NCR V:YIX

Aloha POS System
APS to AlohaCP Migration

Last Updated: October 14, 2024

What's new with AlohaCP?

AlohaCP, previously known as Aloha Payment Service (APS), now integrates seamlessly with the Aloha POS system (POS). Prior to this enhancement, when you set up Aloha to process payments through the NCR Payment Gateway (NPG), also known as Connected Payments, you had to:

- Run the installation of Aloha POS.
- Download AlohaConnectedPaymentsSetup.exe and separately install the NPG solution, which installs both APS and OpenEPS, is manifest-based, and installs a service on the Back-of-House (BOH).

Effective in Aloha POS v19.9+, when you install Aloha POS, either interactively or silently, the installer automatically installs/upgrades AlohaCP for you.

Impact to existing and new Aloha customers

For customers currently on Aloha POS versions 12.3, 15.1, or 19.6, run the installer for Aloha POS v19.9+, either interactively or silently. The installer automatically installs AlohaCP and uninstalls APS. In addition, the installer pulls down OpenEPS.dll from ServerEPS (SEPS) and automatically places it in the correct folder.

For new customers without a previous Aloha installation, run the Aloha v19.9+ installer, which installs Aloha v19.9+ and AlohaCP, by default.

> 📖 **Reference**
> Refer to the NPG with Aloha Implementation Guide - HKS42 for steps to install and configure NCR Gateway to integrate with the Aloha POS.

Impact to customers using EDC

For customers using Electronic-Draft-Capture (EDC), there are three scenarios. 1) The customer can continue using EDC, as normal, 2) The customer can migrate to using NPG only. 3) The customer can use NPG to process all payments and upgrade or install EDC on the BOH to process gift cards not supported by NPG.

> 📖 **Reference**
> Refer to the NPG with Aloha Configuring Gift Cards Best Practices - HKS1706 for how to configure gift cards with NPG.

Performing the installation

For both net new and existing customers, prior to performing the installation, perform the following steps:

1. Log in to Aloha Updates.
2. Select **Aloha Suite Installer** and choose whether to access **Hospitality Updates** as an employee or log in as a customer.
3. Select **Approved Product Stacks**.
4. Select the **Aloha 19 Stack** to determine the most current minimum version of OpenEPS required, such as in the following example:

NCR Mobility	15.1.57.41
Open EPS	Gold 43 829.2
OrderDev Host	21.4.1+

5. Contact the Payments Implementations team and request the **code file assignment** of the version of OpenEPS listed in the product stack.

When you contact the Payments Implementation team, have the following information ready:

- POS version and the recommended OpenEPS version from the product stack
- PIN pad brand and model
- Date for the assignment to occur.

> 📝 **Note**
> Once you have code file assignment, future POS upgrades do not require you to call the Payments Implementation Team again unless you need a higher version of OpenEPS with a hot fix. OpenEPS syncs up after the first startup, post upgrade.

Managing future POS upgrades

OpenEPS versions change less frequently than the Aloha POS versions. When you plan your next POS version upgrade (this does not include maintenance releases), determine the current OpenEPS version you are on. If the version is lower than the recommended version (listed in the Approved Product Stack), contact the Payments Implementations team to obtain a new code file assignment.

If you have been recommended a specific OpenEPS version by product management or support that is lower than the approved stack, contact the Payments Implementations team to break the current code file assignment and use the recommended version.

How do you know the OpenEPS version you are on?

Look in any of the following locations to determine the OpenEPS version currently in use. Look for a number that starts with 829.2 or 828.7.

- Look in the OpenEPS Journal and search for MTX_EPS.dll in the file, jrnl00x.txt in C:\Program Files\MicroTrax\OpenEPS00x, where x = terminal number.
- Look in Debout.APS.OpenEPS.20210105.TERM1.txt) for more detail.
- Look in File Explorer and search C:\Program FIles\MicroTrax\OpenEPS00x, where x = terminal number. Find mtx_eps.dll, right click and search for properties on the Details tab.

AlohaCP technical notes

1) Migration to AlohaCP removes support for the Proxy Service.

2) We removed the Debout.AlohaPaymentSolutions.yyyymmdd.TERMx.txt log file.

3) The Aloha Payment Service no longer runs as a task on the FOH, or as a service on the BOH site controller. APS now runs off of Iber or IberQS. To restart APS, you either restart Iber or IberQS, or you can reboot the FOH terminal.