



POSINTL.COM

easy, affordable retail automation since 1985!

POS International, Inc. Support Bulletin: Instructions for Setting Up and Running Power POS on Windows 7 64Bit OS with win XP virtual machine.

Procedure:

- 1) NOTE: Printing will ONLY work with either shared printers from another non Windows 7(winXP) PC or USB printers.
- 2) NOTE: This will ONLY work with Windows 7 Professional, Windows 7 Enterprise, or Windows 7 Ultimate.
- 3) Download Windows XP virtual machine from <http://www.microsoft.com/windows/virtual-pc/download.aspx>
- 4) Once installed and setup per Microsoft's instructions then
- 5) Start windows XP virtual machine
- 6) Log in with an ADMINISTRATOR level account.
- 7) Install the Power POS from the original disk or copy the entire "power" folder to the Windows XP virtual machine.
- 8) If you are denied access, then you do NOT have Administrative rights. Either call your Systems Administrator or Support for help. (Must have a support contract 800-646-4767)
- 9) After Installation, click **START**
- 10) "Run" and type in **CMD** but instead of pressing Enter, press Ctrl-Shift-Enter to open a command prompt in administrative mode
- 11) Type **cd\windows\system32 <enter>** confirm that you are at the X:\windows\system32 prompt
- 12) Type **EDIT CONFIG.NT <enter>** , it may offer 2 options, select "Pick from a list", then select Notepad and click "OK"
- 13) Change the "Files=255"
- 14) Use <Alt-F> to Save and exit.
- 15) Re-edit the file to confirm that the changes have been saved.
- 16) Type **EXIT <enter>** to exit the command prompt
- 17) Right Click "start" left Click "explore" and find the "_default.pif" file.
- 18) Right click on the file and left click on "properties", left click on the "Memory" tab.
- 19) Place a check in "Protected", Set "Initial Environment" to 1024, set EMS Memory to "AUTO", set XMS Memory to "AUTO", set "DOS Protected Mode – DPML" to 1024, then left click "Apply",
- 20) Click the "MISC" tab , then remove the check in the "Background", "Always Suspend"
- 21) Move the idle sensitivity slider to under the first letter "H" in "high"
- 22) then left click "OK".
- 23) Go to "Start", "Run", type "REGEDIT" <ENTER>.
- 24) Make sure that "My Computer" is highlighted in the left pane, then click on "Edit", "Find", and type "lpt_timeout" in "Lookfor", then click "Find Next".
- 25) When it stops searching hit <ENTER> and change the "Value" for 15 to 02, then hit <ENTER>, <F3>, when it stops searching again hit <ENTER> and change the "Value" for 15 to 02, then hit <ENTER>, <F3>, when it stops searching again hit <ENTER> and change the "Value" for 15 to 02, then hit <ENTER>, <F3>, once it says "Finished searching the registry" then close the registry tool.
- 26) Double Click the Shortcut to launch. The window size may be changed by adjusting the fonts.



- 27) Follow these instructions to install a shared or USB printer:
- Install the printer according to the manufacturer's directions for a USB connection
 - Confirm that the printer is working correctly from Windows by printing a test page.
 - To print a test page, go to printers and faxes
 - Right click the Printer, left click on properties
 - On the "General Tab" click the "print a test page" button.
 - go to "Start", "Run", type **CMD**, click **OK**
 - Type "CD\windows" <enter>
 - At the C:\windows> prompt type "edit prts.bat" <enter>
 - On the blue screen type:

Net use lpt1: /d

Net use lpt1: \\Computername\printer share name

- Type <alt>F and select "Exit", hit <enter><enter> to save and exit.
- To test type "PRTS" <enter>
- The first command should say something like "Network resource not found"
- The second command should return "The command completed successfully". Type **exit** to close.
- Right click "start", left click "explore all users"
- Double click the "Programs" folder in the right window
- Double click the "Startup" folder in the right window
- Right click in whitespace and select "New", "Shortcut" and type "C:\windows\prts.bat" click next, Finish.
- In the Power Software, go to *System Setup, Maintain Multiuser* (sometimes called "Select Printer") and if the printer uses Ink, input **DJ600C** into the "default printer control file", if the printer uses toner input **HP2**. <F10> and answer "Y" to save the changes. Exit the program, then restart the program and test printing on a short report.

