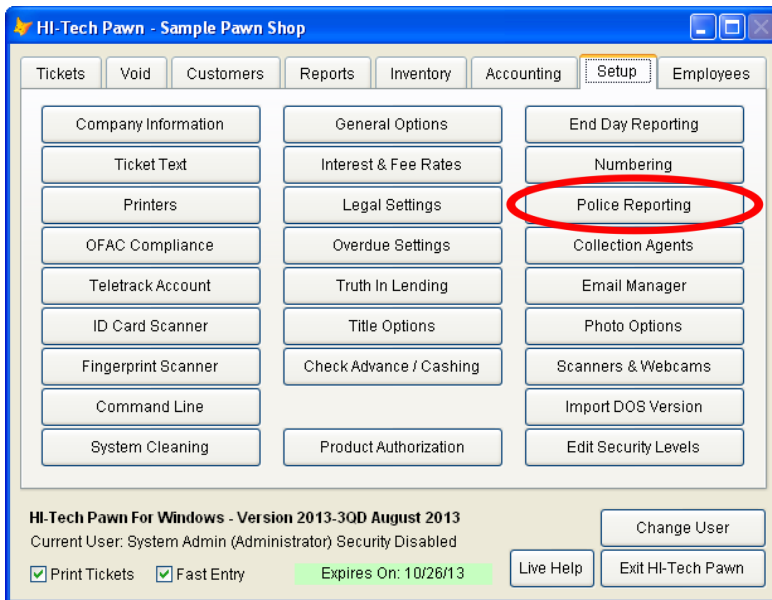# Configuring HI-Tech Pawn for use with LeadsOnline

Before proceeding make sure you have created an account with LeadsOnline 1-800-311-2656. Tell them you will be reporting using the XML style reporting and uploading via FTP. Confirm the STORE ID, USER NAME and PASSWORD you need to use when reporting by ftp as it may be different from the username and password you use to login to their website. Make sure your user name and password does not contain a forward slash, backward slash, quotation mark or a colon (/ \ " :)

From the main menu screen select the SETUP menu tab
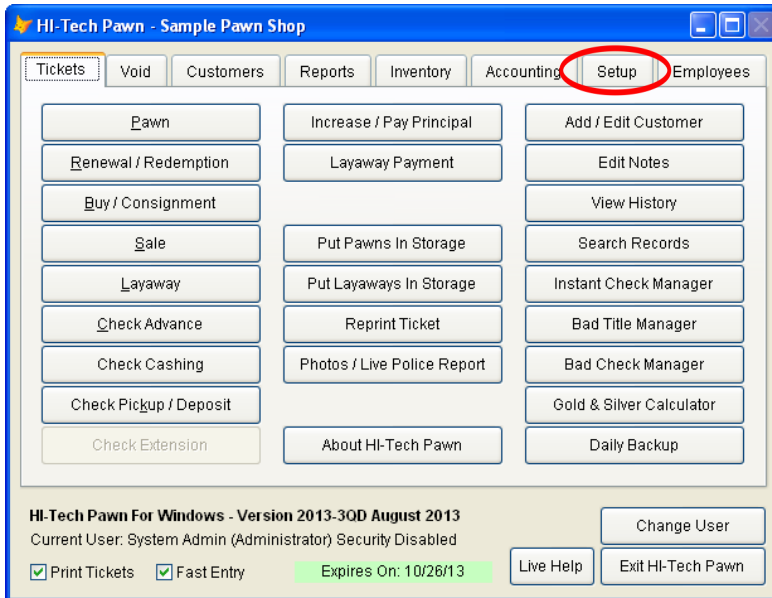
Next select POLICE REPORTING

