

Heartland

Restaurant

Socket Server Guide

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Overview

This document will cover best practices and troubleshooting with Socket Servers with Heartland Restaurant.

Types of Socket Servers

There are two types of socket servers within Heartland Restaurant. **Socket Server Priority** and **Dedicated Socket Server**. Dedicated Socket types can be edited on the Admin Portal under Location Setup > Authorized Tablets. The type of Sockets that you choose to use for each location, Server Priority or Dedicated Socket Server, should be tailored to fit the size and volume of the merchant.

Socket Server Priority

Socket Server Priority is better fit for smaller installations and locations that have fewer iPads and Printers.

Socket Server Priority will dedicate the iPad with the highest number as the socket server. The numbers that are used are 0-9 with 9 being the highest. When an iPad is set to 0, the iPad will act as a client and will never be a socket server.

It is recommended to set the tablet that will always be powered on with Heartland Restaurant open to be set with the highest priority of 9. You can have a backup set to 8, this will allow the tablet set to a Priority of 9 to act as the Socket Server if the main tablet is offline.

If you have two tablets with the same socket priority, it will dedicate the tablet with the lowest IP address as the server.

- Example - Two tablets have a socket priority of 9. One tablet is set to 192.168.1.101 and the other IP is set to 192.168.1.102. The tablet with the IP of 192.168.1.101 would be the server.

When using Socket Server Priorities, you will introduce the chance of duplication and overwriting of transactions if tablets go online and offline quickly. (Mobile Tablets)

Configuration

To configure Socket Server Priority:

1. PIN into the Heartland Restaurant App
2. Select your **Name** on the top right
3. Select **Manager**
4. Select **General**
5. Under **Socket Server Priority**, you can select a number from the scroll field.

Socket Server Priority

Defines which device will be the socket server for local communication between devices. The highest priority among active devices will be the server; zero is non-server, client-only.

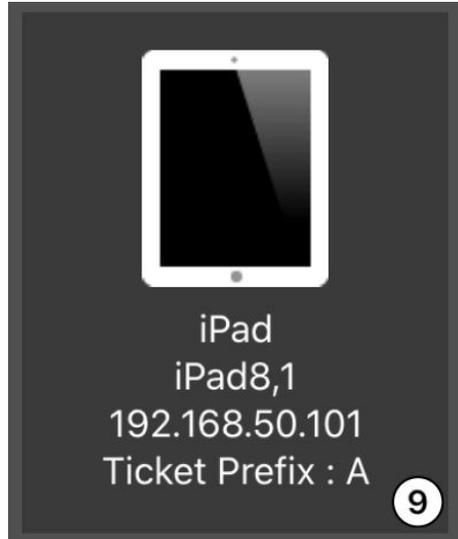
9

To see information on what each tablet's priority is set to, you can go to the Admin Portal under Authorized Tablets.

Info

IP Address: 192.168.50.104 (Wi-Fi)
SSID: JusticeForAll
Server Priority: 9

You can also see priority levels on the tablets under Manger > Tablets at the bottom right corner.



Dedicated Socket Server

Dedicated Socket Server is set on the Admin Portal under Authorized Tablets and will designate a tablet to be the assigned Socket Server. If the Dedicated Socket Server loses connection, does not have power, or the application is closed the following will not work:

- Printing
- All communication to the portal for all devices tickets to sync up to the cloud

If the Dedicated Socket Server goes down, you can change the dedicated socket server on the Admin Portal.

When switching a Dedicated Socket Server or converting from Socket Server Priority, you will need to Publish after you have made the changes. After you have published, you will need to close Heartland Restaurant on all tablets. Once Heartland Restaurant is closed on all tablets you will need to restore Heartland Restaurant on the tablet that is the new Dedicated Socket Server. Lastly, you can launch Heartland Restaurant on the other tablets. This will update the other tablets to recognize the new Dedicated Socket Server.

Configuration

To configure a Dedicated Socket Server:

1. Navigate to the **Admin Portal**
2. Under **Location Setup**, select **Authorized Tablets**
3. Select **Set Dedicated Socket Server**

SET DEDICATED SOCKET SERVER

4. Select the field under **Dedicated Socket Server Tablet**, there will be a drop down list that will appear and display the current Authorized Tablets.
5. Select the Tablet you would like to be the **Dedicated Socket Server**.
6. **Dedicated Socket Server IP Address** will automatically pull the current IP address of the Authorized Tablet selected.

Dedicated Socket Server IP Address X

Dedicated Socket Server Tablet

iPad (192.168.50.104 Wi-Fi)

Dedicated Socket Server IP Address

192.168.50.104

⚠ WARNING

A dedicated socket server must have an IP Address that cannot change. Either assign an IP Address manually that doesn't conflict with your router's DHCP range - OR - reserve an IP Address for the dedicated socket server by configuring your DHCP server. Consult your hardware manufacturer for instructions.

7. Select Save
8. You will then be directed to the Authorized Tablets screen and will see that the tablet you chose will be labeled as Dedicated Socket Server.

