micros
9700 Web Reports

9700 Web Reports Installation & Upgrade Guide

In this Document

This document is a guide to install or upgrade the 9700 Web Reports software.

General Information

About This Document

9700 Web Reports (formerly named NetVupoint and Dataviewer) is a web-based reporting tool that uses Internet Explorer to view sales data from the MICROS 9700 HMS point of sale (POS) system. This change was based on the release of 9700 HMS v4.0, whereby support has been added for its installation on Microsoft Windows Server 2008 R2. This document is a guide for users to perform a clean install (new installation) or upgrade from the legacy NetVupoint product to 9700 Web Reports. 9700 Web Reports houses the reporting application and allows the user to view sales totals and charts, check details, employee totals, and menu item totals.

All 9700 Web Reports applications utilize the 9700 HMS Reporting Database as the data source. The data accessed by these applications can be stored in either of the following database platforms:

- Microsoft SQL Server 2008 R2
- Oracle 11g

Who Should be Reading This Document

This document is intended for the following audiences:

- MICROS Installers/Programmers
- MICROS Dealers
- MICROS Customer Service
- MICROS Training Personnel
- MIS Personnel

What the Reader Should Already Know

This document assumes that you have the following knowledge or expertise:

- Operational understanding of PCs and basic network concepts
- Experience with Microsoft Windows Server 2008 R2
- Familiarity with the 9700 HMS software
- Familiarity with Microsoft SQL Server 2008 R2 or Oracle 11g

Declarations

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Printing History

New editions of this guide incorporate new and changed material since the previous edition. Minor corrections and updates may be incorporated into reprints of the current edition without changing the publication date or the edition number.

Edition	Month	Year	9700 Software Version
1st	August 9	2013	4.0
2nd	August 20	2013	4.0
3rd	September	2014	4.0

9700 Web Reports Installation

Overview

Previously, in reference to 9700 HMS Version 3.x, NetVupoint and Dataviewer were available to be installed upon installing the 9700 application. This is no longer the case. With this release, 9700 Web Reports needs to be installed independently from the 9700 application.

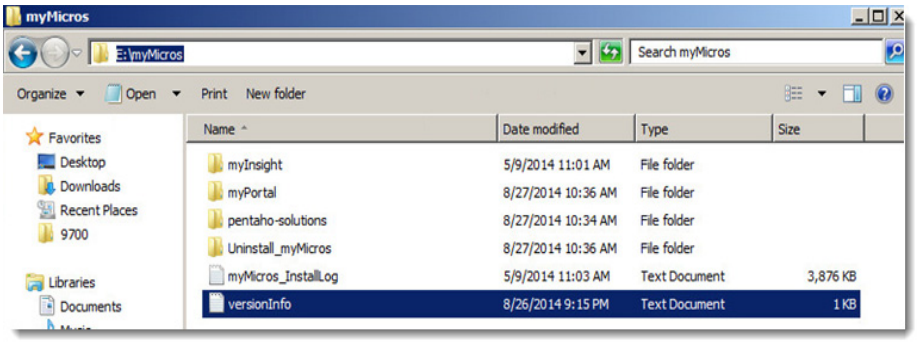
Note *The 9700 HMS Version 4.0 database and application **must** be installed before installing 9700 Web Reports. Do not attempt to install 9700 Web Reports prior to completing that task.*

The 9700 Web Reports installation files may be accessed and downloaded from the *MICROS Members* website (http://www.micros.com/) from the 9700 Product Support section.

Upgrading from a previously installed 9700 Web Reports version:

If upgrading from a previously installed version of 9700 Web Reports, follow the steps outlined for the "mymicros.net Database installer" on page 16 and "mymicros.net Installation" on page 23.

To determine which version of 9700 Web Reports is currently being used, navigate to the *<Drive>://Micros/ MyMicros/**versioninfo.txt*** file and open it.



Supported Java versions

Application Server side:

Java JDK 1.6.0.45 is supported in mymicros.net v8.1 through v8.4.1.

POS Client side:

The latest Java JRE 1.7.0.67 version is supported in 9700 Web Reports with mymicros.net versions 8.3 and 8.4.1, but *not* 8.1.

9700 Web Report Installation Procedures

Fresh Install of 9700 Web Reports

MS-SQL Server 2008 R2

For fresh installations of 9700 Web Reports on the Microsoft SQL Server 2008 R2 database platform, follow the steps outlined below:

1. Access the 9700 Web Reports installation files and note the folder named *SQL Server fresh installation*. Within this folder is a MS SQL Server backup task file named **nvp.bak**.

2. Copy the **nvp.bak** file to the MS-SQL Server 2008 R2 database server that will house the 9700 Web Reports databases.

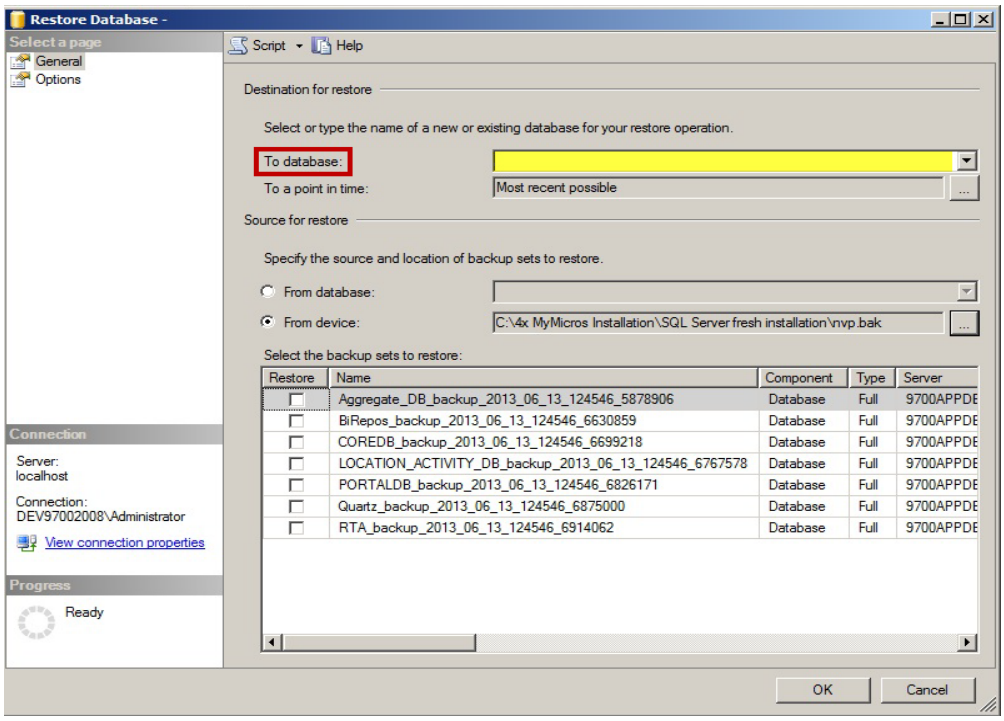
3. Ensure that the database files will be restored to a drive partition with sufficient disk space.

4. Access Microsoft SQL Server and using the *SQL Server Management Studio* use the provided **nvp.bak** file to restore from. For more information about restoring a database, click: http://technet.microsoft.com/en-us/library/ms177429%28v=sql.105%29.aspx. Perform the '**Restore Database**' procedure for each of the following database files (listed below in alphabetical order):

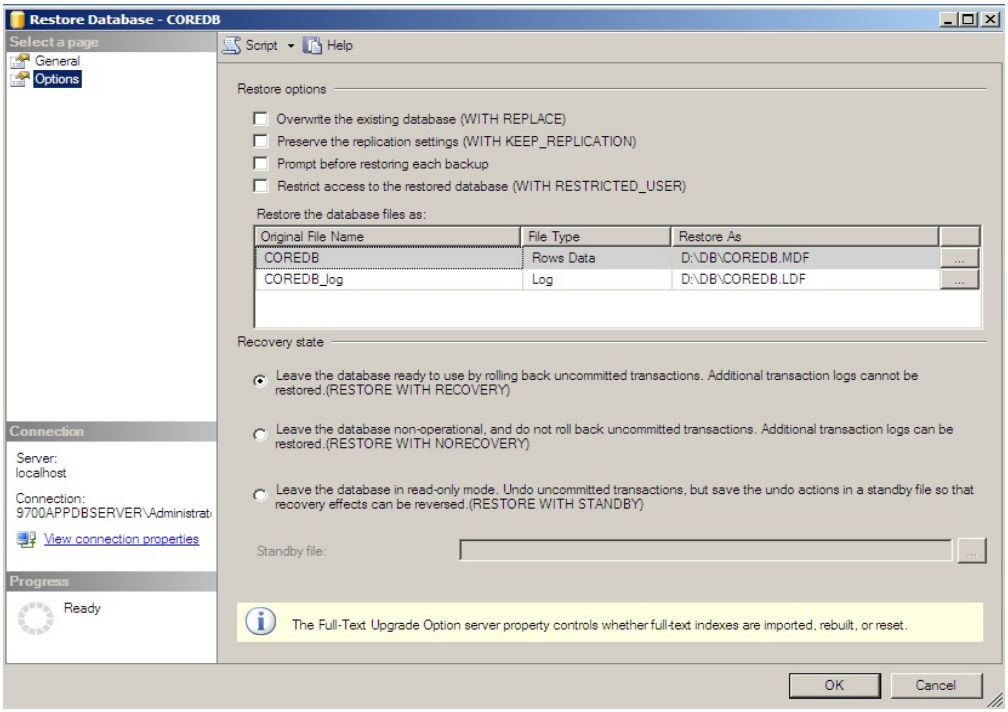
    - Aggregate_DB
    - BiRepos
    - COREDB
    - LOCATION_ACTIVITY_DB
    - PORTALDB
    - Quartz
    - RTA

5. Ensure that each restored database is named correctly by entering the database names exactly as displayed in the list provided above.

6. Restore each database individually. Enter the database names in the '**To database**' field that is highlighted in the screen shot shown below:



7. Upon restoring the 9700 Web Report databases in MS-SQL, using the *SQL Server Management Studio,* navigate to **Restore Database** | **Options** and ensure that the path beneath the '**Restore As**' column is pointing to the correct directories as needed for each database's and log files restoration. Shown here is an example of the COREDB being restored.



Oracle 11g

For fresh installations of 9700 Web Reports on the Oracle 11g database platform, follow the steps outlined below:

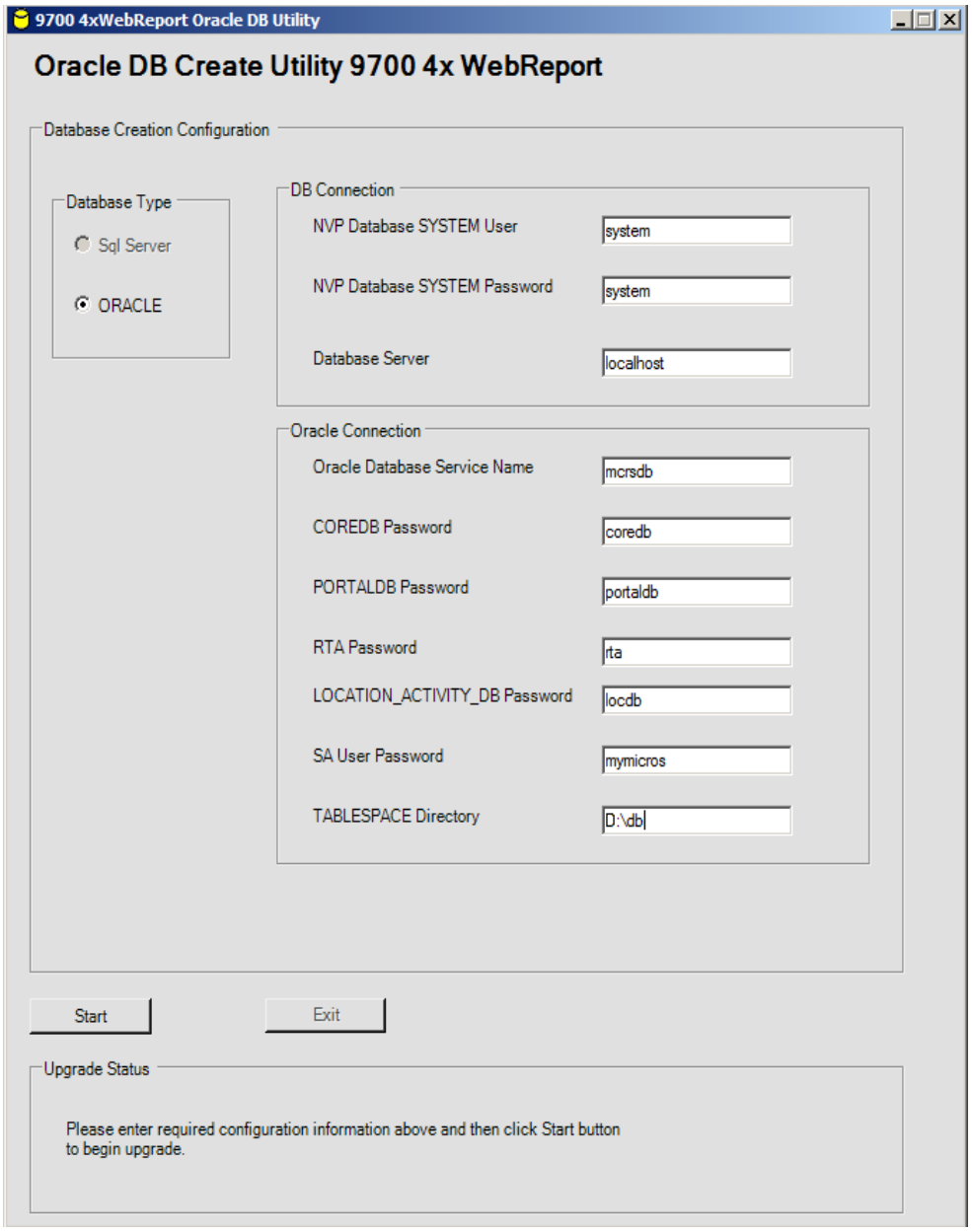
1. Access the 9700 Web Reports installation files and note the folder named *OracleNVPCreateUtil*.

2. Copy the *OracleNVPCreateUtil* folder to the prospective Oracle database server.

3. Within this folder is a utility named **OracleNVPDBCreateUtil.exe** that when utilized, executes the required scripts and restores the provided **nvp.DMP** database backup (also in the *OracleNVPCreateUtil folder)* onto Oracle.

4. Click on the **OracleNVPDBCreateUtil.exe** and enter the credentials shown below per the sites security requirements.

   To maintain PCI compliancy standards, do not use default passwords.



Executing the **OracleNVPDBCreateUtil.exe** utility will create v4.52 NetVupoint Oracle database files.

Once completed, follow the instructions covered in the Upgrading 9700 v3.6 NetVupoint DB's to 9700 Web Reports section.

For more information, see the *9700 v4.0 PADSS Implementation Guide* document available on the MICROS member's website.

After the installation has been completed, the site is responsible for other related tasks such as the maintenance of the system including database backups, statistics, and optimization jobs.