Notes: In #b) if the test page fails, contact the printer manufacturer

In #f) substitute lpt2: or lpt3: for lpt1 as needed

In #j) if the command fails:

- check the spelling, and capitalization
- change the printer share name to 8 chrs or less without spaces
- change the full computer name to 8 chrs or less without spaces
- run the network setup wizard and make sure the printer sharing is enabled

Generally MOST USB or shared printers will work with the program when set up this way but many Multi-function printers, fax, copy machines will NOT work.

- 28) Many people have had problems printing from the Power Program in Windows 7. An easy solution is to use [DOSPrn](#), a commercial program available on the internet for about \$15.00. Our support personnel are familiar with DOSPrn and can help you configure it properly for use with Power and Windows 7.
- 29) Windows 7 has several versions and commands differ slightly from one to the other. Call support if you have questions.



Legend of Terms and phrases used in Support Bulletins:

- Click = the instruction to click ALWAYS indicates using the Left mouse button unless specifically stated to Right click.
- Computer Name = found by Right clicking **My Computer** > click **Properties** > click **Computer Name** tab > find the **Full Computer Name**.
- Printer Share Name = found by opening the **Printers window** > Right click the **printer** > click **Properties** > click **Sharing** tab > find the **Share Name**.
- Program Menu = each program is put into the **Start menu**, under **All Programs** during the installation. This may be changed during the install. Typical menus for POS International software are: Power POS, Retail Power POS, Salon Power POS, Cell Power POS, and Retail Power for Education. If the Program Menu is empty, the items can be found in the Installation Folder.
- Installation Folder = this is the location where the software is installed. Like the Program Menu, this may be changed during the install. To find this, Right click on the **software icon** on the desktop > click **Properties** > find **Start In**. To open the Install Folder, open **My Computer** > open the **Drive** > open the **FolderName**.
 - Power POS, Retail Power* Manager Start In example: [P:\FolderName](#) (where P: = the Drive).
 - Retail Power* POS Start In example: [C:\FolderName](#) (where C: = the Drive).
- Printers window = the Printers window can be accessed several different ways, all of which begin by clicking on the **Start** menu, then:
 - Click **Printers & Faxes**
 - Click **Control Panel** > **Printers & Faxes**
 - Click **Control Panel** > **Printers & Other Hardware** > **View Installed Printers or Fax Printers**
- Printer Port = this is the port on the computer where the printer plugs into. The port name will depend on the type of connection on the hardware device.
 - **Parallel** (LPT1:, LPT2:, etc.) = the cable will connect to a 25-F port on the computer.
 - **Serial** (COM1:, COM2:, etc.) = the cable will connect to a 9-M port on the computer.
 - **USB** (USB001, etc.) = the cable will connect to a USB port on the computer.
 - **Remote** = [\\ComputerName\PrinterShareName](#) of the computer where printer is connected.
- Common Function Keys in Power POS / Retail Power* Manager:
 - **F2:** Lists records located in a file.
 - **F4:** Deletes the record that is open
 - **F10:** Saves the record that is open.
- Within the Support Bulletin, words or phrases in **BOLD** are to be clicked on or typed in. Words or phrases in *ITALICS* are menu options within the Power POS / Manager software.

*The phrase Retail Power may refer to any of the following programs: Retail Power, Salon Power, Cell Power, & Retail Power for Education.



POSINTL.COM

easy, affordable retail automation since 1985!

POS International, Inc. Support Bulletin:

Special thanks to Mark Degory from MWM Service for coming up to the solution to this issue.

If you need further assistance, please call POS Technical Support. Also keep in mind that you must have a valid support contract in order to receive technical support.