

Oracle® MICROS Suites Management
Installation Guide
Release 3.5

March 2015

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Preface

The *Oracle MICROS Suites Management Installation Guide* explains the installation and setup of Suites Management for sites running Symphony version 1.6 MR8 (and higher) and 9700 HMS version 4.0.

This guide includes instructions to:

- Install the Suites Management application
- Install the Suites Service
- Configure the Suites server on the enterprise and property levels
- Configure the Symphony Enterprise Management Console (EMC)

Related Documents

For more information, see the following documents:

- CAL Packages

Document Revisions

Revision	Date	Version
1st	March, 2015	Suites Management version 3.5

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following information:

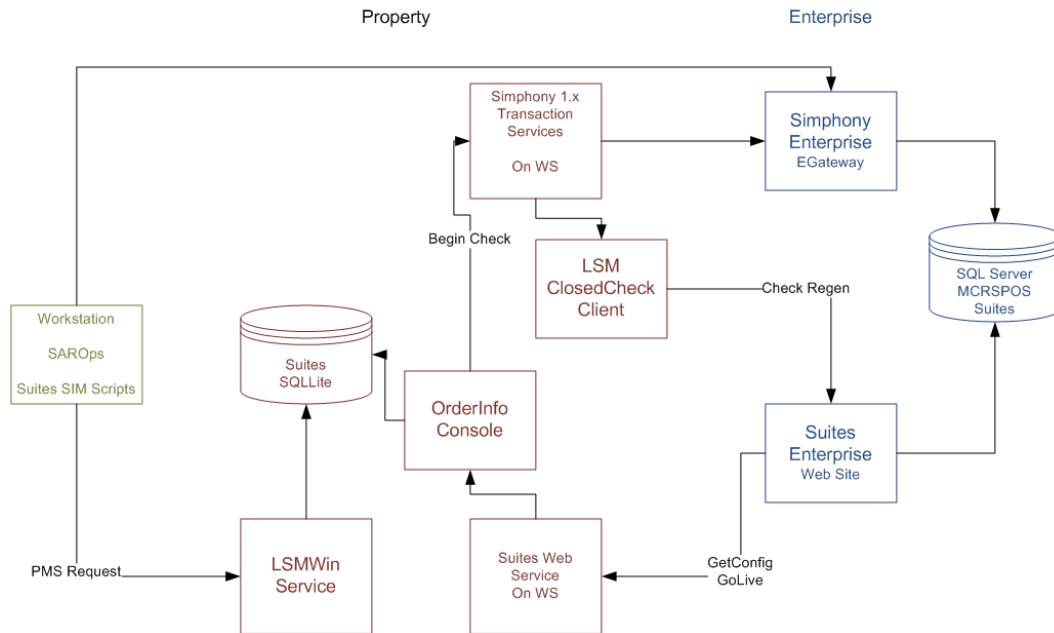
- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screenshots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 3.5) or a later patch release (for example, 3.5.1). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

How Suites Management works - Symphony

The following diagram illustrates the information flow through the Suites Management application and the communication flow from the enterprise to the workstation level.



The enterprise and property levels contain different components as described in the following table.

Level	Components Installed
Enterprise	<ul style="list-style-type: none"> ▪ Suites Management application ▪ Suites website ▪ Suites Management database creation
Property	<ul style="list-style-type: none"> ▪ Suites Web Service ▪ Transaction Services ▪ LSMSimService
Workstation	<ul style="list-style-type: none"> ▪ Suites SIM scripts

System requirements

Suites Management is compatible with the following platforms:

Category	Supported Products
Operating Systems	<ul style="list-style-type: none">Windows Server 2008 64-bit (with 32-bit applications enabled)Windows Server 2008 R2 64-bit (with 32-bit applications enabled)
Databases	<ul style="list-style-type: none">Microsoft SQL Server 2008Microsoft SQL Server 2008 R2

Prerequisite steps

- Install either 9700 HMS version 4.0 (or higher) or Symphony version 1.6 MR8 (or higher)
- On the Suites Management Application server:
 - Install and enable Internet Information Services (IIS) version 7 (or higher)
 - Install and enable ASP.NET 4.0

For the support of older versions of ASP.NET:

- The Suites Management application uses controls that work well with ASP.NET 2.0, but IIS 7 needs IIS 6 back-compatibility in order to support ASP.NET 2.0.

To install the IIS 6.0 Management Compatibility Components by using the Windows Server 2008 Server Manager:

1. Click **Start**; click **Administrative Tools**, and then **Server Manager**.
 2. In the left navigation pane, expand **Roles**, and then right-click **Web Server (IIS)**, and select **Add Role Services**.
 3. On the **Select Role Services** pane, scroll down to **Management Tools** and select **IIS Management Console**.
 4. Scroll down to **IIS 6 Management Compatibility** and select all four of the checkboxes.
 5. Click **Next** from the Select Role Services pane, and then click **Install** at the Confirm Installations Selections pane.
 6. Click **Close**.
 7. A system restart is required.
- Install an SSL certificate
Follow the steps outlined using this link: <https://technet.microsoft.com/en-us/library/cc771816%28v=ws.10%29.aspx>
 - Install the latest version of Adobe Acrobat Reader to view reports
 - Installers need to know the Microsoft SQL Server 2008 administrator's username and password
- For the Suites Service:
 - Install the latest version of Transaction Services
 - Required information from Symphony EMC
 - Workstation ID for the POSAPI client running Suites
 - Revenue center (RVC) number of the Suites RVC
 - Property ID of the RVC running Suites

Required Suites Management version 3.5 browser settings

Verify the browser settings outlined below to prevent possible browser-based issues.

Microsoft Internet Explorer

To access the **Microsoft Internet Explorer** settings:

1. Click **Tools** on the browser's toolbar, and then select **Internet options**.
2. Click **Delete** under Browsing history on the **General** tab.
3. Deselect **Preserve Favorites website data**, select **Temporary Internet website data** and click **Delete**.
4. Click **Apply**.
5. Click the **Security** tab.
6. Click the **Local intranet** icon (if the Suites Management server is on property) or click **Trusted Sites** (if the Suites Management server is not on property).
 - Add the URL you need in the **Sites** area under the **Privacy** tab.
 - Click **Trusted Sites** and using the slider, ensure that the zone is set to a **Low** security level setting.
 - Click **Apply**.
7. Click the **Privacy** tab.
8. Click **Sites** and enter the URL of the Suites Management install, not the IP address nor the host computer's name. The entry should include the domain name that matches the SSL certificate.
9. Click **Allow**.
10. Click **OK**.
11. Click **Advanced** and set the following options:
 - Select **Override automatic cookie handling**.
 - Click **Accept** under First-party Cookies.
 - Click **Block** under Third-party Cookies.
 - Select **Always allow session cookies**.
12. Click **OK**.
13. Click **Settings**.
14. Add the same URL that you added under **Sites** (see step 6 above) to the exempted Pop-up Blocker Settings. This enables popups for the Suites Management application, which are required. It also ensures that you use the correct site based on the provided URL.
15. Click **Close**.
16. Click the **Connections** tab.
17. Click **LAN Settings**.
 - Deselect **Automatically Detect Settings** (unless required).
 - Disable the **Proxy Server** (unless required by the site).
18. Click **OK**.
19. Click the **Advanced** tab.
20. Select the following options:
 - Browsing section:**
 - Go to intranet site when a single word is entered in the Address bar
 - Underline links – select **Always**
 - Enable third party browser extensions*

Multimedia section:

- Show pictures

Security section:

- Empty Temp Internet Folder on Exiting Browser

21. Deselect the following options:

Security section:

- Do not save encrypted pages to disk
- Block unsecured images with other mixed content

Browsing section:

- Enable Suggested Sites

22. Click **Apply**.

23. Click **OK**.

Mozilla Firefox

To access the **Mozilla Firefox** settings:

1. Click the Menu bar icon on the browser's toolbar.
2. Click **Options**.
3. Click **Content** on the toolbar.
4. Deselect **Block pop-up windows**.
5. Click **Privacy** on the toolbar.
6. Under History and Firefox will, select **Use custom settings for history**.
7. Select **Accept Cookies from sites**.
8. Select **Never** from the **Accept third-party cookies** options.
9. Click **Advanced** on the toolbar.
10. Click the **Network** tab.
11. Click **Settings** under Connection.
12. Select **No proxy** (unless required by the site).
13. Deselect **Auto-detect proxy settings for this network** (unless required).
14. Click **OK**.

Google Chrome

To access the **Google Chrome** settings:

1. Click the Menu bar icon on the browser's toolbar.



2. Click **Settings**.
3. Scroll to the bottom of the page and click **Show advanced settings...**
4. Click **Content settings** under Privacy.
5. Select **Allow local data to be set (recommended)**.
6. Select **Block third-party cookies and site data**.
7. Scroll further down to **Pop-ups** and select **Allow all sites to show pop-ups**.
8. Click **Done**.
9. Click **Change proxy settings...** under Network.
10. Click **LAN Settings**.
 - Deselect **Automatically Detect Settings** (unless required)
 - Disable the **Proxy Server** (unless required by the site)
11. Click **OK**.
12. Click the **Advanced** tab.
13. Select the following options:
 - Browsing section:**
 - Go to intranet site when a single word is entered in the Address bar
 - Underline links
 - Enable Third Party Extensions
 - Multimedia section:**
 - Show pictures
 - Security section:**
 - Empty Temp Internet Folder on Exiting Browser
14. Deselect the following options:
 - Security section:**
 - Do not save encrypted web pages to disk
 - Block unsecured messages with other content
 - Browsing section:**
 - Enable suggested sites
14. Click **Apply**.
15. Click **OK**.

