



*Restaurant Enterprise Series
Enterprise Management
Version 3.2
Installing Service Pack 8*

General Information

About This Document

This document is intended to provide instructions for installing the MICROS Restaurant Enterprise Series (RES) Enterprise Management Version 3.2 Service Pack 8 software upgrade.

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 basic network concepts
- ◆ Experience with Windows 95/NT 4.0 Win2K
- ◆ Basic knowledge of relational database concepts
- ◆ Understanding of POS terminology and concepts
- ◆ Exposure to MICROS 3700 POS Systems and Restaurant Enterprise Series products

EM Service Pack Setup

Before Installation

Before running the Enterprise Management Service Pack Setup, the following should be noted:

- ◆ The individual installing the software must be logged on as “Administrator” before running EM Setup on a Microsoft® Windows NT® system.
- ◆ All programs and applications must be closed on the PC. If the system detects an active program or process during the installation routine, a notification to close them may display.
- ◆ Before upgrading from RES 3.1 Service Pack 3 (or higher) to RES 3.2 GR, users should save the current Corporate database to a temporary folder, and replace it with a non-Corporate one (e.g., a sample or store database). Once the Corporate server is upgraded to RES 3.2 GR, the Corporate database can be copied back, prior to running the RES 3.2 Service Pack 3 (or higher) upgrade.

Note *This step was necessitated by the addition of two new columns in `im_parameter_def` to support automatic closing of accounting periods. Bypassing this process will cause RES 3.2 setup to fail.*

- ◆ EM Service Pack 8 is the companion release to RES 3.2 Service Pack 7. For more information, refer to the *Upgrade Requirements* section (beginning on page 5) before installing RES 3.2 Service Pack 7 at a live site.

Site Requirements Review

Prior to installing EM Service Pack 8, you must:

- ◆ Deploy any pending changes to all active stores
- ◆ Verify that all files have been successfully received at each store

Note *Prior to deploying any new updates after installation, corporate and all active stores must have EM Service Pack 8 installed.*

Installation and Setup

This section describes the requirements and procedures for installing a Service Pack upgrade to the EM Version 3.2 software.

Service Pack 8 must be installed correctly in order for the new, enhanced, and revised features to take effect.

Upgrade Requirements

EM 3.2 Service Pack 8 requires that RES Version 3.2 Service Pack 7 be installed on the Corporate server.

The RES Service Pack should NOT be installed unless you will also be upgrading to EM 3.2 Service Pack 8 immediately after installing RES Version 3.2 Service Pack 7.

With regard to the Stores, you have two options:

- ◆ **Upgrade the Stores First** — Although the Stores are not required to install the RES service pack, it is strongly recommended that all RES Version 3.2 Stores install RES Service Pack 7 before upgrading the Corporate server.

If the user is planning to:

- ◆ Upgrade any of the stores to RES Version 3.2 Service Pack 5 or higher before installing on the EM corporate server, and
- ◆ Collect totals from the stores at corporate,

then EM Version 3.2 SP5 Totals Collection Hot Fix must be installed at corporate before receiving totals back from those upgraded stores.

To apply the EM Version 3.2 SP5 Totals Collection Hot Fix:

1. Copy **32_SP5_TtlCollectionHF.exe** to a temporary folder on the EM server.
2. Open the 3700 Control Panel and set the SQL Database Server to **On**.
3. Execute the **32_SP5_TtlCollectionHF.exe**

