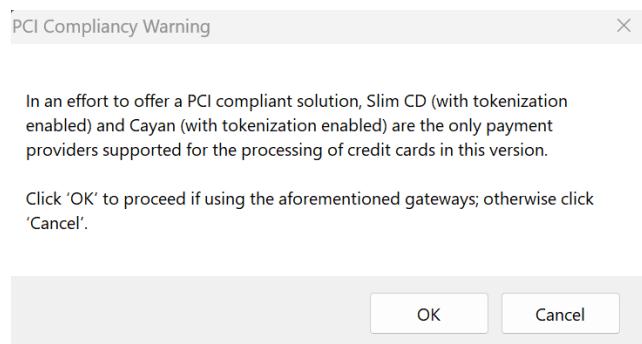
It's best practice to not use Offline Utility on remote computers or office computers that won't be customer facing. This will minimize download requests to the server and save computer storage space.

Updating SunLync

For computers that already have SunLync installed on them, and you want to update to a newer version. Follow these next steps. It's best to update the server computer first, before any other computers.

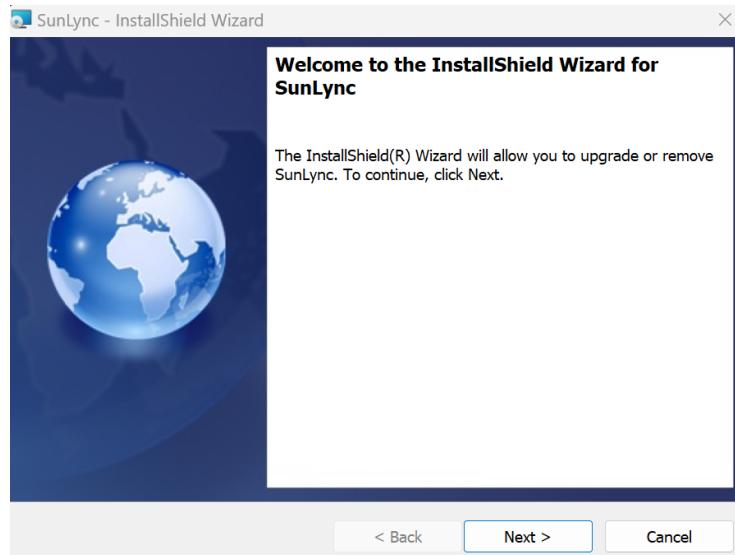
Updating SunLync Software

When you first run the installer, you will get a PCI Compliancy Warning.

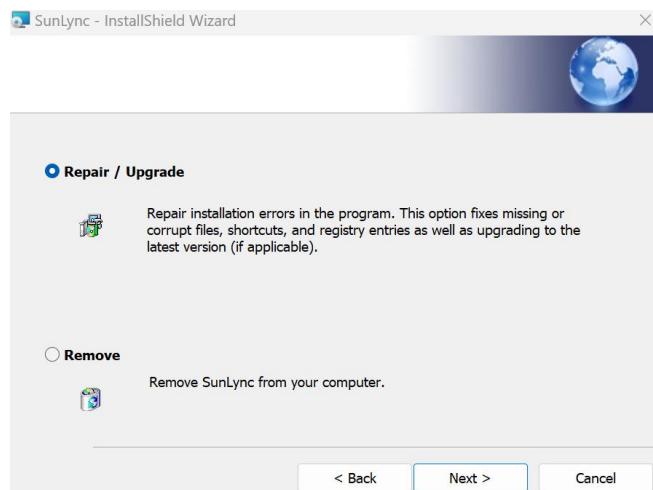


Click Ok to move forward.