Client requirements

Suites Management is a web-based application that users access through a web browser from client computers on the same network. A client computer accessing the Suites Management website must minimally have the following installed:

Suites Management only requires one browser. Install one (or more) of the following:

- Internet Explorer 8 or later
- Firefox 31.4 or later
- Google Chrome (latest version)

To read Suites Management reports, install the following:

- The latest version of Adobe Acrobat Reader

Suites Management installation scenarios

Suites Management contains two virtual directories in its components. One virtual directory is installed when the application is installed – typically at the enterprise level. The other virtual directory is installed with the Suites Management Service – typically on the local property level. Suites Management supports different configuration options, as listed in the following installation scenarios.

- **All in One Server** – Symphony, Suites Management, and the databases are installed on the same computer.
- **Multiple Servers** – Symphony is installed on one computer, the databases are installed on another computer, and Suites Management is installed on another computer at the enterprise level with the Suites Service installed at the property level.

There are other potential installation scenarios. The example used in this document reviews the All in One Server installation scenario. The All in One Server type of installation is not recommended for sites that use Suites Management at multiple properties.

Installing Suites Management

1. Obtain the Suites Management version 3.5 installation files from the Micros Members website and place it on the computer that is designated as the Suites Management application server.
2. Double-click the **SuitesSetup.exe** file to begin the installation on the server that houses the Suites Management application and database. The SuitesSetup.exe installs the Suites Management application and database.
3. Click **Next**. The installer checks the server to ensure that IIS is installed and the Suites Management installation wizard **Welcome** screen appears.
4. Enter the Database Server information.
 - **Database server that you are installing to:** This is the server name or IP address of the computer running Microsoft SQL Server where the Suites Management database resides. If you are installing Suites in an All-In-One environment, the database name can remain (local) or local host.
5. Select a connection method:
 - **Windows authentication**
 - **SQL Server authentication using the Login ID and password below**
6. Enter a **Login ID** and **Password** for the Microsoft SQL Server authentication connection method.
7. Click **Next**.
8. Select the destination folder for the Suites Management web files from the **Welcome to the Installation of...** screen.
 - The default path is *<Drive letter>:\Micros\LES\Suites*. Although the installation drive path is configurable, the folder path should always be left at the default:
<Drive Letter>:\Micros\LES\Suites.
9. Click **Next**.
10. **Port#** - Enter an unused Port number to use for Suites communication.
11. **SSLPort#** - Enter the unique Port number that is used by SSL.
 - The port number selected for Suites Management and the SSL port number that the SUITES website is bound to, must match. If a binding is made to a different port, the installer must edit the SUITES Web.config file and set the value of the **DefaultHttpsPort** tag to match the https binding. See the [Install server certificate](#) section for more information.
12. **Virtual:** - Name the Suites Management virtual directory.
 - The default name for the Suites Management virtual directory is SUITES.
 - A website named SUITES will be created during the installation. Enter this name in the address bar of a browser to access the Suites Management website. If the virtual directory name is SUITES, the URL for the Suites Management website is `http://ServerName:8001/SUITES/frmlogin.aspx`.
13. Click **Next**.
14. Review the configured settings from the **Start Copying Files** screen.

- For All in One Server installation scenarios, when using SQL Server 2008 R2, the SQL Server Maintenance Plan writes the Suites database backup tasks to the *C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Backup* folder.
- For multiple server installation scenarios, after installing the Suites database, it is strongly recommended to access the database server and manually configure and schedule periodic Microsoft SQL Server backup tasks for the Suites database. Here is an example of a backup task path:

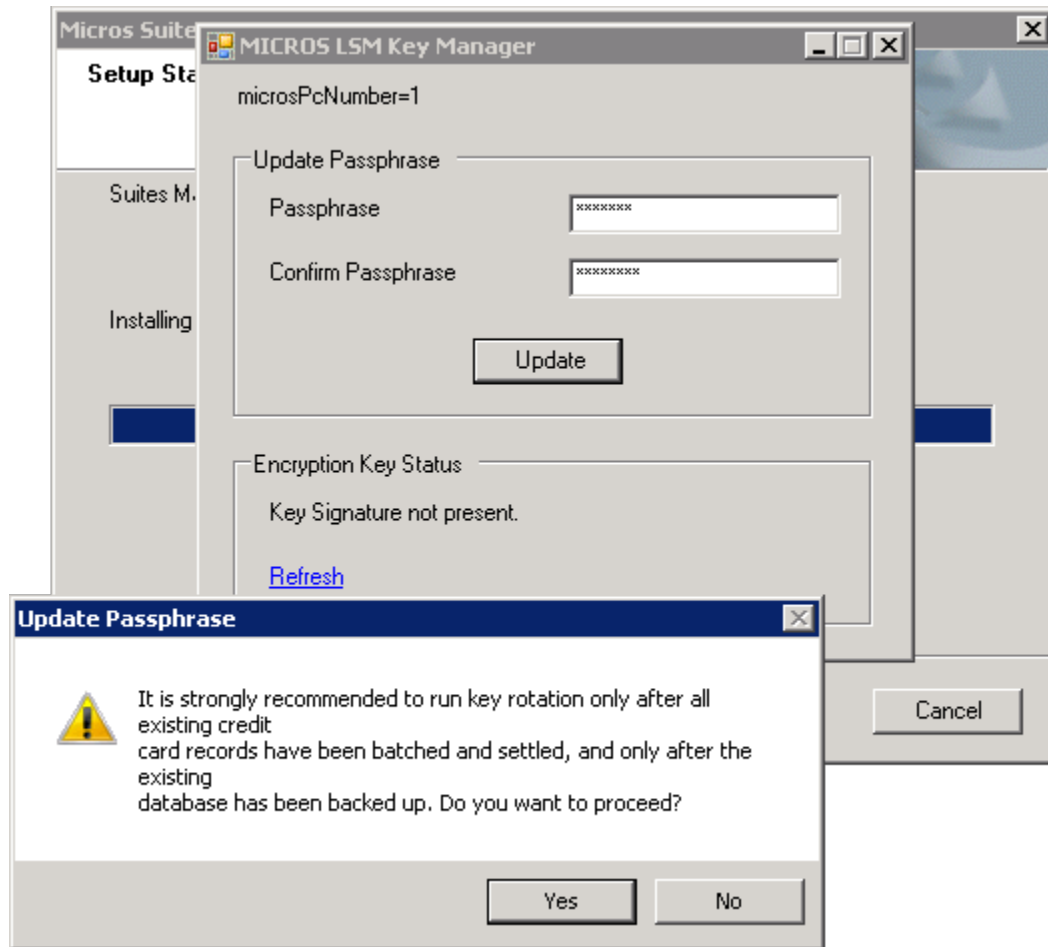
\\<ServerName or IP address>:<Drive letter>\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Backup

15. Click **Next**.

- Setup starts on the Setup Status screen and a progress bar appears as the installation proceeds.

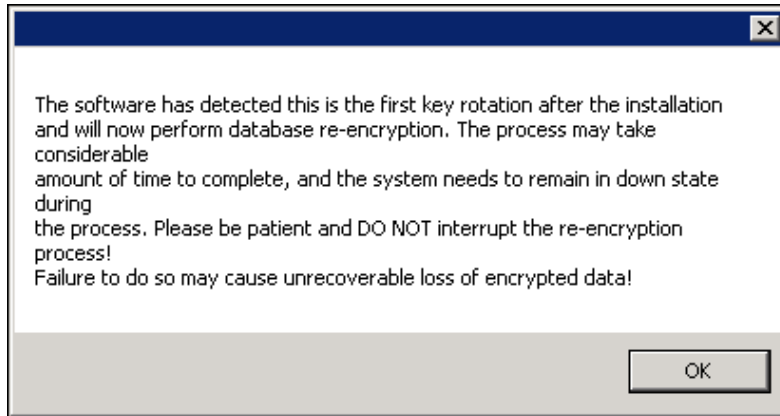
16. A prompt to run the Key Manager Utility appears. Click **Yes** to run the Key Manager utility.

17. Enter and confirm the newly entered **Passphrase** from the **Micros LSM Key Manager** screen, and then click **Update**.



18. Click **Yes** to continue, or **No** to address the recommendations to batch all credit cards and to perform backup tasks for both the Symphony and Suites Transaction databases.

-
19. Upon performing the first key rotation, the following message appears. Click **OK**.



20. A message appears indicating that you must install a .PDF Reader in order to review Suites reports.

Installing Suites Service

The **SuitesServiceSetup.exe** installs the Suites Service, which communicates with Transaction Services during the **Go-Live** process. For Symphony environments, it also installs the **LSMWinService** that communicates with Ops. In an enterprise environment, where there is one Suites Management server and multiple properties, you should install this service on-site at the property level. You must install Transaction Services on the property's Point of Sales (POS) application server before running the SuitesServiceSetup.exe installation.

You must install the Suites Service on the POS application server (for either 9700 version 4.0 HMS or Symphony version 1.6 MR8 (or higher) in order to utilize a PC Autosequence to execute the Check Regen process (which is an external program). See the [Configure computer Autosequence](#) section for more information.