On the police reporting setup screen choose FILE OUTPUT OPTIONS

Configure the file output options as shown below

1. DATA FORMAT - Use the drop down selector to select LeadsOnline XML.
2. STORE ID - Put the store id assigned by LeadsOnline here.
3. OUTPUT PATH - If you are using Windows Vista, 7 or 8 click the SELECT button then click your Local Disk C: then USERS then PUBLIC and finally click OK. Your output path should then show C:\USERS\PUBLIC as seen in the example screenshot above. If you are using an older copy of Windows like 98, ME or XP then you can just select your Local Disk C: and then click OK.
4. FTP UPLOAD FILE - Click this checkbox to enable upload via FTP.
5. FTP SERVER - Put ftp.leadsonline.com (make sure you enter this in all lowercase letters)
6. USER NAME - Put in the user name assigned for ftp upload by LeadsOnline. It must be entered EXACTLY the same way it was assigned by LeadsOnline (case sensitive).
7. PASSWORD - Put in the password assigned for ftp upload by LeadsOnline. It must be entered EXACTLY the same way it was assigned by LeadsOnline (case sensitive).
8. SECURE - Leave this box unchecked.
9. CONNECTION TIMEOUT - This is the number of seconds HTP will wait to establish a connection to the LeadsOnline ftp server, we recommend setting this to 30 seconds.
10. RESPONSE TIMEOUT - This is how long HTP will wait for your upload to complete, we recommend setting this to 300 seconds.
11. FINISH - Click the PROCEED button at the bottom of the screen to save these settings.

You are now ready to test sending a police report to LeadsOnline. You will need a business date with at least one pawn or purchase transaction (excluding vendor purchases).
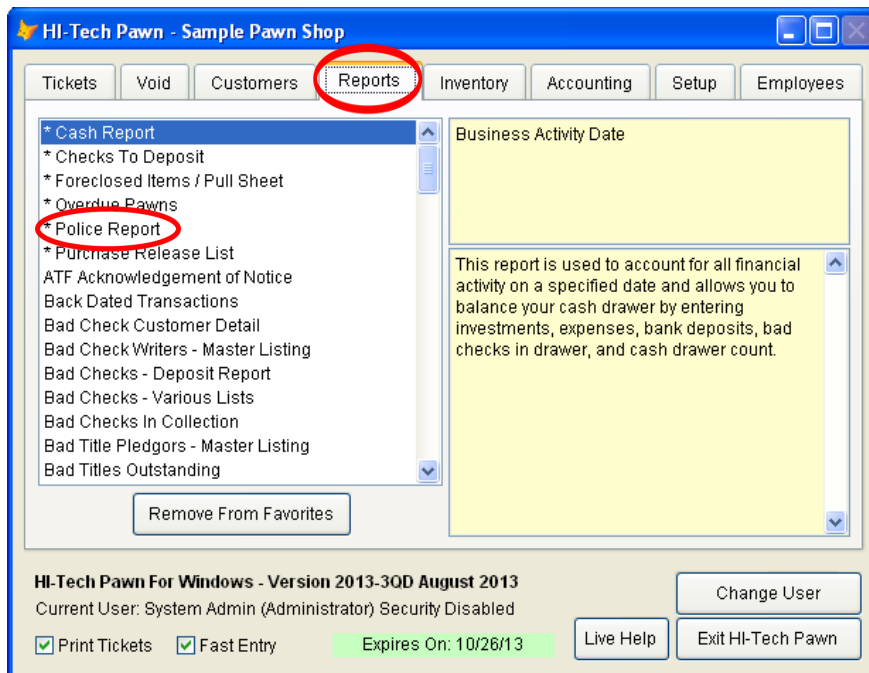
Select the REPORTS menu tab, then select POLICE REPORT by highlighting it and hitting ENTER or double-clicking it.
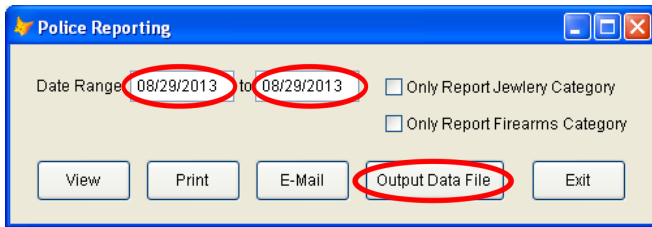
Put in a date range that includes at least one pawn or purchase transaction then click OUTPUT DATA FILE.
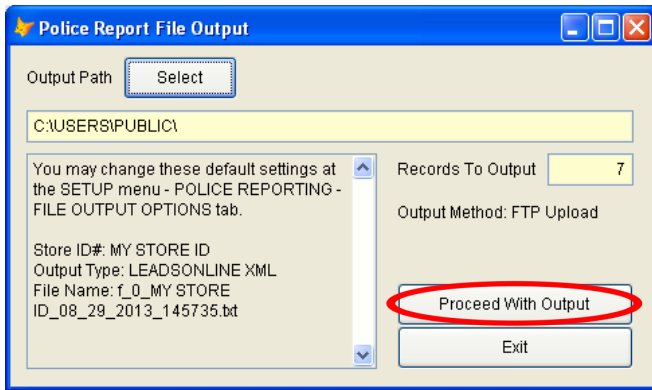
Click PROCEED WITH OUTPUT to send your police report to LeadsOnline. You should see a percentage uploaded message as the data is uploaded and finally a confirmation that the file was received by LeadsOnline that says "Upload to FTP site successful".

