

Oracle® Hospitality Symphony First Edition

Installation Guide

Release v1.7

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Preface

Audience

This installation guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up Oracle Hospitality Symphony First Edition version 1.7.

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 and all associated log files that reflect the error
- 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/>.

Refer to the *Symphony First Edition Security Guide* for more information about enhancing Symphony FE security or changing and encrypting passwords.

Revision History

Date	Description of Change
November, 2015	<ul style="list-style-type: none">• Initial publication.
February 12, 2016	<ul style="list-style-type: none">• Minor edit

System Requirements, Supported Systems, and Compatibility

This section describes the supported enterprise server operating systems and hardware devices by Symphony First Edition 1.7.

Note: Prior to installing or performing an upgrade to this version, see the *Symphony First Edition 1.7 Release Notes* for important information about changes in unsupported enterprise server technology and hardware devices.

Supported Enterprise Server Technology

The following operating systems are supported:

- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2

The following databases are supported:

- Oracle Database 10g
- Oracle Database 11g
- Microsoft SQL Server 2012
- Microsoft SQL Server 2008 R2

Supported Handheld Devices

- Zebra (Motorola) MC55A (Microsoft Windows CE 6.0)
- DT Research DT430 (Microsoft Windows Imbedded Version 7.0)

Supported Microsoft Windows CE Tablets and Workstations

- Oracle MICROS Tablet R-Series
- Oracle MICROS Workstation 5A
- Oracle MICROS Workstation 5
- Oracle MICROS Workstation 4LX
- Oracle MICROS Keyboard Workstation 270 (KW270)

Supported Win32 Tablets and Workstations

- Oracle MICROS Workstation 6
- Oracle MICROS Tablet E-Series 8-inch and 11-inch models
- Operating system image v1.4 or later is required for Oracle MICROS E-Series Base Station support. See the **Error! Reference source not found.** section for more information.
- Oracle MICROS PC Workstation 2015
- Oracle MICROS Workstation 5A
- DT Research DT362 Tablet
- DT Research DT365 Tablet

Supported Peripheral Devices

Barcode Scanners:

- Motorola - LS9208, LS2208, DS9208, and DS2208 models
- Sleeve for Oracle MICROS Tablet E-Series 8-inch
- Sleeve for Oracle MICROS Tablet E-Series 11-inch

Cash drawers

Coin Changer – Telequip T-Flex

Customer Display(s) – Rear base 240x64 and 2x20 LCD display units

Receipt Printers:

- Ethernet – Epson TM-88 (II, III, IV, V), and TM-U220B models
- Intelligent Device Network (IDN) – Epson TM-88 (II, III, IV, V), and TM-U220B models

Serial Printers (RS232):

- Epson TM-88 (II, III, IV, V), and TM-U220B models
- Slip printer

Magnetic Stripe Readers (MSR):

- Oracle MICROS workstation integrated MSRs
- MagTek DynaPro Audio Jack Reader
- MagTek DynaPro Mini Card Reader
- Sleeve for Oracle MICROS Tablet E-Series 8-inch
- Sleeve for Oracle MICROS Tablet E-Series 11-inch

External RFID Readers - ViVOpay 4500, 4500m, and 4800 models

Serial Scales – Mettler-Toledo Viva and Ariva models

1 Getting Started

This guide provides instructions on how to install, upgrade and configure Symphony First Edition version 1.7 for Microsoft Windows Server 2008 R2, and Microsoft Windows Server 2012 R2 operating systems.

Versions higher than Symphony First Edition 1.5 Maintenance Release 5 Hot Fix 28 can be upgraded to Symphony First Edition 1.7.

Before You Start

Make sure you have an:

- Operational understanding of PCs and a working knowledge of the Microsoft Windows interface
- Understanding of POS terminology and concepts
- Microsoft Windows administrative privileges
- Operational understanding of the Client Application Loader (CAL) technology
- Understanding that:
 - You cannot repair or modify installation features due to changes in the setup process. If a problem occurs, you must reinstall Symphony First Edition.
 - You can only install Symphony First Edition to local drives. Symphony First Edition installation does not support installing to a mapped drive.

