

Oracle® Hospitality Symphony First Edition
Installation Guide
Release Version 1.7.1 and Later
Part Number: E73347-02

January 2018

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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 1.7.1 and later.

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 *Oracle Hospitality Reporting and Analytics Deployment Guide Release 8.5* at [Oracle Hospitality Enterprise Back Office 8.5](#) for more information about installing Reporting and Analytics version 8.5.1 Patch 1.

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

Revision History

| Date | Description of Change |
|----------------|--|
| September 2016 | <ul style="list-style-type: none">• Initial publication |
| June 2017 | <ul style="list-style-type: none">• Installation content update |
| January 2018 | <ul style="list-style-type: none">• Updated Chapter 4 with upgrade instructions for the Symphony First Edition 1.7.3 release |

1 Getting Started

This guide provides instructions on how to install, upgrade, and configure Symphony First Edition version 1.7.1 and later.

With this release, users must install Reporting and Analytics (R&A) separately from Symphony First Edition using the Back Office R&A installation application. Users must also install or upgrade to Reporting and Analytics version 8.5.1 Patch 1 prior to installing or upgrading to Symphony First Edition version 1.7.1 and later.

Installation Process

1. **Select 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. **Install the database server application.**
You need to install Oracle Database 11g or Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2012 R2 prior to installing Symphony First Edition application components.
3. **Upgrade or install Symphony.**
You can run the Symphony First Edition 1.7.1 or later installation application to perform an upgrade, to perform a clean installation, or to add application servers.
4. **Perform post-installation configuration.**
The post-installation configuration makes sure that the application components and the database are configured correctly.
5. **Verify the installation.**
Perform the verification step to make sure the Symphony First Edition application and the database applications are set correctly.
6. **Troubleshooting steps.**
Follow the instructions in this section to resolve common problems you might encounter when installing Symphony First Edition.

Deployment Scenarios

Installing All-In-One

With an all-in-one installation, you install the Symphony First Edition and Reporting and Analytics (formerly mymicros.net) databases and the Symphony First Edition and Reporting and Analytics (R&A) components on one server.

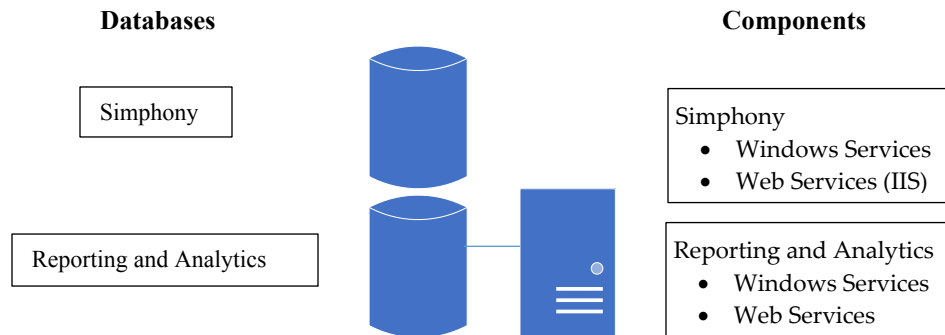


Figure 1-1 Example of an All-In-One Installation

Installation Steps

1. Operating System Setup Tasks – See Chapter 2 – Pre-Installation Tasks.
 - Install and configure Microsoft IIS based on the installed operating system
 - Install .NET 3.5 Framework
2. Install the database platform – See [Chapter 3](#)
3. Install Reporting and Analytics – See Install Reporting and Analytics version 8.5.1. See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition – See Chapter 5 – Installing all on a Single Server.
5. Verify the Symphony First Edition installation and perform post-installation steps – See [Chapter 6](#)
6. Verify, connect, and enable R&A reports – See page [6-2](#).

Installing Application Components and Databases on Separate Servers

You can install the Symphony First Edition and Reporting and Analytics (R&A) components on one physical or virtual server and install the databases on a separate server.



Figure 1-2 Example of Application Components and Databases on separate servers

Installation Steps

1. Operating System Setup Tasks – See Chapter 2 – Pre-Installation Tasks.
 - Install and configure Microsoft IIS based on the installed operating system
 - Install .NET 3.5 Framework on the Symphony First Edition application server
2. Install the database platform on the database server – See [Chapter 3](#)
3. Install Reporting and Analytics on the designated R&A server – See Install Reporting and Analytics version 8.5.1.
See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition on the designated application server – See Chapter 5 – Installing Symphony First Edition on a Separate Server.
5. Verify the Symphony First Edition installation and perform post-installation steps – See [Chapter 6](#)
6. Verify, connect, and enable R&A reports – See page [6-2](#).

