

*MICROS e7
Version 3.2 Maintenance Release 1
ReadMe First*

General Information

About This Document

ReadMe First is an introduction to the new features, enhancements and revisions added in the Version 3.2 Maintenance Release 1 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.

Product information is divided into the following sections:

- ◆ MICROS e7 Installation
- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Declarations

Warranties

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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:

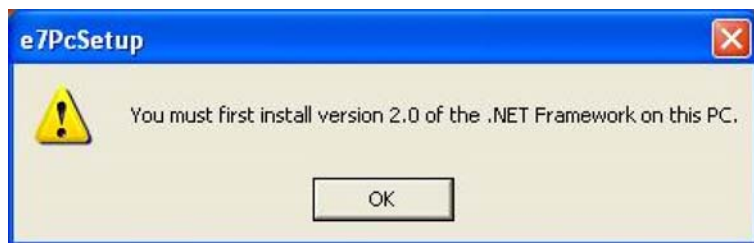
- ◆ **Marketing Overview** - This manual provides information regarding MICROS, the hospitality industry, features and benefits, sample reports, and a proposed return on investment for MICROS e7. This document is available for download from the MICROS website *e7 / Marketing / e7 Marketing Overview*.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

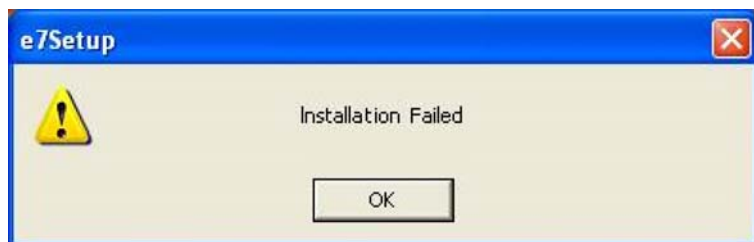
Attempting to upgrade MICROS e7 to Version 3.2 Maintenance Release 1 without performing a framework upgrade, will cause the installation to fail and an error message to appear.

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.

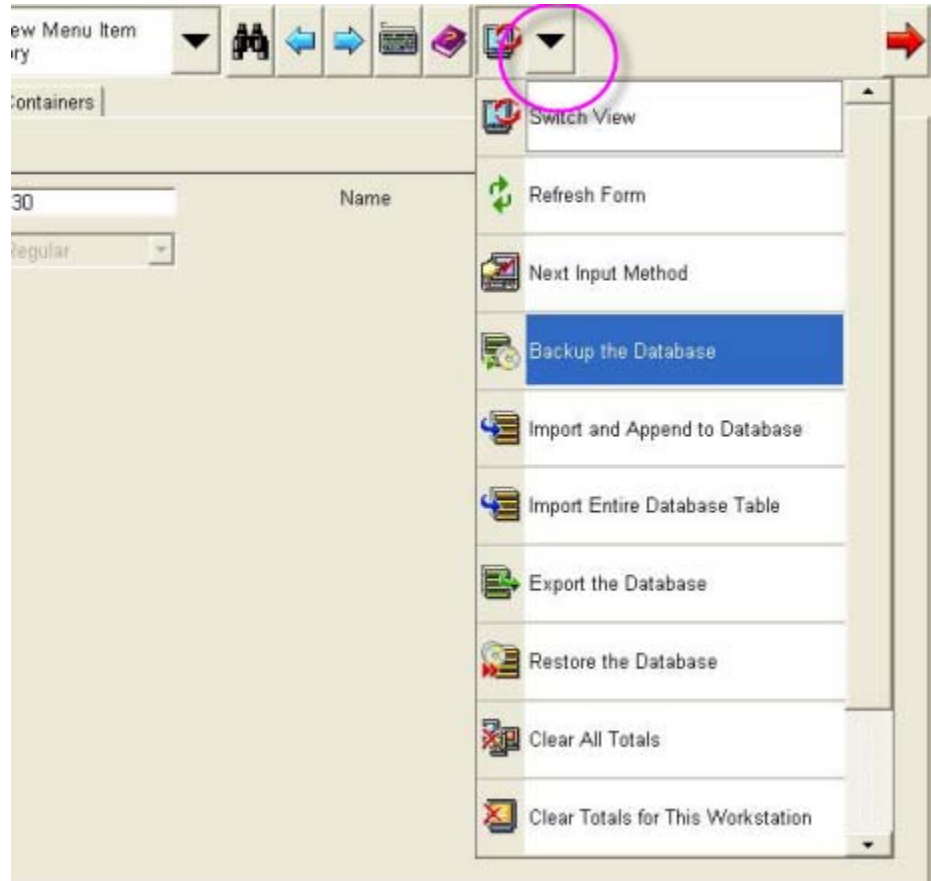
Non-PCI Compliant Version	Compliant PCI Versions
1.0	2.1
1.5	2.1 Patches 1, 2, 3 & 4
1.5 Patch 1	2.5
2.0	2.6 Patches 1, 2 & 3
2.0 Patches 1 & 2	2.7 Patches 1 & 2
	2.8
	3.0
	3.1
	3.2

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 backup the database:

1. Go to the MICROS e7 Configurator.
2. Select the down arrow on the right-hand side of the screen.

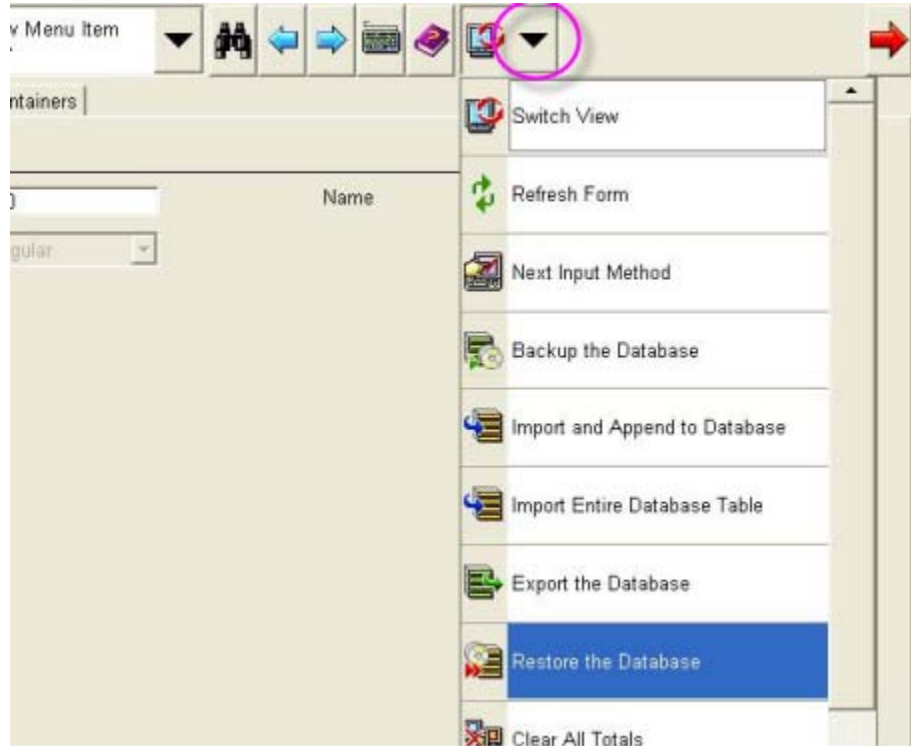


3. A list of available operations will appear. Select **Backup the Database**.
4. A backup of the database will be written to the `\\MICROS\e7\DbBackups` folder.

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 support** - 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 support** - 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 *Make sure 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_3.2_MR1.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 4 LX Software* link to download the **e7_ws4lx_build_3.2_MR1.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 5 Software* link to download the **e7_ws5_build_3.2_MR1.exe** file.

Use the *e7 | e7 [Release Version] | e7 Workstation 5A Software* link to download the **e7_ws5A_build_3.2_MR1.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_3.2_MR1.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



Make sure 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 Update 15.2 directory, run **StandaloneInstall.exe** to install the 15.2 platform. CAL installs the Windows CE image and reboots the workstation.

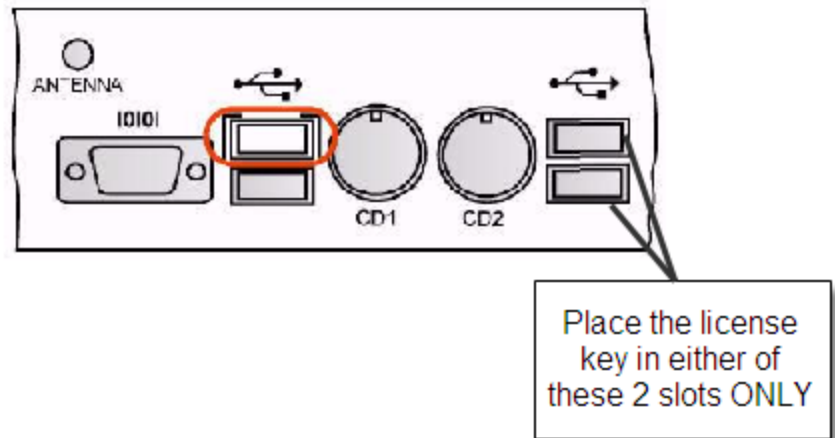
Workstation 4 LX

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.
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



Make sure 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 Update GR4.0 directory, run **StandaloneInstall.exe** to install the 4.0 platform. CAL installs the Windows CE image and reboots the workstation.

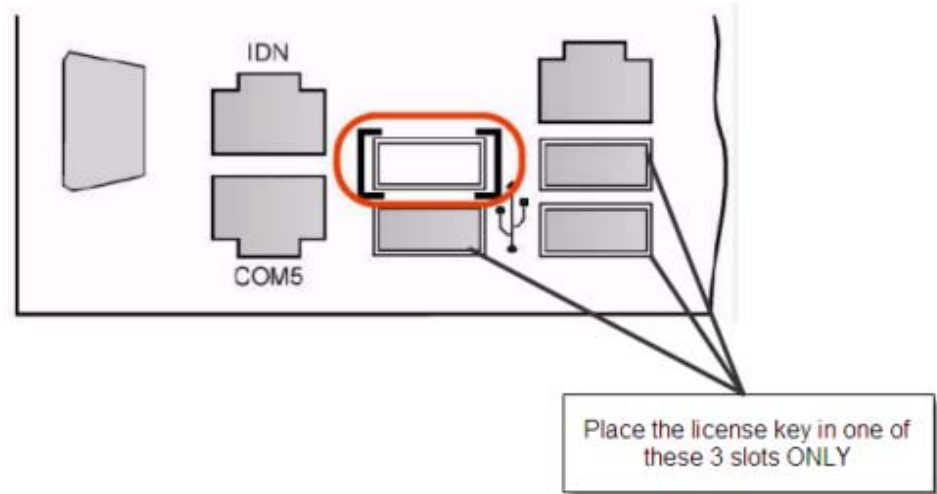
Workstation 5

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.