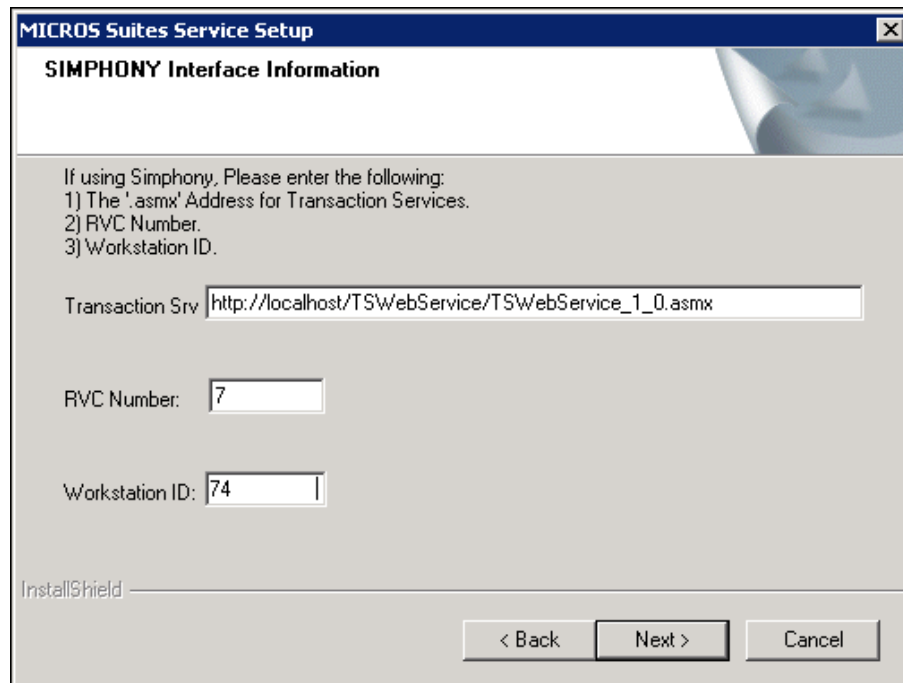
1. Obtain the Suites Management version 3.5 installation files from the Micros Members website.
2. From the POS application server, double-click **SuitesServiceSetup.exe** to begin the installation and the Suites Service installation wizard **Welcome** screen appears.
3. Click **Next**.
4. **Select Symphony or 9700** to identify the POS application communicating with Suites.
5. Enter the name for the virtual directory used by the Suites Service. The default virtual directory name is **SUITESSERVICE**. The virtual directory automatically installs under the **SUITES** website on IIS.
6. Select the path where the Suites Service installs from the **Micros Suites Service Setup** screen.
 - The drive path is configurable, however the folder path should always be set to:
<Drive Letter>:\Micros\LES\Suites
7. Click **Next**.
8. Enter the interface information from the **Simphony Interface Information** screen.

POS Application	Required configuration information
Simphony 1.6	<ul style="list-style-type: none">▪ Transaction Srv▪ RVC Number (RVC ID number)▪ Workstation ID▪ LSM WS▪ Property ID
9700 4.0	<ul style="list-style-type: none">▪ Transaction Srv▪ RVC Number (RVC ID number)▪ POS Interface Client Name

Field explanations for Symphony 1.6:

- **Transaction Srv** – This is the web address for Transaction Services. The default is `http://localhost/TSWebService/TSWebService_1_0.asmx`. This may be different depending on the site. You must add the port number that Transaction Services is using to the web address:
`http://localhost:PortNumber/TSWebService/TSWebService_1_0.asmx`.
- **RVC Number** – This is the Suites revenue center number (RVC ID value).
- **Workstation ID** – This is the Workstation ID number of the POSAPI client (required for Symphony 1.6 sites only).

The fields configured here are specific to the site.

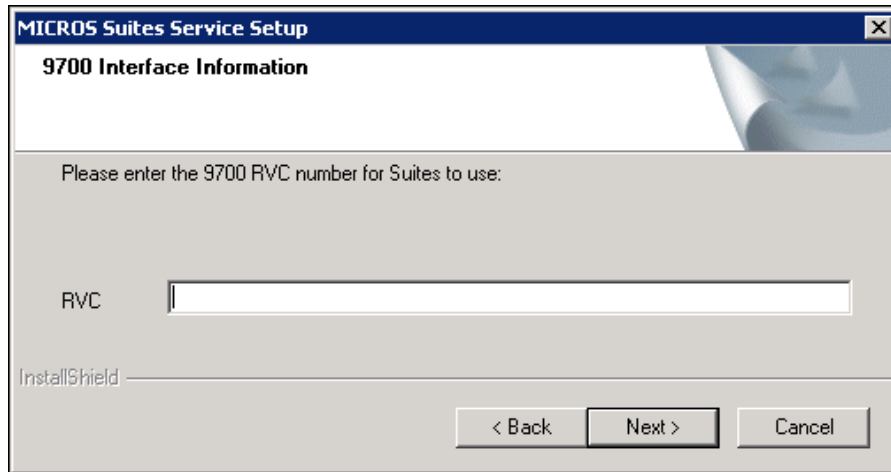


The screenshot shows a Windows-style dialog box titled "MICROS Suites Service Setup". Inside, there is a section titled "SIMPHONY Interface Information". Below this, there is instructional text: "If using Symphony, Please enter the following: 1) The '.asmx' Address for Transaction Services. 2) RVC Number. 3) Workstation ID." There are three input fields: "Transaction Srv" with the value "http://localhost/TSWebService/TSWebService_1_0.asmx", "RVC Number:" with the value "7", and "Workstation ID:" with the value "74". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Symphony 1.6 example

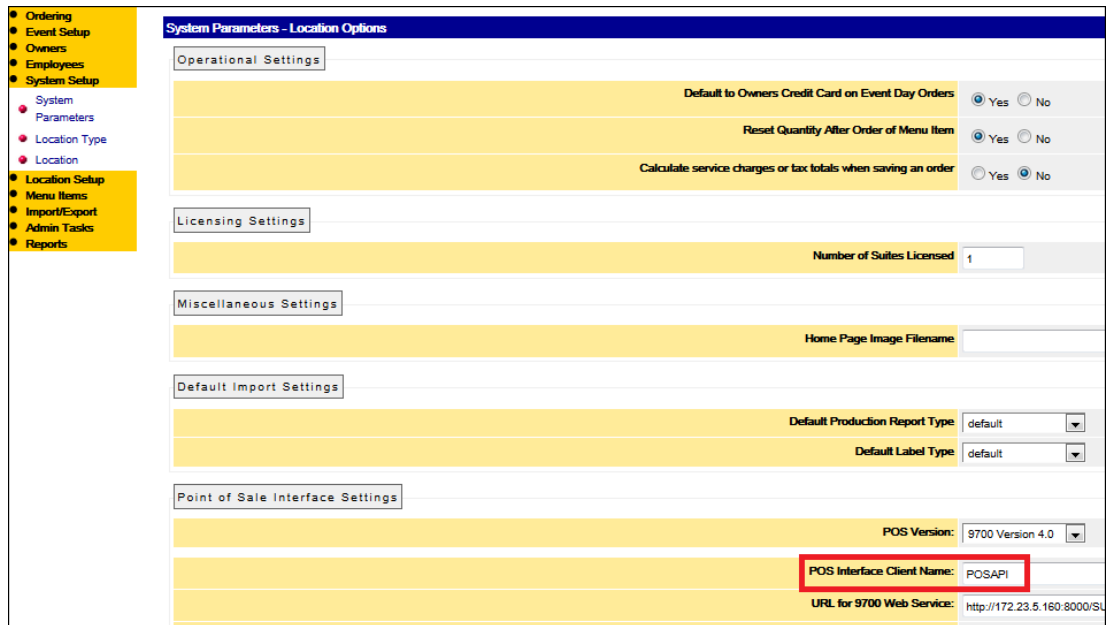
Field explanation for 9700 4.0:

- **RVC Number** – This is the revenue center object number



9700 4.0 example

- For 9700 version 4.0 sites, after the Suites Service installation has been completed, you need to access the Suites application System Setup, System Parameters, Point of Sale Interface Settings, and enter the POSAPI workstation name in the **POS Interface Client Name** field.



9700 4.0 environment example

- You can find the required Interface information in EMC and the Transaction Services Web.config file. To find the **RVC ID** number in the EMC, navigate to the property level, Property Information, RVC Configuration module.

#	RVC ID	Name	ILDS Active	Part
20	9	Master RVC	<input type="checkbox"/>	0 - None
21	10	Les Voyageurs	<input type="checkbox"/>	0 - None

- For Symphony sites, in order to find the **Workstation ID** number in the EMC, navigate to the property level, Property Hardware, and then select the Workstations module.
- For 9700 sites, in order to find the POSAPI workstation client name, in the EMC, navigate to the property level, Property Hardware, and then select the Workstations module. Note the workstation name listed in the **Name** column and enter it in the Suites System Parameters settings.

#	Workstation ID	Name	Service Host ID	Address
1	80	POSAPI	79	POSAPI
100	40	SERVEROPS	39	0.0.0.0
101	41	QEHWSIRD01	40	0.0.0.0
102	42	QEHWSIRD02	41	0.0.0.0
103	43	QEHWSCAT01	42	0.0.0.0
104	44	QEHWSBEAV01	43	0.0.0.0
105	45	QEHWSBEAV02	44	0.0.0.0

- The preceding screenshots are only examples. These numbers should be unique for every property and revenue center.
9. Click **Next**.

-
10. Enter the required information from the **Enter Additional Micros information** screen to set up the Luxury Suites Management (LSM)WebService.
 - This information is required in Symphony environments, not 9700.

For fresh installations of the Suites Service, the installation wizard prompts you to enter the following information. Default values have been assigned for these settings. You could leave defaults or use blank settings and continue with the installation, however you would need to gather this information from the EMC and edit the SuiteEnv.isl file after the Suite Service installation is complete. See the [Validate ISL Script Settings](#) section for more information.

Field explanations for Symphony 1.6:

- **LSM WS** – Enter the URL of the LSMWebService
 - **Property ID** – The Property ID is the number that identifies the Suites property in the Suites database. This **must** have a Location ID value of 1. During installation, a default sample Suites property (with a Property ID = 1) is created in the Suites database.
11. Click **Next**.
 12. Enter the **Interface** and Suites Billing Tender Media (**Bill TMED**) numbers from the **Enter the Interface Number and Suites Billing Tender** screen.

Field explanations:

- **Interface** – Enter the URL of the LSMWebService (default value =1)
 - **Bill TMED** – Enter the object number of the Suites Billing Tender Media record for PMS (default value = 105)
13. Enter the Service Total Print Key and Service Total NO Print Key numbers from the **Enter the Service Total Print Keys** screen. These are comma-separated values where the first value is the Touchscreen Key Type and the second value is the Tender Media record number.

