micros®

Restaurant Enterprise Series Version 3.1 – Service Pack 4 Setup Instructions

res 3000
for every restaurant

General Information

About This Document

This document provides installation and setup instructions for the MICROS Restaurant Enterprise Series (RES) Version 3.1 software. The process ensures the proper transfer and configuration of the files, programs, and databases required for the smooth operation of the applications.

The procedures described in this document are applicable to both new and upgraded systems.

To help you navigate the document, information is organized in sections and displayed in the following sequence:

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Who Should be Reading this Document

This document is intended for the following audiences:

◆ MICROS Installers/Programmers

◆ MICROS Dealers

◆ MICROS Customer Service

◆ MICROS Training Personnel

◆ MIS Personnel

What the Reader Should Already Know

This document assumes that you have the following knowledge or expertise:

◆ Operational understanding of PCs

◆ Understanding of POS terminology and concepts

◆ Working knowledge of the Microsoft Windows interface

RES Setup Procedures

Before You Begin: Tips, Traps, and Precautions

Before running the RES Setup procedure, the following should be noted:

◆ The individual installing the software must be logged on as "Administrator" before running RES Setup on a Microsoft® Windows NT® or Windows 2000 system.

◆ Make sure that all programs/applications are closed on the PC. If the system detects an active program/process during the installation routine, a notification to close them may display.

◆ This version of the software requires an activation code for each module (Version 3.0).

◆ The MICROSSVC user introduced in 3700 Version 2.5 requires an NT user license. Along with the 10 user license limit in NT Workstation, this could be an issue for sites currently using 10 user licenses and upgrading from a previous Version of 3700 to Version 2.5 or higher.

◆ In order to view the online documentation, Microsoft Internet Explorer 5.5 with Service Pack 2 must be set as your default browser.

◆ **With this release, MICROS no longer supports database Version 2.5 or below. The conversion process will only work with database Version 2.6 or higher**.

◆ When upgrading from Res 2.6 to Res 3.1, the **DeliveryDispatch.cfg** file is saved, but the new file is significantly larger and cannot be used as is. When Delivery Dispatch is started for the first time after conversion, a new config file will be generated. Settings can then be changed to suit the user.

◆ An existing Version 2.6/3.0 database with multiple languages created through the **Translate.exe** application may not convert properly. The first language in the database, which is the English US language, will convert correctly.

◆   An incomplete or incorrect translation of the other languages might
occur *when creating a Version 2.6 database from the demo database*.
The Version 2.6 database had a problem with the second language.
Therefore, if any other languages were derived from the second
language files, it could result in an improper translation.

When the database is converted from Version 2.6 to 3.0, the system
will detect the bad fields and insert the English US words and/or
phrases. The user will be left with a second language that is partially
translated, but still usable. A post-conversion check of all language
translations is therefore recommended with the understanding that
additional translation may be required.

Due to the nature of the problem, MICROS cannot predict how much
of a given language will translate. During testing, the success rate
ranged from 20-45%.

It should be noted that this problem applies only to database
conversions and does not affect any POS Operations languages
translated through the Translator.exe application. Please follow
normal procedures for this application to update your language for the
new version of the software.

◆   The conversion script prior to RES version 3.1 does not support
custom tables. As a result, when a RES Version 2.6 database with
totals in the **ap_export** tables is converted to a Version 3.0 database,
the following tables are lost:

ap_export_entry_addl_dtl
ap_export_rpt_dtl

Follow these steps to work around this issue:

1.   Select *Start | Run | DBISQL*.
2.   Enter your user ID and password.
3.   Using the UNLOAD statement, extract the **ap_export**
information from the Version 2.6 database to a file.
4.   Convert the Version 2.6 database to Version 3.0.
5.   Convert the Version 3.0 database to Version 3.1.
6.   Using the LOAD statement, insert the previously extracted
ap_export information into the Version 3.1 database.

◆ Before installing Win 2000 on the server, make sure that OPOS devices and related software are Win 2000-compliant. Failure to do so may prevent KDS Controller from loading after setup.

◆ When installing on two or more clients, be sure to wait at least 3 seconds between the start of each client setup. Failure to do so can cause one or more of the clients to hang.

◆ MICROS does not support remote installations to a client running a later version than the one installed on the server. To downgrade the client to an earlier version of RES, you must first manually delete MICROS from the clients and then reinstall the required version.

◆ This version of the software supports PCWS Model 64 or higher as a client only. A minimum of 32 MB of RAM is required.

◆ If a PCWS is to be used as the RES server, MICROS recommends the PCWS Model Eclipse.

◆ The KDS Display Application will not run on RES Server running Windows 2000 Server Edition. (It will run on Windows 2000 Pro.)

◆ When updating from a previous version of RES, if you change the drive where the Documentation files are installed, be aware that the system will not automatically delete the old Documentation files from the previous directory location. You must delete them manually.

If no change is made to the location (i.e., the letter drive remains the same), the system will overwrite the old Documentation files.

◆ When upgrading on a RES system where the MICROS Portal is installed, be sure to manually shut down the Micros Agent and Micros Watchdog services. Failure to shut down these Portal-related services can result in a system lockup during database conversion.

◆ When upgrading to RES 3.1, make sure that there are no suspended receipts prior to attempting database conversion. Failure to do so will trigger a constraint violation the next time a user tries to enter a receipt in the updated system. This issue only applies to Product Management (PM) receipts.

♦ When running a patch upgrade, be aware that the system will no longer append comments to the original **MicrosResSetup.log**. Instead, each patch will create it's own log file (called *CurrentVersion***MicrosResSetup.log**) in the WinNT directory.

♦ Begin with RES 3.1 sp3, RES will support POS clients only on the embedded XP operating system. If you are running secure desktop environments, you should not include embedded XP clients into your configurations.

Guest Services Solutions (GSS)

♦ The Guest Services Solution (GSS) Backoffice application is not supported in RES Version 3.1, but is included in the Service Pack 1 release. Attempts to launch the program via the *Start Menu | MICROS Applications | GSS Backoffice* before installing this service pack will result in an error message to that effect.

♦ If you are currently running GSS and are upgrading to the integrated RES 3.1 product, be advised that file locations have changed and will affect the following:

  ♦ The **GSS.exe** executable is now located in **Micros\RES\GSS\ Bin**. If you had an existing shortcut to the GSS Backoffice, you will need to delete it and create a new one.

  ♦ The **GSS.isl** file is now installed in **Micros\RES\GSS\Bin**. This file must be copied to **Micros\RES\pos\etc** and renamed **pms#.isl** (where # = the object number of the GSS interface in *POS Configurator | Devices | Interfaces*.

  ♦ GSS Reports are now installed in the **RES\GSS\Reports** directory. If you had GSS installed prior to loading RES 3.1 Service Pack 1, you will need to delete the old GSS report templates (with numbers greater than 10000) in *POS Configurator | Reporting | Report Templates* form.

  The new GSS report templates will also be present — these are numbered in the 7101 – 7120 range. Make sure that any autosequences that call a GSS report are linked to the new report number. Failure to delete the old templates (and link to the new ones) may result in a system error when a GSS report is run.

Similarly, because of the directory change, you must re-link the Invoice Template and Batch Report Template (*GSS Backoffice | File | Configure | Accounts Receivable*) to the same report names, but in the new path (**RES\GSS\Reports**).

◆ Rerunning the RES 3.1 GR CD for purposes of installing, modifying, or repairing any of the applications will reset all of the applications to their General Release versions. If you have already installed RES 3.1 Service Pack 2, you will need to run it again. Failure to do so may prevent you from opening previously installed programs.

◆ When running from a 3.0 system with GSS installed, the system does not overwrite the stored procedures already in the database. To run the GSS Nightly procedures, the existing GSS autosequences must be manually linked to the new stored procedures, which are numbered as follows:

  ◆ 7101 GSS Nightly

  ◆ 7102 GSS Remove Inactive Customers

  ◆ 7103 GSS Remove Inactive Gift Certificates

Win 2000

The following steps should be taken prior to installing RES 3.1 on a Win 2000 server:

1. Activate "File and Print Sharing For Microsoft Networks" prior to install RES software.

2. Logon using the administrative user name/password allocated for the installer.

3. From the Windows Start Menu, select **Settings** | **Control Panel.**

4. Double-click the **System** icon to go to the **Advanced | Environment Variables** tab.

5. Make sure that the *Temp* and *TMP* paths in the **User Variables** box are the same as those in the **System Variables** box.

6. Click **OK** to exit the system.
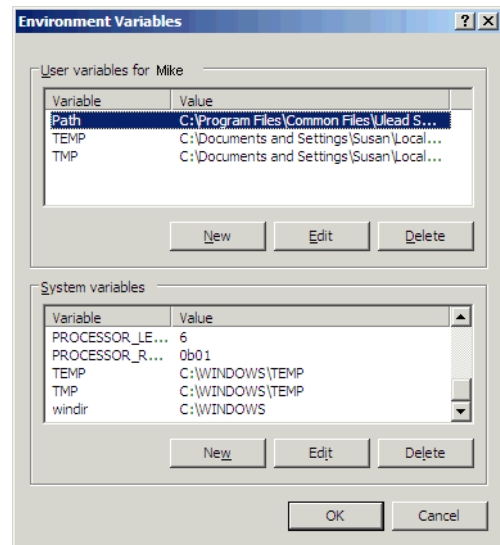
Upgrading from WinNT to 2000

Upgrading from Windows NT to Windows 2000 will overwrite IE 5.5 sp2 with IE 5.0. Therefore, before upgrading, be sure that you have access to IE 5.5 sp2 so it can be installed after setup.

Win NT

When upgrading from a previous RES edition, you must remove previously installed Doc Cafe files prior to running RES Version 3.1 installation. This can be done from the Windows Start Menu by selecting **Control Panel | Add\Remove Programs**.

Site Requirements

In order to successfully install and enable a RES Setup system, the following requirements must be met:

	NT Server and Clients	Win 2000 Server	95/98 Clients
NT 4.0 sp 6a or greater	X		
IE 5.5 sp 2 or greater	X	X	X
MDAC 2.6 (setup will install)	X	X	X

NOTE: NT 4.0 sp 6a and IE 5.5 sp 2 do not automatically install as part of RES setup. They must be manually installed by the user.