Upgrading 9700 v3.6 NetVupoint DB's to 9700 Web Reports

Overview

As stated earlier, with the release of 9700 HMS Version 4.0, 9700 Web Reports need to be installed independently from the 9700 application.

Note *Currently, the upgrade path is only possible on Reporting databases that are already at the latest 9700 3.6 version. In other words, any older database version(s) of NetVupoint must be upgraded to the latest 3.6 version* ***before*** *the 9700 Web Reports installer (i.e., MyMicros8 DB Installer) will recognize the database(s) in order to perform an upgrade.*

Warning: *As per standard 9700 Best Practices recommendations,* ***always*** *perform database backup tasks on all of the sites Transactional and Reporting databases before performing any of the following steps.*

Upgrading existing Reporting databases

NetVupoint databases must be brought up to 9700 HMS v3.6 using the NVP Upgrade Utility if you are upgrading from 9700 v3.2 MR11 or earlier versions.

Other upgradable versions must come from 9700 v3.0 SP15, 9700 v3.1 SP10 or 9700 v3.2 MR11. Versions higher than 9700 3.2 MR11, must be on 9700 v3.6 GR to bring NetVupoint up to v3.6.

1. Once NetVupoint has been upgraded to v3.6 (verify this via the available log files) perform a database backup task on all 9700 system databases.
2. Copy the Reporting database backup file and paste it on the Microsoft SQL 2008 R2 database server.
3. Perform a **Restore Database** task using the backup on the Microsoft SQL 2008 R2 database server.
4. Access the 9700 Web Reports installation files and note the folder named *DB upgrade utility* and open it.
5. Open the *NVPUpgrade40Util* folder that's there.
6. Run the **NVPUpgrade40Util.exe**.

7. The 9700 Web Reports **NVPUpgrade40Util.exe** utility will upgrade the 9700 v3.6 version of NetVupoint from database schema v4.52 to database schema v5.01. Version 5.01 is the minimal version recognized by the 9700 Web Reports Installer.

The following Reporting database files are upgraded to DB schema v5.01:

- LOCATION_ACTIVITY_DB
- COREDB
- PORTALDB
- RTA

MS-SQL Server 2008 R2

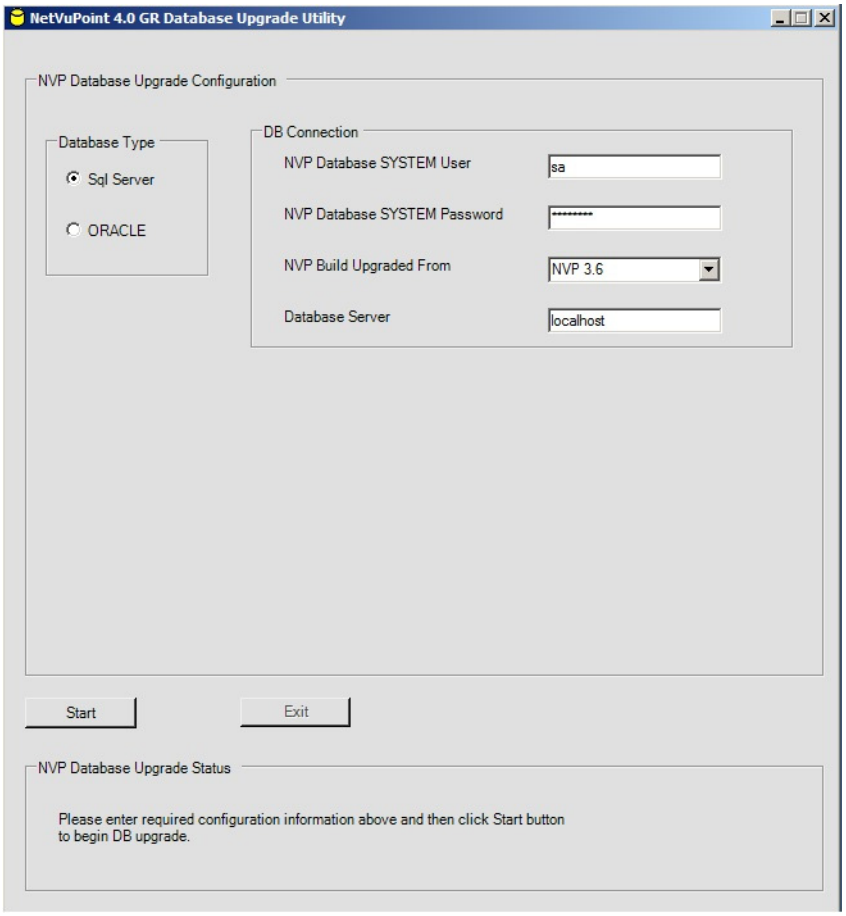
1. When the 'NetVuPoint 4.0 GR Database Upgrade Utility' is opened and the database platform is Microsoft SQL Server 2008 R2, under the '*Database Type*' section, select '**Sql Server**'.

2. Under the '*DB Connection'* section, enter the **NVP Database SYSTEM User** (System Administrator) name.

3. Enter the **NVP Database SYSTEM Password**.

4. Select the applicable '*NetVupoint Build Upgraded From*' database version from the dropdown.

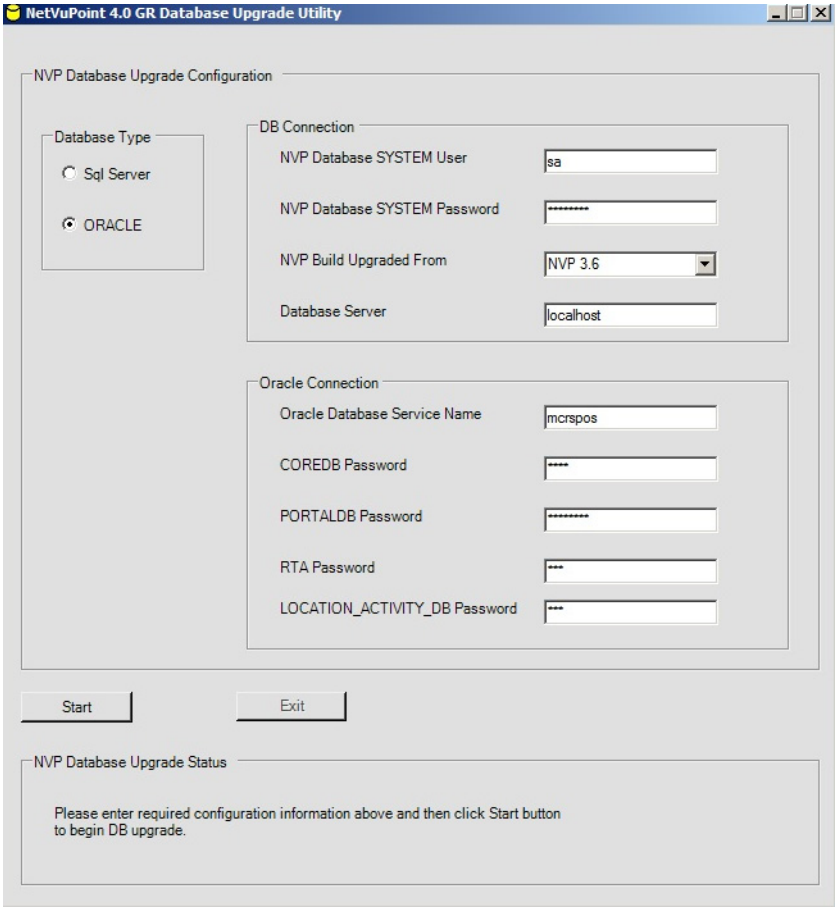
5. Enter the '*Database Server*' name, or if known, the computers IP Address and click **Start**.



> ***Note*** *The NetVuPoint 4.0 GR Database Upgrade Utility only performs an upgrade if the existing DB schema version is v4.52. The log folder will contain a log of all of the scripts that were executed on the databases. If the DB upgrade fails, manual intervention will be needed to determine the cause of failing to successfully upgrade.*

Oracle 11g

1. When the 'NetVuPoint 4.0 GR Database Upgrade Utility' is opened and the database platform is Oracle 11g, under the '*Database Type*' section, select **ORACLE**.
2. Under the '*DB Connection'* section, enter the **NVP Database SYSTEM User** (System Administrator) name.
3. Enter the **NVP Database SYSTEM Password**.
4. Select the applicable '*NetVupoint Build Upgraded From*' database version from the dropdown.
5. Enter the '*Database Server*' name, or if known, the computers IP Address and click **Start**.
6. Under the '*Oracle Connection*' section, enter the **Oracle Database Service Name**.
7. Enter the passwords for each of the following listed DB schemas:
   - COREDB
   - PORTALDB
   - RTA
   - LOCATION_ACTIVITY_DB
8. Click **Star**t.


NetVuPoint 4.0 GR Database Upgrade Utility
NVP Database Upgrade Configuration
Database Type
Sql Server
ORACLE
DB Connection
NVP Database SYSTEM User
sa
NVP Database SYSTEM Password
NVP Build Upgraded From
NVP 3.6
Database Server
localhost
Oracle Connection
Oracle Database Service Name
mcrspos
COREDB Password
PORTALDB Password
RTA Password
LOCATION_ACTIVITY_DB Password
Start
Exit
NVP Database Upgrade Status
Please enter required configuration information above and then click Start button
to begin DB upgrade.

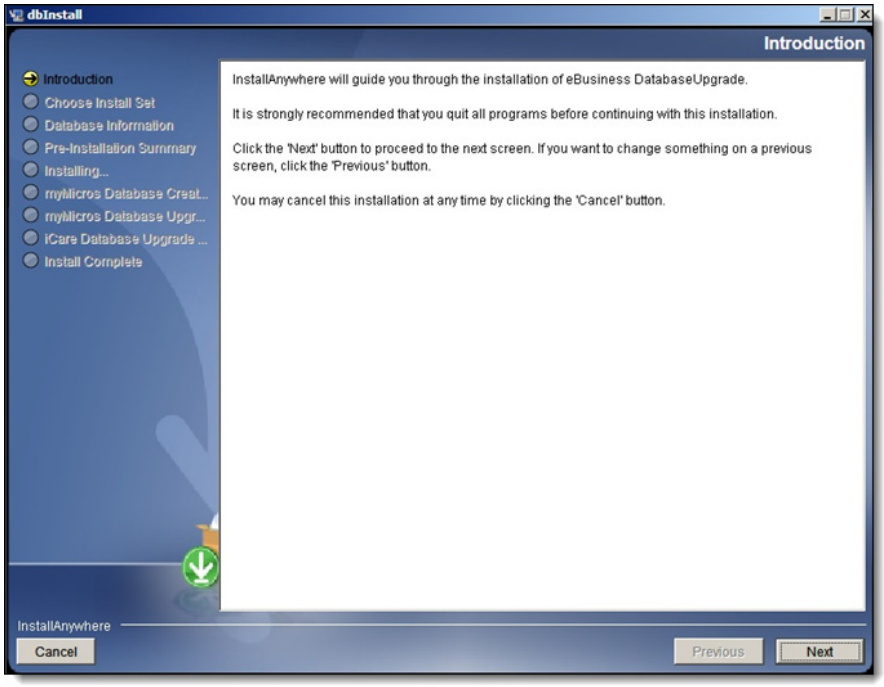
mymicros.net Database installer

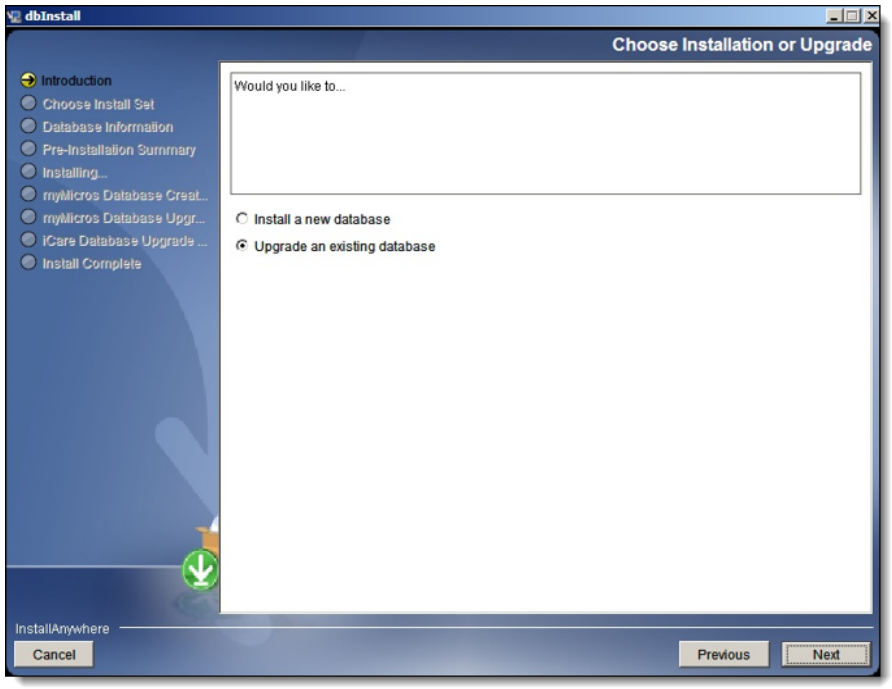
DB Installation

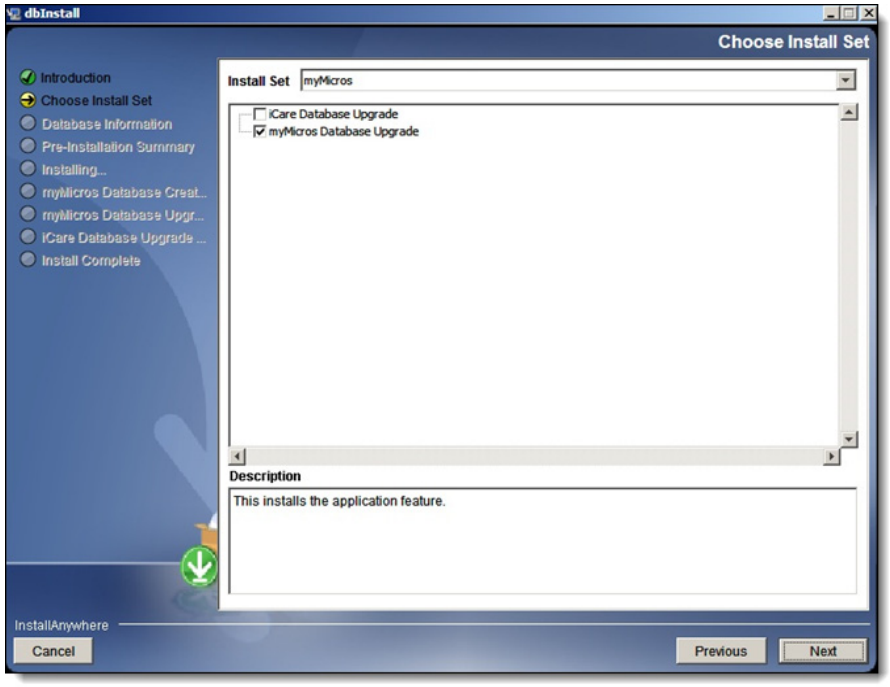
The MyMicros8 DB installer should be run to upgrade the NetVupoint database from version 5.01 to the latest version.

