



*Restaurant Enterprise Solution
Enterprise Management
EM Version 4.7 Totals Collection
Hot Fix Documentation*

General Information

About This Document

This document provides background as well as instructions for installing the EM Version 4.7 Totals Collection Hotfix.

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

General Information
What the Reader Should Already Know

**What the Reader
Should Already
Know**

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

- Operational understanding of PCs
- Understanding of basic network concepts
- Basic knowledge of relational database concepts
- Understanding of POS terminology and concepts
- Exposure to MICROS 3700 POS Systems and Restaurant Enterprise Series products

Declarations

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The EM 4.7 Totals Collection Hotfix

Purpose

The EM Version 4.7 Totals Collection Hotfix is designed to allow EM Corporate to receive totals from EM stores when the EM 4.7 Corporate Server has an earlier version of RES installed than the EM stores that it supports. For example, the EM Corporate Server is running EM 4.7 and RES 4.7 and the stores that it supports are running RES 4.8.

Upon installing RES 4.8, additional columns are added to the **cm_receptacle_dtl**, **cm_transaction_dtl**, **em_cm_receptacle_dtl** and the **em_cm_transaction_dtl** tables. As a result, when EM Corporate (running RES 4.7) attempts to collect totals from stores running RES 4.8, those stores will send column information that is not recognized by the corporate database. The **EM 4.7 Totals Collection Hotfix** resolves this issue by creating the additional columns in the corporate database, permitting the store's totals to be successfully collected and stored at corporate.

Options for Upgrading

There are two options for upgrading EM 4.7 Corporate and Stores:

- **Upgrade the Stores Before Upgrading EM Corporate** – With this method, all RES Version 4.x Stores are upgraded to the appropriate RES Service Pack before upgrading the EM Corporate Server. MICROS strongly recommends this method.

This method requires the EM Totals Collection Hotfix.

- **Upgrade the Stores After Upgrading EM Corporate** – Upgrade EM Corporate to the appropriate versions of RES and EM first, and then upgrade the stores' RES version. If using this method, be advised that a **resync** is required from EM Corporate after the stores are upgraded to the appropriate RES version.

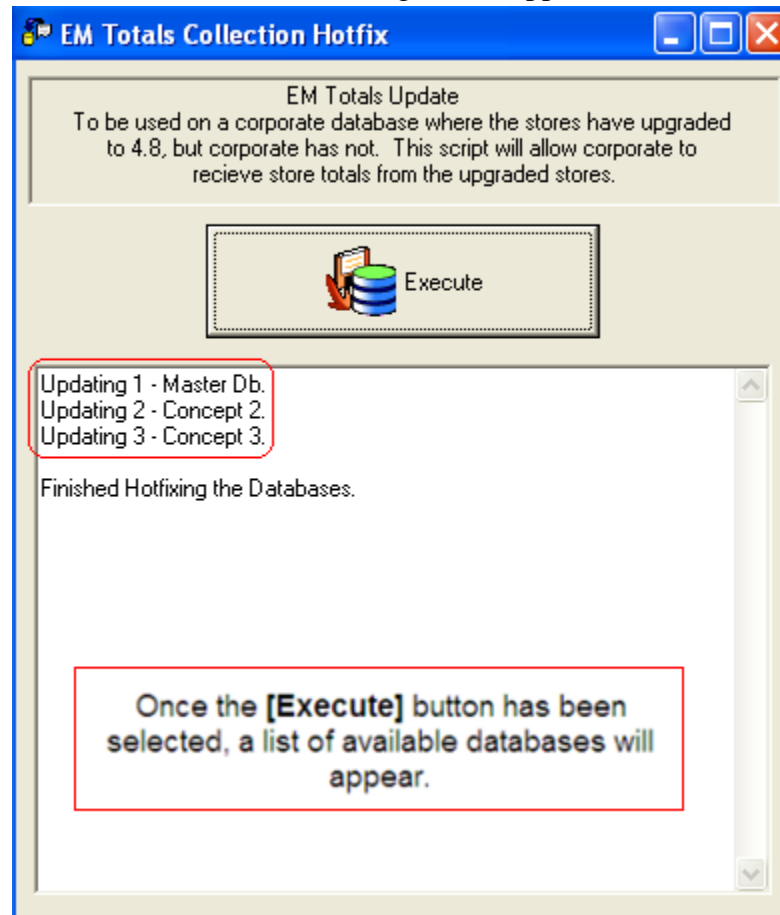
This method does not require the EM Totals Collection Hotfix.

Applying the Hotfix

The hotfix must be applied to the EM 4.6 Corporate database before corporate attempts to receive a packet from an RES 4.7 store. The hotfix will be automatically applied to the Master database as well as to all configured concept databases.

Follow these steps to apply the hotfix:

1. Copy **4.7_TtlCollectionHF.exe** to a temporary folder on the EM Server.
2. Open the *MICROS Control Panel* and set the system to Database level.
3. Double-click on the **4.7_TtlCollectionHF.exe**.
4. This will cause the following tool to appear:



5. Once it has finished updating each database, the tool will display a message indicating that the update was successful. Once this message is received, the user can successfully collect totals from the EM stores.