Installing Application Components and Databases on Different Servers

You can install the Symphony First Edition and Reporting and Analytics (R&A) components on two separate servers and install the databases on a third server.

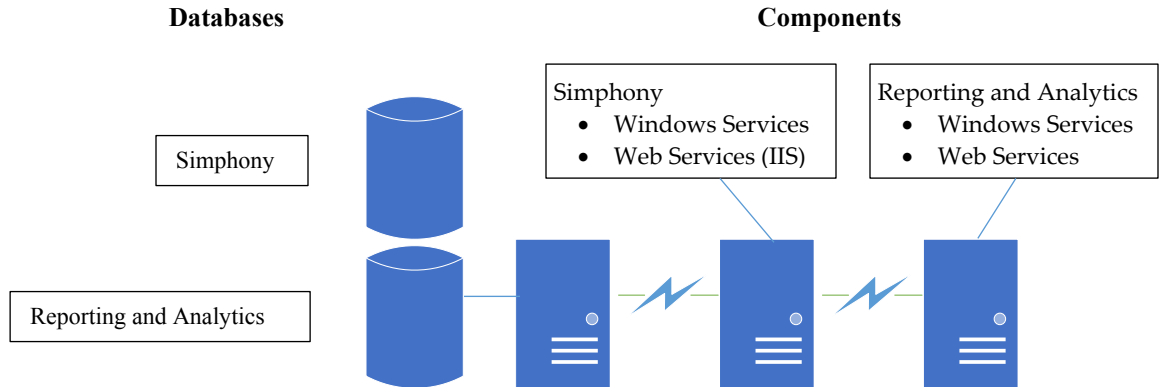


Figure 1-3 Example of Application and Database Components on different servers

Installation Steps

If installing Symphony FE 1.7.1 components on different computers, copy the Symphony FE 1.7.1 or later installation media onto each computer as needed.

1. Operating System Setup Tasks – See Chapter 2 – Pre-Installation Tasks.
 - Install and configure Microsoft IIS based on the installed operating system
 - Install .NET 3.5 Framework on the Symphony First Edition application server
2. If installing the Symphony First Edition Transaction and Reporting & Analytics databases on the same computer, install the database platform on the database server – See [Chapter 3](#)
3. Install Reporting and Analytics on the designated R&A server – See Install Reporting and Analytics version 8.5.1.
See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition on the designated application server – See Chapter 5 – Installing Symphony First Edition on a Separate Server.
5. Verify the Symphony First Edition installation and perform post-installation steps – See [Chapter 6](#)
6. Verify, connect, and enable R&A reports – See page [6-2](#).

Installing Both Application Components and Databases on Separate Servers

You can install the Symphony First Edition and Reporting and Analytics (R&A) components and each database on separate servers.

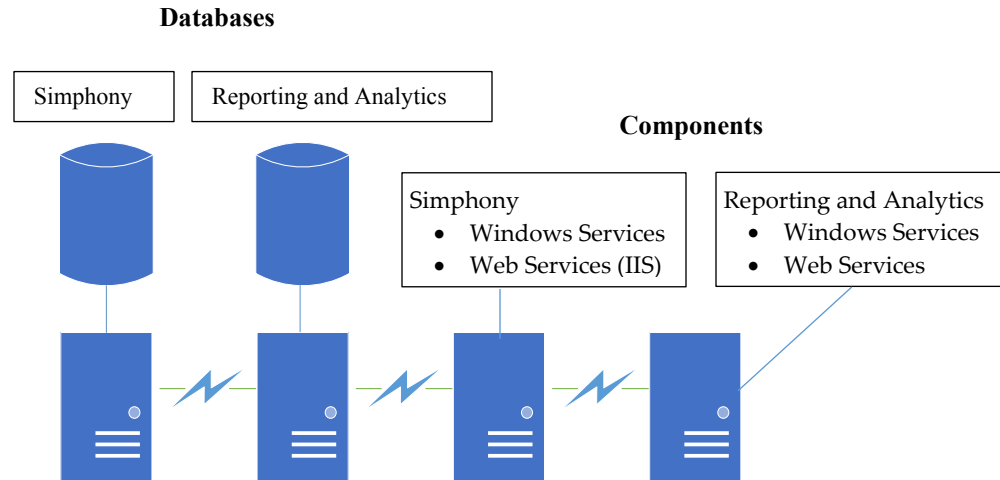


Figure 1-4 Example of Application and Database Components on separate servers

Installation Steps

If installing Symphony FE 1.7.1 and later components on different computers, copy the Symphony FE 1.7.1 or later installation media onto each computer as needed.

