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*Restaurant Enterprise Series  
Enterprise Management  
Version 3.1  
Installing Service Pack 2*

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## General Information

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### About This Document

This document is intended to provide instructions for installing the MICROS Restaurant Enterprise Series (RES) Enterprise Management Version 3.1 Service Pack 2 software upgrade.

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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

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## **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 Win 2K
- ◆ 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

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### 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.

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### Site Requirements Review

In order to successfully install and enable EM Service Pack 2, Enterprise Management Version 3.1 software must be installed.

Prior to installing EM Service Pack 2, you must:

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

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**Note**     *Prior to deploying any new updates after installation, corporate and all active stores must have EM Service Pack 2 installed.*

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## Installation and Setup

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

Service Pack 2 must be installed correctly in order for the new, enhanced, and revised features to take effect.

### Upgrade Requirements

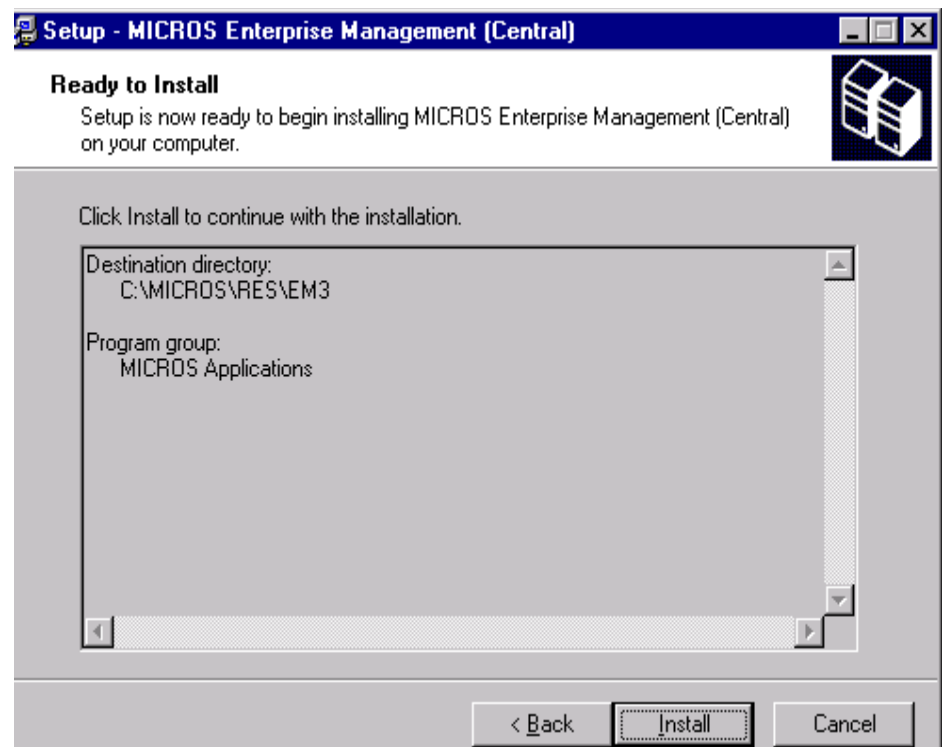
EM 3.1 Service Pack 2 requires that RES Version 3.1 Service Pack 4 be installed on the Corporate server. The RES Service Pack should NOT be installed unless you will also be upgrading to EM 3.1 Service Pack 2.

With regard to the Stores, you have two options:

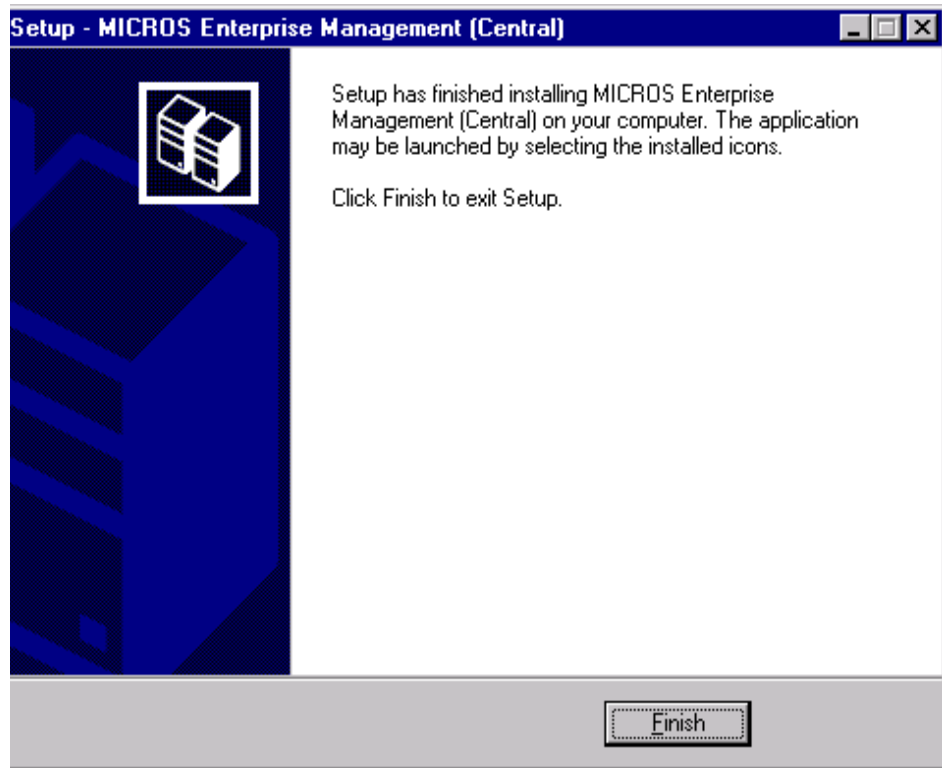
- ◆ **Upgrade the Stores First** — Although the Stores are not required to install the RES service pack, it is strongly recommended that all RES Version 3.1 Stores install the RES Service Pack 4 before upgrading the Corporate server.
- ◆ **Upgrade the Stores Later** — The Corporate Office may be upgraded to RES 3.1 SP4 and EM 3.1 SP2, without first upgrading the Stores (i.e., they remain on an earlier version of RES 3.1). However, be advised that a resync will be required from Corporate to the Stores when the Stores are finally upgraded to RES 3.1 Service Pack 4.

