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This guide is for Simphony Cloud Services users and provides post-installation steps to perform after a fresh installation or upgrade to Simphony version 2.9.

With this release, users must install Reporting and Analytics (R&A) separately from Simphony using the Back Office R&A installation application. For upgrades from previous versions, users must upgrade to Reporting and Analytics version 8.5.1 Patch 3 prior to installing or upgrading to Simphony version 2.9.

Audience

This guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up Simphony version 2.9.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
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<tr>
<td>December 2016</td>
<td>• Initial publication</td>
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1 Post-Installation Tasks

Update the Property EMC Client

The Enterprise Management Console (EMC) is the primary configuration application in Simphony. A shortcut for accessing EMC is installed on the application server during the installation.

Remote EMC clients allow users to access the EMC from other computers on the network.

1. Open a browser, navigate to
   http://ApplicationServerName:PortNumber/egateway/download/EMCClient/, and then click EMCSetup.exe.
2. If you see the Unknown Publisher warning, click Run.
3. On the Welcome screen, click Next.
4. Set the destination folder, and then click Next.
5. Enter the IP address or the name of the Simphony application server with the EGateway port number (for example, http://192.168.220.224:8080), and then click Next.
6. Click Install.
7. Click Finish to exit the installer.
8. Double-click the AppLoader icon on the desktop to launch the remote EMC.
   The AppLoader also updates the remote EMC with the same versions of files that are on the Simphony application server.

![AppLoader Icon]

Figure 1-1 AppLoader Desktop Icon

After the Simphony Installation

1. Open the EMC from the shortcut on the desktop or Start menu.
2. Enter the Application Server Host Name:
   a. If you are launching EMC locally from the server, enter localhost.
   b. If you are accessing the EMC remotely, enter the Server Host Name or IP address of the Simphony application server.
3. Enter your logon credentials, and then click Login.
4. Click OK for the EMC Database Credentials Non-Compliance message.

If you can launch and see the EMC and the Simphony Gateway is up and running, Simphony is successfully installed.
Updating Simphony License Counts

To edit the system’s license counts:

1. In the EMC, select the Enterprise level, click Setup, and then click Enterprise Parameters.
2. Click the License Configuration tab.
3. Click Configure adjacent to Workstations Client License Count.
4. To add a new license count, select I would like to set the license count to X, making the new license count X.
5. To append licenses to an existing license count, select I would like to add X to the current license count, making the new license count X.
6. Enter the number of client licenses purchased.
7. (Optional) Enter additional details regarding the purchased license in the Enter Reference Information for the License Count Change, and then click OK.
8. Repeat Steps 3 through 7 for Engagement Client License Count, Transaction Service Client License Count, and KDS Client License Count.
9. Click Save, and then click Yes to agree to the license.

To perform a side by side comparison of the number of purchased licenses against the number of configured clients:

Click the Licensing Configuration tab, and then click View adjacent to the Properties, Revenue Centers, Concessions Terminals, Workstation Client License Count, Engagement Client License Count, Transaction Services Client License Count, or KDS Client License Count labels.

Updating Property Administrator and Database Logon Credentials

When logging in to the EMC for the first time after installing or upgrading to Simphony version 2.9, a message indicates that the property credentials are not compliant with the Simphony standards. To keep the properties safe from security risks, you need to update the Admin and Database credentials, which Simphony uses to create and maintain the workstation databases. Simphony offers the options of configuring security credentials for each property separately or using the same credentials for all properties in the Enterprise. Simphony requires that you update the system and database administrator credentials every 90 days. If you do not update the credentials, EMC shows the Database Credentials Non-Compliance message each time you log in until you comply.

To configure credentials for each non-compliant property separately:

1. In the EMC, select the Enterprise level, click Setup, and then click Properties.
2. In table view, scroll to the right until you see the Admin Credentials and the Database Credentials columns. If a property is not compliant, the Admin Credentials and the Database Credentials columns are highlighted in red.
3. Click either the Admin Credentials or the Database Credentials column of a non-compliant property, and the EMC switches to the non-compliant property’s Property Parameters module.
4. Click the Security tab.
5. Enter **User Security Credentials**. Simphony uses these credentials to authenticate the workstations.

   The **Install User Security Username** must have at least two characters and must not contain a company name, product name, common words, or Structured Query Language (SQL) keywords (for example, Micros, Oracle, abcd, 1234, and so on).

   The Install User Security Password must have a minimum of eight characters and adhere to the Oracle Database standards.

6. Enter the **Current Password** of the Admin User.

7. Enter a new strong password for the Admin User.

   See the *Oracle Hospitality Simphony Installation Guide* for more information about password requirements.