If you get a message indicating the upload failed, refer to the troubleshooting procedures outlined below.

SYMPTOM: The upload begins and shows a progress percentage but never finishes.

SOLUTION: This means your ftp address, user name and password are all correct but you are having a problem with your internet connection. This problem will sometimes occur when you are using a wireless internet connection and you lose your wireless signal briefly. Just try again later or from a pc that does not use a wireless connection.

SYMPTOM: The moment you click PROCEED WITH OUTPUT you get a message saying the upload failed.

SOLUTION 1: The most likely reason for this is you have incorrectly entered the ftp address, user name or password assigned by LeadsOnline. Check these settings on your SETUP MENU - POLICE REPORTING - FILE OUTPUT OPTIONS screen and try again if any of these 3 settings were wrong.

SOLUTION 2: Your user name or password contains illegal characters that cannot be used with our software. These include the forward slash, backward slash, quotation mark and colon (/ \ " :). Contact LeadsOnline and ask for assistance changing your user name or password as needed.

SOLUTION 3: FTP connections are being blocked on your pc by an antivirus suite or firewall software. Check with your antivirus or firewall software vendor on how you can allow HTP to establish an ftp connection.

You can check to see if your problem is due to a firewall issue and not a problem with the ftp address, user name and password by seeing if you can send a test upload to HI-Tech Pawn's customer ftp.

Go back to your ftp settings on the SETUP MENU - POLICE REPORTING - FILE OUTPUT OPTIONS screen and change your ftp settings as follows:

FTP Server: ftp.hitechpawn.com

User Name: policeupload

Password: !htp1234

Notice the above password starts with an exclamation point.

If you are able to successfully upload to our ftp using the above settings it proves that your computer is not firewalled. The problem MUST be in the ftp address, user name and / or password being used to login to LeadsOnline. Double check these settings with LeadsOnline customer support and make sure they understand you need valid credentials for FTP upload of their XML format.

SYMPTOM: After clicking PROCEED WITH OUTPUT nothing happens, no message, no progress indicator and it doesn't give any type of message indicating the upload failed. The software may appear to be frozen and unresponsive for several minutes or it may require you to open task manager and end task to close the HTP software.

SOLUTION: This indicates that you have not selected "C:\USERS\PUBLIC" as your output path and Windows user account control (UAC) is preventing HTP software from creating the file in the path you did select. This can also mean that you are not using the software with an administrator level account. Double check the output path specified under the SETUP MENU - POLICE REPORTING - FILE OUTPUT OPTIONS. Also verify that your Windows user account is an administrator level account.

SYMPTOM: The upload progress indicator is showing percentage uploaded but it is progressing slowly and before it gets to 100% HTP software says the upload failed.

SOLUTION: The upload is timing out before the file can finish uploading. The amount of time the program will wait for the upload to finish is controlled on the SETUP MENU - POLICE REPORTING - FILE OUTPUT OPTIONS under RESPONSE TIMEOUT. Increase the number of seconds to an amount that will be long enough to finish uploading. This problem will typically occur if you're on a slow internet connection and you're sending photos to LeadsOnline. This can also occur if you attempt to send a date range with too much data to finish in the time allotted. You can try splitting your upload into a smaller ranges of dates or just send one day at a time.

This may also be caused by adding images to HTP software that are very large using a high megapixel camera. Contact HTP tech support if you think this may be your problem and we'll show you how to configure HTP software to automatically resize your photos and remove any extra "EXIF" data like gps location etc.