## Upgrading the Corporate Office

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



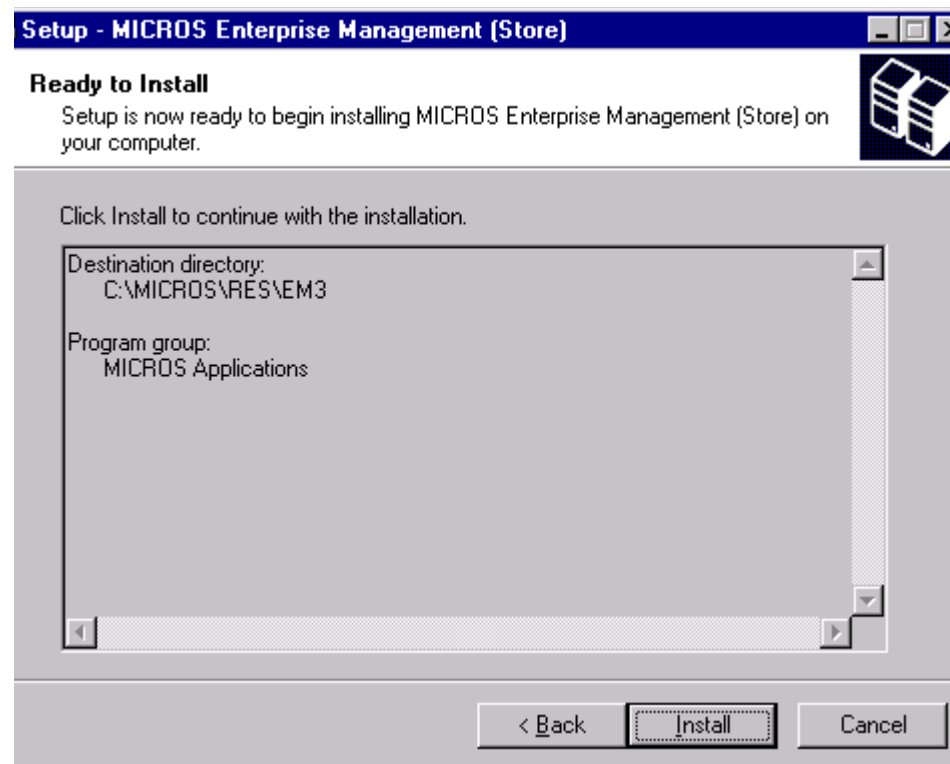
6. Select Finish to exit setup.



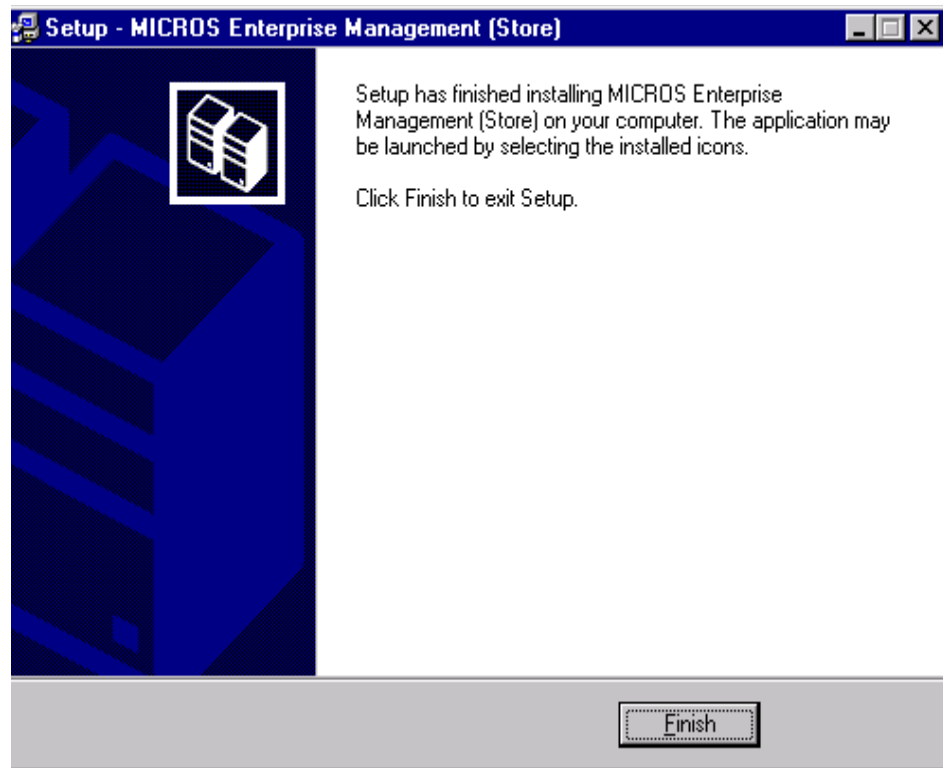
7. In the 3700 Control Panel, set the Database to On.
8. Execute deployment.exe. A file will be created for all active stores. The file cannot be received at the store until EM Service Pack 2 is installed.

## 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.