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Preface

Designed for Oracle MICROS 700 Series tablets, Oracle Hospitality Inventory Management Mobile Solutions gives you on-the-go access for performing inventory counts, creating orders, receipts, and transfers, as well as support for barcode scanning and assignment.

Audience

This document is intended for customers and partners who want to install and configure the Oracle Hospitality Inventory Management Mobile Solutions software.

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 recreate
• Exact error message received and any associated log files
• Screenshots 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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<tbody>
<tr>
<td>August 2018</td>
<td>Initial publication.</td>
</tr>
<tr>
<td>August 2018</td>
<td>Added software compatibility information.</td>
</tr>
<tr>
<td>October 2018</td>
<td>Miscellaneous fixes and improvements.</td>
</tr>
<tr>
<td>January 2019</td>
<td>Added Microsoft Windows 10 support in the Mobile Solutions 2010 Client installation section.</td>
</tr>
<tr>
<td>March 2019</td>
<td>Improved POS printer installation instructions.</td>
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Introduction

This document describes how to install and configure the Oracle Hospitality Inventory Management Mobile Solutions software.

Minimum System Requirements

- **Tablet**: Oracle MICROS Tablet 720 or Tablet 721.
  - Microsoft Windows 8.1 or higher (Tablet 720 Microsoft Windows 8.1 only)
  - 2 GB RAM (32-bit OS), 4 GB Ram (64 bit-OS)
  - Microsoft POS for .NET 1.14 and Microsoft .NET Framework 4.6.1
  - Supports Tablet 700 Series devices with/without barcode scanners
- **Compatible Software**
  - Oracle Hospitality Inventory Management 8.4.3 and higher
  - The Tablet 700 Series supports Oracle Hospitality RES 3700 5.4.2 and higher for Windows 8.1 Industry Pro and Oracle Hospitality RES 3700 5.5.1 and higher for Windows 10 IoT Enterprise 2016 LTSB
  - The Tablet 700 Series supports Simphony 2.7.6 and higher for Windows 8.1 Industry Pro and Simphony 2.8.2 and higher for Windows 10 IoT Enterprise 2016 LTSB

Software Components Overview

- **Oracle Hospitality Inventory Management**: Web-based client application for managing inventory.
- **Mobile Web Service**: Web service running on a Microsoft IIS web server.

  **NOTE**: Oracle Cloud-hosted deployments of Inventory Management include the Mobile Web Service as a pre-installed component.

- **Microsoft .NET Framework**: Microsoft programming infrastructure for building, deploying, and running applications and services. Will be installed automatically on the tablet if necessary.
- **SQL Lite**: This is a self-contained, high-reliability, embedded, full-featured SQL database engine that resides on the tablet.
- **Mobile Solutions**: This is the application running on the tablet.
- **Mobile Solutions 2010 Client**: Software installed on local (on-site) server. Used to print barcode labels.
Installation Overview

The Mobile Solutions installation and configuration process comprises the following topics:

• Configuring Windows on the Oracle MICROS Tablet 700 Series
• Configuring the Mobile Web Service
• Installing and Configuring the Mobile Solutions 2010 client
• Configuring Inventory Management for Use with Mobile Solutions
• Installing and Configuring the Mobile Solutions Client Application on the Tablet 700 Series
Configuring Microsoft Windows on the Oracle MICROS Tablet 700 Series

This section describes how to configure Microsoft Windows on the Tablet 700 Series for use with Inventory Management Mobile Solutions. Tablet configuration should occur before you install the Mobile Solutions client application.

**NOTE:**
Oracle MICROS Tablet 700 Series devices are pre-configured to work in most environments. Contact Oracle Customer Support if you experience issues running Inventory Management Mobile Solutions.

Prerequisites

To run the Inventory Management Mobile Solutions client software, you must have an Oracle MICROS Tablet 721 or Tablet 720 with:

- Initial Microsoft Windows setup completed, including the proper date/time and region/language settings.
- A Wi-Fi network connection
- The latest Windows Updates installed

Configuring the Tablet

Enable Tablet Mode

You must enable Microsoft Windows Tablet Mode in order to use the Mobile Solutions on-screen keyboard.

