LS Central SaaS
Offline POS in-cloud (Hybrid Cloud)
Webinar Q&A May 19, 2020

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Q: **Is LS Central SaaS product available for Indonesia market?**

A: No, not yet but it is on our to-do list. You can see the available localized version in a table on the LS Retail Portal and what is being scheduled for release is also listed there. You can contact the regional LS Retail team for discussions, because Microsoft is not setting up cloud environment unless there is business behind it. If you concrete leads or opportunities, we will look into providing what is needed.

Q: **Can HCCS be used with On-Prem Azure/AWS installations, or only with SaaS?**

A: HCCS is a concept of a package with all the different products included. So, we will assume that you´re asking about Go Current in this context. So far, we have rolled this out with one partner as a pilot and that was on-premises. Another partner has been using this with AWS (Amazon Web Services), so the answer for Go Current is yes – it can be used in these scenarios.

Q: **Should there be an Head Office running in the cloud before setting up offline POS?**

A: Yes. You cannot run a POS without a head office in the on-premises environment, and it is the same here. So you would set up the Head Office and then you install the POS.

Q: **Is the HCCS a Business Central installation or some new LS Retail software?**

A: HCCS is a collection of different things. It is an installation of Business Central service tier in SQL, it is our Go Current tenant, and it is our Data Director. You already know the Data Director and Business Central, and we´re just putting it in one server as a package. Then we have Go Current, which we have been using internally and in some projects with customers, one of them a very big one. So, Go Current is not something brand new and untried, but has already proven itself.

Q: **Is it possible for partners to alter the replication jobs on the HCCS?**

A: Yes, because the replication jobs are defined in the Head Office database and you can do whatever you want there. HCCS just copies those down to the server and executes what is needed there.

Q: **The DB that you need on the Offline POS - will you retreive that from the cloud or is it an on-prem installation?**

A: It is part of the package that comes from Go Current. There is nothing you need to do on the POS itself as Go Current fetches everything needed. The database going to the POS is a clone of the POS Master in the HCCS.

Q: **If an offline POS has customizations that create data that is needed in Head Office, how will this be replicated to the SaaS Head Office? Previously this was simply setting up a new Subjob. (Note: the customizations may also need setup data from the SaaS Head Office database - how will this happen?)**

A: This will need to go through the web service replication and some customization is necessary, but this all needs to be done as an Extension. We are looking into creating guidelines on how to accomplish this.

Q: **Is this the new best practice to implement or optional?**

A: To me, this is the only way to implement against the cloud. The alternative is to do everything manually and if you have many clouds with updates required every 6-12 months you will be facing a nightmare. This is my opinion.

Q: **If the HCC Server is installed in the company's server, do you still need to install of store server if they have multi-terminal in the stores.**

A: No. If you want a store server that will be only because you have some functionality that needs a store server, and has nothing to do with Head Office server. An example: Let´s say you have a restaurant and the same order needs to be updated on different devices, you need a server. You´re not going to run this through the cloud. You can have 10 standalone POSs in the same store and don´t need a server for that.

Q: **What is the suggested setup?**

A: It is what we´ve covered in this webinar.

Q: **When it is LS Central SaaS is going to launch in India? Go Current also?**

A: Microsoft has not released a localized version Business Central for India and have not announced a release date. There has to be a localized version of Business Central before we can release LS Central for the local market in question, so we cannot put a date on this.

Q: **Can we expect all existing LS Central functionality (except Staff Management & Loss Prevention) to be working in SaaS?**

A: Staff Management and Activity will be made available for SaaS. There are no plans to move Loss Prevention to the AL code. As for future plans to add applications, we will address that case by case. There is no reason why we should not offer more, but I cannot promise anything.

Q: **What sort of machine is required to run the offline functionlity in a store? Could it run on a regular PC?**

A: The offline store server is exactly the same as on-prem, so if you have the answer for the on-prem scenario, the same answer applies to the offline scenario.

Q: **Can LS Central be integrated with NAV 2017?**

A: No. Backward integrations are not possible, and definietely not between a cloud solution and one that is not in the cloud. Once you´re in the cloud, you get updated regularly and most likely you will need to update the POS within 18 months or so, otherwise the POS gets outdated and will not work with the updated central solution.

Q: **How to replicate the data from POS offline to Head Office (cloud), is this also using the HCCs?**

A: No, it does not use the HCC Server, the replication goes directly from the POS to the cloud instance through a web service. HCCS is only for replicating master date from the cloud down to the POSs.

Q: **Can we expect Offline Store server with instore functionality as earlier versions?**

A: If you´re asking about the standalone store, there are no plans to revive the standalone store that we used to have. If you have some particular needs in this respect, we would be happy to hear about them so we can discuss the options.