Field explanations:

- **ST_PRT** – The first value, **ST**, stands for the Touchscreen Key Type, which is 7 for a Tender Media key in the EMC, Touchscreen Design module. The second value, **PRT**, stands for the Print Check Service Total Tender Media record number used by the Suites revenue center. (default values = 7,52)
 - **ST_NPRT** – The first value, **ST**, stands for the Touchscreen Key Type, which is 7 for a Tender Media key in the EMC, Touchscreen Design module. The second value, **NPRT**, stands for the NO Print Check Service Total Tender Media record number used by the Suites revenue center. (default values 7,51)
14. Review the settings for the setup from the **Micros Suites Service Setup** screen.
 15. Click **Next**.
 16. The **SQLite3Service Setup Wizard** launches. Click **Next**.
 17. Select the Installation folder for the SQLite Service.
 - The path is configurable; however, the SQLite service needs to be installed using the following path:
<Drive Letter>:\Micros\LES\Suites\Suites\Utilities
 18. Click **Next**.

-
19. From the **Confirm Installation** screen, click **Next** to confirm the installation of the SQLite Service.
 20. Click **Close** from the Installation Complete screen to continue with the Suites Service installation.
 21. The **LSMSimService Setup** Wizard launches (for Symphony environments only, not 9700).
 22. Click **Next**.
 23. Enter the install folder for the LSM SIM Service from the **Select Installation Folder** screen. The default installation path is:
 - C:\Program Files (x86)\Micros Systems Inc\LSMSimServiceSetup.*
 - Although this path is configurable, the folder path **must** be set to:
<Drive Letter>:\Micros\LES\Suites\Suites\LSMSimService to function properly.
 24. Click **Next**.
 25. Click **Next** to confirm the LSM SIM Service installation.
 26. Click **Close**.
 27. Click **Finish**.

After the Suites Service installation has completed, from the Suites Management website, you can export the POS application's menu items and employees into the Suites database.

Post installation security step

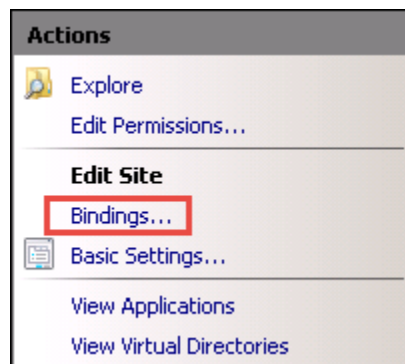
The Suites Management application and database has a default Employee, Employee Role, and Location pre-programmed in the system. This default location record cannot be deleted. The best practice procedure is to rename the default Suites location by accessing the Suites Management website to change the Location name to that of the property. During this step, it is strongly recommended to also change the default **micros** Suites username to a unique name and to assign a strong and PCI compliant password. For more information about creating strong passwords, click the following link:

<http://windows.microsoft.com/en-us/windows7/tips-for-creating-strong-passwords-and-passphrases>

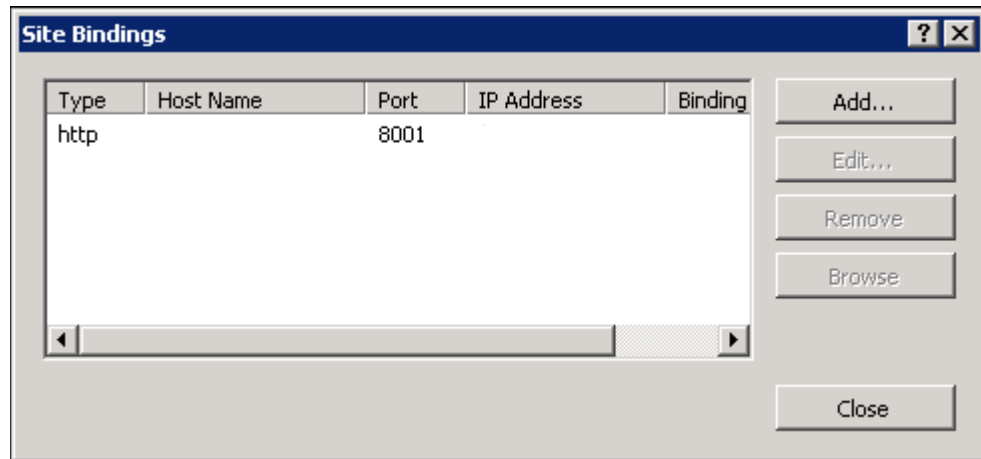
Install server certificate

The Suites web page needs a server certificate to access parts of the Suites application. Each customer that uses Suites is required to purchase a SSL Certificate from an authorized certificate issuing authority. A self-signed certificate should not be used longer than absolutely necessary.

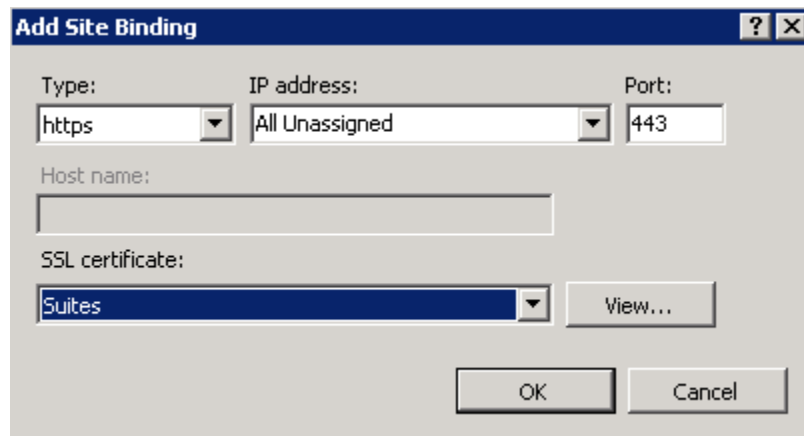
1. Navigate to the IIS Manager.
2. Click the server name under **Connections**.
3. Double-click the **Server Certificates** icon.
4. Select **Create Self-Signed Certificate** under **Actions**.
5. From the **Specify Friendly Name** screen, enter **Suites** for the certificate name.
6. Click **OK**.
7. Assign the certificate to Suites by navigating to the IIS Manager and selecting the **Suites** website (this is the default website).
8. Click **Bindings...** on the side menu.



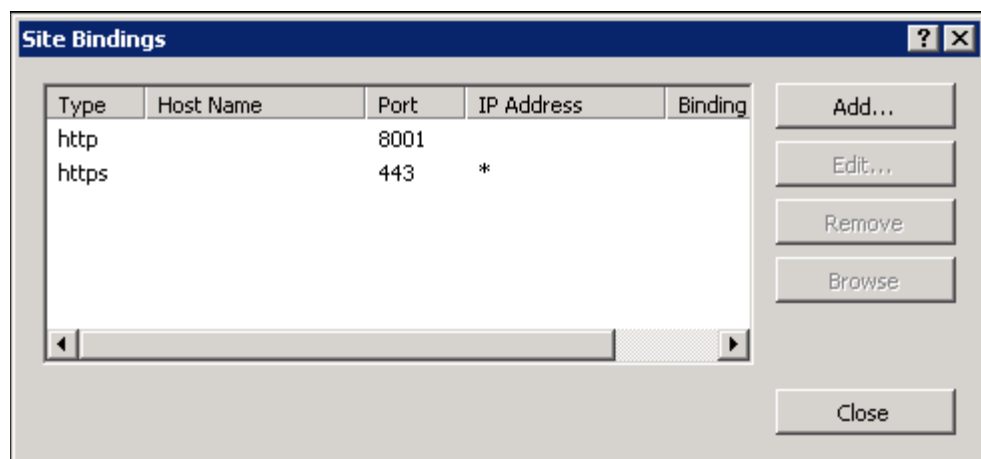
9. Click **Add**.



11. Change the Type to **https** and leave the port set to 443
12. Change the SSL certificate to the **Suites Certificate** that you just created.



