

Oracle® Hospitality e7 Point-of-Sale
Installation Guide
Release 4.1.1 EU
Part Number: E67878-01

October 2015

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Contents

Preface	5
Audience	5
Customer Support.....	5
Documentation.....	5
Revision History.....	5
1 Prerequisites	6
Software.....	6
Compatible POS Hardware	6
Back-Office PC.....	9
2 Software Installation	10
Important Notes – Please Read!	12
Back-Office PC Software	13
CAL-Server Installation for Workstation 4LX / 5 / 5A (Windows CE)	18
CAL-Server Installation for Workstation 5A (POSReady2009)	22
Handheld Terminal Installation	26
Standalone Installation.....	27
Preliminary for Windows CE Workstations	27
Workstation Standalone Installation – Windows CE.....	28
Preliminary for POSReady2009 Workstations	33
Workstation Standalone Setup - POSReady2009.....	34
Handheld Terminal – Standalone Setup.....	40
Backup and Restore a Database	42
Preliminary	42
Backup the Database	43
Restore the Database in Version 3.x	44
Restore the Database in Version 4.x	45
Retrieve the Database	47
Backup Database Definitions	48
Restore Database Definitions	49
3 Appendix 1: e7 system config file	51
4 Appendix 2: Hardware – Factory Restore	52
WS4 LX	52
WS5 – Windows CE.....	53
WS5A	54
Windows CE 6.0 R3 - Recovery Button Procedure.....	54
Windows CE 6.0 R3 - USB Keyboard Procedure	55

POSReady2009 Recovery CF Card - Recovery Button Procedure.....	56
POSReady2009 Recovery CF Card - BIOS Factory Restore.....	57
POSReady2009 - Using a Custom Recovery Image.....	58
POSReady2009 – BIOS update	59
WebDT430 – Factory Recovery (USB).....	60
mTalet R-Series.....	61

Preface

Oracle Hospitality e7 Point-of-Sale is a Restaurant Management System targeting individual restaurateurs in segments like table-service and quick-service restaurants, delis, sandwich shops, bars and more. In addition to the standard POS functionality, e7 Point-of-Sale provides time & attendance, real-time inventory, comprehensive reporting, customer management and can be integrated to the Oracle Hospitality Cloud Services Reporting and Analytics, Gift and Loyalty and Inventory Management.

Audience

This document is intended for all users of e7 Point-of-Sale

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>

Revision History

Date	Description of Change
July 24, 2015	<ul style="list-style-type: none">• Initial publication.

1 Prerequisites

Software

Oracle Hospitality e7 Point-of-Sales - Version 4.1.0.11.EAME

File name: Oracle Hospitality e7 Point-of-Sale Version 4.1.0.11.EMEA.zip

Compatible POS Hardware

<i>HW Type</i>	<i>Description</i>	<i>OS / FW Version</i>	<i>Remarks</i>
Stationary POS Device	Workstation 4LX	OS: Windows CE 6.0 R3 OS image: GR 1.4 CAL (min): 6.1.3.68 BIOS: H1003c	
Stationary POS Device	Workstation 5	OS: Windows CE 6.0 R3 OS image: GR 2.1 CAL (min): 7.1.3.68 BIOS: G1025	
Stationary POS Device	Workstation 5A	OS: Windows CE 6.0 R3 OS image: GR 2.0 CAL (min): 13.1.3.101 BIOS: Q2010g	
Stationary POS Device	Workstation 5A	OS: POSReady2009 OS image: 2.1 CAL (min): 3.1.3.117 BIOS: Q2011d	
Portable POS Device	mTablet R-Series	OS: Windows EC7 OS image: PV1.4 CAL (min): 21.1.3.124	Does not support mobile operations. Use of the mStation is mandatory.
Mobile POS Device	WebDT 430SC	OS: Windows CE 6.0 R3 OS image: DT430SCUSMicrosC600.0001.032020 12 or DT430SCENUSTC600.0009.01242015	

<i>HW Type</i>	<i>Description</i>	<i>OS / FW Version</i>	<i>Remarks</i>
Thermal Printer	Epson TM-T88 IV (serial, IDN, Ethernet)	Printer FW: 10.02 Ethernet: 1.01 IDN: 2.04	
Thermal Printer	Epson TM-T88 V (serial, IDN, Ethernet)	Printer FW: 30.12 Ethernet: 1.07a IDN: 2.04 or 4.02	
Thermal Printer	Bixolon SRP350 (serial)	Printer: 6.34	
Thermal Printer	Bixolon SRP350II (serial)	Printer FW: v01.04 STB072011	
Thermal Printer	Bixolon SRP350III (serial)	Printer FW: v01.00 STB010214	
Thermal Printer	Bixolon SRP350plus (serial, Ethernet)	Printer: 01.05. STB 081511 Ethernet FW: IFA-EP v2.1	
Thermal Printer	Bixolon SRP350plusII (serial, Ethernet)	Printer FW: v01.09a STB083012 Ethernet FW: IFA-EP v2.1	
Thermal Printer	Bixolon SRP350plusIII (serial, Ethernet)	Printer: Ethernet/Serial On Board	
Impact Printer	Epson TM-U220B (serial, IDN, Ethernet)	BIOS: 5.00 MI BooT: 5.00 MI Ethernet: 1.07a IDN: 2.04. or 4.02	
Impact Printer	Bixolon SRP275 (serial, Ethernet)	Printer: 01.01 STB 080411 Ethernet FW: 2.1	
Impact Printer	Bixolon SRP275II (serial, Ethernet)	Printer: 01.01STB2011.08.25 Ethernet FW: 2.1	
Slip Printer	Epson TM-U295 (serial)	BIOS: 3.00 Boot: 3.00	
Mobile Printer	Bixolon SPP-R200 (Bluetooth, WLAN)	V1.01 STOB 030609	Bluetooth only supported with handheld devices
Mobile Printer	Bixolon SPP-R200II (Bluetooth, WLAN)	V01.00 STOBa GLP051915	Bluetooth only supported with handheld devices
Mobile Printer	Bixolon SPP-R300 (Bluetooth, WLAN)	V1.01 STOB 111811	Bluetooth only supported with handheld devices

<i>HW Type</i>	<i>Description</i>	<i>OS / FW Version</i>	<i>Remarks</i>
Scanner	Symbol LS2208 (serial)	n/a	
Cash Drawer	APG Series 4000	n/a	Requires Series-1 or Series-2 DIN connector
Cash Drawer	APG Series 100	n/a	Requires Series-1 or Series-2 DIN connector
Cash Drawer	APG Vasario	n/a	Requires Series-1 or Series-2 DIN connector
Cash Drawer	APG Flip Top	n/a	Requires Series-1 or Series-2 DIN connector

Back-Office PC

The e7 Back Office allows running administrative task in the background without interrupting the restaurant operation. Administrative task are for example closing the day, pulling reports, adjust prices, correct employee time punches etc. However, all these administrative tasks can also be done directly at the point-of-sale device, therefore making the use of a Back-Office PC optional.

There are just a few functions in e7 making the use of a Back-office PC mandatory, those are:

- Connecting to iCare
- Safekeeping of Report/Historical/Time-Card Details up to 750 days (instead of 45, 60, 60 days respectively)
- Serial PMS Interface (TCP/IP PMS interface does not require a Back-Office PC)
- WinPrint Interface

Using the e7 Back-Office application requires one of the following operating systems:

- Windows Vista Business Edition
- Windows 7 Professional (32- bit and 64-bit)
- Windows 8 Professional (32 bit and 64-bit)

For the proper configuration please take into account that the e7 Back-Office application consumes

- 512MB RAM
- 20 GB Hard Disk

2 Software Installation

The Client Application Loader (CAL) technology is used to install and update the e7 software on workstations. The Client Application Loader (CAL) is a mechanism that allows for the seamless distribution, installation, and maintenance of software. To install software CAL-packages need to be created and transferred to the workstation, consist of an installation script and associated files.

The e7 setup provides the following 4 CAL-package:

1. Platform update package
2. CAL update package
3. BIOS update package
4. E7 Software package

e7 provides two approaches to install the software

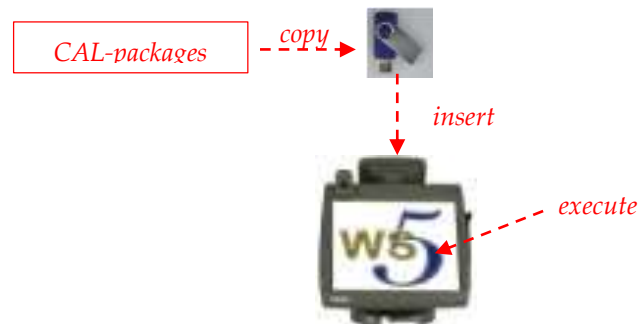
- a) CAL-Standalone Installation
- b) CAL-Server Installation

The CAL-Standalone Installation will be used when e7 should be installed on workstations only, without a Back-Office PC.

When a Back-Office PC is considered in the System the CAL-Server Installation is used.

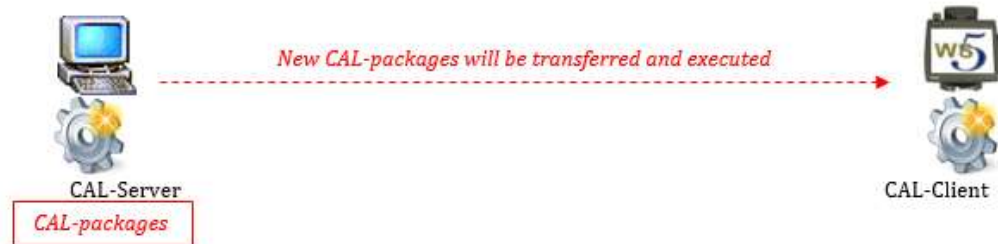
CAL-Standalone Installation

Within the CAL-Standalone approach the CAL-packages are copied to an USB drive that will be inserted in the workstation. The installation process will be started by running and executable



CAL-Server Installation

Along with the e7 Back-Office setup the CAL-Server will be installed on the PC and the CAL-packages copied on. The Oracle|MICROS workstations are shipped with a pre-installed CAL-Client that establishes a connection to the CAL-Server. In case the CAL-Server holds newer CAL-Packages than installed on the workstation, the newer packages are transferred to the workstation and will be installed automatically.



The following sections provide a step by step instruction on how to install/upgrade the e7 software by using the either the CAL-Standalone or CAL-Server approach.

Important Notes – Please Read!

Before you start upgrading an existing e7 system it is strongly recommended to ensure the following steps are performed:

- a. Close all open checks
- b. Backup the Database and copy to a save location
- c. Close the e7 application

Upgrade path: Upgrading from version 3.x to 4.x requires upgrading first to version 4.0.0 and then may upgrade to higher versions.

Upgrade to version ↓	Upgrade from Version								
	3.0.3	3.1.0	3.2.0	3.2.1	3.3.1	4.0.0	4.0.1	4.0.3	4.1.0
3.1.0	✓	✗	✗	✗	✗	✗	✗	✗	✗
3.2.0	✓	✓	✗	✗	✗	✗	✗	✗	✗
3.2.1	✓	✓	✓	✗	✗	✗	✗	✗	✗
3.3.1	✓	✓	✓	✓	✗	✗	✗	✗	✗
4.0.0	✓	✓	✓	✓	✓	✗	✗	✗	✗
4.0.1	✗	✗	✗	✗	✗	✓	✗	✗	✗
4.0.3	✗	✗	✗	✗	✗	✓	✓	✗	✗
4.1.0	✗	✗	✗	✗	✗	✓	✓	✓	✗

Sensitive data: Please be aware that e7 writes data in plain text to the database, except for User IDs that are written to the DB as hash strings. Please keep this in mind when installing v4.x.EAME, especially when using the Customer Management module that holds personal data in the database as plain text.

Back-Office PC: Before you start: e7 supports only one network card. Please ensure that your PC has only one network card enabled!

mTablet R-Series: Depending on hardware configuration the mTablet may is equipped with a wireless network card. Before starting the e7 installation please decide for one network connection to use and disable (!) the other network card.

Please also keep in mind that e7 requires the mTablet to be plug into the mStation continually. Mobile operation is not supported.

Back-Office PC Software

Copy the "Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME.zip" on your e7 PC where a.b.c.d represents a wildcard for the version number (a=main version, b=minor version, c=Revision, d=build), i.e. "Oracle Hospitality e7 Point-of-Sale Version 4.1.0.11.EMEA.zip". Extract the zip-file to a temporary folder on your PC.

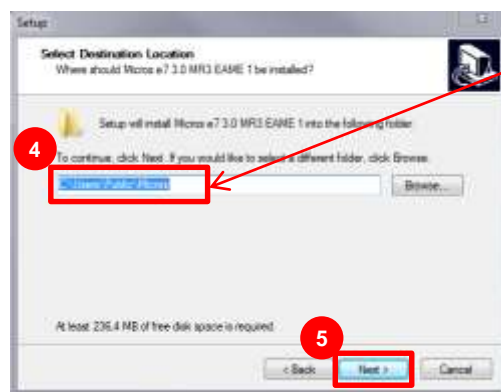
Browse to the folder where the files have been extracted in the previous step. Open the folder "...\Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME\Back-Office-PC_Installation"

Run the "e7setup_a.b.c.d.EAME.exe" on your e7 PC.

Click "Next", accept the license agreement and click "Next"



Select the installation folder. It's recommended to keep the suggested installation path and click "Next".



Recommended installation folder:

XP Professional / Server 2003

C:\Program Files\MICROS

Windows Vista Business Edition

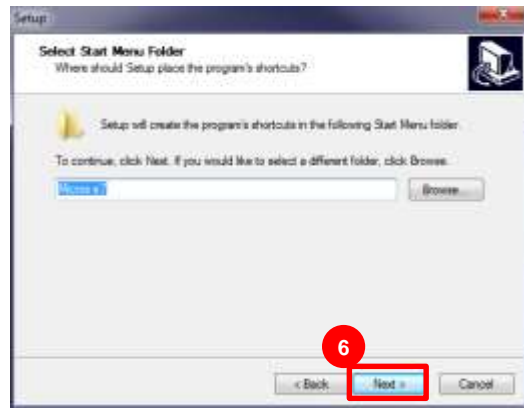
C:\Users\{Administrator_Account_Name}\Micros

Note: Where the Administrator_Account_Name" will be the user that will be logged in all the time.

