HOW TO DOWNLOAD, INSTALL AND REGISTER 2020 IQ ENTERPRISE, IQ BUSINESS, IQ POS & K8 TRADER

BP ONLY

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SUMMARY OF 8 STEPS TO FOLLOW FOR 2020:

1. Access Compatibility - Prerequisites and System Requirements
2. Migrating - from IQ2019 to IQ2020
3. What is available in the 2020 version
4. Download
5. Install
   a. New Install
   b. From 2019 to 2020
      i. Install in IQRetail64 folder
      ii. Rename shortcut on desktop
      iii. Move Enterprise 2019 shortcut for easy access
      iv. Convert User password from 32bit to 64bit encryption
   c. Already on XE
      i. Remove the XE Registration service
      ii. Install & upgrade
      iii. Upgrade
6. Register
7. How Roll back to IQ 2019
8. Resolution

STEP 1 – ASSESS COMPATIBILITY

PREREQUISITES AND SYSTEM REQUIREMENTS

LET'S START OFF BY DEFINING THE KEY DIFFERENCES BETWEEN 32-BIT AND 64-BIT

Before we can discuss the system requirements of the 2020 version it is also important to understand the differences between 32-bit and 64-bit computing.

WHAT IS 32-BIT?

32-bit is a type of CPU architecture capable of transferring 32 bits of data.

It is the amount of information that can be processed by your CPU whenever it performs an operation.

Before you can upgrade to the 2020 system, you will need to confirm if your CPU supports x64 architecture.

WHAT IS 64-BIT?

In computer architecture, 64 bit refers to the number of bits that should be processed or transmitted in parallel or the number of bits for a single element in a data format.

A 64-bit microprocessor allows computers to process data and memory address which are represented by 64 bits.

THE DIFFERENCE BETWEEN 32-BIT AND 64-BIT PROCESSORS ARE:

Parameter	32-bit processors	64-bit processors
Addressable space	It has 4 GB addressable space	64-bit processors have 16 GB addressable space
Application support	64-bit applications and programs won't work	32-bit applications and programs will work
OS support	Need a 32-bit operating system.	It can run on 32 and the 64-bit operating system.
Support for multi-tasking	Not an ideal option for stress testing and multi-tasking.	Works best for performing multi-tasking and stress testing.
OS and CPU requirement	32-bit operating systems and applications require 32-bit CPUs	64-bit OS demands 64-bit CPU, and 64-bit applications require 64-bit OS and CPU.
System available	Support Windows 7, 8 Vista, XP, and, Linux.	Windows XP Professional, Windows Vista, Windows 7, Windows 8,Windows 10, Linux, and Mac OS X.
Memory limits	32-bit systems limited to 3.2 GB of RAM 32 bit Windows. It addresses limitation doesn't allow you to use full 4GB of Physical memory space.	64-bit systems will enable you to store up to 17 Billion GB of RAM.

WHAT DOES IT MEAN FOR IQ2019?

To date IQ 2019.4.2.0 is still based on the 32bit architecture.

The drawback is that the development applications have limited or no more support for 32-bit operating and applications.

CPU or hardware manufactures often do not offer 32-bit driver versions for their hardware due to a lack of market demand or their product.

Therefore, IQ needed to invest in upgrading to the 64-bit architecture.

NOTE

Microsoft announced that it is beginning to phase out 32-bit support for Windows 10.

Microsoft is beginning, what will be a very long and drawn-out process of no longer supporting 32-bit versions of Windows 10.

Beginning with Windows 10 version 2004, which is already available to OEMs and developers, the company is no longer offering a 32-bit version of the OS to OEMs for new PCs.

The change is indicated on the Minimum Hardware Requirements documentation.

WHAT DO I NEED TO DO BEFORE UPGRADING TO 2020?

In this section, we will show you how to check if your computer is 64-bit ready.

To upgrade is not always simple as there are various factors that need to be accounted for.

You will need to take the client or retailer's environment such as printers and computers for example into account.

We always recommend our consultants or business partners to approach the migration or implementation as a project.

This will ensure that there is enough time to mitigate any risks and to cover all your bases.

We have compiled a checklist approach to allow you and the client to make an informed decision.

NOTE

This only covers for new implementations, for migrating please refer to the next section.

1. Is the client's server 64 bit ready?
2. Are the client's workstations 64 bit ready?
3. Are there 64bit drivers available for the printers and hardware manufactures?

These are all good questions because to upgrade from a 32-bit to 64-bit operating system is not easy.

Windows will require that you back up the client's data, reformat the hard disk, install the 64-bit of Windows, and then reinstall everything else that you originally had on your device.

You would need to consult the Windows system requirements.

This entails appropriate planning with the client or retailer.

HOW DO I CHECK FOR 64-BIT COMPATIBILITY IN WINDOWS 10?

To determine if the processor supports the 64-bit version of Windows 10 with the Settings app, use the following steps.

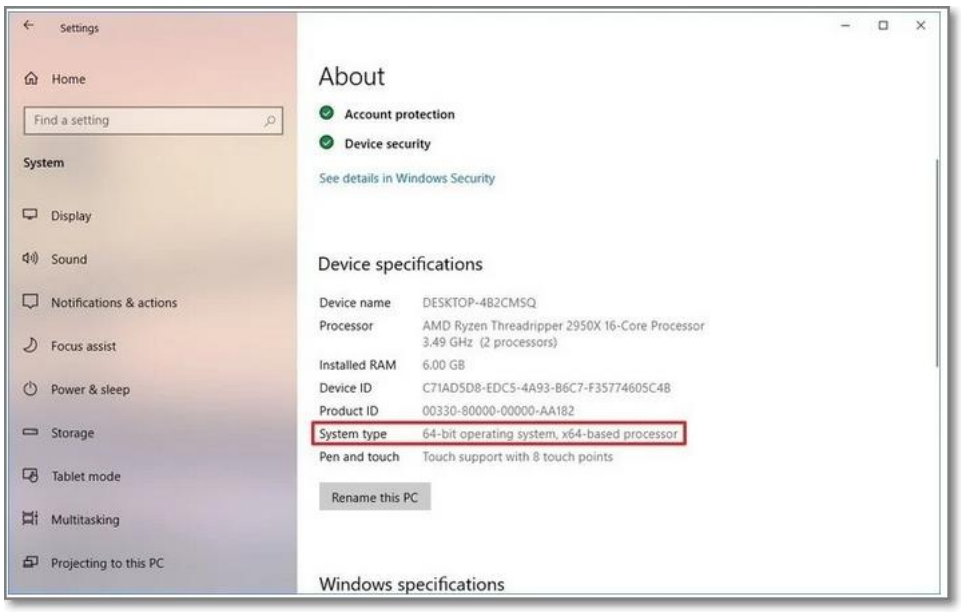
1. Open Settings.
2. Click on System.
3. Click on About
4. Under the "Device specifications" section, check the System type details.

Once you complete the steps, if "System type" reads 32-bit operating system, x64-based processor, then your computer is running the Windows 10 32-bit version on a 64-bit processor.

However, if it reads a 32-bit operating system, x86-based processor, then your device does not support the 64-bit version of Windows 10.

While in the "About" page, make sure to check that the device has at least 2GB of memory, which is the minimum requirement to use 64-bit.

In the case that your device is not capable for running a 64-bit version, you should consider upgrading to a newer device that meets the minimum system requirements.



STEP 2 - MIGRATION

MIGRATING FROM IQ2019 TO IQ2020

In this section, we will discuss what is required to migrate from the IQ2019 to IQ2020 system.

We will discuss the topics below and provide a brief video recording on all the topics.

THE TOPICS ARE:

1.) Software and hardware compatibility.

2.) Reports.

TOPIC 1

SOFTWARE AND HARDWARE COMPATIBILITY

Before upgrading to the IQ2020 system, you first need to determine if the current IT environment can cater for the 64-bit environment.

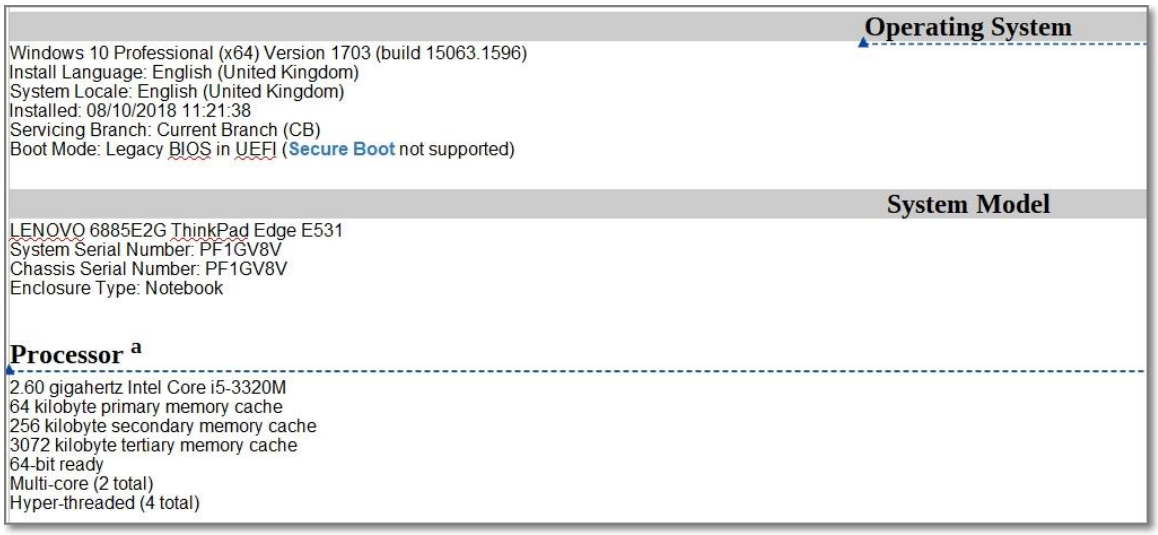
Therefore, it is crucial before implementing IQ2020, to please ensure that you have audited all the workstations, server, peripherals, and printers to ensure that they are 64-bit compatible.

You can use software such as 'Belarc advisor'. This software will allow you to conduct audits. You can download the software by click here. (Alternatively, you can download it from the resources section.)

The software will output the system details for you in an HTML format, that will allow you to open it in MS Word or even your default Windows browser.

There is alternative computer auditing software on the market, but this is what we use.

If you refer to figure 1 below, you will note that the operating system and CPU both support 64-bit.



TOPIC 2

REPORTS

Due to the encryption changes made to IQ2020, the client's user reports would need to be decrypted and reimported to the IQ2020 system.

We will show you how to perform this task.

Open IQ2019.

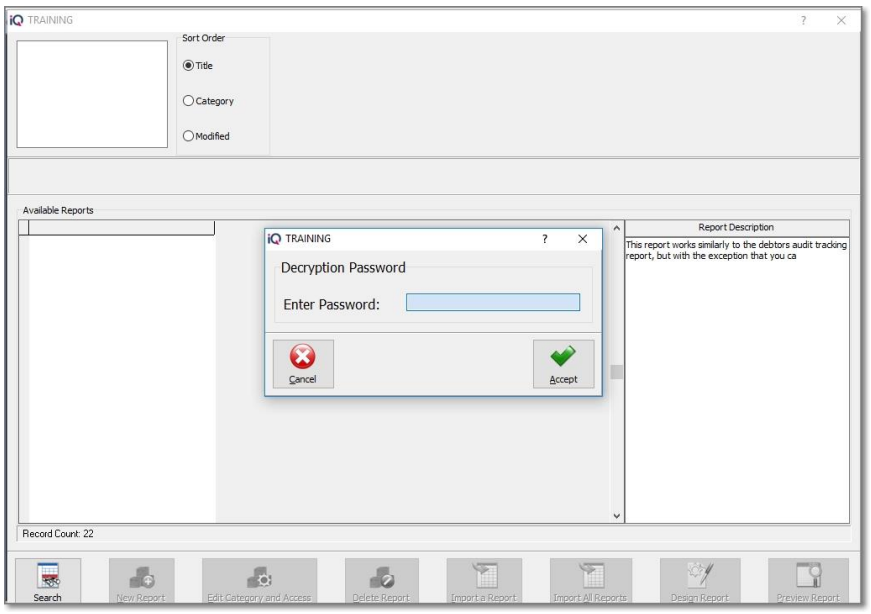
Navigate to 'Utilities -> User Reports'.

Highlight the report that you would like to export.

Click on the 'Design' button.

The system will prompt you for the password.

Enter the password to proceed.