13. The Binding is now visible.

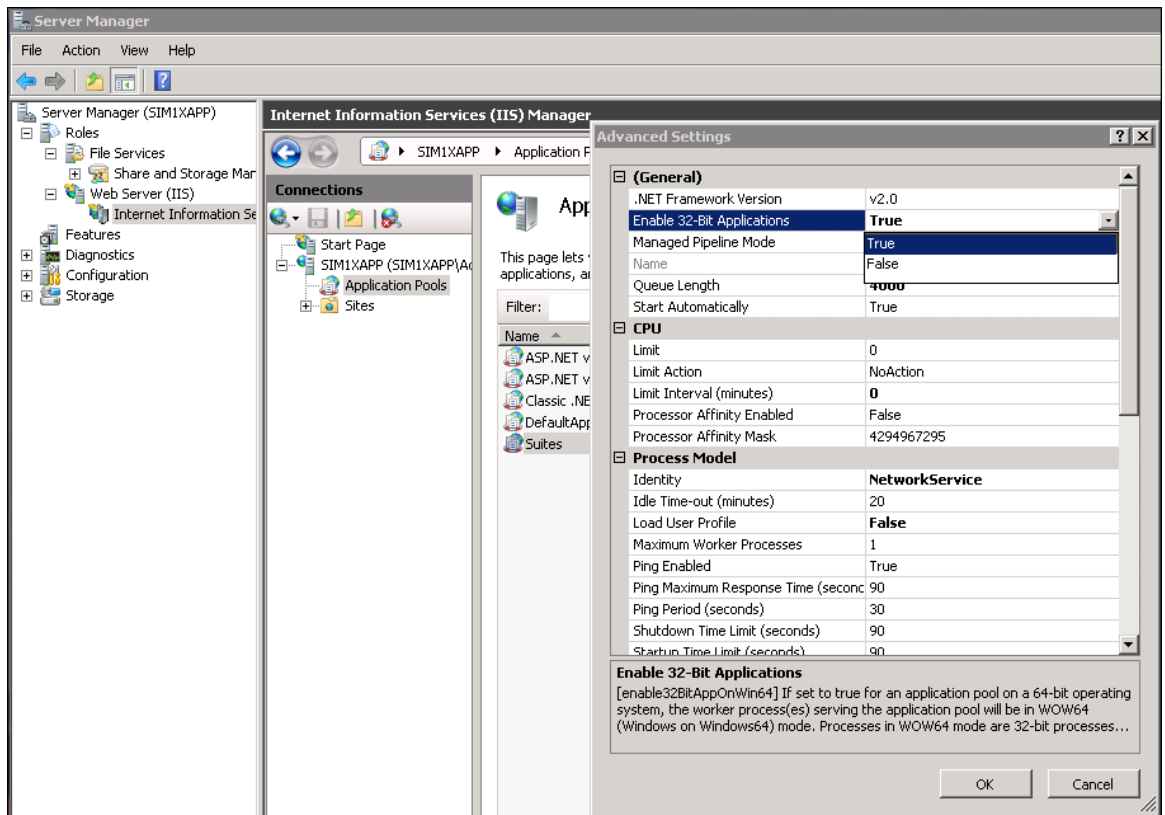


14. Perform an IIS reset after completing this section.

Validate IIS settings

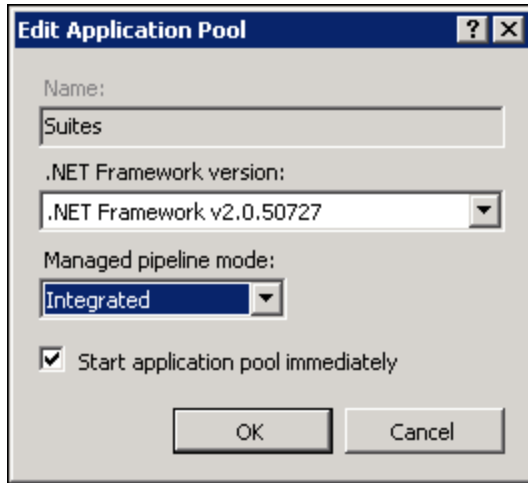
Confirm that 32-bit applications are enabled on the Suites Application Pool.

1. Navigate to the IIS Manager, and select **Application Pools**.
2. Right-click **Suites** and select the **Advanced Settings** link.
3. Verify that the **Enable 32-Bit Applications** setting is set to **True**.



Validate the Suites settings

1. Navigate to the IIS Manager, and select **Application Pools**.
2. Right-click **Suites** and select the **Basic Settings** link.
3. Verify that the **Suites** settings match those shown below:



Validate LSM Closed Check Client settings

Validate that the highlighted settings in the LSMClosedCheckClient.exe.config file are correct.

1. Navigate to <Drive Letter>:\Micros\LES\Suites\Utilities.
2. Enable the Network Service User to have full access to the Suites folder and subfolders.

```
<add key="LocationId" value="1"/>
<add key="LSMClosedCheckServiceUrl"
value="http://localhost:8000/Suites/LSMWebService.asmx"/>
<add key="SymphonyTSWebServiceUrl"
value="http://localhost:8000/TSWebService/TSWebService_1_0.asmx"/>
<add key="WSId" value="80"/>
<add key="ClosedDays" value="2"/>
    <add key="SaveTextFiles" value="1"/>
<add key="LSMRvcMaster" value="20"/>
    <add key="TotalsSet" value="0" />
    <add key="ExportDir" value="{DRV8700}\Suites\export\checks"
/>
    <add key="ExportArchiveDir"
value="{DRV8700}\Suites\archive\checks" />
    <add key="ExportArchiveDays" value="365" />
    <add key="ExportDefsDir" value="{DRV8700}\Suites\export\defs"
/>
    <add key="ExportDefsArchiveDir"
value="{DRV8700}\Suites\archive\defs" />
    <add key="ExportDefsArchiveDays" value="365" />
    <add key="QueueDir" value="{DRV8700}\Suites\export\queue" />
```

- **LocationId:** Record number for the Suites property
- **LSMClosedCheckServiceUrl:** URL for the Suites Management Service
- **SymphonyTSWebServiceUrl:** URL for Transaction Services
- **WSId:** Workstation ID for the POSAPI client
- **ClosedDays:** This setting controls the amount of time that Transaction Services returns checks. The configurable values are 0 for all checks, or 2 for the current business date's checks. The default and recommended value is 2.
- **LSMRvcMaster:** Record number for the Suites revenue center

Configuring Symphony \ 9700 EMC

This section contains configuration instructions for Suites Management in the EMC.

Configure CAL Packages – Symphony only

You must create a CAL package in EMC for the Suites package that will be added in the Create Suites CAL Packages on the Server section.

1. In the EMC, navigate to the enterprise level, Hardware, and select **CAL Packages**.
2. Insert a new CAL Package using the + button on the toolbar.
3. Enter the following information:

Field	Description
Name	Enter Suites .
Platform Type	Select the platform type for the model of workstation being used in the Suites revenue center. Set this package to be sent to the workstation model that the site is using, however you must place a copy of the files in that model's folder and create a proper setup.dat file to send the files to the correct pathways on the workstation.
Folder Name	Enter Suites .
Deployment Order	The CAL Client Package should always be enabled and should always be sent down first, so that the most recent version of the CAL Client is in use by the workstation(s).

4. Click **Add** to add a deployment for each workstation in the Suites revenue center.
5. Configure the deployment as follows.
 - **Deployment Type:** 2 - Specific Service Host
 - **Service Host:** Each workstation in the Suites revenue center
 - **Action to Take:** 0 – Install

Configure Interface for Symphony

Configure a new interface for the POS client(s) to communicate with the LSM Suites Services Listener.

1. In the EMC, navigate to the enterprise level, Hardware, and select **Interfaces**.
2. Insert a new interface record using the + button on the toolbar.
3. Configure the settings as follows:
 - **Name:** Suites
 - **Communication Name:** Suites
 - **Interface Type:** PMS/SIM
 - **Communications Type:** TCP/IP
 - **Timeout:** 30
 - **ISL Script Name:** SuiteMgt
4. Click the **Options** tab and select the following options:
 - 1 - Use 19 Digit Reference Entry for PMS Inquiries
 - 2 – Enable Interface Log
 - 3 – Allow Inquiry without Sign-In
 - 5 – ON = Use 9 digits for Terminal ID's; OFF = Use 2 digits for Terminal ID's
 - 8 – Enable Offline Posting
5. Enter the **TCP Host Name** and **Port Number** in the TCP Communications section.
 - This is the name or IP address of the machine where the Suites Service is running.
6. Click the **Properties** tab. Select the property that is using Suites Management.
 - Assign only **one** property for this interface.
7. Assign the interface to a service host.
 - The service host for the Suites Management interface must be the same machine running the Suites Service and Transaction Services at the property level.

General
Options
Properties
Service Host

Current Record

Number [Audit This Record](#)

Name

Service Host Configuration

Service Host [Select](#)

Configuration: Host Name: WIN-6U3N3W767BB, Net Mask: (Blank), Gateway: (Blank)

#	Type	Record	Port	URL
32	Credit Card	1 - DEMOCA	8080	EGateway/EGateway.asmx
32	Credit Card	2 - Florida VisaD	8080	EGateway/EGateway.asmx
	Interface		8080	EGateway/EGateway.asmx
57	Interface	7 - Suites	8080	EGateway/EGateway.asmx


If multiple properties in the same enterprise are using Suites Management, add a new interface record for each property. Repeat the steps in this section for each property running Suites Management.

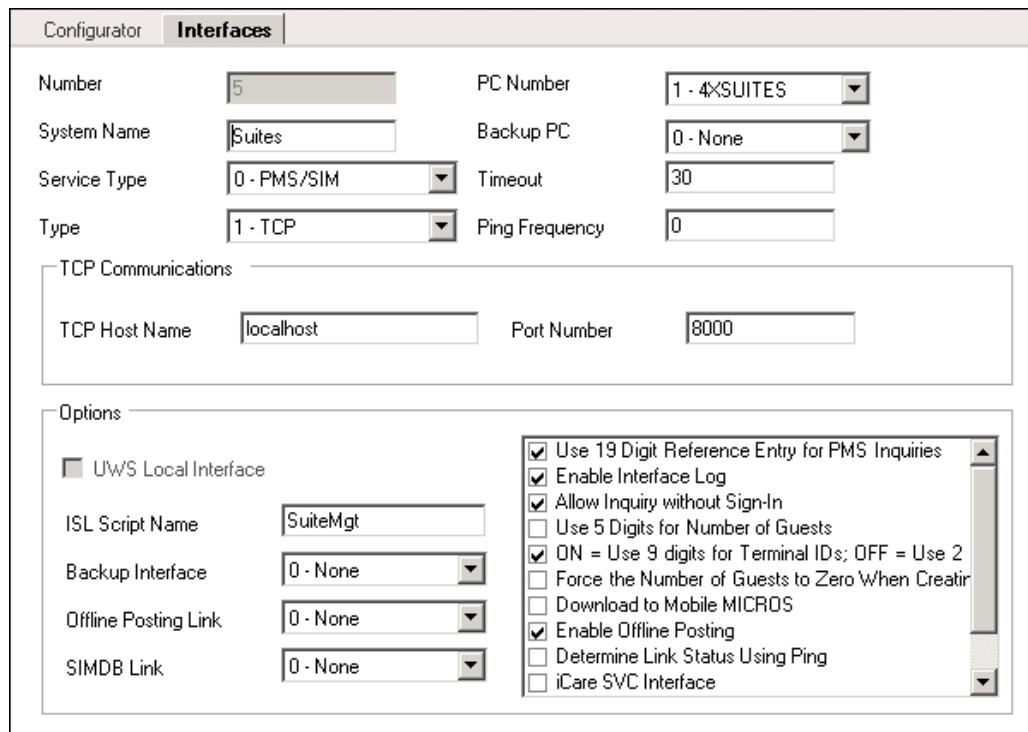
If the application server or any other computer is the service host for this interface, move the servicehost.xml file to the Symphony folder on that computer. Obtain the updated servicehost.xml file at:

<Drive letter>:\Micros\Symphony\EGatewayService\CAL\ServiceHosts

Configure Interface for 9700

Configure a new interface for the POS client(s) to communicate with the LSM Suites Services Listener.