1. For Microsoft Windows 10, swipe left from the right edge of the tablet, and then tap **Tablet mode** to enable/disable tablet mode. Tablet mode is enabled when the Tablet mode button is highlighted:
Before running Simphony or RES 3700 on the Oracle MICROS Tablet 700 Series, you may need to disable Microsoft Windows tablet mode.

### Disable Screen Auto Rotation

The Inventory Management Mobile Solutions software is designed to be used in landscape mode only.

1. For Microsoft Windows 10, swipe left from the right edge of the tablet, and then tap **Rotation lock**.
2. For Microsoft Windows 8.1, swipe left from the right edge of the tablet, and then tap **AutoRotation**. The lock indicates AutoRotation is disabled.

### Change Display Zoom

1. Long tap on the Microsoft Windows Desktop, and then select **Display settings**.
2. Change **Customize your display** (or **Change the size of text, and other items**) to 100%.
3

Installing the Software

This section describes the installation procedures for the Inventory Management Mobile Solutions software components.

Configuring the Mobile Web Service in On-Premises Deployments

For information about configuring the Mobile Web Service as part of on-premises deployments of Inventory Management, refer to the Inventory Management Deployment Guide.

**NOTE:**

Oracle Cloud-hosted deployments of Inventory Management include the Mobile Web Service as a pre-installed component.

Determining Web Service URLs for Oracle Cloud-Hosted Deployments

For Oracle-hosted deployments of Inventory Management, refer to the following table to determine your Web Service URL.

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<th>Your Web Service URL will be</th>
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## Installing and Configuring the Mobile Solutions 2010 Client

### NOTE:

The Mobile Solutions 2010 Client is a PC-based application for configuring and printing barcodes. The Mobile Solutions 2010 Client supports the following operating systems:

- Microsoft Windows 10
- Microsoft Windows 8.1
- Microsoft Windows 7

Install the Mobile Solutions 2010 Client on a local client PC. Do not attempt to install the Mobile Solutions 2010 Client on Oracle MICROS Tablet 700 Series devices.
Note: You can skip installation of the Mobile Solutions 2010 client if you don’t need to print barcode labels. The Mobile Solutions Client currently supports the Epson TM-L60II and Epson TM-L90P printers.

1. Extract the installation files to a temporary location on your on-site Inventory Management server, run Setup.exe, and then click Next.
2. Note the suggested installation path, and then click Next.
3. On the Confirm Installation dialog box, click Next to begin the installation.
4. Click Close to exit the installation.

Set File Permissions.

1. Navigate to the suggested installation path of the Mobile Solutions 2010 Client. C:\Program Files (x86)\Oracle Hospitality\Mobile Solution Client
2. Set the permissions to the folder to Allow/Full control for the logged in user.

   Note: If you do not set permissions, the user will receive a permissions error when trying to log into the Mobile Solutions 2010 Client.

Create a Desktop Shortcut

1. While in the Mobile Solutions 2010 Client folder, right-click on the MobileSolutionsClient.exe.
2. Hover the mouse over Send to, and then select Desktop (create shortcut) from the context menu. This adds an icon to the desktop for easy user access.

Install a Printer

Before you can begin printing labels, you must install a supported POS printer.

Install the Epson OPOS Print Driver
The following steps describe how to install an Epson TM-L90P thermal printer. The Epson TM-L60II printer installation process is similar but you must select the appropriate drivers from the Epson OPOS print utility.

1. Connect the printer to the PC via USB.

   NOTE:
   Connecting the printer to the PC may trigger an automatic Microsoft Windows driver download/installation. If your Epson printer appears in Control Panel | Devices and Printers, right-click on it to remove it. If the Epson APD driver is installed, go to Control Panel | Programs & Features and remove it. The Epson APD driver may cause a conflict with the OPOS driver.

3. Run `c:\Temp\OPOSADK\ADK280ER2\Disk1\Setup.exe` to install the software.
   a. Click **Next**.
   b. Accept the terms of the license agreement, and then click **Next**.
   c. Use the default **No Registry file**, and then click **Next**.
   d. Select **User**, and then click **Next**.
   e. Click **Next**.
   f. Select the port(s) that will be used for the printer (**USB port**), and then click **Next**.
   g. Click **Finish**.

