MICROS e7 Version 3.3 Maintenance Release 2

ReadMe First

General Information

About This Document

ReadMe First is an introduction to the new features, enhancements and revisions added in Version 3.3 Maintenance Release 2 of the MICROS e7 product.

*****************************IMPORTANT*******************************
If using a Protégé, the workstation platforms must be upgraded.
****

*****************************IMPORTANT*******************************
As of e7 Version 3.1, the new feature *Enhanced Security* must be enabled for all sites running Credit Cards.
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Product information is divided into the following sections:

- ◆ MICROS e7 Installation

- ◆ MICROS e7 Version 3.3 Maintenance Release 2

  - • What's New

  - • What's Enhanced

  - • What's Revised

Declarations

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Introduction

MICROS e7 is a robust point-of-sale solution with the high quality, reliable and extensive features that the marketplace has grown to expect from MICROS. All of this has been packaged specifically for the independent restaurateur.

MICROS e7 is a complete solution that utilizes the revolutionary MICROS Workstation POS terminal platform and MICROS' 30 plus years of industry leading software solutions.

The MICROS e7 user interface offers an intuitive, user-friendly touchscreen design that takes advantage of color, font, and an efficient screen layout to guide servers through the order entry process. The simplicity of the design reduces training time, improves speed of service to the customer, and lowers error rates for daily operations.

For more information about the MICROS e7 product, refer to the following resources:

- **Marketing Overview -** This manual provides information regarding MICROS, the hospitality industry, features and benefits, sample reports, and a proposed return on investment for MICROS e7. This document is available for download from the MICROS website (*e7 | Marketing | e7 Marketing Overview*).

- **User's Manual -** This manual provides information on how to use the MICROS e7 System, including POS Operations, Manager Procedures, Credit Card Batch, and Reporting. This document is available for download from the MICROS website (*e7 | e7 [Release Version] | Documentation | e7 User's Manual*).

MICROS e7 Installation

In order to successfully install and use the MICROS e7 product, the user must upgrade both the PC and workstations to the 2.0 Version of the Microsoft .NET Framework or the .NET Compact Framework respectively.

Attempting to upgrade MICROS e7 to Version 3.3 Maintenance Release 2 without performing a framework upgrade will cause the installation to fail and an error message to appear.

The following error message will appear on a PC:
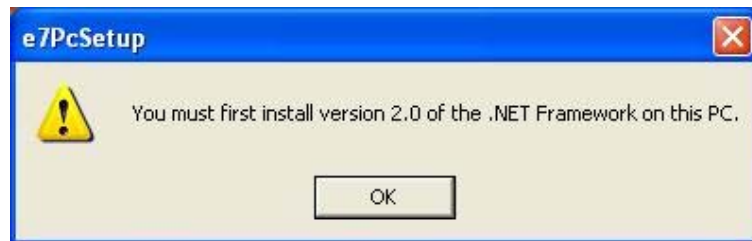
If this occurs, select [**OK**] to clear the error message and follow the instructions outlined in the *MICROS e7 PC Installation* section.

The following error message will appear when attempting a stand-alone workstation installation:
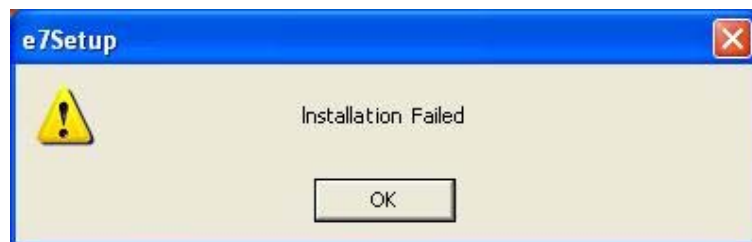
If this occurs, select [**OK**] to clear the error message and follow the instructions outlined in the *Workstation Platform Image* section.

Upgrading From a Non-PCI Compliant Version of Software

Visa established the Payment Card Industry (PCI) Data Security Standard to protect Visa cardholder data—wherever it resides—ensuring that members, merchants, and service providers maintain the highest information security standard. Please see the *MICROS e7 PABP Compliance* document for the appropriate software version for additional information.

Non-PCI compliant versions of MICROS e7 may allow sensitive information, such as credit card numbers, to exist in a non-encrypted format. Such historical data (magnetic stripe data, card validation codes, PINs, or PIN blocks) must be removed. Removal of such data is necessary to ensure the MICROS software upgrade is conducted in a manner that is PCI compliant.

The table below lists all of the PCI compliant and non-PCI compliant versions of MICROS e7.

Non-PCI Compliant Version	Compliant PCI Versions
1.0 1.5 1.5 Patch 1 2.0 2.0 Patches 1 & 2	2.1 2.1 Patches 1, 2, 3 & 4 2.5 2.6 Patches 1, 2 & 3 2.7 Patches 1 & 2 2.8 3.0 3.1 3.2 3.3

For information on upgrading a MICROS e7 system from a non-PCI compliant version to a PCI compliant version see the *MICROS e7 Version 2.7 Payment Application Best Practices Implementation Guide, MD0007-032* documentation.

Before You Begin

MICROS recommends backing up the MICROS e7 database before performing an update to the system. Follow these steps to back up the database:

1. Go to the MICROS e7 Configurator.

2. Select the down arrow on the right-hand side of the screen.
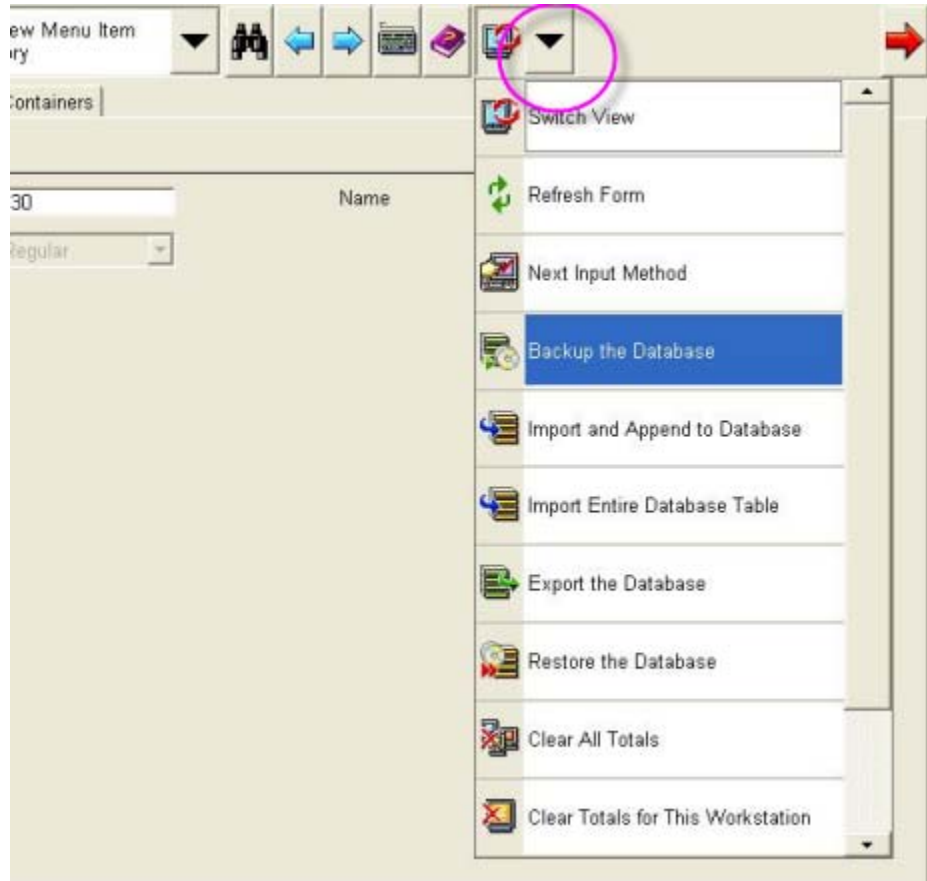
3. A list of available operations will appear. Select **Backup the Database**.