Understanding the Installation Process

1. **Selecting an appropriate deployment scenario**

Prior to installation and configuration, you need to determine which deployment scenario meets your requirements. See [Deployment Scenarios](#) for more information.
2. **Prerequisite steps**

You need to perform these steps prior to installing or upgrading to Symphony First Edition 1.7. Installers for prerequisite components are in the <Installation Media>\Prerequisites folder.
3. **Installing the database server application**

You need to install Microsoft SQL Server 2008 R2 or Oracle Database 11g prior to installing Symphony First Edition application components.
4. **Upgrading or installing Symphony**

You can run the Symphony First Edition 1.7 installer to upgrade Symphony First Edition, to perform a clean installation, or to install and add application servers. See [Updating or Uninstalling Symphony First Edition](#) and [Adding Application Servers](#) for more information.
5. **Configuring post-installation settings**

The post-installation configuration makes sure that the application components and the database are configured correctly.
6. **Verifying the installation**

Perform the verification step to make sure the Symphony First Edition application and the database applications are set correctly.

7. **Troubleshooting**

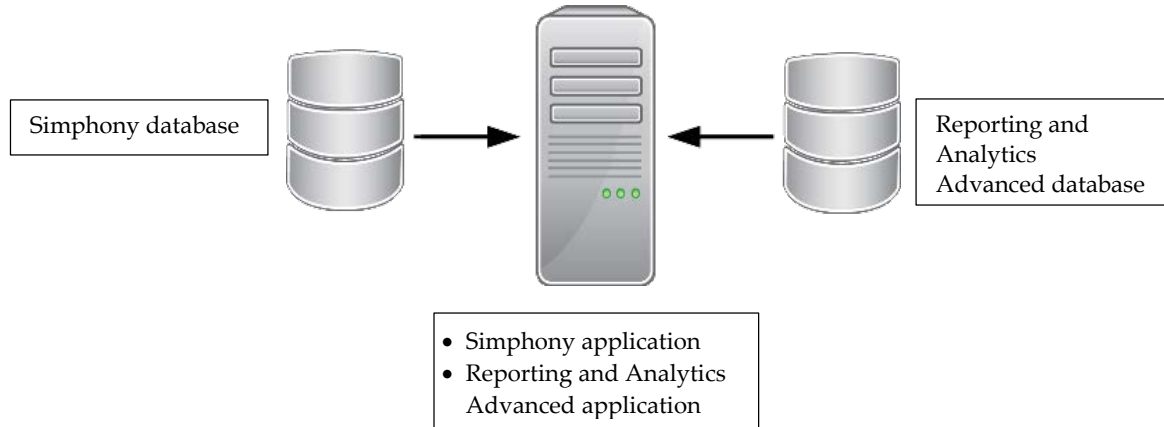
Follow the instructions in this section to resolve common problems you might encounter when installing Symphony First Edition 1.7.

Deployment Scenarios

Installing All-In-One

In the all-in-one installation, you install the Symphony First Edition database, the Reporting and Analytics Advanced (formerly mymicros.net) database, Symphony First Edition 1.7 application, and Reporting and Analytics Advanced application on one server.

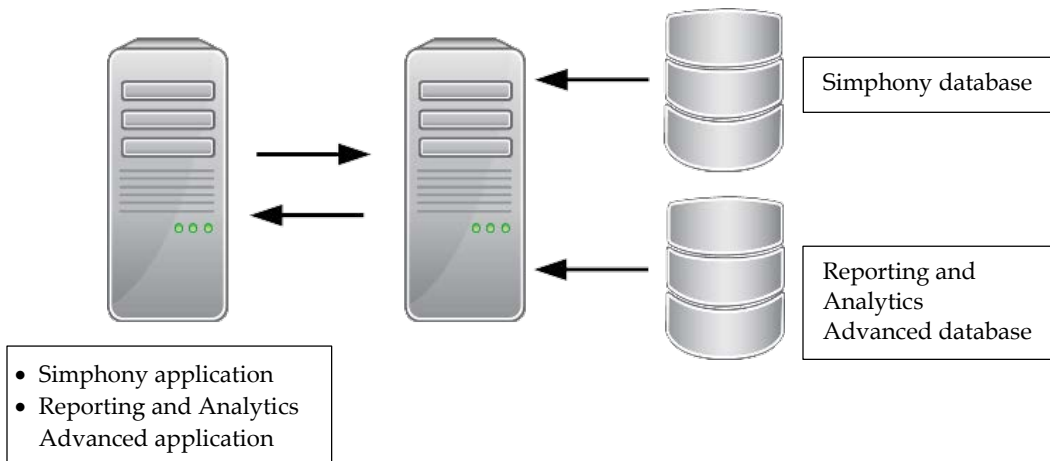
Figure 1-1 Example of an All-In-One Installation



Installing Applications and Databases on Separate Servers

You can install the Symphony First Edition application components on one physical or virtual server and install the database components on a separate server.

