

Oracle® Hospitality RES 3700 Enterprise Management Installation Guide



Release 5.6
E93686-01
March 2018

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality RES 3700 Enterprise Management Installation Guide, Release 5.6

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Preface

Oracle Hospitality RES 3700 Enterprise Management (EM) enables chains to centralize store-level information, eliminating in-house programming and streamlining managerial tasks.

Purpose

This Installation Guide describes the requirements and procedures to install this Oracle Hospitality RES 3700 Enterprise Management release.

Audience

This document is intended for:

- Deployment personnel
- Database administrators
- System administrators
- Product support

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
- 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

Date	Description of Change
March 2018	Initial publication.

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Installing RES 3700 Enterprise Management

The following table provides a roadmap for installing RES 3700 Enterprise Management.

- Before installing Enterprise Management:
 - [Verify RES Version Compatibility and System Requirements](#)
 - For upgrades, [disable Corporate permissions](#).
- [Set up the Corporate Server](#).
- [Set up Enterprise Management for enterprise stores](#).
- [Set up Corporate Client PCs to allow users to access the corporate server](#).

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Before Starting the Installation

This chapter provides information and instructions to ensure your environment is ready for installing or upgrading to this version of Oracle Hospitality RES 3700 Enterprise Management.

- [Verify RES Version Compatibility and System Requirements](#)
- [Perform the Following Prerequisite Steps](#)

Verify RES Version Compatibility and System Requirements

The RES 3700 Enterprise Management Release Notes for this release contains the latest information regarding RES version compatibility, recommended hardware configurations, and required or compatible software and applications.

Disable Corporate PM Access Permissions

For upgrades, disable the following PM access options at Corporate. If you do not disable these options, the store will inherit access to Enterprise Management-managed definitions tables, which can result in edits to Corporate-managed definitions.

- Allow selection of cost centers where item is not assigned (Ordering)
- Allow selection of cost centers where item is not assigned (Receiving)
- Allow the transfer of items into cost center where they do not exist

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Installing the Enterprise Management Corporate Server

Follow these instructions to create and set up the Enterprise Management Corporate Server.

1. Create the Corporate Server:
 - a. Create a database backup of an enterprise RES location, and save the backup file to an external drive or to a network location accessible by the Corporate Server.
 - b. Download the RES 3700 Point-of-Sale installation files and the RES 3700 Enterprise Management installation files to the Corporate Server.
 - c. Install RES 3700 Point-of-Sale on the Corporate Server, using the database backup as the base shell. The *Oracle Hospitality RES 3700 Installation Guide* contains information and instructions for installing the core product.
 - d. If you are only installing or upgrading Enterprise Management, in the MICROS Control Panel, set the Restaurant to **Off**.
 - e. When using database concepts, you can manage multiple concepts on a single PC server.

This installation does not include RES application executables, does not require a database, and requires Database Manager for future database updates.

2. Install Enterprise Management on the Corporate Server:
 - a. Log in to Microsoft Windows using administrator credentials. Do not use the default administrator account provided by Microsoft Windows.
 - b. Run the Enterprise Management installation wizard and follow the instructions.
 - c. On the **Select Components** screen, select **Corporate Server Installation**.



- d. On the **Ready to Install** page, review the installation settings, and then click **Install**.

 **NOTE:**

The installation wizard automatically uses the same drive as the RES installation, and cannot be changed from `\Micros\RES\EM\`

3. Configure permissions to the Enterprise Management screens in the POS Configurator:
 - a. In the POS Configurator, click the **Employees** tab, and then click **Back Office Class**.
 - b. For each employee class, configure the **Enterprise Management** permissions in the **Desktop Items** tab.
4. Configure permissions for each back office class in the MICROS Enterprise Configuration Utility (MECU):
 - a. Click the **Start** menu, select **Programs**, select **MICROS Applications**, click **EM**, and then log in to the application.
 - b. Click **Maintenance**, click **Concept Setup**, and then select the master database or concept database.
 - c. For each back office class that you want to enable, right-click the class, and then click **Security Enable**.
5. For new installations, purge the database totals. You do not need to perform these steps when upgrading.
 - a. In the POS Configurator, click **Totals** from the menu bar, click **Clear All Totals**, and then click **Yes**. Ignore the prompt to restart POS Operations, because it should not be running.
 - b. If Product Management (PM) application is installed and will be managed from the corporate location, clear the PM transaction totals:

In the PM application, click **Utilities**, click **Clear All Transaction/Protocols**, and then click **Yes**.
6. Configure the corporate database.

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Installing Enterprise Management at Enterprise Stores

Follow these instructions to install Enterprise Management at non-corporate locations.

1. At the corporate location, activate the store and assign a store ID:
 - a. To start the MICROS Enterprise Configuration Utility (MECU), click the **Start** menu, select **Programs**, select **MICROS Applications**, click **EM**, and then log in to the application.
 - b. From the **Feature Selection** panel, and then click **Store Setup**.
 - i. Find the store you want to activate, and make note of its **Store ID**.
 - ii. Right-click the store you want to activate, and then click **Edit Store**.
 - c. On the **Store Information** page, select **Active**, and then click **OK**.
 - d. From the **Feature Selection** panel, click **Deploy**, select the store you want to activate, and then click **Deploy**.
 - e. Copy or transfer the activation file to the store server.