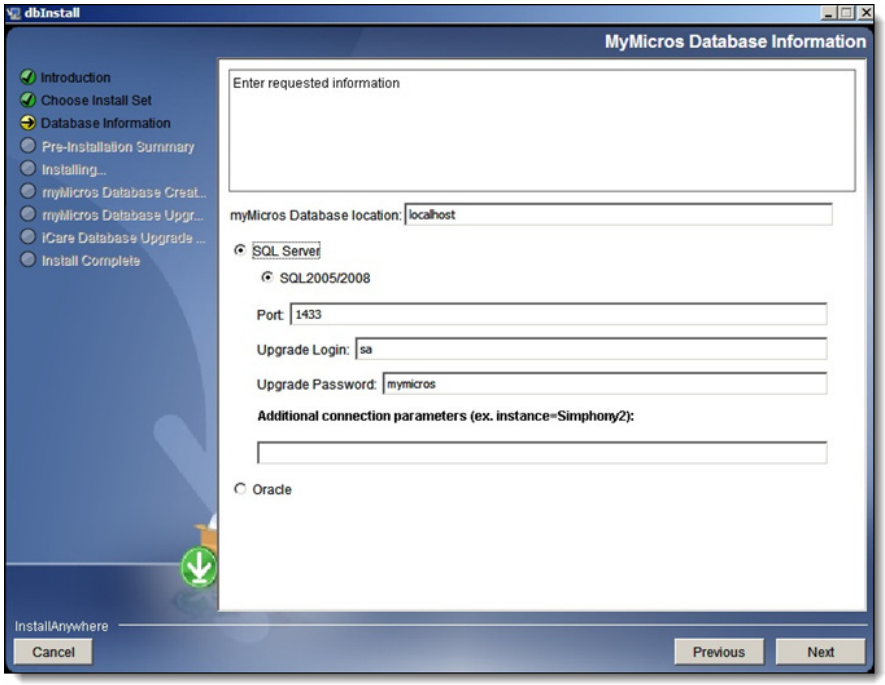
A DBInstaller.log is created in the C:\Temp folder by the installer. For troubleshooting, refer to this log file.

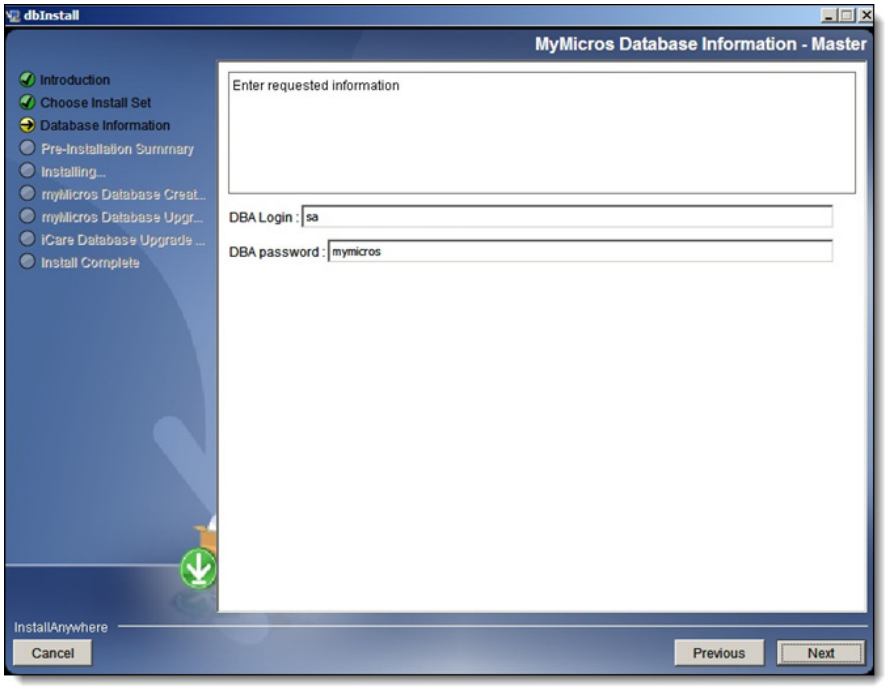
1. Run the **DBInstall.exe** and follow the screen shots in sequence as shown below:

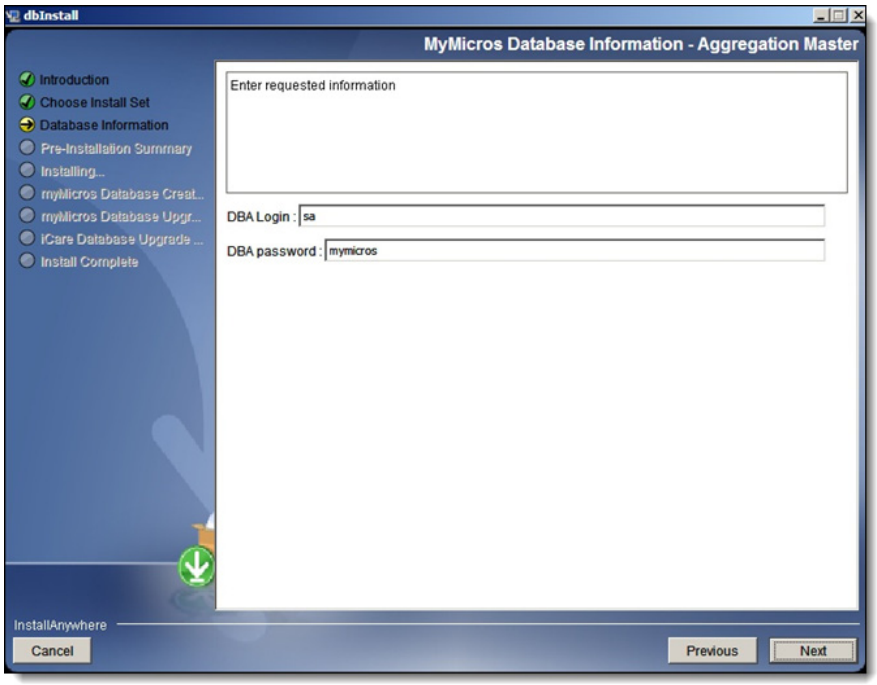


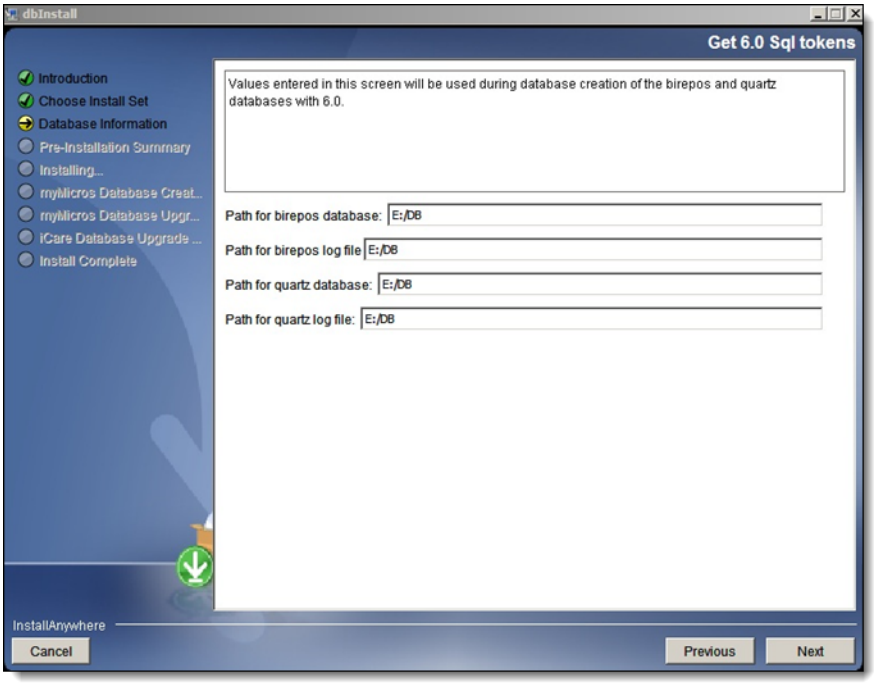

dbInstall
Choose Installation or Upgrade
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Would you like to...
Install a new database
Upgrade an existing database
InstallAnywhere
Cancel
Previous
Next

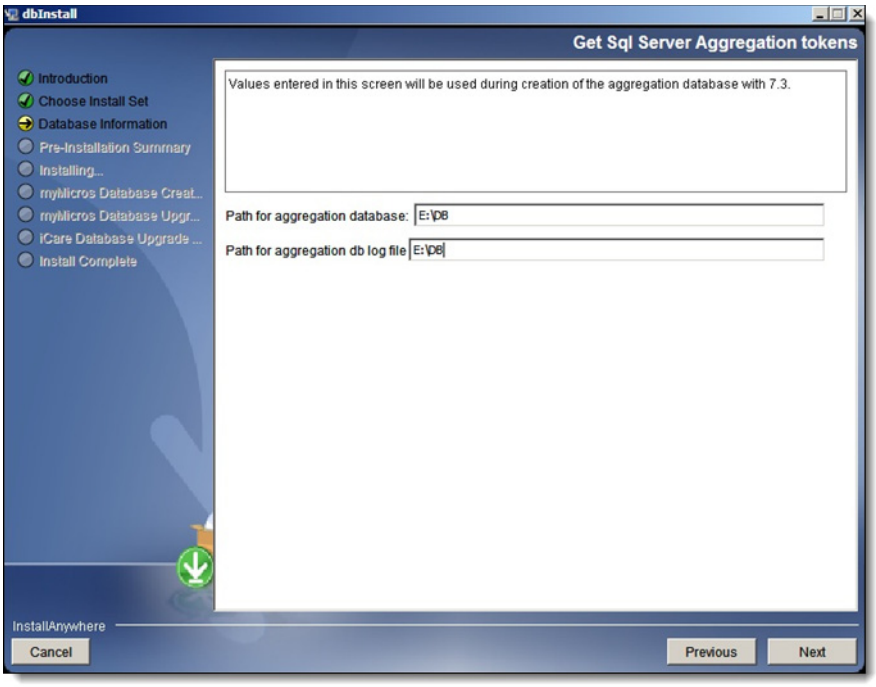

dbInstall
Choose Install Set
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Install Set
myMicros
iCare Database Upgrade
myMicros Database Upgrade
Description
This installs the application feature.
InstallAnywhere
Cancel
Previous
Next

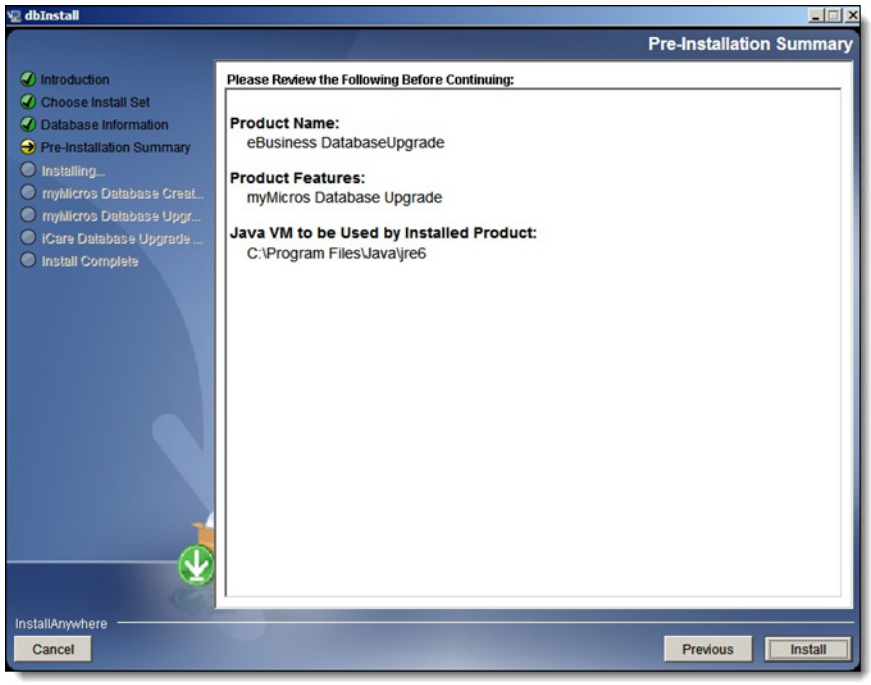

dbInstall
MyMicros Database Information
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Enter requested information
myMicros Database location: localhost
SQL Server
SQL2005/2008
Port: 1433
Upgrade Login: sa
Upgrade Password: mymicros
Additional connection parameters (ex. instance=Simphony2):
Oracle
InstallAnywhere
Cancel
Previous
Next


dbInstall
MyMicros Database Information - Master
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Enter requested information
DBA Login : sa
DBA password : mymicros
InstallAnywhere
Cancel
Previous
Next

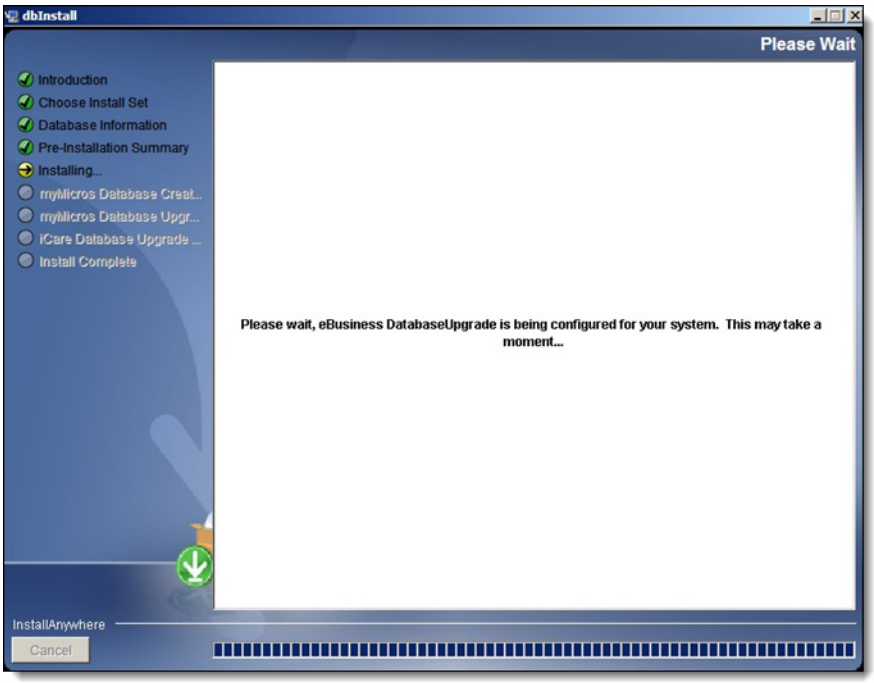

dbInstall
MyMicros Database Information - Aggregation Master
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Enter requested information
DBA Login : sa
DBA password : mymicros
InstallAnywhere
Cancel
Previous
Next