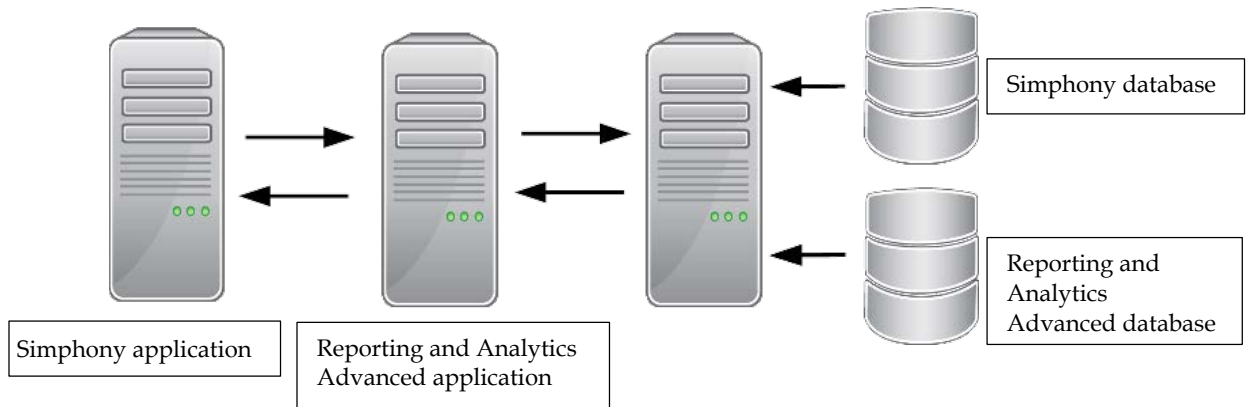
Figure 1-2 Example of Applications and Databases on Separate Servers



Installing Applications on Separate Servers and All Database Components on one Server

You can install the Symphony First Edition and Reporting and Analytics Advanced applications on two separate servers and install all database components on a third server.

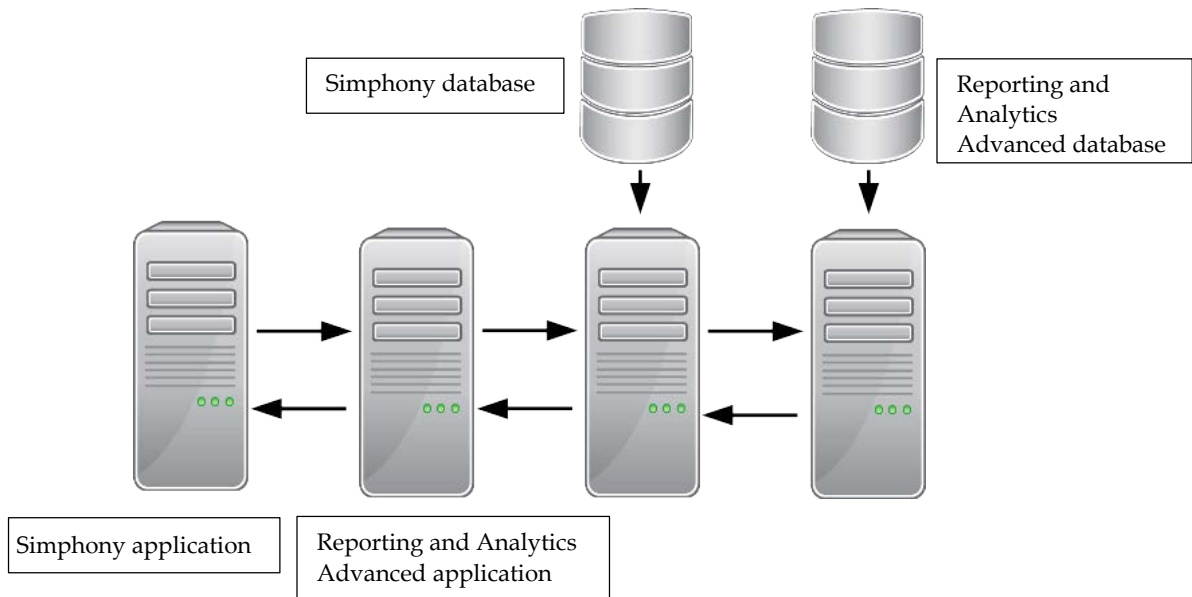
Figure 1-3 Example of Applications on Separate Servers and All Database components on One Server