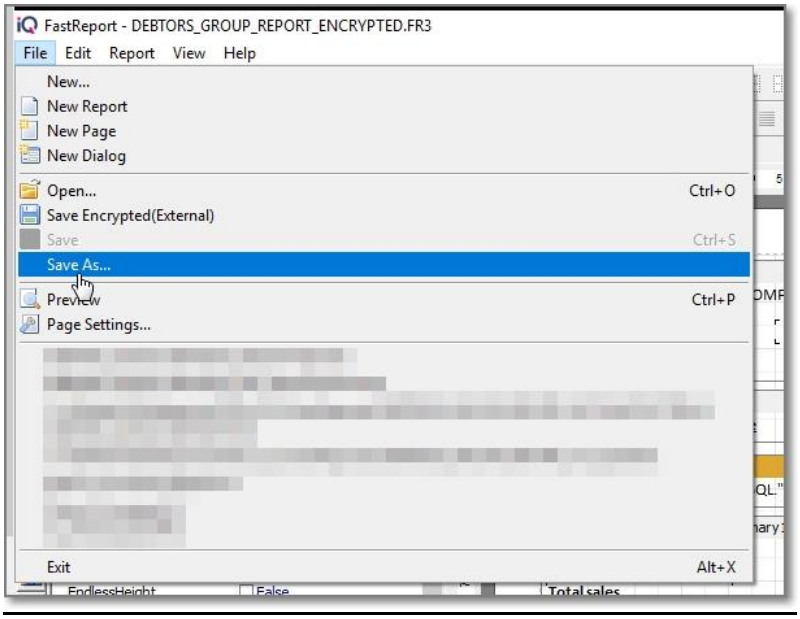


The FastReport module will appear.

Click on File and select the 'Save As...' option.

For demonstration purposes, we saved the report as 'Debtors_Group_Report_Unencrypted.fr3'.

Save the report to an appropriate location on the system.



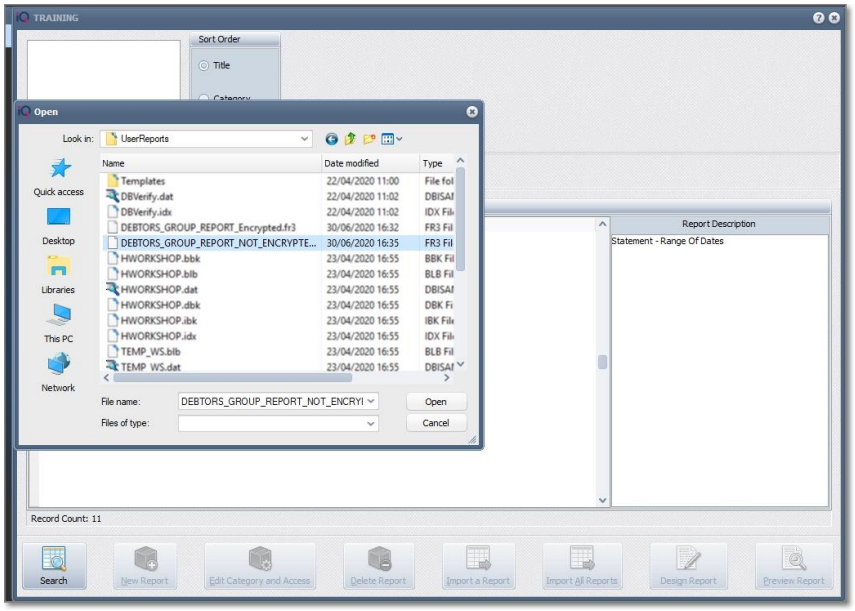
Once the file has been saved, we need to navigate to report writer in the IQ2020 system.

Open IQ2020.

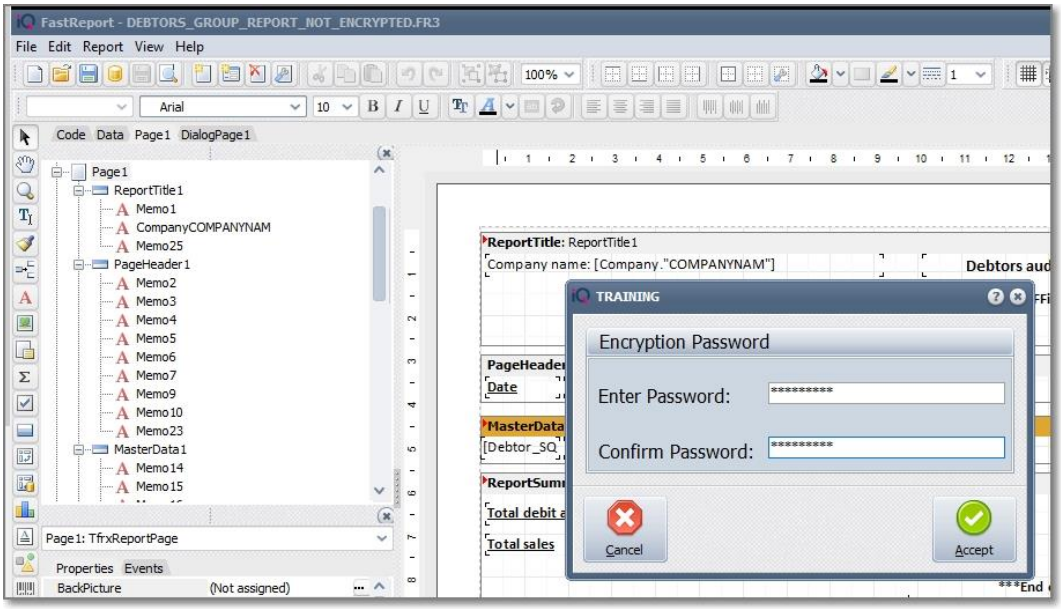
Navigate to 'Utilities -> User Reports'.

Click on the 'Import a Report' button.

Navigate to where the unencrypted IQ2019 report was saved.



The system should allow you to open the report and add to encryption.



STEP 3 – WHAT IS AVAILABLE IN IQ2020

REFERENCE TO CHANGE LOGS BETWEEN 2019 AND 2020

TICKETS DONE IN 2019 BUT NOT YET DEVELOPED IN 2020

Tickets done in D7, but not yet brought over to 64			
IQR tickets	**Issue Type**	**Issue key**	**Summary**
IQR-3158	Improvement	K8T-669	From D7 - Innervation Cash Back
IQR-3303	New Feature	K8T-685	From D7 - Bay Management - Mospare
IQR-3304	Improvement	K8T-508	From D7 - PNA FARRAMERE - ABSA BUSINESS ONLINE IMPORT
IQR-3432	Task	K8T-675	From D7 - FPO - Version RollUp into trunk for 2019.2.3.1
IQR-3675	New Feature	K8T-680	From D7 - Innervation Loyalty
IQR-3676	New Feature	K8T-678	From D7 - Innervation E-receipt
IQR-3737	Bug	K8T-524	From D7 - New scale integration (IQR-3523) - Issue 3 'Unable to open com port Error 123'
IQR-3738	New Feature	K8T-679	From D7 - FPO Retreadability Enhancement
IQR-3840	Improvement	K8T-673	From D7 - FNB purchases and refund integration
IQR-3901	New Feature	K8T-684	From D7 - Snapslip integration
IQR-3914	New Feature	K8T-517	From D7 - Ad-Hoc Collection in ePOD
IQR-3961	Improvement	K8T-671	From D7 - One1 error handling
IQR-3967	Bug	K8T-699	From D7 - Making Tax Digital (MTD) - Calendar Year issue
IQR-3974	New Feature	K8T-518	From D7 - Document search option to be added in Recall Documents - Local
IQR-3975	Improvement	K8T-506	From D7 - Signature pad signature clarity
IQR-3986	Bug	K8T-532	From D7 - FPO - Quote Button - No Reponse
IQR-3996	New Feature	K8T-512	From D7 - Invoice Export utility
IQR-4033	Improvement	K8T-674	From D7 - Delcol Compare Report - Add in new version
IQR-4092	Improvement	K8T-509	From D7 - Scanning scale weights - enable in Purchase Orders and GRV
IQR-4158	New Feature	K8T-677	From D7 - Cell number in POS
IQR-4198	Bug	K8T-553	From D7 - Single View issues
IQR-4203	Bug	K8T-701	From D7 - One One Redeem errors
IQR-4361	Bug	K8T-689	From D7 - ONE ONE LOYALTY - SALES NUMBER MISSING FROM LOYALTY SALES

IQR-4364	Bug	K8T-703	From D7 - Direct Email - â€˜Account Not Foundâ€™ error (IQ Automation)
IQR-4393	Bug	K8T-700	From D7 - TJ airtime - missing transaction
IQR-4394	Bug	K8T-697	From D7 - ONE ONE XML LOG - Non loyalty sales not pulling through (Invoicing only)
IQR-4398	Improvement	K8T-670	From D7 - FPO Enhancement
IQR-4400	Bug	K8T-693	From D7 - ONE ONE XML LOG - NOT TAKING C/N's INTO ACCOUNT
IQR-4544	Improvement	K8T-789	From D7 - Drop Shipment > IQ unallocated items should not show. Only Imported items from the statement.
IQR-4569	Improvement	K8T-764	From D7 - Spiro's Standard Bank, bank import - Default narrative modification

WORKING IN 2020

TESTED SERVICES INTEGRATION	
Service Name	**Description**
Snap Slip	Tested - Working
Airtime City Namibia Provider	Tested - Working
Sure Swipe eft	Tested – Working
One One Infinity	Tested – Working Excepts for Redeem via POS which is currently not working
Transaction Junction EFT	Tested – Working Logs need modification
Transaction Junction Airtime	Tested – Working Logs need modification
Real People	(working, but export via automation not working, ticket logged)

NOT WORKING IN IQ2020

TESTED SERVICES INTEGRATION	
Service Name	**Description**
Nomad EFT and airtime	Not Working - They do not have a 64bit platform
Innervation EFT	Not Tested – awaiting pin pads
FNB Switch EFT	Not Tested – awaiting Linux PC
AMS/Blue Label Airtime	Not Tested – awaiting testing credentials

STEP 4 - DOWNLOAD

HOW TO DOWNLOAD, INSTALL AND REGISTER

GENERAL DESCRIPTION

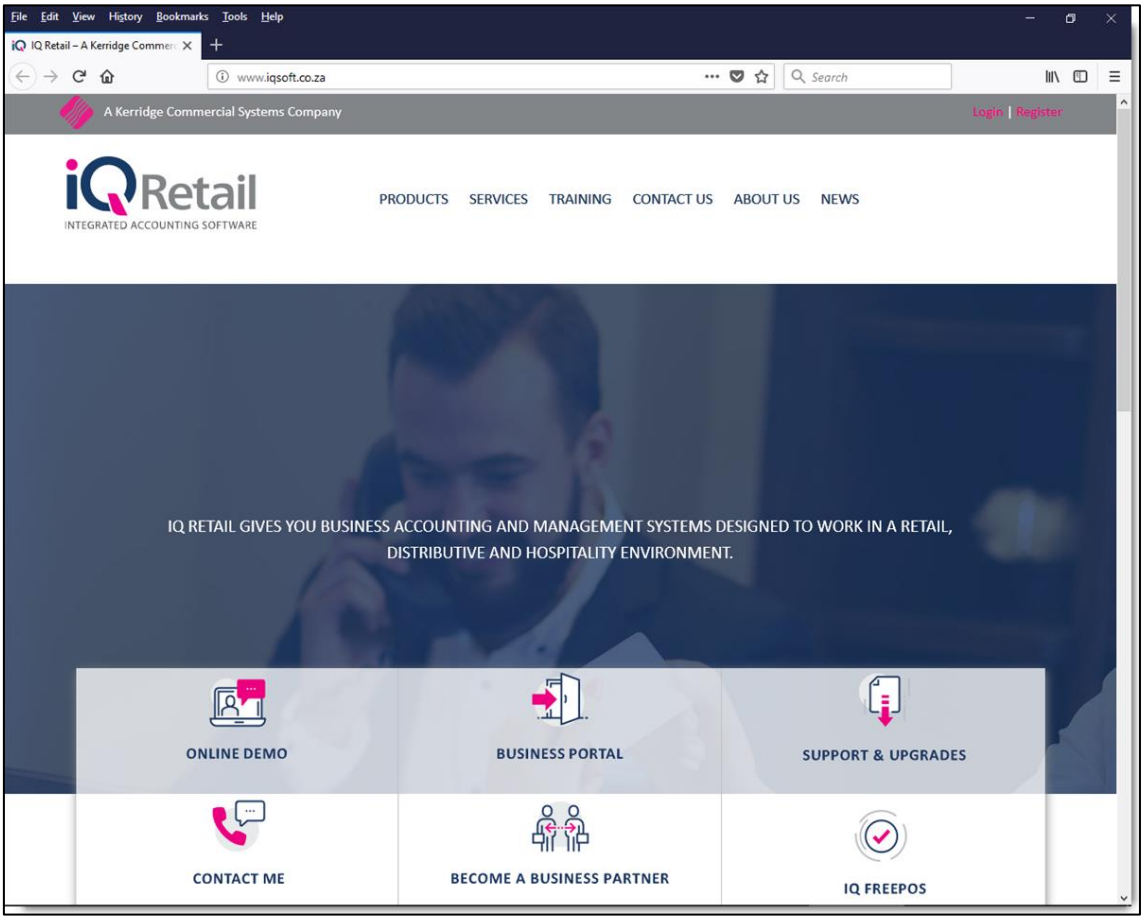
How to download a program (IQ POS, IQ Business, IQ Enterprise) from our website www.iqretail.co.za

DOWNLOADING

Downloading the program is very simple. You must have a valid “user account” with IQ Retail (Pty) Ltd to download any of the above-mentioned packages. If you don’t have an existing “user account” with us, simply create a New Account. Fill in the information, you will receive an email to validate your email address, follow the link and then log in.