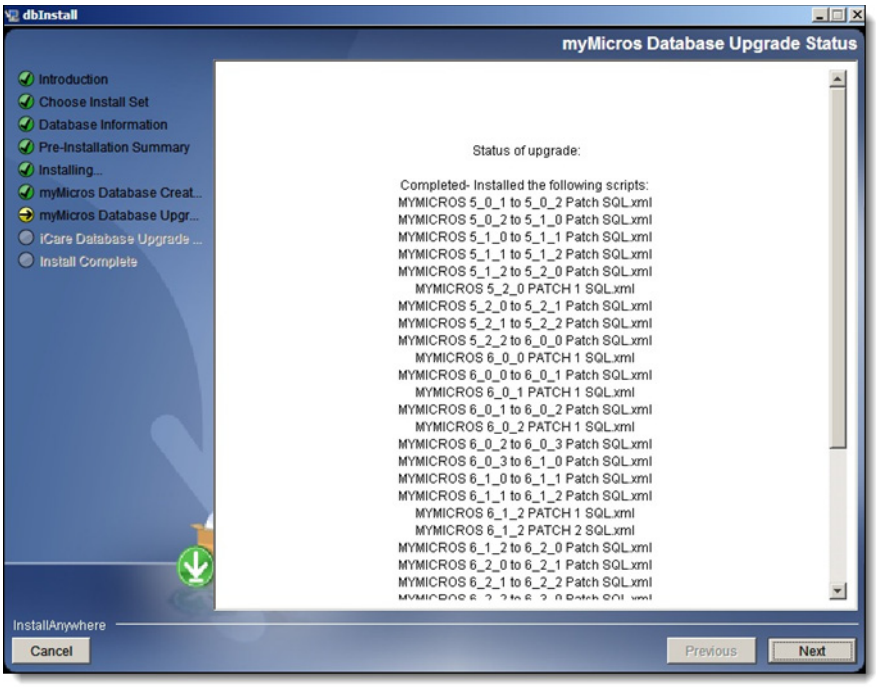

dbInstall
Get 6.0 Sql tokens
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Values entered in this screen will be used during database creation of the birepos and quartz databases with 6.0.
Path for birepos database: E:/DB
Path for birepos log file E:/DB
Path for quartz database: E:/DB
Path for quartz log file: E:/DB
InstallAnywhere
Cancel
Previous
Next

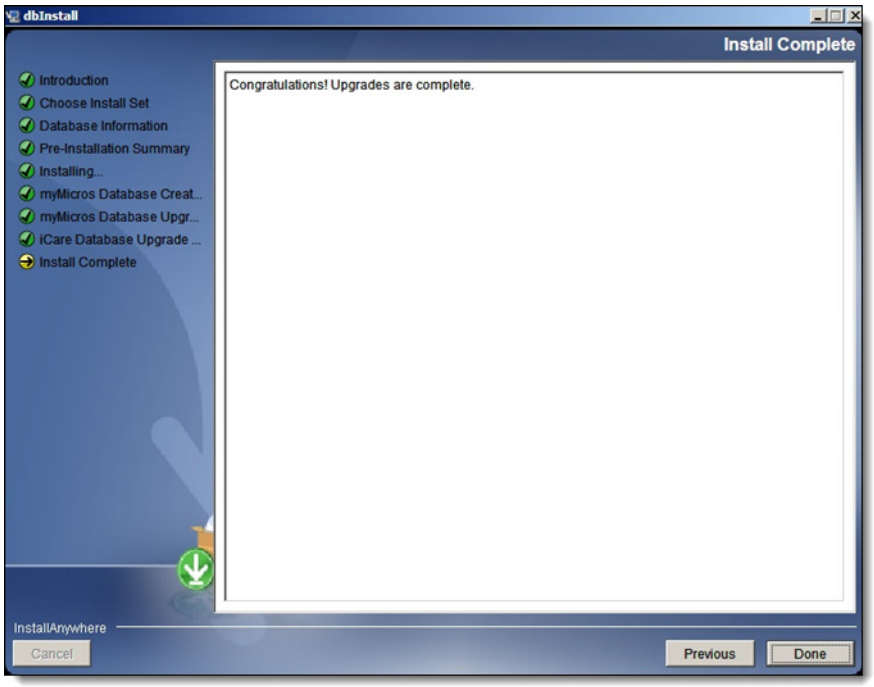

dbInstall
Get Sql Server Aggregation tokens
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Values entered in this screen will be used during creation of the aggregation database with 7.3.
Path for aggregation database: E:\DB
Path for aggregation db log file E:\DB
InstallAnywhere
Cancel
Previous
Next


dbInstall
Pre-Installation Summary
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Please Review the Following Before Continuing:
Product Name:
eBusiness DatabaseUpgrade
Product Features:
myMicros Database Upgrade
Java VM to be Used by Installed Product:
C:\Program Files\Java\jre6
InstallAnywhere
Cancel
Previous
Install


dbInstall
Installing eBusiness DatabaseUpgrade
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
micros
mylabor
micros
mymicros.net
micros
iCare
Installing... Modifying: MYMICROS 6_1_2 to 6_2_0 Patch ORC.xml
InstallAnywhere
Cancel


dbInstall
Please Wait
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Please wait, eBusiness DatabaseUpgrade is being configured for your system. This may take a moment...
InstallAnywhere
Cancel


dbInstall
myMicros Database Upgrade Status
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Status of upgrade:
Completed- Installed the following scripts:
MYMICROS 5_0_1 to 5_0_2 Patch SQL.xml
MYMICROS 5_0_2 to 5_1_0 Patch SQL.xml
MYMICROS 5_1_0 to 5_1_1 Patch SQL.xml
MYMICROS 5_1_1 to 5_1_2 Patch SQL.xml
MYMICROS 5_1_2 to 5_2_0 Patch SQL.xml
MYMICROS 5_2_0 PATCH 1 SQL.xml
MYMICROS 5_2_0 to 5_2_1 Patch SQL.xml
MYMICROS 5_2_1 to 5_2_2 Patch SQL.xml
MYMICROS 5_2_2 to 6_0_0 Patch SQL.xml
MYMICROS 6_0_0 PATCH 1 SQL.xml
MYMICROS 6_0_0 to 6_0_1 Patch SQL.xml
MYMICROS 6_0_1 PATCH 1 SQL.xml
MYMICROS 6_0_1 to 6_0_2 Patch SQL.xml
MYMICROS 6_0_2 PATCH 1 SQL.xml
MYMICROS 6_0_2 to 6_0_3 Patch SQL.xml
MYMICROS 6_0_3 to 6_1_0 Patch SQL.xml
MYMICROS 6_1_0 to 6_1_1 Patch SQL.xml
MYMICROS 6_1_1 to 6_1_2 Patch SQL.xml
MYMICROS 6_1_2 PATCH 1 SQL.xml
MYMICROS 6_1_2 PATCH 2 SQL.xml
MYMICROS 6_1_2 to 6_2_0 Patch SQL.xml
MYMICROS 6_2_0 to 6_2_1 Patch SQL.xml
MYMICROS 6_2_1 to 6_2_2 Patch SQL.xml
InstallAnywhere
Cancel
Previous
Next


dbInstall
Install Complete
Introduction
Choose Install Set
Database Information
Pre-Installation Summary
Installing...
myMicros Database Creat...
myMicros Database Upgr...
iCare Database Upgrade ...
Install Complete
Congratulations! Upgrades are complete.
InstallAnywhere
Cancel
Previous
Done

mymicros.net Installation

mymicros.net Installation

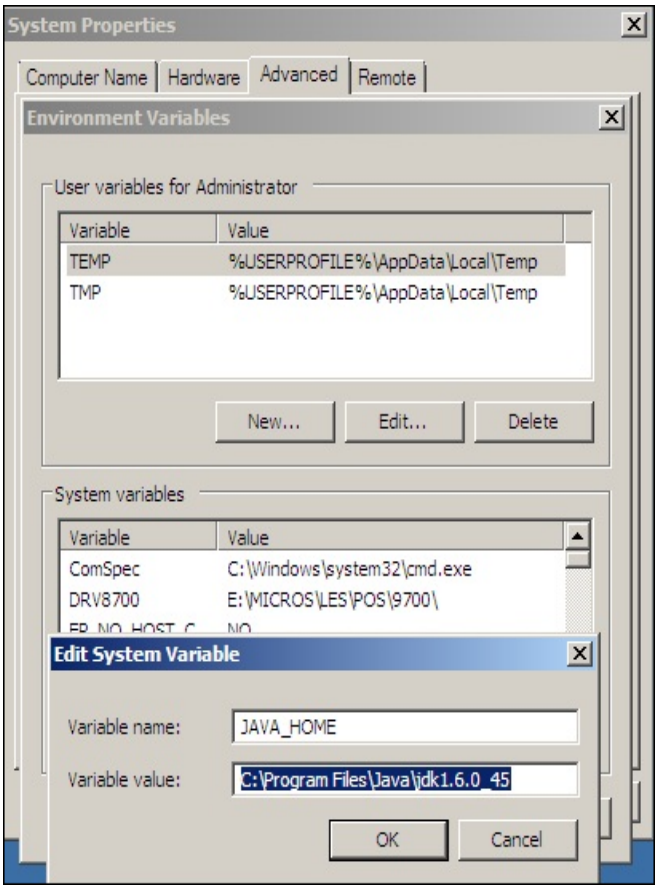
mymicros.net installation Prerequisite

Before installing mymicros.net ensure that:

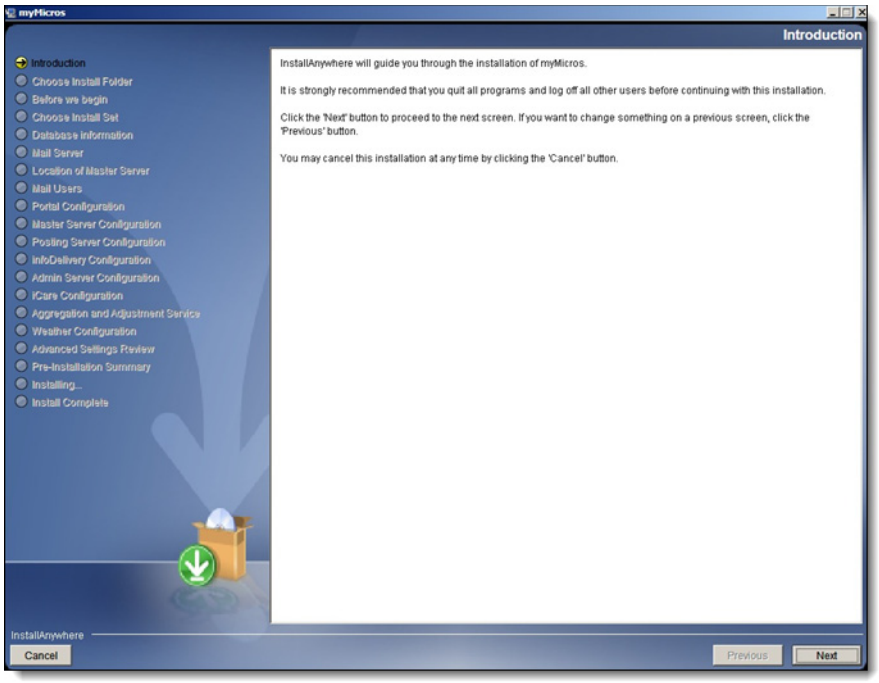
1. JDK 1.6 (64 bit) is installed. It can be downloaded from

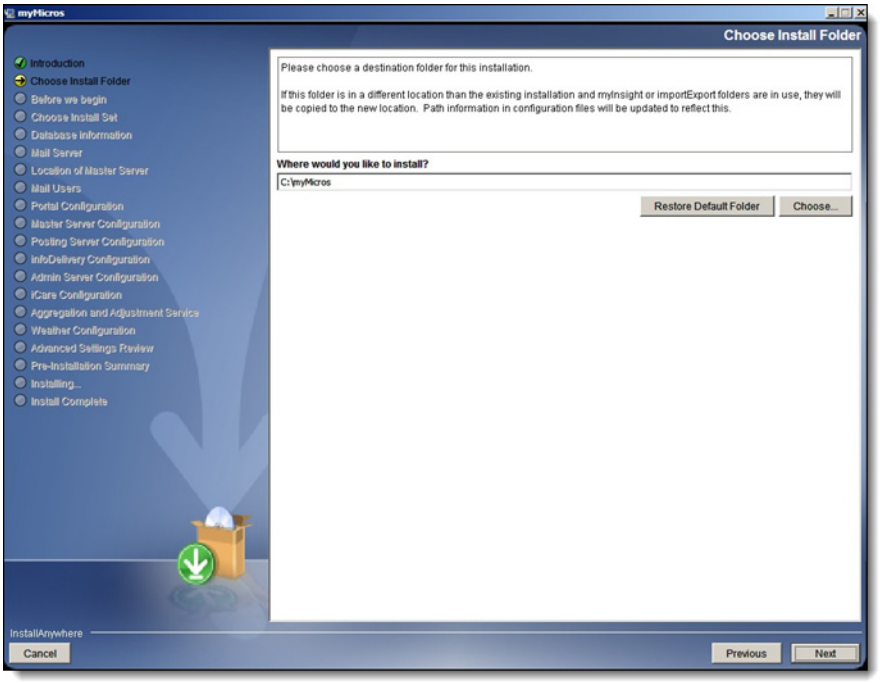
http://www.oracle.com/technetwork/java/javase/downloads/jdk6downloads1902814.html

