



Restaurant Enterprise Solution (RES)

Version 5.4 Maintenance Release 1

General Information

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 1 for Version 5.4. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

*******IMPORTANT: New PreReq*******

RES 5.4 MR1 has a new prerequisite patch (RES 5.4 MR1 Gen 2 Prerequisites). Either the (RES 5 Gen2) (5.4.0000.1651) or the (RES 54 MR1 Gen 2) (5.4.0100.2276) prerequisites may be used. The new (RES 54 MR1 Gen 2) prerequisites can be installed onto a clean PC, as well as over any earlier RES 5 install.

Be sure to read both the RES54_MR1_Gen2_Prereq_Patch_MD.pdf and RES54_MR1_Install_rmf.pdf prior to upgrading.

*******REMINDER*******

MICROS recommends that you re-install and test custom applications after applying any upgrade to a RES system. This includes SQL scripts that add or alter custom stored procedures.

*******IMPORTANT*******

Occasionally, report requests from AutoSequence & Reports and Report Viewer may be slow to display a report (for example, between 40 to 90 seconds). This does not occur on all systems. If you encounter this problem, refer to Clarify Change Request number 31114 for a solution. This solution provides instructions to load a configuration file (that works in conjunction with ReportExporter.exe) to address this report speed issue.

Within each chapter, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information about these features and step-by-step instructions to configure them, refer to the product's Online Reference Manual, available from the MICROS website.

Upgrading RES

The following versions of RES databases can be upgraded to RES 5.4 Maintenance Release 1.

- ◆ 3.2 ***
- ◆ 4.3 HF1, 4.3 HF2, and 4.3 MR3 ***
- ◆ 4.4 ***
- ◆ 4.5 and 4.5 MR1 ***
- ◆ 4.6 and 4.6 MR1 ***

- ◆ 4.7 and 4.7 MR1 through MR4 ***
- ◆ 4.8 and 4.8 MR1 through MR7 (4.8 MR3 and lower ***)
- ◆ 4.9 and 4.9 MR1 through MR10 (4.9 GR ***)
- ◆ 4.10 and 4.10 MR1, MR2
- ◆ 4.11 and 4.11 MR1 through MR6
- ◆ 4.12 and 4.12 MR1A
- ◆ 5.0 and 5.0 MR1 through MR6
- ◆ 5.1 and 5.1 MR1 through MR4
- ◆ 5.2 and 5.2 MR1A, MR2
- ◆ 5.3
- ◆ 5.4

Warning *Any RES version not listed here cannot be upgraded to RES 5.4 Maintenance Release 1.*

**** These databases must have a pre-convert script run against them prior to upgrading to 5.4 MRI.*

All Enterprise Management databases not already at RES 5.x must run the pre-convert script.

Note



For known limitations, please refer to the RES Version 5.4 MRI Installation Guide in the Before You Begin: Tips, Traps, and Precautions section.

Installing a Maintenance Release

Unlike previous RES maintenance releases, the 5.4 MR1 Gen 2 Prerequisites and RES 5.4 MR1 setup can be installed directly onto a clean PC with no prior RES installations. The supported operating systems remain unchanged (Microsoft Windows Server 2008 R2, Microsoft Windows 7 64 Bit and Microsoft Windows 7 32 Bit).

RES 5.4 MR1 can also be used to upgrade 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

Prerequisites

Either the RES Version 5.4 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. 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. It may also be run over top of any existing 5.x install. Sites already using the 5.4 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).

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**.



Note: See the RES 5.4 MR1 Prerequisites.pdf for more information.

7. When the prerequisites installation is complete, no reboot is required.

RES 5.4 MR1 Setup

Clean Install (no Prior RES):

1. Log on to Windows as a member of the Administrator's group, but NOT the built in user named Administrator.
2. Insert the RES 5.4 MR1 DVD.
3. Open Windows Explorer to the DVD, and browse to RES_Version_5.4_(5.4.0100.2276)\Setup\NetworkBuild\RES\. Double-click **RES 5.4 MR1 Setup.exe**.
4. Agree to the license agreement and click **Next**.
5. Select where to install MICROS files.
6. Select the database to install.
7. Select where to install the database.
8. When Setup completes, allow the system to reboot.

9. Follow the instructions in the Server Configuration section of the *RES54_MR1_Install_rmf.pdf*.

Update existing RES 5.x server

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 member of the Administrator's group, but NOT the built-in user named 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\RES\
Double-click **RES 5.4 MR1 Setup.exe**.
7. When Setup completes, allow the system to reboot.

Installation Notes

Installing the Maintenance Release on a RES server will stop all of the running MICROS services before installing the updated files. The RES server reboots upon completion. The Maintenance Release may include updated files for the POS clients. After the server reboots, all of the clients will install the updated files. When finished, the clients will then reboot.