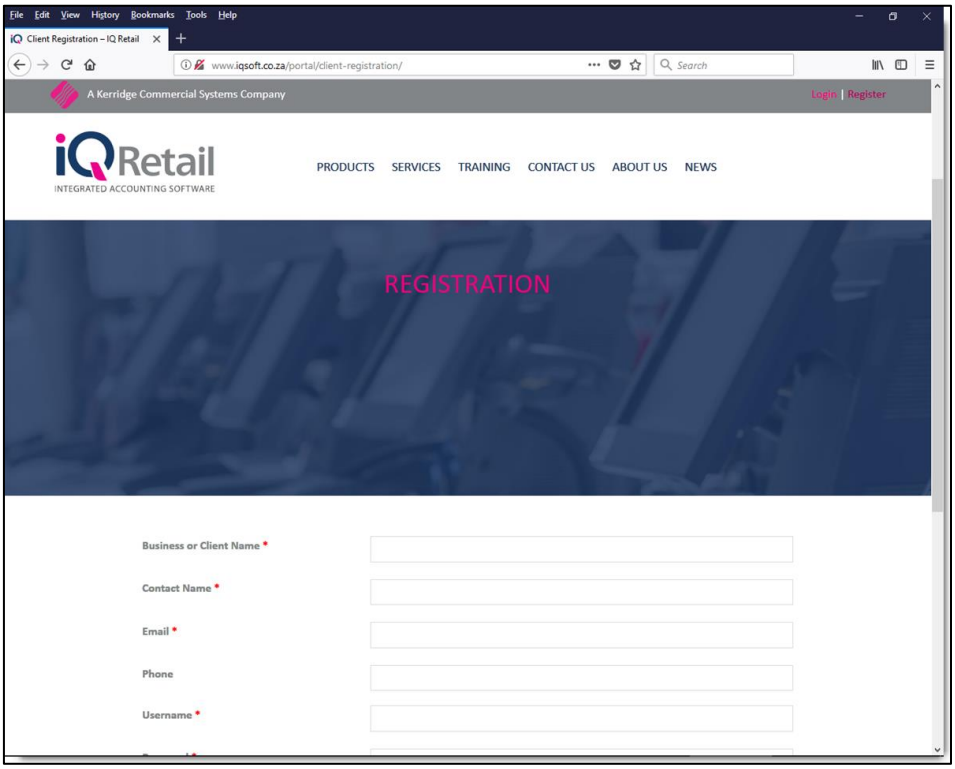
HOW TO CREATE A USER ACCOUNT

On our webpage, Select Register, you will then be asked for your personal details.



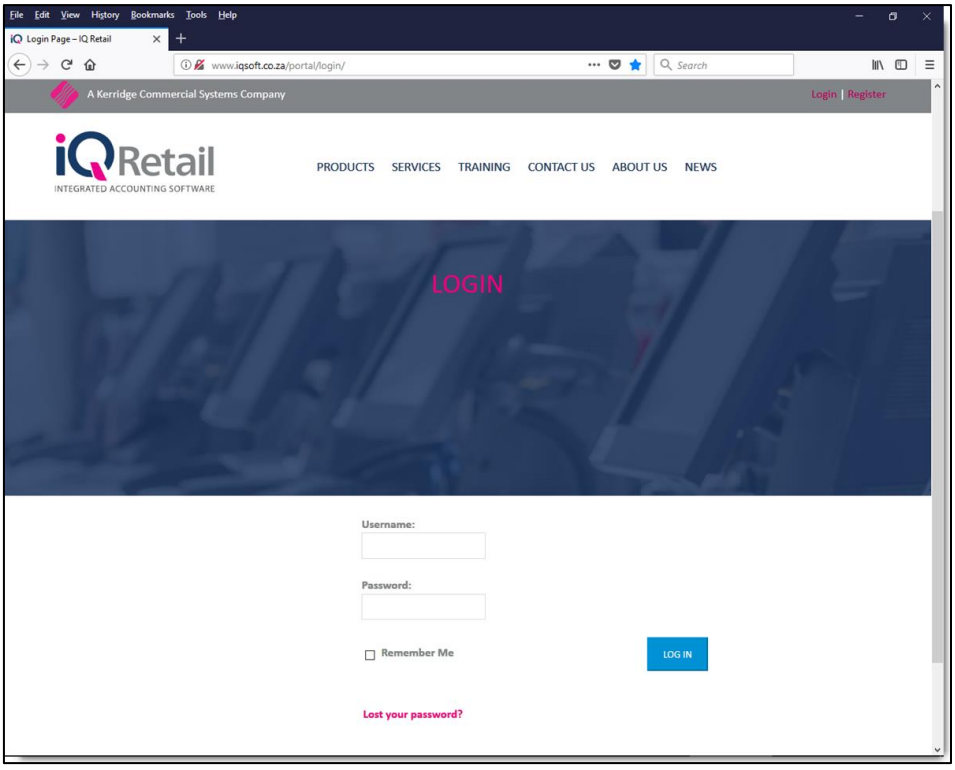
Fill in all the detail, then select Submit Registration. Use your email address as UserName.

An Email will be sent to you and confirmation of the new account. A generic password will be supplied, a password change will occur the first time you log-in.
NOTE: If you struggle, try and log-in with your email address and request a password change.



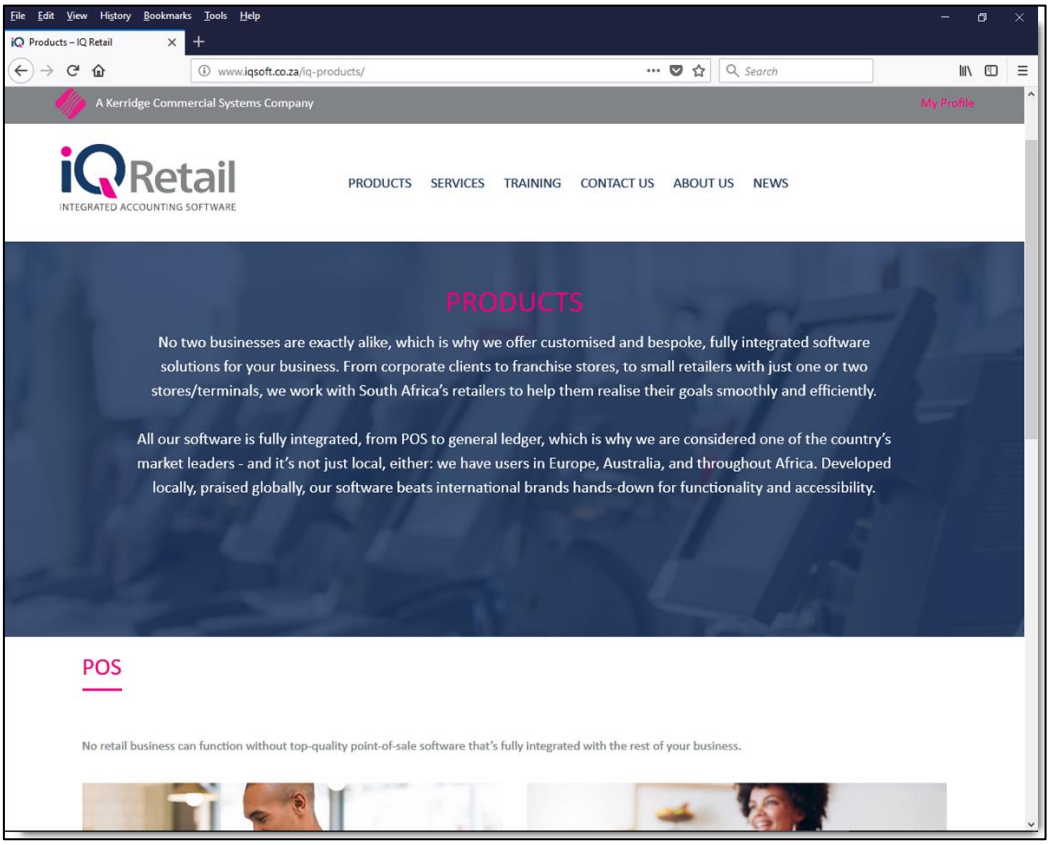
HOW TO LOG IN

Enter your Login username and password.

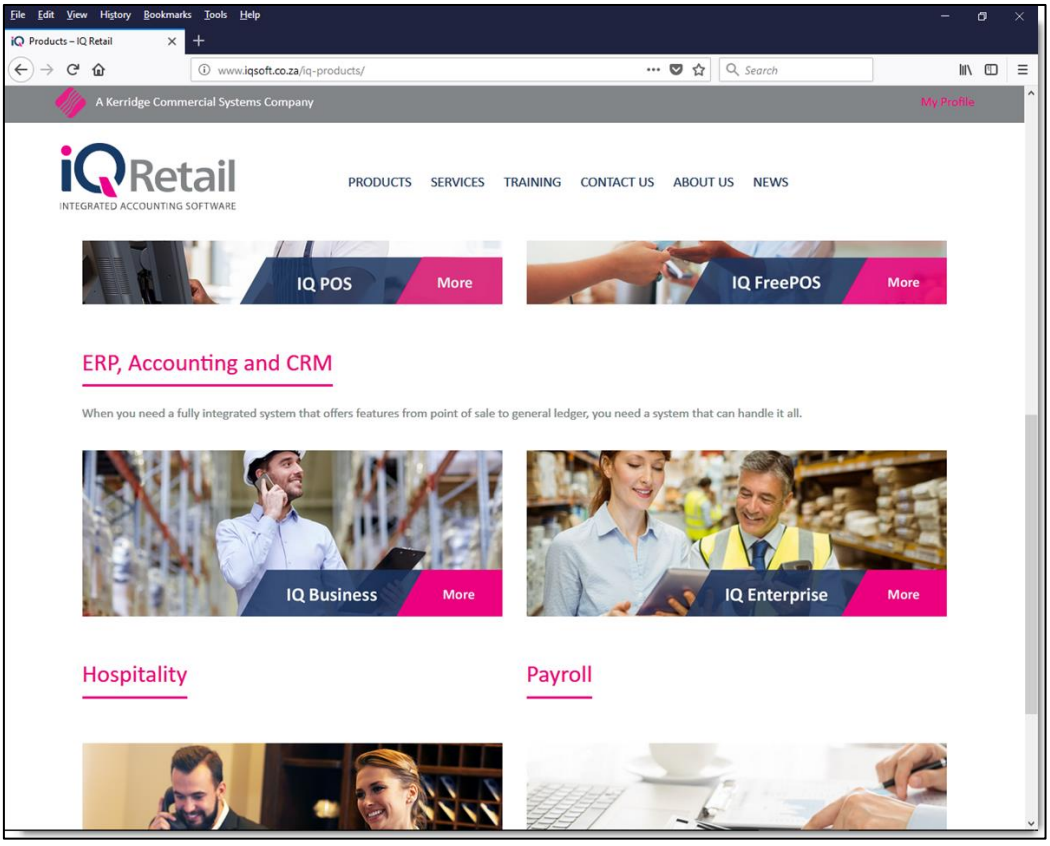


HOW TO START DOWNLOADING

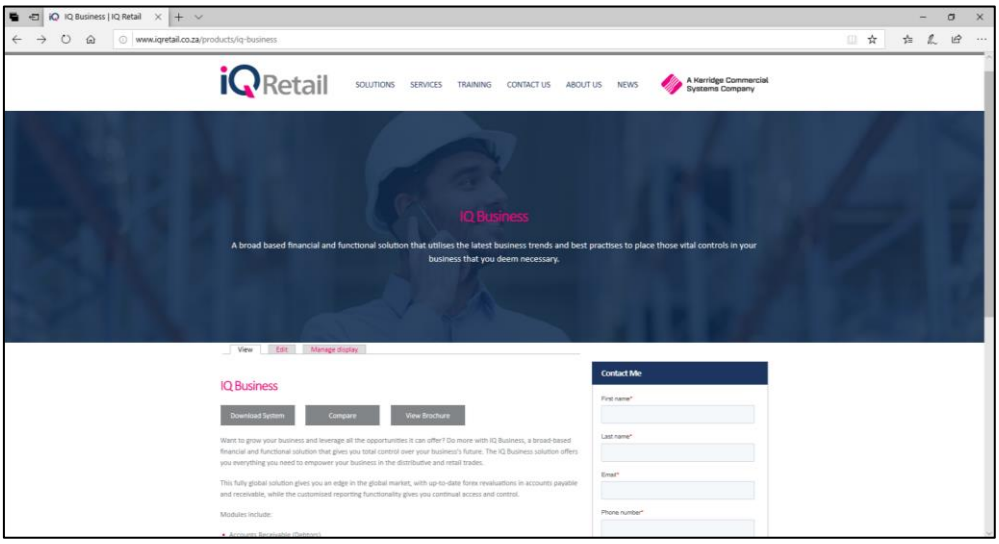
Go to the Products Menu and select the program of your choice. For example, IQ Business.