4. Select **Next**
5. Select **Finish**

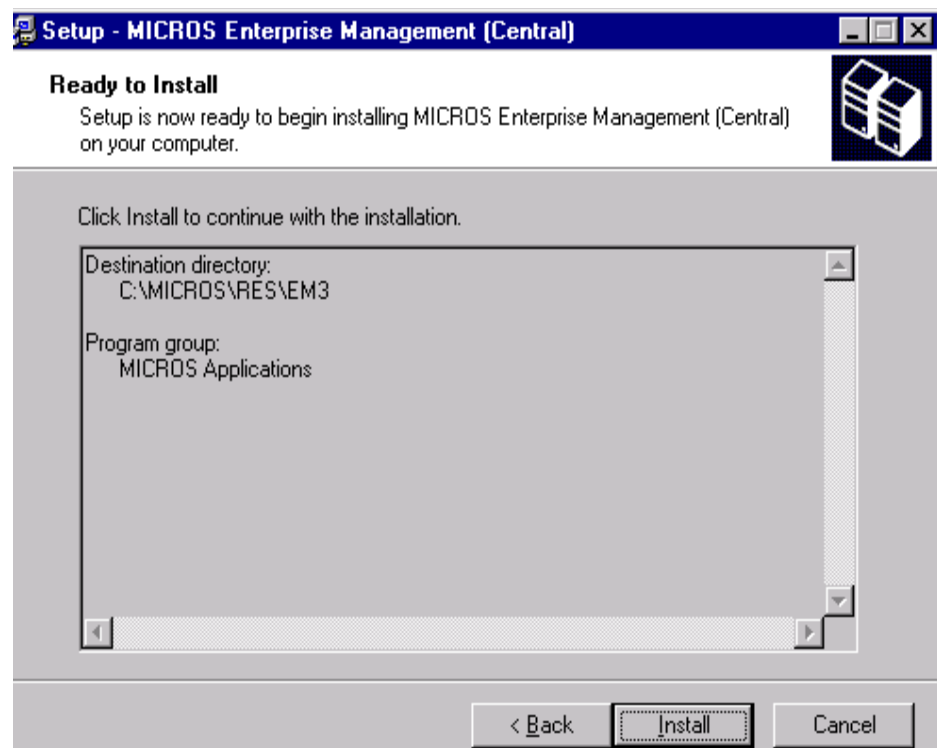
Note *Corporate sites that have already upgraded to RES 3.2 SP5 do not need to apply the EM Version 3.2 SP5 Totals Collection Hot Fix, since the changes would have already been applied during the RES 3.2 SP5 upgrade..*

- ◆ **Upgrade the Stores Later** — The Corporate Office may be upgraded to RES 3.2 Service Pack 7 and EM 3.2 Service Pack 8, without first upgrading the Stores (i.e., they remain on an earlier version of RES 3.2).

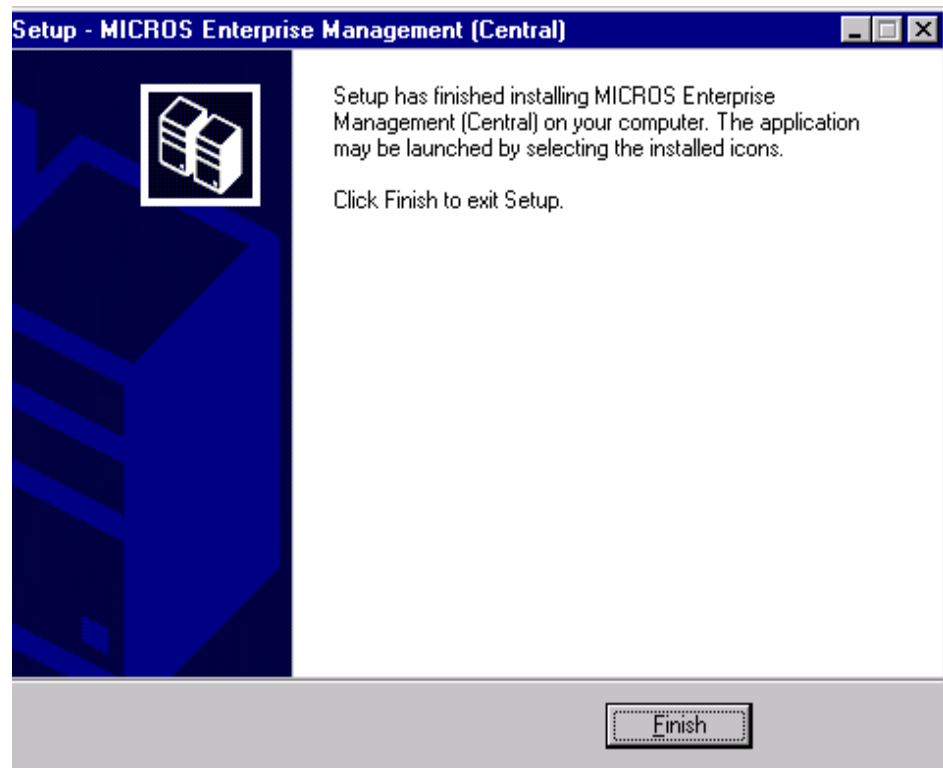
A **resync** will be required from Corporate to the Stores when the Stores are finally upgraded to RES 3.2 Service Pack 7.