Installing Each Application and Database Component on Separate Servers

You can install Symphony First Edition, Reporting and Analytics Advanced, the Symphony First Edition database, and the Reporting and Analytics Advanced database on separate servers.

Figure 1-4 Example of Each Application and Database Component on Separate Servers



Installing on Multiple Servers

Depending on the business requirement of the enterprise, you can extend the Symphony First Edition installation to many server combinations. Symphony First Edition can be deployed over multiple servers to balance the load, ensuring service levels are met during peaks in demand or after a server failure.

Adding an Application Server

You may run the Symphony First Edition installer to configure additional applications servers. For example, you may run the Symphony First Edition installer to setup a Reporting and Analytics Advanced server or POS-only server.

2 Pre-Installation Tasks

Installing Internet Information Services (IIS)

You need to install IIS on the Symphony First Edition application server or servers.

On Microsoft Windows Server 2008 R2

Install IIS with the following role services:

- ASP.NET
- ASP
- HTTP Logging
- Request Monitor
- IIS Management Console and IIS 6 Management compatibility.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for more information about the Server Manager - Add Roles and Features Wizard.

On Windows Server 2012 R2

Install IIS with the following role services and features:

- .NET 3.5 SP1
- Web Server
- IIS 6 Management Compatibility Components
 - IIS 6 Metabase Compatibility
 - IIS 6 WMI Compatibility
- Application Development Feature
 - ASP .NET 3.5
 - ASP .NET 4.5

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for more information about the Server Manager - Add Roles and Features Wizard.

Configuring Recycling Settings for the IIS Application Pool

After installing IIS, you need to configure the application pool to recycle at a scheduled time using the Internet Information Services (IIS) Manager. When configuring the recycle settings for the IIS Application Pool:

- Make sure that the **Specific time(s)** you define *do not* coincide with any start of days (SOD) or periods of peak activity.
- Set the **Memory Based Maximums** to less than half of the available server memory.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions on how to configure an application pool to recycle at a scheduled time.

Configuring Log File Rollover Options (IIS 7)

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions on how to configure Log file rollover options.

Installing .NET 3.5 Framework

On Microsoft Windows Server 2008 R2 or Microsoft Windows Server 2012 R2

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

Turning On Data Execution Prevention (DEP)

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

Disabling Anti Denial-Of-Service (Dos) Attacks

If you are installing Symphony First Edition with Microsoft SQL Server, you need to add the `SynAttackProtect` registry key to the computer that runs the Microsoft SQL Server. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/for> instructions.

Database Requirements for Symphony First Edition 1.7

Before installing Symphony First Edition 1.7, you need to install a database server application.

Symphony First Edition 1.7 currently supports the following database server applications:

- Oracle Database 11g Enterprise Edition
- Microsoft SQL Server 2008 R2 Enterprise Edition

Oracle Database 11g Enterprise Edition

If you are installing the database server application on a separate server, it is recommended that you install Oracle Database on an Oracle Linux operating system. You can also install Symphony First Edition on an Oracle RAC database installed on either a Linux or Microsoft Windows operating system.

To download and install Oracle see <http://www.oracle.com/technetwork/database/enterprise-edition/downloads/index.html>

Configuring the Database Listener

If you installed Oracle Database as the database server application, you need to configure the database listener.