Additional Software Requirements

The following software tools are automatically installed with RES Setup. These application versions must not be changed by the installation of third-party software. Any changes to the software application will make the RES System unsupportable.

Application	Version
Microsoft DCOM	1.0
ODBC	3.52
Sybase Adaptive Server	6.03.3114
Crystal Reports Professional*	8.0.0.85
Borland Delphi	5.1.1.1
Sentinel Software Key Driver	5.3.9.0
Adobe Acrobat Reader	5.0

*Crystal Reports viewer is installed with RES. If report development is required, the installer must load a full version of Crystal Report Professional. If done, RES Setup must be reloaded afterwards.

Hard-Drive Space Requirements

The space requirements listed below assume that the full range of options are to be installed:

| RES Environment	NT Server	NT Client	95 Client
Clean, no prior RES installation	1.2 GB	463 MB	403 MB
Over existing RES (without rollback*)	1.3 GB + size of DB	360 MB	360 MB
Over existing RES (with rollback*)	n/a	518 MB	700 MB

*Setup saves a copy of all existing MICROS files until installation is complete. In the event that setup is cancelled before completion, the system can rollback to its original condition.

Prior to setup, the system calculates how much space is required for installation of the selected features. If the available disk space is inadequate, the following message is displayed:

For Server Out of Disk Space
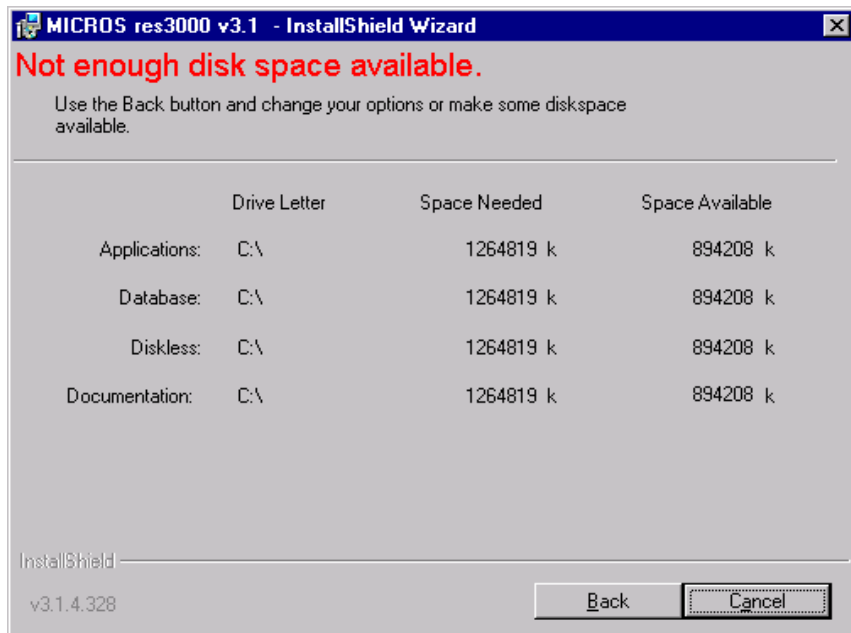
For Client Out of Disk Space
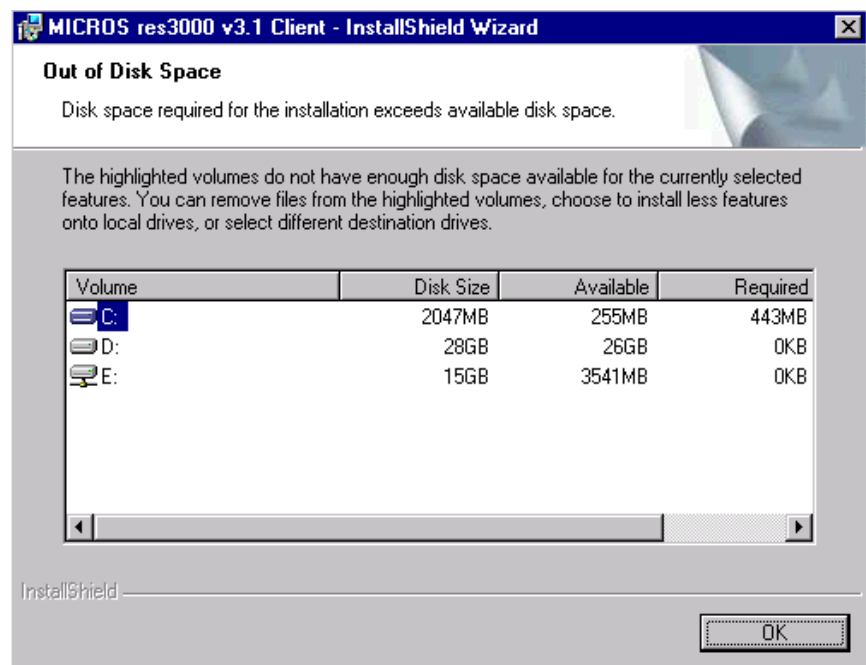
If the calculated amount of space is available, setup will proceed with the next step — saving all existing files. If the system finds there is insufficient space to save all old files and install the new ones, the following message will be displayed:

Choose **Ignore** to let setup proceed without generating the rollback files. These are temporary files — a backup in case of system failure or an aborted installation. They are not required for successful setup.

RES Server Requirements—Small to Medium System

The following is a list of RES Server requirements for small to medium systems. Small to medium systems consist of stores with less than 10 workstations.

The table below illustrates the required hardware needed for RES Servers to be used in small to medium systems:

Product(s)	Number of Terminals	Recommendations
3700 System only	1-4	Pentium III, 550 MHz
		128-256 MB RAM
		6-9 GB SCSI Hard Drive
	5-9	Pentium III, 550 MHz
		256 MB RAM
		6-9 GB SCSI Hard Drive — RAID 5 with 3/9 GB
3700 System with Enterprise Office	1-4	Pentium III 550 MHz
		256 MB RAM
		9-12 GB SCSI Hard Drive
	5-9	Pentium III 550 MHz
		512 MB RAM
		9-12 GB Hard Drive–RAID 5 with 3/9 GB

RES Server Requirements—Large System

This section details the RES Server requirements for large systems. Large systems consist of stores with more than 10 workstations. These requirements are for sites with average business volume. High volume sites will require additional resources.

Note *Smaller sites that wish to have exceptional speed may also follow the requirements listed here.*

The table below illustrates the required hardware needed for RES Servers to be used in large systems:

Product(s)	Number of Terminals	Recommendations
3700 System only	10-15	Pentium III, 733 MHz
		256 MB RAM
		9-12 GB SCSI Hard Drive – RAID 5 with 3/9 GB SCSI Hard Drives
	15-25	Pentium III, 733 MHz
		512 MB RAM
		RAID 5 with 3/9 GB SCSI Hard Drive or 5/9 GB SCSI Hard Drive

Product(s)	Number of Terminals	Recommendations
3700 System with Enterprise Office	10-15	Pentium III 733 MHz
		512 MB RAM
		RAID 5 with 3/9 GB Hard Drive or 5/9 GB SCSI Hard Drive
	15-25	Pentium III 733 MHz
		512-640 MB RAM
		RAID 5 with 5/9 GB Hard Drive, 10,000 RPM

Note   *Typically a database with PM may grow to 350–500MB. With two database backups, this may reach 1.5GB of hard drive alone. For effective system performance, database backups, and defragging of the hard drive, 3-4 GB is usually needed.*

RES Server Requirements—Extra Large System

The following is a list of RES Server requirements for extra large systems. Extra large systems consist of stores with 26 to 32 workstations.

The table below illustrates the required hardware needed for RES Servers to be used in extra large systems:

Product(s)	Number of Terminals	Recommendations
3700 System only	26-32	Pentium III, 733 MHz
		640 MB RAM
		RAID 5 with 3/9 GB SCSI Hard Drive or 5/9 GB SCSI Hard Drive
3700 System with Enterprise Office	26-32	Pentium III 733 MHz
		1 GB RAM
		RAID 5 with 3/18 GB SCSI Hard Drive or 5/18 GB SCSI Hard Drive

Further System Recommendations

Performance can be enhanced significantly through increasing RAM and by storing the database on a second hard drive, or moving to a RAID configuration with a caching RAID Controller.

Clients

Windows NT Hard Drive clients provide better performance for larger configurations. Starting 15-25 diskless clients at one time could take from 10-20 minutes because of intense network traffic during this process.

Network

A 10-MB flat network provides adequate performance for a 25-workstation configuration. Integrating into existing, non-MICROS networks requires special considerations and are not covered here.

Running Server Setup

MICROS provides two methods for running RES Setup on a server—interactive and non-interactive. The most common method is the interactive (attended) mode, which provides a series of questions and options to guide you toward successful installation of the software.

The non-interactive (unattended) method is new in RES 3000. Procedurally, the method functions as an interactive session, but uses a pre-configured response file to answer the system queries presented during installation. This method is intended for use by customers with large rollout requirements. Its purpose is to ensure a uniform installation across locations.

Follow the steps below to install your system software on a RES Server PC. If you are upgrading from a previous version of MICROS 3700 software, you should bring the Restaurant to OFF using MICROS Control Panel. You should also power off all diskless and hard-drive clients.

