micros ®
RES

Restaurant Enterprise Solution (RES)

Version 5.4 MR1, Generation 2 Prerequisite Patch Documentation

General Information

About This Document

This documentation describes the RES Prerequisites Patch. This document is divided into the following sections:

Declarations

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Patch Setup

This section discusses the supported versions of the Prerequisite Patch as well as the steps to install the latest patch.

MICROS recommends that the user read this section and the section detailing the latest patch **PRIOR** to performing an upgrade.

Supported Versions

The table below identifies the Prerequisite Patches that are supported on each version of the RES product. Refer to the table below before running a Prerequisite Patch.:

RES Version	5.0 Prerequisite Patch Supported	RES 5 Gen2 Prerequisite Patch Supported	RES 5.4 MR1 Gen2 Prerequisite Patch Supported
5.0 GR (5.0.0003.0416)	X		
5.0 MR 1 (5.0.0101.0497)	X		
5.0 MR 2 (5.0.0201.0653)	X		
5.0 MR 3 (5.0.0300.0722)	X		
5.0 MR 4 (5.0.0400.0774)	X		
5.0 MR 5 (5.0.0501.1328)	X		
5.0 MR 6		X	X
5.1 (5.1.004.0938)	X		
5.1 MR 1 (5.1.0100.1016)	X		
5.1 MR 2 (5.1.0201.1115)	X		
5.1 MR 3 (5.1.0302.1463)	X		
5.1 MR 4		X	X
5.2 (5.2.0005.1327)	X		
5.2 MR1 (5.2.0101.1714)		X	X
5.4		X	X

Prior to installation, the patch will check the registry to determine if the system is running the correct version of the prerequisites. The patch will not run if the version string does not match.

If the patch stops due to an error, then the following message will appear:

```
Patch terminated by custom action.
```

To determine the specific action that stopped the patch, scroll to the bottom of *WinDir\MicrosRes54MR1Gen2PreRequisiteSetup.log*.

RES 5.4 MR1, Gen2 Prerequisite Patch

Run the Prerequisite Patch (Build 5.4.0100.2276) on all systems being upgraded from Sybase 11 to Sybase 16. Refer to the table on page 3 for each RES 5.x version that requires the RES Gen2 Prerequisites.

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID/ SCR ID/ TP ID	Page
Setup	3700 POS Server	N/A/ 40438, 40329/ 55687	5

New Features Detailed

Setup

3700 POS Server

CR ID #: N/A
SCR #: 40438, 40329
Target Process#: 55687

The new RES 5.4 MR1 Gen2 Prerequisite Patch performs the following actions:

◆ Removes Sybase SQL Anywhere 11

◆ Installs Sybase SQL Anywhere 16

◆ Re-links the Borland database engine (BDE) to Sybase SQL Anywhere 16

Please read all of these instructions before beginning.

It is important that all of these steps be followed in order.

Note	*Once the RES 5.4 MR1 Gen2 Prerequisites have been installed, the database will not start again until the RES 5.x Patch has also been run. Therefore, any steps that need to be done prior to running the RES Patch must also be done prior to running the RES 5.4 MR1 Gen2 Prerequisites. It is expected that the RES 5.x Patch will be run immediately after installing the RES 5.4 MR1 Gen2 Prerequisites.*

1. The RES 5.4 MR1 Gen2 Prerequisites can be installed directly onto a clean PC with no prior RES or Prerequisites installations. The supported operating systems remain unchanged (Microsoft Windows Server 2008 R2, Microsoft Windows 7 64 Bit and Microsoft Windows 7 32 Bit).

   The RES 5.4 MR1 Gen2 Prerequisites can also be run on all of the following RES versions:

   ◆ 5.0 and 5.0 MR1 through MR6

   ◆ 5.1 and 5.1 MR1 through MR4

   ◆ 5.2 and 5.2 MR1, MR2

   ◆ 5.3

   ◆ 5.4

Either the RES 5 Gen 2 Prerequisites Patch (5.4.0000.1651) or the RES Version 5.4 MR1 Gen 2 Prerequisites Patch (5.4.0100.2276) may be used in preparing for the RES 5.4 MR1 Setup installation. The contents of these two prerequisites patches are the same. The only difference is that the 5.4 MR1 Gen 2 Prerequisites Patch (5.4.0100.2276) may be installed directly onto a clean server with no existing RES or prerequisites patches.

Sites already using the RES 5 Gen 2 Prerequisites Patch (5.4.0000.1651) do not need to run the 5.4 MR1 Gen 2 Prerequisites Patch (5.4.0100.2276).

2. You must have .Net Framework 3.5 SP1 or higher installed on the RES Server. Look in C:\Windows\Microsoft.NET\Framework and verify that you have a folder named "3.5.30729.1" or higher.