1. Navigate to the EMC, Configurator, System Hardware, and select **Interfaces**.
2. Insert a new interface record using the Insert Record icon  on the toolbar.
3. Configure the settings as shown below:
 - **System Name:** Suites
 - **Service Type:** 0 - PMS/SIM
 - **Type:** 1 - TCP
 - **Communications Type:** TCP/IP
 - **Timeout:** 30
 - **ISL Script Name:** SuiteMgt
4. Enter the **TCP Host Name** and **Port Number** in the TCP Communications section.
 - This is the name or IP address of the machine where the Suites Service is running.



Number	5	PC Number	1 - 4XSUITES
System Name	Suites	Backup PC	0 - None
Service Type	0 - PMS/SIM	Timeout	30
Type	1 - TCP	Ping Frequency	0
TCP Communications			
TCP Host Name	localhost	Port Number	8000
Options			
<input type="checkbox"/> UWS Local Interface			
ISL Script Name	SuiteMgt		
Backup Interface	0 - None		
Offline Posting Link	0 - None		
SIMDB Link	0 - None		
<input checked="" type="checkbox"/> Use 19 Digit Reference Entry for PMS Inquiries			
<input checked="" type="checkbox"/> Enable Interface Log			
<input checked="" type="checkbox"/> Allow Inquiry without Sign-In			
<input type="checkbox"/> Use 5 Digits for Number of Guests			
<input checked="" type="checkbox"/> ON = Use 9 digits for Terminal IDs; OFF = Use 2			
<input type="checkbox"/> Force the Number of Guests to Zero When Creatir			
<input type="checkbox"/> Download to Mobile MICROS			
<input checked="" type="checkbox"/> Enable Offline Posting			
<input type="checkbox"/> Determine Link Status Using Ping			
<input type="checkbox"/> iCare SVC Interface			

5. Enable the following options:
 - **Use 19 Digit Reference Entry for PMS Inquiries**
 - **Enable Interface Log**
 - **Allow Inquiry without Sign-In**
 - **ON = Use 9 digits for Terminal ID's; OFF = Use 2 digits for Terminal ID's**
 - **Enable Offline Posting**

Configure revenue center – Symphony

1. In the EMC, navigate to the revenue center level, RVC Information, select **RVC Parameters**, and select the **Format** tab.
2. Set the **Number of Guest Check Information Lines** field to **10**. This allows Suites information to be contained in the check detail area.
3. Click the **Interfaces** tab.
4. Set one of the eight Interfaces fields to assign the use of Suites Management to that revenue center and **Save**.

Configure revenue center – 9700

1. In the EMC, Configurator, select the revenue center that is running Suites from the **Revenue Center Selector** dropdown box.
2. Navigate to RVC Information, select Parameters, and select the **Format** tab.
3. Set the **Number of Guest Check Information Lines** field to **10**. This allows Suites information to be contained in the check detail area.

The screenshot shows the 'Configurator' window with the 'RVC Parameters' tab selected. The 'Format' sub-tab is active. The 'Print Output' section contains several input fields: 'Lines On First Guest Check Page' (0), 'Lines On Other Guest Check pages' (0), 'Minimum Lines Per Roll Check/Receipt' (0), and 'Number Of Guest Check Information Lines' (10). The 'Number Of Guest Check Information Lines' field is highlighted with a red border. The 'Sorting' section contains four dropdown menus: 'Screen Sort Type' (0 - Do Not Sort), 'Customer Receipt Sort Type' (3 - Print Group, Consolidated), 'Check Sort Type' (3 - Print Group, Consolidated), and 'NLU/Condiment Help Screen Sort Type' (0 - Do Not Sort).

4. Click the **Interfaces** tab.
5. Set one of the eight Interfaces fields to assign the use of Suites Management to that revenue center and **Save**.

Configure menu items - Symphony

Menu Item Classes

1. In the EMC, navigate to the revenue center level, Menu Items, and select **Menu Item Classes**.
2. Click the **Options** tab.

Set the following options in the Suites Management revenue center:

- **10 – ON = Use Sub Level Pricing; OFF = Use Main Level Pricing** – Deselect this option for all menu items to be rung up in the Suites Management revenue center.
- **34 – Item is Beverage** – Select this option for all menu items that are beverages in the Suites revenue center.

Menu Item Definitions

1. In the EMC, navigate to the revenue center level, Menu Items, and select **Menu Item Maintenance**. From the Record Type dropdown menu, select **Menu Item Definition** and click **Search**.
 - Menu items utilized by Suites Management cannot have more than one definition assigned to it. The Suites Management application only recognizes the first definition for a menu item.
 - Menu items must have an NLU number associated with them. In Symphony environments, Suites cannot recognize NLU numbers that exceed 10 digits. The NLU Group for each menu item can be zero, but the NLU number is necessary to import the items into the Suites Management database. This allows operators to place orders by NLU number.

Menu Item Prices

1. In the EMC, navigate to the revenue center level, Menu Items, and select **Menu Item Maintenance**. From the Record Type dropdown menu, select **Menu Item Price** and click **Search**.
 - Menu item price records must have at least one price record whose **Active On Level** setting is not **0 – All Levels**. Suites Management does not recognize prices that are active on level **0 – All Levels**.

Configure menu items - 9700

Menu Item Classes

1. In the EMC, Configurator, navigate to Menu Items, select Maintenance, Maintenance, and search using the **Class, by Type/Itemizer** selection from the dropdown menu.
2. Select the Menu Item Class to be edited.
3. Click the **Options** tab.

Set the following options for every Menu Item Class used in the Suites Management revenue center:

- **10 – ON = Use Sub Level Pricing; OFF = Use Main Level Pricing** – Deselect this option for all menu items to be rung up in the Suites Management revenue center.
- **34 – Item is Beverage** – Select this option for all menu items that are beverages in the Suites revenue center.

Menu Item Definitions

1. In the EMC, Configurator, navigate to Menu Items, select Maintenance, Maintenance, and search using the **Definition, by Maj/Fam Grp** selection from the dropdown menu.
 - Menu items utilized by Suites Management cannot have more than one definition assigned to it. The Suites Management application only recognizes the first definition for a menu item.
 - Menu items must have an NLU number associated with them. In 9700 environments, Suites cannot recognize NLU numbers that exceed 10 digits. The NLU Group for each menu item can be zero, but the NLU number is necessary to import the items into the Suites Management database. This allows operators to place orders by NLU number.

Menu Item Prices

1. In the EMC, Configurator, navigate to Menu Items, select Maintenance, Maintenance, and search using the **Definition, by Maj/Fam Grp** selection from the dropdown menu.
2. Each menu item definition record has a Price tab where menu item prices are handled.
 - Menu item price records must have at least one price record whose **Active On Level** setting is not **0 – All Levels**. Suites Management does not recognize prices that are active on level **0 – All Levels**.

Configure Touchscreen - Symphony \ 9700

Before a Suites event, initiate the **Go-Live** process function from the Suites Management website to create checks in the Symphony system. Program a SIM inquiry button to pick up the checks in Ops.

Program a button on the Suite Attendant screen to call the Suites Management SIM function for picking up a Suites check. Program the touchscreen key using the settings depicted here.

Remove all reopen checks, pickup check SLU's, and function buttons from the employee's screen. Suites checks must be picked up using the Pickup Suites button for the specific suite information to be written correctly to the check.

The screenshot shows a configuration window for a touchscreen key. The window has two tabs: 'Touchscreen' and 'Key', with 'Key' selected. The configuration fields are as follows:

- Legend: PICKUP SUITE
- Legend Size: 2
- Key Type: 11 - Function
- Key Number: 922 - SIM 1 - Suites - Inq 3
- Alpha: (empty)
- Preset MLvl: 0 - None
- Preset SLvl: 0 - None
- Color: 6 - Cyan on Gray
- Icon: None
- Icon Location: 0 - Not shown
- Next Screen: 0 - None
- Media File: (empty)
- Full Screen Media
- Bitmap: 0 - None
- Transparent Bitmap
- Stretch To Fit

Configure PC Autosequence – Symphony only

During the Start of Day process, via PC Autosequences, the system can automatically import the Suites closed checks into the Suites Management database using the LSMClosedCheckClient.exe file as long as the Suites Service is installed on the Symphony application server. The LSMClosedCheckClient.exe is located here:

<Drive Letter>:\Micros\LES\Suites\Suites\Utilities directory.

1. Copy the LSMClosedCheckClient.exe file to the *<Drive Letter>:\Micros\Symphony\etc* directory on the Symphony application server. (If the site has multiple application servers, copy the file on the server running the Suites Service.)
2. Configure a PC Autosequence in EMC to run the LSMClosedCheckClient.exe nightly. In the EMC, navigate to the enterprise level, select Tasks, and then select **PC Autosequences**.
3. Insert a new PC Autosequence.
4. On the General tab, configure the settings as follows.
 - **Name:** Enter **Suites Check Export**
 - **Allowed Properties:** Select the property that uses Suites Management.
 - **Privilege Group:** Set the privilege group for users to run this Autosequence. Entering 0 (zero) allows all users with EMC access to run this Autosequence.
 - **Parameters:** Click **Add** to add a new parameter. Select **Property Number** as the Parameter. Enter the Property Number in the **Value** column.

- Click the **Steps** tab.