4. The EPSON OPOS print utility opens automatically. If the EPSON OPOS print utility does not open automatically, navigate to `c:\Program Files (x86)\OPOS\Epson2\SetupPOS.exe`. Do not run the .exe at this time.

5. In a separate window, run `c:\Program Files (x86)\OPOS\Epson2\TMUSB\Setup.exe` to install the TMUSB driver.
   a. Click **Next**.
   b. Select **I accept the SLA**, and then click **Next**.
   c. Click **Finish**.

6. Go back to the EPSON OPOS print utility. If the utility is not open, navigate to `c:\Program Files (x86)\OPOS\Epson2\` and run **SetupPOS.exe**.

7. Right-click the Device.

8. Add New Device.
9. Highlight POSPrinter, and then click **Next**.

10. Set Device Name as TM-L90.

11. Add LDN name as **PosPrinter**, and then click **Next**.

12. Set **TMPORT Settings** to **TMPORT1 (USB) [TM-L90]**

13. Click **Finish**.

14. Reboot the computer and printer.

You can now log in and print a label.
Log in to the Mobile Solutions 2010 Client

When using the tablet-based Mobile Solutions, the Mobile Solutions 2010 software is used only to print bar codes. The Mobile Solutions 2010 client cannot be used to communicate with any tablet device running Inventory Management Mobile Solutions. This is possible with Mobile Solutions 2010 using Windows Mobile (e.g. Symbol MC55a) or Windows EC7 (Symbol MC40) devices only.

1. Start Mobile Solutions 2010, and then enter the User Name, Company short name in capital letters, Password, and Web Service URL. The For barcode printing only option enabled by default.

![Login Screen](image)

2. Click Login.

Print a Label

1. On the Barcode Printing screen, select a Barcode Layout.

   **NOTE:**
   
   The layout configuration can be changed in the labelprint.default.ini file located in the Mobile Solution Client\POSLayouts folder. This is also where you will need to configure the label size. If this file is changed, you must click the Reload Layout Defaults button to refresh the label layout.

2. Select your printer from the Please select a POS Printer drop-down list. The software supports Epson TM-L90P and Epson TM-L60II printers. Standard printers will not work.

3. Select Item Group, Vendor and/or Items, and additional sorting criteria.

4. Click Get VPI according to Filters to retrieve the records.

5. Click Print Barcode to produce the label(s).
Configuring Inventory Management for Use with Mobile Solutions

Enable User Rights

Enable the following Mobile Solutions rights for the appropriate users or roles under User Management or Roles Management.

1. From the Inventory Management main menu, click **Maintenance**, and then click **User Management** or **Roles Management**.
2. Select the appropriate **Login Name** or **Role**, and then click **Manage User Rights** or **Manage Role Rights**.
3. In the Module Group column under Master Data, click **Mobile Solutions**, and then select the **Mobile Solutions** and **Mobile Solutions Client** rights in the Mobile Solutions/Function column.
4. In the Module Group column, click **Mobile Solutions**, and then select the **Open Module**, **Edit Device Name and Location**, and **Delete Device** rights in the Mobile Solutions/Function column.
5. Click **Save**.

**NOTE:**
Changes to user rights are not active until the user signs out and then signs in again. On the Mobile Solutions tablet client sign in screen, you must also tap **Sync Master Data**.

Configure Devices in Inventory Management

1. From the Inventory Management Main Menu, click **Maintenance**, and then click **Mobile Device Management**.
2. On the Mobile Device Management page, click **New**, and then complete the following fields:
   - **Device Name**: Assign a name to a tablet.
   - **Location**: Associate a location with a tablet. The location you choose determines the availability of Cost Centers.
   - **Allowed Modules**: Select **Mobile Inventory** and **Mobile Transactions**.
   - **Cost Centers**: Select Cost Centers from the Source box, and then click **Add** to assign them to the tablet.
Installing and Configuring the Mobile Solutions Application on the Tablet 700 Series

The installation files for Mobile Solutions are provided as a compressed archive named 180831_HIM_MobileSolutionsSetup_18.1.0.26.0000.zip or similar.