2. Ensure that the Environment variable JAVA_HOME points to the JDK folder as shown below:

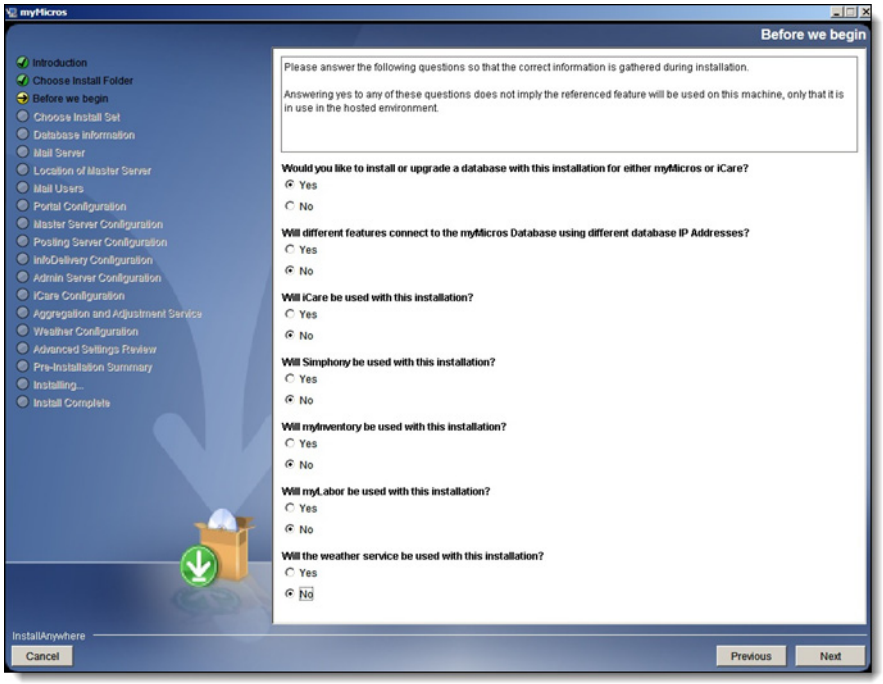


3. Run the MyMicros8 Install_8.4.0100.1565.exe and follow the screen shots in sequence as shown further below.





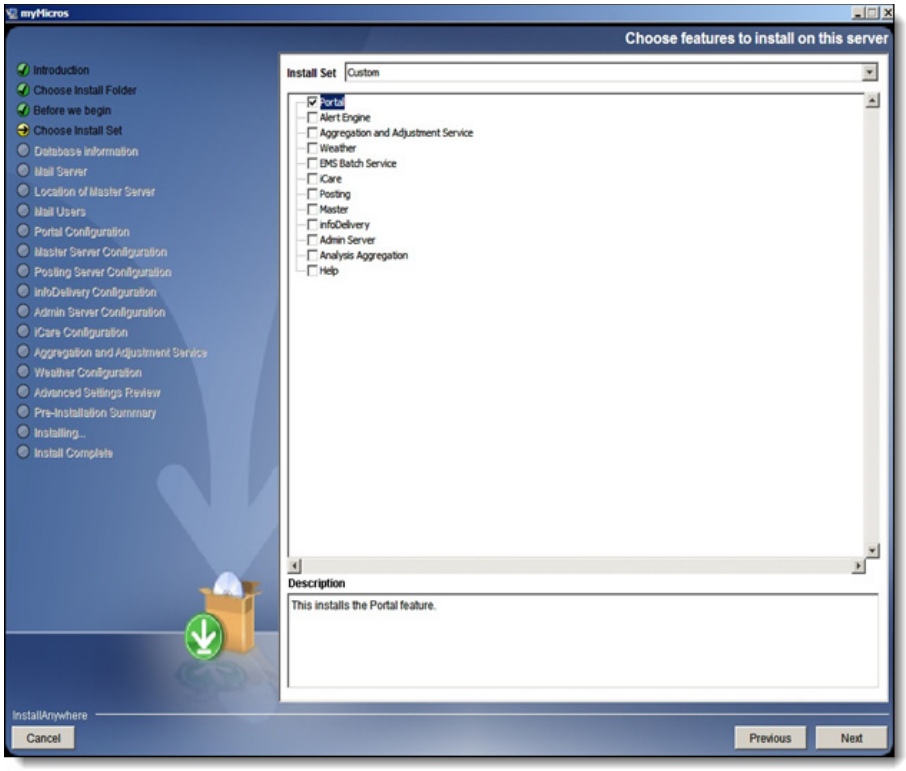
4. At the **Before We Begin** stage, ensure that all of the options with the exception of the first one (Would you like to install or upgrade a database with this installation for either myMicros or iCare?) are selected **No**.

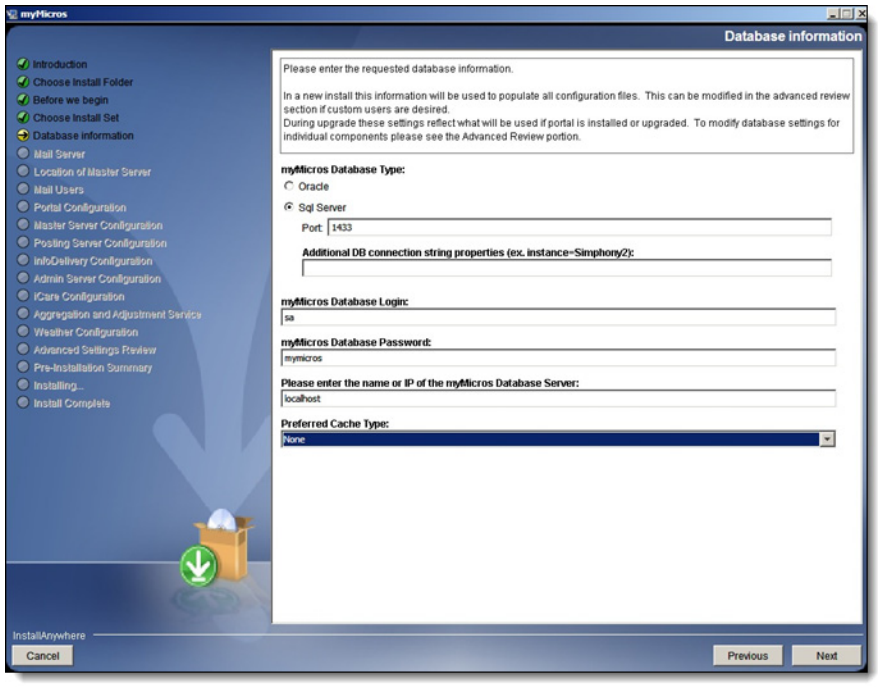


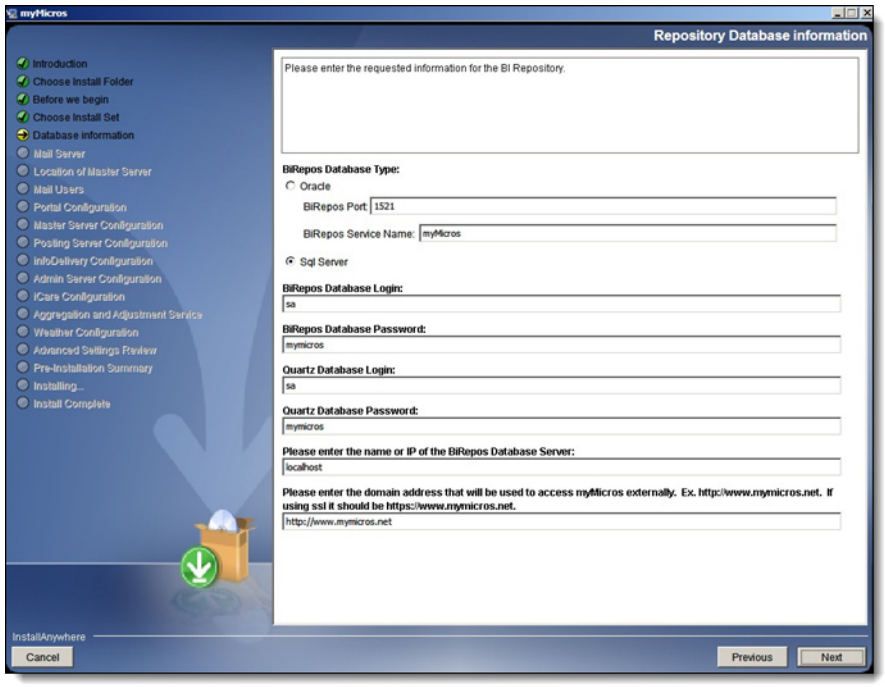
If this is an upgrade from a previous version of Web Reports, continue by accepting all defaults. Information will match the sequenced screen shots as shown below.

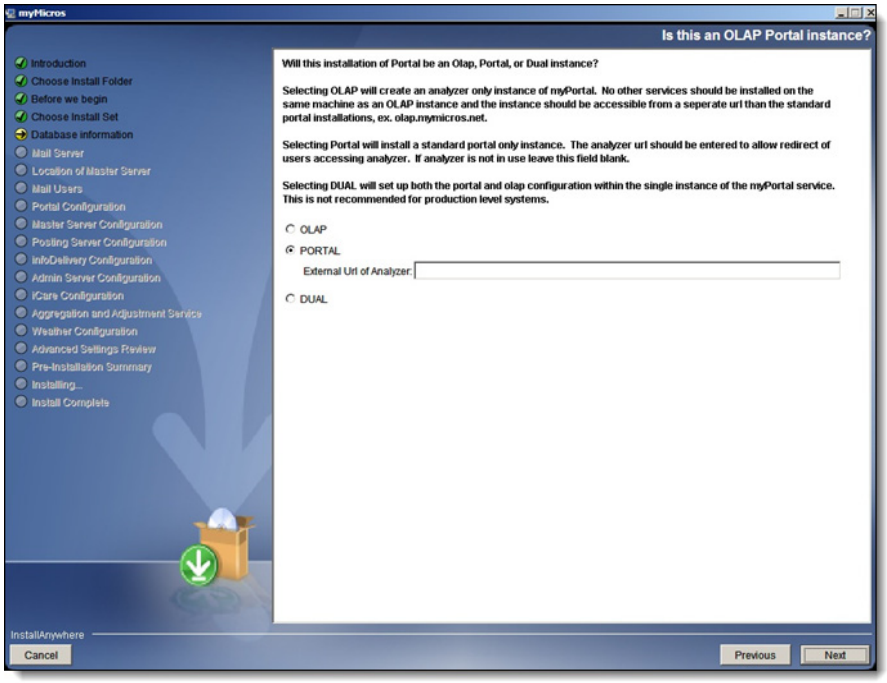
- When the installer finishes, it is imperative to run the **Post9700WebreportsInstall** as outlined beginning on page 35.

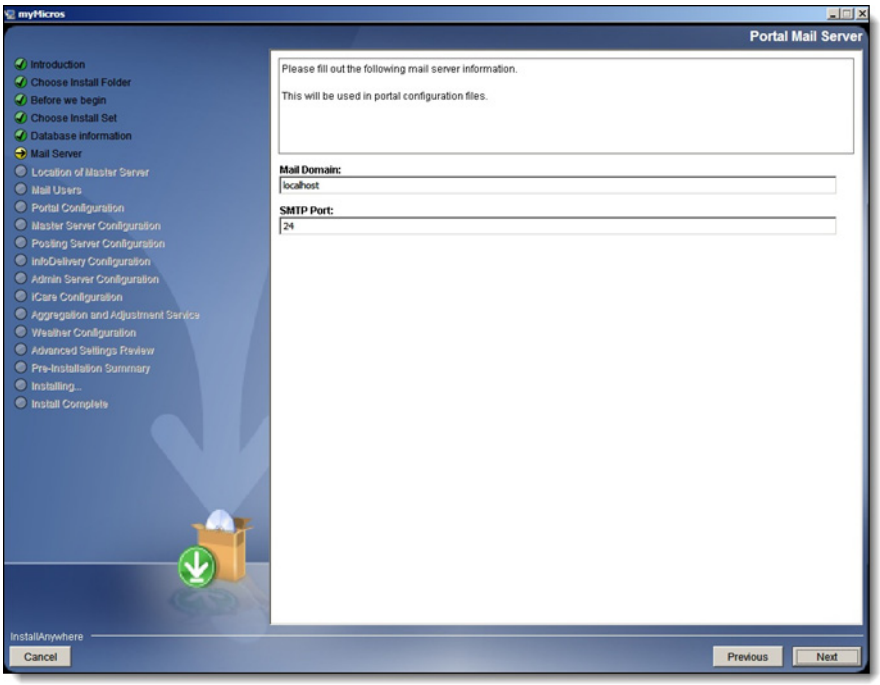
5. During the MyMicros8 installation, at the **Choose features to install on this server** stage, select only **Portal** and click **Next**.

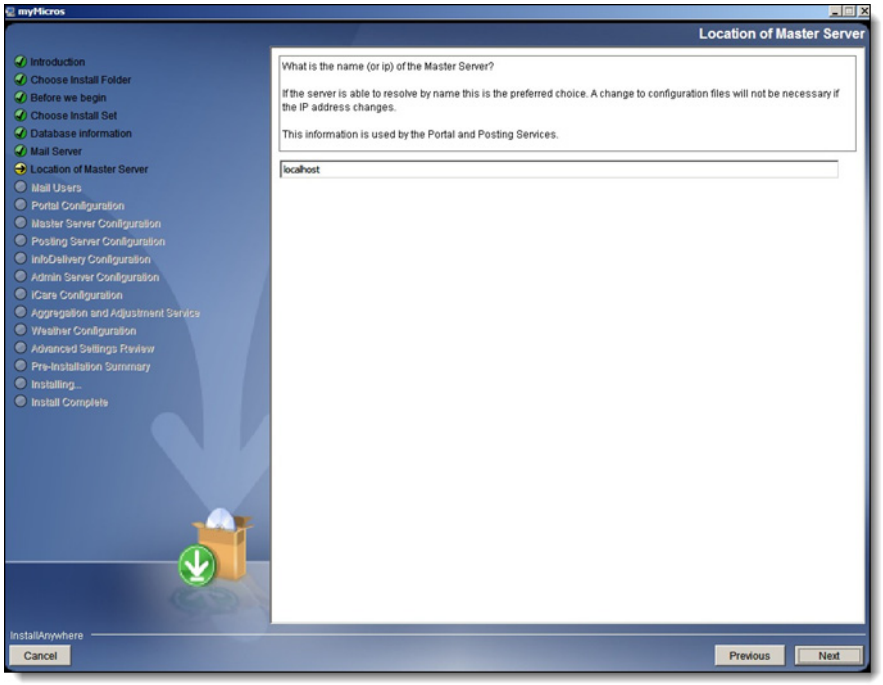


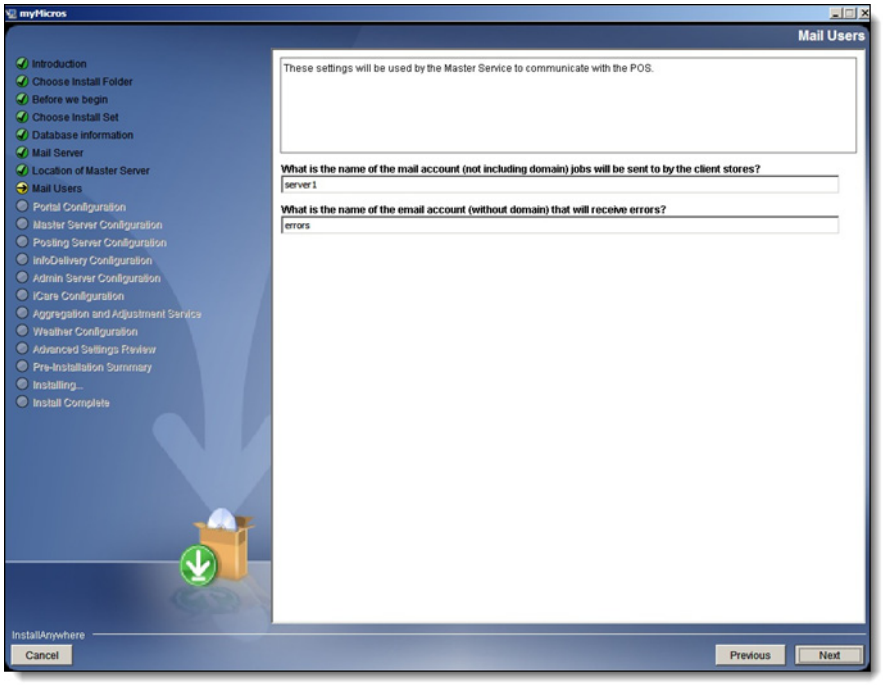

myMicros
Database information
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please enter the requested database information.
In a new install this information will be used to populate all configuration files. This can be modified in the advanced review section if custom users are desired.
During upgrade these settings reflect what will be used if portal is installed or upgraded. To modify database settings for individual components please see the Advanced Review portion.
myMicros Database Type:
Oracle
Sql Server
Port: 1433
Additional DB connection string properties (ex. instance=Simphony2):
myMicros Database Login:
sa
myMicros Database Password:
mymicros
Please enter the name or IP of the myMicros Database Server:
localhost
Preferred Cache Type:
None
InstallAnywhere
Cancel
Previous
Next