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:



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



Make sure 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.

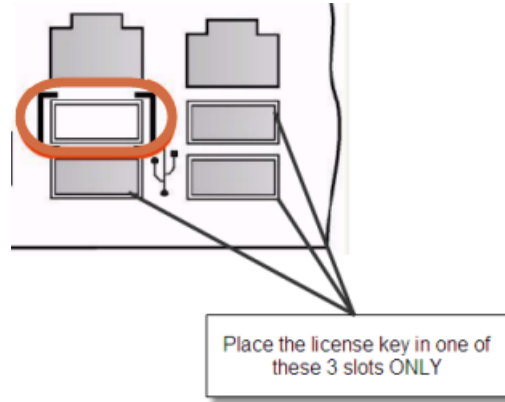
Workstation 5A

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:



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



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

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 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

Make sure that CAL is not enabled when doing standalone installs.



Workstation 4

1. Copy the **e7_ws4_build_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_ws4_build_3.2_MR1.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_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_ws4lx_build_3.2_MR1.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_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_ws5_build_3.2_MR1.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_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_ws5A_build_3.2_MR1.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 setup 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 website.

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:

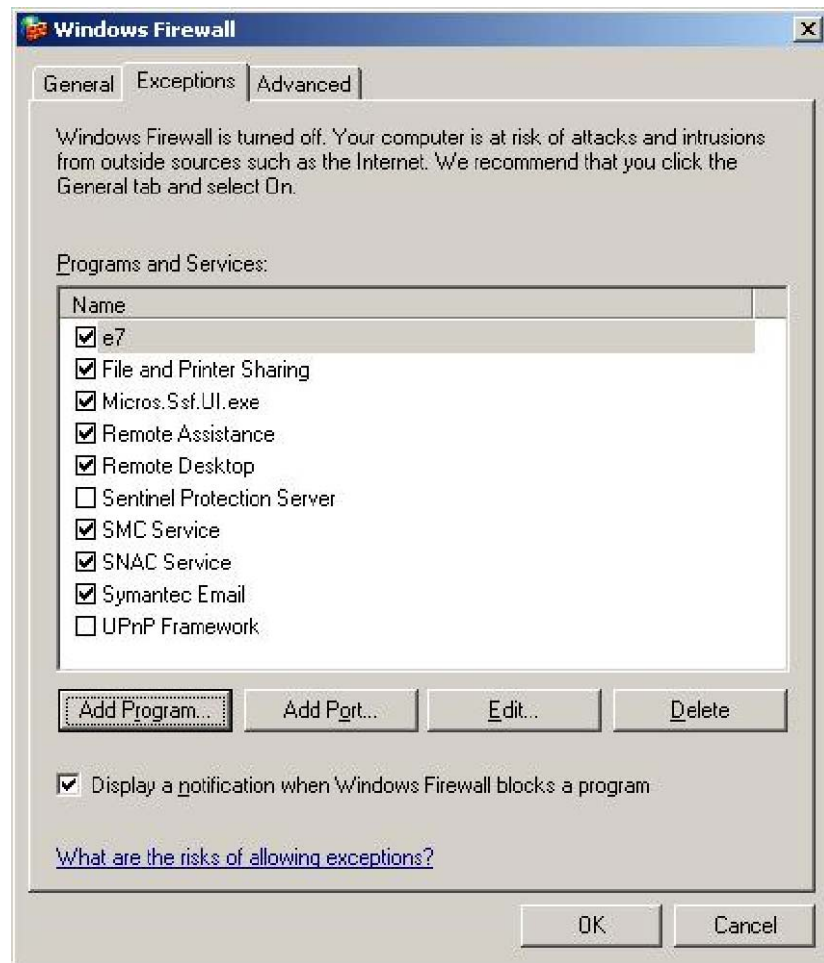
- ◆ MICROS CAL Service
- ◆ MICROS SSF UI Launcher (enable if Gift Cards are used)
- ◆ Network Diagnostics for Windows XP
- ◆ POSMain

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:

- ◆ Select the appropriate program from the list displayed in the Add a Program dialog box and click **[Ok]**, OR
 - ◆ Select **[Browse]** and navigate to the file location for the desired program and Click **[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_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_pc_build_3.2_MR1.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. Make sure 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 told to reboot the PC, please wait until all workstations have finished their CAL upgrade to MICROS e7 Version 3.2.

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 directions 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 select [**Next**].