1. Operating System Setup Tasks – See Chapter 2 – Pre-Installation Tasks.
 - Install and configure Microsoft IIS based on the installed operating system
 - Install .NET 3.5 Framework on the Symphony First Edition application server
2. If installing the Symphony First Edition Transaction and Reporting & Analytics databases on different computers, install the database platform onto each designated database server – See [Chapter 3](#)
3. Install Reporting and Analytics on the designated R&A server – See Install Reporting and Analytics version 8.5.1.
See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition on the designated application server – See Chapter 5 – Installing Symphony First Edition on a Separate Server.
5. Verify the Symphony First Edition installation and perform post-installation steps – See [Chapter 6](#)
6. Verify, connect, and enable R&A reports – See page [6-2](#).

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 installation application to configure additional application servers. For example, you may run the Symphony First Edition installation application to setup another POS-Only server.

2 Pre-Installation Tasks

Simphony First Edition Server Setup

There are several pre-installation tasks that must be performed on the Simphony First Edition application server. The required steps are listed in this section. Once completed, see Database Requirements for Simphony First Edition 1.7.1 for database platform installation instructions.

Important Pre-install Reporting and Analytics Installation Requirements

With this release, users must install Reporting and Analytics (R&A) separately from Simphony First Edition using the Back Office R&A installation application. Users must also install or upgrade to Reporting and Analytics version 8.5.1 Patch 1 prior to installing or upgrading to Simphony First Edition version 1.7.1 and later. See [Install Reporting and Analytics version 8.5.1](#) for more information about installing reports.

Installing Internet Information Services (IIS)

You need to install and configure Microsoft IIS on the Simphony First Edition application server or servers.

On Microsoft Windows Server 2008 R2

Install Microsoft 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 Microsoft 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 Microsoft 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

Ensure that .NET Framework version 3.5 is installed on the Symphony First Edition application server or servers.

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.

3 Database Requirements for Symphony First Edition 1.7.1

Before installing Symphony First Edition 1.7.1 and later, you need to install a database platform for Symphony First Edition and Reporting and Analytics.

Symphony First Edition 1.7.1 and later currently supports the following database platforms:

- Oracle Database 11g Enterprise Edition
- Microsoft SQL Server 2008 R2 Enterprise Edition
- Microsoft SQL Server 2012 R2 Enterprise Edition

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

Oracle Database 11g Enterprise Edition

If you are installing the database platform 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 Database see:

<http://www.oracle.com/technetwork/database/enterprise-edition/downloads/index.html>

Configuring the Database Listener

If you installed Oracle Database as the database platform, 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 `$ lsnrctl status` command. If the listener is running, you should see the listener configuration settings and the services summary.

Creating Database Instances

When installing Reporting and Analytics, you need to ensure the following database instances exist on the server where Reporting and Analytics is 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.

Install Reporting and Analytics version 8.5.1

With this release, users must install Reporting and Analytics (R&A) separately from Symphony First Edition using the Back Office Reporting and Analytics installation application.

Prior to installing or upgrading to Symphony First Edition version 1.7.1 and later, you must first install (or upgrade) to Reporting and Analytics version 8.5.1 Patch 1.

Refer to the *Oracle Hospitality Reporting and Analytics Deployment Guide Release 8.5* at [Oracle Hospitality Enterprise Back Office 8.5](#) for more information about deploying Reporting and Analytics version 8.5.1 Patch 1.

Post Reporting and Analytics Installation Configuration

Once the R&A installation is complete, users must configure an Organization (Org) Name and then an Org ID is automatically generated and always associated with that Org Name.

After the Symphony First Edition installation is complete, the Org Name and Org ID are ported to the Symphony First Edition transaction database. Thereafter, the R&A Org Name matches the Enterprise Name located in the Symphony First Edition EMC.

To configure the Org Name, follow these steps:

1. Log into R&A using System Administrator credentials (default **Org** field= M).
2. Select **ADMIN** from the toolbar.
3. Select **System** and then click the **Organizations** drop down, and then **Organizations** again.
4. Click the **Add** link to create an Organization Name.
5. Configure the required highlighted fields:
 - **Name** = Enter the enterprise Organization Name
 - **Short Name** = Enter an abbreviated version of the Org Name
 - **Language** = Select your language of choice from the drop down
 - **Lockout Policy** = Select your preferred lockout policy from the drop down
 - **Max Login Attempts** = Enter the number of maximum login attempts
 - **Allowed Idle Period** = Enter the number of minutes before users are required to re-login into R&A
 - **Password Expiration Period** = Enter the number of days before users are required to create a new R&A login password
6. Click **Save**.