Using Interactive Installation

1. Insert the RES Version 3.1, Disk 1 CD into the PC's CD-ROM drive. The Introduction screen displays, as shown below:
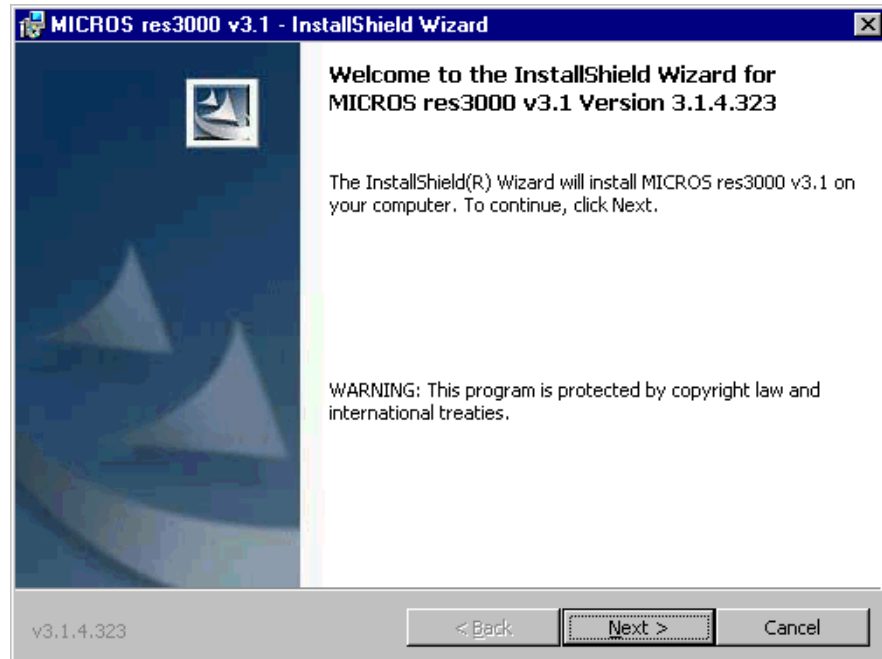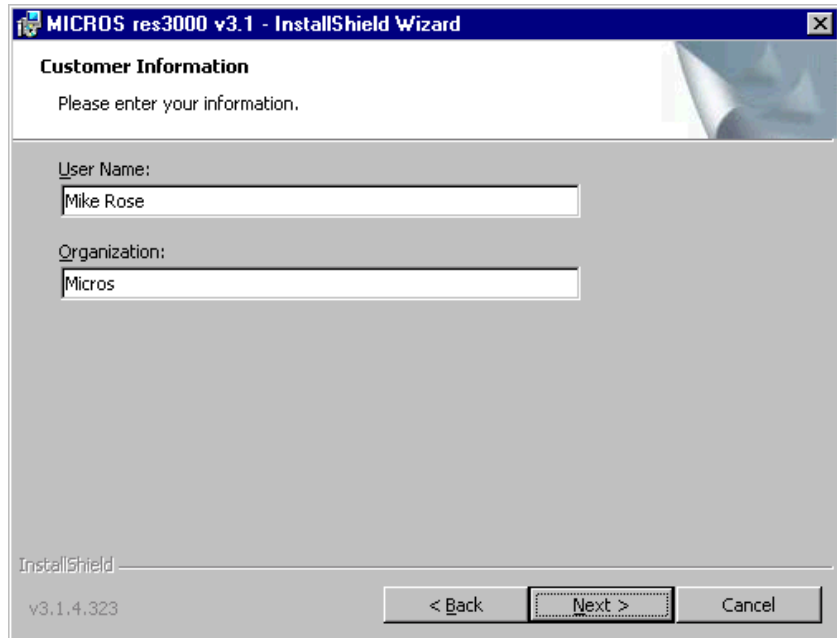
2. Click *Next* to continue the installation. The Licensing Agreement is displayed. You must manually select the radio button to accept the terms of the license.
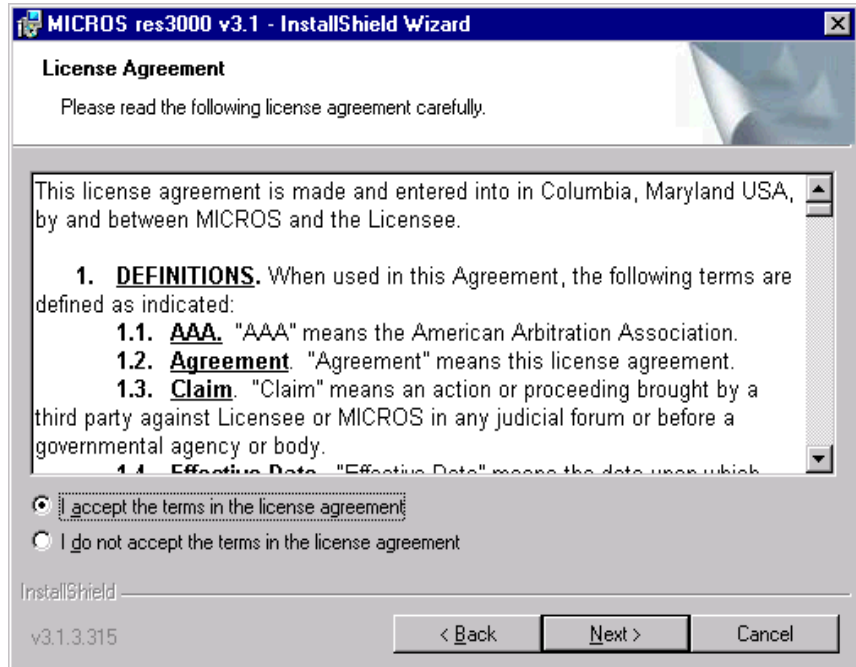
| *Note*	*When clicking the **Next** button to proceed through the dialogs, setup may pause for several seconds before continuing to the next screen. This is normal and requires no additional action from the installer.*

3. Click *Next* to continue. The Customer Information screen is displayed. Fill in the appropriate *User* and *Organization* names.

4. Click *Next* to continue. Following the system prompts for the following installation types:

   ♦ **Upgrade** — Go to Step 5 and continue as directed.

   ♦ **New** — Go to Step 6 and continue as directed.

5. If the installation is an upgrade from a previous RES version, the system will display the following screen:
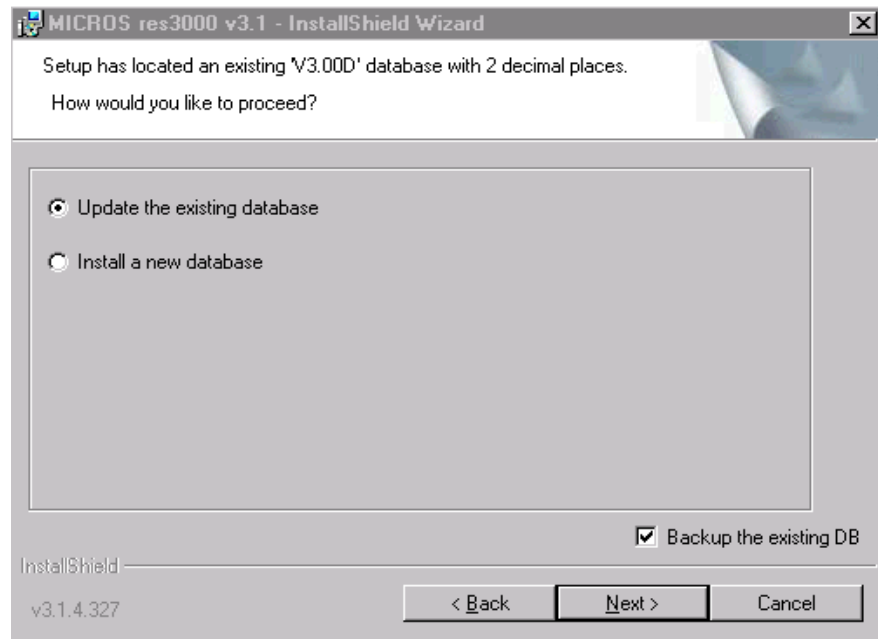
Select the appropriate radio button to indicate whether you want to upgrade the existing database or install a new one.

◆   If new is selected, click *Next* and continue to Step 6.

◆   If the update option is selected, MICROS suggests backing up the existing database as a safety measure. This can be done by checking the option in the lower right-hand corner of the screen before clicking *Next*. Proceed to Step 7.

6. If RES is installed on a clean system, or if the user opts to install a new database in an upgrade system, the following screen will be displayed:
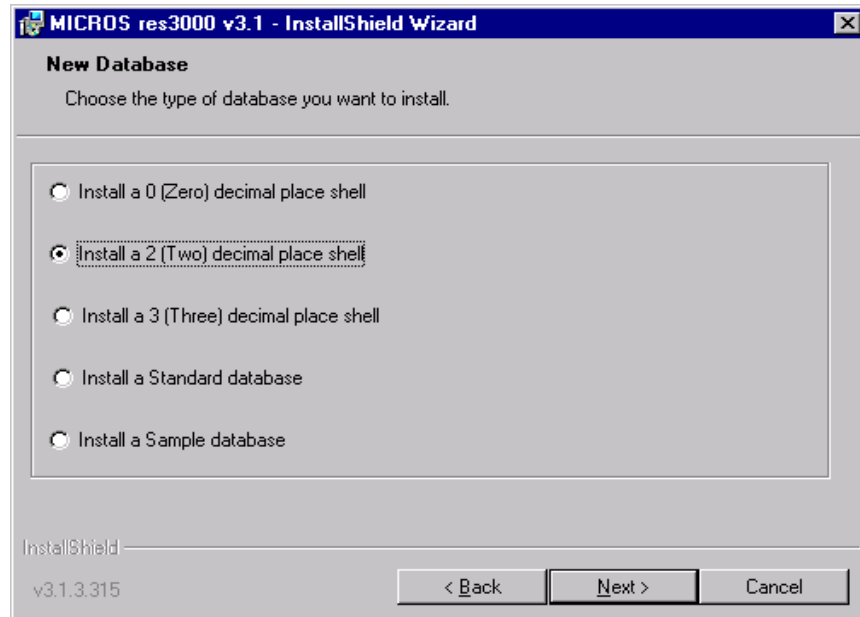
Select one of the radio buttons to indicate the type of database to be installed. The options are:

◆ **Install a 0 (Zero...or Two or Three) decimal place database** — Provides an empty MICROS database shell only. Select one of these three options to start programming from scratch with no preconfigured options or touchscreens. The number of decimal places selected depends on the currency used. For example, the US Dollar uses 2 decimal places and the Russian Ruble uses 3.

◆ **Install a Standard database** — Provides a standard MICROS database with some preconfigured forms and touchscreens. This option requires only site-specific programming from the Property Expert.

◆ **Install a Sample database** — Provides a demo/sample database that includes sample employee, menu item, reporting, and touchscreen configurations.