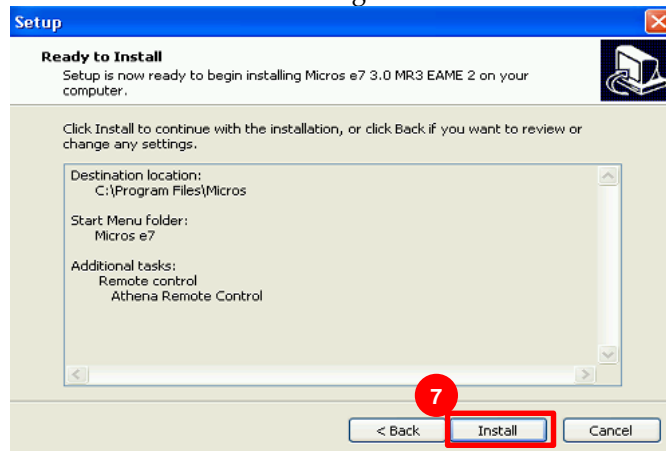
Windows 7/8 Professional

C:\Users\Public\Micros

Click "Next"

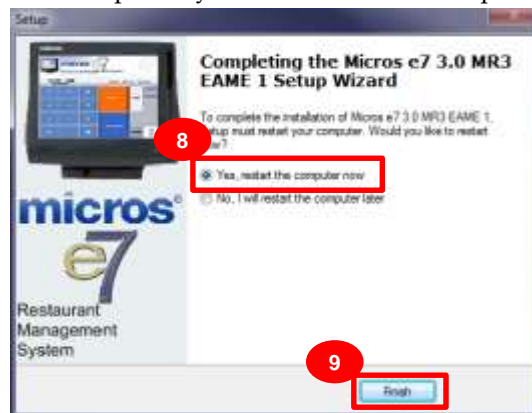


Review the installation settings and click Install.



Please stand by while the Setup installs e7 on your computer

To complete your e7 installation please select "Yes, restart..." and "Finish".

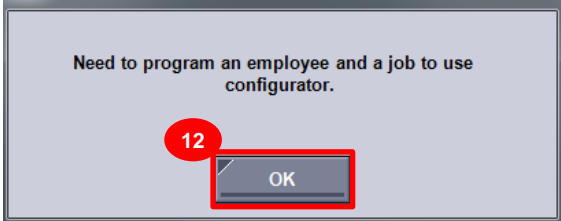


After a successful installation the PC presents the “e7 Network Identification” screen. Network identification must be defined at each individual workstation, handheld and at the Back-Office PC (*not required in case of an upgrade*).

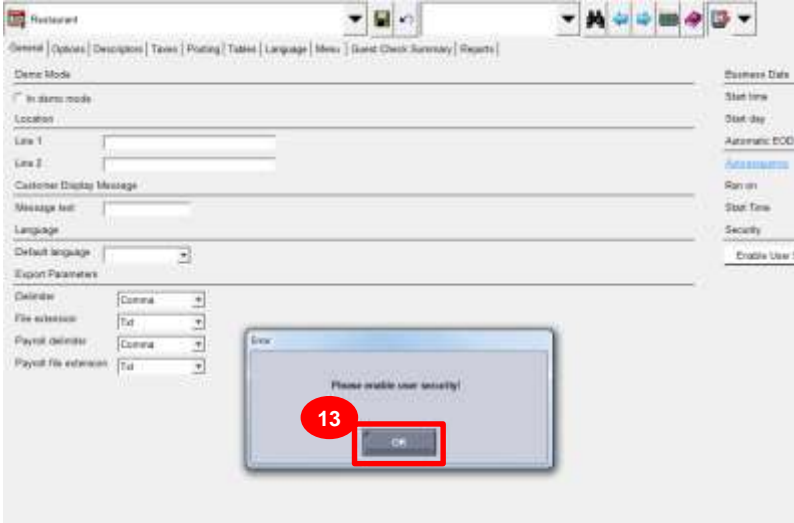
Network location ID: The Location ID can be any string and is commonly the name of the restaurant. The Location ID must be spelled exactly the same on all workstations and the PC and is case-sensitive. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!



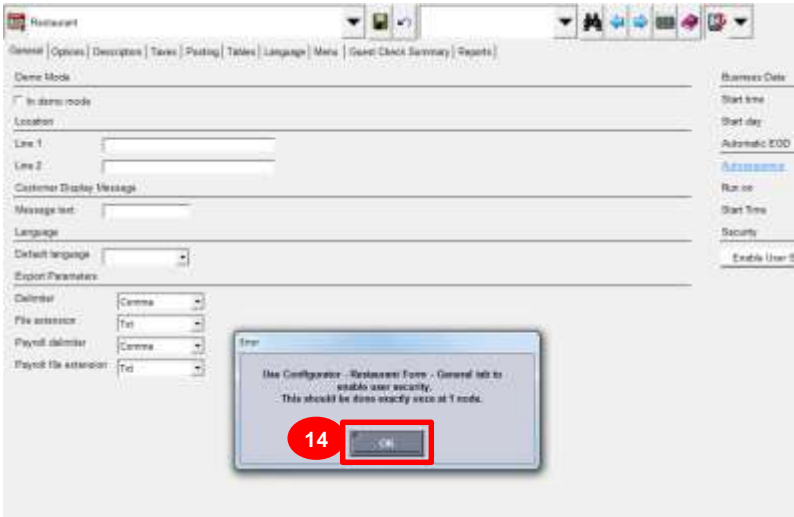
After the restart e7 will start automatically with an empty database and brings up the following message. Confirm with OK



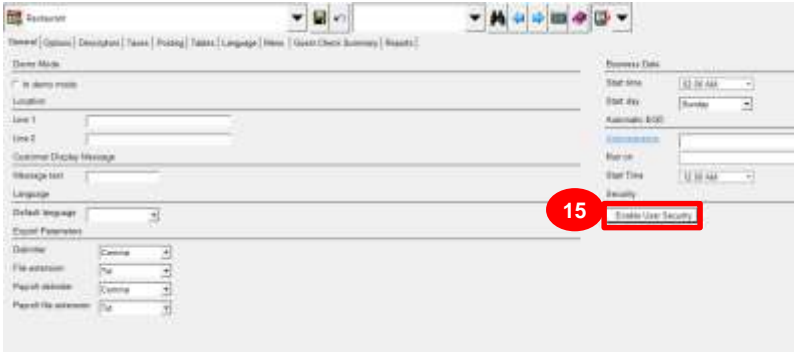
The user is requested to enable the “User Security” to encrypt user passwords.



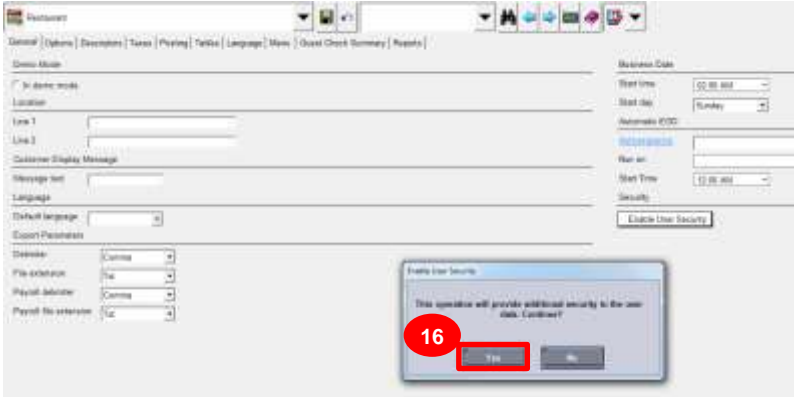
The user will be informed how to enable the User Security and has to confirm. This should be done exactly once at just one device in the e7 system.



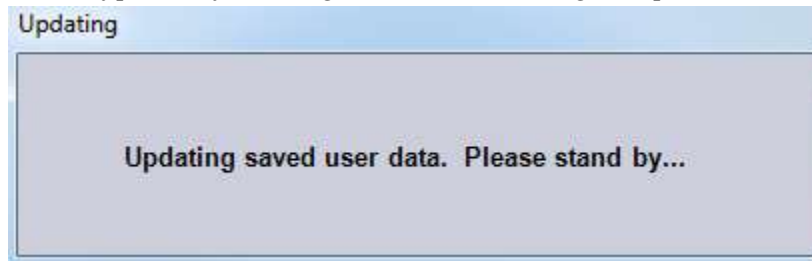
The user has to click the button "Enable User Security"



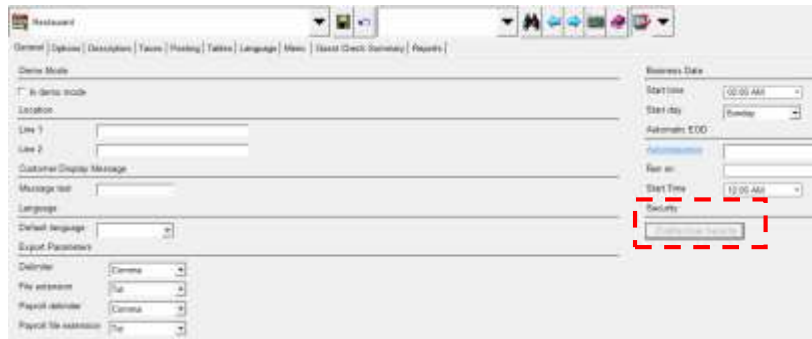
The user has to confirm a second time



An encryption key will be generated and existing user password will be encrypted.



Once e7 has successfully generated the encryption key and encrypted the user passwords the button "Enable User Security" is greyed-out.



In case of new installation you can now restore a database. Please refer to the section "Backup and Restore a Database" for a detailed instruction.

CAL-Server Installation for Workstation 4LX / 5 / 5A (Windows CE)

The following steps are only required for an initial installation. In case of an upgrade the workstations will be updated automatically.

On the workstation Start the CAL-Client (2 options):

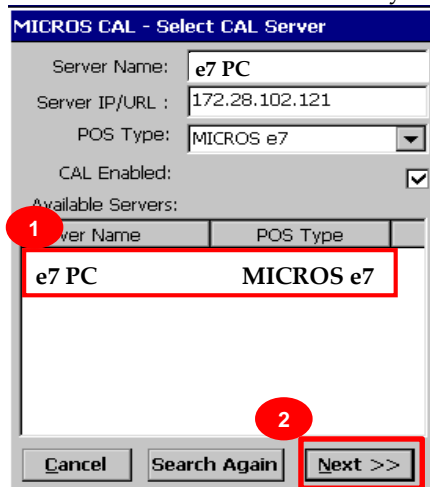
- Reboot the workstation whereby the CAL starts automatically
- At the workstation go to Start>Programs>CAL> and click “Reconfigure CAL”

Note: If the network is not connected the message “*Network not connected – Please reconnect*” appears. Confirm with OK and establish a network connection.

The CAL-Client scans the network to find a CAL-Server. Please standby.

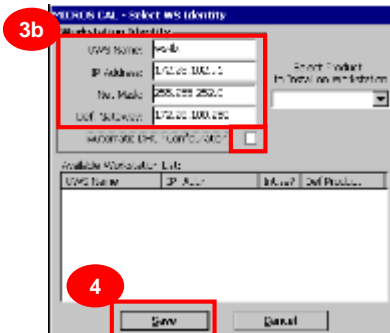
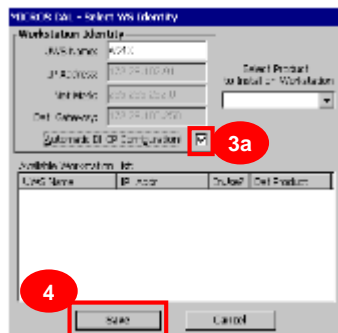


The “PC Name” of e7 Back-Office PC hosting the CAL-Server will appear in the “Available Servers” field. Select your PC by clicking on the entry. Then Click “Next”.



Depending on your network configuration, **DHCP or Static IP**, set the parameter appropriately:

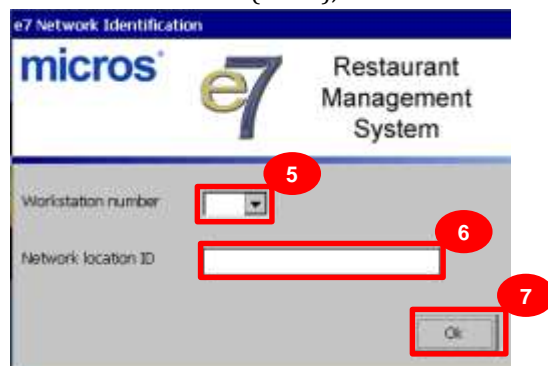
- **DHCP:** Enable the option “Automatic DHCP Configuration”
- **Static IP:** Disable the option “Automatic DHCP Configuration” and enter the IP Address, Net Mask and Default Gateway.



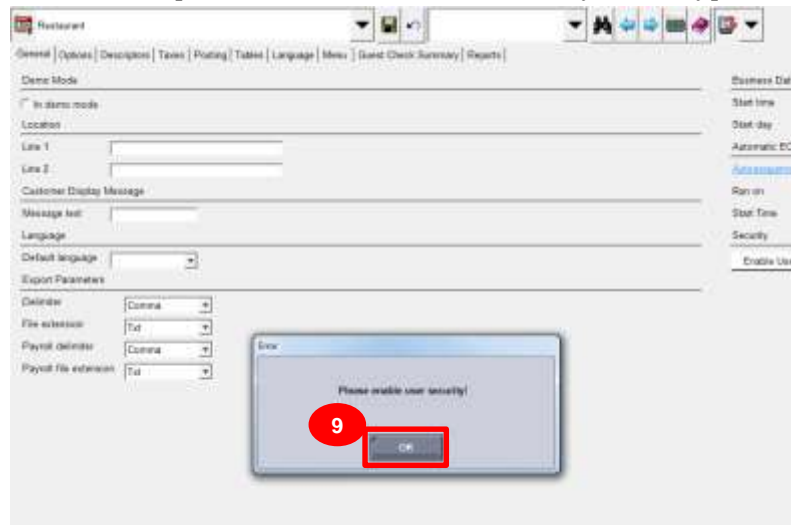
The CAL will automatically update the workstation with the recent software.

After a successful installation the workstation presents the “e7 Network Identification” screen. The network identification must be defined at each individual workstation (*not required in case of an upgrade*).

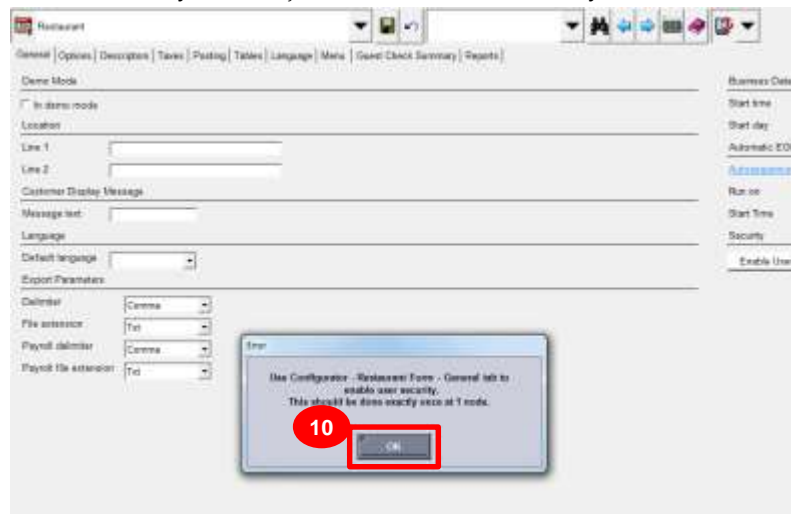
- **Workstation number:** Insert an appropriate workstation number from 1 to 6. Each number may assign once!
- **Network location ID:** The Location ID can be any string and is commonly the name of the restaurant. The Location ID is case sensitive and must be spelled exactly the same on all workstations and the PC. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!