4 Upgrading Symphony First Edition

Upgrading Symphony First Edition 1.7.1

1. Access your browser and download the installation media from My Oracle Support (MOS) using the Symphony First Edition 1.7.1.x (Patchset).
2. Extract the ISO file to the Symphony First Edition application server.
3. Once extracted, as an Administrator, right-click on the **Setup** file, and then click **Next** to run the Symphony First Edition 1.7.1 or later installation application.
If you have the Symphony First Edition application and the database on separate servers, run the installation application on the Symphony First Edition application server.
4. Click **Yes** to continue with the installation and click **Next**.
5. Select **Update** and click **Next**.
6. If you are using an Oracle Database, enter the credentials for a system administrator and click **OK**.
7. Click **Install** to complete the upgrade.
8. Once completed, **Restart** the application server.

During an upgrade to Symphony First Edition version 1.7.1 and later, the installation application now disables all administrative shares.

Upgrading Symphony First Edition 1.7.3

Performing the Upgrade

1. Access your browser and download the installation media from My Oracle Support (MOS) using the Symphony First Edition 1.7.3 (Patchset).
2. Extract the ISO file to the Symphony First Edition application server.
3. Once extracted, as an Administrator, right-click on the **Setup** file, and then click **Next** to run the Symphony First Edition 1.7.3 installation application.
If you have the Symphony First Edition application and the database on separate servers, run the installation application on the Symphony First Edition application server.
4. Select **Simphony First Edition** and click **Next**.
5. Enter the password for Reporting and Analytics (R&A) in the **CEDB Password** field.
6. Since the **Update** radio option is enabled by default, click **Next**.
7. Click **Install** to complete the upgrade.
8. Once completed, **Restart** the application server.

5 Installing Symphony First Edition

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

During the installation of Symphony First Edition version 1.7.1 or 1.7.2, the installation application now disables all administrative shares on the Symphony First Edition application server.

You can only install Symphony First Edition to local drives. Symphony First Edition installation does not support installing to a mapped drive.

Symphony First Edition requires that you adhere to Oracle Hospitality's strict password policy when creating database login credentials during installation. The *Symphony First Edition Security Guide* contains more information about creating strong passwords.

Starting the Installation

1. Log in and download the Symphony First Edition 1.7.1 or later 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. Select the **Symphony First Edition** and **Simphonized Reports** checkboxes.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, select **SQL Server** as the **Database Type**.
5. Follow the instructions beginning on step 4 in Starting the Symphony First Edition Installation to continue the installation.

Installing Symphony First Edition on a Separate Server

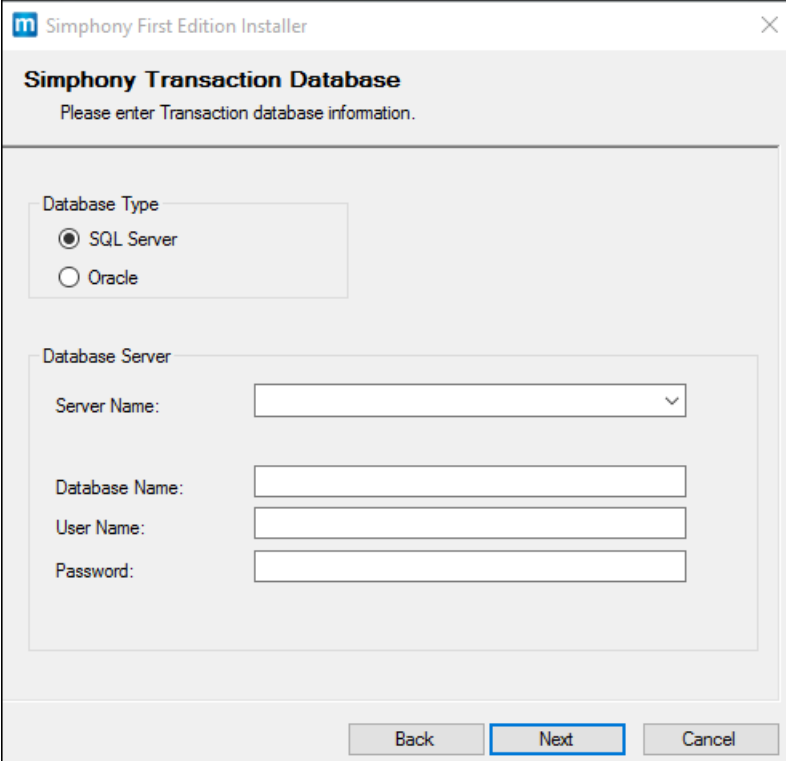
1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Select **Symphony First Edition** and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, select **SQL** as the **Database Type**.
5. Follow the instructions beginning on step 4 in [Starting the Symphony First Edition Installation](#) to continue the installation.