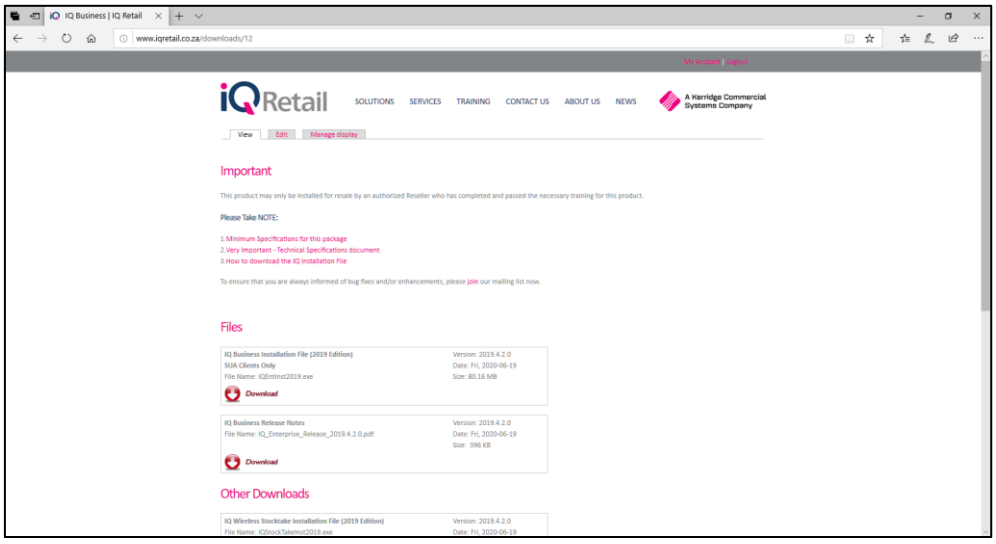
After Selecting on the relevant product select one of our programs: IQ Business, IQPOS or IQ Enterprise.



Select the Download System option. Please read all the notes carefully.



NOTE: Make sure that you read the "Releases Note" to ensure you are aware of the new changes.



Select the download or save option once download has been selected.

Once the file is downloaded, move the file to the server, or to the PC that IQ is installed on, or must be installed on if not already there.

THREE TYPES OF INSTALLATIONS

1. New Install – no other version of IQ Software
    - Install into a New Folder IQRetail64
    - Run the IQ Upgrade
    - Register
2. Upgrade from 2019 to 2020
    - Install into a new Folder IQRetail64 – Don't run IQ Upgrade
    - Copy all company folder from IQRetail\IQEnterprise (2019) example 001, 002 and then Company's folder into the new IQRetail64\IQEnterprise folder
    - Run the IQ Upgrade
    - Change the Password encryption
    - Register
3. Upgrade 2020 version
    - Install into IQRetail64 folder run upgrade
    - Register or import registration file again.

INSTALL

Before running the installation ensure that all users are logged off, if IQ was previously installed.

Run the installation file e.g. IQEnt64Inst2020 for IQ Enterprise on the server.

NOTE: Run the installation as Administrator.

Right Click on the Installation file and choose Run as Administration.

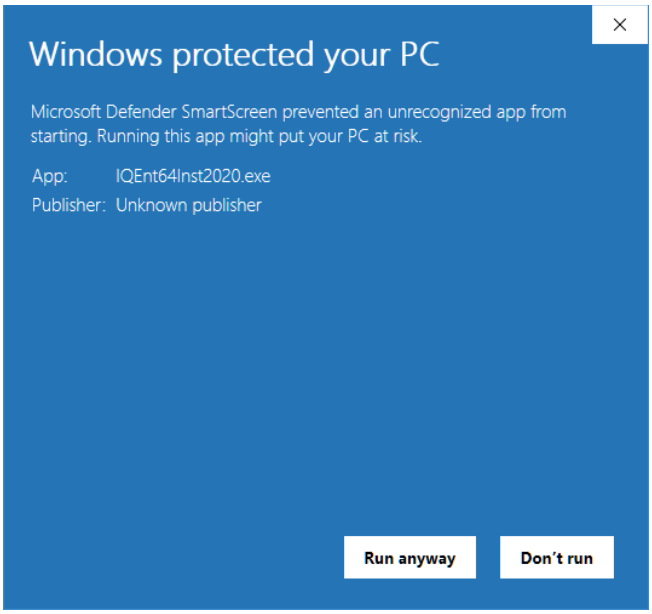
STEP 5 – INSTALL

INSTALLATION

NOTE: Should this be a network installation, the installation should always be done on the server PC.

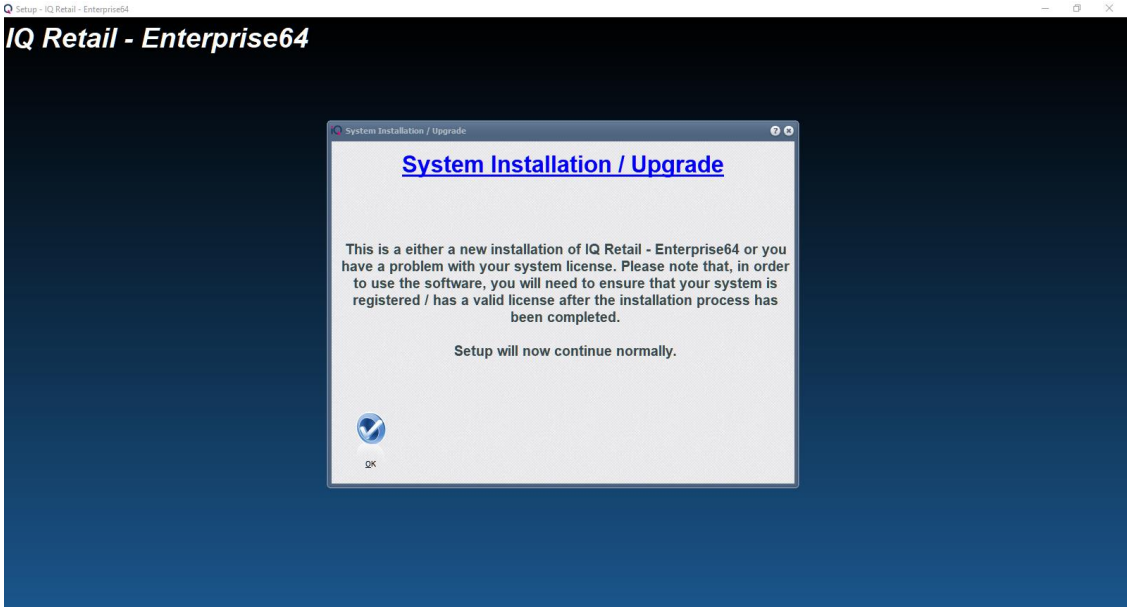
The software must **not** be installed on each PC on the network.

If the windows protect screen appear click on Run Anyway

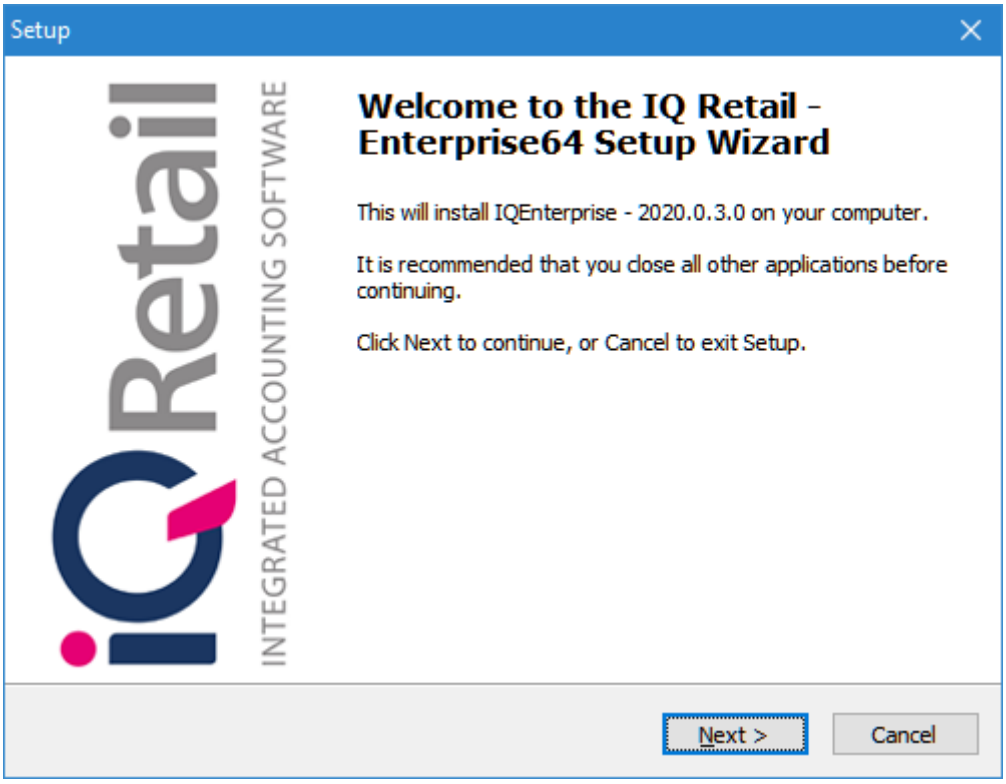


PLEASE NOTE: IQEnterprise64 will require a new registration on the first installation.

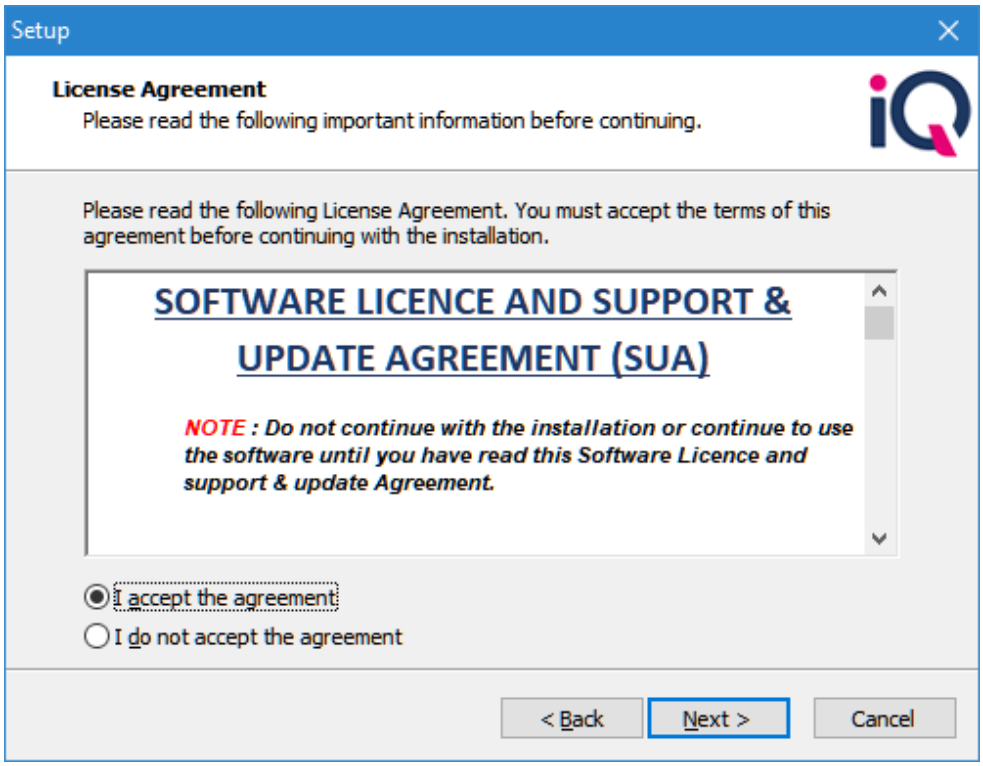
Click on ok and continue



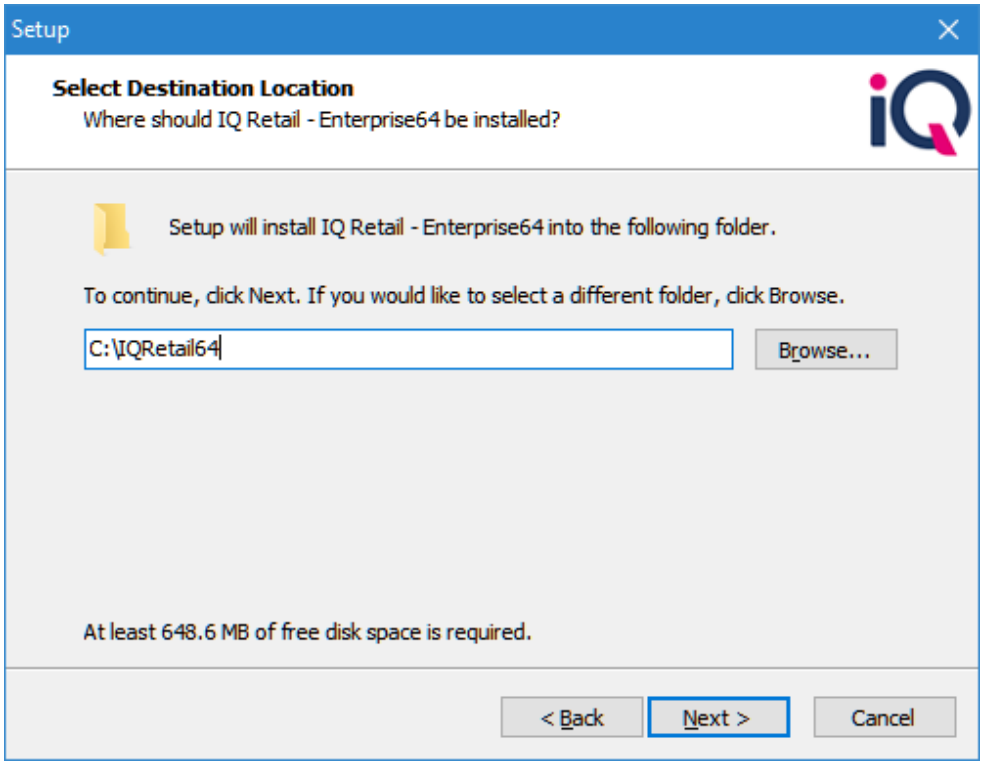
Please take note of the version number of the install, click Next to continue



Please read the License Agreement carefully. Should you not agree with the terms, the system will terminate the installation of the software.