General | Steps | Execution History

Current Record

Number [Audit This Record](#)

Name

Privilege and Property Access

Allowed Properties 1 - Suites Property

[Select All](#)
[Clear All](#)

Privilege Group

Parameters

[Add](#) [Delete](#) [Edit](#)

Parameter	Value
Property Number	4

5. Configure the settings as follows:
 - **Step Type:** Run External Program
 - **Parameters:** Click **Add** to add a parameter
 - Select the **External Program File Path** option

Select Autosequence Step Parameter

Parameter

Value

6. Enter the absolute path of the LSMClosedCheckClient.exe in the **Value** field.
The file is located here:

<Drive Letter>:\Micros\Simphony\etc\LSMClosedCheckClient.exe

- Click **Add** to add another parameter.
- Select the **External Program Arguments** option.
- Enter **-simphony_checks** in the **Value** column.

The screenshot shows a software configuration window with three tabs: 'General', 'Steps', and 'Execution History'. The 'Steps' tab is active. Under 'Current Record', the 'Number' is 2 and the 'Name' is 'Suites Check Export'. Below this, a list of 'Steps' shows 'Step 1' selected. The 'Step Parameters' section includes dropdowns for 'Step Type' (2 - Run External Program), 'Call Autosequence' (0 - None), 'Step On Success' (None), and 'Step On Fail' (None). A table below lists parameters and their values:

Parameter	Value
External Program File Path	D:\Micros\Simphony\etc\LSMClosedCheckCli
External Program Arguments	-simphony_checks

Buttons for 'Add', 'Remove', 'Add', 'Delete', and 'Edit' are visible at the bottom of the configuration area.

Validate ISL Script Settings

If Suites and Symphony are installed on the same server, during the initial Suites Service installation, four ISL files are copied to the following path:

<Drive Letter>:\Micros\LES\Suites\Suites\SuitesSERVICE\SIMScripts

The path is configurable, but could change depending on the path entered during the [Suites Service Installation](#) section.

When upgrading Suites, any new ISL scripts are written to this path:

<Drive Letter>:\Micros\LES\Suites\Suites\SuitesSERVICE\SIMScripts folder.

1. Navigate to <Drive Letter>:\Micros\LES\Suites\Suites\SuitesSERVICE\SIMScripts.
2. Open the file named **SuiteEnv.isl**.
3. Under the **Start user configuration section**, change these lines to match the information in EMC.

```
//-----  
// Start user configuration section  
//-----  
  
var LSM_INTFC : n3 = 1  
var LSM_RVC : n9 = 2
```

4. Access the LSM_INTFC file through the RVC Parameters module in EMC.
5. Click the **Interfaces** tab.
6. There are eight possible interfaces, including one for Suites. Use the record number of the Interfaces field in this file.

The screenshot shows the 'RVC Parameters' configuration window in EMC. The 'Interfaces' tab is selected, displaying a grid of eight dropdown menus. The second dropdown menu, labeled '2 - Suites', is highlighted in yellow. Below the grid, there are three fields for 'Table Management System Options': 'TMS Operator' (0 - None), 'TMS User Workstation' (0 - None), and 'TMS Link' (0 - None). Each field has a 'Select' button next to it.

The preceding example shows the Suites interface as #2, so the file line in SuiteEnv.isl should be updated to `var LSM_INTFC : n3 = 2`

Obtain the LSM_RVC number by looking in the RVC Configuration module on the property level in EMC. This field requires the RVC object number.

Home Page		RVC Parameters		RVC Configuration	
Filter					
Show Records Where		Name		contains the text	
#	▲	RVC ID	Name	ILDS Active	Par
404		9	Suites	<input type="checkbox"/>	0 - None

In the preceding example, the RVC object number is 404. So the line in the .isl should be corrected to look like `var LSM_RVC : n9 = 404`

Continuing on, the highlighted lines in the following example for the SuiteMgt.isl file must be validated to ensure they are correct. If the workstations at the site are Win32 clients, the paths must be edited to reflect the proper location for the directories.

Example: %AppRoot%POSClient\sim is the directory for the var custom_dir.

```
//-----
// Start user configuration section
//-----
var LSM_INTFC : n3 = 1
var LSM_RVC : n9 = 2
var micros_drv : a3 = "M:"
var custom_dir : a100 = "CF\POSClient\sim"
var import_dir : a100 = "CF\POSClient\sim"
var log_dir : a100 = "CF\POSClient\log"
var bin_dir : a100 = "CF\POSClient\bin"
var AlphaTouch : n3 = 64
//-----
// New log directory 4 Symphony
//-----
var log_dir_simphony : a100 = "CF\POSClient\log"
```

- Navigate to <Drive Letter>:\Micros\Symphony\EGatewayService\CAL\WS5A\Packages.
For this example, we are creating the folder for a CE WS5a. This may differ depending on the workstation model that is being used at the site.
- Create a Suites folder.
- Copy the files from <Drive Letter>:\Micros\LES\Suites\Suites\SuitesSERVICE\SIMScripts folder and paste them in the Suites folder <Drive Letter>:\Micros\Symphony\EGatewayService\CAL\WS5A\Packages\Suites.
- Create a setup.dat file for this folder. Continuing with the CE example, the Setup.dat should look like this:

```
NAME,Suites,
VERSION,1.6.2.2,
TRANSFERFILE,SuiteMgt.isl,\CF\POSClient\sim\SuiteMgt.isl,
TRANSFERFILE,SuiteMgtPrt.isl,\CF\POSClient\sim\SuiteMgtPrt.isl,
TRANSFERFILE,SuiteMgtScreen.isl,\CF\POSClient\sim\SuiteMgtScreen.isl
```

Create Suites CAL Packages on the Server - Symphony

You must create CAL Packages on the Symphony application server to download the Suites ISL files to each workstation in the Suites revenue center.

Copy the following files:

- SuiteEnv.isl
- SuiteMgt.isl
- SuiteMgtPrt.isl
- SuiteMgtScreen.isl

These files are located at: *<Drive Letter>:\Micros\LES\Suites\Suites\SuitesSERVICE\SIMScripts* folder.

Create a CAL Package for each workstation type the site is using (for example, WS5, WS5A, KW270) in each workstation directory on the server. Create the CAL packages at the following location:

<Drive Letter>:\Micros\Symphony\EGatewayService\CAL\WS5A\Packages

The highlighted part of the path changes depending on the workstation type. For example, if the workstations in use at the site are WS5, the path is:

<Drive Letter>:\Micros\Symphony\EGatewayService\CAL\WS5\Packages

In each directory, create a folder called **Suites**. Copy the ISL files listed above to the newly created Suites folder.

Copy the setup.dat file included with the installation to the Suites CAL Package folder.

The setup.dat should read as follows for CE workstations:

```
NAME,Suites,
VERSION,1.6.2.1,
TRANSFERFILE,SuiteMgt.isl,\CF\POSClient\sim\SuiteMgt.isl,
TRANSFERFILE,SuiteMgtPrt.isl,\CF\POSClient\sim\SuiteMgtPrt.isl,
TRANSFERFILE,SuiteMgtScreen.isl,\CF\POSClient\sim\SuiteMgtScreen.isl
```

Modify the setup.dat for Win32 clients and so it reads as follows:

```
NAME,Suites,
VERSION,1.6.2.1,
TRANSFERFILE,SuiteMgt.isl,%AppRoot%POSClient\sim\SuiteMgt.isl,
TRANSFERFILE,SuiteMgtPrt.isl,%AppRoot%POSClient\sim\SuiteMgtPrt.isl,
TRANSFERFILE,SuiteMgtScreen.isl,%AppRoot%POSClient\sim\SuiteMgtScreen.isl
```

Enable revenue center and employee roles to pick up unassigned checks

The employees and the revenue center need permission to pick up the unassigned checks that are created through the Suites **GoLive** function.

Enable the revenue center to use unassigned checks:

1. In the EMC, select the revenue center level, select RVC Parameters, and then select the **Posting and Control** tab
2. Go to Control and select option **[23 - Allow Pickup/Creation of Unassigned Checks]**.

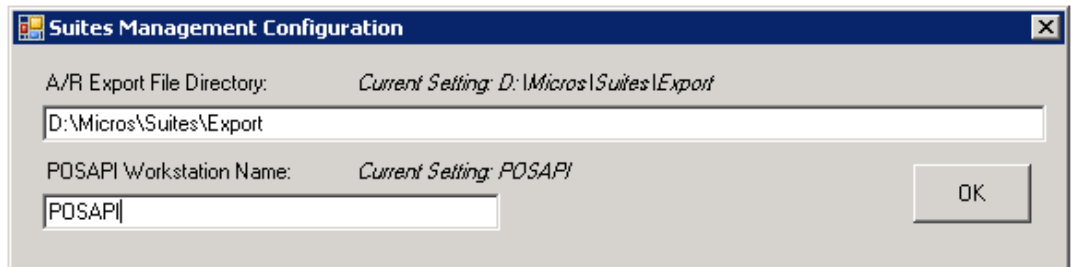
Enable the employee Role to pick up the unassigned checks:

1. In the EMC, select the enterprise level, select Roles, and then select the **Guest Checks** tab.
2. In the Add/Transfer/Pickup options, select the option **[Authorize/Perform Creation and Pickup of Unassigned Checks]**.

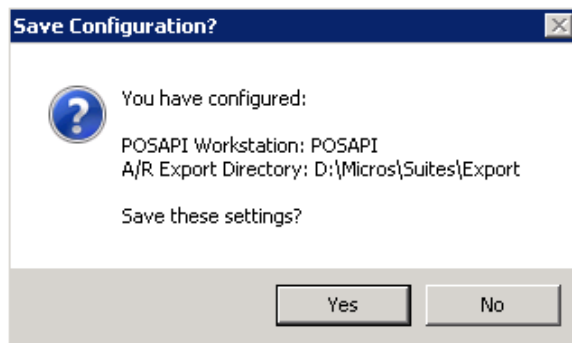
Configure Suites Management Server

The SuitesConfig.exe is used to configure the A/R Export file directory and the POSAPI workstation name. Making changes in this application forces the web services to restart, so it is recommended that no users be logged in to the website while the changes are being made.