1. Open the Net Configuration Assistant.
2. On the welcome screen, select **Listener configuration** and click **Next**.
3. On Listener configuration screen, select **Add** and click **Next**.
4. Accept the default listener name, **LISTENER**, in the Listener Name dialog box. Click **Next**.
5. Select **TCP** as the protocol and click **Next**.
6. Select Use the standard port number of 1521, and click **Next**.
7. Select **No** if you do not want to configure an additional listener, and click **Next**.
8. The Listener configuration is complete. Click **Next**.
9. Click **Finish** to close the Oracle Net Configuration Assistant window.
10. Check that the Oracle listener is running.
 - If you are using Microsoft Windows, make sure that the Oracle TNS Listener service (for example, OracleOraDb11g_home1TNSListener) is set to **Started** in the Windows Services utility.
 - If you are using Oracle Linux, run the command **\$ lsnrctl status**. If the listener is running, you should see the listener configuration settings and the services summary.

Creating Database Instances

If you are installing Reporting and Analytics Advanced separately, you need to ensure the following database instances exist on the server where Reporting and Analytics Advanced is to be installed:

- SYS
- SYSTEM
- SYSMAN
- DBSNMP

Microsoft SQL Server 2008 R2 Enterprise or Microsoft SQL Server 2012

Refer to <https://technet.microsoft.com/en-us/> for instructions on how to install Microsoft SQL Server 2008 R2.

You can also install Symphony First Edition on an SQL Server 2008 R2 Failover Cluster. For instructions on how to install an SQL Server 2008 R2 Failover Cluster, refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/>.

Enabling Named Pipes and TCP/IP

After installing the Microsoft SQL Server, you need to enable **Named Pipes** and **TCP/IP** network protocols for the existing database service Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2012, if they are not already enabled. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

3 Updating or Uninstalling Symphony First Edition

Updating Symphony First Edition

1. Run the Symphony First Edition 1.7 installer. If you have the application and the database on separate servers, then run the installer on the application server.
2. Click **Yes** to continue with the installation and click **Next**.
3. Select **Update** and click **Next**.
4. Enter the credentials for a system administrator and click **OK** if you are using an Oracle database.
5. Click **Install**.

Note: If you have installed Reporting and Analytics Advanced on a server separate from Symphony First Edition 1.7, then you need to manually copy the Simphonized Menu Item Waste Checks Reports from the application server to the reporting server. For more information, see *Menu Item Waste Reports* in the Symphony First Edition 1.7 Documentation Library.

Uninstalling Symphony First Edition

This uninstalls only the Symphony First Edition application. If you want to remove Symphony First Edition completely from your servers, then you must to manually delete the Symphony First Edition database components from the database after uninstalling the application.

1. Run the Symphony First Edition 1.7 installer.
2. Click **Yes** to continue with the installation and click **Next**.
3. Select **Uninstall** and click **Next**.
4. Click **Install**.

4 Installing Symphony First Edition

Tasks in this section include links to other tasks which you need to follow to complete the installation.

Starting the Installation

1. Log in and download the Symphony First Edition 1.7 installation media from the Oracle Technology Network (OTN) website at <https://edelivery.oracle.com/>
2. Run the **setup.exe** file.
3. Click **Yes** to continue with the installation, and then click **Next**.

Installing all on a Single Server

1. Follow the instructions in [Starting the Installation](#) to begin the installation.
2. Click **Select All** to select all application and reporting services.
3. Select **Oracle** as the Database Type if you are using an Oracle database.
4. Select **SQL** as the Database Type if you are using the Microsoft SQL Server.
5. Follow the instructions in [Configuring Symphony First Edition Databases](#) to configure the databases and complete the installation.

Installing Symphony First Edition on a Separate Server

1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Deselect **Portal Service**.
3. Select **Oracle** as the Database Type if you are using an Oracle database.
4. Select **SQL** as the Database Type if you are using the Microsoft SQL Server.
5. Follow the instructions in [Configuring Symphony First Edition Databases](#) to configure the databases and complete the installation.

Installing Reporting and Analytics Advanced on a Separate Server

1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Select **Clear All** to deselect all default selections.
3. Select **Portal Service**.
4. Select **Oracle** as the Database Type if you are using an Oracle database.
5. See [Installing Symphony First Edition with Microsoft SQL Server](#) if you are using the Microsoft SQL Server:
6. Click **Next**.
7. Enter the information to configure the transaction database. The transaction database is usually named MCRSPOS.
8. Click **Next**.
9. Enter the database information for the reporting databases and click **Next**.
10. Click **Install**.