7. Check the components to be installed from the options shown in the screen below. RES 3700 and the database are automatically selected.
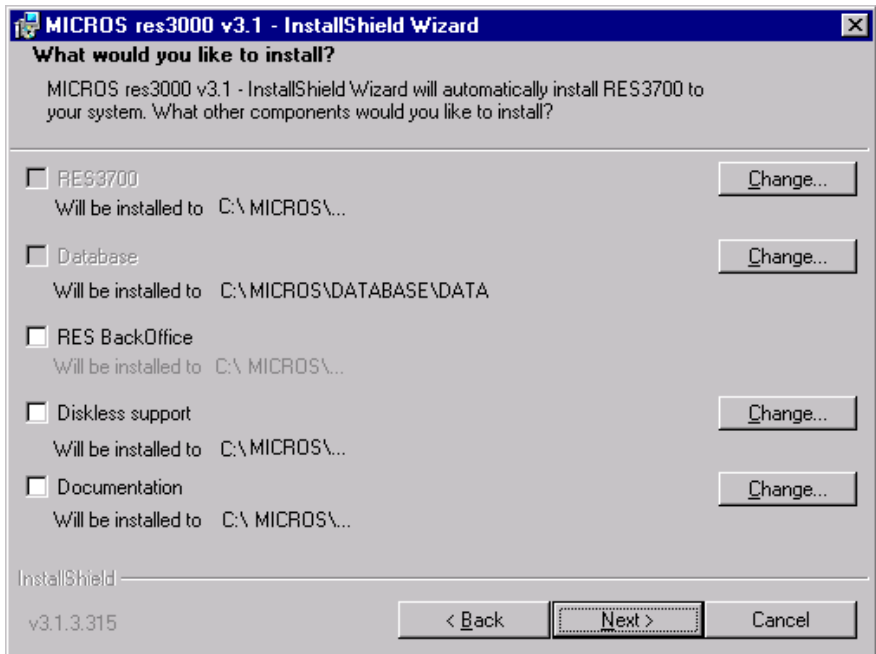
To the right of each option is a **Change** button. Use this button to specify an alternative location for the installation of that option. The RES Backoffice is automatically installed on the same drive as RES 3700. The contents of each selection are described as follows:

◆ **RES 3700** — Installs files and directories required by a RES Server PC to run *only* 3700 POS applications, CA/EDC Drivers, Transaction Analyzer, Cash Management, and the Kitchen Display System (KDS).

◆ **Database** — Installs a new database or updates the current one. If opting to update, the location of the database cannot be changed when converting to Version 3.1.

◆ **RES Back Office** — Installs files and directories for the entire Enterprise Office suite of products, which includes Labor Management Version 3.1, Product Management Version 3.1, and Financial Management Version 3.1.

◆ **Documentation** — Installs all the documentation files. Unlike previous versions, RES 3.1 allows you to choose whether or not to copy the documentation files to the hard drive during installation. Documentation does take up 55 MB of space, and MICROS does recommend that it be included.

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Note	*Previous versions of RES automatically installed the correct version of Adobe Acrobat Reader necessary to view the help files. RES 3.1 does not do this. Adobe Acrobat Reader Version 5.0 is required to read the help files. It is included on Disk 2 of the RES 3.1 CDs in the support folder.*

8. Click *Next* to continue.

Installing RES 3.1 over an existing RES installation requires 1.3 GB of free space plus the size of the database. Installing onto a clean system requires approximately 1.2 GB of free space. When insufficient disk space is available, the system provides the following notification.
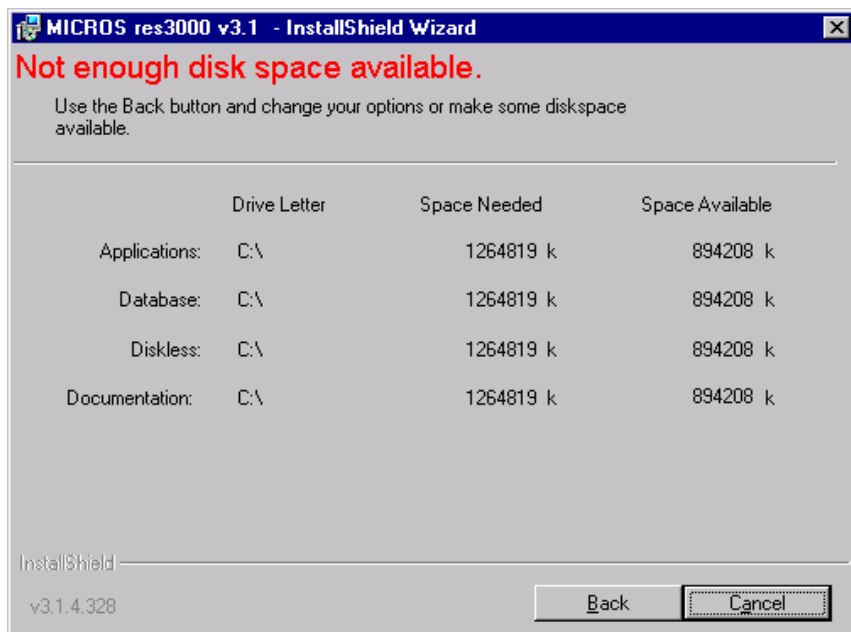
From this screen, the options are to:

♦ Use the *Back* button to return to the Components screen (Step 7) and modify the installation. This can be done by either de-selecting a component or using the *Change* button to install on another drive.

♦ Free up hard-drive space by moving or deleting files (e.g., moving database backup files to another location). Use the Back button to return to the previous screen while disk space is made available. Click *Next* to try again.

♦ Hit *Cancel* to exit setup.

When setup determines that there is enough space for installation, the following screen is displayed:
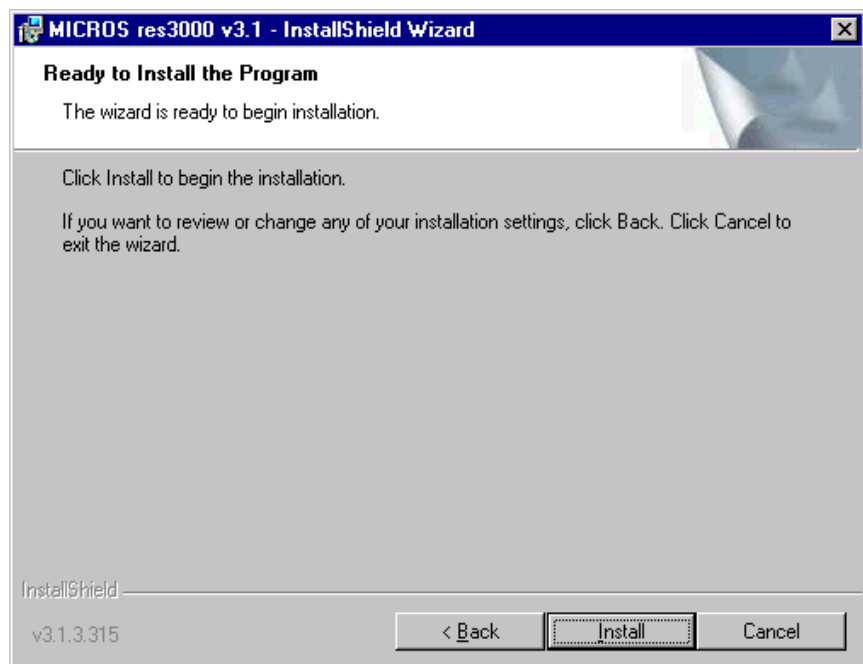
9. Click *Install* when you are ready to proceed. If any running applications are detected, you will be prompted to close them and resume RES Setup.

10. Follow the prompts during installation, changing from Disk 1 to Disk 2 and back, as required. After switching the disks, allow 3 seconds for the CD ROM drive to activate before hitting the *OK* button to continue with the setup..


Note   *Installation times will vary. A new installation may take up to an hour to complete, depending on the speed of the server. With an upgrade, the amount of time could increase to several hours, depending on the server speed, previous RES version, and size of the existing database. When upgrading from 2.6, for example, setup will first convert the database to 3.0 format before moving on to the 3.1 conversion.*

Note   *When running server setup across a network, the system will not automatically prompt you to change the disks during installation. As a workaround, one of the following methods should be used to complete setup:*

*Method 1: With Disk 1 in the PC, map a drive from the server location to the PC's CD-ROM drive and start setup. During the installation, an error message will be displayed, indicating that the system cannot find **deliveryConfig.exe**. This is the cue to insert Disk 2. Switch the disk and click **Retry**. Setup will continue. You may need to switch the CD's twice before the installation process is complete.*

Method 2: Before running setup, copy the contents of Disk 1 to a network hard-drive. Then copy the folders from Disk 2 into the Disk 1 tree. When complete, map a drive from the server to the Disk 1 tree on the network drive and begin setup.

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11. When setup is complete, the following screen is displayed:
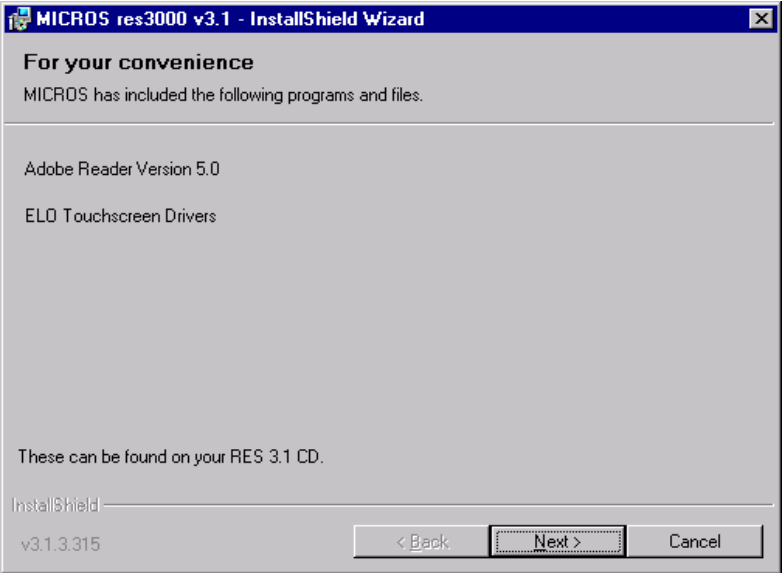
Note   *The files to install Adobe Reader 5.0 and the ELO touchscreen drivers are located on Disk 2 in the Support folder.*

12. Click *Next* to continue:
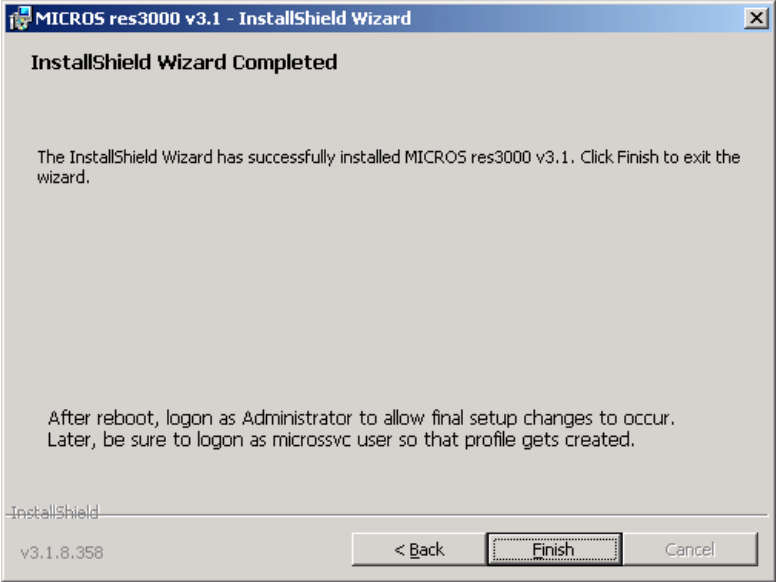
13. Click *Finish*. A dialog box is displayed, asking if you want to reboot now or later. You must reboot the system for the system changes to take effect. Hit *Yes* to reboot the system.

