Third Party Integrations

Aloha Connect Top Twenty
Frequently Asked Questions

1. What is Aloha Connect?

Aloha Connect is Radiant’s program offering for integrating custom and third party solutions to the Aloha POS.

2. Why was Aloha Connect developed, why can’t anyone integrate?

The Aloha Connect program was developed to protect Aloha customers from anyone and everyone selling their third party interface. Aloha customers were asking for guidance and direction on what vendors they should be using for integration. While Radiant still does not recommend one solution over the other, this program ensures that the product integration has been tested in the field and has proven successful. Please note that all integrations are developed and supported by that third party.

3. Is Aloha Connect the only way to integrate to Aloha?

No, Radiant offers other options for integration such as the Aloha Spy SDK, Aloha Take Out SDK or utilizing the Grind File/End of Day Report.

4. How do I know which SDK was used for integration, when I need an Aloha Connect license or if other licensing is required?

Please reference The Partnership and Interface Guide. This document was developed to provide customers, prospects and internal teams a reference guide to all available interfaces. The guide is separated by category and includes integrations to the Aloha POS, Enterprise Application and now includes MenuLink.NET, Guest Manager as well as RPOS. Additionally, you will find a quick reference guide which outlines integrations by vertical and module. This document is updated quarterly and will be expanded to include other products in future quarters. Please note that the licensing for individual interfaces is noted and that the actual status of a relationship is subject to change without a formal communication.

5. What if I have a third party asking to integrate their solution to Aloha, what do I do?

There is a form on the reseller portal:

Resellers/Reseller Portal/Aloha Connect
As part of this program, the Reseller community now has the ability to "propose a new interface" to meet the needs of your customers. If you click on "propose a new interface," you will be able to fill out the form on behalf of your prospect.

Please note that this is not an appropriate avenue to introduce your friends and family members as a third party interface. At a minimum, there must be a customer associated with the third party that is driving the integration.

This questionnaire will give the necessary background on the third party as well as an overview on the customer who is requesting this integration. If you do not have access to the partner portal, please email partnerships@radiantsystems.com.

6. What is Aloha Spy?

Aloha Spy is an SDK for Security and Surveillance integrations.

7. Do I need Aloha Connect for an Aloha Spy Interface?

No additional licensing is required for integrations using Aloha Spy.

8. What is the difference between Aloha Connect and Aloha Spy?

The Aloha Connect SDK utilizes the COM interface and sends bi-directional data from the POS to the third party application in real time. The third party applications that utilize this SDK are noted in the Partnership and Interface Guide located on the reseller portal at: Resellers/Reseller Portal/Aloha Connect/Partner and Interface Program Guide. Aloha Spy is where Radiant built hooks into Aloha to utilize the TVS feed for Security and Surveillance Applications. It is not the same thing as Aloha Connect and does not require an Aloha Connect License.

9. Where do I find information on how to configure Aloha for approved vendors through Aloha Spy?

Please reference the Aloha Spy Feature Focus Guide available on the Radiant Knowledge base for the most up to date information on how to set up the FOH configuration for configuring Aloha Spy.

10. What licensing is required for QSR Automation?

With QSR’s RDS and KDS application, you will only need a Video + MX license.

11. I upgraded to 6.2 and installed QSR Automation’s RDS/KDS doesn’t work. I’m getting the error: "AlohaActivity: Insufficient SDK licensing for AlohaQSR.AlohaQSR.1. Ensure that the system has the SDK Option enabled or at least 1 Interface Terminal is licensed on the security key." Since I don’t need Aloha Connect, what could this be?
Aloha is working to update this error as it is misleading. We have seen this error on occasion when the correct process has not been followed to upgrade to the next version. For example, if you load version 6.2.13, but dropped in the AlohaQSR.dll from your 5.3.47 BIN, when Iber is started, you will get the following entry in the debout and nothing goes to video. If you drop in the correct AlohaQSR.dll, that message does not appear in the debout and everything works fine.

12. What is an Aloha Connect License and when should I sell it?

It is the site level licensing that is required for any third party integration that used the Aloha Connect Software Development Kit to integrate to Aloha. One site level license per integration is required and includes an unlimited number of External Interface Terminals (EIT). For a list of third parties that require an Aloha Connect License, please reference the partnership and interface guide. This license should be sold at the same time your customer purchases an approved third party application.

13. What are the rules around Aloha Connect EIT’s?

Solutions noted in the Partnership and Interface Guide as requiring Aloha Connect licensing requires the following key activation on the Aloha Software Key: A software key is licensed at the site level for Aloha Connect. Since this is a site level license, only a quantity of one (1) is required no matter the number of applications leveraging the license. As part of the license, the number of External Interface Terminals (EIT) should be activated on the software key. The number of EITs coincides with the number of interfaced applications.

The rule of thumb for EIT activations is:

- One EIT designated for each interfaced application
- One EIT designated for each hardware device that is integrated (kiosk, mobile device, etc)

For the Aloha Connect license to be functional, a minimum of one (1) EIT must be licensed. There is no maximum for the number of EITs that may be activated for standard Table Service of Quick Service Aloha software key.
14. What is the status with OpenTable? Does it still integrate to Aloha?