4. A backup of the database will be written to the *\MICROS\e7\DbBackups* folder.

Restore Database

Restoring a database is NOT part of the standard MICROS e7 installation process. If for any reason the user needs to restore a database, follow these steps:

1. Go to the MICROS e7 Configurator.

2. Select the down arrow on the right-hand side of the screen.
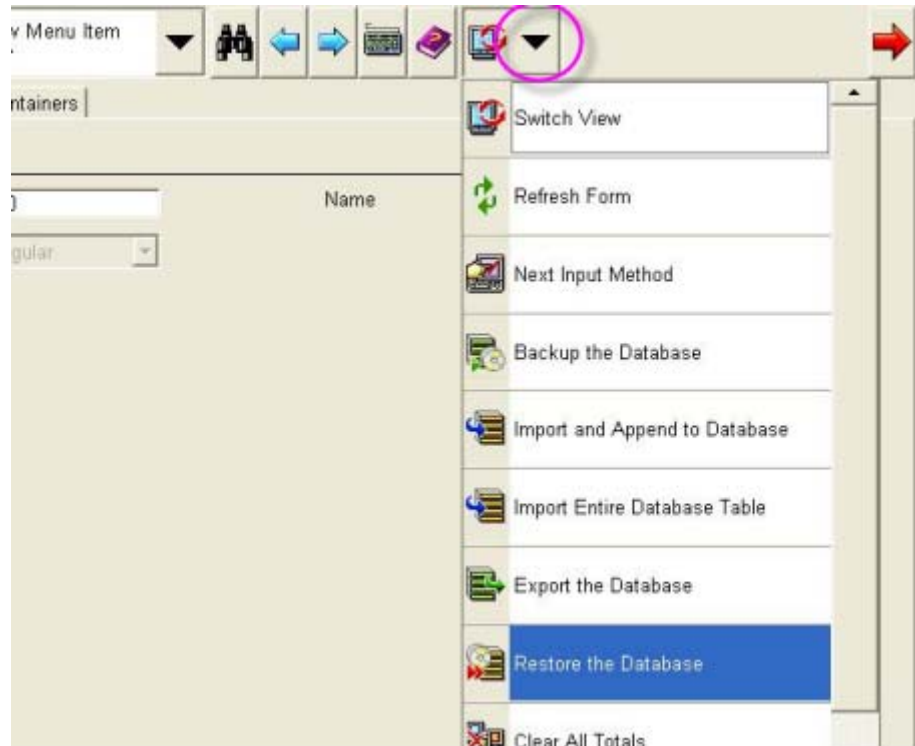
3. A list of available operations will appear. Select **Restore the Database**.

4. The database will be restored from the *\MICROS\e7\DbBackups* folder.

Downloading the MICROS e7 Product

The MICROS e7 product is available for download from the MICROS Web Site. There are several download choices available from the *Member Services | Product Support | MICROS Products* page.

- **Workstation Platform Image without Protégé suppor**t - The platform image will depend on the type(s) of workstation(s) in use at the site. The following images are available if not using a Protégé:

  - **Workstation 4.** Download this file to extract the platform image for a Workstation 4. Use the *e7 | e7 [Release Version] | Workstation 4 Platform Software* link to download the **ws4_platform_RC_15.2.exe** file.

  - **Workstation 4 LX.** Download this file to extract the platform image for a Workstation 4 LX. Use the *e7 | e7 [Release Version] | Workstation 4 LX Platform Software* link to download the appropriate **WS4LX_platform_RC_2.9_and_BIOS.exe** file.

  - **Workstation 5.** Download this file to extract the platform image for a Workstation 5. Use the *e7 | e7 [Release Version] | Workstation 5 Platform Software* link to download the appropriate **WS5_platform_RC_1.3_and_BIOS.exe** file.

  - **Workstation 5A.** Download this file to extract the platform image for a Workstation 5. Use the *e7 | e7 [Release Version] | Workstation 5 Platform Software* link to download the appropriate **WS5A_platform_RC_1.2_and_BIOS.exe** file.

- **Workstation Platform Image with Protégé suppor**t - The platform image will depend on the type(s) of workstation(s) in use at the site. The following images are available if using a Protégé.

  - **Workstation 4 LX.** Download this file to extract the platform image for a Workstation 4 LX. Use the *e7 | e7 [Release Version] | Workstation 4 LX Platform Software* link to download the appropriate **WS4LX_Platform_4.0_and_BIOS.exe** file.

  - **Workstation 5.** Download this file to extract the platform image for a Workstation 5. Use the *e7 | e7 [Release Version] | Workstation 5 Platform Software* link to download the appropriate **WS5_Platform_3.0_and_BIOS.exe** file.

◆ **Workstation 5A.** Download this file to extract the platform image for a Workstation 5. Use the *e7 | e7 [Release Version] | Workstation 5 Platform Software* link to download the appropriate **WS5a_Platform_1.3_and_BIOS.exe** file.

◆ **MICROS e7 Workstation Installation** - Download this file if you are installing only to a workstation.

Note   *Ensure that CAL is not enabled when doing standalone installs.*

Use the *e7 | e7 [Release Version] | e7 Workstation 4 Software* link to download the **e7_ws4_build_3.3MR2.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 4 LX Software* link to download the **e7_ws4lx_build_3.3MR2.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 5 Software* link to download the **e7_ws5_build_3.3MR2.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 5A Software* link to download the **e7_ws5A_build_3.3MR2.exe** file.

◆ **MICROS e7 PC Installation** - Download this file if you are installing to a PC. The extracted files can be used to burn a CD or to run the MICROS e7 PC Setup program.

Use the *e7 | e7 [Release Version] | e7 PC Software* link to download the **e7_pc_build_3.3MR2.exe** file.

Workstation Platform Image

The platform image and the installation instructions will vary based on the workstation(s) being used at the site. This section is divided as follows; refer to the appropriate instructions for your workstation version.

- ◆ Workstation 4

- ◆ Workstation 4 LX

- ◆ Workstation 5

- ◆ Workstation 5A

Workstation 4

Use these instructions to install the Platform Image on a Workstation 4. These steps may also be used to install another CE language platform, such as Chinese, Japanese, or Korean.

The MICROS e7 software will not be installed as part of these instructions. A PC or laptop is required to extract the zip (.exe) file and copy the extracted files to the appropriate transfer media, such as a USB thumb drive.