MICROSSVC User Profile

In order for certain applications to behave properly, the microssvc user must log in at least once on the server. The microssvc user is created automatically as soon as the system finishes running setup.

When setup is completed and rebooted, log in as Administrator to allow final setup changes to occur. Once you are logged on and the system has finished updating settings, log off the current user from the NT Desktop and log in with user *microssvc*, password *microssvc*. This will create a default profile for the system user. While logged in, confirm that this user has a default printer assigned. Then go to *Start | Settings | Printers* and confirm that a printer has been set as the default.

While logged on as Administrator, open the POS Configurator and select *Devices | Network Node*. Make a change to the *IP Address* and save. If the system displays a message indicating that no boot file exists, click the *Yes* button to create one. When finished, changed the IP address back to the correct (i.e., original) value.

Post-Setup Procedures

RES Setup enters into the post-setup phase, where the installation is finalized.

If this is the first time you have installed any Version of 3700 to your system, proceed to "Hard Drive Client Installation" on page 33.

With the release of RES 3000, MICROS has included a remote install feature which allows user to install and update client workstations from the server. Remote client installation can be used in both interactive and non-interactive session. For more on this topic, proceed to "Remote Client Installation" on page 37.

MICROS RES Setup Log File

RES Setup creates a log file named "MICROS RES SETUP.log" for both clients and servers. This file documents all events during setup in case some part of the installation is in question and the log is needed for reference. Under Windows NT/2000, the file resides in the *WinNT* folder. Under Windows 95/98, the file resides in the *Windows* folder.

If unattended or Remote Install is used, the log is stored as *RESSetup.log*. Under Windows NT/2000, the file resides in the *Winnt/System32* folder. Under Windows 95/98, the file resides in the *Windows* folder.

Sybase Central Plug-In

The Sybase version used by the RES application was upgraded for the RES 3000 release. In the past, users who wanted to open Sybase Central could launch the program after setup through the Windows Start Menu. Beginning with RES 3000, a plug-in must be manually added before access is allowed.

Follow these steps to add the sybase plug-in:

1. From the Windows Start Menu, select *Programs | Micros Applications | Utilities | Database | Sybase Adaptive Server Anywhere | Sybase Central.*

2. From the main menu, select *Tools | Plug-ins*.

3. Click on the *Change* button.

4. Choose the plug-in for 'Adaptive Server Anywhere.'

5. Click *OK*.

6. Click *Close*.

Once the plug-in is added, you can exit the program or continue to work in Sybase Central. The plug-in only needs to be added once. After the initial selection, the program will again be available from the start menu.

Perl Runtime for Quickbooks

Beginning with Version 3.1, RES Setup will no longer automatically install the Perl Runtime program required for use with the Quickbooks interface. The Perl program will still be available on the RES 3.1 CD Disk 2. If necessary, it can be added to the appropriate directory as follows:

1. In the MICROS directory, create a *Support* folder and *Utils* sub-folder.

2. Copy the **Perl.exe** from the RES CD Disk 2 *\Micros\Support\Utils* to the same path on the hard drive.

Maintenance Options

Beginning with RES 3000 Version 3.1, users will be able to remove, repair, or modify the database installation after initial setup is complete. This is done with the application setup disks, which include three new maintenance options.

Note   *Before making any changes to your system, MICROS strongly recommends saving a copy of the current database.*

To access the maintenance options:

1. Insert Disk 1 into the server's CD ROM to launch the setup program. The system searches for a current installation and, when one is detected, displays the RES maintenance screen:

2. Click *Next* to continue. The following options are presented:
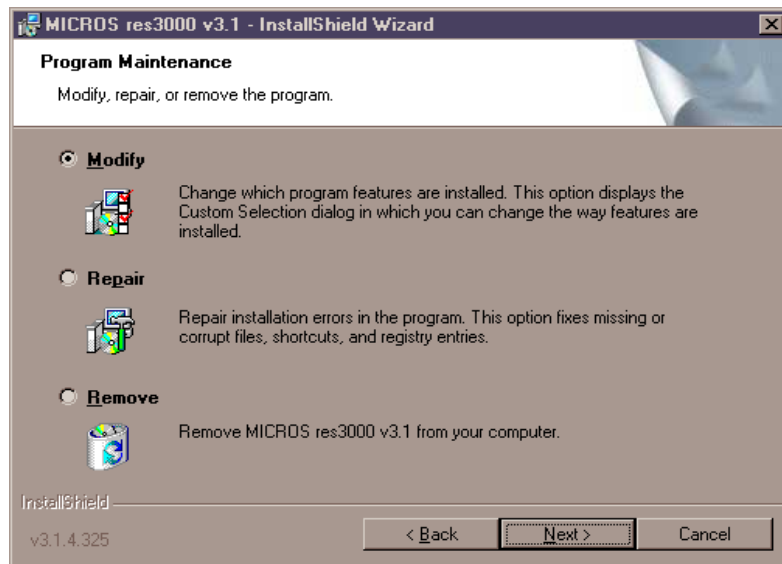
*   **Modify** — Allows the user to install features that were not selected during the initial installation. For example, if you chose not to install documentation initially because of space limitations and then added hard drive capacity, you could use the option to install it later.

    Note   *Modify is an add-only option. You cannot use Modify to remove any part of RES 3.1.*

*   **Repair** — Restores deleted files or upgrades a new database to Version 3.1. When this option is selected, setup simply reruns the original installation. Configuration settings cannot be changed during a Repair session.

    To update the database using the repair option:

    7. Rename the current database and log file.

    8. Insert a new database and name it *micros.db*.

    9. Insert Disk 1 in the CD-ROM drive to start setup.

    10. When the maintenance screen displays, choose *Repair* and click *Next*.

◆ **Remove** — Removes files, services and environment variables installed by RES 3.1. This option does NOT remove any files generated or inserted after setup completes. It will not delete the registry settings. As a precaution, the database is not removed either.

To remove RES 3.1:

1. Save the database to a safe location outside of the MICROS tree.

2. From the Windows Start Menu, select *Settings | Control Panel | Add/Remove Program* or insert Disk 1 in the CD-ROM drive to launch setup.

3. When the maintenance screen displays, choose *Remove* and click Next.

4. After the *Remove* process is complete, click *Yes* at the prompt to reboot the system.

5. Open the Windows Explorer and save any custom files, reports, etc. from the Micros tree to another location. Delete the Micros tree.

Note   *Registry settings do not have to be manually deleted, as they will be overwritten when the application is reinstalled. Should you opt to delete them manually, be sure to save the license codes first. Then use regedit to delete HLKM\Software\Micros.*

Although all path information created by RES 3.1 is removed, some parameters left over from previous versions can be missed. Be sure to check and manually delete any MICROS path information, especially if you intend to reinstall RES to a new (letter) drive location.

Move MICROS to a New Drive

To move MICROS folder to a different drive, you must remove the previous Version 2.6 or 3.0 software, install Version 3.1, and convert the database. To do this:

1. From the Windows Start Menu, select *Programs | MICROS Applications | MICROS Control Panel* to launch the interface.

2. Click the button to set the Restaurant to OFF.

3. Open the Windows Explorer and navigate to the **MICROS\ Database\Data** folder.

4. Save the **micros.db** and **micros.log** to another folder or directory (i.e., not within MICROS tree)

5. From the Windows Start Menu, select *Settings | Control Panel | Services*. Stop all MICROS services, including:

    ◆ MICROS 3700 System
    ◆ MICROS Distributed Service Manager
    ◆ MICROS LM Com Scheduler

6. Open Windows Explorer and manually delete the MICROS tree.

7. Select *Start | Run | Regedit*.

8. Go to *My Computer\HKey_Local_Machine* and delete the following*:*

    ◆ *Software\MICROS*
    ◆ *Software\MICROS Professional Service*
    ◆ *Software\MICROS Systems, Inc.*
    ◆ *System\CurrentControlSet\Services\3700d*
    ◆ *System\CurrentControlSet\Services\MicrosDistributedService Manager*
    ◆ *System\CurrentControlSet\Services\MicrosCashManagement ComServer*
    ◆ *System\CurrentControlSet\Services\Microsdesk*
    ◆ *System\CurrentControlSet\Services\SQLANYs_sqlServerName*

 ◆ *System\CurrentControlSet\Services\svcCashManager*

 ◆ *System\CurrentControlSet\Services\svcComScheduler*

9. Reopen the Control Panel and select *System | Environment*. Delete all micros environment variables, including:

 ◆ ASANY

 ◆ DBDIR

 ◆ DisklessDrive

 ◆ MICROSDrive

 ◆ RESDBDIR

 ◆ RESDISKLESS

 ◆ RESROOTDIR

 ◆ SQLANY

 Delete just the portions of the path that are in the Micros tree.
 Ex: c:\MICROS\Database\Data...
   Hit Set
   Hit Apply

10. Reboot the PC.

11. Install Res 3.1 to new the new drive. When prompted, choose the 'new database' option as part of the installation.

12. When the installation is complete, navigate to the new **MICROS\Database\Data** folder and delete or rename the newly installed (i.e., empty) **Micros.db** and **micros.log**.

