Oracle® Hospitality e7

Installation Guide

Release 4.2

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ORACLE®

Oracle Hospitality e7 Installation Guide, Release 4.2

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Preface

Oracle Hospitality e7 is an embedded software application based on the Microsoft Windows CE .net operating system that manages:

- Guest checks
- Staff productivity
- Menu offerings
- Restaurant operations

This installation guide provides information and instructions for upgrading or installing Oracle Hospitality e7 in your store.

- Audience
- Customer Support
- Documentation
- Revision History

Audience

This Installation Guide is for the following audiences:

- System administrators and operations personnel
- Database administrators
- System analysts and programmers
- Integrators and implementation staff personnel

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:

- 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

- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
May 2016	Initial Publication

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Installation

Follow the instructions for your installation environment:

- Installing e7 on a PC Server
- Installing e7 on Workstations using a CAL Server
- Installing e7 on Standalone Microsoft Windows Compact Edition Workstations

Installing e7 on a PC Server

1. See the *Oracle Hospitality e7 Release Notes* and verify that your server meets the hardware and prerequisite requirements.
2. Download `e7_pc_build_version.exe`.
3. Double-click `e7_pc_build_version.exe`, select the location to which you want to extract the installer files, click **Unzip**, and then click **Close**.
4. Double-click `e7PCSetup.exe` and follow the instructions provided by the installation wizard.
5. After completing installation, double-click the e7 icon on the desktop to start e7.
6. Select **Network Location ID** and enter the ID for use by each client and PC on the network. The ID is case sensitive.
7. If you upgraded e7, you can now click **Restore the Database** to restore the backup in `\MICROS\e7\DBBackups\`
8. See the *Oracle Hospitality e7 Security Guide* for information and instructions for securing the server, the workstations, and the application.

Installing e7 on Workstations using a CAL Server

1. On the CAL server:
   a. Click the **Start** button, select **Programs**, select **CAL**, and then select **Reconfigure CAL**.
   b. Select the e7 POS CAL server, click **Next**, and then click **Save** to install e7 on all connected workstations.
2. On each workstation:
   a. On the e7 Network Identification dialog box, enter the**Network Location ID** that you set during installation.

b. If you see an error message for programming an employee and a job, click **OK**.

c. If you see an error message for requiring a new encryption key, click **OK**.

d. If you see an error message describing the encryption key process, click **OK**.

e. In the e7 Configurator, click **Retrieve the Database**, click **Refresh**, and then close e7 when the operation completes.

3. See the *Oracle Hospitality e7 Security Guide* for information and instructions for securing the server, the workstations, and the application.

Installing e7 on Standalone Microsoft Windows Compact Edition Workstations

1. See the *Oracle Hospitality e7 Release Notes* and verify that:
   - The version of e7 you are installing supports your workstations.
   - Your workstation is using the required platform version.
   - You installed the required Microsoft .NET Compact Framework version.
2. Prepare the following:
   - PC or laptop to extract installation files from archives.
   - Transfer media, such as a USB thumb drive, to transfer installation files to the workstation.
3. To install or upgrade a Windows Compact Edition platform:
   a. Download `clienttype_platform_version.exe`.
   b. Double-click `clienttype_platform_version.exe`, select the location to which you want to extract the installer files, click **Unzip**, and then click **Close**.
   c. Copy the extracted folder to your transfer media, then attach the transfer media to the workstation using the port specified for each workstation. See Workstation USB Port.
   d. To install the platform on the workstation, double-click `Standalone CAL or BIOS Update version\StandaloneInstall.exe` and follow the instructions provided by the installation wizard.
   e. To update the platform on the workstation, double-click `Standalone Platform Update version\StandaloneInstall.exe` and follow the instructions provided by the installation wizard.
4. To install or upgrade e7:
   a. Download `clienttype_build_version.exe`.
   b. Double-click `clienttype_build_version.exe`, select the location to which you want to extract the installer files, click **Unzip**, and then click **Close**.
   c. Copy `StandaloneInstall.exe` to your transfer media, then attach the transfer media to the workstation using the port specified for each workstation. See Workstation USB Port.

d. On the workstation, double-click `StandaloneInstall.exe` and follow the instructions provided by the installation wizard.

e. If you are installing e7 with Protégé support, double-click `StandaloneInstall.exe` after completing installation to install the Protégé files.

5. See the *Oracle Hospitality e7 Security Guide* for information and instructions for securing the server, the workstations, and the application.

3

Upgrade

Perform the following preparation steps if you are performing a version upgrade of e7 instead of a clean installation:

- Best Practices for Upgrading from a Non-PCI-Compliant Version
- Create a Database Backup
- Upgrading in an Environment with a CAL Server

Best Practices for Upgrading from a Non-PCI-Compliant Version

PCI Compliance in the *Oracle Hospitality e7 Release Notes* contains more information about compliant and non-compliant versions. If you are upgrading from a non-compliant version, you must remove historical data containing sensitive information to ensure the upgrade is conducted in adherence to PCI compliance. See the *Oracle Hospitality e7 Upgrade Best Practices* for more information and instructions on ensuring PCI compliance.

Create a Database Backup

1. From the e7 Configurator, select **Backup the Database**.
2. Verify that the e7 Configurator created a backup in the `\MICROS\e7\DbBackups\` folder.
3. If you need to restore the database during installation, from the e7 Configuration, select **Restore the Database**.

   This restores the database using the backup found in the `\MICROS\e7\DbBackups\` folder.

Upgrading in an Environment with a CAL Server

Perform the following steps if your environment includes a central PC server with the Client Application Loader (CAL):

1. Turn off all workstations or remove them from the network.
2. Install the new version of Oracle Hospitality e7 on the PC server.
3. Turn on all workstations or add them to the network.
4. Restart the PC server. When the server finishes restarting, the workstations automatically upgrade to the new version.

4

Post-Installation Configurations

This chapter provides instructions for configuring or setting up specific e7 applications.

Enabling Gift Cards After Upgrading to e7 4.1 MR1 or Later

If you are upgrading to e7 4.1 MR1 or later from an older version, you must perform the following steps to enable gift cards:

1. Start e7 and wait for the error message:.

   ```
   Failed to load TIF Module: SVC Due to the lack of signature
   ```

2. Click **OK** on all nodes.

3. In the Configurator, select **Restaurant** from the menu, select the **Security** form, and select **Allow unsigned interfaces**.

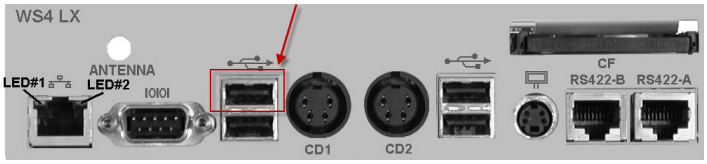
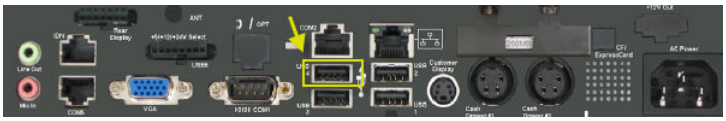
4. Restart e7 on all nodes when prompted.

A

Appendix

Workstation USB Port

Use the following table to find the USB port you can use when attaching transfer media to a workstation for installing e7:

Workstation	Input/Output Diagram
Workstation 4X	
Workstation 5	
Workstation 5A