MICROS CAL - Select CAL Server

Server Name: M36372

Server IP/URL : 172.28.212.23

POS Type: MICROS e7

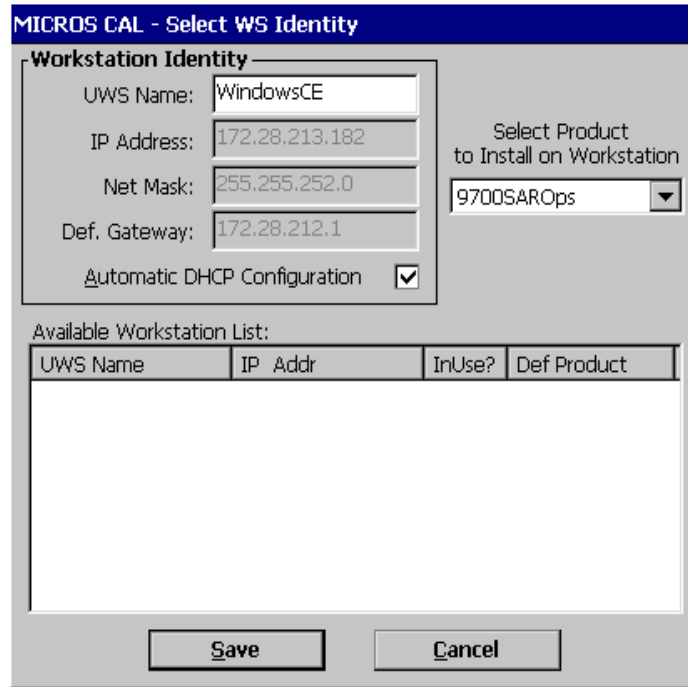
CAL Enabled:

Available Servers:

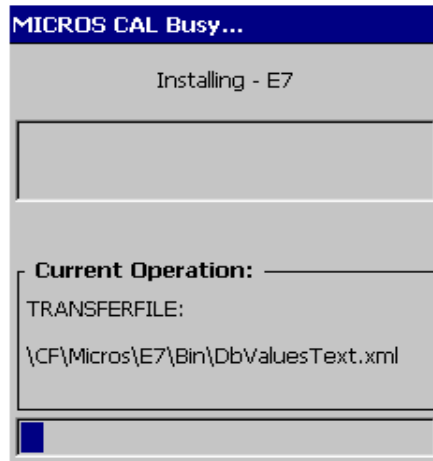
Server Name	POS Type
M36372	MICROS e7

Cancel Search Again Next >>

3. Select **[Save]**.

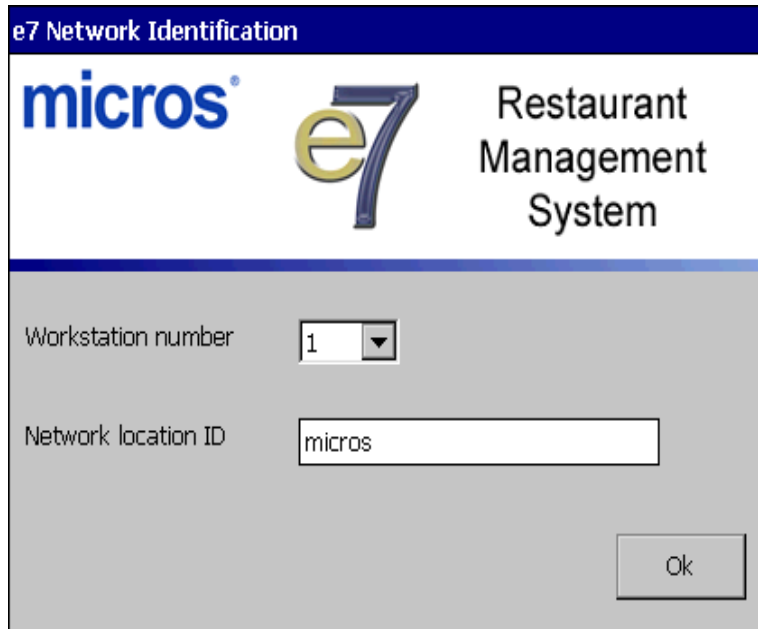


4. The workstation will reboot after the files have been installed.



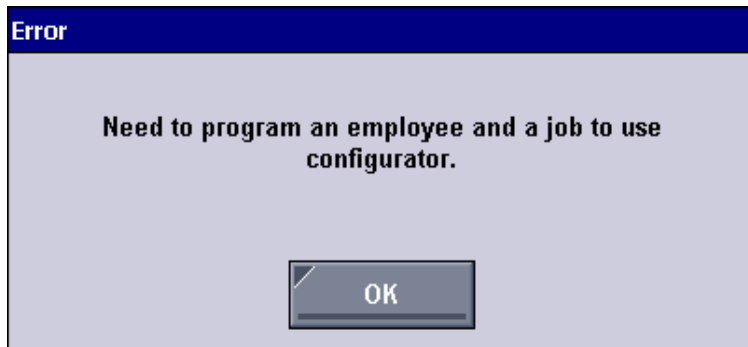
5. Enter the **Network location ID**. The Network location ID is used when communicating with the workstations and PC. **IMPORTANT:**

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].



The screenshot shows a dialog box titled "e7 Network Identification". At the top, it features the "micros" logo, the "e7" logo, and the text "Restaurant Management System". Below this, there are two input fields: "Workstation number" with a dropdown menu showing "1", and "Network location ID" with a text box containing "micros". An "Ok" button is located in the bottom right corner.

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.