13. Copy the original **micros.db** and **micros.log** into the new **Micros\Database\Data** folder.

14. Open a DOS window and change to your current Database Data directory. Execute the following command:

 dblog -t micros.log micros.db

15. Run RES 3.1 setup again. Choose "Repair" to convert DB.

Running Client Setup

This section provides instruction for installing RES on both hard-drive and diskless clients. In addition, with the release of RES 3000, MICROS has included a remote install feature that allows user to install and update client workstations from the server. Remote client installation can be used in both interactive and non-interactive sessions.

Hard Drive Client Installation

To successfully run Netsetup, the following steps must be taken:

For Windows NT clients

1. Verify that Windows NT Service Pack 6a 128-bit Version is installed properly.

2. Verify that Internet Explorer 5.5 sp2 (or higher) is installed properly.

3. Enable the Windows Autologon feature as the microssvc user:
    *   Select *Start | Run | Regedit*.

    *   Go to *My Computer\HKEY_LOCAL_MACHINE\ Software\Microsoft\Windows NT\CurrentVersion\ Winlogon*.

    *   Verify that these three STRING values are added/modified:
        *   AutoAdminLogon = 1

        *   DefaultUserName = microssvc

        *   DefaultPassword = microssvc

4. Close Regedit and reboot the workstation. This Windows NT client should automatically login after the above steps have been completed.

5. Launch Netsetup:
    *   Open Windows Explorer.

    *   Map a drive to the *\\SERVERNAME\Netsetup* directory.

    *   Verify that the **RECONNECT AT LOGON** option is selected. This must be done in order for Netsetup to install properly.

◆ In the *Netsetup* directory, double-click **Setup.exe** to start the setup process. The setup process has a series of prompts and selections similar to the screens mentioned earlier. After setup has finished, you are asked to reboot the workstation. Select *Yes* to reboot.

For Windows 95/98 Clients

1. Verify that the Primary Network Logon is Client for Microsoft Networks, and that "File and Print Sharing" is enabled.

   ◆ Select *Start | Settings | Control Panel | Network*.

   ◆ Click "File and Print Sharing" and verify that both options are checked.

   ◆ Change the Primary Network Logon to Client for Microsoft Networks, then reboot.

   ◆ When prompted for user name and password, enter *microsvc* for user name and *miccrossvc* for password. If prompted for a Windows password, leave the field blank.

2. Verify that Internet Explorer 5.5 sp 2 (or higher) is installed properly.

3. Enable Windows Autologon feature as the microssvc user.

   ◆ Select *Start | Run | Regedit*.

   ◆ Go to *My Computer\HKEY_LOCAL_MACHINE\Software\ Microsoft\Windows\CurrentVersion\Winlogon*.

   ◆ Ensure that these three STRING values are added/modified:

      ◆ AutoAdminLogon = 1

      ◆ DefaultUserName = microssvc

      ◆ DefaultPassword = microssvc

4. Close Regedit and reboot the workstation. The Windows 95/98 client should automatically login after the above has been completed.

5. Launch Netsetup:

◆ Open Windows Explorer.

◆ Map a drive to the *\\SERVERNAME\Netsetup* Directory.

◆ Verify that the **RECONNECT AT LOGON** option is selected. This must be done in order for Netsetup to install properly.

◆ Go to the *\Netsetup* folder and double-click **Setup.exe** to start the setup process. The setup process has a series of prompts and selections similar to the screens mentioned earlier. After setup has finished, you are asked to reboot the workstation. Select *Yes* to reboot.

For Windows 2000 Clients

This release of RES 3000 supports both Backoffice and POS clients running Win2K.

Follow these steps **prior** to installing RES 3.1:

1. Logon as the Administrative user who will be installing the program.

2. Select *Start | Settings | Control Panel | System | Advanced | Environment*.

3. Set the User Variables (*Temp* and *Tmp*) to the same values as the System *Temp* and *Tmp* variables.

Warning	*Upgrading from Windows NT to Windows 2000 will overwrite IE 5.5 sp 2 with IE 5.0. Before upgrading, be sure you have access to IE 5.5 sp 2 so that it can be reinstalled later.*

4. Verify that Internet Explorer 5.5 sp 2 (or higher) is installed properly.

5. Launch Netsetup:
   - Open Windows Explorer.

   - Map a drive to the *\\SERVERNAME\Netsetup* Directory.

   - Verify that the **RECONNECT AT LOGON** option is selected. This must be done in order for Netsetup to install properly.

   - Go to the *\Netsetup* folder and double-click **Setup.exe** to start the setup process. The setup process has a series of prompts and selections similar to the screens mentioned earlier. After setup has finished, you are asked to reboot the workstation. Select *Yes* to reboot.

Diskless Client (PCSW or KDS)

If you have a diskless client, follow these steps to regenerate the appropriate file folders:

1. On the server, delete the diskless PCWS folders found in the **\micros\diskless\machine** directory.

2. Using POS Configurator, select *Devices | Network Node* and click on the *System Setup* icon to create a new folder for each diskless client deleted in Step 1.

Remote Client Installation

In previous releases, users were required to run setup from each client via the *\netsetup* directory on the server. This can become quite cumbersome if a site has many workstations to upgrade.

Beginning with Version 3.00, service packs or new releases that are installed to the server may be installed to each client without having to run Netsetup manually. This is accomplished by the use of two mechanisms, **Remoteinstall.exe** and **DSM.exe**. These files are installed to the server and all disk-based clients after client installation has finished via Netsetup.

When Remote Install is executed by command line or automatically, **Remoteinstall.exe** runs a shortcut file pointing to the server's setup.exe file. It uses the *microssvc* user created by the setup program. Special requirements are listed below to ensure that this works correctly.

Remote Install Requirements

1. Remote install is only available for 3.0 clients and up. This release does not support use of remote install to upgrade from Version 2.6 clients to Version 3.x clients.

2. Attended client installation (v3.0 or higher) must have been run at least once. Remote Install uses a shortcut to run the **Setup.exe** from the server's *\netsetup* directory. This shortcut is created when client installation is run from the *\netsetup* directory.

MICROSSVC User Permissions

For Windows NT clients:

Enable Windows Autologon feature as the *microssvc* user:

1. Select *Start | Run | Regedit*.

2. Go to *My Computer\HKLM\Software\Microsoft\Windows NT\CurrentVersion\Winlogon*.

3. Verify that these three STRING values are added/modified:
   - AutoAdminLogon = 1
   - DefaultUserName = microssvc
   - DefaultPassword = microssvc

4. Close Regedit and reboot the workstation. This Windows NT client should automatically login after the above steps have been completed.

For Windows 95/98 clients:

For Windows 95/98 clients, verify that the Primary Network Logon is Client for Microsoft Networks.

1. Select *Start | Settings | Control Panel | Network*.

2. Change the Primary Network Logon to **Client for Microsoft Networks** and reboot.

3. When prompted for user name and password, enter *microssvc* for the user name and for the password. If prompted for a Windows password, leave both fields blank.

4. Enable the Windows Autologon feature as the *microssvc* user:
   - Select *Start | Run | Regedit*.
   - Go to *My Computer\HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Winlogon*.

◆ Ensure that these three STRING values are added/modified:

  ◆ AutoAdminLogon = 1

  ◆ DefaultUserName = microssvc

  ◆ DefaultPassword = microssvc

5. Close Regedit and reboot the workstation. This Windows 95/98 client should automatically login after the above steps have been completed.

Remote Install Usage

There are two methods of executing Remote Install. The first method is by way of command line execution. This is the most common way to run an unattended client install. The second method is automatic unattended install. This method is executed if the Distributed Service Manager (DSM) detects a difference between the registries of the server and the client. If they are different, unattended client installation is triggered automatically on the client. The second method is reserved primarily for 3.0 and later releases.

Command Line Execution from the Server

The syntax of the command line is as follows:

Remoteinstall [/?] [-h] [nodename]

where

-h or /? - Prints a help message

nodename - Computer name of the client

If you specified **remoteinstall pcws01**, PCWS01 will begin to run the unattended client installation. No further action is needed from you.

Automatic Unattended Install

For Version 3.0 or 3.1 customers with hard-drive clients who have met the requirements, the system will automatically launch remote install from their Version 3.0/3.1 clients after the server has been upgraded with RES 3000 software. The following is a summary of the upgrade events:

◆ Current Version 3.0/3.1 customer will bring Restaurant to OFF using MICROS Control Panel.

◆ All diskless and hard-drive clients are shut down.

◆ RES 3.1 Setup is run on the server. Server is rebooted after main setup portion is complete.

◆ Hard-drive clients are powered on. Once each client enters Windows 95/98/NT, Unattended Client installation will begin on each hard-drive client without user intervention.

◆ The clients will automatically reboot when setup is complete.

◆ Diskless clients are rebuilt using POS Configurator and the Network node form.

◆ User is now upgraded to RES 3000 Version 3.1 and uses the MICROS Control Panel to bring the Restaurant to Front of House.

Installing the Service Pack

This section describes the requirements and procedures for installing a Service Pack upgrade to the RES Version 3.1 software.

Service Pack 4 must be installed correctly in order for the new, enhanced, and revised features to take effect.

Site Requirements Review

In order to successfully install and enable Service Pack 4, RES Version 3.1 General Release software must be installed.

Installation and Setup

Follow these steps to install the service pack:

Stop the System

1. In the 3700 Control Panel, set the Restaurant to **OFF**.

2. When all of the client nodes are off (i.e., they no longer display on the Control Panel screen), close the Control Panel.

3. Shut down and power off all diskless and hard-drive clients.

Apply the Service Pack

1. Create a temporary working folder on your server's hard drive. Make sure that you have 1 GB of available space on the hard drive where the application is stored and the drive where WINNT resides.

2. Copy the **RES31_SP4.exe** file to the temporary folder. Double-click to decompress the files from this self-extracting executable. A DOS window will display during the Service Pack installation. The Service Pack will install automatically, copying the files to the appropriate directories.

3. Once the server has been updated, copy the new GSS SIM script to the correct location. The Service Pack 4 version of GSS SIM is located in **\micros\res\gss\bin** and must be copied to the following location: **\micros\res\pos\etc**

4. Once copied to the correct location, rename the GSS SIM script to **pmsX.isl**, where **X** is the object number of the SIM interface configured in *POS Configurator | Devices | Interfaces*. This procedure must be completed for the server and all hard drive clients after the installation of Service Pack 4.