1. Copy the **ws4_platform_RC_15.2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **ws4_platform_RC_15.2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\wsImage*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\wsImage*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the Workstation 4.

8. Open Windows Explorer on the Workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\wsImage*) on the USB thumb drive. The USB thumb drive should appear in Explorer as *\Hard Disk*. The following two sub-directories should be available:

   ◆ *..\Standalone* CAL Update 1.1.3.55

   ◆ *..\Standalone* Platform Update 15.2

10. From the ..\Standalone CAL Update 1.1.3.55 directory, run **StandaloneInstall.exe** to upgrade the CAL client software on the workstation.

Note

Ensure that each workstation has at least 25 MB of free compact flash space before installing the software on the workstation.

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11. From the ..\Standalone Platform Update 15.2 directory, run **StandaloneInstall.exe** to install the 15.2 platform. CAL installs the Windows CE image and reboots the workstation.
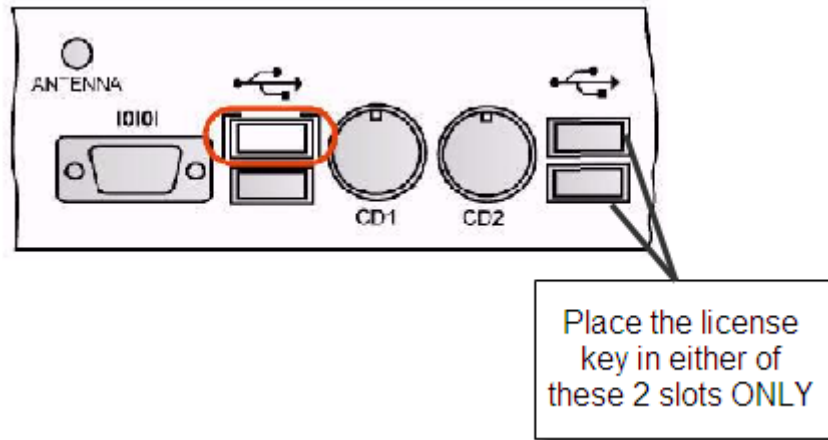
Workstation 4 LX

Use these instructions to install the Platform Image on a Workstation 4 LX. These steps may also be used to install another CE language platform, such as Chinese, Japanese, or Korean.

The MICROS e7 software will not be installed as part of these instructions. A PC or laptop is required to extract the zip (.exe) file and copy the extracted files to the appropriate transfer media, such as a USB thumb drive.

1. Copy the **WS4LX_Platform_4.0_and_BIOS.exe** file from the MICROS web site to a temporary directory on the PC.

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2. Double-click on **WS4LX_Platform_4.0_and_BIOS.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\wsImage*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\wsImage*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the Workstation 4 LX. The user must insert the USB thumb drive into the first USB port on the back of the workstation. Insert the thumb drive to the USB port indicated below:

8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\wsImage*) on the USB thumb drive. The USB thumb drive should appear in Explorer as *\Hard Disk*. The following two sub-directories should be available:

    ◆ *..\Standalone* BIOS Update

    ◆ *..\Standalone* Platform Update GR4.0

10. From the ..\Standalone BIOS Update directory, run
StandaloneInstall.exe to upgrade BIOS on the workstation.

Note   *Ensure that each workstation has at least 25 MB of free*
compact flash space before installing the software on the
workstation.

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11. From the ..\Standalone Platform Update GR4.0 directory, run
StandaloneInstall.exe to install the 4.0 platform. CAL installs the
Windows CE image and reboots the workstation.

Workstation 5

Use these instructions to install the Platform Image on a Workstation 5.
These steps may also be used to install another CE language platform,
such as Chinese, Japanese, or Korean.

The MICROS e7 software will not be installed as part of these
instructions. A PC or laptop is required to extract the zip (.exe) file and
copy the extracted files to the appropriate transfer media, such as a USB
thumb drive.

1. Copy the **WS5_Platform_3.0_and_BIOS.exe** file from the
MICROS web site to a temporary directory on the PC.

2. Double-click on **WS5_Platform_3.0_and_BIOS.exe** to extract the
MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be
extracted (i.e., *C:\wsImage*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\wsImage*) to a USB thumb
drive.

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7. Attach the USB thumb drive to the USB slot on the back of the Workstation 5. The user must insert the USB thumb drive into the first USB port on the back of the workstation. Insert the thumb drive into the USB port indicated below:

Place the license key in one of these 3 slots ONLY
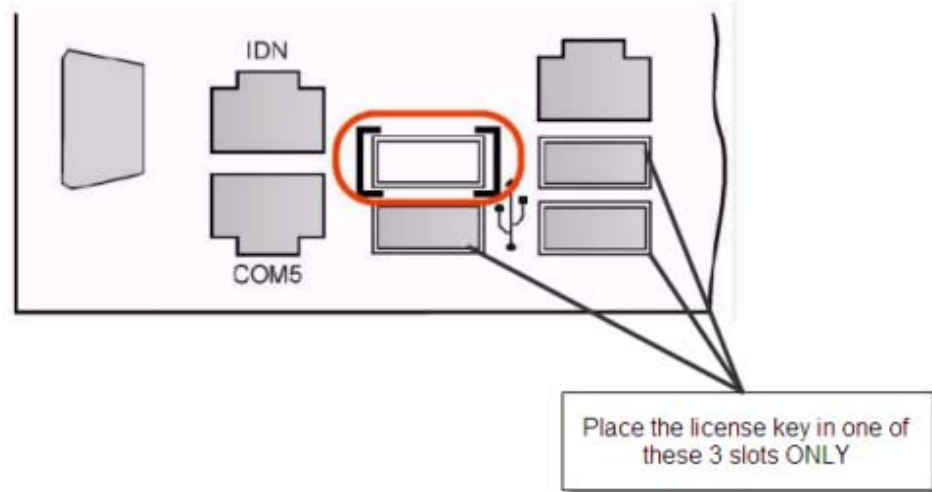
8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\wsImage*) on the USB thumb drive. The USB thumb drive should appear in Explorer as *\Hard Disk*. The following two sub-directories should be available:

    ◆   *..\Standalone* BIOS Update

    ◆   *..\Standalone* Platform Update GR3.0

10. From the ..\Standalone BIOS Update directory, run **StandaloneInstall.exe** to upgrade BIOS on the workstation.

Note	*Ensure that each workstation has at least 25 MB of free compact flash space before installing the software on the workstation.*

11. From the ..\Standalone Platform GR3.0 directory, run **StandaloneInstall.exe** to install the GR 3.0 platform. CAL installs the Windows CE image and reboots the workstation.
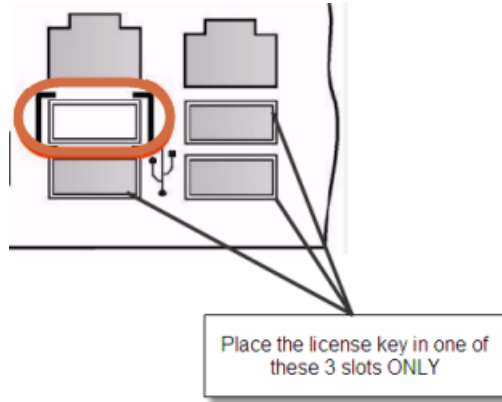
Workstation 5A

Use these instructions to install the Platform Image on a Workstation 5A. These steps may also be used to install another CE language platform, such as Chinese, Japanese, or Korean.