1. Extract the installation files to a temporary location on the tablet, run Setup.exe, and then tap Next.
2. Enter the Web Service URL.
3. Enter a company short name in the Company field, and then tap Next.
4. Verify the installation path, and then tap Next.
5. On the Ready to Install the Program dialog box, tap Install.
6. Tap Finish to complete installation.
7. Start the Mobile Solutions client application.
8. On the Device Registration dialog box, enter the Device Name (previously specified in Mobile Device Management), and then tap Register Device.

   The Mobile Solutions client application is now ready to use.
9. (Optional) Tap Configure Device to change or test the Web Service URL and to perform additional configuration.

Configuring the Device

To configure your Mobile Solutions device, tap Configure Device on the sign in screen, and then enter the password.

**NOTE:**

To determine the password, add the current year + month + day (YYYY+MM+DD). For example, to access the Configure Device screen on November 3, 2020, the password is 2034 (11+03+2020).
Chapter 3
Installing the Software

- **Company**: Update the company name.
- **Web Service URL**: Update the Web Service URL. This field cannot be blank.
- **Test Connection**: Test the connection to the Web Service URL.
- **Timeout Network Check**: Specify the number of seconds to wait for a network response before application timeout.
- **Allow Untrusted Certificates**: Allow Mobile Solutions to connect to hosts with untrusted certificates.
• **Scanner Timeout:** Specify the number of seconds to wait before scanner timeout.

### Configuring POS Applications for Use with Mobile Solutions

#### Using Simphony with Mobile Solutions

**NOTE:**

*Simphony and Mobile Solutions cannot run concurrently on Tablet 700 Series devices.* You must exit Simphony Ops before opening Mobile Solutions. Likewise, you must exit Mobile Solutions before opening Simphony Ops.

#### Configuring RES 3700

**SECURITY NOTE:**

Depending on the location of the server hosting your Inventory Management system, Mobile Solutions may require access to the internet. Refer to the “Recommended Deployment Configurations” section in the *Oracle Hospitality RES3700 Security Guide* for detailed information.

1. In RES, open the POS Configurator, and then click **External Programs**.
2. Click the blue plus symbol to create a new external program, and then enter **Inventory Mobile** in the Name column.
3. Select **DOS** from the **User Interface** drop-down list, and then select **Minimized** from the **Run Style** drop-down list.

4. In the **Working Directory** field, enter `C:\Program Files\Oracle Hospitality\Oracle Hospitality Inventory Management Mobile Solutions`

5. In the **Command Line** field, enter `C:\Program Files\Oracle Hospitality\Oracle Hospitality Inventory Management Mobile Solutions\MobileSolution.exe`

   **NOTE:**
   Your Mobile Solutions **Working Directory** and **Command Line** paths may differ from the above examples. Adjust the paths to match your deployment.

6. Click the green check to save the changes.

7. Open the Touchscreen Designer, and then create a new button on the touchscreen from which you would like to access Mobile Solutions, and then configure the button as shown in the following image:
8. Click the green check to save the changes
Uninstalling the Software

NOTE:

Export all documents from Mobile Solutions before uninstalling the software. Documents not exported will be locked within Inventory Management. You can unlock Mobile Solutions documents using the Mobile Device Management page in Inventory Management.

To uninstall Mobile Solutions from the tablet:

1. Open the Control Panel, and then tap Programs and Features.
2. In the list of programs, tap to highlight Oracle Hospitality Inventory Management Mobile Solutions, and then tap Uninstall.

Unlocking Documents with Mobile Device Management

1. Open Inventory Management, click Maintenance, and then click Mobile Device Management.
2. In the list of devices, click a device name.
3. Click the Documents on this Device tab, select the documents you want to unlock, and then click Mark as not used on Mobile Device.
4. Click Save.
Error Reporting

When reporting errors, bugs, or application crashes, provide the following information:

- Screenshots of the error: While running Mobile Solutions on Tablet 700 Series devices, you cannot take screenshots. Please take a photo using your phone or camera.
- Description of the error
- Application error log
- Stack trace from Microsoft Windows Event Viewer: Please take a photo of stack trace errors using your phone or camera.

Application Error Log

To locate the Mobile Solutions application error log, open File Explorer and navigate to C:\ProgramData\Oracle Hospitality Inventory Management Mobile Solutions\Log

Stack Trace from Microsoft Windows Event Viewer

Open the Event Viewer, tap Windows Logs, and then tap Application. Search for errors with the .NET Runtime source.