SunLync Complete Install Guide

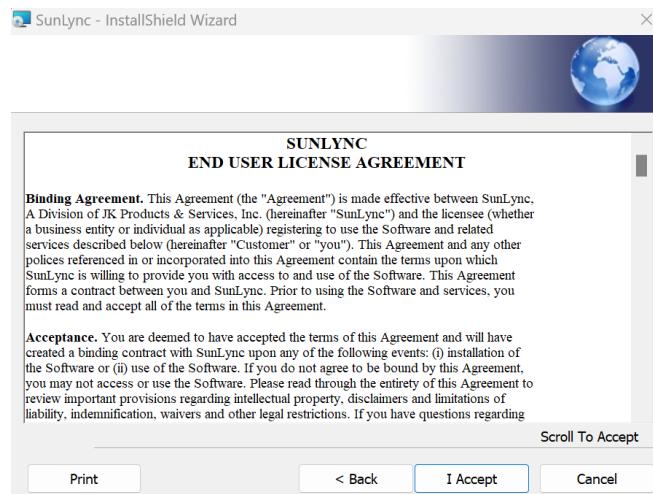


The installation wizard will now start. Click Next.

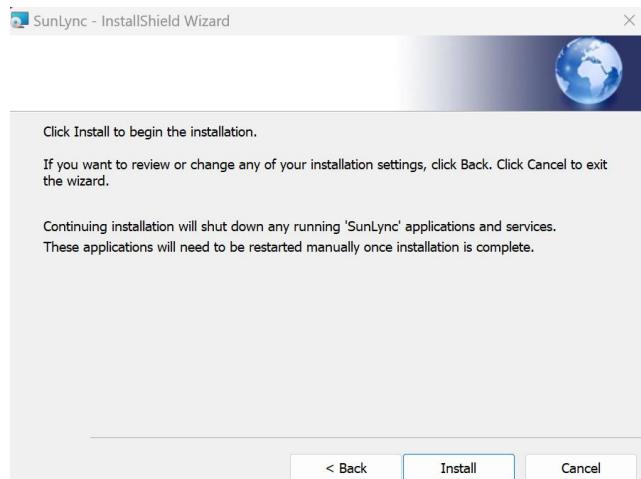


Select Repair/Upgrade followed by Next.

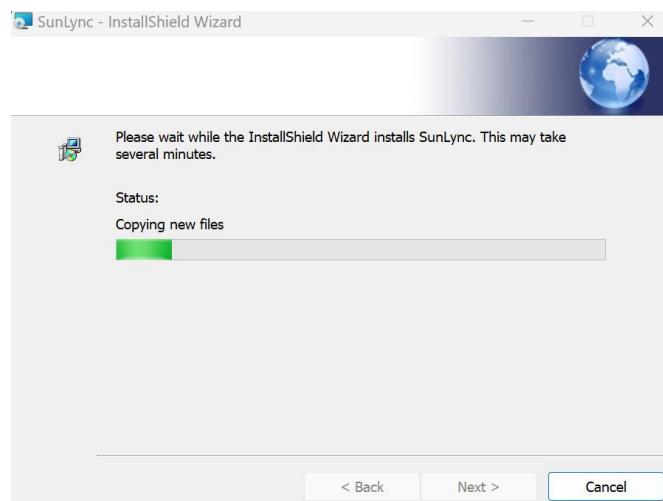
SunLync Complete Install Guide



To accept the SunLync End User License Agreement, you must scroll to the bottom before I Accept can be clicked on.

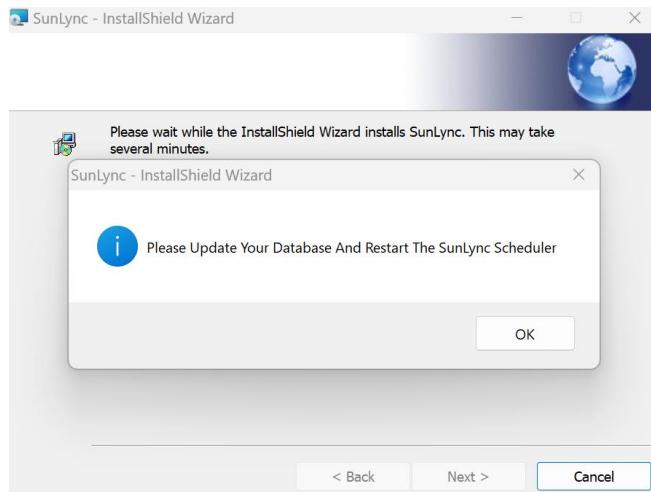


On the following page, click Install.