The MICROS e7 software will not be installed as part of these instructions. A PC or laptop is required to extract the zip (.exe) file and copy the extracted files to the appropriate transfer media, such as a USB thumb drive.

1. Copy the **WS5a_Platform_1.3_and_BIOS.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **WS5a_Platform_1.3_and_BIOS.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\wsImage*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\wsImage*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the Workstation 5A.

8. The user must insert the USB thumb drive into the first USB port on the back of the workstation. Insert the thumb drive into the USB port indicated below:

Place the license key in one of these 3 slots ONLY

9. Open Windows Explorer on the workstation.

10. Locate the MICROS e7 software directory (i.e., *C:\wsImage*) on the USB thumb drive. The USB thumb drive should appear in Explorer as *\Hard Disk*. The following two sub-directories should be available:

    ◆   *..\Standalone* BIOS Update

    ◆   *..\Standalone* Platform Update GR1.3

11. From the ..\Standalone BIOS Update directory, run **StandaloneInstall.exe** to upgrade BIOS on the workstation.

Note   *Ensure that each workstation has at least 25 MB of free compact flash space before installing the software on the workstation.*

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12. From the ..\Standalone Platform GR1.3 directory, run **StandaloneInstall.exe** to install the GR1.3 platform. CAL installs the Windows CE image and reboots the workstation.

MICROS e7 Workstation Installation

Use these instructions to install the MICROS e7 software on a workstation that has the appropriate Windows CE operating system image already installed. A PC or laptop is required to extract the zip file and copy the extracted files to the appropriate transfer media, such as a USB thumb drive.

The zip file will vary depending on the workstation version being used at the site. This section is divided as follows; refer to the appropriate instructions for your workstation version.

◆ Workstation 4

◆ Workstation 4 LX

◆ Workstation 5

◆ Workstation 5A

Note *Ensure that CAL is not enabled when doing standalone installs.*

Workstation 4

1. Copy the **e7_ws4_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_ws4_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted. (i.e., *C:\e7Software*)

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\e7Software*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the workstation.

8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\e7Software*) on the USB thumb drive.

10. Run **StandAloneInstall.exe** CAL installs the MICROS e7 software and reboots the workstation.

Workstation 4 LX

1. Copy the appropriate **e7_ws4lx_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_ws4lx_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted. (i.e., *C:\e7Software*)

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\e7Software*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the workstation.

8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e. *C:\e7Software*) on the USB thumb drive.

10. Run **StandAloneInstall.exe** CAL installs the MICROS e7 software and reboots the workstation.

11. If the Protégé will be used, continue with the following steps. If not the installation is complete.

12. Exit e7.

13. Double-click on the e7 standalone install executable again. This will install the files needed for the Protégé and the workstation will reboot.

Workstation 5

1. Copy the appropriate **e7_ws5_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_ws5_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\e7Software*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\e7Software*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the workstation.

8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\e7Software*) on the USB thumb drive.

10. Run **StandAloneInstall.exe** CAL installs the MICROS e7 software and reboots the workstation.

11. If the Protégé will be used, continue with the following steps. If not the installation is complete.

12. Exit e7.

13. Double-click on the e7 standalone install executable again. This will install the files needed for the Protégé and the workstation will reboot.

Workstation 5A

1. Copy the appropriate **e7_ws5A_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_ws5A_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e,. *C:\e7Software*).

4. Click on **Unzip**.

5. Click on **Close**.

6. Copy the directory from Step 3 (i.e., *C:\e7Software*) to a USB thumb drive.

7. Attach the USB thumb drive to the USB slot on the back of the workstation.

8. Open Windows Explorer on the workstation.

9. Locate the MICROS e7 software directory (i.e., *C:\e7Software*) on the USB thumb drive.

10. Run **StandAloneInstall.exe** CAL installs the MICROS e7 software and reboots the workstation.

11. If the Protégé will be used, continue with the following steps. If not the installation is complete.

12. Exit e7.

13. Double-click on the e7 standalone install executable again. This will install the files needed for the Protégé and the workstation will reboot.

MICROS e7 PC Installation

With MICROS e7, a PC can be set up to run the MICROS e7 ReportsPlus, Configurator, and Credit Cards modules. To use these applications on a PC, the .NET Framework (Version 2.0 or higher) must be installed prior to the MICROS e7 PC installation.

Optionally, the PC may be configured to be a CAL server for the MICROS e7 site, so that it can be used to update the workstations with the MICROS e7 workstation software.

Note	*The .NET Framework (Version 2.0 or higher) must be installed on the PC prior to running the MICROS e7 PC setup program. .NET Framework is available for download from Microsoft's web site.*

Firewall Settings

If Windows Firewall is enabled during the MICROS e7 setup, the system will automatically configure the firewall exceptions needed for the applications to communicate across the network. When an application is listed on the Exceptions List, Windows overrides the application's security settings and automatically applies the necessary listening ports. These exceptions include:

- MICROS CAL Service

- MICROS SSF UI Launcher (enable if Gift Cards are used)

- Network Diagnostics for Windows XP

- POSMain

If the Windows Firewall is disabled during the MICROS e7 setup and then later enabled after the setup has completed, the user must manually add applications to the Windows Firewall Exceptions List by following the directions below. Keep in mind that steps may vary slightly depending on the Operating System used.

To add an application to the Exceptions List:

1. From the PC, select *Start* | *Settings* | *Control Panel* | select either the *Security Center* or *Windows Firewall.*

2. Ensure that the Windows Firewall is **Enabled**.

3. Click on the **Windows Firewall** icon. This will cause a Windows Firewall screen to appear.

4. Go to the *Exceptions* tab and add the following programs and services:

   ◆ MICROS CAL Service

   ◆ MICROS SSF UI Launcher (enable if Gift Cards are used)

   ◆ Network Diagnostics for Windows XP

   ◆ POSMain (also known as 'e7')

