micros®

Restaurant Enterprise Solution RES 4.3 Prerequisite Patch Documentation

General Information

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	4.0 HF1 Pre-requisite Patch Supported	4.1 Pre-requisite Patch Supported	4.3 Pre-requisite Patch Supported
4.0 GR (4.0.8.312)		X	
4.0 Hotfix 1 (4.0.11.374)	X	X	
4.0 Hotfix 2 (4.0.14.418)	X	X	
4.0 Hotfix 3 (4.0.17.502)	X	X	
4.1 GR (4.1.7.550)	X	X	
4.1 HF1 (4.1.13.641)		X	
4.1 HF2 (4.1.17.773)		X	
4.1 HF3 (4.1.19.906)		X	
4.3 (4.3.6.1200)		X	
4.3 HF1 (4.3.16.1526)		X	X

RES Version	4.0 HF1 Pre-requisite Patch Supported	4.1 Pre-requisite Patch Supported	4.3 Pre-requisite Patch Supported
4.3 HF2 (Version TBD)		X	X
4.4 (Version TBD)			X (Patch Required)
4.5 (Version TBD)			X (Patch Required)

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, users can scroll to the bottom of *WinDir\MicrosPrereqPatch.log*.

Installing the Prerequisites

You must log into the system as a User with administrative privileges both before running the patch and after the server reboots once patch installation is complete.

1. Download the Prerequisites Patch from the MICROS Website on the RES Product Page (**RES43_Prerequisite.exe**) to your *Temp* folder.

   Make sure that there is a minimum of 1 GB of available space on the hard drive where the application will be stored. This should be the same drive where Windows resides.

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

3. Make sure all hard-drive clients are at system closed.

4. Close all applications prior to running the patch, including the *MICROS Control Panel*.

> *Note* *If you are running the MICROS Secure Desktop on Win32clients, you must manually shut down and disable the service before running the hot fix. Reset the service to "automatic" after successfully completing the installation and then reboot the clients.*

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5. If you have altered any Sybase files, you must replace them with the original versions before proceeding. Failure to do so will not stop the patch before all files are updated.

6. Double-click on **RES43_Prerequisite.exe** to run the patch. The patch will decompress the files from the self-extracting executable. A DOS window will display during the Service Pack installation. The patch will install automatically and will copying the files to the appropriate directories.

   If the patch stops due to an error it will say, "Patch terminated by custom action." To determine the specific action that stopped the patch, users can scroll to the bottom of *WinDir\MicrosPrereqPatch.log*.

7. The server will automatically reboot when complete.

   In RES 4.x, hard drive clients use CAL to perform updates. After the server reboots, all hard drive clients will automatically upgrade. The clients will reboot several times during the upgrade process.

> *Note* *When upgrading a previous 4.x installation, the user may encounter an issue with the previously installed prerequisite files. If this occurs, the system will prompt the user to remove and reinstall the prerequisites. To do this, you must uninstall the RES release BEFORE uninstalling the prerequisites. Once all files are removed, you will need to reinstall the General Release versions of both Prerequisite and RES before proceeding to install the latest version of each.*

RES 4.3 Prerequisite Patch (Build 4.3.9.1332)

The Prerequisite Patch should be run on all systems running RES 4.3 HF1 or higher.

What's New

There are no new features in this release.

What's Enhanced

There are no enhancements in this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 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 release:

Application	Feature	CR ID	Page
Sybase	Sybase Database Engine May Cause Database Corruption	N/A	7

Sybase

Sybase Database Engine May Cause Database Corruption

CR ID #: N/A

This patch resolves an issue with the Sybase Database Engine that causes database corruption to occur intermittently. This issue has been present since 4.0 General Release.

This patch contains a new version of the Sybase database application. The version is 9.0.2.3586. Please refer to the Sybase Website www.sybase.com for details on the changes present in this release.

All database integration should be tested with this new Sybase release prior to installing in a live site.