Installing Symphony First Edition on Multiple Application Servers

1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Select all application services.
3. On all application servers, deselect **Portal Service**.
4. Select **Oracle** as the Database Type if you are using an Oracle database.
5. Follow the instructions in [Configuring Symphony First Edition Databases](#) to configure the databases and complete the installation.
6. See [Installing Symphony First Edition with Microsoft SQL Server](#) if you are using the Microsoft SQL Server.

Installing Database Components on a Separate Server

Installing Symphony First Edition with Oracle Database

On Microsoft Windows

You can install the databases remotely while installing the application servers.

On Oracle Linux

On Oracle Linux operating systems, you have to manually create the databases.

1. Create the following database tables in the server. Refer to the [Oracle Help Center](#) for instructions.
 - AGGREGATE_DB
 - BIREPOS
 - COREDB
 - MCRSCACHE
 - MCRSPOS
 - PORTLDB
 - QUARTZ
 - RTA
2. Copy the database dump files in the `Installer/DBFiles` folder of the Symphony First Edition Install media and manually restore the files on the Oracle database.

Refer to the [Database Backup and Recovery User's Guide](#) at <http://docs.oracle.com/en/> for instructions on how to restore database files.

Installing Symphony First Edition with Microsoft SQL Server

When installing Symphony First Edition with Microsoft SQL Server, you cannot install the databases from a remote machine. Prior to installing Symphony First Edition on the application server, you need to install the databases.

You can install the databases by running the Symphony First Edition setup on the local database server.

On Microsoft Windows

1. Follow all pre-installation tasks for your site. See [Pre-Installation Tasks](#).
2. Follow the instructions in [Starting the Installation](#) to begin installing.
3. Select **Clear All** to deselect all services.
4. Select **SQL** as the Database Type and click **Next**.
5. Enter the information to configure the transaction database. The transaction database is usually named MCRSPOS. See [List of Database Configuration Fields](#) for more information on the database setup options.
6. Select **Create**.
7. Provide the **User Name** and the **Password** for the database administrator account and click **OK**.
8. Click **Yes** when prompted to enable xp_cmdshell if you are installing Symphony First Edition on a named instance of Microsoft SQL Server.
9. Click **Next**.
10. Click **Install**.

Adding Application Servers

1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Select the required servers from the **Setup Options** screen. See [List of Services](#) for details.
3. Click **Next**.
4. Follow the instructions in [Configuring Symphony First Edition Databases](#) and complete the installation.

Configuring Symphony First Edition Databases

See [List of Database Configuration Fields](#) for more information on the database setup options.

1. Set the destination folder for the Symphony First Edition install. Click **Next**.
2. Enter the information for the transaction database. The transaction database is usually named MCRSPOS.
3. Enter the credentials for a database administrative user other than the default SYS user for Oracle and SA user for Microsoft SQL Server, and click **Next**.
4. If your database does not have an administrative user other than the default:
 - a. Enter a username and a password for a new administrator.
 - b. Select **Create**.
 - c. Provide the **User Name** and the **Password** for the default database administrator account and click **OK**.
5. Click **Yes** when prompted to enable xp_cmdshell if you are installing Symphony First Edition on a named instance of Microsoft SQL Server,
6. Enter the database information for the cache and click **Next**.
7. Enter the database information for the reporting databases and click **Next** if you are installing Reporting and Analytics Advanced on the same server.
8. Select **Create a new Service Host** and click **Next** if you want to add a service host.
9. Select **Don't configure Service Host** and click **Next** if you do not want to add a service host at this time.
10. Define the **Port Number** for the check and posting service and click **Next**. The default port number is 8080.

You can define any free port number for the check and posting service. If you define a port number other than the default 8080, then for future services that you install, you must manually change the port number.
11. Click **Install**, and then click **Done**.
12. Click **Yes** to restart the computer.

5 Post-Installation Tasks

Perform these procedures after installing Symphony First Edition 1.7.

Verifying the Installation

1. Open the **EMC** from the shortcut on the desktop or **Start** menu.
2. Select the **Server** and provide the **User** and the **Password**.
3. Click **Login**.
4. If you can see the EMC dashboard, the Symphony First Edition gateway is up and Symphony First Edition was successfully installed.