Update the Clients

Refer to the section Running Client Setup on page 33, for complete instructions on upgrading up the clients.

Appendix A: Microsoft Windows NT® Service Pack Installation

Prior to installing or updating your RES application suite, your RES Server PC should be equipped with the latest software. Doing so will reduce setup time, address known issues, and increase system functionality.

The following sections provide a cross-reference of standard software requirements for supported versions of RES.

Internet Explorer

Internet Explorer Version Requirements				
RES Version	IE 4.0	IE 5.0	IE 5.5	IE 5.5 sp 2
v2.0	X			
V2.5	X			
v2.6	X	X	X	X
v3.0	X	X	X	X
v3.1			N/A	X(1)

(1)   When upgrading a WinNT 4.0 server to Win2K, be advised that if the system under NT had IE 5.5 sp2 already installed, Win2K will downgrade the version of IE to 5.0. You must reinstall IE 5.5 sp 2 prior to installing RES 3000 v3.1.

Window NT® and Win 2000

Windows NT/Win2K Service Pack Requirements				
RES Version	**NT 4.0 sp 4**	**NT 4.0 sp 5**	**NT 4.0 sp 6a**	**Win2K**
v2.0	**X(1)**			
V2.5	**X(1)(2)**	**X(3)**		
v2.6	**X**	**X**	**X**	
v3.0	**X**	**X**	**X**	
v3.1	**N/A**	**N/A**	**X**	**X**

(1)   Versions 2.5 and lower do not support Open Database Connectivity (ODBC) Version 3.5, which is installed with the **Y2KSETUP.exe** file included with the Microsoft Data Access Components (MDAC) 2.0 Service Pack 1.

When applying SP4 to these systems, a message may display stating that potential Y2K issues have been detected and that MDAC 2.0 Service Pack 1 needs to be installed. **Do not install MDAC 2.0 Service Pack 1 or run the Y2KSETUP.exe file.** According to Microsoft, ODBC Version 3.5 is not required to make the software Y2K- or euro-compliant. SP4 fulfills this requirement by itself.

Should ODBC Version 3.5 be installed on these systems, simply reinstall the RES software. The correct version of ODBC will be restored.

(2)   Before using Remote Access to update RES on a Version 2.5 or higher system, you must first apply the NT Server Service Pack 4 hotfix. Without the hotfix, Sybase will attempt to start the TCP/IP link and access the RAS IP address instead of the Server IP address. The error message *Unable to start -- Unable to initialize requested communication links* is then displayed.

To apply the hotfix, go to *http://support.microsoft.com/Support/NTServer/ Hotfixes.asp* and follow the instructions provided.

(3)   Installation of SP5 on a RES Server may be done only if the POS system is the sole RES application installed (i.e., no back office products, such as Product Management, Labor Management, or other back office products)

Appendix B: Digicom Diskless Desktop Workstation Setup

This section provides setup information for the Digicom Diskless Desktop Workstation. The setup process involves creating a bootable DOS diskette, setting the BIOS options, and configuring Serial Port and LAN cards.

Creating a Bootable DOS Diskette

To set up the Digicom Diskless Desktop Workstation, you will need to create a bootable DOS diskette to configure the Digicom. (Because of licensing concerns, the disk cannot be shipped with the Desktop Workstation kit.) This procedure cannot be performed on a Windows NT system.

You will also need a PC keyboard that has an AT-style connector (not the smaller, PS/2-style connector).

Optional: To configure a Digicom Desktop Workstation with a hard drive, install Windows 95 and the appropriate network protocols.

Follow these steps to create a bootable DOS diskette:

1. Insert a blank floppy diskette into the A: drive of a PC that is running either Windows 95, Windows 3.x, or DOS operating system.

2. For a Windows 95 system, select *Start | Run*.
   For a Windows 3.1 or DOS system, go to the DOS command line.

3. Type `format a:/s`.

4. Press **Enter**. The system formats the floppy disk in the A: drive and installs Microsoft system files.

Setting the BIOS Options

To ensure proper system functions, follow these steps to set the BIOS options:

1. Start the PC while pressing **Delete**.

2. Ensure that the following fields are set:

Field	Setting
Standard CMOS Setup	All drives set to "None"
BIOS Features Setup	Boot Sequence—A, C Boot Up Floppy Seek—Disabled
Boot Up System Speed	High

3. When finished, press **[F10]** to save.

Exit the BIOS settings.

Configuring the Serial Port Card

Follow these steps to configure the serial port card:

1. Take the casing off the Digicom PC and remove the serial port card.

2. Configure the card so that:

Com/Port	Jumper	Address	IRQ
Com 1/Port A	JP3		10
	JP5	3E8	
Com 2/Port B	JP4		11
	JP6	2E8	

3. Reinstall the serial port card and place the casing back on the PC.

4. If using a hard drive, make sure that Windows 95 is configured for the additional COM ports. (Refer to Windows 95 documentation for setting up additional COM ports.)

Configuring the LAN Card

Follow these steps to configure the LAN card:

1. Insert the bootable DOS diskette in the floppy drive.

2. Switch the PC on. The system boots from the floppy drive, and loads the operating system. The system displays the DOS prompt (`A:\>`).

3. Remove the bootable DOS diskette and insert the diskette labeled NE2000 ETHERNET SLOT CARD.

4. Type `install` and press **Enter**. The Ethernet Controller Configuration and Diagnostic Program displays.

5. Use the arrow keys to select **Configuration** from the list in the top left corner of the screen and press **Enter**.

6. Select **Modify Configuration** from the list in the top left corner of the screen and press **Enter**.

7. Change the configuration (if necessary), to display the following settings:

Digicom Workstation	Media Type	I/O Port	Interrupt	Boot ROM
DWS1 and DWS2	UTP	300H	IRQ 2	0C800H: 16Kbytes
DWS3	UTP	300H	IRQ 2	0D800H: 16Kbytes

8. Exit the program, saving the configuration when prompted.

9. Remove the diskette and restart the PC. The PC displays diagnostic and memory test messages. When it is finished, the last line on the screen displays "Node ID:," followed by a unique 16-character ID.

10. Record the Node ID. You will use this ID when programming the diskless client in 3700 POS Configurator.

Appendix C: SEI KDS Client Hardware Setup

With the release of KDS Version 3.1, RES has added support for the Select Electronics, Inc. (SEI) hardware platform. SEI offers an economical alternative to the traditional PC-based KDS system.

SEI KDS runs on the 32-bit OASys processor, which can host up to 4 independent video monitors and 4 2x9 bump bars. An EV1000 video card is required for each monitor connected to the base unit. With multiple units, up to 16 KDS displays can be linked to a single POS server.

Note   *The OASys KDS includes a duplicate video port with each video card. The duplicate can be connected to a second monitor, allowing 2 monitors to display identical information. Some restrictions may apply. Refer to the vendor's documentation for more information.*

Within the RES kitchen, a mix of both SEI KDS and traditional units is allowed.

This section provides information for setup of the **SEI KDS hardware only**. For additional information on configuring the RES KDS clients, refer to SEI KDS Client Support topic in the KDS Online Feature Reference Manual.

Server Connections

OASys units can be connected to the POS server in two ways:

1. **RS232 (com port)** — This method allows the OASys unit to use all four slots for SE video cards (i.e., four KDS clients supported per OASys unit.)

2. **TCP/IP (Ethernet)** — This method uses one of the unit's four slots for a network card. The other three can be used for SE video cards (i.e., three KDS clients supported per OASys unit.)

Hardware Setup

SEI OASys offers "out-of-the-box," plug-n-play hardware that can be set up and ready to go in minutes. This section describes the basic steps needed to assemble and connect the base units, bump bars, video displays, and related cables in preparation for configuring the system.

Before You Begin

Before attempting to assemble each SEI OASys unit, assemble the following equipment:

◆ 1 OASys Processor Base Unit

◆ 1-4 EV1000 or AV1000 Video Cards (one for each KDS display to be linked to the base unit)

◆ 1 Ethernet Card (Optional; for connecting to the server via a network)

◆ 1-4 Bump Bars (one for each KDS display to be linked to the base unit)

◆ Phillips-head Screwdriver

◆ Flat-head Screwdriver

◆ Copy of the Select Electronics OASys KDS Hardware Installation Manual (Available from their website, http://www.selectelectronics.com/). Refer to this document for background information and clarification of terms.

Warning   *For your safety and the integrity of the equipment, do not disconnect ANYTHING to the OASys base unit without first disconnecting the power.*

For Ethernet Communication

Follow these steps to set up the hardware for connection to the network server:

1. Using the screwdrivers, remove the cover from the OASys unit.

2. Locate the OASys video cards required for this unit. Cards may be loose or pre-loaded.

3. Set the ID dip switches for each of the video cards. Dip switches indicate the slot where the card resides in the base unit.

> ***Tip*** *Each video card must be assigned a unique ID # (location) in the base unit. To avoid confusion, MICROS recommends labeling the cards sequentially; where CN2=ID1, CN3=ID2, and CN4=ID3. (CN1 is reserved for the Serial Card.*

4. Load the video cards in their assigned slots.

5. Insert the network card into CN5.

6. Plug in the bump bar. Bump bar IDs should be set to **1** (factory default) for all bump bars.

7. Attach and turn on all monitors.

8. Attach power cable and turn on system. The system starts initializing the monitors, writing first to Monitor 1 and then confirming setup on the rest of the monitors. When complete, confirm that each monitor displays the appropriate video assignment.

9. Disconnect the power and attach a PC Keyboard to the OASys base unit.

> ***Note*** *A keyboard must be attached to activate the setup utility.*

10. Plug in power again.

11. When the OASys Setup Utility displays, select 1 to enter the base unit configuration.

12. On the Vendors screen, select 9 to go to the next page.

13. Select 5 for MICROS Ethernet. When the prompt "You have selected MICROS Ethernet" displays, select Y to confirm.

14. At the prompt, enter the full IP Address of the base unit.

Note   *To move to the next IP octet, press the **Enter** key.*

---

15. When the full IP address has been typed in, press **Enter** one more time. At the prompt, select **Y** to confirm the address.

16. At the prompt, enter the RES System Subnet Mask, using the **Enter** key to move between IP octets.

17. Press **Enter** one more and, at the prompt, select **Y** to confirm the address.

18. The system will now ask you to program your ethernet card with specific IRQ (10), I/O Address (0x300) and Half Duplex. Be sure to confirm in later steps that your ethernet card is set up this way.