Select the “I Accept the Agreement” option followed by the next button.



At this point the destination of the IQ Enterprise system must be selected.

If you have a previous version of IQ Enterprise already on your computer, make sure you choose a different folder.

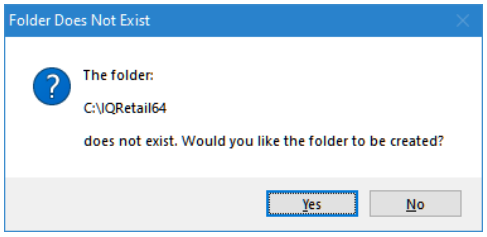
For Example: C:\IQRetail64

PLEASE NOTE: You do not want to install over your previous version of IQ Enterprise.

Always install in the same destination thereafter, otherwise the program's registration will be lost.

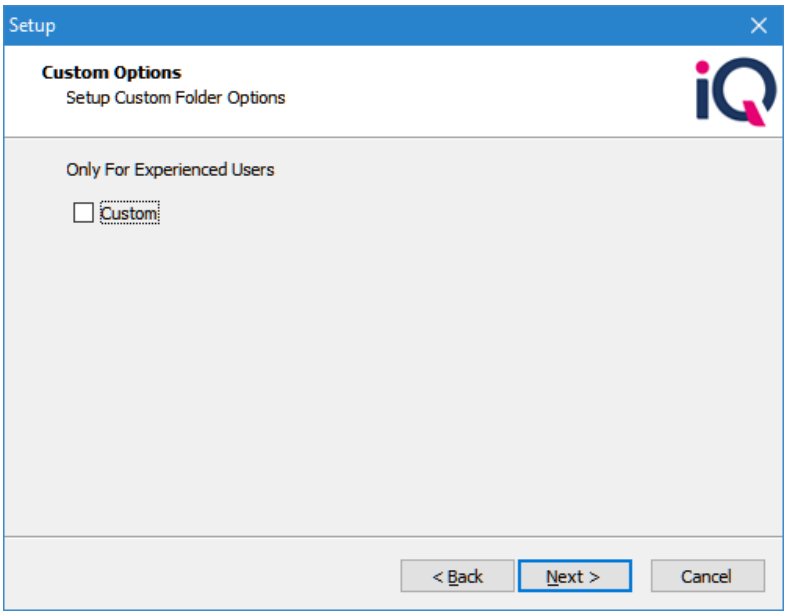
Click the Next button to continue to the next screen.

If this is your first install click Yes to continue. This will create a new folder on the selected Hard drive IQRetail64.

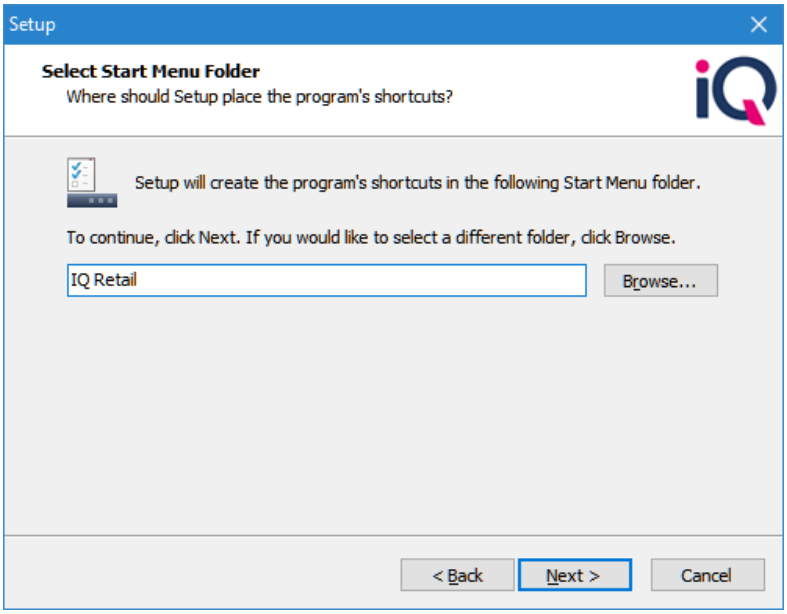


Custom install is usually for testing and support purpose only.

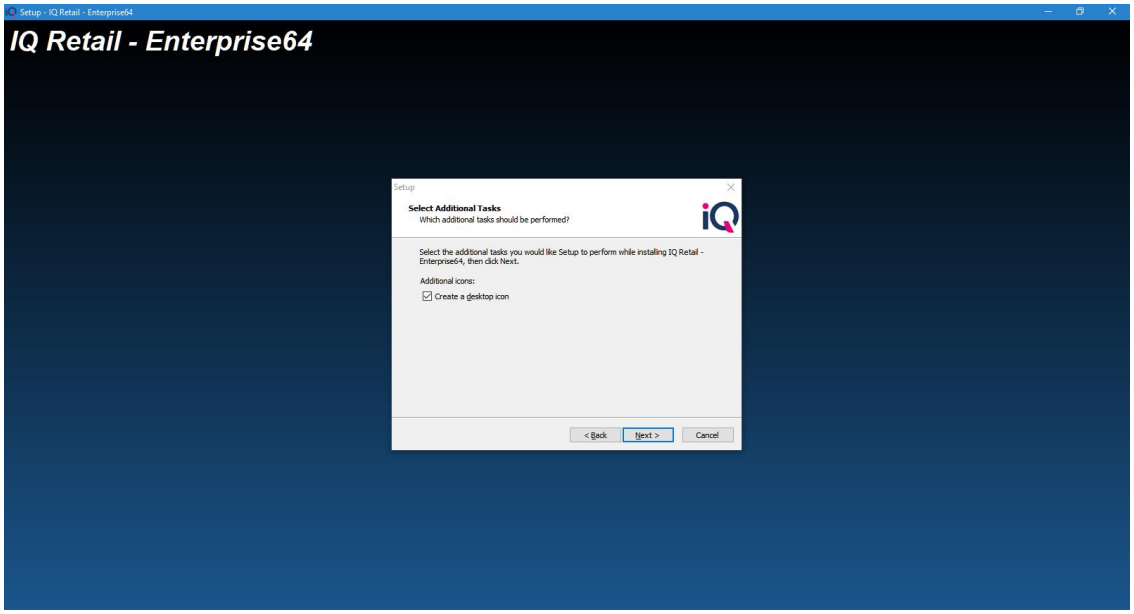
Select he Next button to continue.



The Select Start Menu Folder will install the IQ Retail Menu in the start Menu of Windows, browse to change the destination folder.



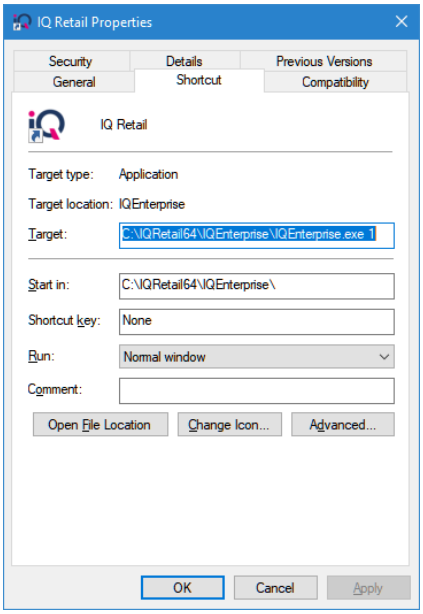
The select Additional Tasks will help to create a shortcut on the Desktop of the Server or the computer the IQ installation is on.



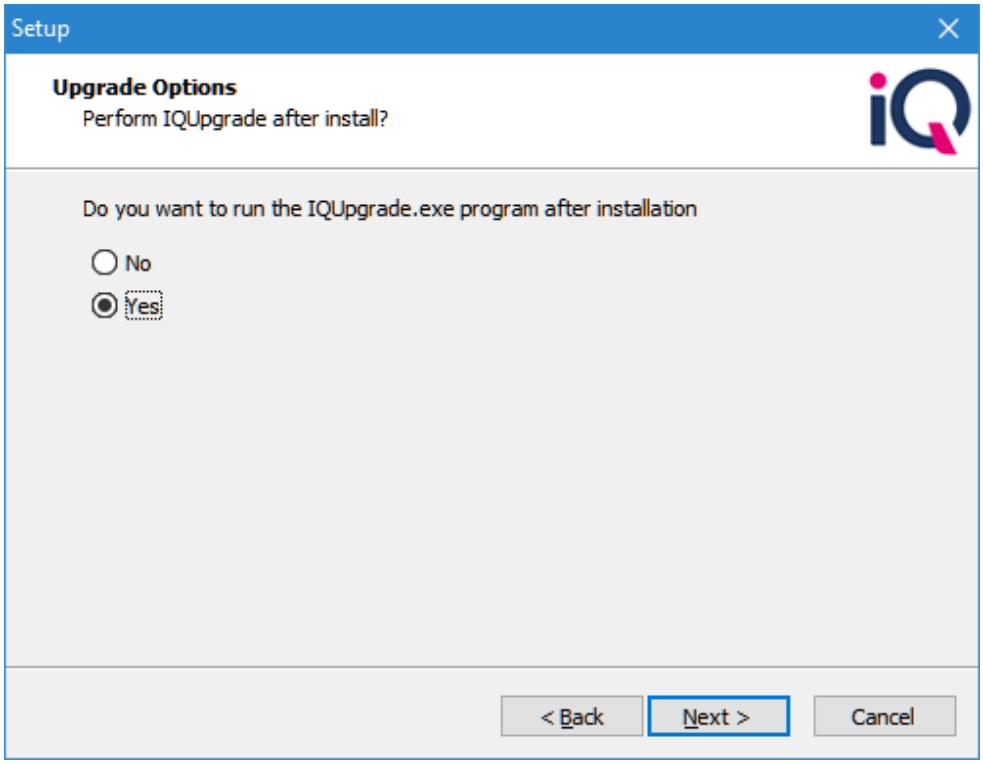
You will have a shortcut on the desktop of the server.

NOTE: Remember to make sure that the shortcut has a unique target number. To add a unique target \ terminal number, right click on the IQ Shortcut and select properties, click in the target area, and add a different number for each terminal C:\IQRetail\IQEnterprise\IQEnterprise.exe make a space and add number e.g. 1

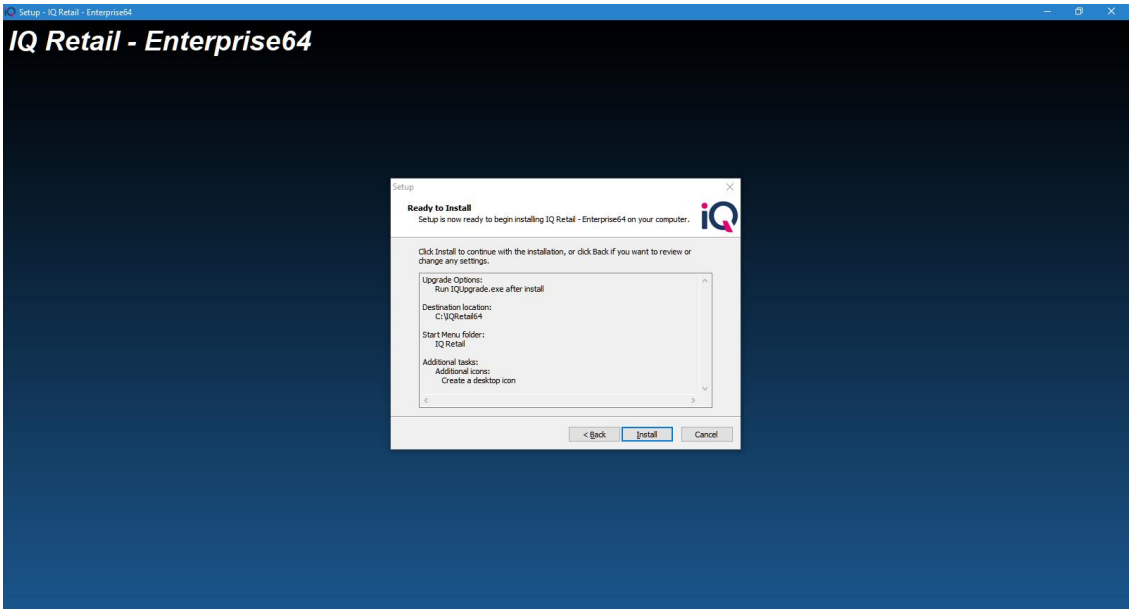
C:\IQRetail64\IQEnterprise\IQEnterprise.exe 1