1. Navigate to <Drive Letter>:\Micros\Suites\Setup.
2. Double-click **SuitesConfig.exe**.



3. Enter information in the following fields:
 - **A/R Export File Directory** – This is the directory where the A/R Export Files are created.
 - **POSAPI Workstation Name** – This is the name of the POSAPI client that is used by Transaction Services and the Go-Live process.
4. Click **OK**.

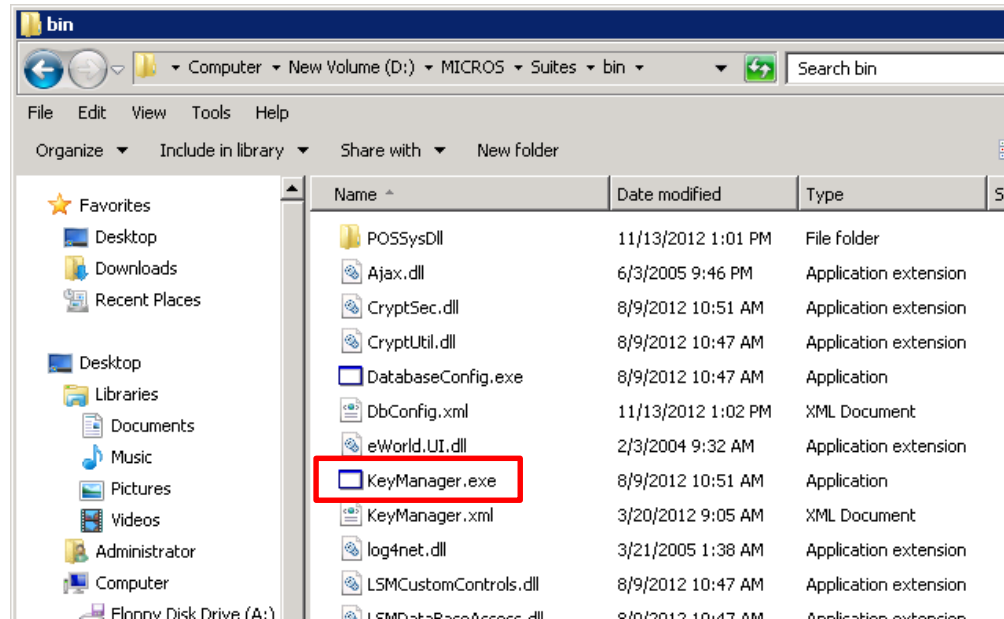


5. Click **Yes** to save the settings, or **No** to review them again.

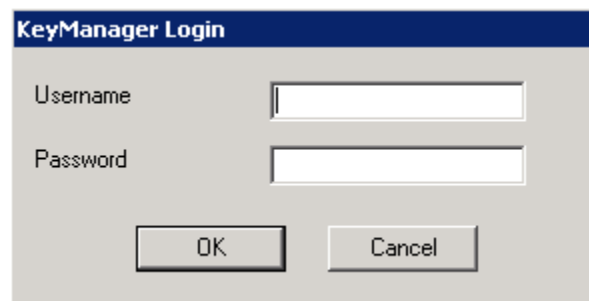
Running Suites Key Manager

This section outlines the steps for running the Key Manager utility for Suites. Suites can use credit cards during the Go-Live process and in reports, and the Suites Key Manager enables the cards to be encrypted when stored into the database.

1. Navigate to the path <Drive Letter>:\Micros\LES\Suites\bin folder.
2. Double-click the **KeyManager.exe** file.

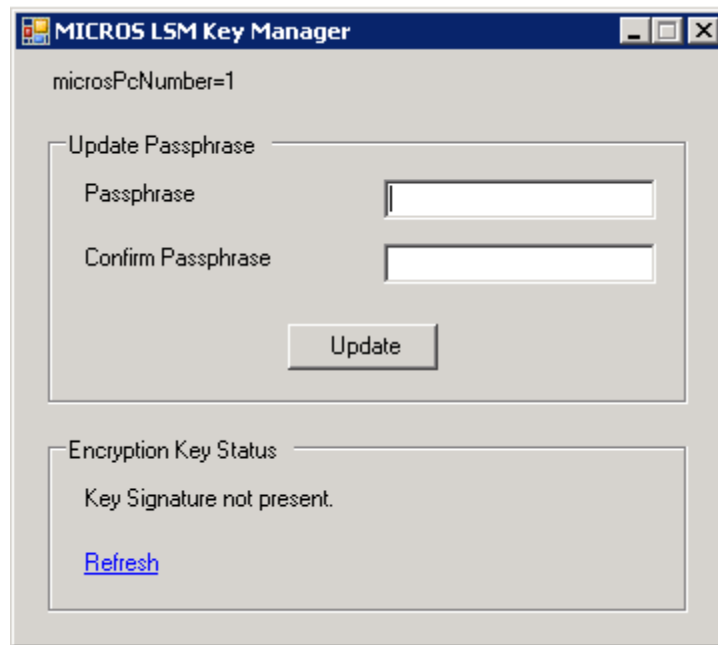


3. Enter the default username and password. The defaults are Username = micros Password = micros.

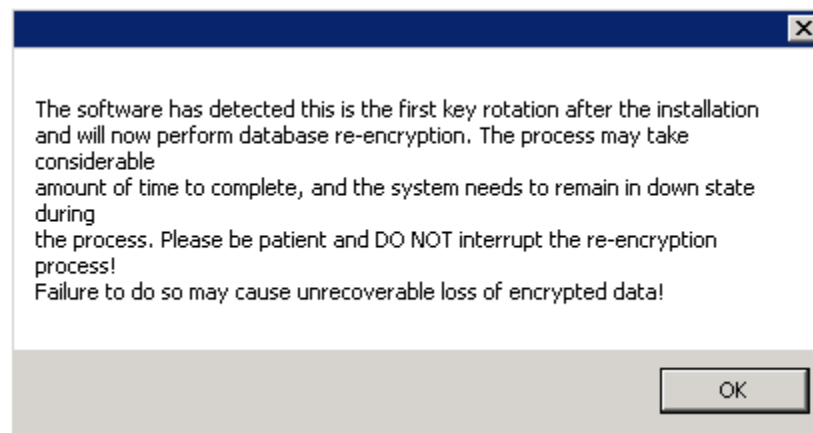


4. Click **OK** to log in to the Key Manager Utility.

5. Enter a Passphrase to encrypt secure data.
6. Click **Update** to update the Passphrase.

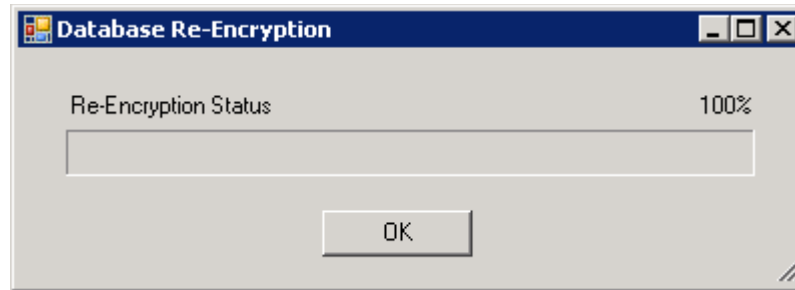


7. The following message appears for the first key rotation.

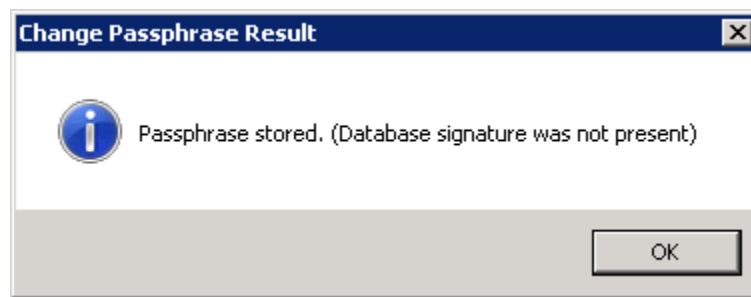


8. Click **OK**. A progress bar appears, showing the status of the Database Re-Encryption.

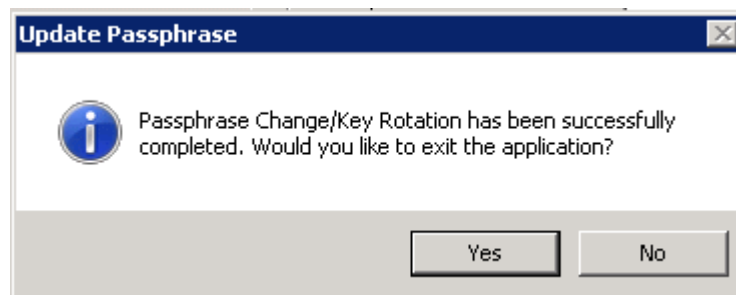
9. Click **OK** when finished.



10. Click **OK** on the Change Passphrase Result dialog.



11. Click **Yes** on the Update Passphrase dialog.



12. After the installation is complete, install a PDF reader to view reports.
13. Click **Finish**.

Password security

As a Suites Management post-installation step and prior to going "live" at the property, it is crucial to change the "micros" default user's password in order to comply with Payment Card Industry (PCI) Standards. When creating a strong password, it is highly recommended the use of the following standards:

Include at least one character from at least three of the following classes: lowercase letters, uppercase letters, numerals, punctuation (for example, #, |, \$, %, and spaces).

Add Network Service access to Suites folder

To allow proper logging and access required in Suites Management, you must grant the **NETWORK SERVICE** user full permissions to the Suites folder. The Suites folder is located in the path specified during the installation process. Typically the path to the Suites folder would be:

<Drive Letter>:\Micros\LES\Suites

1. Right-click on the **Suites** folder.
2. Click **Properties**.
3. Click the **Security** tab.
4. Click **Edit**.
5. Click **Add**.
6. Type NETWORK SERVICE in the **object names to select** window and click **OK**.
7. Select **Full Control** under the **Allow** column and click **Apply** and **OK**.