19. Select **Y** to continue to the ethernet card setup utility. At this point the system will automatically take you to the Ethernet Adapter Setup and Diagnostic Utility.

20. From the main menu, select View Configuration to review settings. If a change is necessary, select Setup to return to the configuration screens.

21. When all changes are complete, power off the base unit and unplug the keyboard.

22. Plug the ethernet cable into the base unit and power the base unit back on. The base unit will automatically display video assignments on each monitor and be ready for RES KDS client configuration.

For RS232 Communication

Follow these steps to set up the hardware for com port communication:

1. Using the screwdrivers, remove the cover from the OASys unit.

2. Locate the OASys video cards required for this unit. Cards may be loose or pre-loaded.

3. Set the ID dip switches for each of the video cards. Dip switches indicate the slot where the card resides in the base unit.

Tip   *Each video card must be assigned a unique ID # (location) in the base unit. To avoid confusion, MICROS recommends labeling the cards sequentially; where CN2=ID1, CN3=ID2, CN4=ID3, and CN5=ID4. (CN1 is reserved for the Serial Card.*

---

4. Load the video cards in their assigned slots.

5. Plug in the bump bar. Bump bar IDs should be set to **1** (factory default) for all bump bars.

6. Attach and turn on all monitors.

7. Attach power cable and turn on system. The system starts initializing the monitors, writing first to Monitor 1 and then confirming setup on the rest of the monitors. When complete, confirm that each monitor displays the appropriate video assignment.

8. Disconnect the power and attach a PC Keyboard to the OASys base unit.

Note   *A keyboard must be attached to activate the setup utility.*

---

9. Plug in power again.

10. When the OASys Setup Utility displays, select **1** to enter the base unit configuration.

11. On the **Vendors** screen, select **9** to go to the next page.

12. Select 4 for MICROS RS232. When the prompt "You have selected MICROS RS232" displays, select **Y t**o confirm.

13. When all changes are complete, power off the base unit and unplug the keyboard.

14. Plug the serial cable into the base unit and power the base unit back on. On boot up, the system will display "MICROS RS232 Version." It will then automatically display video assignments on each monitor and be ready for RES KDS client configuration.

Appendix D: Non-Interactive Install

This appendix provides instructions for setting the system properties required to perform a non-interactive installation on a system Server.

Warning   *Modification of the ResSetup.ini is extremely dangerous and designed for advanced users only.*

Follow these steps to run server setup in unattended mode:

1. Create a Disk1 folder on the local drive.

2. Insert Disk1 into the CD-ROM and copy the contents to the Disk1 folder.

3. Insert Disk2 into the CD-ROM and copy the contents to the Disk1 folder.

Note   *Before copying, the system will display a message indicating that some files and folders already exist and asking if you wish to overwrite them. Select Yes to All.*

---

4. Create a file called **ResSetup.ini** and place it in the root directory of Disk1. (Use the directions and examples in the following section to create your own **ResSetup.ini**).

5. Open a DOS window and run the following from a command line:

    [PathToSetup.exe]\Setup.exe /v"/qb /l*v C:\WINNT\
    MicrosResSetup.log REBOOTPROMPT=S"

Creating a ResSetup.ini File

This section provides information for creating the ResSetup.ini file required to run a non-interactive installation.

Syntax: {Property} = {Choice}

Note   *These options are case-sensitive.*

Example: ***ResBackoffice*** *will NOT work.*
         RESBackoffice *will work.*

Available properties are:

Property Name	Choices	Description
ADDLOCAL	RES3700 RESBackoffice Documentation Diskless	Tells the install program which features to install on the server. Separate multiple choices with a comma, but no spaces. EX: ADDLOCAL=RES3700,RESBackoffice
CHANGEDB	NEW UPDATE	Tells the install program whether to install a new database or update the existing one.
DBTOINSTALL	SHELL0 SHELL2 SHELL3 STANDARD SAMPLE	Works in conjunction with the CHANGDB property. If the choice is NEW, the installer must specify a DB type. Skip this property if UPDATE was selected.
BACKUPDB	1 0	Works in conjunction with the CHANGEDB property. If UPDATE was selected, this property should be set to 1 to backup the current DB (strongly advised). Not necessary for NEW installations.
MICROSDRIVE	*(Examples):* C: D: E:	Specifies the local drive where the MICROS apps will reside.

Property Name	Choices	Description
DBDIR	*(Examples):* C: D: E:	Specifies the local drive where the DB will reside.
DOCDRIVE	*(Examples):* C: D: E:	Specifies the local drive where the Documentation will reside.
DISKLESSDRIVE	*(Examples):* C: D: E:	Specifies the local drive where the Diskless files will reside.

Note   *Setup will look for the label [PROPERTIES] and will read everything below it. Anything above the [PROPERTIES] label will be ignored.*

Example 1   (New Installation, All options installed)
(Database stored on D: drive, all else on C)

[PROPERTIES]

ADDLOCAL=RES3700,RESBackoffice,Documentation,Diskless
CHANGEDB=NEW
DBTOINSTALL=SAMPLE
MICROSDRIVE=C:
DBDIR=D:
DOCDRIVE=C:
DISKLESSDRIVE=C:

Example 2   (Existing Installation, no new options added)

Although no new options are added, all existing options must be listed if they are to be included in the update. For example, if the basic RES application and the diskless options were previously installed, they must be re-selected as part of the updated installation. Drive letters may not be changed from their current location.

Remember, documentation is optional. It must be included as an ADDLOCAL property to be installed on the hard-drive.

[PROPERTIES]

ADDLOCAL=RES3700,Diskless,Documentation
CHANGEDB=UPDATE
BACKUPDB=1
MICROSDRIVE=C:
DBDIR=C:
DOCDRIVE=C:
DISKLESSDRIVE=C:

Appendix E: GSS Setup

Guest Services Solution (GSS) is the latest addition to the RES 3000 suite of software applications. Previously distributed on a separate CD, the application has been fully integrated into the core of RES products. Beginning with RES Version 3.1 Service Pack 1, GSS is included as part of the RES installation.

This appendix provides instructions for upgrading a 3700 system for installation of the integrated GSS application. Once installed, operation is the same whether running on a client or a server setup.

Installing GSS: Where Do I Begin?

If the existing system is not already at RES 3.1, it must be upgraded to the current release before running Service Pack 2. The following steps describe the process, beginning with a RES V2.6 system and continuing through various RES and GSS versions and service pack releases.

Depending on the current system configuration, some of these steps may be omitted. To assist the installer, side headings are provided to indicate the main starting points for RES and GSS version upgrades. Server and client differences are also noted.

Upgrading the V2.6 Server to RES 3.1

1. If the system is a V2.6 site, load GSS SP2 as the first step in upgrading to the RES 3000. Refer to the GSS SP2 Installation Instruction for more information.

2. Follow these steps to upgrade the RES 2.6 server to RES 3000:

   1. Double-click the **\MICROS\RES\POS\GSS\ Manual26preconv.bat** file on the RES Server. This will unload all GSS database information into comma-separated value (CSV) files in the **c:\TEMP** folder. It will create a backup of your GSS information prior to upgrading.

   2. Create a "GSSBackup" folder under the **c:\TEMP** directory.

   3. Copy ***.CSV** from **c:\TEMP** to **c:\TEMP\GSSBackup**.

4. Install RES 3000 following the RES setup instructions included with the RES 3000 software.

Note	*When running RES 3000 setup:*
	◆ *Do not change any drive letters.*
	◆ *Choose to Convert the Database.*
	◆ *Be sure to check the backup database options.*

5. When RES setup completes and the system has been rebooted, you must log into Windows NT as Administrator.

6. Run netsetup to update all clients.

7. Install Service Pack 2 using the instructions in Installing the RES Service Pack on page 41.

Upgrading the RES 3.0 Server to RES 3.1

3. Detailed instructions for upgrading a RES 3.0 server to RES 3.1 are provided in the section "Running Server Setup" on page 16. Instructions for upgrading the RES 3.0 clients can be found in "Running Client Setup" on page 33.

Note	*After converting to RES Version 3.1, the system retains a copy of the **gsspreconv.bat** and **gsspostconv.bat** files for GSS-users in the **Micros\Common\Scripts** directory. These files are unnecessary for anything other than converting a 2.6 GSS database; however, attempting to convert a non-GSS database while these scripts are in place will cause that conversion to fail. MICROS recommends renaming these files unless (and until) you plan to convert a 2.6 GSS database.*

Starting with a RES 3.1 System

4. Whether the system is a new RES 3.1 site, or has been upgraded to RES 3.1, you must run RES 3.1 Service Pack 2 to load the integrated version of GSS. For more information, refer to the section Installing the RES Service Pack on page 41.

Note	*For information on additional configuration changes, refer to the GSS notes in the Before You Begin: Tips, Traps, and Precautions section, located on page 6.*

Installing Caller ID with Rochelle Box

Use the following steps to install Caller ID with the Rochelle Box.

Note	*Before installing Caller ID with the Rochelle box, contact the phone company to have the phone line split so that one part goes to the phone and the other part goes to the Rochelle box.*

1. Add the following registry entry to the server:

Key Location	[HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\ GSS\CALLERID\ROCHELLE\PARAMETERS]
Name	ComPort
Data	COM1*

*COM1 is the default setting. If using Caller ID on a COM port other than COM1, be sure to set the value accordingly.

2. Attach the Rochelle Caller ID box to the correct COM port on the Server.

3. Start the MICROS Caller ID Service from the Windows Control Panel Services.

Note	*Visit www.rochelle.com for more information about installing your Caller ID device.*

Running Caller ID in Demo Mode

Use the following steps to run Caller ID in Demo Mode:

1. Add the following registry entry to the server:

Key Location	[HKEY_LOCAL_MACHINE\SOFTWARE\MICROS \GSS\CALLERID\ROCHELLE\PARAMETERS]
Name	ComPort
Data	COM1*

*COM1 is the default setting. If using Caller ID on a COM port other than COM!, be sure to set the value accordingly.

2. Attach a null model cable from COM1 to COM2 on the server.

3. Start the Rochelle Emulator.

4. Start the MICROS Caller ID Service from the Windows Control Panel Services.

Note   *The Rochelle emulator can be found on the Guest Services Solution product page at www.micros.com.*