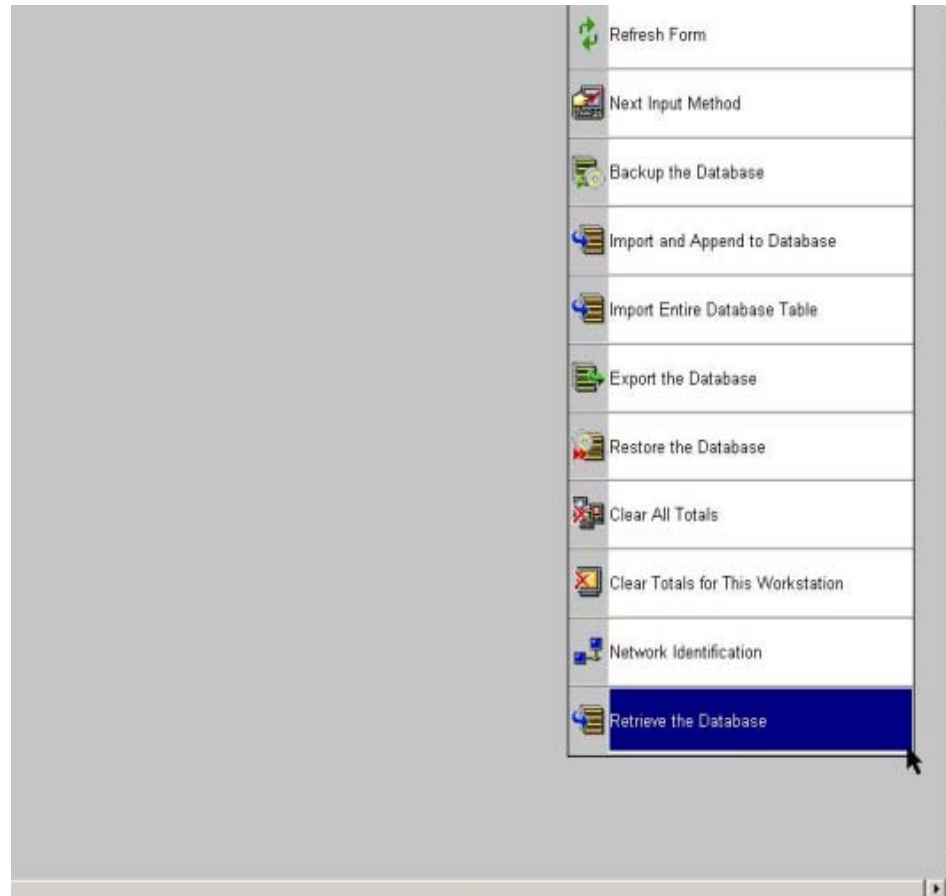
8. The following message displays and a new encryption key must be generated. The key will only need to be generated on one node (any node) and the key will be changed everywhere. Click [OK].



9. The following prompt displays, seen on the next page, 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. Select [**Refresh**].

12. Exit the Configurator.

13. Exit MICROS e7 and reboot the workstation.

14. Log into 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.

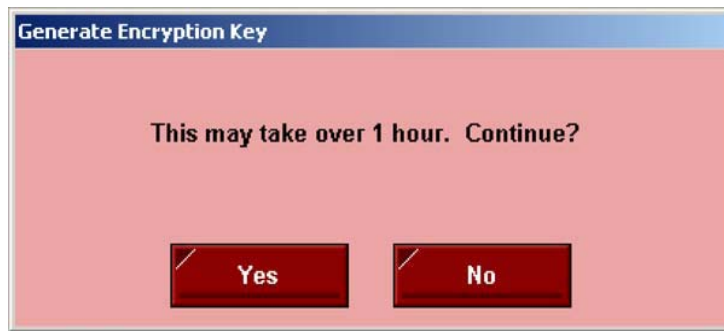
16. This operation will fail if there are open checks on the system, or if there are offline workstations. Do not continue until both of these

issues are resolved. If the system satisfies these requirements, the following verification prompt will appear:



Select **[Yes]** to continue, or select **[No]** to stop.

17. The following verification prompt will appear:



Select **[Yes]** to continue, or select **[No]** to stop.

18. The following final verification prompt will appear:



Select **[Yes]** to continue, or select **[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:

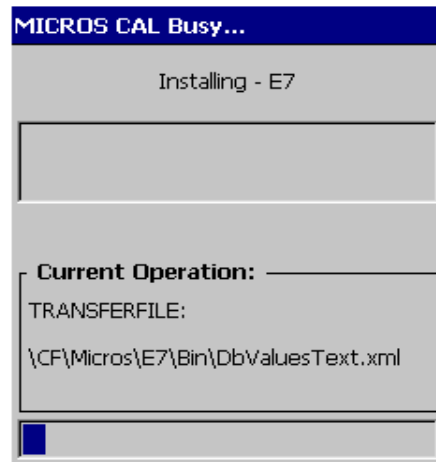


20. Once this process is complete, the dialog box will disappear and the hourglass will return to the normal mouse cursor.
21. Click [**Save**].

Performing a MICROS e7 Upgrade

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



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].