The user is requested to enable the “User Security” to encrypt user passwords.

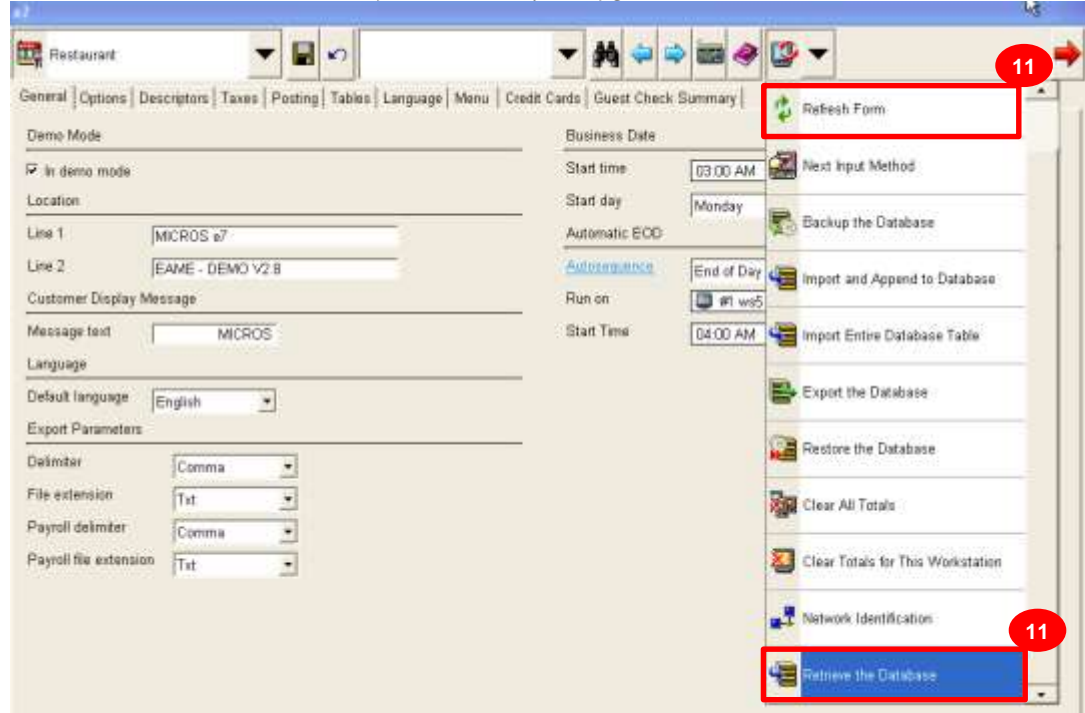


The user will be informed how to enable the User Security and has to confirm. This should be done exactly once at just one device in the e7 system.



Please Note: In case the “User Security” already has been enabled at a different device in the system, please do not enable the “User Security” again, it just required once at one device.

To retrieve the database from the PC open the right drop-down box and click on “Retrieve the Database” (not required in case of an upgrade).



Click “Refresh Form”. The installation is now completed.

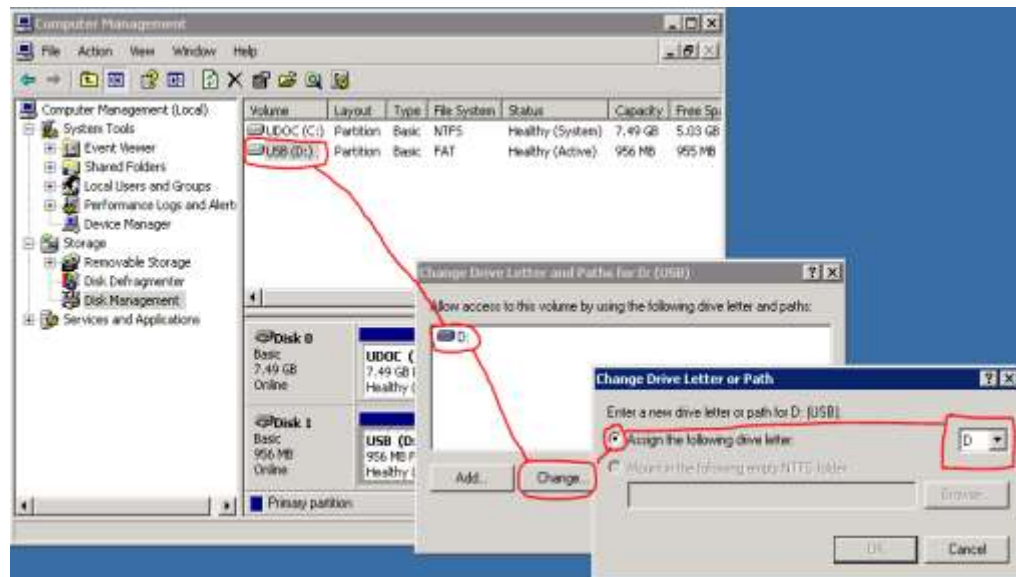
CAL-Server Installation for Workstation 5A (POSReady2009)

Connect an USB keyboard and switch on the workstation.

Starting the workstation for the first time will automatically start the “Window XP Professional Setup” that guides the user to the Windows setup procedure.

If you want to use USB thumb drive for database and journal backups it’s mandatory to assign the drive letter “D” to the USB thumb drive.

- On the Windows Desktop do a right-mouse click on the “**My Computer**” icon and click on “**Manage**”.
- The Computer Management window will open. Click on Disk Management.
- On the right side select the USB thumb drive and do a right-mouse click and select “**Change Drive Letter and Path...**”
- Click on “Change”. Enable “Assign the following drive letter” and select “D”.
- Click “OK to save the changes.



Install the CAL (Client Application Loader)

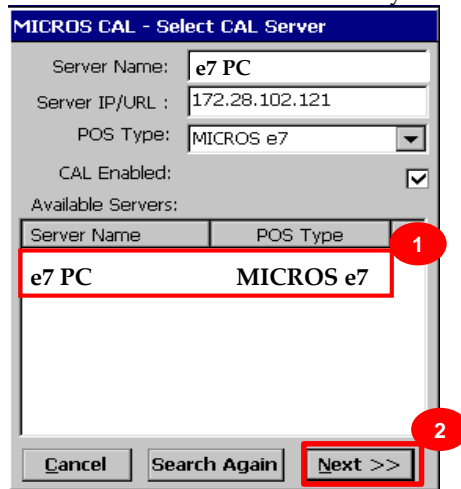
- On the Desktop double click the “My Computer” icon and run the “setup.exe” located under C:\B\Win32 CAL Client v101\
- After the installation of the CAL the workstation reboots and starts the CAL.

Note: If the network is not connected the message “Network not connected – Please reconnect” appears. Confirm with OK and establish a network connection.

The CAL-Client scans the network to discover a CAL-Server. Please standby.

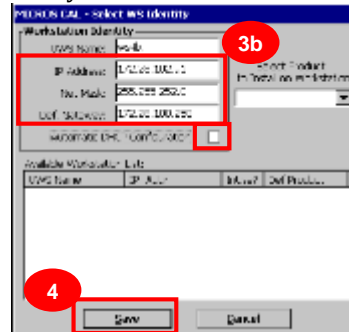
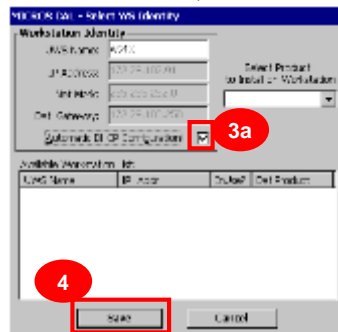


The “PC Name” of e7 Back-Office PC hosting the CAL-Server will appear in the “Available Servers” field. Select your PC by clicking on the entry. Then Click “Next”.



Depending on your network configuration, **DHCP or Static IP**, set the parameter appropriately:

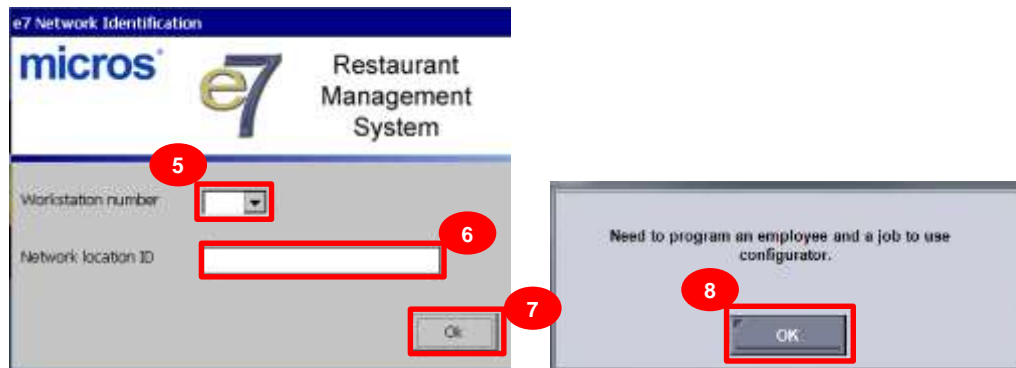
- **DHCP:** Enable the option “Automatic DHCP Configuration”
- **Static IP:** Disable the option “Automatic DHCP Configuration” and enter the IP Address, Net Mask and Default Gateway.



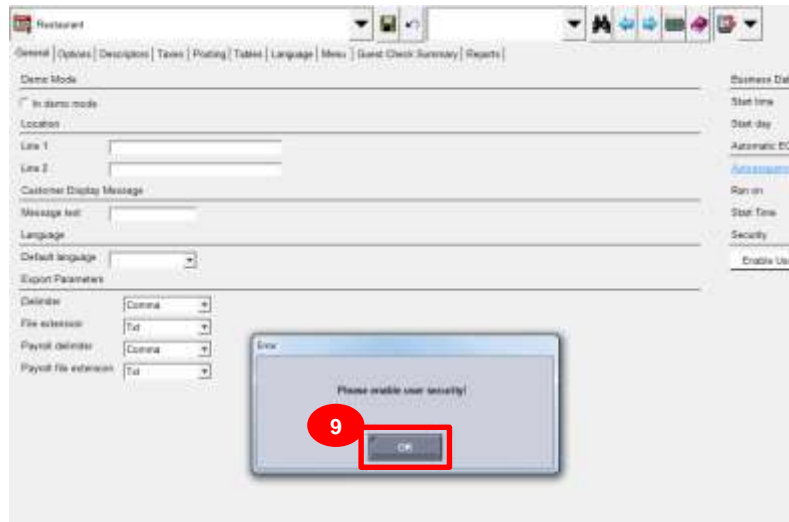
The CAL will automatically update the workstation with the recent software.

After a successful installation the workstation presents the “e7 Network Identification” screen. The network identification must be defined at each individual workstation (*not required in case of an upgrade*).

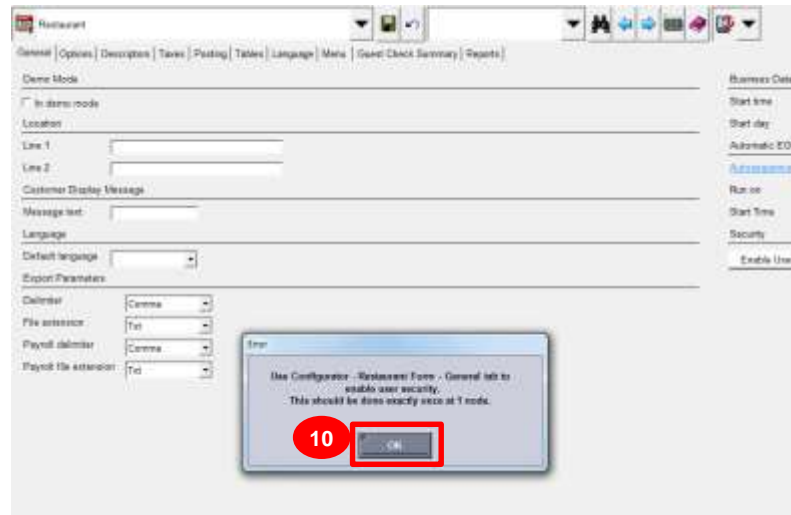
- **Workstation number:** Insert an appropriate workstation number from 1 to 6. Each number may assign once!
- **Network location ID:** The Location ID can be any string and is commonly the name of the restaurant. The Location ID is case sensitive and must be spelled exactly the same on all workstations and the PC. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!



The user is requested to enable the “User Security” to encrypt user passwords.

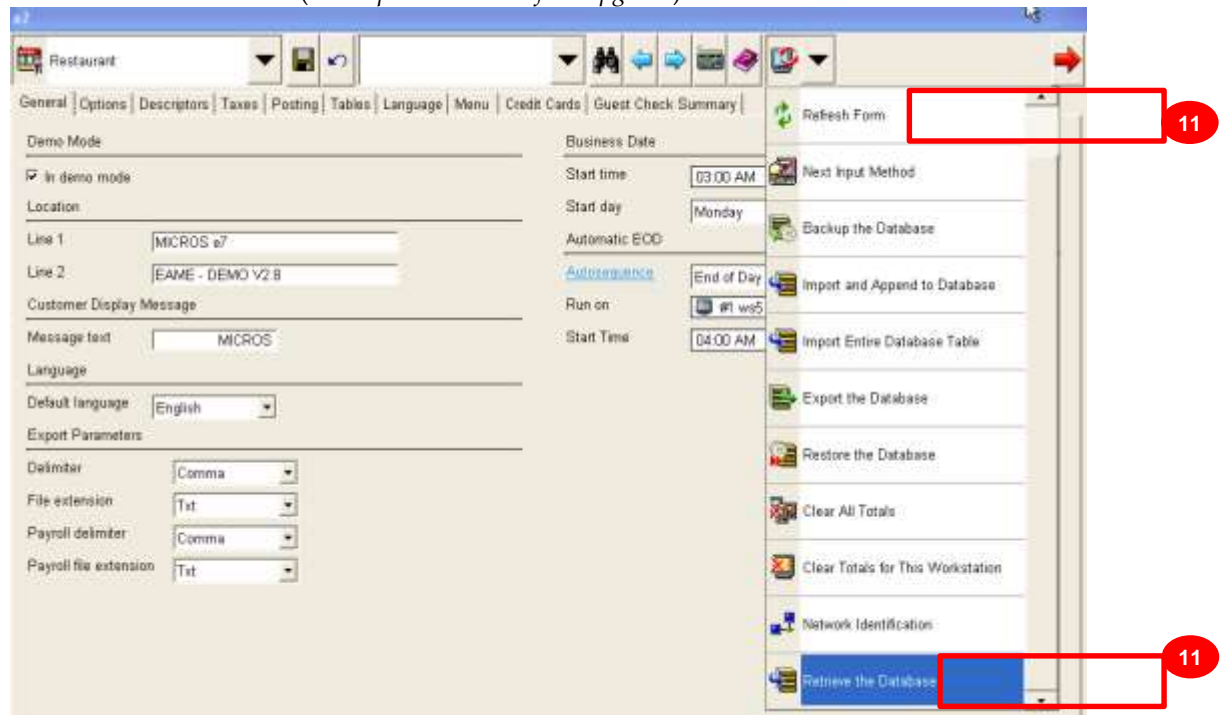


The user will be informed how to enable the User Security and has to confirm. This should be done exactly once at just one device in the e7 system.