Q: **Replicating from POS to SaaS HQ: If the network is down, or even permanently down, we cannot use WebServices from the POS. How is that solved?**

A: All transactions are sent with web service after posting. Transactions are qued until an online connection is achieved. The offline POS is an extension to cloud offered SaaS, and therefore there is a need for investment in communication infrastructure but not to the extent of an online POS

Q: **Can we automatically post day end statements? Through approval or something?**

A: No, this is not possible on the POS.

Q: **Where can we get a defined list of functionality included in LS Base?**

A: You find this information in the Operational Guidelines on the LS Retail Portal.

Q: **If we have to expose DD3 over the internet, is there a way to set up authentication between HCCS and POS db?**

A: DD supports TCPS that could be used to set up authentication between the 2 hosts.

Q: **Does the HCCS replication support By Actions instead of Pre-Actions for Table Distribution? Would this land on the partner side to configure/test/support instead of Pre-Actions?**

A: The jobs are maintained in-cloud, and the sub-jobs can be changed as needed at the responsibility of the customer/partner

Q: **Are the POSs web service calls done in the background to prevent UI blocking? (We've seen a lot of problems with slow connections or busy services causing timeouts and perceived slowdowns/"crashes" when trying to send web service calls at end of transaction).**

A: The POS sends the transaction after posting with web service. There is an option to use background service, which runs and picks up all unsent transaction without blocking the POS UI.

Q: **How easy is it to add additional data points (from Partner Apps or Customizations) from Cloud to HHCS to POS? Is it just adjusting the existing Scheduler Jobs as before?**

A: Let´s say you have an item table and you do an Extension on the item table, the logging of the change would be down to a record in the item table and the Data Director handles the knowhow to pick the Extension tables with. So it is enough to replicate the item table and Extension tables will be replicated as well. So, I believe you do not need to add it into a Scheduler Job unless it is a different table – your table – then you would have to do it, but not if it is an Extension.

Q: **How will customizations work on the offline POS?**

A: Here it is the same as for the cloud, you need to have an extension to run it in the cloud and the same goes for the POS. It would be the same codebase on the offline POS, therefore we will only support Extensions. If you have an Extension, you would put it into the Go Current instance, and Go Current will then take care of replicating it down and installing it on the POS device.

Q: **Will customer still need to buy "objects module" in license (additional objects for POS customization)?**

A: For the cloud, the objects from 55000-99999 range is free, so you could put all your customizations in there. This is free for the cloud and the dual-right license.

Q: **When are you going to complete OPOS integration on Hardware Station for missing class that used to be available through the Windows client (e.g. FISCAL PRINTER)?**

A: We are currently working on the scanner scale and we hope it will be available as a function in Q3 2020. However, we do not have any control over the certification. Dual display, phase 1, is scheduled to be ready also in Q3. In phase 1 the functionality will be the same as before, but in phase 2 the dual display will be interactive, so customers can type in their e-mail address, answer surveys and so on.

We have been working with a number of partners on the fiscal printers, and for Europe this is a very common requirement. I seem to remember that at least 16 countries have it. We have had meetings with several partners, and if you´re one of them, please send me an e-mail (matti@lsretail.com). There are different methods of doing this. We have a solution that we recommend, a serial module on the Hardware Station. We can then attach the DLL in there. See also our [recent webinar on the Hardware Station](#) where this topic was discussed in detail.

Q: **Will HCCS along with deployment / take care of customizations or other extensions (add-ons) where applicable ?**

A: Yes, it will – see answer to the [previous question](#) on the same issue.

Q: **Are there pratical limits to offline access (that is, limit on number of offline POS devices before system slows down)?**

A: We do not have an exact answer to this question. Microsoft maintains that the power of the central server will cover anything that is needed. They have said this in meetings with us and with prospects. Our cloud instances are dedicated clusters, so it is easier for Microsoft to provide us with more power than in the shared cluster scenario, so this is very positive.

Q: **Would all add-ons/extensions available in the MS marketplace be available in LS subscription as well?**

A: If the question refers to AppSource Apps that come on top of Business Central base functionality, they should work on our dedicated clusters. So the answer is yes, but you would need to ask us to make them available by whitelisting them. I cannot promise that this applies to every single app but it does for the vast majority.

Q: **Is there a license cost for Go Current?**

A: No, this tool is free. For further information on Go Current please check out a recent webinar called, LS Central Implementation Guidelines where Go Current was one of the main topics.

Q: **Is there any training program planned for hybrid model implementation?**

A: We are planning to make the process as standard and easy as possible for customers and partners. As part of this, we are looking at and evaluating the training need for the channel. Please provide us with feedback.