3. You must also have .Net 4.0 client installed on the RES server.

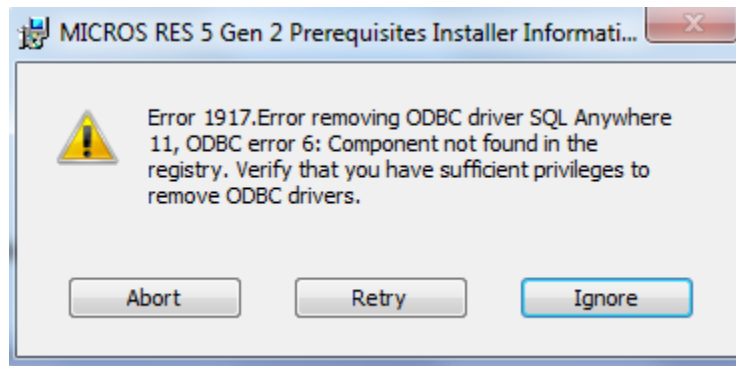4. You must have Adobe Reader version 9 or higher installed on the RES server.

Follow these steps to install the RES Version 5.4 MR1 Gen 2 Prerequisites Patch:

Stop the System

1. In the MICROS Control Panel, set the Restaurant to **OFF**.

2. Ensure all hard drive clients are at system closed.

3. Close all applications prior to running the Service Pack, including the MICROS Control Panel.

4. Log on to Windows as a member of the Administrator's group, but NOT the built-in user name Administrator.

5. Insert the RES 5.4 MR1 DVD.

6. Open Windows Explorer to the DVD, and browse to RES_Version_5.4_(5.4.0100.2276)\Setup\NetworkBuild\. Double-click **MICROS RES 5.4 MR1 Gen 2 Prerequisites.exe**.

7. When the prerequisites installation is complete, no reboot is required. It is ready for 5.4 MR1 Setup.

   If error 1917 occurs, click **Ignore**. The patch will complete successfully.

Important   *Do not remove the old 5.0 Prerequisite in Windows | Settings | Control Panel | Add or Remove Programs. This must remain installed on the server.*

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

- ◆ The change adds to or extends the current process. This differs from a revision (a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancement	CR ID/ SCR ID/ TPID	Page
Database Engine	Database Engine updated to Sybase SQL Anywhere 16	N/A/ 40329/ N/A	9

Enhancements Detailed

Database Engine

Database Engine updated to Sybase SQL Anywhere 16

CR ID #: N/A
SCR #: 40329
Target Process#: N/A

The database engine has been updated from Sybase 11 to Sybase SQL Anywhere 16.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.4 MR1 software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.

- ◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revision included in this Maintenance Release.

Module	Revision	CR ID/ SCR ID/ TPID	Page
Sybase 16	Syntax changes made for proper connection to database and external programs	N/A/ 40451/ N/A	10

Revisions Detailed

Sybase 16

Syntax changes made for proper connection to database and external programs

CR ID #: N/A
SCR #: 40451
Target Process#: N/A

The RES 5.4 MR1 Gen2 Prerequisite Patch contains new syntax changes for connection to the database and the external program scripts. The following two changes were made.

Change #1 - Connection to Database

The first line in each script that had line 1 connecting to the database has been changed.

Previous Sybase 11 Syntax:
connect support identified by support

New Sybase 16 Syntax:
connect USING 'DSN=micros;UID=support;PWD=support'

Change #2 - External Program Change

A second change has been made to External Programs in the *POS Configurator | System | External Programs*. The syntax at the store has been changed for the external programs. The syntax '-nogui' was added to indicate that no GUI is needed to suppress the interactive user interface.

Previous Sybase 11 External Program Syntax:
dbisql -q ScriptName.sql

New Sybase 16 External Program Syntax:
dbisql -q -nogui ScriptName.sql

Note   *'-q' is used to execute the script in Quiet mode.*
               '-nogui' is needed to suppress the interactive user interface.

In *POS Configurator | System | External Programs*, no change is needed to the 'Working Directory'. You only need to change the 'Command Line' DIR line (see DBISQL query 'Tip' below).

Tip
In *POS Configurator | System | External Programs*, change all programs that call 'dbisql...'. For example, if you enter the following SQL query, you can determine which ones require this change:

SELECT * from micros.ext_prog_def where command_line like '%dbisql%' order by 2

********IMPORTANT NOTE FOR EM MANAGED SITES**********

Customers that manage Autosequences from the Corporate Level and
have a variety of stores with multiple versions of Sybase (e.g., Sybase 9,
Sybase 11, and/or Sybase 16) need to make these new syntax changes at
EM Corporate. Then send the updated POS script files and External
Program changes down to the stores no later than the next day after the
RES Server has been upgraded to RES 5.4 MR1 Gen2. (See 'Important
Note' below.)

The newer syntax requirements are downward compatible and work with
Sybase 9, 11, and 16; therefore, these changes can be sent to all stores at
one time, after the first store in the chain is upgraded to RES 5.4 MR1
Gen2. This will avoid issues in the future with these important syntax
changes being missed for certain store locations.

Important Note:

Any Autosequences that contain scripts affected by these syntax
changes, that are not corrected, may render various daily or End-of-Night
Autosequence(s) incomplete. This may leave an instance of DBISQL
running in Windows Processes.

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