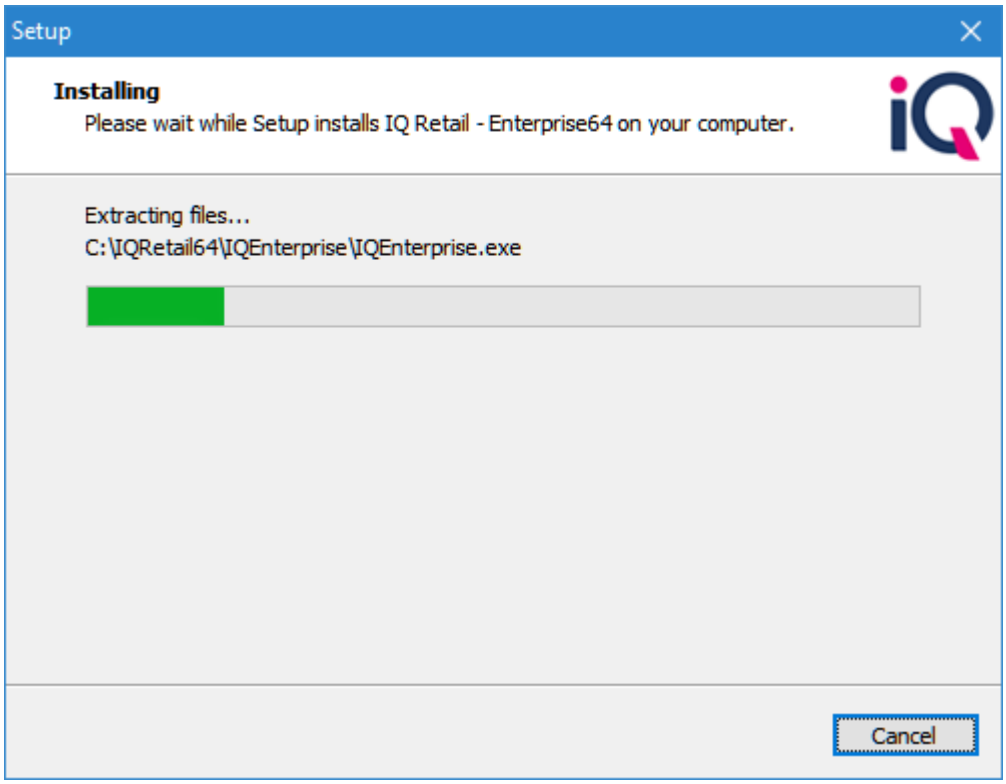
Always run the IQ Upgrade option. If this is a conversion from IQEnterprise 2019, the IQ Upgrade option can be on NO, (the upgrade will be done later) BUT for all other installation the IQ Upgrade must be on YES.
The Upgrade utility will run after the installation and will ensure that all the additional changes of the new version are added to all the correct tables.
Select next to continue



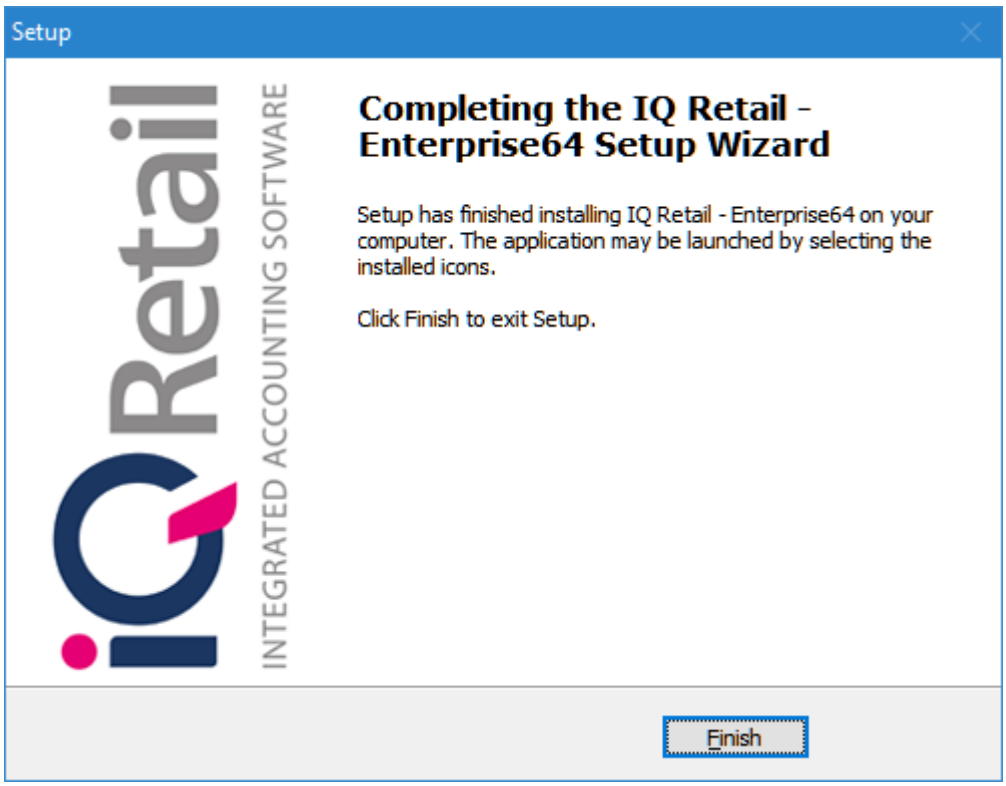
Select Install to start the installation process.



Please wait while the setup installs the IQ product on your computer.

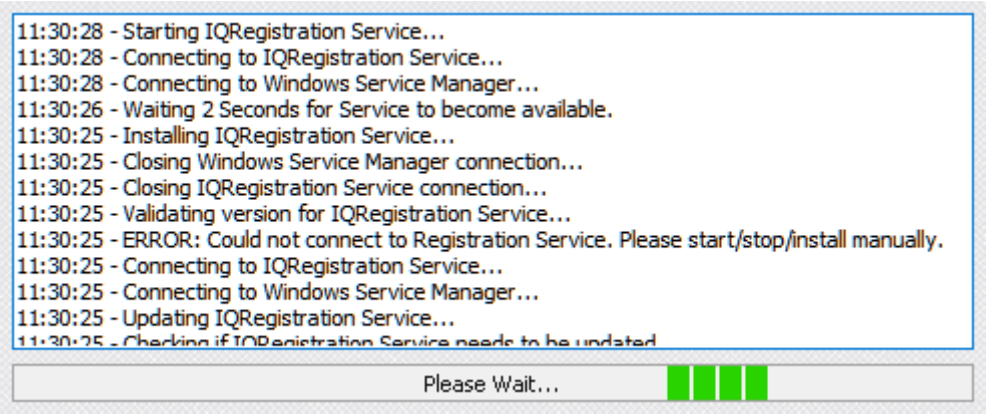


Once the installation is finished the setup complete screen will appear.



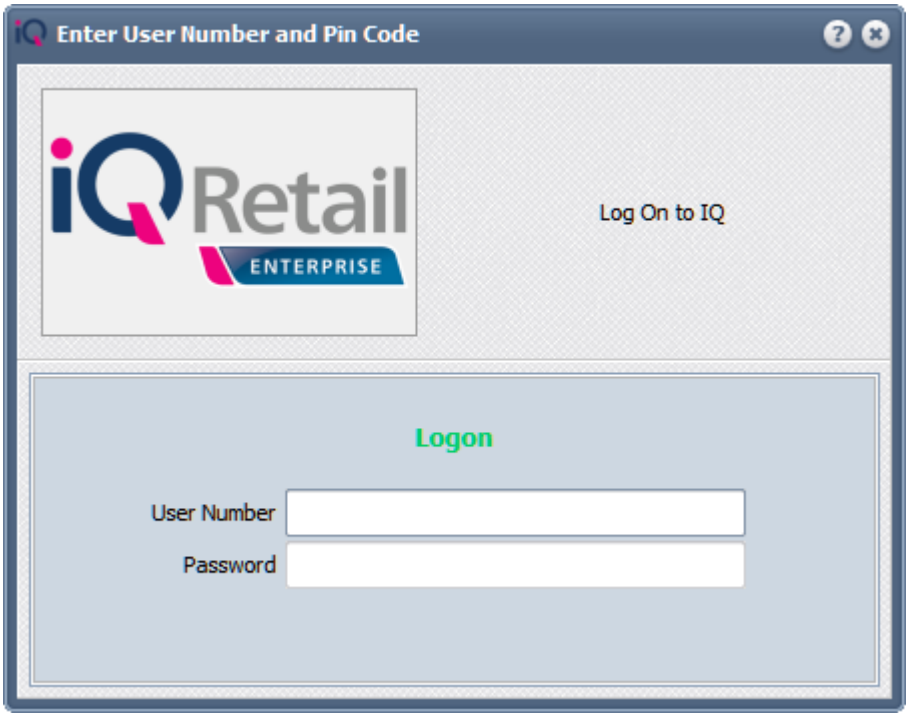
Selecting the Finish button to complete the installation process.

On closing the installation process, the IQ Registration service will start and update if selected.



NOTE: For new installations, the default entry is,
Username: 1
Password: 1111

NOTE: The password will not be visible but will be represented as an asterisk ('*') for each character entered.

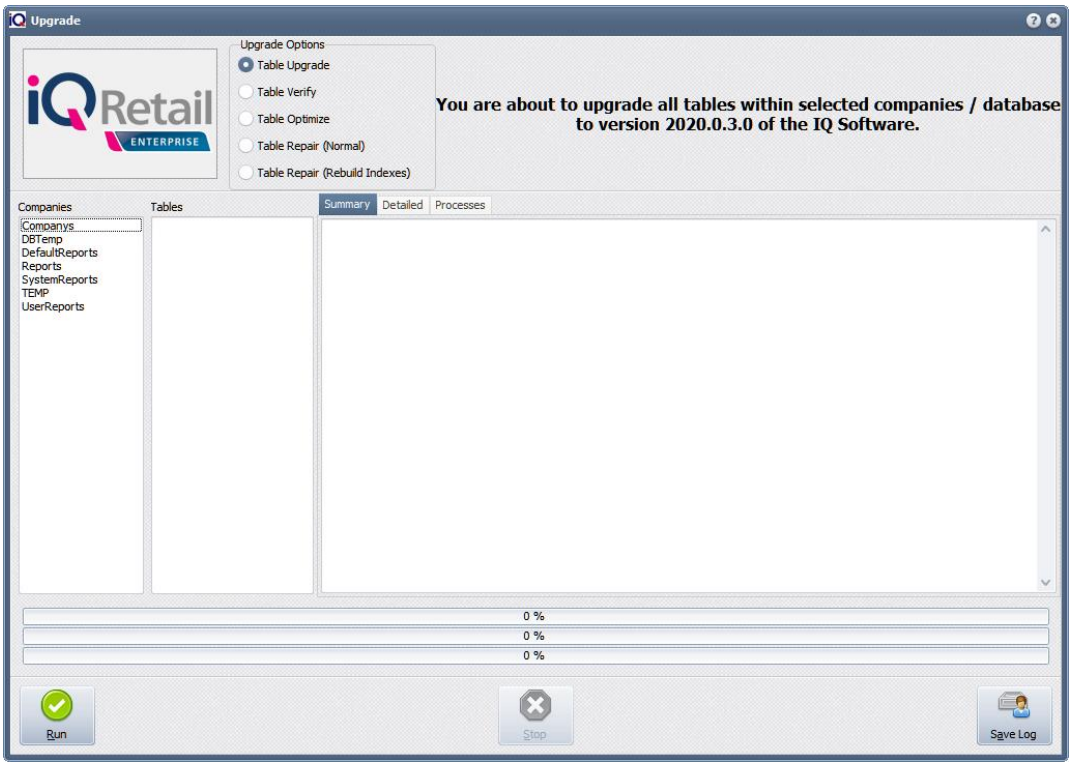


HOW TO UPGRADE

A few easy to follow guidelines on “how to upgrade from a previous version to a newer version”

NOTE: This is also required for a new installation.

- Make sure everybody is logged out of the IQ Enterprise system.
- A table upgrade needs to be done for the updates to take effect.
- If the table upgrade option was not selected during the installation process, then the IQUpgrade.exe must be opened and the Table upgrade must run manually.
- Changes were made to the new version. Multiple upgrades will run. High impact table will automatically run separately.
  For example InvItems, Invoices, Sorditems, HSordItems, PordItem, HPordItem, Sales, StockBal, TillHist, Stoctran, StocHist, StockBal, DebtTran, CredTran, Sorders, Porders, HJobs , HJobItem, StockArchive, Stock.
- On the Server go to, This PC, Local Disk, IQ Retail folder, IQ Enterprise Folder.
  To upgrade, Right click on the iqupgrade.exe file and run as Administrator.
  Only a username and password of the IQ system administrator of the IQ Software can be used.

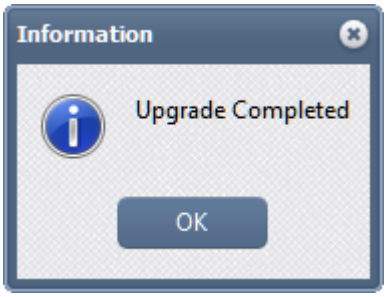


Now that you have opened the IQ upgrade program. There are a few upgrade options available.