◆ Remote Assistance
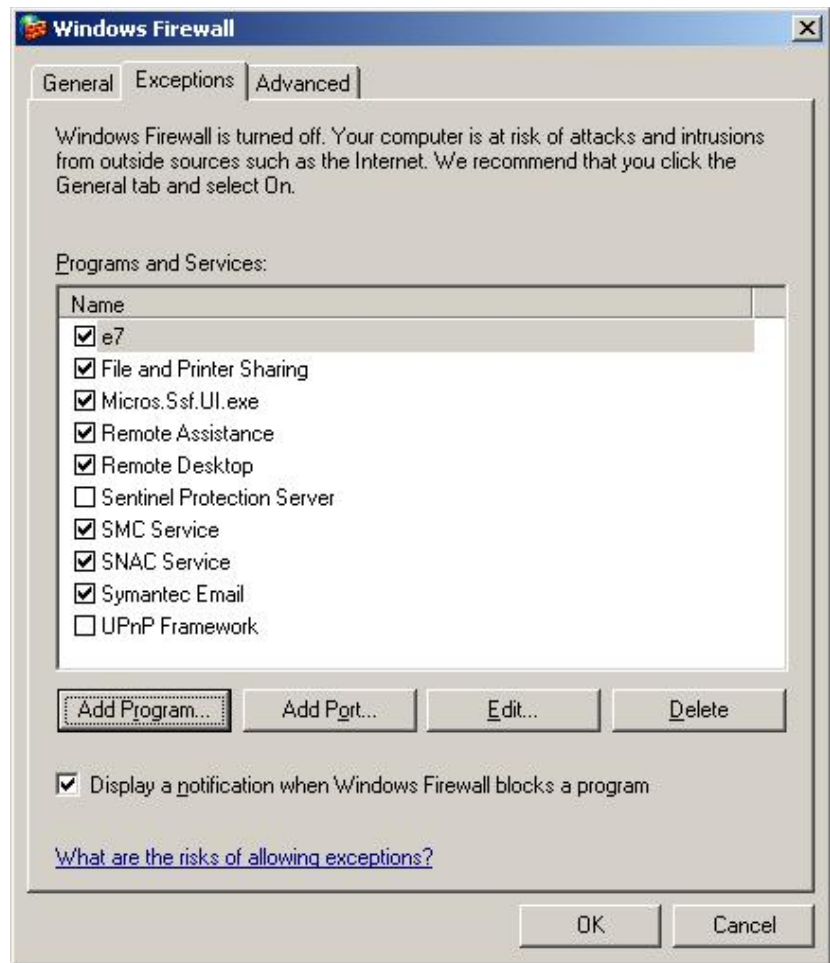
To add a program to this list, select the [**Add Program**] button. This will cause the Add a Program dialog box to display. From here the user can add a program by either:

◆ Selecting the appropriate program from the list displayed in the Add a Program dialog box and clicking [**OK**], OR

◆ Selecting [**Browse**] and navigating to the file location for the desired program and clicking [**Open**].

5. The newly added program should now appear in the Exceptions List on the *Exceptions* tab.

For Windows XP Professional - 32 bit, and Windows 2003 Server - 32 bit

Extracting the MICROS e7 PC Setup Files

Use these instructions to extract the PC Setup zip (.exe) file and install the extracted files to a PC.

1. Copy the **e7_pc_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_pc_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\e7CD*).

4. Click on **Unzip**.

5. Click on **Close**.

Note	*The MICROS e7 installation can be started from the directory where you extracted files in these previous steps (i.e., C:\e7CD) using the instructions below.*
	or
	These extracted MICROS e7 files can be burned onto a CD. Then, e7PcSetup.exe can be executed to start the product installation.

Installing the MICROS e7 PC Setup Files to a PC

Note	*Once the CAL software is installed on the PC, the system will automatically upgrade each workstation. Ensure that each workstation has at least 25 MB of free compact flash space before installing the software on the PC.*

1. Open Windows Explorer on the PC.

2. Locate the MICROS e7 software directory (i.e., *C:\e7CD*) that you extracted in the previous steps.

3. Run **e7PCSetup.exe**.

4. Click [**Next**] from the MICROS e7 Setup Welcome screen.

5. Review the End User License Agreement, click **I Accept the Agreement**, and click [**Next**].

6. Enter the location where MICROS e7 will be installed. The default destination location is the same as the previously installed version of MICROS e7 or *C:\Program Files\MICROS\e7* for a new installation. Use the **[Browse]** button to select a different destination location.

7. Select the additional tasks to be performed by the MICROS e7 installation and click [**Next**].

   The following actions will automatically be performed:

   ◆ **Create shortcut on the desktop -** Creates a desktop shortcut for the **e7.exe** file in the \bin folder. The name of the desktop shortcut is MICROS e7 and the default folder is the *\bin* folder.

   ◆ **Create shortcut in the Start Menu -** Creates a selection for MICROS e7 in Start Menu | Programs on the PC.

   ◆ **Create shortcut in the Startup folder -** Creates a shortcut in the PC's startup folder for the e7.exe program.

   ◆ **Install MICROS CAL Service -** Installs the MICROS CAL Service on the PC. If the CAL server is already installed, this choice is greyed out.

8. Click [**Finish**] to begin installing MICROS e7.

Note	*After the CAL server installation, the workstation operating system images will be automatically updated.*
	If prompted to reboot the PC, please wait until all workstations have finished their CAL upgrade to MICROS e7 Version 3.3 Maintenance Release 2.

9. When finished, a prompt will display indicating that installation is complete. Click [**OK**].

10. Start MICROS e7.

11. If this is a new MICROS e7 installation, enter the **Network location ID** and *Restore the Database* via the MICROS e7 Configurator. The Network location ID is used when communicating with the workstations and PC. **IMPORTANT**: The Network location ID must be the same for every workstation and PC on the network. Note that this entry is case sensitive.

    If this is a MICROS e7 software upgrade, CAL will update the workstations and MICROS e7 will start automatically.
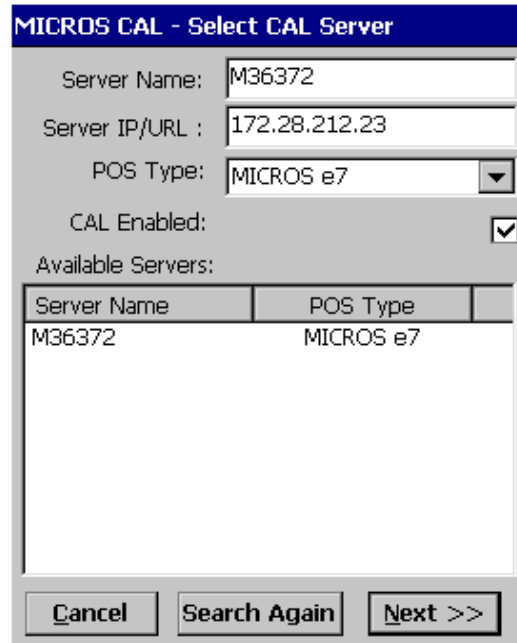
Installing MICROS e7 on the Workstation via CAL

Performing a New MICROS e7 Installation

Follow the instructions below to install the MICROS e7 application on a workstation via CAL.