Please Note: If the “User Security” already has been enabled at a different device in the system please do not enable the “User Security” again, it just required once at one device.

To retrieve the database from the PC open the right drop-down box and click on “Retrieve the Database” (not required in case of an upgrade).



Click “Refresh Form”. The installation is now completed.

Handheld Terminal Installation

For the time being a CAL-Server Installation procedure is not available.

To install the handheld software, please refer to the section “Standalone Installation”

Standalone Installation

Preliminary for Windows CE Workstations

Copy the "Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME.zip" on your e7 PC where a.b.c.d represents a wildcard for the version number (a=main version, b=minor version, c=Revision, d=build), i.e. "Oracle Hospitality e7 Point-of-Sale Version 4.1.0.11.EMEA.zip". Extract the zip-file to a temporary folder on your PC.

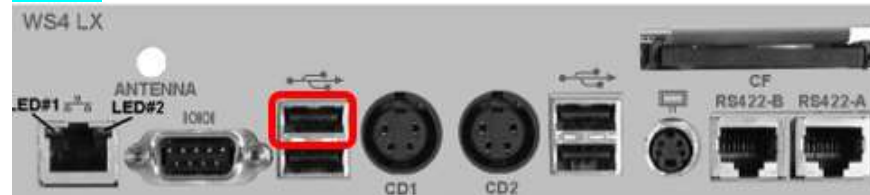
Browse to the folder where the files have been extracted in the previous step. Open the folder "... \Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME \Standalone Installation\" and you will find the following folders:

- \mTablet-R-Series
- \WebDT430
- \WS4LX
- \WS5
- \WS5A-CE
- \WS5A-POSREADY

Copy the relevant folder(s) to an USB stick.

Insert the USB stick to the USB port as indicated below (red framed):

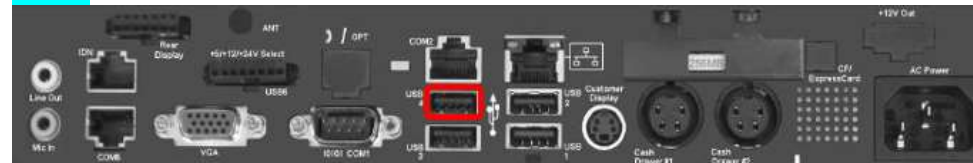
WS4LX



WS5



WS5A



mStation R-Series



Workstation Standalone Installation – Windows CE

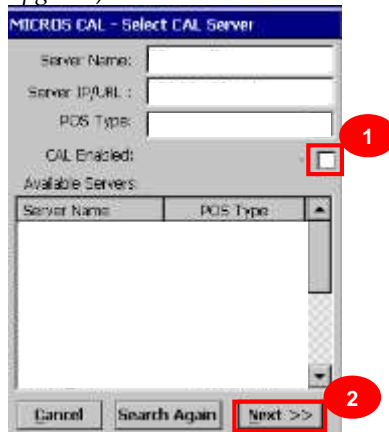
Switch-on the workstation. In case of an upgrade e7 starts up. Please exit the e7 application.

If the CAL Client starts and scans the network please wait until completed and then disable the CAL Client as follows; if not please proceed with step 3.

The CAL-Client scans the network to find a CAL-Server. Please standby.



Untick the "CAL Enabled" option and click "Next". The MICROS CAL window will disappear and the workstation shows the Windows desktop (*not required in case of an upgrade*).



Open **Windows Explorer** on the Workstation (Start > Programs > Windows Explorer). Alternatively click on the icon "My Device"

The USB thumb drive will appear in the Explorer as **USBDISK** or **Hard Disk**. Double click the drive.

Install the **PLATFORM Update**:

Depending on your type of workstation open the folder mTablet-R-Series, WS5A, WS5 or WS4LX. Then open the folder “**1_EngPlatform**” and run the “StandAloneInstall.exe”. The workstation will reboot once the installation is completed. If the folder is empty, please proceed with the next step.

Install the **CAL Update**:

Depending on your type of workstation open the folder mTablet-R-Series, WS5A, WS5 or WS4LX. Then open the folder “**2_McrsCAL**” and run the “StandAloneInstall.exe”. The workstation will reboot once the installation is completed. If the folder is empty, please proceed with the next step.

Install the **BIOS Update**:

Depending on your type of workstation open the folder mTablet-R-Series, WS5A, WS5 or WS4LX. Then open the folder “**3_Bios**” and run the “StandAloneInstall.exe”. After the installation the workstation will reboot. The workstation will reboot once the installation is completed. If the folder is empty, please proceed with the next step.

Install the **e7 Software**:

Depending on your type of workstation open the folder mTablet R-Series, WS5A, WS5 or WS4LX. Then open the folder “**4_e7**” and run the “StandAloneInstall.exe”. The workstation will reboot once the installation is completed.

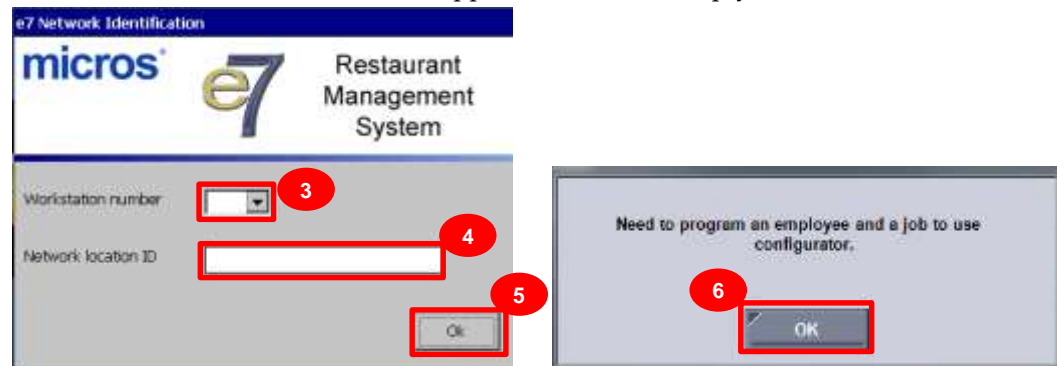
Note: When installing e7 on an mTablet please set the display to landscape orientation during the installation process.

Note: In case the version to install is equal or below the version currently installed on the workstation, a blue screen appears for a short moment and the installation process will be stopped. In such a case continue with the next step.

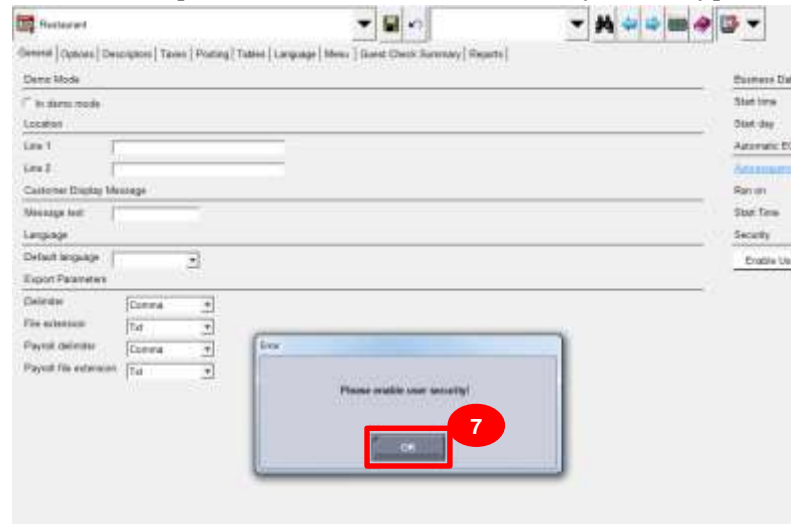
After a successful installation the workstation presents the “e7 Network Identification” screen. The network identification must be defined at each individual workstation (*not required in case of an upgrade*).

- **Workstation number:** Insert an appropriate workstation number from 1 to 6. Each number may assign once!
- **Network location ID:** The Location ID can be any string and is commonly the name of the restaurant. The Location ID is case sensitive and must be spelled exactly the same on all workstations and the PC. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!

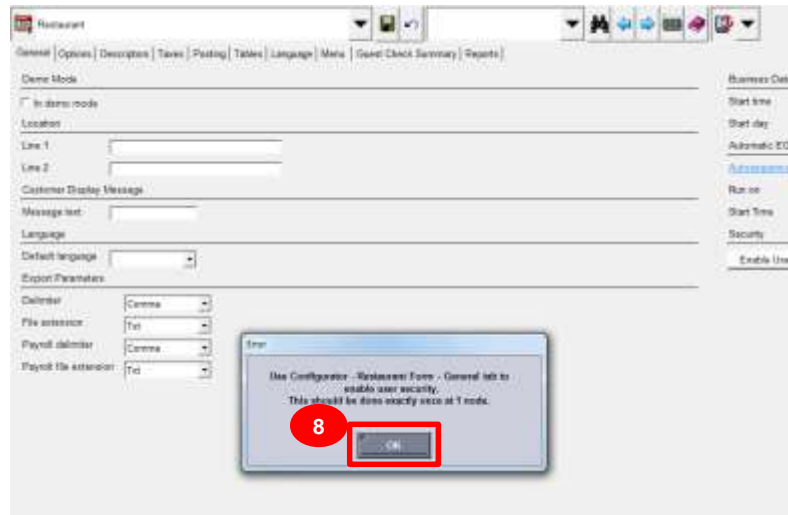
Confirm with “OK” will start the e7 application with an empty database.



The user is requested to enable the “User Security” to encrypt user passwords.

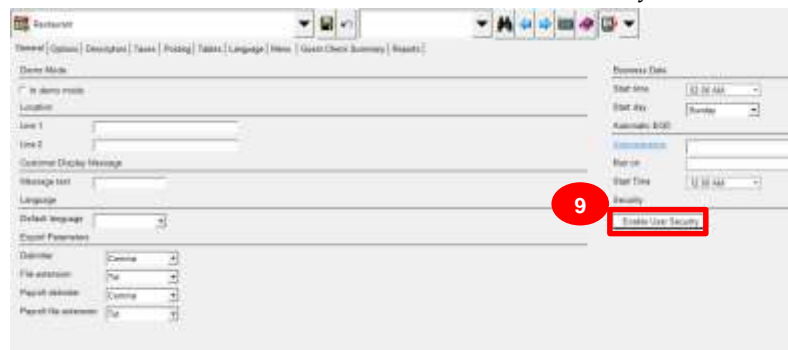


The user will be informed how to enable the User Security and has to confirm. This should be done exactly once at just one device in the e7 system.

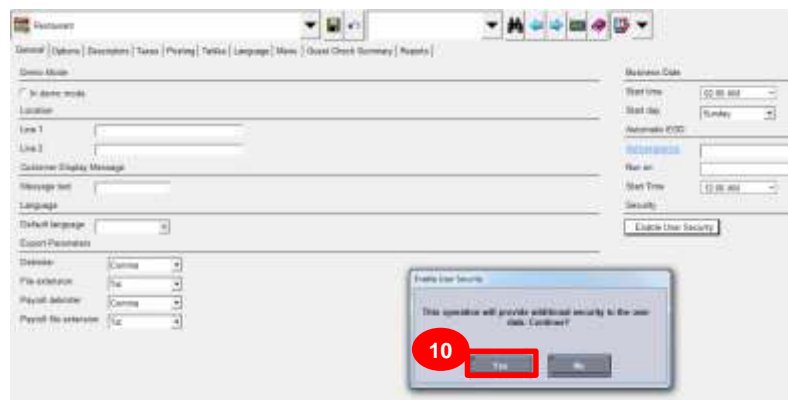


Please Note: In case the “User Security” already has been enabled at a different device in the system, please do not enable the “User Security” again, it just required once at one device.

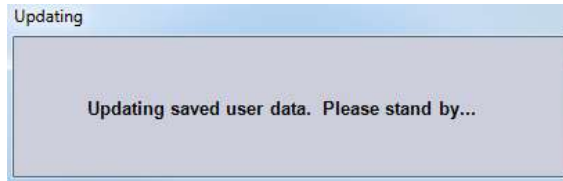
The user has to click the button “Enable User Security”



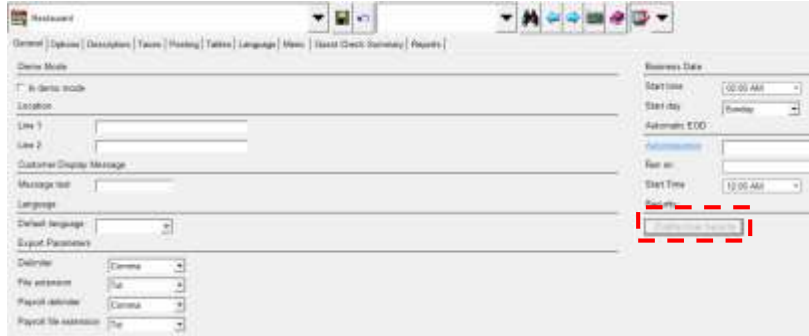
The user has to confirm a second time



An encryption key will be generated and existing user password will be encrypted.