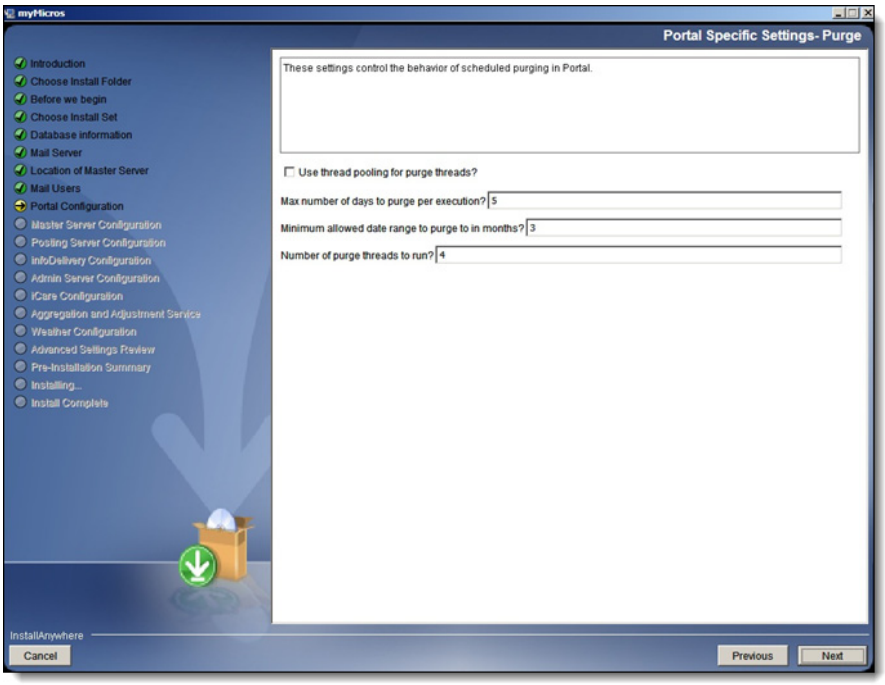

myMicros
Repository Database information
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please enter the requested information for the BI Repository.
BiRepos Database Type:
Oracle
BiRepos Port: 1521
BiRepos Service Name: myMicros
Sql Server
BiRepos Database Login:
sa
BiRepos Database Password:
mymicros
Quartz Database Login:
sa
Quartz Database Password:
mymicros
Please enter the name or IP of the BiRepos Database Server:
localhost
Please enter the domain address that will be used to access myMicros externally. Ex. http://www.mymicros.net. If using ssl it should be https://www.mymicros.net.
http://www.mymicros.net
InstallAnywhere
Cancel
Previous
Next

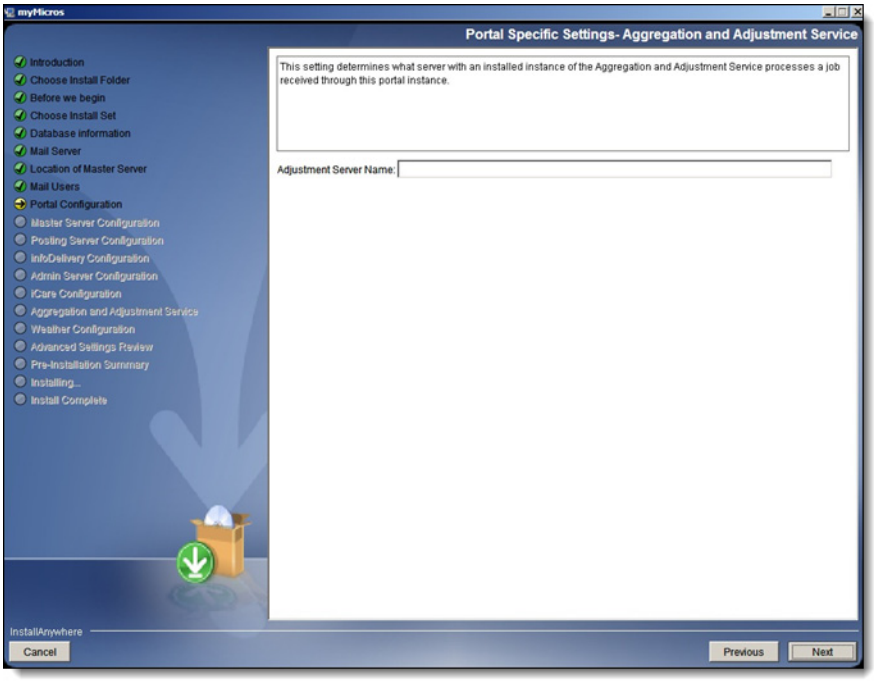

myMicros
Is this an OLAP Portal instance?
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Will this installation of Portal be an Olap, Portal, or Dual instance?
Selecting OLAP will create an analyzer only instance of myPortal. No other services should be installed on the same machine as an OLAP instance and the instance should be accessible from a seperate url than the standard portal installations, ex. olap.mymicros.net.
Selecting Portal will install a standard portal only instance. The analyzer url should be entered to allow redirect of users accessing analyzer. If analyzer is not in use leave this field blank.
Selecting DUAL will set up both the portal and olap configuration within the single instance of the myPortal service. This is not recommended for production level systems.
OLAP
PORTAL
External Url of Analyzer:
DUAL
InstallAnywhere
Cancel
Previous
Next

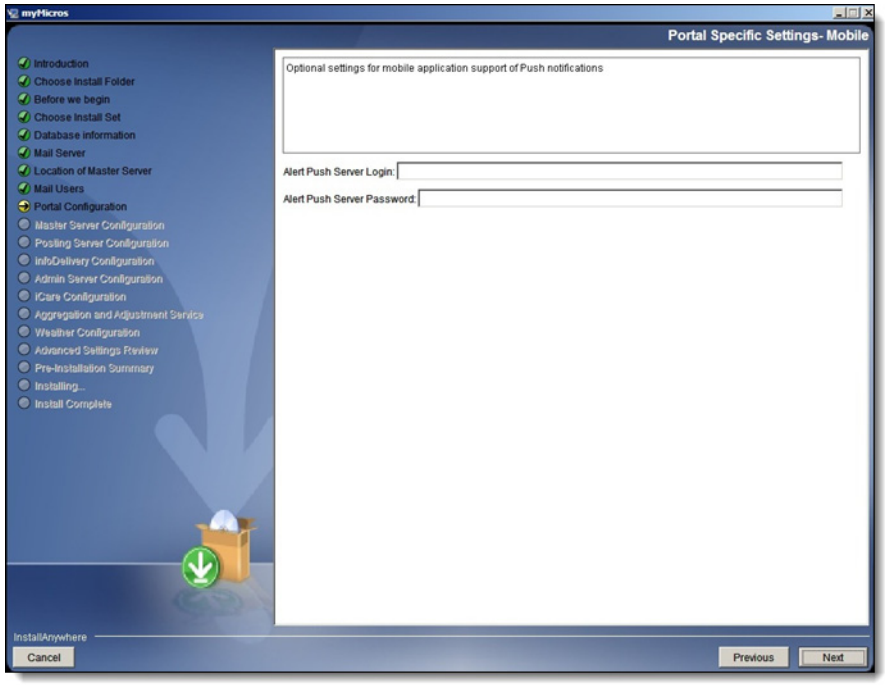

myMicros
Portal Mail Server
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please fill out the following mail server information.
This will be used in portal configuration files.
Mail Domain:
localhost
SMTP Port:
24
InstallAnywhere
Cancel
Previous
Next

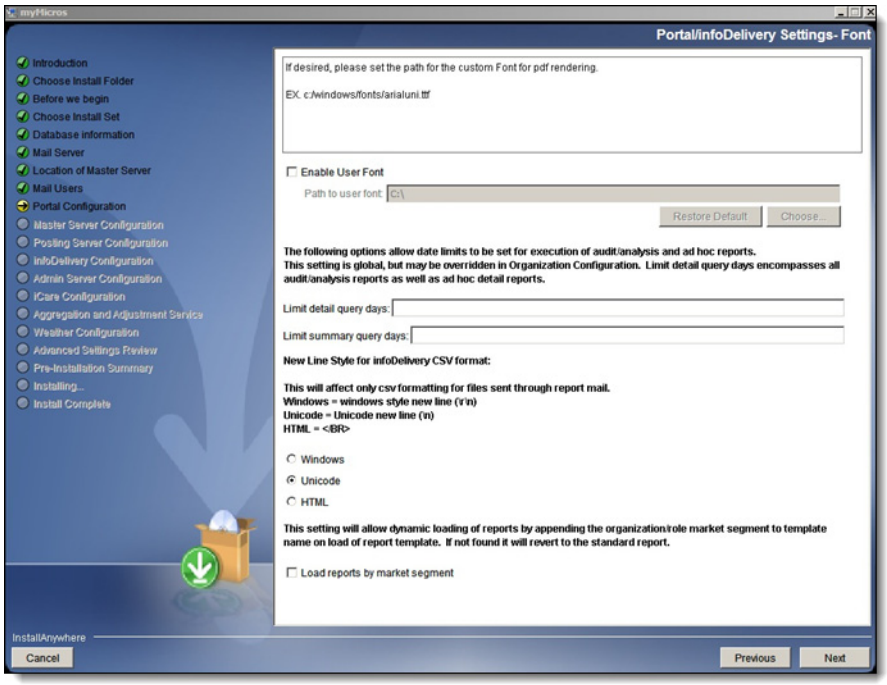

myMicros
Location of Master Server
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
What is the name (or ip) of the Master Server?
If the server is able to resolve by name this is the preferred choice. A change to configuration files will not be necessary if the IP address changes.
This information is used by the Portal and Posting Services.
localhost
InstallAnywhere
Cancel
Previous
Next

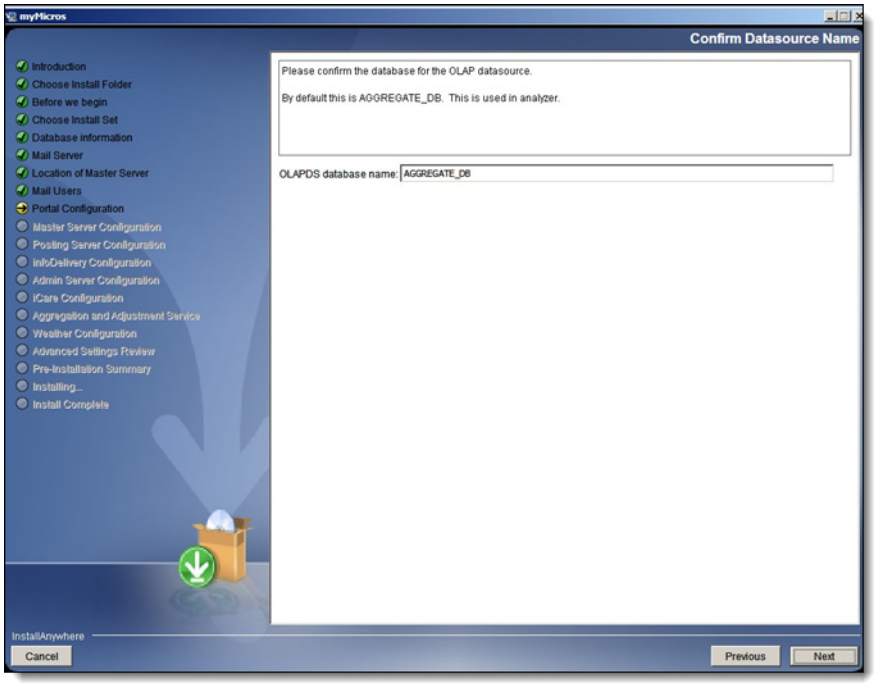

myMicros
Mail Users
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
These settings will be used by the Master Service to communicate with the POS.
What is the name of the mail account (not including domain) jobs will be sent to by the client stores?
server1
What is the name of the email account (without domain) that will receive errors?
errors
InstallAnywhere
Cancel
Previous
Next

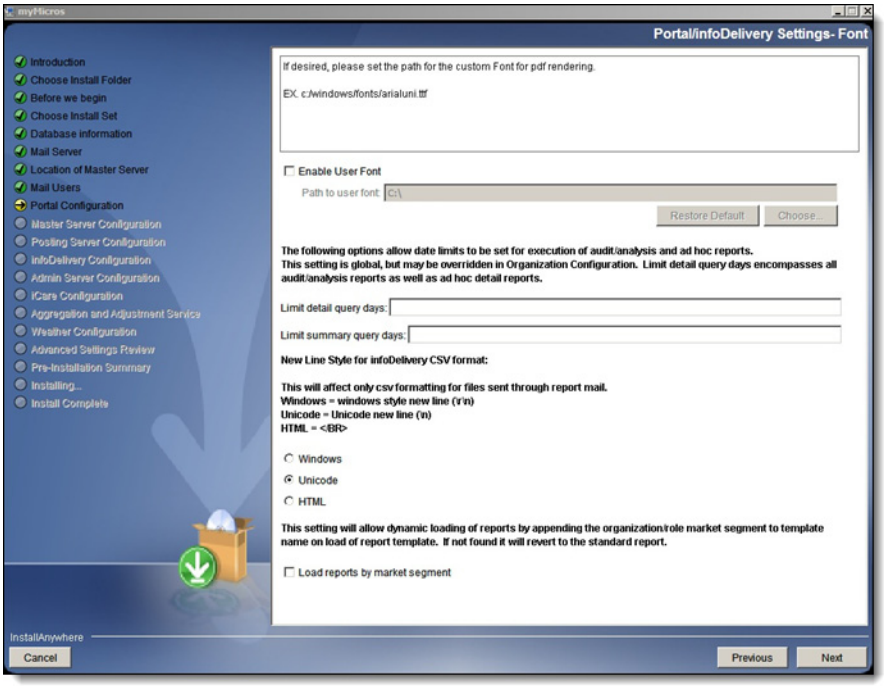

myMicros
Portal Specific Settings- Purge
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
These settings control the behavior of scheduled purging in Portal.
Use thread pooling for purge threads?
Max number of days to purge per execution? 5
Minimum allowed date range to purge to in months? 3
Number of purge threads to run? 4
InstallAnywhere
Cancel
Previous
Next