Installing Reporting and Analytics - Simphonized Reports

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

The following steps must be performed from the Reporting and Analytics server no matter what installation scenario is utilized.

1. Follow the instructions in [Starting the Installation](#) to begin installing.
2. Select only the **Simphonized Reports** checkbox and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
 - a. Enter the Oracle Service Name
 - b. Enter a privileged Symphony Transaction database user's login credentials.
4. If you are using the Microsoft SQL Server, see Installing Symphony First Edition with Microsoft SQL Server.
 - a. Enter the Database Name.
 - b. Enter a privileged Symphony Transaction database user's login credentials.
5. Enter the Symphony Transaction Database server information and login credentials and click **Next**.



The screenshot shows the 'Symphony First Edition Installer' window. The title bar reads 'Symphony First Edition Installer'. The main content area is titled 'Symphony Transaction Database' and includes the instruction 'Please enter Transaction database information.' Below this, there are two main sections: 'Database Type' and 'Database Server'. The 'Database Type' section has two radio buttons: 'SQL Server' (which is selected) and 'Oracle'. The 'Database Server' section contains four input fields: 'Server Name' (a dropdown menu), 'Database Name', 'User Name', and 'Password'. At the bottom of the window, there are three buttons: 'Back', 'Next' (which is highlighted with a blue border), and 'Cancel'.

Figure 5-1 Symphony First Edition Database Platform Selection

6. Select the R&A DB Server Name from the drop down and enter the DB Password for the R&A default **mmsql** DB User Name and click **Next**.

Simphony First Edition Installer

Reporting and Analytics
Please enter Reporting and Analytics information.

Reporting and Analytics

DB Server Name:

DB User Name:

DB Password:

Back Next Cancel

Figure 5-2 Simphony First Edition R&A Information

7. Click **Browse** to navigate to the location of the <Drive letter>:\myMicros folder where the Simphonized report templates are copied and click **Next**.

A new folder is created in the <Drive letter>:\myMicros\myInsight\org folder that is named using the Org ID number.

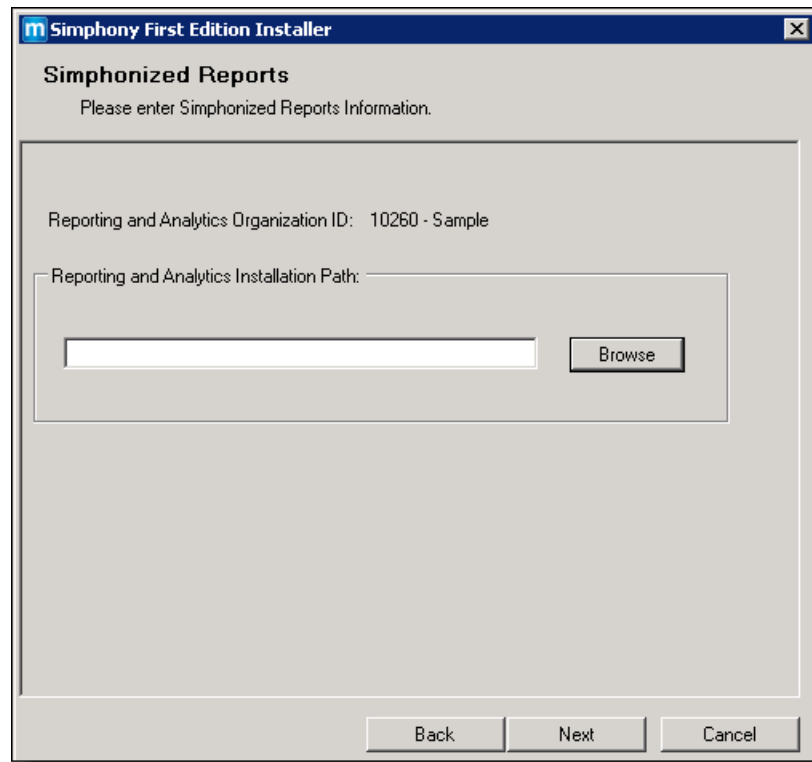


Figure 5-3 Simphonized Reports Location Path

8. Click **Install**.

See Enabling PMC Symphony Workstation Reports to enable workstation reports.

Installing Symphony First Edition on Multiple Application Servers

1. Follow the instructions in [Starting the Installation](#) to begin installing on separate servers. You must copy the Symphony First Edition installation application to each server.
2. Select **Symphony First Edition** and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, see [Installing Symphony First Edition with Microsoft SQL Server](#).
5. Follow the instructions beginning on step 4 in Starting the Symphony First Edition Installation to continue the installation.

Installing Database Components on Servers

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.

Create the following database tables in the server. Refer to the [Oracle Help Center](#) for instructions.