1. Select 'Start.' Navigate to *Programs | CAL | Reconfigure CAL.*

2. Highlight the CAL Server and click [**Next**].

3. Click [**Save**].

4. The workstation will reboot after the files have been installed.

5. Enter the **Network location ID**. The Network location ID is used when communicating with the workstations and PC. **IMPORTANT**: The Network location ID must be the same for every workstation and PC on the network. Note that this entry is case sensitive. Click [**OK**].
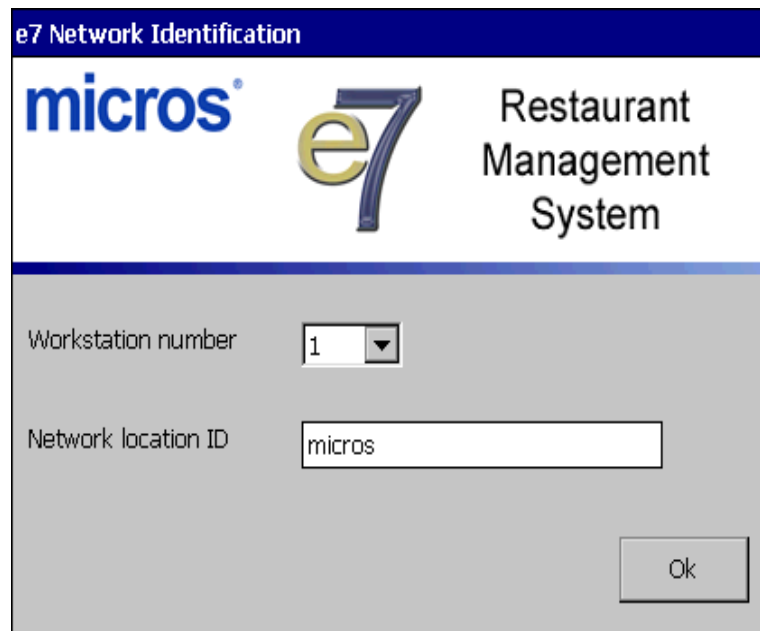
6. The following error will display, 'Need to program an employee and a job to use configurator.' Click [**OK**].
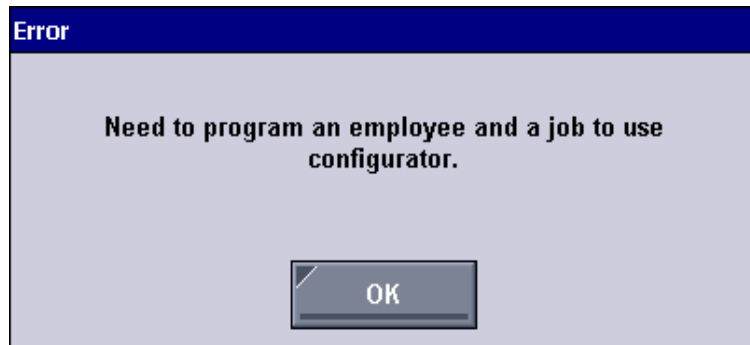
7. The Configurator opens to the shell database.

8. The following message displays and a new encryption key must be generated. The key will only need to be generated on one node (any node) and the key will be changed everywhere. Click [**OK**].


9. The following prompt displays, instructing the user to navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab to change the key. Click [**OK**]. Do not change the encryption key now. *IMPORTANT: The installation process must finish and all workstations must be online before generating the key.* These instructions will prompt you to generate the key in a later step on

page 31.

10. Select 'Retrieve the Database.'
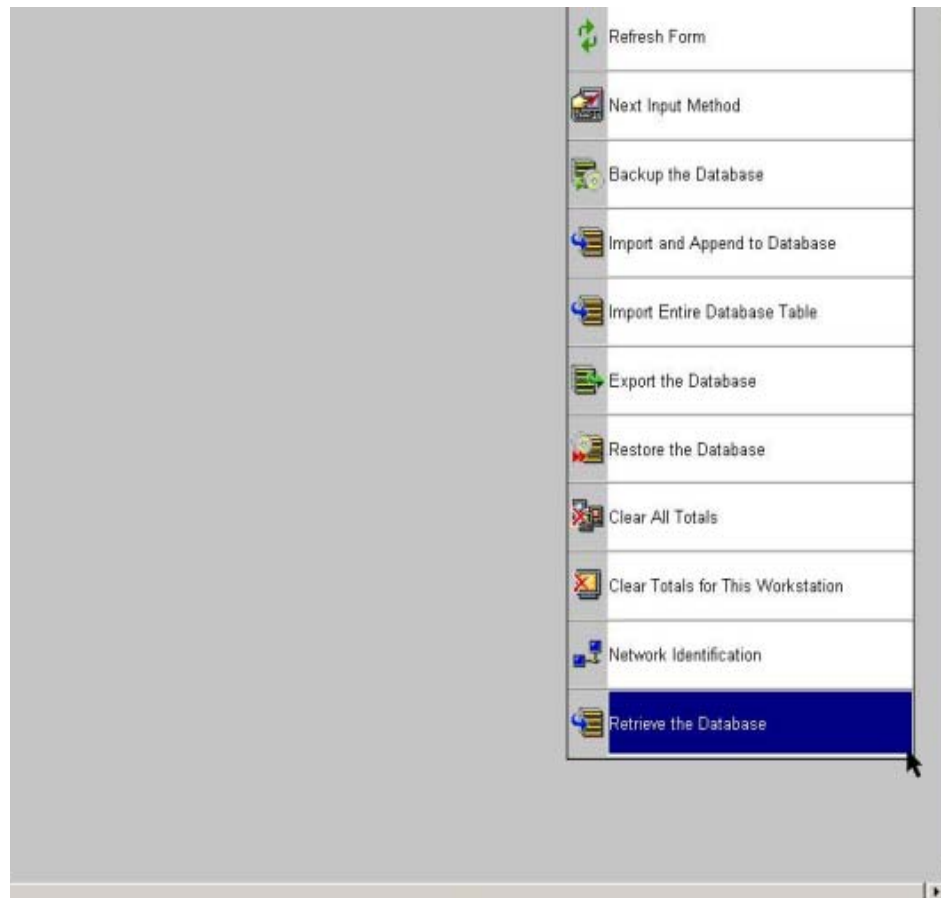

11. Click [**Refresh**].

12. Exit the Configurator.

13. Exit MICROS e7 and reboot the workstation.

14. Log in to the MICROS e7 Configurator. Navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab.

15. Change the encryption key by clicking the [**Generate New Key**] button. This button will generate a new pass phrase.

16. This operation will fail if there are open checks on the system, or if there are offline workstations. Do not continue until both of these issues are resolved. If the system satisfies these requirements, the following verification prompt will appear:

Click [**Yes**] to continue, or [**No**] to stop**.**

17. The following verification prompt will appear:
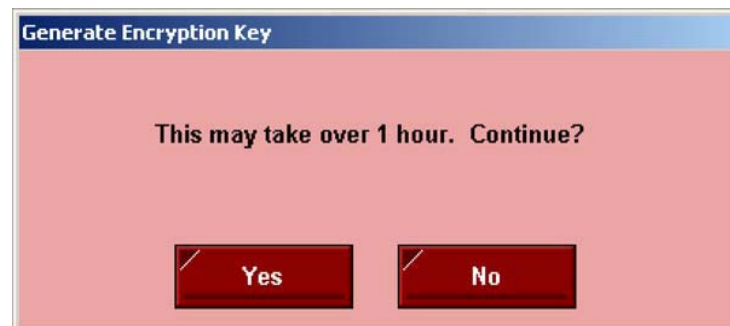
Click [**Yes**] to continue, or [**No**] to stop**.**

18. The following final verification prompt will appear:

Click **[Yes]** to continue, or **[No]** to stop**.** The prompting is intended to ensure that the key is not changed accidentally.