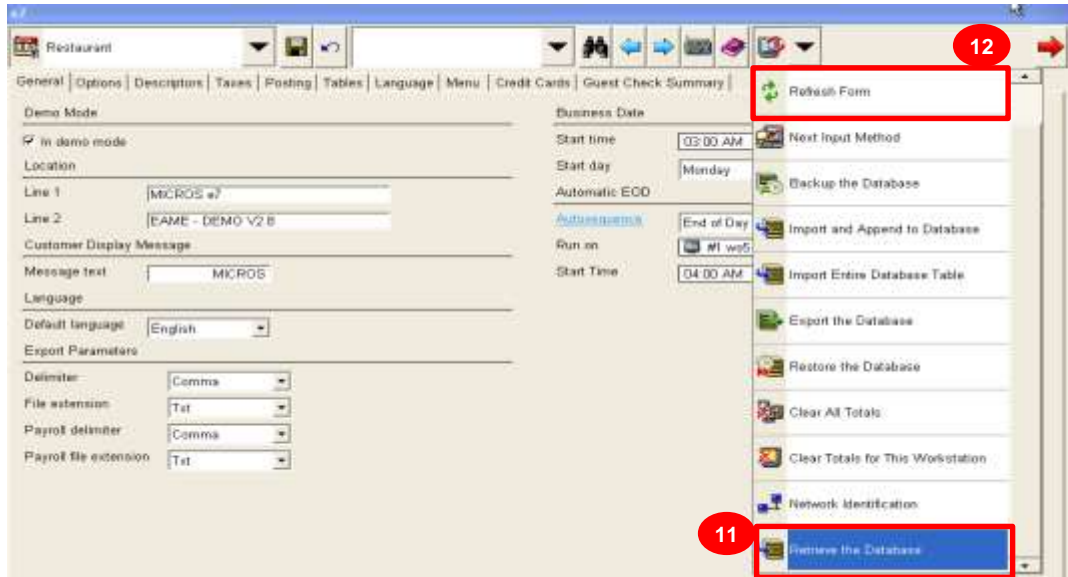


Once e7 has successfully generated the encryption key and encrypted the user passwords the button "Enable User Security" is greyed-out.



If the previously installed workstation is the first one in the e7 system, please refer to the section "Backup and Restore a Database" for a detailed instruction. Otherwise continue with the next step.

To retrieve the database from another device, open the right drop-down box and click on "Retrieve the Database".



Click "Refresh Form". The installation is now completed.

Preliminary for POSReady2009 Workstations

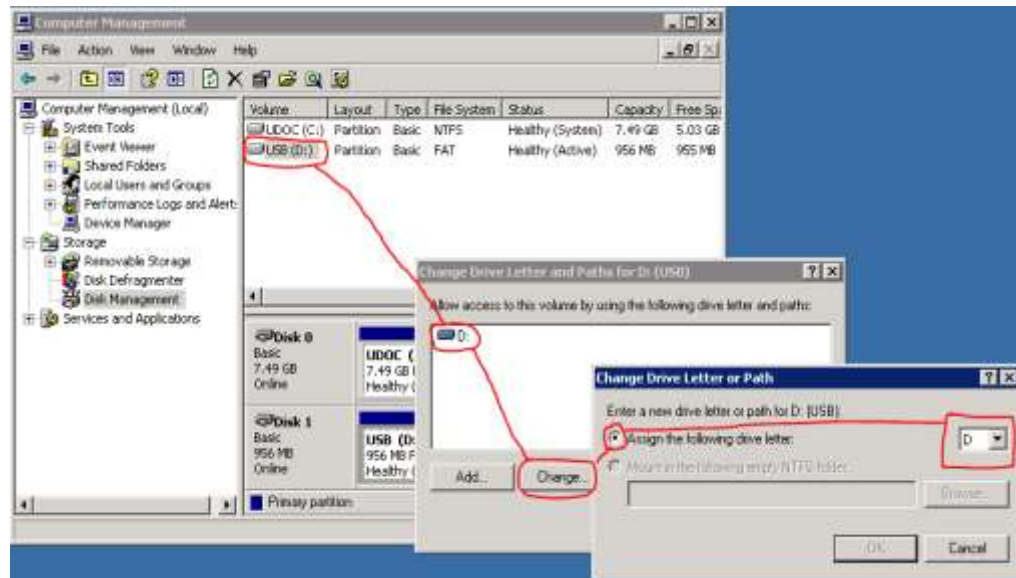
Connect an USB keyboard and switch on the workstation.

Starting the workstation for the first time will automatically start the “Windows XP Professional Setup” that guides the user to the Windows setup procedure.

Setup the Network (TCP/IP) according to your network.

If you want to use USB thumb drive for database and journal backups, it’s mandatory to assign the drive letter “D” to the USB thumb drive.

- On the Windows Desktop do a right-mouse click on the “**My Computer**” icon and click on “**Manage**”.
- The Computer Management window will open. Click on Disk Management.
- On the right side select the USB thumb drive and do a right-mouse click and select “**Change Drive Letter and Path...**”
- Click on “Change”. Enable “Assign the following drive letter” and select “**D**”.
- Click “OK” to save the changes.



Workstation Standalone Setup - POSReady2009

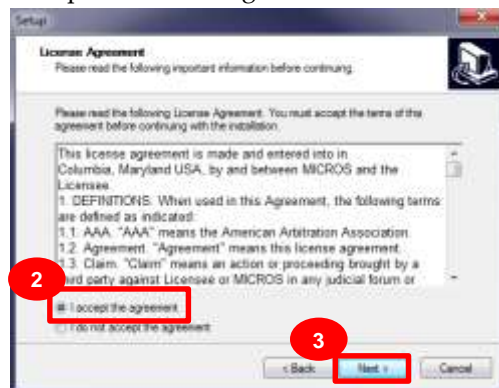
Copy the “Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME.zip” on your e7 PC where a.b.c.d represents a wildcard for the version number (a=main version, b=minor version, c=Revision, d=build), i.e. "Oracle Hospitality e7 Point-of-Sale Version 4.1.0.11.EMEA.zip”. Extract the zip-file to a temporary folder on your PC.

Browse to the folder where the files have been extracted in the previous step. Open the folder “... \Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME \Standalone Installation \WS5A-POSREADY”. Copy the file “POSReady_e7_setup_a.b.c.d.EAME.exe” to the workstation and execute.

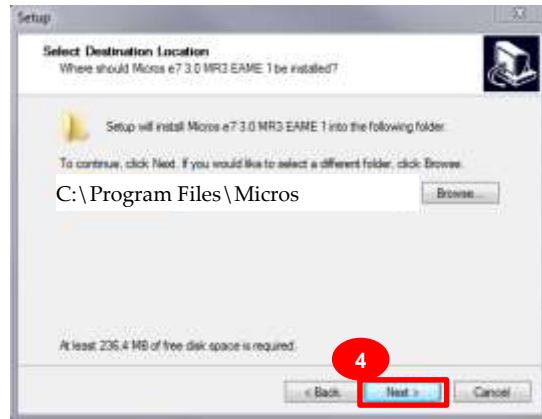
The “Welcome...” screen appears. Click “Next”,



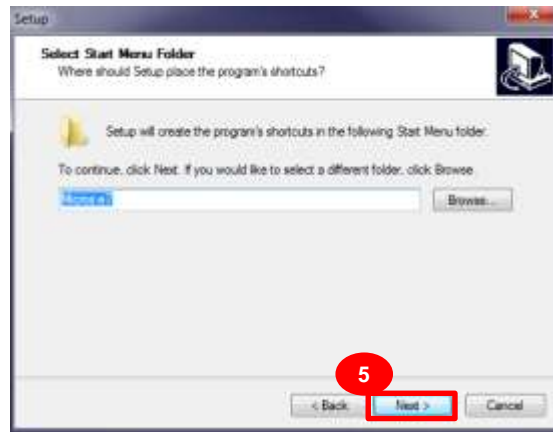
Accept the license agreement and click “Next”.



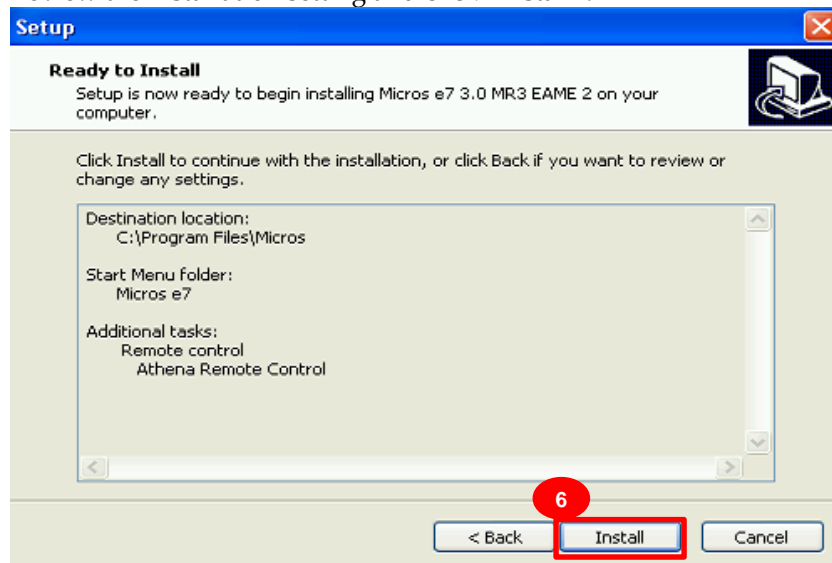
It's recommend keeping the suggested installation path. Click "Next".



Click "Next"

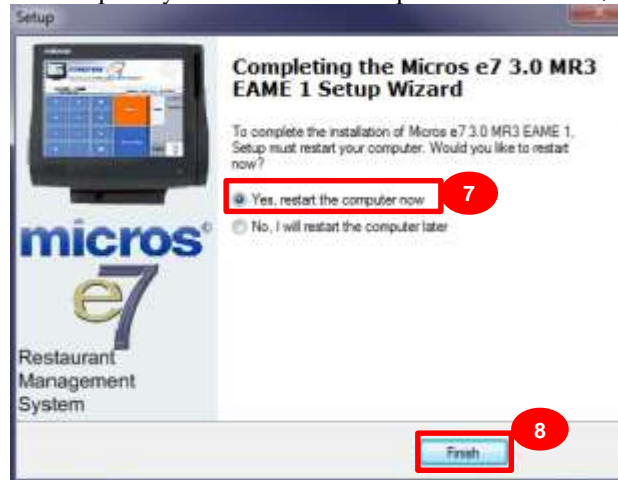


Review the installation setting and click "Install".



Please stand by while Setup installs e7 on your computer.

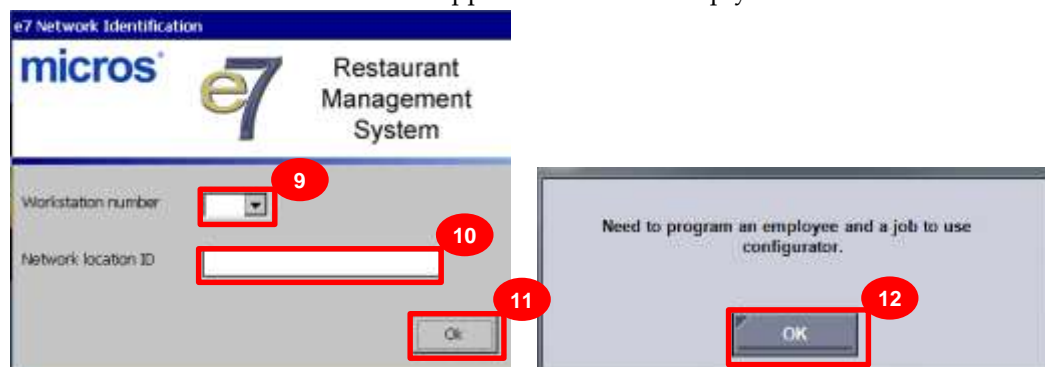
To complete your e7 installation please select “Yes, restart...” and “Finish”.



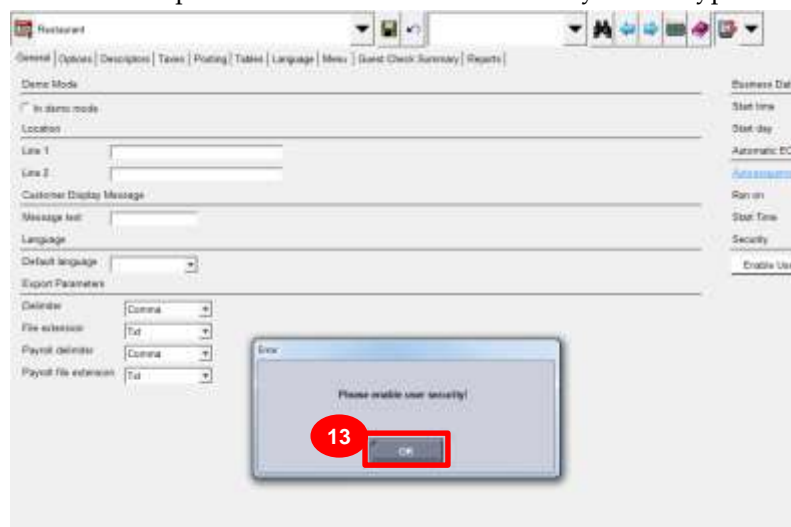
After a successful installation the workstation presents the “e7 Network Identification” screen. The network identification must be defined at each individual workstation (*not required in case of an upgrade*).

- **Workstation number:** Insert an appropriate workstation number from 1 to 6. Each number may assign once!
- **Network location ID:** The Location ID can be any string and is commonly the name of the restaurant. The Location ID is case sensitive and must be spelled exactly the same on all workstations and the PC. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!

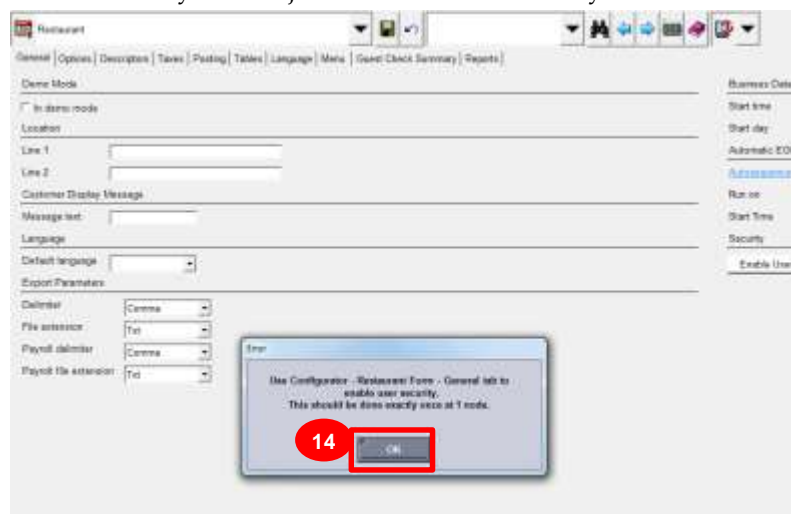
Confirm with “OK” will start the e7 application with an empty database.



The user is requested to enable the “User Security” to encrypt user passwords.