Configuring Symphony First Edition Licensing Count

With the release of Symphony First Edition 1.7, you no longer need to enter license keys into the EMC to activate features, or to add workstations and Kitchen Display Systems (KDS). You now only have to configure the number of licenses that you have purchased.

1. In the EMC, select the **Enterprise** and select **Enterprise Parameters**.
2. Click the **Licensing** tab.
3. Click **Configure** adjacent to **Workstations Client License Count**.
4. Select **Set new license count** if you want to add a new license count.
5. Select **Add to the existing license count** if you want to append licenses to an existing license count.
6. Enter the number of client licenses that you have purchased.
7. (Optional) Enter any additional details regarding the purchased license in **Reference**.
8. Click **OK**.
9. Repeat Steps 3-7 for **Transaction Service Client License Count**, and **KDS Client License Count**.
10. Click **Save**.
11. Click **Yes** when prompted for confirmation.

Setting the Start-Of-Day Sequencer Machine and the App Server Time Zone

1. In the EMC, select **Enterprise**, select **Enterprise Parameters**, and select the **Miscellaneous** tab.
2. Enter the Microsoft Windows machine name for **SOD Sequencer Machine Name**.
3. Select the **App Server Time Zone**.

If you are deploying Symphony First Edition on multiple servers, the date, time, and the time zone settings of each app server and database server must correspond. Additionally, the servers' time zone must correspond with the App Server Time Zone setting in the EMC.

You can synchronize the time settings between the servers by configuring one of the servers to be a Network Time Protocol (NTP) server and then point the rest of the servers to the NTP server.

Refer to the to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for more information.

4. Click **Save**.
5. If you have installed Symphony First Edition on multiple application servers:
 - a. On all servers other than the SOD Sequencer Machine, disable the **Micros Sequencer Service**. You only want to start this service if the main application server is going to be down for multiple days.

Installing the Remote EMC

1. Open your browser and navigate to:
`http://ApplicationServerName:PortNumber/egateway/download/EMCClient/EMCSetup.exe`
2. If you see the Unknown Publisher warning, click **Run**.
3. On the **Welcome** screen, and click **Next**.
4. Set the destination folder, and click **Next**.
5. Enter the IP address or the name of the Symphony First Edition application server with the EGateway port number, and then click **Next**.
For example, `http://192.168.220.224:8080`
6. Click **Install**.
7. Click **Finish** to exit the installer.
8. Use the **AppLoader** icon on your desktop to launch the remote EMC. The AppLoader also keeps the remote EMC updated with the same versions of files that are on the Symphony First Edition application server.



Connecting a Reporting and Analytics Advanced organization to Symphony First Edition

1. In the EMC, select **Enterprise Parameters** and select the **MyMicros** tab.
2. In the **MyMicros URL** field, enter the name of the computer that is running the MICROS Portal Service.
3. Select the organization ID from the **Organization ID** drop-down menu if you installed Symphony First Edition with a blank database or if you need to connect to an existing Reporting and Analytics Advanced deployment.
4. Click **Save**.

6 Troubleshooting

This section describes common problems you might encounter when installing Symphony First Edition 1.7, and explains how to solve them. For assistance on troubleshooting additional problems, review the install log file stored in the `<Drive>:\Users\Public\Public Documents\Micros\Symphony\Install` folder.

Insufficient System Privileges

Insufficient System Privileges message appears when the prerequisite, Internet Information Services (IIS), has not been installed. See [Installing Internet Information Services \(IIS\)](#) for instructions on how to install IIS.

Cannot Connect to the Database Server during the Symphony First Edition Installation

The Symphony First Edition installer may not connect to the database server due to the following reasons:

- Microsoft Windows Firewall is running.
- Symphony and SymphonyX instances are not running.

Adding Symphony First Edition to the Microsoft Windows Firewall Exceptions

The Microsoft Windows Firewall, which is enabled by default on your operating system, may prevent the Symphony First Edition installer from connecting to the database server. You must set up an exception rule on your firewall setting for the Symphony First Edition server and the database server to continue with the installation.