DEDICATED SOCKET SERVER
Name: iPad
ID: 4D8B3C50-BBE8-48FE-9CDA-99F3B9316BDA
Prefix: C

To remove a dedicated socket server:

1. Select Set Dedicated Socket Server
2. Select the Trash Can on the bottom left

Dedicated Socket Server IP Address



Dedicated Socket Server Tablet

Cody's iPad (192.168.0.102 Wi-Fi)

Dedicated Socket Server IP Address

192.168.0.102

⚠ WARNING

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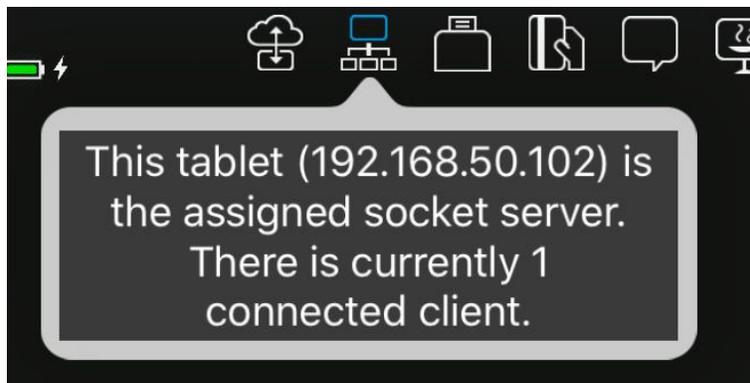
 

Troubleshooting Socket Servers

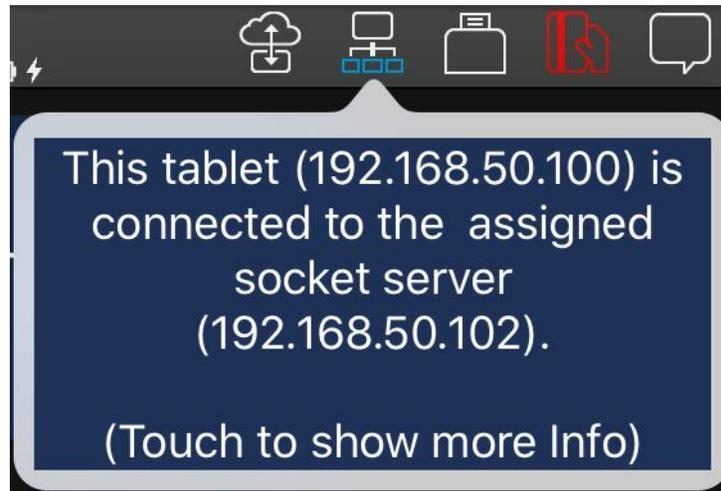
Identifying the Socket Server

A quick way to see if a tablet is a socket server is to select on the Computer Icon  at the top. When you select this icon you see more information.

Tablet is the assigned Socket Server

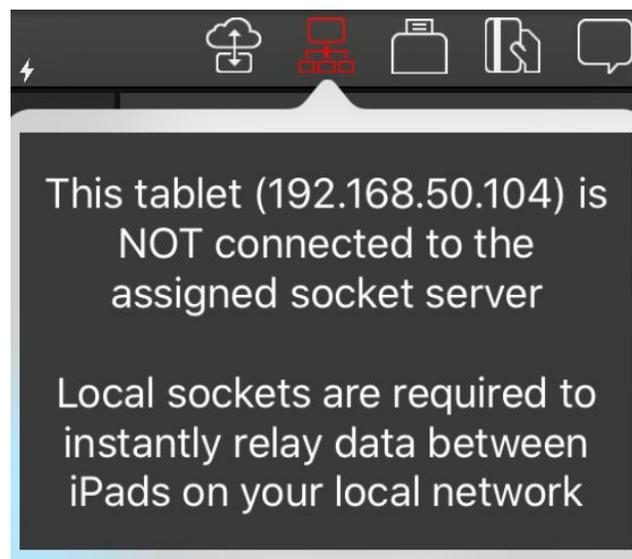


Tablet is connected to the assigned Socket Server



Tablets Not on Sockets

When your tablets are not on sockets, you will see the same computer icon at the top but it will be red . When you select the icon, it will give you more information about the tablets sockets. There are multiple reasons why your tablet may not be on sockets.



- Single tablet environments will never be on sockets as it's the only tablet and it is a socket in itself.
 - One of the settings that will need to be enabled if using socket priority to ensure printing functionality is **Allow Shared Printing without Sockets** located under Location Setup > Settings > App Settings > Allow Shared Printing Without Sockets.
 - It is recommended to set the single tablet as a Dedicated Socket Server so that **Allow Shared Printing without Sockets** doesn't need to be turned on. As this can cause print collisions

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Socket Server | Heartland Restaurant

- You may also need to turn on Ignore Wifi Restrictions under the iPad Settings > Restaurant > Ignore Wifi Restrictions
- Dedicated Socket Server is down can be from either the tablet being offline, turned off, or Heartland Restaurant is not open.
 - Ensure Heartland Restaurant is open on the Dedicated Socket Server
 - Ensure the Dedicated Socket Server and the other tablets are all connected to the same network.
 - Ensure the correct Dedicated Socket Server is selected in the Admin Portal with the correct IP address
 - To check the IP address on the tablet. Go Settings > Wi-Fi > Select the blue “i” (Information)  next to the network it is connected to, then look for IP Address.