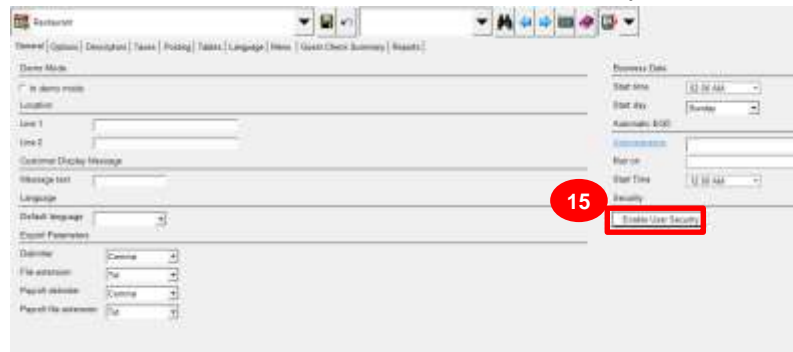


The user will be informed how to enable the User Security and has to confirm. This should be done exactly once at just one device in the e7 system.

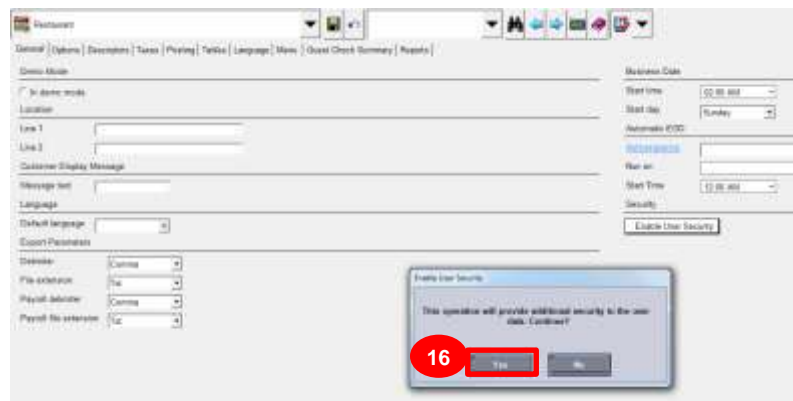


Please Note: In case the “User Security” already has been enabled at a different device in the system, please do not enable the “User Security” again, it just required once at one device.

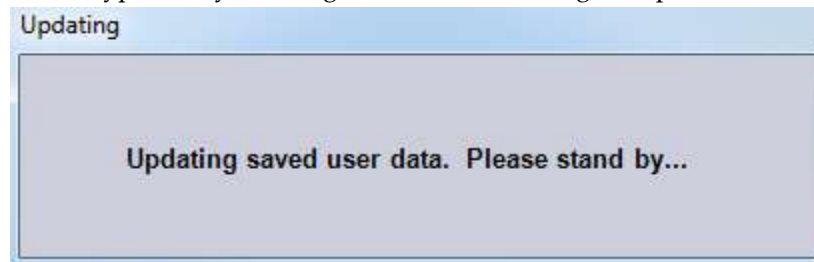
The user has to click the button “Enable User Security”



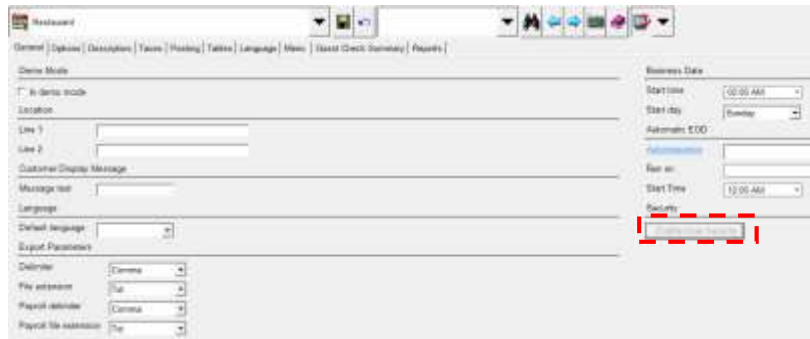
The user has to confirm a second time



An encryption key will be generated and existing user password will be encrypted.

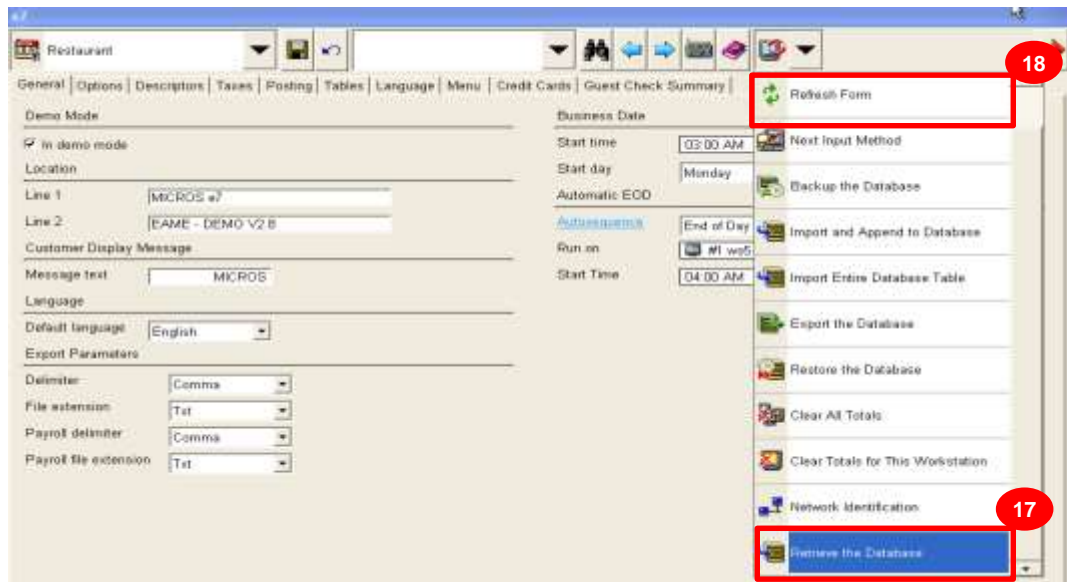


If e7 has successfully generated the encryption key and encrypted the user passwords, the button “Enable User Security” is greyed-out.



If the previously installed workstation is the first one in the e7 system, please refer to the section “Backup and Restore a Database” for a detailed instruction. Otherwise continue with the next step.

To retrieve the database from another device, open the right drop-down box and click on “Retrieve the Database”.



Click “Refresh Form”. The installation is now completed.

Handheld Terminal – Standalone Setup

Copy the “**Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME.zip**” on your e7 PC where a.b.c.d represents a wildcard for the version number (a=main version, b=minor version, c=Revision, d=build), i.e. “Oracle Hospitality e7 Point-of-Sale Version 4.1.0.11.EMEA.zip”. Extract the zip-file to a temporary folder on your PC.

Browse to the folder where the files have been extracted in the previous step. Open the folder “... \Oracle Hospitality e7 Point-of-Sale Version a.b.c.d.EAME \Standalone Installation” and copy the folder “WEBDT430” to an USB stick.

If not already done, connect the DT430 to the Wireless Network

Insert the USB stick to the USB port indicated below



On the DT430 browse to the USB stick and open the folder ... \WEBDT430. Copy the complete folder “**micros**” to “**\ResidentFlash**”.

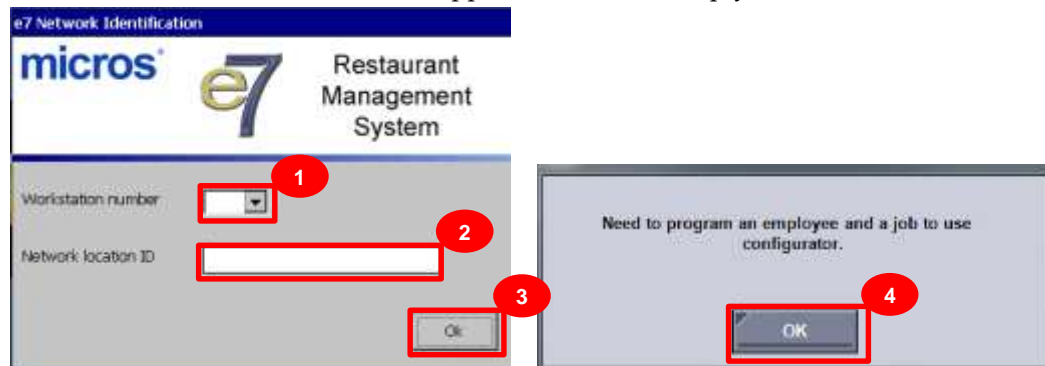
To create a desktop shortcut to start e7to-start for the e7 application perform the following steps:

- On the DT430 browse to ... \micros\e7 and highlight the file “e7.exe”.
- Select “File” → “Send To” → “Desktop as Shortcut”.
- Return to the Desktop where you will find the shortcut.

After a successful installation the workstation presents the “e7 Network Identification” screen. The network identification must be defined at each individual workstation (*not required in case of an upgrade*).

- **Workstation number:** Insert an appropriate workstation number from 1 to 6. Each number may assign once!
- **Network location ID:** The Location ID can be any string and is commonly the name of the restaurant. The Location ID is case sensitive and must be spelled exactly the same on all workstations and the PC. If the Location ID does not match on a workstation (or PC), then the workstations will not be able to communicate!

Confirm with “OK” will start the e7 application with an empty database.



Retrieve the database (for details please refer to section “Backup and Restore a Database”).

Backup and Restore a Database

Preliminary

The e7 database can be backed up to and restored from a compressed file. These are located in the folder ... \MICROS\e7\DbBackups and must be named either "backup.001.gz" or "backup.002.gz".

When backing up a database e7 compress all data from the Folder "... \e7\db" into the file "backup.001.gz" and stores it in the folder ... \MICROS\e7\DbBackups.

In case "backup.001.gz" already exists, e7 stores the compressed data into the file "backup.002.gz".

In case "backup.001.gz" and "backup.002.gz" already exist, e7 compare the date and time of creation and overrides the older one of both files.

When restoring a database, e7 checks up the folder "... \MICROS\e7\DbBackups" for a file named "backup.001.gz" or "backup.002.gz". If one of these files exists e7 restores the database from that file.

In case both files "backup.001.gz" and "backup.002.gz" exist, e7 compares time and date of creation and restores the most recent file.

In case it's desired to safekeeping "backup.001.gz" or "backup.002.gz" it is required to rename the respective file.

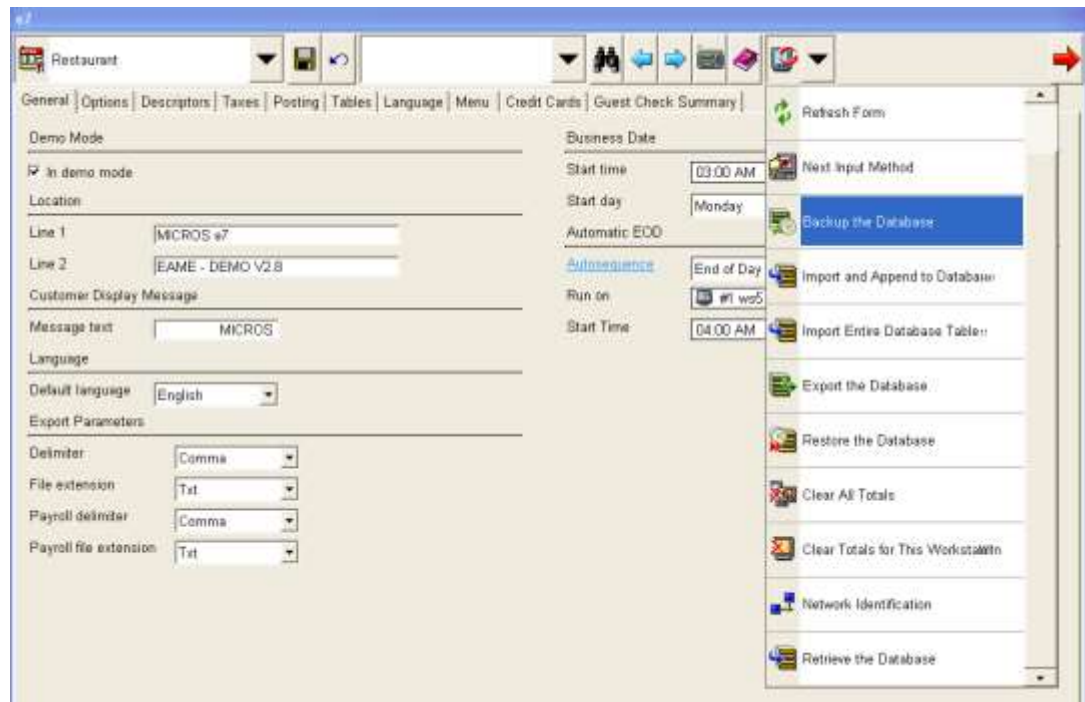
NOTE: A database taken form a higher e7 version than currently installed cannot be backed up.

Backup the Database

The “Backup the Database” feature copies the complete database including configuration data (definitions), historical report data, as well as open and closed checks to a compressed file.

At a PC or Workstation open the Configurator Module.

Open the drop down box on the right and click “Backup the Database”



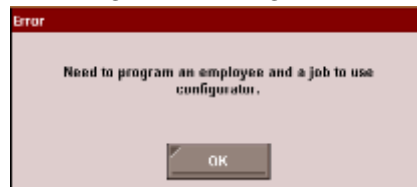
The backup file is copied to ... \MICROS\ e7 \DbBackups

Restore the Database in Version 3.x

The “Restore the Database” function replaces the complete e7 database including configuration data (definitions), historical report data, as well as open and closed checks form a compressed file.

Start e7 (if not already done)

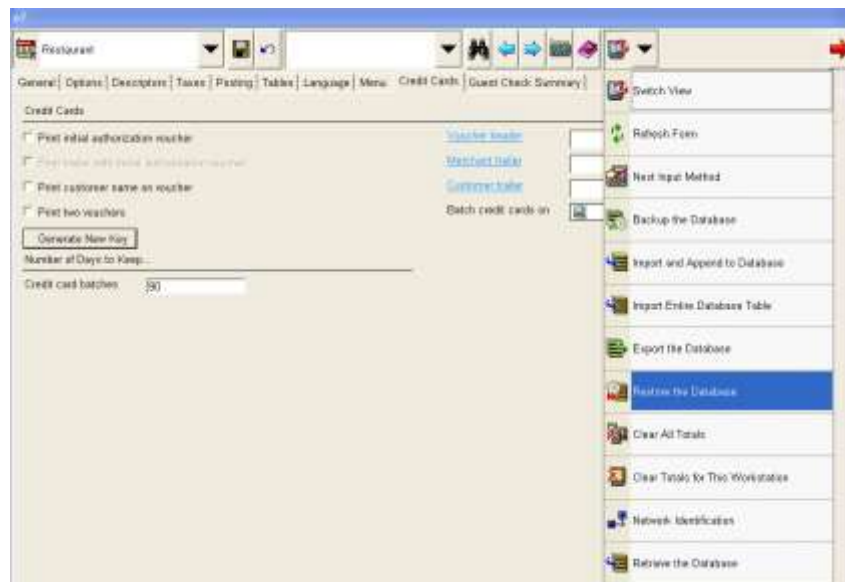
When e7 is starts with an “Empty Database” the Configurator Tool opens and shows the following error messages: Confirm with “OK”



Copy the database file to \{installation path}\Micros\e7\DbBackups.