If you are using a separate database server, then you must set up an incoming rule to allow connections from Symphony First Edition depending on your database platform using either the default port or the port you assign when Configuring Symphony First Edition Databases during the installation. By default, the Oracle Server uses port 1521 and the Microsoft SQL Server uses port 1433.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/library> for instructions on how to set up exception rules in Microsoft Windows Firewall.

Making Sure That Symphony and SymphonyX Instances are Running

If you are installing Symphony First Edition with Oracle Database, you need to make sure that the Symphony and SymphonyX instances are running.

To display the status of the Symphony and SymphonyX instances, run the `lsnrctl STATUS` command from a command prompt on the database server.

If Installations Fail

Installation may fail due to User Account Control (UAC) or due to anti-virus software.

Setting the User Account Control (UAC)

Sometimes it may not be possible to install Symphony First Edition 1.7 when the UAC is enabled. Based on your operating system, refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/library> for instructions on how to configure UAC settings.

1. Set the **User Account Control settings** to **Never Notify**.
2. When the Symphony First Edition 1.7 has completed, you can restore the UAC settings to their original state.

Configuring the Anti-Virus Software

If anti-virus software is running, disable the software temporarily during the Symphony First Edition installation.

Antivirus software can cause performance issues with Symphony First Edition if, each time you access any resource on the server, the antivirus software tries to open and scan the object. To prevent these issues, exclude the following files and directories from automatic antivirus scans and scan these directories only at scheduled times.

<Drive>:\windows\system32\inetsrv

<Drive>:\inetpub

<Drive>:\inetpub\temp\IIS Temporary Compressed Files

Files with .ndf, .mdf, and .ldf extensions where Microsoft SQL Server is installed.

Files with .dbf, .log, and .dtl extension in the files in the <Drive>:\Oracle\ where Oracle database is installed.

If you are running anti-virus software on a cluster

- Q:\(Quorum drive)
- <Drive>:\Windows\Cluster

Cannot Log In to the EMC

If you see the following error when attempting to log in to the EMC, try enabling the Named Pipes and TCP/IP network protocols. See the [Enabling Named Pipes and TCP/IP](#) section for more information.

Client Exception: SendSyncRequest returned with error code: RC_COMM_ERROR

If this does not resolve the issue, please contact [My Oracle Support](#) for assistance.

7 References

List of Services

You can install the following services by running the Symphony First Edition 1.7 installer:

Table 7-1 List of Services

Option	Description
Core Services	Select this option to enable the Symphony First Edition application services: EMS Service, Data transfer Service, Sequencer Service, and Labor Posting Service.
Enterprise Maintenance Service (EMS) Batch Service	The EMS Batch Service processes changes sent from the mymicros EMS and enables users to remotely update POS configuration at multiple stores (possibly running on different POS systems) simultaneously.
New DTS (Data Transfer Service)	The NewDTS moves configuration data from the On Line Transaction Processing (OLTP) databases to the On Line Analytical Processing (OLAP) databases.
Sequencer Service	Sequencer service launches Autosequences at configured times. Required for automatic Start of Day (SOD) to run.
Labor Posting Service	Labor posting service posts employee time card punches to Reporting and Analytics Advanced.
Portal Service	Portal Service provides web-based access to the enterprise reports. If you want to install Reporting and Analytics Advanced on the same server as the Symphony First Edition application, select Portal Service.

List of Database Configuration Fields

Table 7-2 List of Database Configuration Fields

Field	Description
Database Source	If you want to install on a sample database, select Sample Database . If you have loaded an existing database to the database application, select Existing Database . If you want to install on a blank database, select Blank Database .

Field	Description
Server Name	<p>Enter the name of the computer where the database application is installed.</p> <p>To install Symphony First Edition on a named instance of Microsoft SQL server, enter the Server Name as <i>ServerName\InstanceName</i>.</p>
Sys Admin Name	<p>Enter the username of an existing system administrator.</p> <p>If you want to create a new system administrator, you need to define a system administrator username and select Create.</p>
Sys Admin Password	<p>Enter the password of an existing system administrator.</p> <p>If you want to create a new system administrator, you need to define a system administrator password and select Create.</p>
Create	<p>If you select Create, and there are no system administrators with the given username, a new user is created.</p>
Database Name	<p>Enter a name for the database.</p>
User Name	<p>Enter a username for the database.</p>
Password	<p>Enter a password for the user.</p>