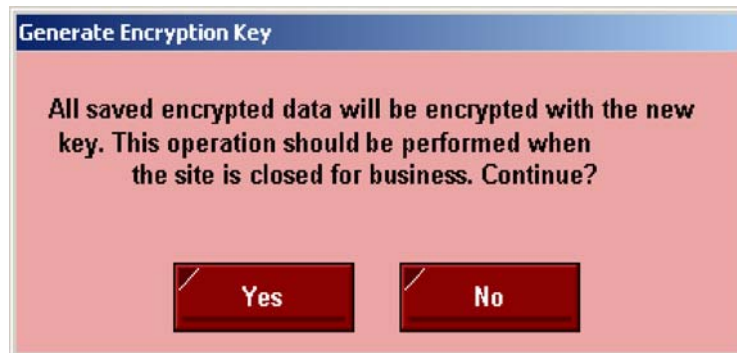


5. The following prompt displays, seen on the next page, instructing the user to navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab to change the key. Click [OK]. Do not change the encryption key now. **IMPORTANT:** *The installation process must finish and all workstations must be online before generating the key.*



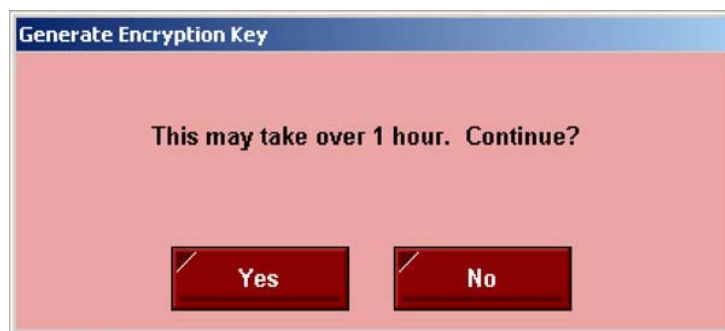
6. Navigate to the *MICROS e7 Configurator | Restaurant | Credit Cards* tab.
7. Change the encryption key by clicking the [Generate New Key] button. This button will generate a new Passovers.

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:



Select [Yes] to continue, or select [No] to stop.

9. The following verification prompt will appear:



Select [Yes] to continue, or select [No] to stop.

10. The following final verification prompt will appear:



Select **[Yes]** to continue, or select **[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:



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 and Windows 7 Professional - 32 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 3.2 Maintenance Release 1 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

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_3.2_MR1.exe** file from the MICROS Web Site to a temporary directory on the PC.

2. Double-click on **e7_pc_build_3.2_MR1.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**.

Note



*When installing MICROS e7 on a Windows 7 System, right click on e7PCSetup.exe and select **Run as Administrator**.*

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 click [**Next**].
7. Enter the location where MICROS e7 will be installed. At the Select Destination Location prompt enter the following location:

C:\Users\{Administrator_Account_Name}\Micros\e7

For Windows 7 Professional:

C:\Users\Public\Micros\e7

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 3.2 Maintenance Release 1

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.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/SCR	Page
CA/EDC	Un-used Manual Authorizations were Included in Settlement	N/A/3413	41
Database	Auto Service Charge Detail lost when Upgrading to v3.2	N/A/3419	41

**Revisions
Detailed**

CA/EDC

Un-used Manual Authorizations were Included in Settlement

SCR# 3413

CR ID# N/A

Previously, when a manual credit card authorization was not used, it would be included in the batch as a reversal and sent to the processor during settlement. This has been corrected. Manual authorizations should not be reversed.

Database

Auto Service Charge Detail lost when Upgrading to v3.2

SCR# 3419

CR ID# N/A

When upgrading to e7 version 3.2, if using auto service charges, the report detail associated with auto service changes is lost. This has been corrected.

MICROS e7 Version 3.2

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 features included in this version.

Module	Feature	SCR	Page
POS Operations	Display and Print Gram Weight	3326	42
	Sequential Check Numbering	3263	43
CA/EDC	Support Added for Heartland Credit Card Driver	3277	44
Peripherals	Support Added for Protégé	3281	47

New Features Detailed

POS Operations

Display and Print Gram Weight

SCR# 3326

CR ID# N/A

With this release, MICROS e7 3.2 will now display and print Gram weight. To display and print, *Grams* must be selected for the **Weight Unit** (*Configurator | Restaurant | Descriptors*). The abbreviation 'g' will appear next to weight items on the POS Operations display, customer display, Protege display, receipts, and reports.

At this time, e7 cannot be connected to a Gram scale.

Sequential Check Numbering

SCR# 3263
CR ID# N/A

With this release, MICROS e7 3.2 will now print the Check Sequence Number (CSN) in the check identification block of the guest check. The CSN is a unique ten digit identifier per workstation. The CSN will only print if the **Print check sequence on check** (*Configurator | Restaurant | Printing*) option is enabled.

Note *This is a requirement for the Asia/Pacific region.*



The sequential numbering is by workstation.

03/29/2012 04:56:45PM
1 CASHIER 10026 MANDELLA

Check: 1004 **CSN: 0200000005** Guests: 1
 C O U N T E R
 Previous Balance 0.00
1 Chicken Sandwich 1.50
1 Double Cheeseburger 2.00
1 Fish Sandwich 2.00
 CASH 8.93
 SUBTOTAL 8.50
 Tax 0.43
 PAYMENT 8.93
Change Due \$ 0.00

The Check Sequence Number (CSN) first digit will always be 0. The workstation sequence number will be the second digit.