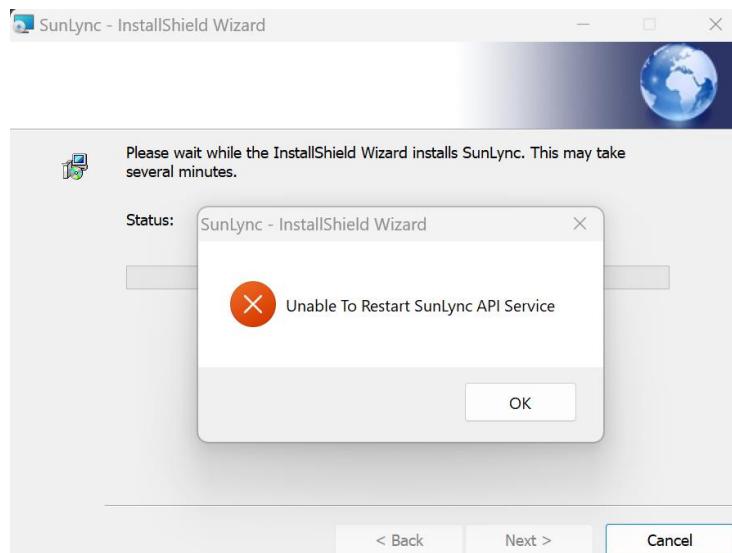


SunLync Complete Install Guide

It may take the computer several minutes to complete the update.



Once finished you should see a message asking you to update your database. Click OK



If you receive an error message that the API Service could not restart. Ignore if this is not the API computer. Otherwise reach out to the SunLync support team if you can't restart it manually.

If this was the server computer, update the database next. Otherwise, you are done. Open SunLync to ensure the log in page shows the new version number and that you can login.

Updating Server Computer

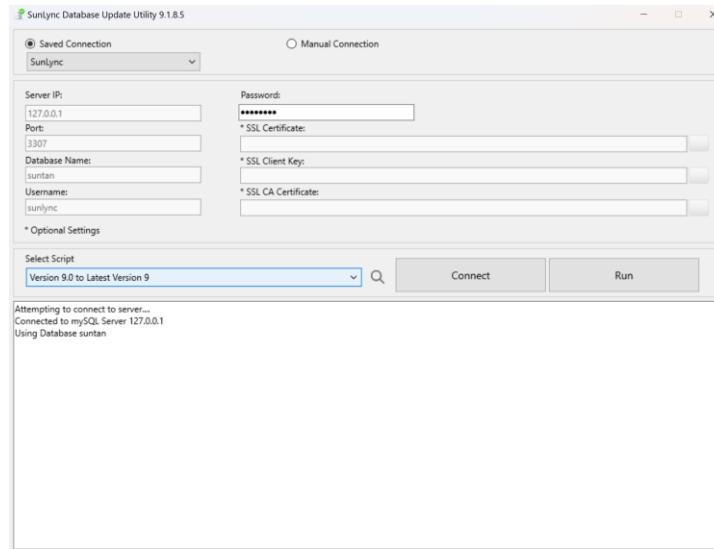
After updating the SunLync software on the server computer. You will also need to update the database. If the software is updated without running the database update. You may not be able to open SunLync.