19. If the key is generated from the PC, then an hourglass will display until the process is complete. If the key is generated from a workstation, then an hourglass will display along with the following dialog box:

20. Once this process is complete, the dialog box will disappear and the hourglass will return to the normal mouse cursor.
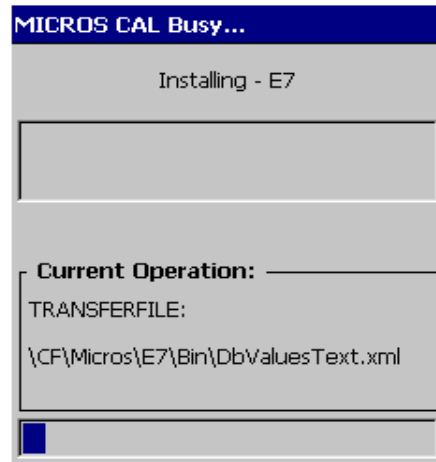
21. Click [**Save**].

Performing a MICROS e7 Upgrade

Follow the instructions below to install the MICROS e7 application on a workstation via CAL.

1. After performing the upgrade on the PC, CAL will automatically update the workstation(s).

2. The workstation will reboot after the files have been installed.

MICROS CAL Busy...

Installing - E7

Current Operation:
TRANSFERFILE:
\CF\Micros\E7\Bin\DbValuesText.xml

3. If upgrading from MICROS e7 v. 2.7 Patch 1 or higher, the MICROS e7 installation process is complete and steps 6–13 are not needed. If upgrading from MICROS e7 v. 2.7 or below, proceed to step 4.

4. The following message displays and a new encryption key must be generated. The key will only need to be generated on one node (any node) and the key will be changed everywhere. Click [**OK**].

Error

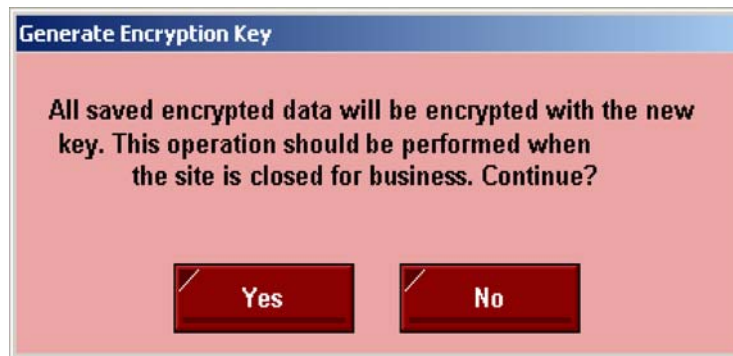A new encryption key must be generated!

OK

5. The following prompt displays, instructing the user to navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab to change the key. Click [**OK**]. Do not change the encryption key now.

IMPORTANT: *The installation process must finish and all workstations must be online before generating the key.*

Error

Use Configurator - Restaurant Form - Credit Cards tab to
generate a new encryption key.
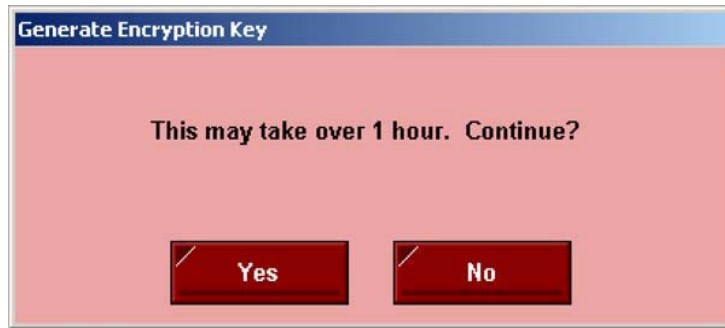This should be done exactly once at 1 node.

OK

6. Navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab.

7. Change the encryption key by clicking the [**Generate New Key**] button. This button will generate a new Passovers.

8. This operation will fail if there are open checks on the system, or if there are offline workstations. Do not continue until both of these issues are resolved. If the system satisfies these requirements, the following verification prompt will appear:

Generate Encryption Key

All saved encrypted data will be encrypted with the new
key. This operation should be performed when
the site is closed for business. Continue?

Yes   No

Click [**Yes**] to continue, or [**No**] to stop**.**

9. The following verification prompt will appear:

Generate Encryption Key

This may take over 1 hour. Continue?

Yes   No

Click **[Yes]** to continue, or **[No]** to stop.

10. The following final verification prompt will appear:

Generate Encryption Key

Are you absolutely sure you want to generate a new encryption key?

Yes   No

Click **[Yes]** to continue, or **[No]** to stop. The prompting is intended to ensure that the key is not changed accidentally.

11. If the key is generated from the PC, then an hourglass will display until the process is complete. If the key is generated from a workstation, then an hourglass will display along with the following dialog box:

Updating

Updating saved encrypted data. Please stand by...

12. Once this process is complete, the dialog box will disappear and the hourglass will return to the normal mouse cursor.

13. Click [**Save**].

Installing Windows Vista Business Edition, Windows 7 Professional - 32 bit and 64 bit, or Windows 8 - 32 bit and 64 bit

Configuring CAL

Optionally, the PC may be configured to be a CAL server for the MICROS e7 site, so that it can be used to update the workstations with the MICROS e7 workstation software.

If the site is using CAL, then all workstations should be turned off or removed from the network until installation of MICROS e7 Version 3.3 Maintenance Release 2 and any applicable patches are complete on the PC. Once the workstations are turned back on, they will be upgraded automatically.

Extracting the MICROS e7 PC Setup Files

Follow these instructions to extract the PC Setup zip (.exe) file and install the extracted files to a PC.

1. Copy the **e7_pc_build_3.3MR2.exe** file from the MICROS web site to a temporary directory on the PC.

2. Double-click on **e7_pc_build_3.3MR2.exe** to extract the MICROS e7 files.

3. Enter a directory location where the MICROS e7 files will be extracted (i.e., *C:\e7CD*).

4. Click on **Unzip**.

5. Click on **Close**.

Note   *The MICROS e7 installation can be started from the directory where you extracted files in these previous steps (i.e., C:\e7CD) using the instructions below.*

or

These extracted MICROS e7 files can be burned onto a CD. Then e7PcSetup.exe can be executed to start the product installation.

Installing the MICROS e7 PC Setup Files to a PC

Important!   *Workstation(s) should now be turned off and not turned back on until AFTER patch installation is complete.*

---

1. Open Windows Explorer on the PC.

2. Locate the MICROS e7 software directory (i.e., *C:\e7CD*) that you extracted in the previous steps.

3. Run **e7PCSetup.exe**.

4. If User Access Control (UAC) is enabled, the user will be prompted to allow the MICROS e7 installation. Click **Allow**.

5. Click [**Next**] from the MICROS e7 Setup Welcome screen.

6. Review the End User License Agreement, click **I Accept the Agreement**, and then click [**Next**].

7. Enter the location where MICROS e7 will be installed.

Note   *When installing MICROS e7 on a Windows 7 - 64 bit or Windows 8 - 64 bit system, the default destination location is C:\Program Files\(x86)\MICROS\e7. This is the recommended destination.*

---

8. Click [**Next**].

---

9. Select the additional tasks to be performed by the MICROS e7 installation and click [**Next**].

   The following actions will automatically be performed:

   ◆ **Create shortcut on the desktop -** Creates a desktop shortcut for the **e7.exe** file in the \bin folder. The name of the desktop shortcut is MICROS e7 and the default folder is the *bin* folder.