Insure the database is named either backup.001.gz or backup.002.gz.

Go to the Configurator and open the drop down box on the right and click “**Restore the Database**”



Open the drop down box again and click “Refresh Form”

Restore the Database in Version 4.x

The “Restore the Database” function replaces the complete e7 database including configuration data (definitions), historical report data, as well as open and closed checks from a compressed file.

***Note:** In version 4.0, e7’s proprietary file based database has been replaced with a SQLite DB. As a result of this change, the Restore function in e7 has been amended to support SQLite databases only. Therefore, depending on the database version, two different approaches are distinguished to restore a database in version 4.0*

Restore a database taken from a version 3.x backup

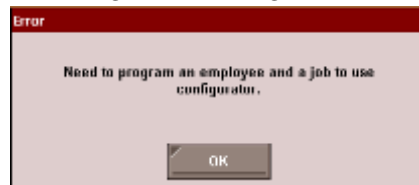
- Close the e7 application
- Go to ... \Micros\ e7\ db and delete the complete content of this folder.
- Go to ... \Micros\ e7\ DbBackups and copy in your backup.00x.gz file
- Restart the e7 application
- When e7 starts up the v.3.x database will be restored automatically

Restore a database from a version 4.x backup file

The “Restore the Database” function replaces the complete e7 database including configuration data (definitions), historical report data, as well as open and closed checks form a compressed file.

Start e7 (if not already done)

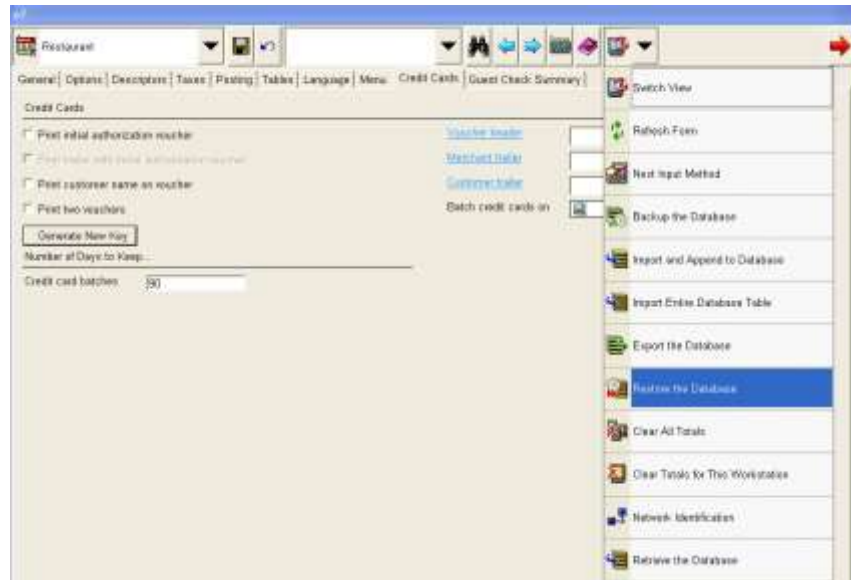
When e7 is starts with an “Empty Database” the Configurator Tool opens and shows the following error messages: Confirm with “OK”



Copy the database file to \{installation path}\Micros\ e7\ DbBackups.

Insure the database is named either backup.001.gz or backup.002.gz.

Go to the Configurator and open the drop down box on the right and click “**Restore the Database**”



Open the drop down box again and click “Refresh Form”.

Retrieve the Database

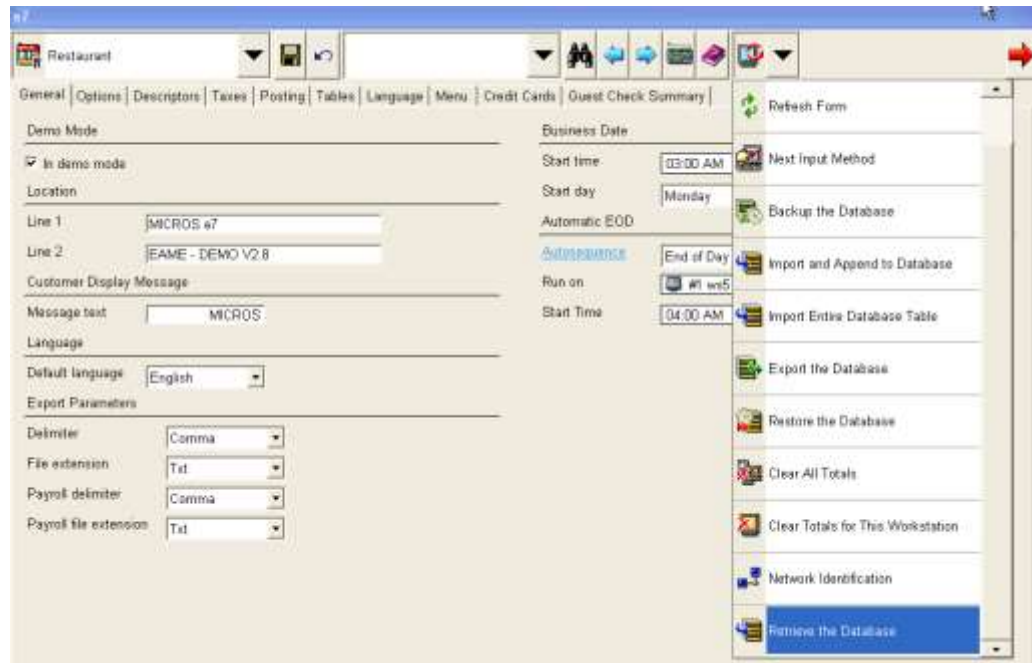
The “Retrieve the Database” function retrieves a the complete Database from another e7 terminal in the system, including configuration data (definitions), historical report data, open and closed checks.

This procedure requires at least one e7 device is installed and running a database. If so, all database definitions can be retrieved from another device on the network. This allows a new workstation to be brought online quickly by retrieving the definition information from another device.

To retrieve a database:

Open the Configurator and then open the drop down box on the right. Click on “Retrieve the Database”

Select “Yes” to confirm to retrieve a database.

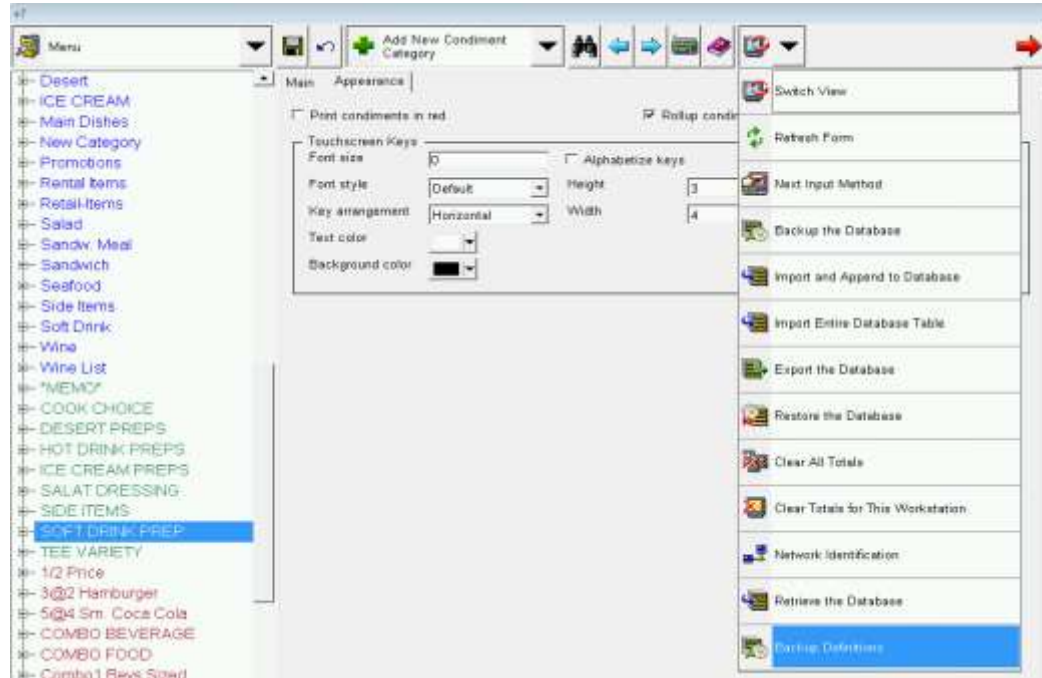


Backup Database Definitions

Database Definitions means all Configuration Data like menu items, touchscreen, discounts payments etc. Database Definitions do not include any revenue data like historical report data, open and closed checks.

At a PC or Workstation open the Configurator Module.

Open the drop down box on the right and click “Backup Definitions”



A compressed backup file is copied to ... \Micros\e7\DbBackups and named Backup_def.001.gz or Backup_def.002.gz.

Restore Database Definitions

Database Definitions means all Configuration Data like menu items, touchscreen, discounts payments etc. Database Definitions do not include any revenue data like historical report data, open and closed checks.

The “Restore Definitions” function can be toggled on/off (default is “off”). Making the “Restore Definitions” function available in the e7-Configurator requires to set up the following key and restarting e7 afterwards:

"PosConfig.EnableDbRestoreDefs" value="True"

The key is located in ... \micros\ e7\Cfg\ e7config.txt and needs to be set to “True” on each workstation that should have the “Restore Definitions” function available in the Configurator.

Attention: The following points have to be considered when using the Backup/Restore function:

- ***The e7 version the backup definition file has been created on has to be identical with the e7 version the definition file will be restored on!***
- ***Backup/Restore definitions is supported within the same e7 system/database !***
- *Using a backup definition file to be restored in a different system requires a “clear all totals” before performing a restore definitions.*
- *It’s strongly recommended not to delete menu items or employees while editing a database. Menu items should be set to “Hide on display” and employees should be set to “Inactive” rather than be deleted!*
- *In case the system consists of more than one workstation, after restoring definitions it’s required to “Retrieve All Definitions” on all other workstations. The “Retrieve Newer Definitions” will not work to synchronize the databases!*

Note: *In version 4.0 e7’s proprietary file based database has been replaced with a SQLite DB. As a result of this change, the “Restore Database Definitions” function in e7 has been amended to support SQLite databases only. Therefore a Database Definitions backup file from version 3.x cannot be restored.*

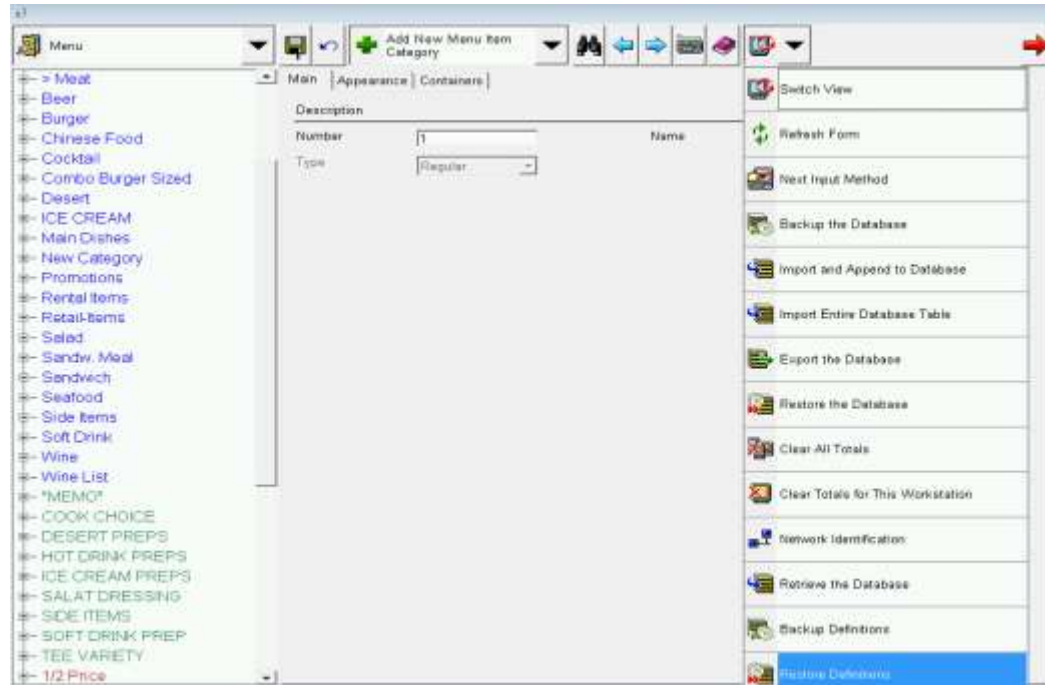
To restore Database Definitions perform the following steps:

Copy the database definition file to \{installation path}\Micros\e7\DbBackups.

Insure the database is named either backup_def.001.gz or backup_def.002.gz.

Open the e7-Configurator

Open the drop down box on the right and click “Restore Definitions”



Open the drop down box again and click “Refresh Form”

An all other workstation in the system it’s required to “Retrieve All Definitions” from the device where the database definitions has been restored.

3 Appendix 1: e7 system config file

Always Show Business Day Warning

<add key="AlwaysShowBdWarning" value="True" />

True (default): Warning message for incorrect business days appears with each Clock-In, Sign-In and Open/Pick-up Check.

False: Warning message for incorrect business days appears only once per user.

Database Import

<add key="PosConfig.EnableDbImport" value="True" />

True (default): Database definitions can be imported

False: The "Import Database function is not available in the configurator.

Restore Definitions:

<add key="PosConfig.EnableDbRestoreDefs" value="False" />

True: A database definition file can be restored (complete database definitions)

False (default): The "Restore Definitions" function is not available in the configurator.

Run OPS on PC (in demo mode):

<add key="InterMd" value="False" />

True: OPS can be run on PC assumed the system is in DEMO MODE (!)

False (default): Running OPS on PC is denied.

Note: To take effect of changes made in the above keys requires restarting e7.