SunLync Complete Install Guide

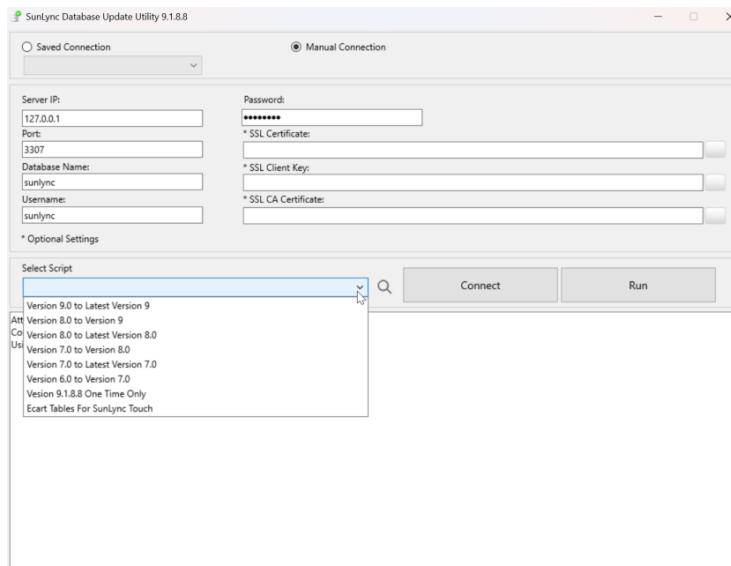
Updating Database

These steps only need to be done on the server computer and should be completed after updating the SunLync software.

To update the SunLync database, open the SunLync Database Update Utility. Located in the SunLync folder. "C:\Program Files (x86)\SunLync\Database Update Utility\DbUpdate.exe"

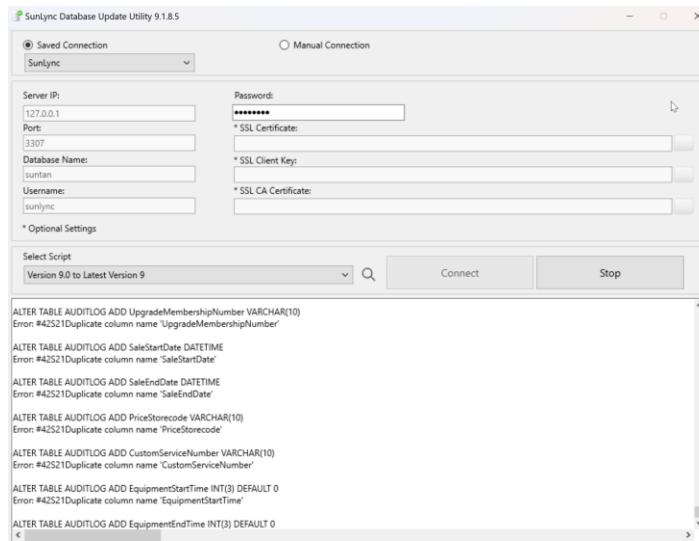


Using either Saved Connection or Manual Connection, fill in the server settings and then Connect.

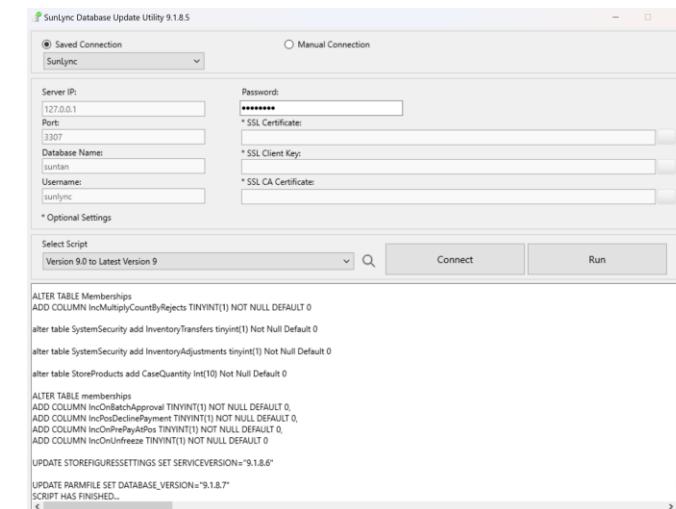


Select the update script that matches the versions you are upgrading from and to. Once you have selected the appropriate script. Click Run.

SunLync Complete Install Guide



It may take several minutes and at the end the Stop button changes back to Run.



The text window will say that the Script has finished. The server is complete.