   ◆ **Create shortcut in the Start Menu -** Creates a selection for MICROS e7 in Start Menu | Programs on the PC.

   ◆ **Create shortcut in the Startup folder -** Creates a shortcut in the PC's startup folder for the e7.exe program.

   ◆ **Install MICROS CAL Service -** Installs the MICROS CAL Service on the PC. If the CAL server is already installed, this choice is greyed out.

10. Click [**Finish**] to begin installing MICROS e7.

11. When finished, a prompt will display indicating that installation is complete. Click [**OK**].

12. Start MICROS e7.

13. If this is a new MICROS e7 installation, enter the **Network location ID** and *Restore the Database* via the MICROS e7 Configurator. The Network location ID is used when communicating with the workstations and PC. **IMPORTANT**: The Network location ID must be the same for every workstation and PC on the network. Note that this entry is case sensitive.

    If this is a MICROS e7 software upgrade, CAL will update the workstations and MICROS e7 will start automatically.

14. If this is a new MICROS e7 installation or if upgrading from MICROS e7 v. 2.7 or below, you will need to generate an encryption key after the installation is complete. For more information, please see the steps outlined on page 34.

MICROS e7 Version 3.3 Maintenance Release 2

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new feature included in this version.

Module	Feature	TP ID/ CR ID	Page
CA/EDC	Support Added for First Data Direct Credit Card Driver	20959/ N/A	39

New Features Detailed

CA/EDC

Support Added for First Data Direct Credit Card Driver
Target Process ID# 20959
CR ID# N/A

With this release, support has been added for the First Data direct credit card driver.

This driver can be hosted on the following clients:

◆ Workstation 4 LX

◆ Workstation 5

◆ Workstation 5A

◆ PC

> *Note*   *The new First Data direct credit card driver cannot be hosted on the WS4. When the RapidConnect driver is hosted on a WS4 and a credit card transaction is attempted, POS Operations returns an error of "No response from host."*

> *Note*   *Non $0.00 base floor limits are not supported with the Rapid Connect driver. Failure to set the base floor limit to $0.00 for credit card tenders could result in a batch failing to settle.*

Configuration

Within the MICROS e7 Configurator, navigate to the *CA/EDC* form.

1. Select [**Add Record**] to insert a new driver. The next available number is automatically assigned. This number may be changed, if desired.

2. Enter a name for this driver, such as 'First Data' within the '**Name**' field.

3. On the *System* tab, configure the following fields as per First Data.

*   **Driver code**: Select the type of driver. For example, select 'RapidConn'.

*   **Node**: Enter the hosting node for this driver.

*   **System**: Enter the appropriate driver settings.

    *   **Host URL part 1** - This information is provided by First Data. This field allows a maximum of 25 characters; enter the remaining characters in the '**Host URL part 2**' to '**Host URL part 4**' fields.

        This defaults to: **stg.dw.us.fdcnet.biz/rc**

    *   **Host URL part 2** - If the host URL is longer than 25 characters, enter the second 25 characters in this field. This field allows a maximum of 25 characters.

- • **Host URL part 3** - If the host URL is longer than 50 characters, enter the third 25 characters in this field. This field allows a maximum of 25 characters.

- • **Host URL part 4** - If the host URL is longer than 75 characters, enter the last 25 characters in this field. This field allows a maximum of 25 characters.

- • **Visa/MC Voice Auth Number** - Enter the phone number used for voice authorizations of Visa and MasterCard transactions. This information is provided by First Data.

- • **AMEX Voice Auth Number** - Enter the phone number used for voice authorizations of American Express transactions. This information is provided by First Data.

- • **Discover Voice Auth Number** - Enter the phone number used for voice authorizations of Discover transactions. This information is provided by First Data.

- • **Diners Club Voice Auth Number** - Enter the phone number used for voice authorizations of Diners Club transactions. This information is provided by First Data.

- • **JCB Voice Auth Number** - Enter the phone number used for voice authorizations of JCB transactions. This information is provided by First Data.

4. Navigate to the *Merchant - Authorization* tab. Enter the appropriate driver settings per First Data:
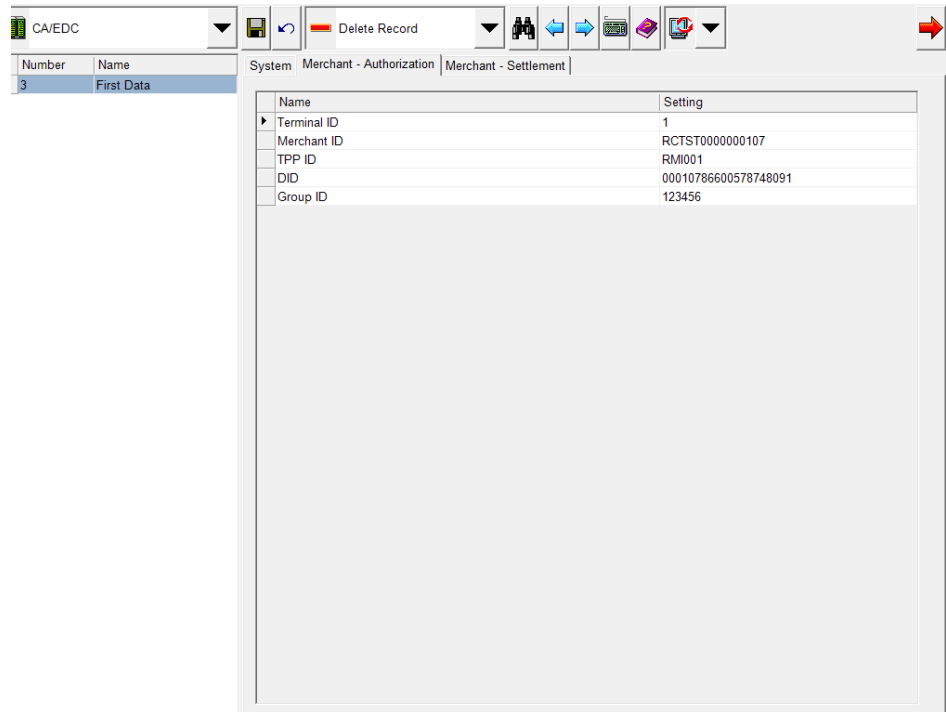
- **Terminal ID** - Refer to the Merchant Configuration Sheet sent from First Data.

- **Merchant ID** - Refer to the Merchant Configuration Sheet sent from First Data.

- **TPP ID** - Refer to the Merchant Configuration Sheet sent from First Data.

- **DID** - Refer to the Merchant Configuration Sheet sent from First Data.

- **Group ID** - Refer to the Merchant Configuration Sheet sent from First Data.

5. The *Merchant - Settlement* tab is not used by the First Data Credit Card Driver.

6. Click the [**Save**] icon.

7. Restart the node hosting the driver.

A few test transactions should be done to ensure all is working correctly.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current MICROS e7 software. To qualify as an enhancement, the change must satisfy the following criteria:

◆   The basic feature or functionality already exists in the previous release of the software.

◆   The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS e7 product. 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version.