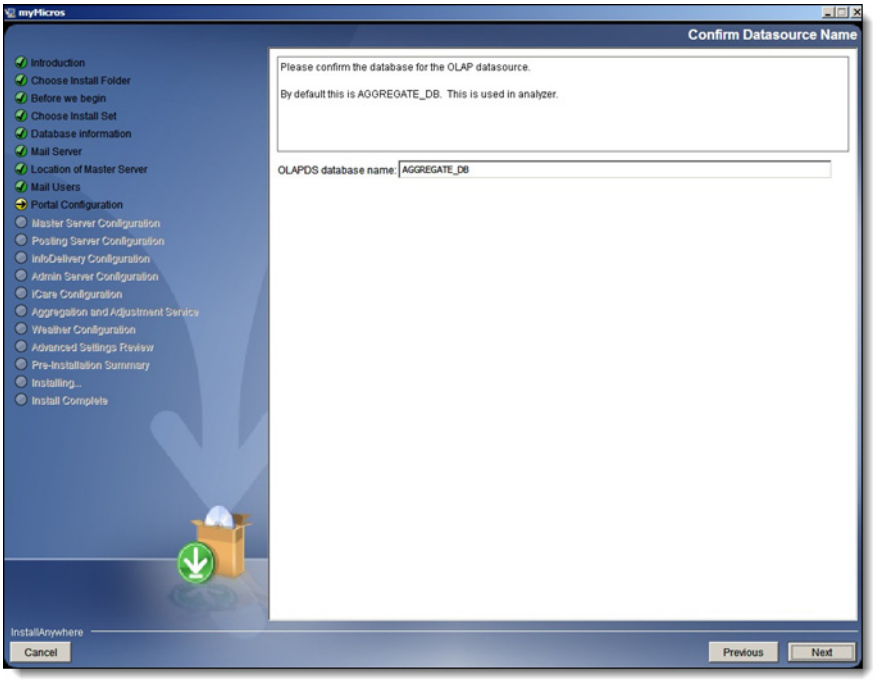

myMicros
Portal Specific Settings- Aggregation and Adjustment Service
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
This setting determines what server with an installed instance of the Aggregation and Adjustment Service processes a job received through this portal instance.
Adjustment Server Name:
InstallAnywhere
Cancel
Previous
Next

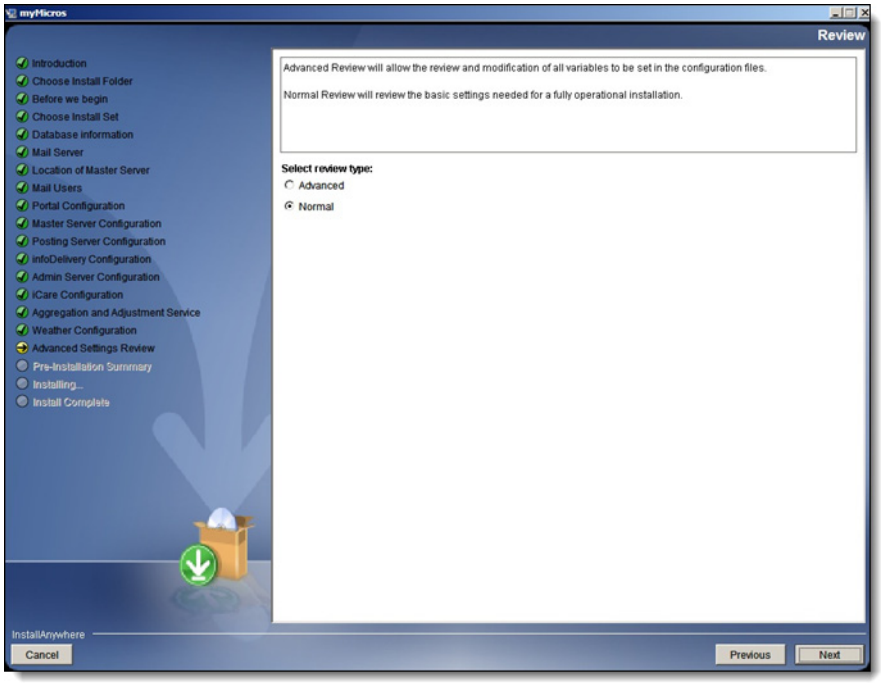

myMicros
Portal Specific Settings- Mobile
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Optional settings for mobile application support of Push notifications
Alert Push Server Login:
Alert Push Server Password:
InstallAnywhere
Cancel
Previous
Next

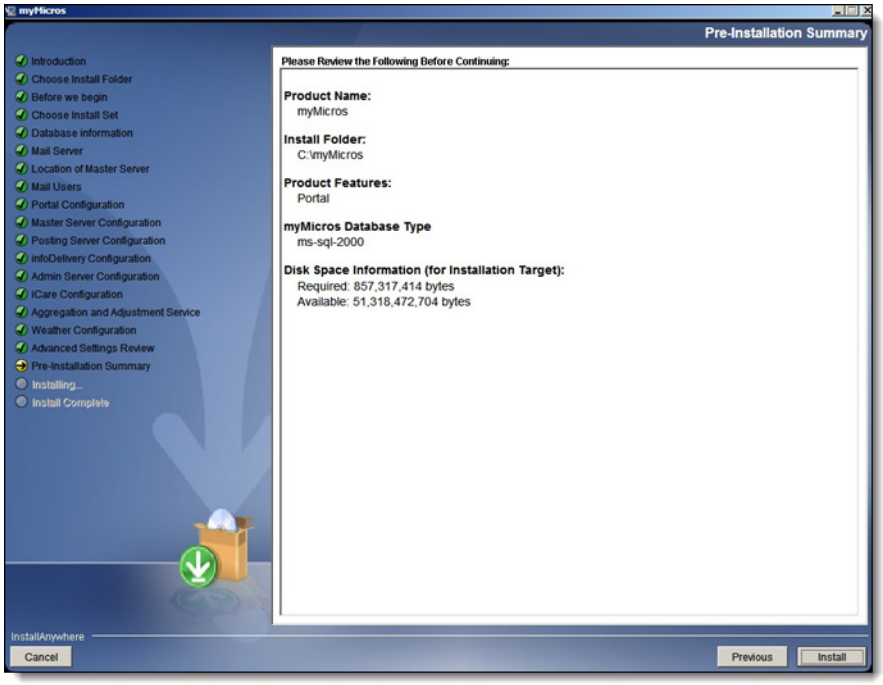

myMicros
Portal/infoDelivery Settings- Font
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
If desired, please set the path for the custom Font for pdf rendering.
EX. c:/windows/fonts/arialuni.ttf
Enable User Font
Path to user font:
C:\
Restore Default
Choose...
The following options allow date limits to be set for execution of audit/analysis and ad hoc reports.
This setting is global, but may be overridden in Organization Configuration. Limit detail query days encompasses all audit/analysis reports as well as ad hoc detail reports.
Limit detail query days:
Limit summary query days:
New Line Style for infoDelivery CSV format:
This will affect only csv formatting for files sent through report mail.
Windows = windows style new line ('\r\n)
Unicode = Unicode new line ('\n)
HTML =
Windows
Unicode
HTML
This setting will allow dynamic loading of reports by appending the organization/role market segment to template name on load of report template. If not found it will revert to the standard report.
Load reports by market segment
InstallAnywhere
Cancel
Previous
Next

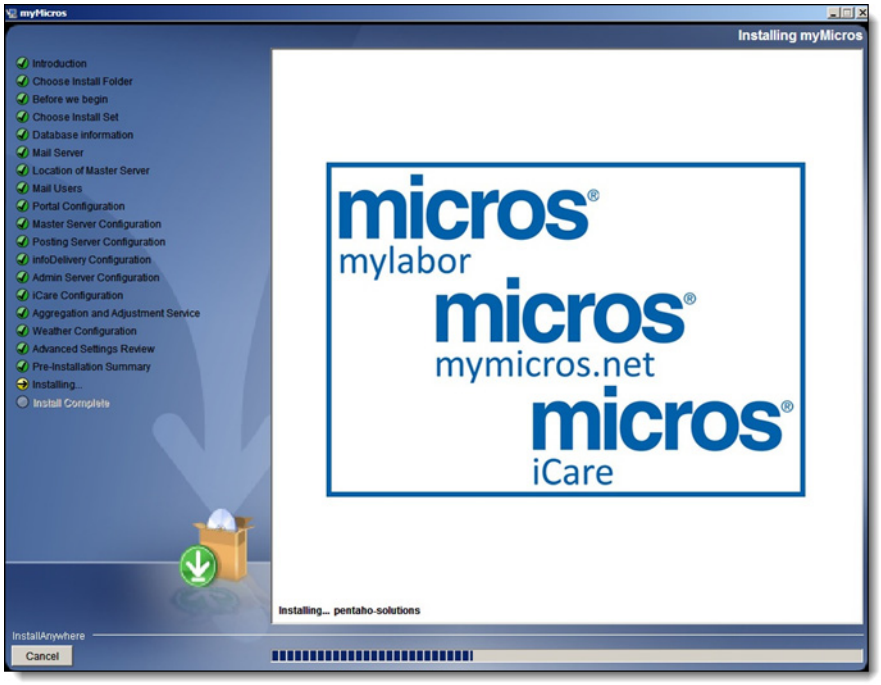

myMicros
Confirm Datasource Name
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please confirm the database for the OLAP datasource.
By default this is AGGREGATE_DB. This is used in analyzer.
OLAPDS database name: AGGREGATE_DB
InstallAnywhere
Cancel
Previous
Next

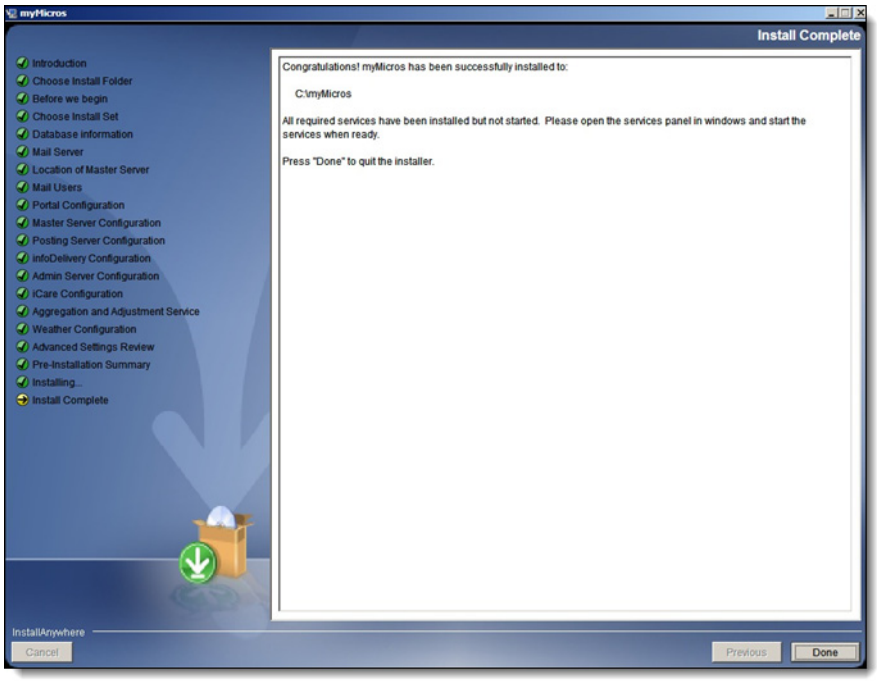

Portal/infoDelivery Settings- Font
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
InfoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
If desired, please set the path for the custom Font for pdf rendering.
EX. c:/windows/fonts/arialuni.ttf
Enable User Font
Path to user font: C:\
Restore Default
Choose...
The following options allow date limits to be set for execution of audit/analysis and ad hoc reports.
This setting is global, but may be overridden in Organization Configuration. Limit detail query days encompasses all audit/analysis reports as well as ad hoc detail reports.
Limit detail query days:
Limit summary query days:
New Line Style for infoDelivery CSV format:
This will affect only csv formatting for files sent through report mail.
Windows = windows style new line ('\r\n')
Unicode = Unicode new line ('\n')
HTML =
Windows
Unicode
HTML
This setting will allow dynamic loading of reports by appending the organization/role market segment to template name on load of report template. If not found it will revert to the standard report.
Load reports by market segment
InstallAnywhere
Cancel
Previous
Next


myMicros
Confirm Datasource Name
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please confirm the database for the OLAP datasource.
By default this is AGGREGATE_DB. This is used in analyzer.
OLAPDS database name: AGGREGATE_DB
InstallAnywhere
Cancel
Previous
Next


myMicros
Review
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Advanced Review will allow the review and modification of all variables to be set in the configuration files.
Normal Review will review the basic settings needed for a fully operational installation.
Select review type:
Advanced
Normal
InstallAnywhere
Cancel
Previous
Next


myMicros
Pre-Installation Summary
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
Please Review the Following Before Continuing:
Product Name:
myMicros
Install Folder:
C:\myMicros
Product Features:
Portal
myMicros Database Type
ms-sql-2000
Disk Space Information (for Installation Target):
Required: 857,317,414 bytes
Available: 51,318,472,704 bytes
InstallAnywhere
Cancel
Previous
Install


myMicros
Installing myMicros
Introduction
Choose Install Folder
Before we begin
Choose Install Set
Database information
Mail Server
Location of Master Server
Mail Users
Portal Configuration
Master Server Configuration
Posting Server Configuration
infoDelivery Configuration
Admin Server Configuration
iCare Configuration
Aggregation and Adjustment Service
Weather Configuration
Advanced Settings Review
Pre-Installation Summary
Installing...
Install Complete
micros
mylabor
micros
mymicros.net
micros
iCare
Installing... pentaho-solutions
InstallAnywhere
Cancel



Post myMicros Installation

After the myMicros installation, ensure that none of the myMicros services listen on port 8080. This is important because port 8080 is reserved by 9700 for the EMC Services. The myMicros configuration file can be found at: *<installDir>:\MyMicros\myPortal\server\default\\conf**wrapper.conf***