The only option that must be selected is the “Table Upgrade”.

Make sure that option is selected and then select the “Run” button.

While the table progress is running, the progress bars at the bottom will indicate how far from completion. When completed, click on the done button, and close the IQ Enterprise table upgrade program.



The table upgrade is now complete. The system has now been updated successfully with the new IQ program database version.

NOTE: When restoring any backup within the IQ Enterprise package, make sure that you run the iqupgrade.exe and do a table upgrade. The reason for this is that sometimes the backup that was restored is old. It could be from a previous version of IQ Enterprise. Therefore, you need to run the iqupgrade.exe for any new fields that were added to be available on the older data that was restored.

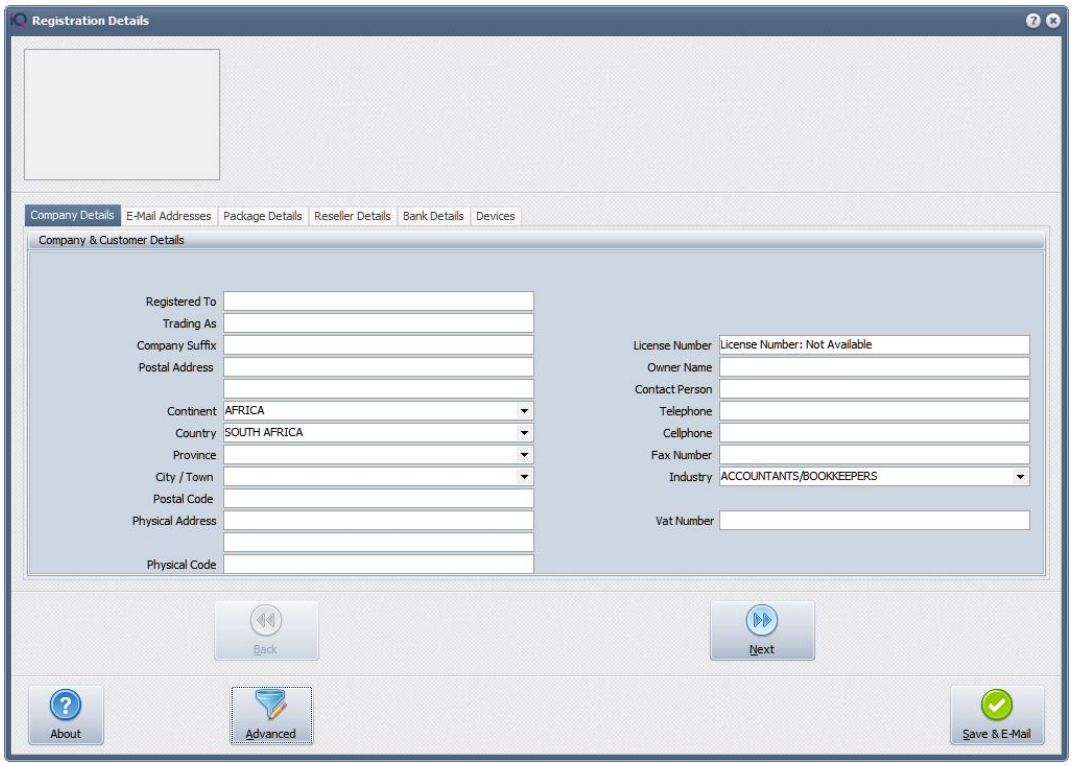
STEP 6 - REGISTRATION

REGISTER THE IQ 2020

The registration screen will appear once you double clicked on the IQ Retail shortcut

If not and a registration is required because of an expiry date go to Support Menu Option → Register IQ Enterprise

Please ensure that all the details in the registration is filled in and correct.

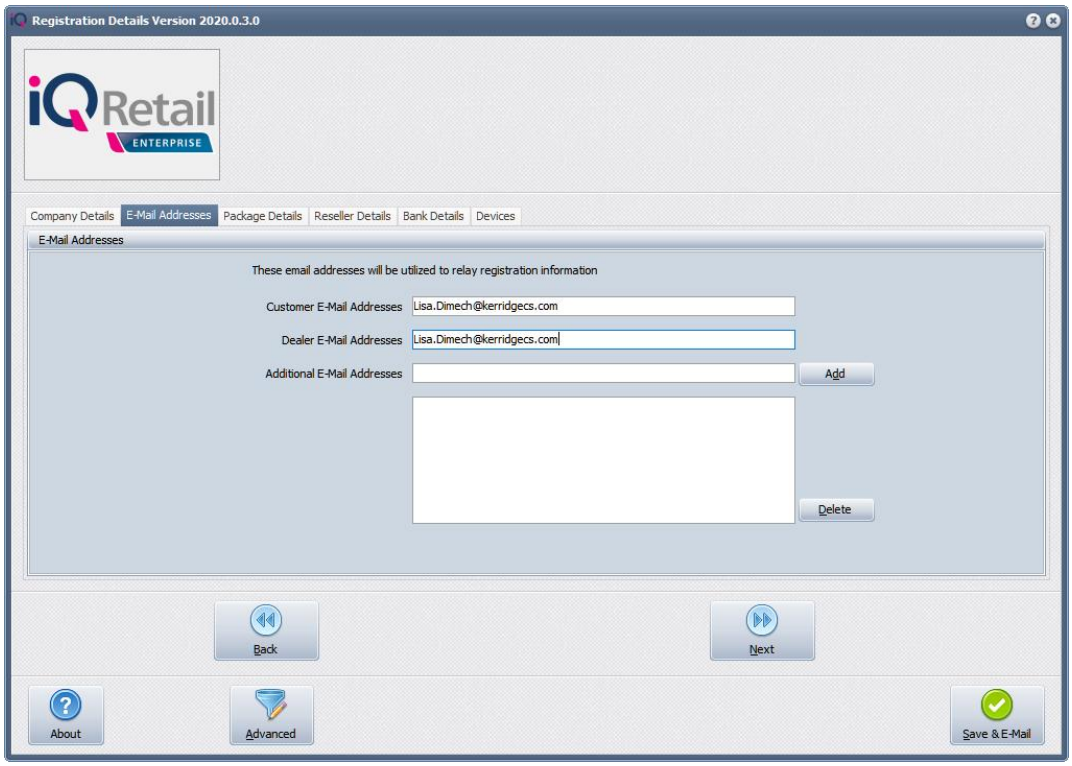


NOTE: Ensure that the Licenses Requested and the Edition Requested is correct.

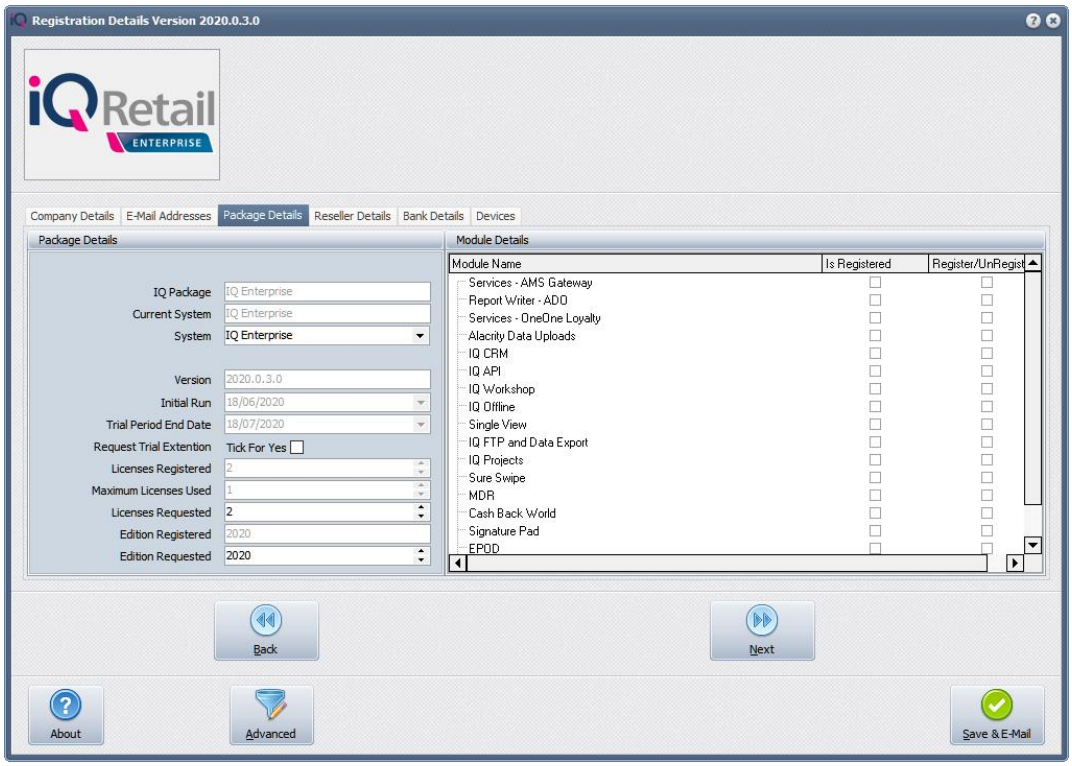
The screen has many required fields, so please ensure all the detail has been filled in and correct.

The Company Suffix must be filled in and can be an abbreviation of the company name.

Only email address visible in the E-mail addresses screen will received the returned registration

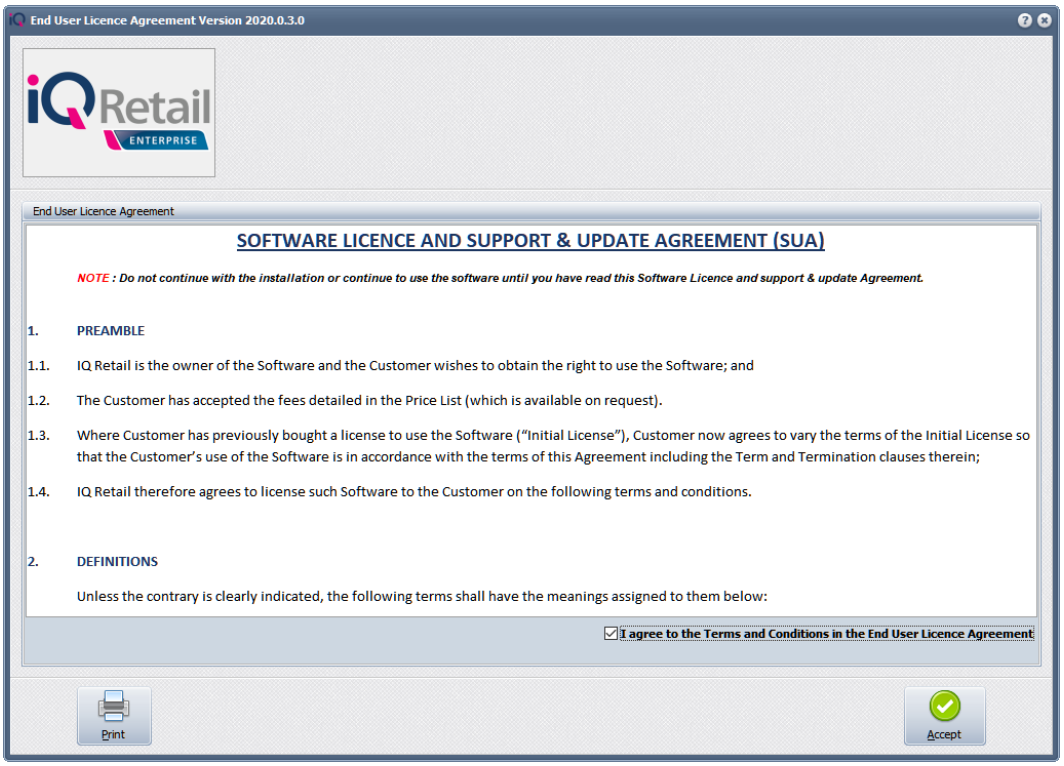


Please ensure the System and the Licenses Requested has been specified.