- MCRSCACHE
- MCRSPOS

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 database client software by running the Symphony First Edition **setup.exe** on the local database server.

On Microsoft Windows

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

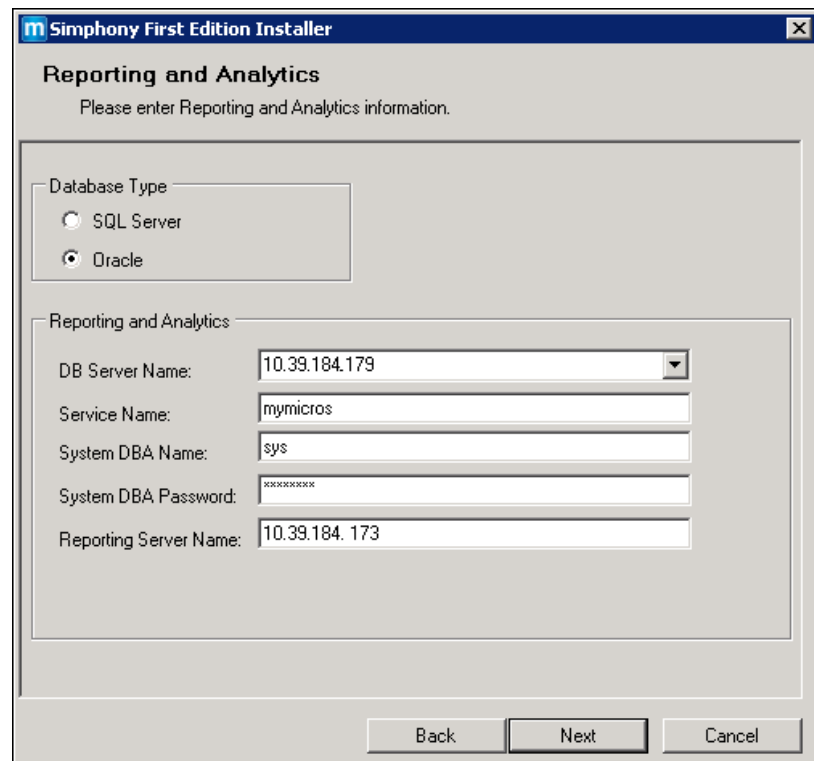
1. Follow all pre-installation tasks for your site. See [Pre-Installation Tasks](#).
2. Follow the instructions in [Starting the Installation](#) to begin installing.
3. Select **Clear All** to deselect all services.
4. Select **SQL** as the Database Type and click **Next**.
5. Select the **Database Source**, and then enter the **Database Server** details. Enter the credentials for a database administrative user other than the default SYS user for Oracle and SA user for Microsoft SQL Server.
6. If your database does not have an administrative user other than the default, enter a username and a password for a new administrator, and then select **Create**.
7. Enter the information for the transaction database and click **Next**. The transaction database is usually named MCRSPOS.
8. If you are creating a new administrative user, enter the **User Name** and the **Password** for the default database administrator account, and then click **OK**.
9. Enter the information to configure the cache database and click **Next**.
10. Enter the information to configure the reporting database and click **Next**.

If you are installing a blank database:

11. Enter a strong **User Name** and **Password** for the Enterprise Management Console (EMC) administrator.
12. Confirm the password and click **Next**.
13. Click **Install**.

Starting the Symphony First Edition Installation

1. Log in and download the Symphony First Edition 1.7.1 or later 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**.
4. Depending on the database platform that is being utilized, the installation application checks the system to determine if client software has already been installed. If not, the application installs either the Oracle 11g or Microsoft SQL Server client software. If necessary, follow the prompt to restart the installation application by clicking **OK**.
5. Enter the Reporting and Analytics server and database information and System Administrator database login credentials, and then click **Next**.



The screenshot shows the 'Symphony First Edition Installer' window. The title bar reads 'Symphony First Edition Installer'. The main window has a header 'Reporting and Analytics' and a subtitle 'Please enter Reporting and Analytics information.' Below this, there are two main sections. The first section is 'Database Type' with two radio buttons: 'SQL Server' and 'Oracle'. The 'Oracle' radio button is selected. The second section is 'Reporting and Analytics' with several input fields: 'DB Server Name' (a dropdown menu showing '10.39.184.179'), 'Service Name' (a text box containing 'mymicros'), 'System DBA Name' (a text box containing 'sys'), 'System DBA Password' (a text box with masked characters 'xxxxxxxx'), and 'Reporting Server Name' (a text box containing '10.39.184.173'). At the bottom of the window are three buttons: 'Back', 'Next', and 'Cancel'.