Please do **NOT** change one of the following keys:

<add key="LastDefaultLangIndex" value="0" />

<add key="DefaultLangIsUnicode" value="True" />

<add key="PosConfig.MenuTreeItemHeight" value="23" />

<add key="PosConfig.ToolbarConfig" value="FormMenu,RecordToobar,RecordMenu,MiscToolbar,MiscMenu,ReturnToOpsToolbar" />

<add key="PosConfig.TreeViewFontSize" value="12" />

<add key="PosConfig.FontStyle" value="0" />

<add key="PosConfig.TreeViewFontStyle" value="0" />

<add key="WorkStationType" value="None" />

<add key="PcDefObjectNumber" value="1" />

<add key="UwsObjectNumber" value="0" />

4 Appendix 2: Hardware – Factory Restore

WS4 LX

The following procedure describes how to execute a Factory Restore.



Warning: Factory Restore formats the CF Card. If required, take steps to preserve files on the CF card before running Factory Restore.

- Connect a USB Keyboard to the workstation, and power-up.
- When the Blue BIOS splash screen appears, press the key combination [ALT-M]. Note: some keyboards may not initialize in time to detect this key combination. As an alternative, you can press [Del] to enter BIOS Setup, select the Features Configuration screen, and set the WIN_CE_FACTORY_RESTORE field to 'Enabled.' Press [ESC] to continue.
- The screen prompts for the system password.
- If you have not changed the default system password, enter 'Hmlton' (case sensitive) and press enter. Press 'Y' to confirm.
 - The screen returns to the Setup Main Menu.
- Select 'Write to CMOS and Exit' and press enter. Press 'Y' to confirm.
 - The unit restarts and prompts 'Factory Restore in Progress – Please Wait.'
- When the process is complete, the unit restarts. The workstation is now running the CE image and platform files placed in the factory restore partition when the unit was manufactured. After the unit is placed in the field, subsequent CAL updates to platform files and or OS image may occur.
 - The primary purpose of Factory Restore is to repair a workstation that previously did not boot, the unit can now be pointed to a properly configured application server where it will receive the latest available platform and OS updates along with a copy of the POS application.

WS5 – Windows CE

The following procedure describes how to execute a Factory Restore.



Warning: Factory Restore formats the CF Card. If required, take steps to preserve files on the CF card before running Factory Restore.

- Remove any USB thumb or flash drives from the IO panel connectors, attach a USB keyboard and power-up.
- When the Blue splash screen appears, press the key combination [ALT-M]. Note: some keyboards may not initialize in time to detect this key combination. Alternately you can press the [DEL] button at power up to enter BIOS Setup, select the Features Configuration menu and set the WIN_CE_FACTORY_RESTORE field to 'Enabled'. Press [ESC] to continue.
- The screen prompts "Remove ALL external USB Storage Devices, Press Enter to Continue."
- The screen prompts for the system password.
- If you have not changed the default system password, enter 'Grnbelt' (case sensitive) and press Enter. Press 'Y' to confirm.
- After successfully entering the system password, the screen returns to the BIOS Setup Main Menu.
- From the Main Menu select 'Write to CMOS and Exit' and press Enter, then 'Y' to save changes and exit.
- The unit restarts and prompts 'Factory Restore in Progress – Please Wait.'
- After Factory Restore copies the platform files as described above, it formats the CF Card.
- When the process is complete, the unit restarts. The workstation is now running the CE image and platform files placed in the factory restore partition when the unit was manufactured. After the unit is placed in the field, subsequent CAL updates to platform files and or OS image may occur. The primary purpose of Factory Restore is to repair a workstation that previously did not boot, the unit can now be pointed to a properly configured application server where it will receive the latest available platform and OS updates along with a copy of the POS application.

WS5A



Warning: Factory Restore formats the CF Card. If required, take steps to preserve files on the CF card before running Factory Restore.

Note: BIOS Versions Q2010g and Q2011d: Requires a pre-defined password to start recovery. The password requirement can be disabled through the ODM tab.
Password is Quant1c0

Windows CE 6.0 R3 - Recovery Button Procedure

- Power off the workstation.
- Remove any USB Thumb Drives or 'Sticks' that may be attached to the IO Panel.
- Power-up the workstation using the power button.
- Observe the screen and use a paper clip or similar object to push the Factory Restore button before the Blue BIOS splash /w MICROS logo screen appears.
- The workstation restarts, displays the Blue splash screen then: *"Factory Recovery In Process - Please Wait"*
- The procedure takes about three minutes including CF card formatting.
- The workstation restarts when the process is complete.

The figure below displays the location of the Factory Restore Button.



Windows CE 6.0 R3 - USB Keyboard Procedure

Note: BIOS Versions Q2010g and Q2011d: Requires a pre-defined password to start recovery. The password requirement can be disabled through the ODM tab.

Password: Quant1c0

- With power off, connect a USB Keyboard.
- Remove any USB Thumb Drives or 'Sticks' that may be attached to the IO Panel.
- Power-up the workstation using the power button.
- When the Blue splash screen /w MICROS logo appears, press [DEL] to enter the System Configuration Menu.
- Select the ODM Tab.
- Scroll down to the 'WINCE Factory Restore' field and press [-] to change the field to '[Enabled]'
- Select the 'Exit' tab, then 'Save Setting and Restart' and [Enter], then 'Y' to continue.
 - The unit restarts and prompts 'Factory Restore in Progress – Please Wait.'
 - After Factory Restore copies the platform files as described above, it starts the WCF utility and formats the CF Card.
- When the process is complete, the unit restarts. The workstation is now running the CE image and platform files placed in the factory restore partition when the workstation was manufactured. After the unit is placed in the field, additional Platform Updates may occur. The primary purpose of Factory Restore is to repair a workstation that previously did not boot, the unit can now be pointed to a properly configured application server where it will receive the latest available platform and OS updates along with a copy of the POS application.

POSReady2009 Recovery CF Card - Recovery Button Procedure

Note: BIOS Versions Q2010g and Q2011d: Requires a pre-defined password to start recovery. The password requirement can be disabled through the ODM tab.

Password: Quant1c0

Note: This procedure requires the “POSReady 2009 Recover CF Card”.

The POSReady 2009 Recovery CF Card should only be used on a POSReady 2009 Workstation 5 with a valid COA Sticker. Using the POSReady 2009 Recovery CF on a WS5A that does not include a valid COA Sticker violates the Microsoft End User Licence Agreement.

- Power off the Workstation 5A.
- Install the POSReady 2009 Recovery CF Card in the CF Card Riser.
- Remove any USB Thumb Drives or ‘Sticks’ that may be attached to the IO Panel.
- Power up the Workstation 5A.
- Observe the screen and when the first black screen appears (Intel...) use a paper clip or similar object to press the Factory Restore button. The recovery button has to be pressed before the Blue BIOS splash /w MICROS logo screen appears. The location of the button is shown in the figure below.
 - The workstation restarts and boots from the Recovery CF Card. The message ‘Loading RAM Disk Image’ appears, followed by a ‘Starting Windows Presinstallation Environment’ progress bar, then ‘Please Wait...’
 - After a brief period of time, a Command Window appears and the message ‘Loading Recovery Script...’ Ghost32 starts.
 - If the image specified in the RECOV.DAT file is present, the transfer starts. If the image name and path are not specified correctly, you will see an error box stating ‘Image file not Found!’ See the section on using a custom image for more information.
 - When the recovery image transfer is complete the workstation restarts, presenting the ‘Welcome to Windows XP Setup Wizard’
- Press [Next] and enter the required information in the Setup Wizard. Most of the requested information will be site specific. When complete, the workstation restarts, and the restored image is ready for use.

POSReady2009 Recovery CF Card - BIOS Factory Restore

Note: BIOS Versions Q2010g and Q2011d: Requires a pre-defined password to start recovery. The password requirement can be disabled through the ODM tab.

Password: Quant1c0

Note: This procedure requires the “POSReady 2009 Recover CF Card.

The POSReady 2009 Recovery CF Card should only be used on a single POSReady 2009 Workstation 5 with a valid COA Sticker. Using the POSReady 2009 Recovery CF on a WS5A that does not include a valid COA Sticker violates the Microsoft End User Licence Agreement.

- Power off the Workstation 5A.
- Connect a USB Keyboard to the WS5A IO Panel.
- Remove any USB Thumb Drives or ‘sticks’ that may be attached to the IO Panel.
- Install the POSReady 2009 Recovery CF Card in the CF Card Riser.
- Power up the Workstation 5A.
- When the Blue splash screen /w MICROS logo appears press [DEL] to enter the System Configuration Utility.
- Select the ODM Tab.
- Scroll down to the ‘Win32 Factory Restore’ field and press [-] to change the field to ‘[Enabled]’
- Select the ‘Exit’ tab, then ‘Save Setting and Restart’ and [Enter], then ‘Y’ to restart.
 - The workstation restarts and boots from the Recovery CF Card. The message ‘Loading RAM Disk Image..’ appears, followed by ‘Starting Windows Presinstallation Environment progress bar, then ‘Please Wait..’
 - After a brief period of time, a Command Window appears, then the message ‘Loading Recovery Script..’ Ghost32 starts.
 - If the image specified in the RECOV.DAT file is present, the transfer starts. If the image name and path are not specified correctly, you will see an error box stating ‘Image file not Found!’ See the section on using a custom image for more information.
 - When the recovery image transfer is complete the workstation restarts, presenting the ‘Welcome to Windows XP Setup Wizard’
- Press [Next] and enter the required information in the Setup Wizard. Most of the requested information will be site specific. When complete, the workstation restarts, and the image is ready for use.

POSReady2009 - Using a Custom Recovery Image

To substitute a custom image, see the procedure below.

Note: BIOS Versions Q2010g and Q2011d: Requires a pre-defined password to start recovery. The password requirement can be disabled through the ODM tab.

Password: Quant1c0 and press [Enter].

1. Power up a functional WIN32 WS5A with the Recovery CF installed and use Windows Explorer to browse to the Recovery CF Card. A CF Card Reader in a notebook or desktop could also be used.
 2. Delete or move the factory image with the .gho extension from the root of the CF Card.
 3. Copy your custom image file to the root of the CF Card.
 4. Use Notepad to open the RECOV.DAT file. On the last line, replace 'WS5A POSReady xx.GHO' (xx refers to the current version number) with your image name and extension. For example, type: 'YOURIMAGENAME.GHO'
 5. Save the changes and exit Notepad.
5. Perform a test recovery to verify that the custom image file name is correct. If the Ghost image name and path are not specified correctly, you will see an error box stating 'Image file not Found!'
- You can enter the correct path/filename from the error box, or modify the RECOV.DAT file with the correct path and image name. A path is required only if the recovery image is located in a folder.

POSReady2009 – BIOS update

Current BIOS version: Q2011d

BIOS Version Q2011d should be installed on each Workstation 5A running Windows POSReady2009. It is fully backwards compatible with the Revision D System Board and can replace existing BIOS Versions Q1000g, Q1010m, and Q2010g.

A bootable USB Flash Drive or stick is required to upgrade the BIOS.

The files required for the BIOS update are included in the “Oracle Hospitality e7 Point-of-Sale” software package, located in the folder “... \Standalone Installation \BIOS-Update_WS5A_POSReady2009 \Q2011d\...”.

Copy the following files to the root folder of the bootable USB Thumb Drive:

- FPROG.EXE (BIOS Update Utility)
- DOS4GW.EXE (DOS Protected Mode Runtime)
- Q2011D.BIN (BIOS Binary)
- Q2011D.BAT (BIOS Update Batch File)
- FPARTS.TXT

BIOS Update Procedure - USB Hard Disk (uDOC)

- Shut down the Workstation 5A, install a USB Keyboard and the bootable USB Flash Drive.
- Power up and press the [Delete] when the Blue BIOS Splash Screen /W MICROS logo displays.
- Proceed to the ODM Tab, select the 'Boot Test Image' field and set to [Alternate].
- Return to the Exit Tab, select 'Save Settings and Restart' then 'Y' to restart the unit.
- After the workstation restarts, it should boot from the USB Flash Drive and display a C:\ prompt.
- At the C:\ prompt, type Q2011d [Enter].
- After the BIOS Upgrades, press and hold the power button until the unit shuts down, then press the power button again to restart.
- Press the [Delete] when the Blue BIOS Splash Screen /W MICROS logo displays.
- Proceed to the Exit tab and select 'Reload USB WIN32 Factory Default Settings', then 'Y' to restart.
- After the Workstation restarts, it should boot from the USB Flash Drive and start Windows POSReady 2009.

WebDT430 – Factory Recovery (USB)

The files required for the Factory Recovery are available in the Member Services on www.micros.com

→Product Support →EAME-Specific Support →Hardware →DT-Research →Factory Restore

Depending on DT430 or DT430SC copy the respective files to the root folder of a USB Thumb Drive:

File for DT430C to recover OS-Image version: USSTC600.0001.03152011

- DT430C.2421.03152011_EBOOT.dtr
- DT430CST.01.03152011_LOGO.dtr
- DT430CUSSTC600.0001.03152011.dtr

Files for DT430SC to recover OS-Image version: USMicrosC600.0001.03202012

- DT430SC.6410.03202012_EBOOT.dtr
- DT430SCST.01.03202012_LOGO.dtr
- DT430SCUSMicrosC600.0001.03202012.dtr

The steps to update are:

- Verify that your device is currently running the OS-Image version as stated above!
- Plug the USB storage device into the WebDT430(SC)
- Power on the WebDT430(SC) with the AC adapter connected (or sit on a charging cradle that is power connected with the AC adapter)

- Tap **Start** -> **Programs** -> **Update** to launch the Update utility.
- Select the **Local** radio button in the WebDT Update dialog window.

- Press the **Browse** button to select the **eboot** image file on the USB storage device
- Click the **Update** button to update the eboot

- Press the **Browse** button to select the **logo** image file on the USB storage device
- Click the **Update** button to update the logo

- Press the **Browse** button to select the **OS** image file on the USB storage device
- Click the **Update** button to update the OS

A message box will be displayed to show the OS update progress. It will take several minutes to complete. After the OS update is done, the system will automatically restart.

mTablet R-Series

The following procedure describes how to execute a Factory Restore.



Warning: Factory Restore formats the internal SD Card. If required, take steps to preserve files on the CF card before running Factory Restore.

- Run the “Recovery” application
 - Power Button: When mTablet is OFF, press and hold the power button while observing the Battery LED. When it starts blinking Red after about 10 seconds, release the Power Button. The unit restarts and displays the splash screen with MICROS logo, followed by the ‘Unlock’ keypad.
 - Or, from the Desktop, double tap My Device, then navigate to the BOOT\Utilities folder and double tap the “Recovery” icon
- The “Unlock” keypad appears



- Apply the following formula to the six digit number that appears at the top of the dialog box (red-rimmed above):
- $Digit\ 1 \times Digit\ 2 + Digit\ 4 + Digit\ 6 = Password$
- *In this example, the 6 digit number is 849788. The password is $8 \times 4 + 7 + 8 = 47$.*
- Enter the password and tap the [Unlock] button

-
- The “Recovery Utils” Menu appears.



- Click on “Factory Recovery” to proceed. After the Factory Recovery is complete, the will unit reboot.