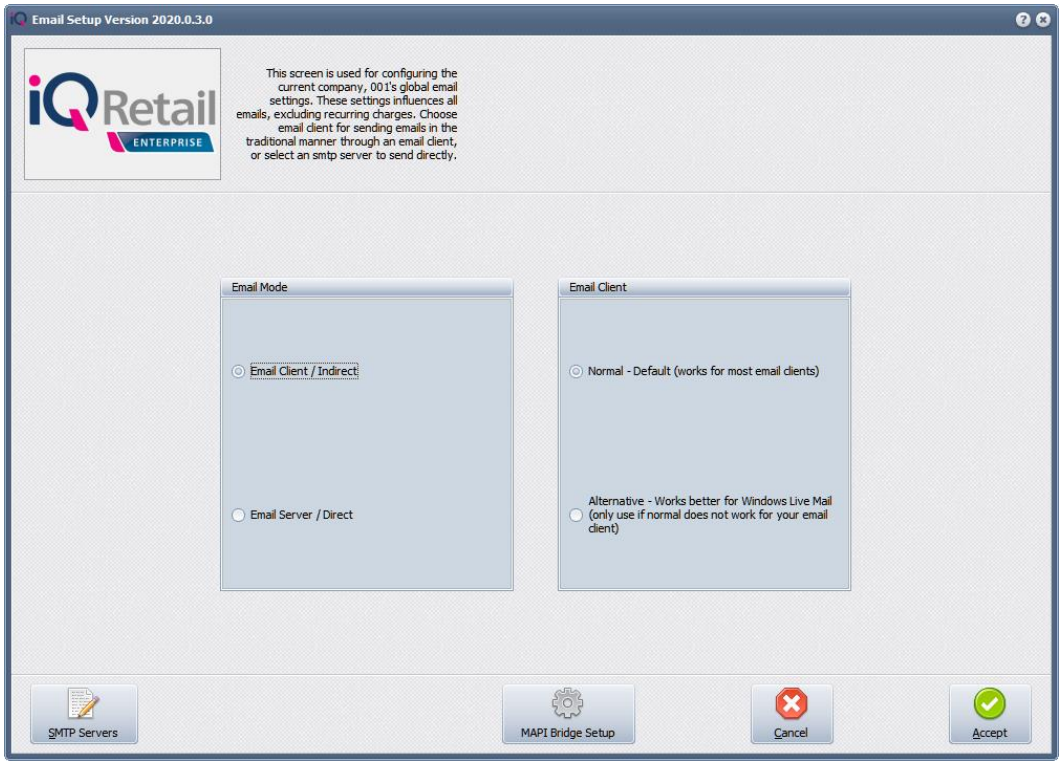


If the Save & Export option is used, email the reg64.txt file to igregistration@kerridgecs.com

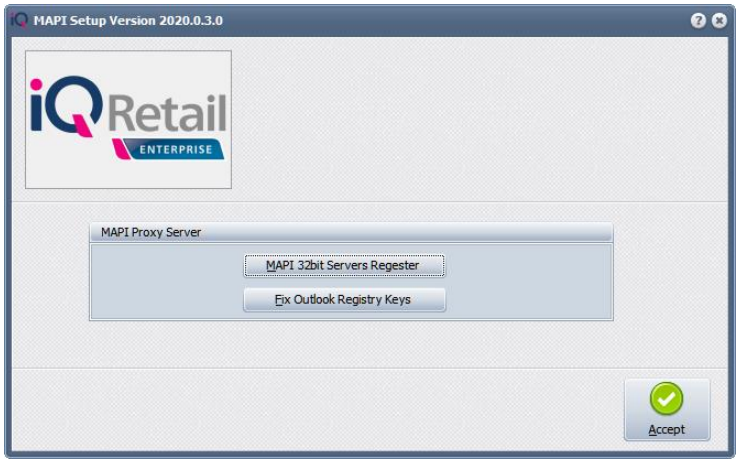
Click “I agree to the Terms and Condition in the end user licence agreement”.



Choose between two types of Email Modes: Email Client / Indirect or Email Server / Direct.

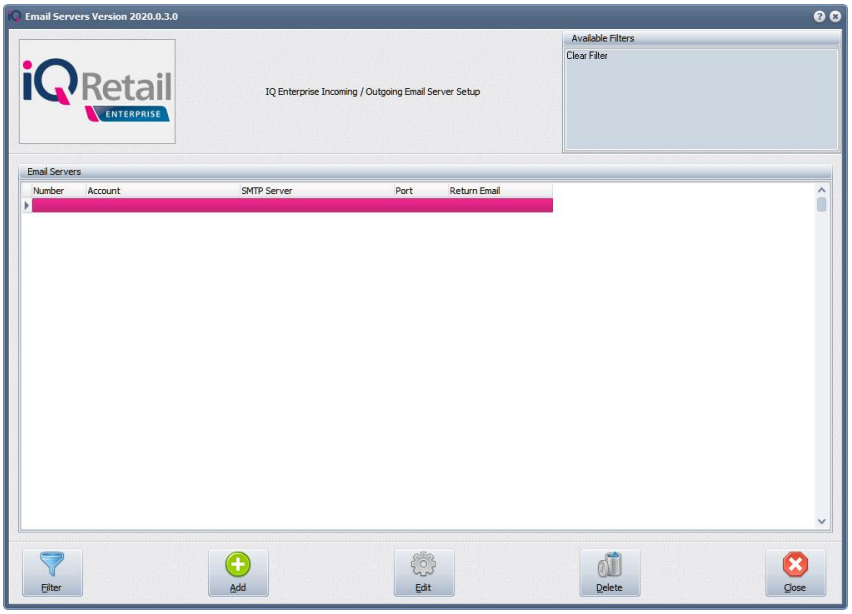


If you have selected Email Client / Indirect and you will still have 32bit software, that you will have to do the MAPI Bridge Setup.

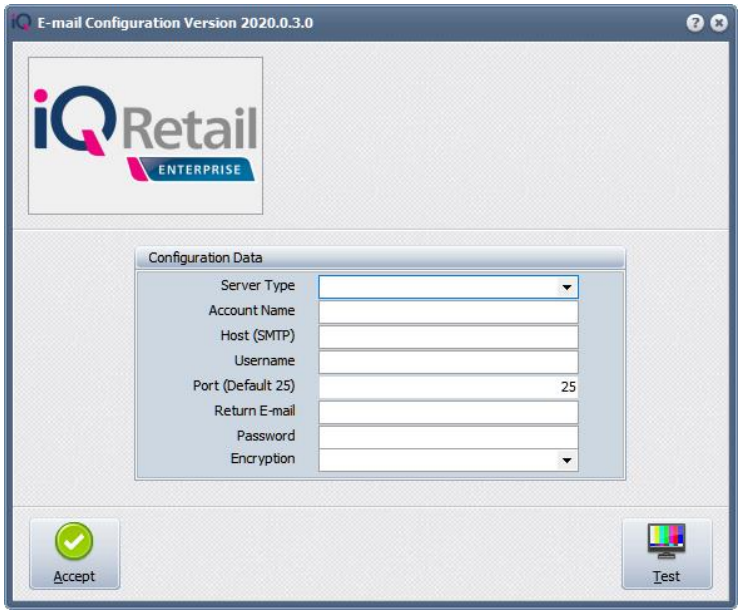


This will ensure that the email will land up in the inbox of your Outlook software.

If you have selected Email Server / Direct, you will have to set up the SMTP Server Details.



Select Add and fill-in your email service provider's details.



After payment has been received, the registration will be sent back to the listed email in the registration details.

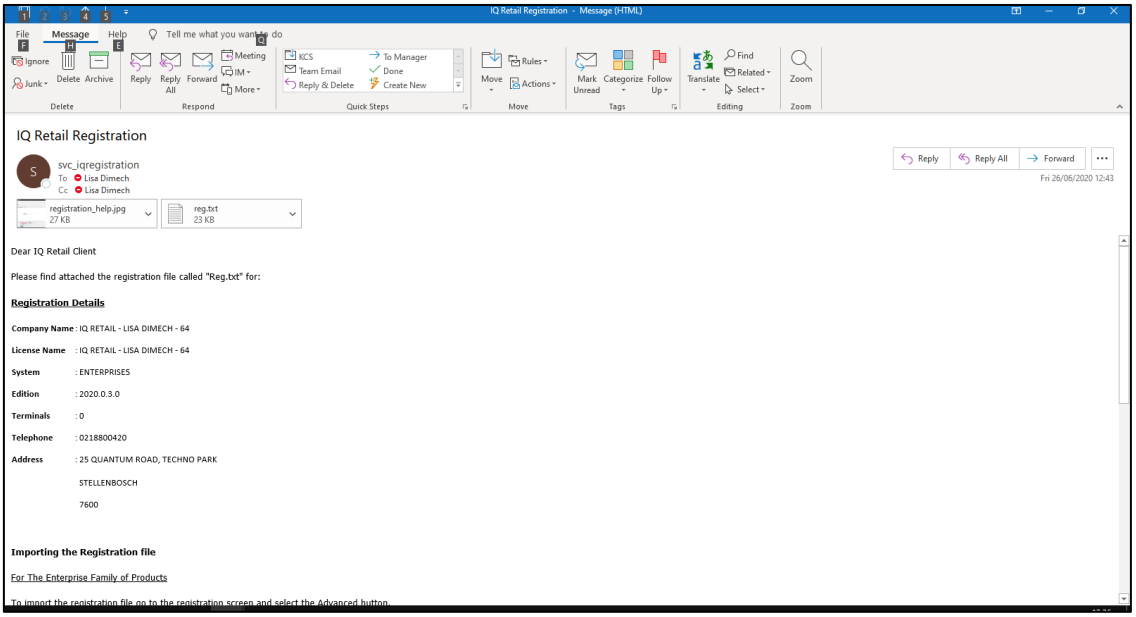
Please send the Proof of Payment to iqpayments@kerridgecs.com

REGISTRATION EMAIL:

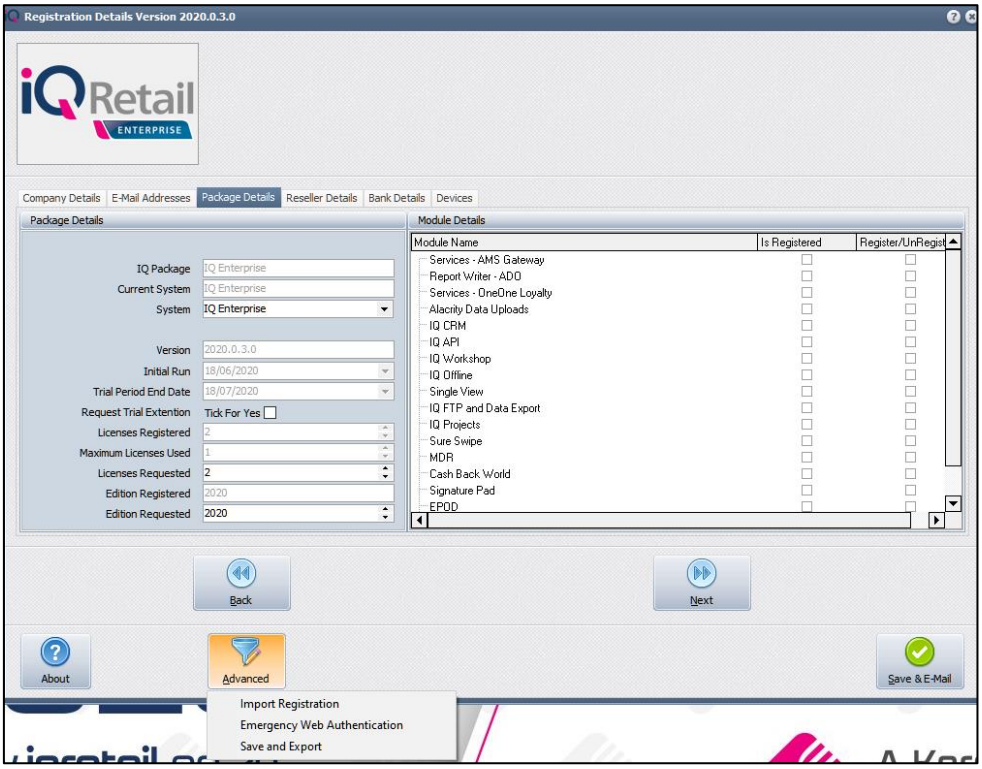
You will receive an email, save the reg.txt attachment to e.g. Desktop

Example of Email below:

Save the Reg.txt file on your computer.

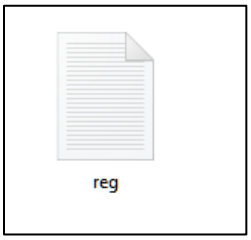


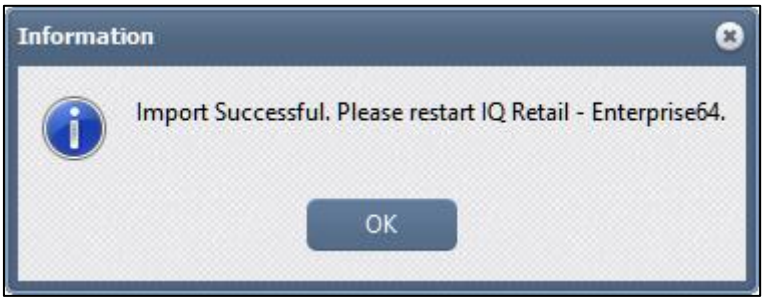
Select Support →Register IQ Enterprise → Click Advance →Import Registration



Re-type the confirmation code (remember it is case sensitive) and click OK.

Select to the reg.txt file from e.g. your Desktop and click open.





STEP 7 – ROLL BACK

HOW TO ROLL BACK TO 2019

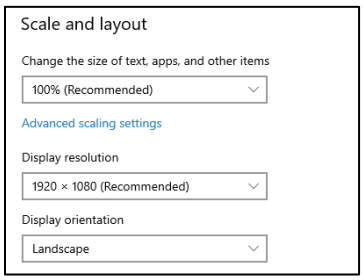
To revert is very easy, because the new installation is in a separate folder. Just send the shortcut back to the desktop and rename the shortcut so that it is very clear with version it points to.

STEP 8 - RESOLUTION

RESOLUTION SETTINGS

PLEASE NOTE: The IQ Software is very Resolution depended.

Make sure your Size of text is on 100% and the Display Resolution on 1920 x 1080.



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