Figure 5-4 Symphony First Edition Database Type and R&A Information

6. Select the application services from **Setup Options** that users need to install (typically on the Symphony First Edition application server). Services can be installed on other servers on the local network (using the Symphony First Edition installation application on each specific server), however the Sequencer Service should only be installed on one server.

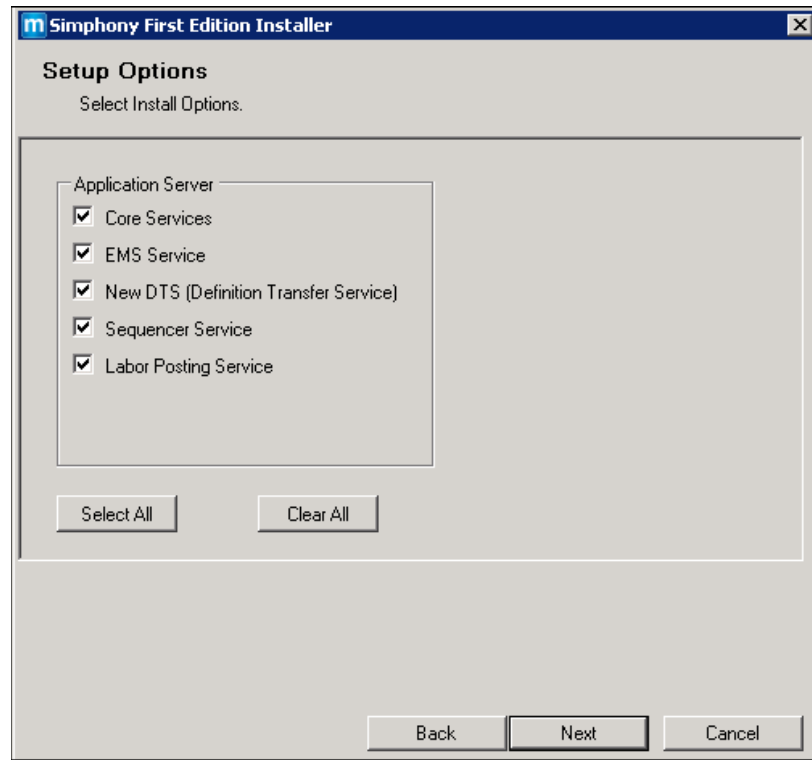


Figure 5-5 Setup Options for Installing Services

7. Set the destination folder for the Symphony First Edition installation. Click **Next**.
8. Select the **Database Source**, and then enter the **Database Server** details. Enter the credentials for a database administrative user other than the default SYS user for Oracle and SA user for Microsoft SQL Server.
9. If your database does not have an administrative user other than the default, enter a username and a password for a new administrator, and then select **Create**.
10. Enter the information for the transaction database and click **Next**. The transaction database is usually named MCRSPOS.
11. If you are creating a new administrative user, enter the **User Name** and the **Password** for the default database administrator account, and then click **OK**.
12. Enter the database server and user information for the Cache Database and click **Next**.

13. Enter the database password for the R&A default **mmsql** user (for Oracle Database users only). If Microsoft SQL Server is used, password entry is not required. Click **Next**.

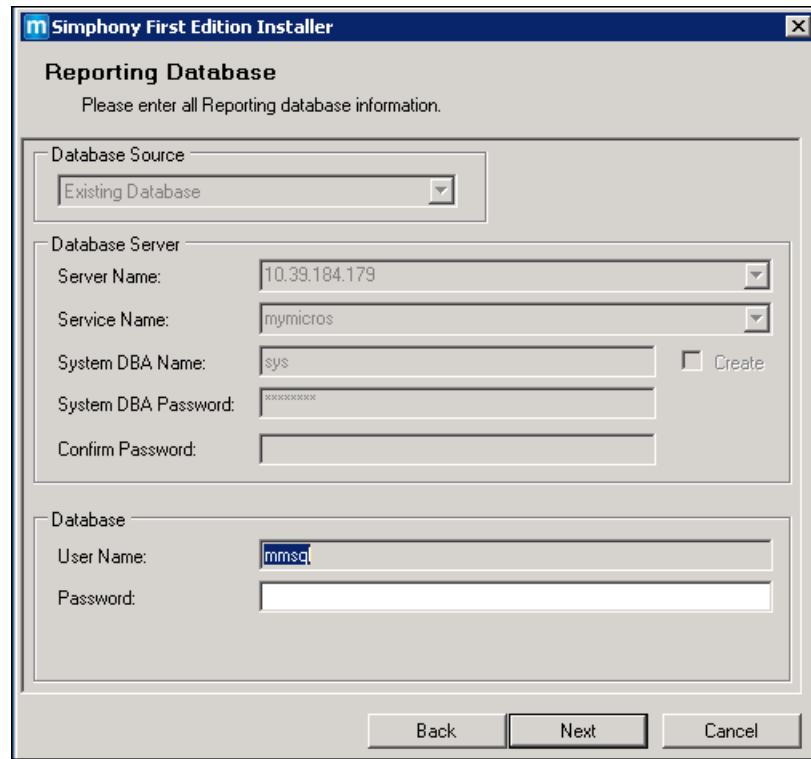


Figure 5-6 R&A Database Access Credentials

If you are installing Simphony First Edition with a blank database:

14. Enter a strong **User Name** and **Password** for the Enterprise Management Console (EMC) administrator.
15. Confirm the password and click **Next**.
16. Select the Reporting and Analytics Organization ID from the drop down and click **Next**.
17. If you want to add a Service Host, select **Create a new Service Host**, and then click **Next**.
18. If you do not want to add a service host at this time, select **Don't configure Service Host**, and then click **Next**.
19. From **Configuring Services**, enter the server name for the Check and Posting Service Host and define the **Port Number** and click **Next**. The default port number is 8080.
20. 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.
21. For Simphony CAL Discovery, enter the Default Gateway IP address and Default Net Mask and the Reporting Server Name and click **Next**.
22. Click **Install**, and then click **Done**.
23. Click **Yes** to restart the computer.

6 Post-Installation Tasks

Perform these procedures after installing Symphony First Edition 1.7.1 and later.

Verifying the Installation

1. Open the **EMC** from the shortcut on the desktop or **Start** menu.
2. Select the Server and enter the **User** and the **Password**.
 - If you installed Symphony First Edition with a blank database, enter the EMC administrator credentials that you created during installation.
 - If you installed Symphony First Edition with a sample database, enter `micros` for both the **User** and **Password**.
3. Click **Login**.

If you can see the EMC dashboard and the Symphony First Edition gateway is up and running, Symphony First Edition was successfully installed.

Configuring Symphony First Edition Licensing Count

With the release of Symphony First Edition 1.7.x, 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. If you want to add a new license count, select Set new license count.
5. If you want to append licenses to an existing license count, select **Add** to the 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:
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 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 deployment.
 4. Click **Save**.

Enabling PMC Symphony Workstation Reports

After successfully installing Symphony First Edition version 1.7.1 and later, in order to enable Property Management Console (PMC) reports to run from workstations, you must perform the following steps from the Enterprise Management Console (EMC):

1. Log into the EMC as a user with the correct privileges.
2. Click on the Enterprise level and then click **Languages**.
3. Click the **Miscellaneous** tab.

Beneath the PMC Reports MyMicros Settings section:

4. Select **Workstation Report** from the **PMC Role** drop down.
5. Select your language from the **PMC Language** drop down.
6. Select the time zone from the **PMC Time Zone** drop down.
7. Select the Org Name and ID from the **PMC Org Level** drop down.
8. Enter the authorizing user name in the **PMC User Name** field.
9. Enter the authorizing password in the **PMC Password** field.
10. Click **Save**.

7 Uninstalling Symphony First Edition

Uninstalling Symphony First Edition

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

1. Run the Symphony First Edition 1.7.1 or later installation application.
2. Click **Yes** to continue with the installation and click **Next**.
3. Select **Uninstall** and click **Next**.
4. Click **Install**.

8 Troubleshooting

This section describes common problems you might encounter when installing Symphony First Edition 1.7.1 and later, 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 FE 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 FE 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 during the installation. By default, an Oracle Server uses port 1521 and a 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 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 installation 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.

9 References

List of Services

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

Table 9-1 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. |

List of Database Configuration Fields

Table 9-2 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 . |
| Server Name | Enter the name of the computer where the database application is installed. To install Symphony First Edition on a named instance of Microsoft SQL server, enter the Server Name as <i>ServerName\InstanceName</i> . |
| Service Name | If you are using an Oracle Database, enter a service name on which to install the Symphony First Edition database. |

| Field | Description |
|------------------|---|
| Sys DBA Name | Enter the username of an existing system administrator. If you want to create a new system administrator, you must enter a strong system administrator username and select Create . |
| Sys DBA Password | Enter the password of an existing system administrator. If you want to create a new system administrator, you must enter a strong system administrator password and select Create . |
| Confirm Password | Reenter the system administrator password. |
| Create | If you select Create , and there are no system administrators with the given username, a new user is created. |
| Database Name | If you are using a Microsoft SQL database, enter a name for the database. |
| User Name | Enter a strong username for the database. |
| Password | Enter a strong password for the user defined in the User Name field to use to connect to the database. |