Before installing updated files on your system, the Maintenance Release preserves the original files by appending .PrePatchRestore to the existing filename. **It is absolutely critical that these renamed files be left in place**, exactly as they are. Removal or modification of these archived .PrePatchRestore files will render your RES server un-patchable by future RES releases.

The same Maintenance Release may be installed more than once. This should not be needed, except in the rare case where an installation has failed. Multiple Maintenance Releases may be installed as needed.

Installing RES 5.4 MR1 Setup produces a log file named MicrosResSetup.log, which will be located in the %windir% folder. Installing RES 5.4 MR1 will update the existing MICROS Version registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\MICROS\Version to 5.4.0100.2276

It will not add a new key under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\MICROS\Novafix.

RES 5.4 MR1 will NOT add a new row to the database in db_version_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db_service_pak_desc' column will be the build number of 5.4.0100.2276. Most of the db_build_num rows will be updated to 2276.

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Maintenance Release 1

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 Maintenance Release.

Module	Feature	TPID/ CR ID	Page
Setup	Setup Requirements for 5.4 MR1	74976/ N/A	9

New Features Detailed

Setup

Setup Requirements for 5.4 MR1

Target Process ID#: 74976

CR ID #: N/A

RES v5.4 MR1 requires:

1. RES 5.4 Gen 2 Prerequisites that will
 - a) Install on a clean operating system (with nothing but the .NET Framework, IIS, and Adobe Reader requirements).
 - b) Upgrade from all prior versions of RES 5.x.
 - c) Install on the following operating system versions:
 - ◆ Microsoft Windows 7 x86
 - ◆ Microsoft Windows 7 x64
 - ◆ Microsoft Windows Server 2008 R2

2. RES 5.4 MR 1 Setup (CD) that will install on the previously-mentioned operating system platforms.

What's Enhanced?

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS 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 (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements
Summarized**

No enhancements have been added to this release.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in a previous version of 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 revisions included in this Maintenance Release.

Module	Revision	TPID/ CR ID	Page
POS Operations	POS Operations closed unexpectedly when condiment substitution was used	76981/ N/A	13
	Condiment area of build screen was missing buttons	77169/ N/A	13
Setup	Old RES logo appeared on v5.4 KDS splash screen	77783/ N/A	13
	DSM service issues during database reload	77900/ N/A	13
	RES 5.4 MR1 Setup with unattended update	78300/ N/A	14

**Revisions
Detailed**

POS Operations

POS Operations closed unexpectedly when condiment substitution was used

Target Process ID#: 76981

CR ID #: N/A

An unexpected termination of POS Operations no longer occurs when a condiment substitution is used within a combo meal.

Condiment area of build screen was missing buttons

Target Process ID#: 77169

CR ID #: N/A

In certain situations using Min/Max condiments, the condiment area of a build screen was missing buttons. This has been corrected.

Setup

Old RES logo appeared on v5.4 KDS splash screen

Target Process ID#: 77783

CR ID #: N/A

RES v5.4 showed the old black and red logo on the KDS splash screen. Now the new MICROS RES blue logo appears.

DSM service issues during database reload

Target Process ID#: 77900

CR ID #: N/A

MICROS recommends that you remove any unused network nodes from the database in order to improve communication speed and performance.

RES 5.4 MRI Setup with unattended update

Target Process ID#: 78300

CR ID #: N/A

You can add a registry value to existing RES 5.x servers that will skip the normal setup prompts at both the beginning and end of setup. With this value in place, the server will automatically reboot when setup is complete. Unattended setup can be run on upgrades from previous RES 5.x versions, but not on new installations.

64 Bit operating system:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\MICROS\Installation\UnattendedUpdate (DWORD) = 1

32 Bit operating system:

HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\Installation\UnattendedUpdate (DWORD) = 1

If User Account Control (UAC) is enabled, the prompt from UAC to allow the install will still be enabled.

What's Known

What's Known is defined as what needs to be completed for a successful version upgrade for certain modules.

What's Known Summarized

The table below summarizes What's Known in this version.

Module	Feature	TPID/ CR ID	Page
Setup	MICROS desktop shortcuts appear white after upgrading to RES 5.4 MR1	75942/ N/A	15

What's Known Detailed

Setup

MICROS desktop shortcuts appear white after upgrading to RES 5.4 MR1

Target Process ID#: 75942

CR ID #: N/A

If a site with RES 5.4 had MICROS app shortcuts (for example, POS Configurator) copied from the Start menu and pasted on the desktop, then after running RES 5.4 MR1 Setup.exe, the desktop shortcuts still function, but the icons do not appear. This is a known issue.