CA/EDC

Support Added for Heartland Credit Card Driver

SCR# 3277

CR ID# N/A

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

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 'Heartland' within the '**Name**' field.
3. On the *System* tab, configure the following fields as per Heartland.
 - **Driver code:** Select the type of driver. For example, select 'HPS'.
 - **Node:** Enter the hosting node for this driver.
 - **System:** Enter the appropriate driver settings.
 - **Host URL part 1** - This information is provided by Heartland. 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: **posgateway.secureexchange**

- **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.

This defaults to: **.net/Hps.Exchange.PosGate**

- **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.

This defaults to: **way/PosGatewayService**

- **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.

This defaults to: **.asmx**

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

This defaults to: **800-990-2265**

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

4. Navigate to the *Merchant - Authorization* tab. Enter the appropriate driver settings per Heartland:

- **Site ID** - Refer to the POS Gateway Boarding Email sent from Heartland Payment Systems.
- **Device ID** - Refer to the POS Gateway Boarding Email sent from Heartland Payment Systems.

- **License ID** - Refer to the POS Gateway Boarding Email sent from Heartland Payment Systems.
 - **User ID** - Refer to the POS Gateway Boarding Email sent from Heartland Payment Systems.
 - **Password** - Refer to the POS Gateway Boarding Email sent from Heartland Payment Systems.
5. Navigate to the *Merchant - Settlement* tab. This tab is not used by the Heartland Credit Card Driver.
 6. Click the [**Save**] icon.
 7. Restart the node hosting the driver.
 8. A few test transactions should be done to ensure all is working correctly.

Peripherals

Support Added for Protégé

CR ID #: N/A

SCR #: 3281

With this release, support for the Protégé has been added. The Protégé is an order confirmation device. The Protégé functions as an extension of the workstation in order to make ringing transactions more efficient. During a transaction, the operator will ring items into their workstation. The Protégé will display items as they are rung.

Note



At this time the following clients support the Protégé:

- 1. Workstation 4LX*
- 2. Workstation 5*
- 3. Workstation 5A*

Please refer to the Protégé hardware documentation for instructions on connecting a Protégé to the workstation. The Protégé connects directly to the WS5 and WS5A. A special cable and separate power supply are required to use a Protégé with a WS4LX.

Note



The workstations must have the platforms upgraded to use the Protégé. Also, the e7 standalone installs must be run a second time in order to install the files required for the Protégé. Please refer to installation section for more information on downloading and installing starting on page 9.

Configuration

Within the MICROS e7 Configurator, navigate to the *Workstations* form *Devices* tab.

1. Click the [**Add Record**] icon to insert a new device.

2. Select *Display* from the **Device type** drop-down list.
3. Select *IP Address* from the **Connection type** drop-down list.
 - The Connection Settings will default to the following:
IP Address - 192.168.32.5
Port Number - 9001
4. Enter a name for this device, such as 'Protege' within the '**Name**' field.
5. Click the [**Save**] icon.
6. Go to the *Device Roles* tab.
7. Click the [**Add Record**] icon to insert a new record.
8. Select *Order Display* from the **Device role** drop-down list.
9. Select *Protege* from the **Device** drop-down list.
10. Click the [**Save**] icon.

The 'Change Customer Output Language' touchscreen key will immediately change the text (menu items, tender, etc.) that appears on the Protégé screen during a transaction. If different or multiple languages are needed, the Tax and Total Due line for the Protégé is configured in the OpsTextxxx.xml file. Menu item names are configured through the MICROS e7 Configurator.

To install the necessary files on the Protégé

1. On the Protégé select **Start | Programs | CAL | Reconfigure CAL**.
2. If prompted for security code, enter the correct number.
3. Select the Server labeled **Windows CE**.
4. Select **Next**.

5. Select **Save**.
6. CAL will install the files needed and the Protégé will reboot.

After adding a new Protégé device through the MICROS e7 Configurator, a reboot is NOT required; POS Operations will begin communicating with the Protégé upon the next transaction.

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

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID	Page
Inventory	Count List Report Has Been Added along with Count Operation Enhancements	N/A/3303	51
	Stock On Hand Report Includes Item Value	N/A/3301	51
	Variance Report Includes Item Value	N/A/3302	52
	Vendor Report Includes Total	N/A/3304	52
TIF	VAT Tax Export to mymicros.net	N/A/3389	52

Enhancements
Detailed

Inventory

***Count List Report Has Been Added along with Count
Operation Enhancements***

SCR# 3303
CR ID# N/A

With this release, a *Count List* report has been added in e7 Reports module under the Inventory Reports. This will allow the user to select a range of inventory items to print a 40-column count sheet.

Also, a new button has been added to the Count form within the e7 Inventory module. The new 'Print' button is used to print the selected Count List.

When a count is reconciled, a dialog will appear in e7, prompting the user to print the 'Variance Report'. If the user responds 'Yes', the 'Variance Report' for the current count list will be printed. The report is printed after reconciling the list. When printed here, the report includes all items from the count list.

In addition, the list of 'Inventory' reports within the e7 Reports module has been alphabetized.

Stock On Hand Report Includes Item Value

SCR# 3301
CR ID# N/A

With this release, the *Stock On Hand Report* has been updated to include the value of inventory items and the total value of all items on the report. The value of the item will be based on last purchase price which will be printed on the report.

Variance Report Includes Item Value

SCR# 3302
CR ID# N/A

With this release, the *Variance Report* has been updated to include the value of inventory items on the report. The value of the item will be based on last purchase price which will be printed on the report. Also, a total section has been added at the bottom of the report.