8. Repeat Steps 6 and 7 for the Database User, and then click **Save**.

9. Repeat Steps 3 through 8 for all non-compliant properties.

To configure the same credentials for all non-compliant properties in the Enterprise:

1. In the EMC, select the Enterprise level, click **Setup**, and then click **Enterprise Parameters**.

2. Click the **Security** tab, and then select **Use Same Credentials for All Properties**.

3. Select the property whose credentials you want to use, and then enter the **New Install User Security Password**.

4. Re-enter the new security password in the **Confirm User Security Password** field, and then click **Save**.

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**Update all Check and Posting Service (CAPS) Clients**

See the *Oracle Hospitality Simphony Configuration Guide*, specifically the **Check and Posting Service (CAPS)** information.

**Update or Verify Your CAL Packages**

Update or verify your CAL Packages and schedule their deployment to your workstation clients.

See **Client Application Loader (CAL)** in the *Oracle Hospitality Simphony Configuration Guide* for more information about configuring and deploying CAL Packages.
Setting the Start-Of-Day Sequencer Machine and the App Server Time Zone

1. In the EMC, select the Enterprise level, click the Setup tab, and then click Enterprise Parameters.
2. Click the Miscellaneous tab.
3. Enter the Windows machine name for SOD Sequencer Machine Name.
4. Select the App Server Time Zone.
5. If you are deploying Simphony on multiple servers, the date, time, and the time zone settings of each app server and database server must correspond. Additionally, the servers’ time zone must correspond with the App Server Time Zone setting in the EMC.
6. (Optional) Synchronize the time settings between the servers by configuring one of the servers to be a Network Time Protocol (NTP) server and then point the rest of the servers to the NTP server. For information on setting up a Network Time Protocol server, refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/ for more information.
7. Click Save.
8. If you installed Simphony on multiple application servers, disable the Micros Sequencer Service on all servers other than the SOD Sequencer Machine.
9. In the event the application server that is running the Micros Sequencer Service has performance issues, start the Micros Sequencer Service on another Simphony application server if the main application server is going to be down for multiple days.

Connecting Reporting and Analytics to Simphony

Before you connect to Reporting and Analytics, you need to have:

- At least one property in the Enterprise. The Oracle Hospitality Simphony Configuration Guide contains more information about adding properties to the Enterprise.
- Organizations and report locations created in Reporting and Analytics for your properties in the Enterprise. The Oracle Hospitality Reporting and Analytics User Guide contains more information about reporting hierarchies.

To identify the location of Reporting and Analytics on the system, perform the following steps:

1. In the EMC, select the Enterprise level, click the Setup tab, click Enterprise Parameters, and then click the mymicros.net tab.
2. In the mymicros.net Machine Name field, enter the name of the computer that is running the MICROS Portal Service.
3. Select the Enterprise level, click the Setup tab, and then click Properties.
4. Double-click a property to open in form view.
5. Select the Report Location for the property. If the Report Location is not available in the drop-down list, click New, and then create a Report Location.
6. Complete each field. Here are some recommendations:
   • Use the property name as the **Name**.
   • Use the Property ID as the **Location Reference** (this must be unique).
   • Select the **Time Zone** from the drop-down list that matches the property’s time zone.
   • Enter a user name in the **Simphony Labor Logon** field (this must be unique).
   • Enter a password for **Simphony Labor Password** (this must be unique).

7. Click **OK**, and then click **Save**.

![Report location](image)

**Figure 1-2 Property Report Location**

8. Repeat Steps 2 through 6 for all properties in the Enterprise.

### Enabling Communication Between the Enterprise and Workstations

To allow workstations in the property to communicate with the Enterprise, you must add Firewall exceptions for the following services on your Simphony application servers using either the default ports or the ports you assign when installing Simphony version 2.9:

- Internet Information Services (IIS): By default uses Transmission Control Protocol (TCP) port 8080
- Client Application Loader (CAL): By default uses TCP port 7300 and User Datagram Protocol (UDP) ports 7300 through 7302
- Oracle Hospitality Labor Management: By default uses TCP port 81

You may need to open extra ports for additional Simphony features. Contact your local support representative or Oracle Hospitality Support Services for assistance.

This section describes issues you might encounter when installing or upgrading to Simphony version 2.9, and explains how to solve them.

**Adding Simphony to the Windows Firewall Exceptions**

The Windows Firewall, which is enabled by default on your operating system, could prevent the Simphony installation application from connecting to the database server. You must set up an exception rule on your firewall setting for the Simphony server and the database server to continue with the installation. For instructions on how to set up exception rules in Windows Firewall, refer to the Microsoft TechNet Library at [https://technet.microsoft.com/en-us/library](https://technet.microsoft.com/en-us/library).

**EMC Fails to Launch**

Simphony can fail to install completely because of anti-virus software. Remove anti-virus software from all servers and reinstall Simphony. You can reinstall the anti-virus software after Simphony applications and databases are installed.