- The Port setting can be found on the following lines in the wrapper.conf

Set port usage

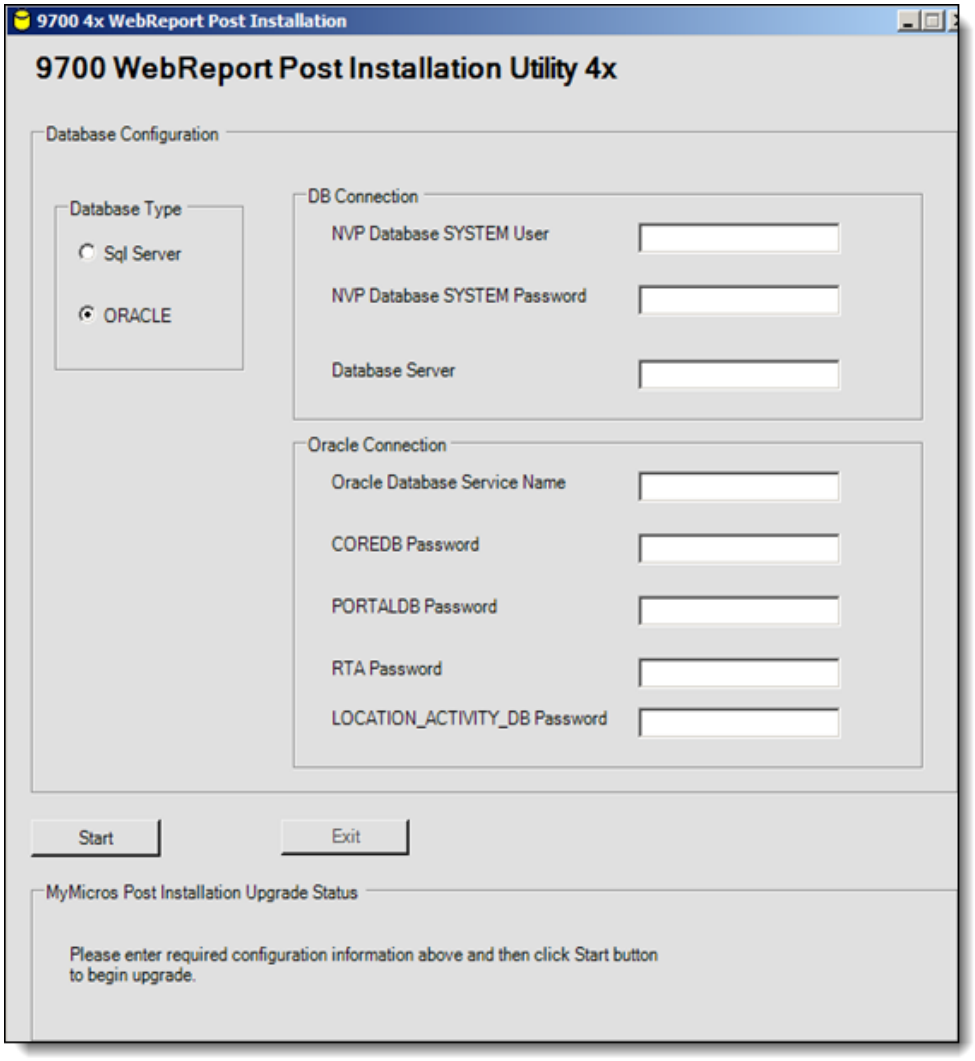
wrapper.java.additional.5=-Dhttp.browser.port=80

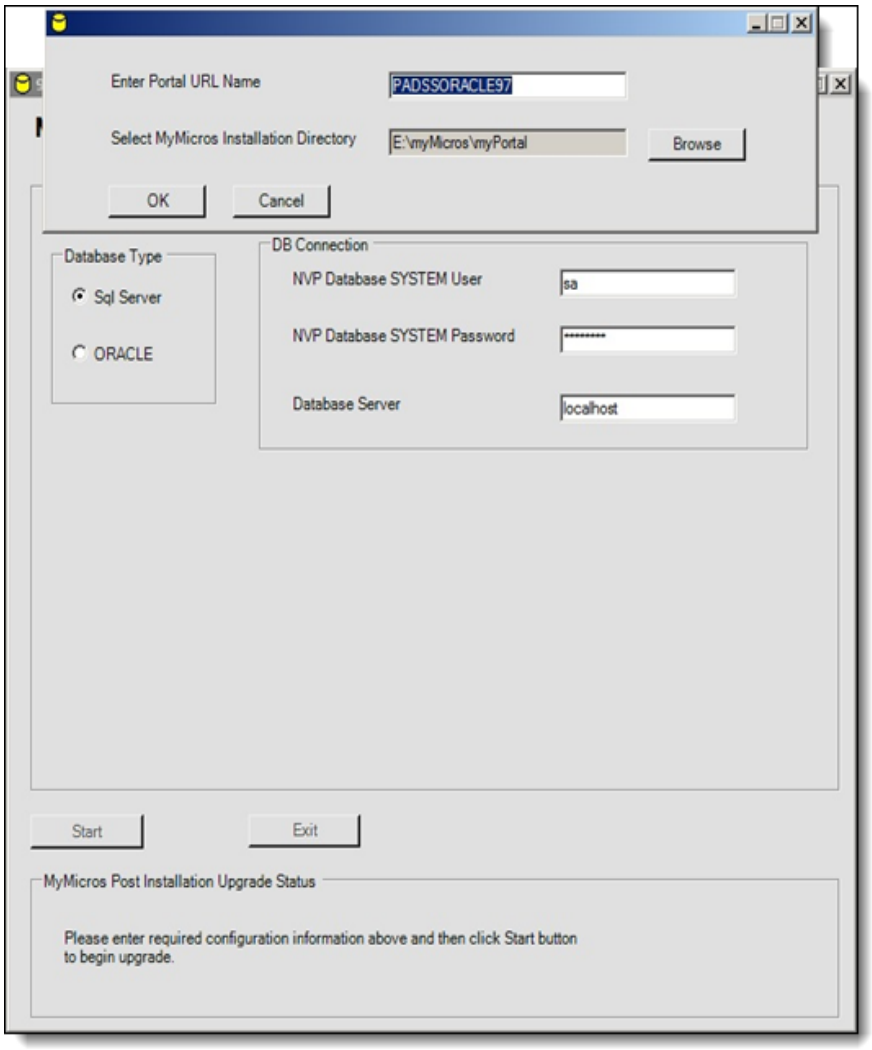
wrapper.java.additional.6=-Dhttp.sslaccel.port=81

wrapper.java.additional.7=-Dhttp.webservice.port=8081

Ensure that the database passwords are set correctly. This can be validated in the configuration file found at:
*<installDir>:\MyMicros\myPortal**microsConfig.properties***

Run the **Post9700WebReportInstall4x.exe** for syncing the 9700 layout. Follow the sequenced screen shots as shown below:




Enter Portal URL Name
PADSSORACLE97
Select MyMicros Installation Directory
E:\myMicros\myPortal
Browse
OK
Cancel
Database Type
Sql Server
ORACLE
DB Connection
NVP Database SYSTEM User
sa
NVP Database SYSTEM Password
Database Server
localhost
Start
Exit
MyMicros Post Installation Upgrade Status
Please enter required configuration information above and then click Start button to begin upgrade.

NTS Configuration

1. Configure the db_configuration.xml located in the *C*:*micros**les**pos**dotnet****etc*** folder so that it points to the correct Database server.

2. The default installation of 4x will only put the sample configuration information so this should be manually performed. It should be changed to something like the example(s) shown below:

Microsoft SQL Server example:

```
<xml>

  <DbType>sqlserver</DbType>

  <DbServer>localhost</DbServer>

  <DbUser>sa</DbUser>

  <DbPassword>mymicros</DbPassword>

  <DbDatabaseName>LOCATION_ACTIVITY_DB</DbDatabaseName>

  <OrganizationId>200</OrganizationId>

  <LocationId>1</LocationId>

 <ReportsDirectory>C:\Micros\Les\Pos\9700\WebReports</ReportsDirectory>

  <DbConnectionTimeout>0</DbConnectionTimeout>

  <DbSecondaryDatabase TAG="CORE">COREDB</DbSecondaryDatabase>

  <DbSecondaryDatabase TAG="PORTAL">PORTALDB</
DbSecondaryDatabase>

  <OrgLevelId>202</OrgLevelId>

  <SmartConnectServer UserName="" Password=""></SmartConnectServer>

</xml>
```

Oracle example:

```
<xml>

  <DbType>oracle</DbType>

  <DbServer>localhost</DbServer>

  <DbUser>sa</DbUser>

  <DbPassword>mymicros</DbPassword>

   <DbDatabaseName>mymicros </DbDatabaseName>

  <OrganizationId>200</OrganizationId>

  <LocationId>1</LocationId>

<ReportsDirectory>C:\Micros\Les\Pos\9700\WebReports</ReportsDirectory>

  <DbConnectionTimeout>0</DbConnectionTimeout>

  <DbSecondaryDatabase TAG="CORE">COREDB</DbSecondaryDatabase>

  <DbSecondaryDatabase TAG="PORTAL">PORTALDB</
DbSecondaryDatabase>

  <OrgLevelId>202</OrgLevelId>

  <SmartConnectServer UserName="" Password=""></SmartConnectServer>

</xml>
```

3. Start the **NTS** service to sync the data definitions.

4. Start the **Micros Portal** service.

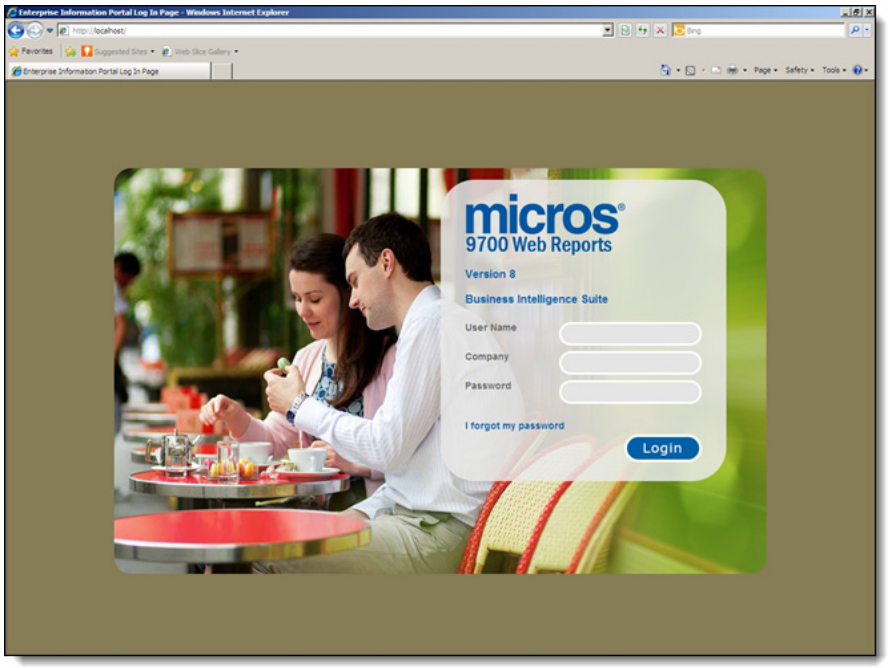
5. Check the NTS log verbosity setting in the Registry setting located at:

HKLM\SOFTWARE\WOW6432Node\MICROS\NetVuPoint\Transformation Service\Verbosity. Set the verbosity setting to the desired level. Anything set greater than one can slow down the NTS performance as it will log everything.

6. Start the **NTS** service to sync the data definitions.

7. The NTS log and error log files can be located in the *C:\micros\les\pos\9700\NTS**logs*** folder.

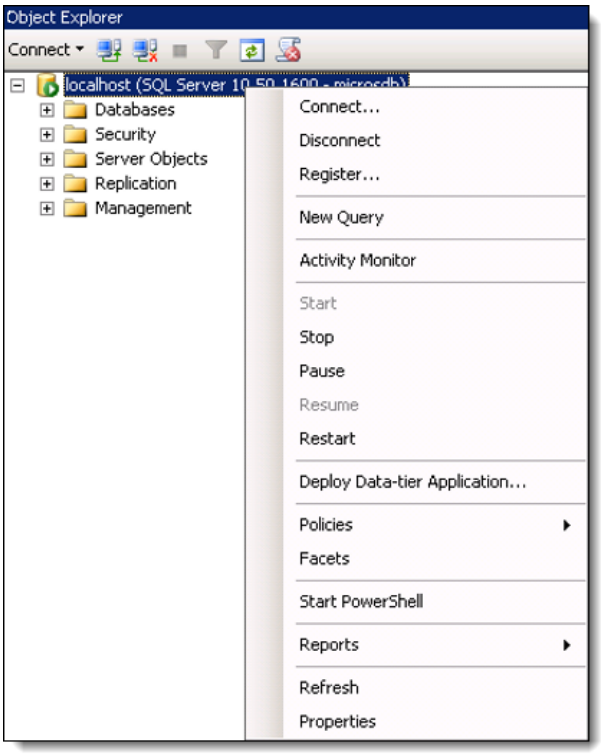
8. If the installation and configuration is correct, the following page will be loaded when http://localhost/ is entered in the users browser (localhost=> ip address where myMicros is installed.



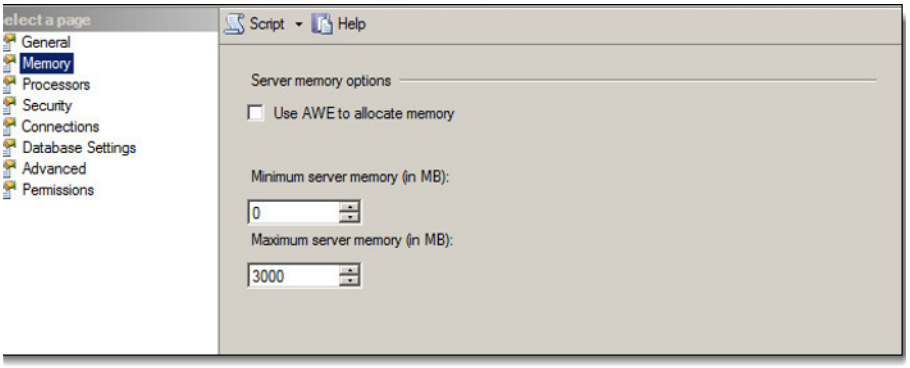
Troubleshooting

If the system is low in memory, myMicros cannot start; in a test system, the memory used is a minimum of 6 GB. Microsoft SQL Server will also use up all available resources unless it is set using the Properties tab located in the SQL Server Management Studio. Follow the steps outlined below:

1. Click **Properties Tab** and select **Memory**:



2. Lower the memory usage to a maximum of 3000 MB.



For additional troubleshooting refer to the mymicros log files located: *C:\mymicros\myportal\bin**wrapper.log*** and *C:\mymicros\myportal\server\default\log**server.log*** and any other log files located there.

Increase the Java Heap

1. Navigate to <*Drive*>:\ *mymicros/myportal/server/default/conf/**wrapper.conf***

Find the section that reads:

Maximum Java Heap Size (in MB)

wrapper.java.maxmemory=1024

2. Update the Maximum Java Heap Size to 2048

3. **Save** the change.

4. Restart the **Micros Portal** service.

- If the images do not display correctly, ensure the following style family folder is present:

*C:\myMicros\myPortal\server\default\deploy\portal.ear\portal.war\defaultStyle Family**9700***

- The Post9700WebReportInstall4x.exe.exe should be run to sync the images and logos for 9700 Web Report

- If not, copy folder “classic” and rename it to 9700.

In an ORACLE database, sometimes the Database (DB) upgrade might fail during a myMicros installation. So, as a precaution, (create a backup of the database), the following query can be run in SQL Developer or in SQL Plus before the DB upgrade:

1. Make sure the connection has sysdba privilege and logged in with sysdba role.

2. Run the following query:

PURGE DBA_RECYCLEBIN;

COMMIT;

Alter system set recyclebin=OFF;

- After a DB upgrade or myMicros installation, the “recycle bin” can be turned on using following query:

Alter system set recyclebin=ON