Vendor Report Includes Total

SCR# 3304
CR ID# N/A

With this release, the *Vendor Report* has been updated to include a subtotal value per invoice and a grand total for the entire report.

VAT Tax Export to mymicros.net

SCR# 3389
CR ID# N/A

mymicros.net requires posting VAT with and without extended precision. The new option **Include with subtotal when exporting** (*Configurator / Restaurant / Taxes*) has been added. When this option is enabled, inclusive tax with subtotal amounts will be exported.

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.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/SCR	Page
Configurator	Cannot Delete Employee Category in Record View	22115/2899	54
	Help on Overtime Form Incorrect	31966/3392	55
Database	ConsecutiveDays Column Does Not Reset at Beginning of New Labor Week	32051/3396	55
	Purging Inventory Waste Detail Could Cause e7 to Close During End of Day	32051/3383	55

Module	Feature	CR ID/ SCR	Page
POS Operations	Check Does Not Close Correctly When Using Prepaid Credit Card	31986/ 3394	56
	Reprinting a Closed Check that was Over Tendered Does Not Show Correct Change Due	29279/ 2745	56
	Employee Check Name with Accents Cause Printing Error with Sales Recording Module (SRM)	31690/ 3386	56
	Sales Recording Module (SRM) Does Not Record Sales if Printer is Offline	31789/ 3385	56
	Sales Recording Module (SRM) Could Over Report Revenue	31790/ 3384	57
TIF	The UCCD Credit Card Driver Could Cause e7 to Close Intermittently During End of Day	31942/ 3391	57
	File Date in Archives are Incorrect	31507/ 3364	57
	Clock Out Status Incorrect in mymicros.net	32320/ 3405	57
Reports	Menu Item Cost of Sales Report has Incorrect Calculation	31462/ 3359	58

Revisions Detailed

Configurator

Cannot Delete Employee Category in Record View

SCR# 2899

CR ID# 27115

Previously, an Employee Category could not be deleted while in record view. If an Employee Category needed to be deleted, the user had to go into table view. This has been corrected.

Help on Overtime Form Incorrect

SCR# 3392
CR ID# 31966

Previously, the On Line Help on the Overtime form indicated that Number of hours worked in a day before overtime begins could be left blank. By default the field defaults to 0 and if left blank the field will revert to a 0. The help has been corrected.

Database

ConsecutiveDays Column Does Not Reset at Beginning of New Labor Week

SCR# 3396
CR ID# 32051

Previously, when a new labor week begins, the ConsecutiveDays column in the TimeCardDetail table did not get reset to 1. This column is used when calculating overtime based on the configuration of **Consecutive number of days worked in a week before overtime begins** (*Configurator / Overtime*). This has been corrected.

Purging Inventory Waste Detail Could Cause e7 to Close During End of Day

SCR# 3383
CR ID# 31687

Previously, under certain circumstances, e7 would close during the End of Day process. This could be caused when the number of waste item detail records do not match with waste detail. This has been corrected.

POS Operations

Check Does Not Close Correctly When Using Prepaid Credit Card

SCR# 3394
CR ID# 31986

Previously, when using CC Lookup, if the check is less than the amount on the prepaid card the check will authorize but will not close. This has been corrected.

Reprinting a Closed Check that was Over Tendered Does Not Show Correct Change Due

SCR# 2745
CR ID# 29279

Previously, when reprinting a check that was over tendered the change due would be \$0.00. This has been corrected.

Employee Check Name with Accents Cause Printing Error with Sales Recording Module (SRM)

SCR# 3386
CR ID# 31690

Previously, an employee's Check name containing accents would cause printing errors with the SRM device. Guest checks and receipts would not print the barcode, instead the error J3-02152E_MES would print. This has been corrected.

Sales Recording Module (SRM) Does Not Record Sales if Printer is Offline

SCR# 3385
CR ID# 31789

Previously, if the printer attached to the SRM device is unplugged, turned off or the door is open and a check is tendered, the SRM does not record the sale. This has been corrected.

Sales Recording Module (SRM) Could Over Report Revenue

SCR# 3384

CR ID# 31790

Previously, the SRM over reports revenue if the **Print extra guest check** option (*Configurator / Discounts / Settings*) is enabled for a discount. This has been corrected.

TIF

The UCCD Credit Card Driver Could Cause e7 to Close Intermittently During End of Day

SCR# 3391

CR ID# 31942

Previously, under certain circumstances e7 would close during end of day due to an error during credit card settlement. The credit card batch would settle correctly when this happened. This has been corrected.

File Date in Archives are Incorrect

SCR# 3364

CR ID# 31507

Previously, when using the TIF Export on a PC, the file date inside the archive will show as two days prior to the date the archive was exported. This has been corrected.

Clock Out Status Incorrect in mymicros.net

SCR# 3405

CR ID# 32320

Previously, when an employee clocks out the time card detail report accurately reflects the clock out status. However, in the export for mymicros.net the status is always ON_TIME. This has been corrected.

Reports

Menu Item Cost of Sales Report has Incorrect Calculation

SCR# 3359

CR ID# 31462

Previously, when running the Menu Item Cost of Sales Report for an item spanning multiple days that has had the fixed cost changed, the calculation of the percentage is incorrect. This has been corrected.