Upgrading the Corporate Office

1. Verify that all pending changes have been successfully processed at the stores.
2. Create a backup copy of the database.
3. In the 3700 Control Panel, set the Restaurant to **OFF**.
4. Copy CentralSetup.exe to a temporary directory.
5. Execute CentralSetup.exe.
6. Select next at the Welcome screen.
7. Select Install at the Ready to Install Screen.



8. Select Finish to exit setup.



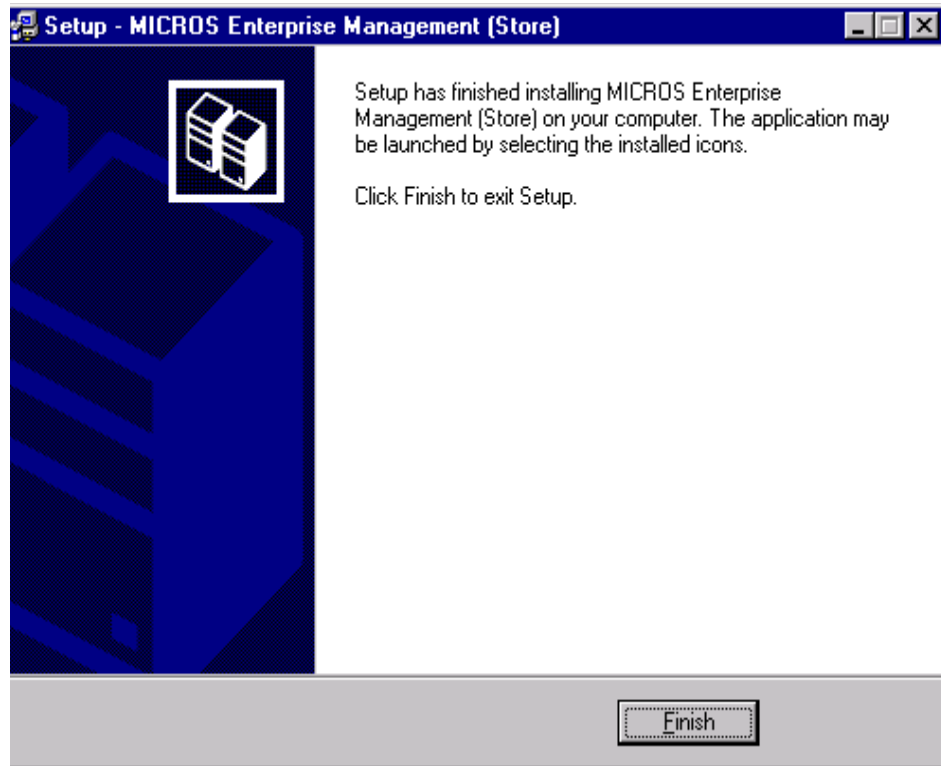
9. In the 3700 Control Panel, set the Database to **ON**.
10. Execute deployment.exe. A file will be created for all active stores. The file cannot be received at the store until EM Version 3.2 Service Pack 8 is installed.

Upgrading the Store

1. In the 3700 Control Panel, set the Restaurant to **OFF**.
2. Copy StoreSetup.exe to a temporary directory.
3. Execute StoreSetup.exe
4. Select next at the Welcome Screen.
5. Select Install at the Ready to Install Screen.



6. Select Finish to exit setup.



7. In the 3700 Control Panel, set the Restaurant to **ON**.
8. Receive file from Corporate.