Yes, OpenTable integrates to Aloha and has been testing up to version 6.2.18 for compatibility. This integration was developed and is managed by OpenTable.

15. Are there any licensing changes that I should be aware of in 6.4?

As of version 6.4, Orderman will no longer require an Aloha Connect license. Going forward, Orderman will only need to have 1 RIT activated. Each RIT will be provided at no charge. Customers will not be refunded for previously purchased Aloha Connect Licenses or EIT’s.

16. What is the on boarding process like for new integrations, I heard that Aloha is not very open.

All third party integrations are driven by customer request. We prioritize resources to on-boarding new development groups based on customer demand and requirement. Small install base demand is prioritized lower than large install base due to limited resources. The partnership team wants to make sure that adequate resources are available for on-boarding partners.

17. What is our strategic plan for 2009-2010?
After receiving feedback from the channel in 2008, the partnership team has taken the initiative to be proactive in integration requests. We plan to strategically partner with some of the niche markets that we currently do not encompass. Some of these partners include but are not limited to adding additional leasing providers, digital menu boards, catering, etc. Additional initiatives include training sessions around Aloha Connect licensing and programs, adding a partner section to the Radiant website to recognize those partners who have sponsored Radiant events as well as reach out to the channel on a semi-annual basis to get feedback and survey our status and satisfaction.

18. Why is it important to upgrade to 6.2?

One of the benefits of your customers being on support and maintenance is that they are entitled to stay current on software versions and updated releases. Included in such releases are added features, strengthened security measures and PCI compliancy enhancements. In previous messages to the channel, we made an effort to relay why we locked the COM interface in 6.2. It was to protect our customers from unauthorized interfaces that may or may not be financially stable or have a secure interface. Radiant’s Aloha Connect Program takes measures to certify authorized developers through a controlled deployment and pilot phase to ensure that they have a working solution. This includes the ability to support a customer, pre-certify release versions before they are generally available and pro-actively reduce the risk of interruptions. Radiant recommends always upgrading to the most current version to stay compliant, take advantage of the strengthened security features as well added functionality.

19. I have an Aloha Connect License, but the interface still is not working?

The main cause of an interface not working if the provider is an authorized developer is having an incorrect number of EIT’s with your Aloha Connect License. There should be one EIT activated per authorized interface (Reference # 13 for details).

20. I always get notifications of your surveys, but usually ignore them. How often do you send these surveys out, and what do you do with the information?

Surveys are sent to the Channel on a semi annual basis (two times per year). These surveys are used to gauge your level of satisfaction with existing integrations as well as get feedback on your interaction with their sales and support teams. We also look to the channel to get direction on challenges that you are facing and understand what your customers are asking for. We value your opinion. Your participation is always greatly appreciated.

Do we integrate to:
Givex: Givex is not an approved application or authorized provider.

Paytronix: Paytronix is not an approved application or authorized provider.

Caterease: Recently, we've heard from resellers that they are working with several clients who were waiting for an Aloha interface under development from Caterease. Caterease is stating that the integration has been stalled by Radiant and that it may never be available. Many have the knowledge that this was also requested by the USAF who uses Aloha and Caterease.

As referenced above, USAF formerly used Caterease and originally requested the integration to Aloha. Three years ago we provided them with the necessary materials to develop an integration; however, it was never completed. In May of 2007, Caterease came to Radiant stating that their developer working on the project left, taking the SDK materials and integration knowledge with them. They requested that we give them the updated SDK materials. Radiant came to an agreement with Caterease and signed a contract that we would not charge them for the updated SDK materials; however, would put them on a support and maintenance. In the end, Caterease did not fulfill their contractual obligation, thus the relationship ended.

Definitions:

Authorized Developer: A member of the Aloha Connect Program that has certified their application through a controlled deployment and pilot phase to ensure that they have a working solution. They are integrated to Aloha with the support and permission of Radiant.

Software Development Kit (SDK): A software development kit (SDK or "devkit") is typically a set of development tools that allows a software engineer to create applications for a certain software package, software framework, hardware platform, computer system, video game console, operating system, or similar platform.

Component Object Module (COM): Component Object Model (COM) is an interface standard for software componentry introduced by Microsoft in 1993. It is used to enable interprocess communication and dynamic object creation in a large range of programming languages. The essence of COM is a language-neutral way of implementing objects that can be used in environments different from the one they were created in, even across machine boundaries.

External Interface Terminal (EIT): A flag on your HASP key that is required to be activated with Aloha Connect. One EIT should be added per approved integration.
**Radiant Interface Terminal (RIT):** A flag on your HASP key that is required to be activated with the following Radiant Modules: Aloha Takeout, Delivery and Mapping. In 6.4, Orderman will be added to the list requiring an RIT.

**Aloha Spy:** Aloha Spy is where Radiant built hooks into Aloha to utilize the TVS feed for Security and Surveillance Applications. There are no licensing requirements with Aloha Spy.

**Aloha Connect:** Aloha Connect is Radiant’s program offering for integrating custom and third party solutions to the Aloha POS.