2. Install Enterprise Management on the store server:
 - a. Close all MICROS programs and applications.
 - b. Using the MICROS Control Panel, shut down the MICROS database.
 - c. Run the Enterprise Management installation wizard and follow the instructions. You can run the installation wizard in silent mode through the command prompt:

For fresh installations: `StoreSetup.exe /silent /ID=2 /cn=1`

For upgrades: `StoreSetup.exe /silent /cn=1`
 - d. On the **Ready to Install** page, review the installation settings, and then click **Install**.

NOTE:

The installation wizard automatically uses the same drive as the RES installation, and cannot be changed from `\Micros\RES\EM\`

- e. On the **Select as Store Database** screen, enter the **Store ID** as assigned when you activated the store at the Corporate Server.
 - f. Select the concept ID, and then click **Apply**.

The concept ID can be found in the name of the package. For example, if the package is named `S1_D2_C1_P1`, the `C1` refers to the concept ID.
3. Allow the store to receive and process an activation packet from Corporate:

- a. In the MICROS Control Panel, set the Restaurant to **Off**.
- b. Copy the activation file to \Micros\RES\EM\Receive\
 - c. Navigate to \Micros\RES\EM\Bin\ and double-click Receive.exe.
This purges managed definitions and totals from the store database.
 - d. After receiving the synchronization file, link corporate-managed configurations with store-managed configurations.
For example, the corporate office manages employee classes, which must be linked to each employee after receiving the synchronization file.

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Installing the Enterprise Management Corporate Client

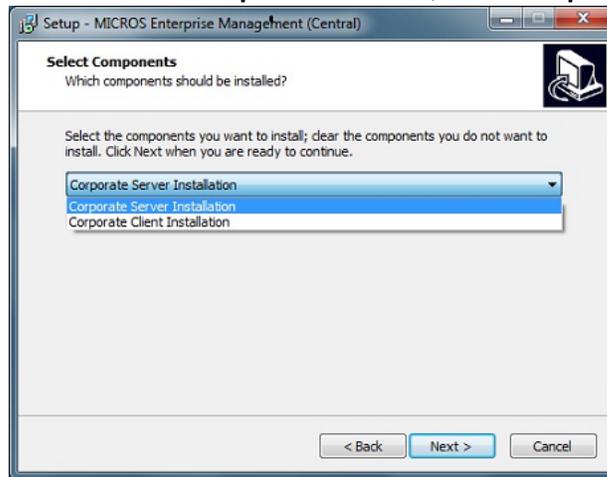
Install the Enterprise Management Corporate Client to allow users to access the corporate server for executing reports and making enterprise-level configuration changes.

WARNING:

The PC that will run the Enterprise Management Corporate Client must not have other MICROS applications when installing the client. You must uninstall all MICROS applications before running the installation wizard.

1. On the corporate server, make preparations for installing the Enterprise Management Corporate Client:
 - a. Log in to the POS Configurator, click **Devices**, click **Network Node**, and then enter the information for the client PC.
 - b. Follow the instructions on the **Update Host File** context-sensitive help to update the `MDSHosts.xml` and `host` files. This operation requires administrator permissions.
 - c. Navigate to `\MICROS\Win32CALClientSetup\` and copy `setup.exe`, to the client PC.
2. On the client PC, install the Win32 Client Application Loader (CAL) client:
 - a. Double-click `setup.exe`, and then follow the instructions in the text file to install the CAL client.
 - b. In the CAL configuration tool, connect to the Enterprise Management Corporate Server, and allow the CAL client to download and install the RES Win32 Client Setup.
 - c. Follow the instructions for the installation until AppStarter attempts to start POS Operations and shows an error message referencing the MDS Host file. Ignore the message and install the Corporate Client.
3. On the client PC, install Enterprise Management Corporate Client:
 - a. Run the Enterprise Management installation wizard and follow the instructions.

- b. On the **Select Components** screen, select **Corporate Client Installation**.



- c. On the **Ready to Install** page, review the installation settings, and then click **Install**.

 **NOTE:**

The installation wizard automatically uses the same drive as the RES installation, and cannot be changed from `\Micros\RES\EM\`

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After Installing Enterprise Management

This chapter contains the following post-install instructions:

- [Activating New Features](#)
- [Upgrading a Concept Database](#)

Activating New Features

Perform the following steps to activate newly purchased features for your system:

1. Run License Manager.
2. Select the **Enterprise Management** tab.
3. Select the **Product/Features** tab under the **Activation** group.
4. Select all **Product Activation** items.
5. Select the purchased features in the **Feature Activation** group.
6. Click **Reload**, and then verify the selected features show a check mark under the product tab.

Upgrading a Concept Database

After installing RES 3700 Point-of-Sale, upgrading the master database, and then installing RES 3700 Enterprise Management, follow these instructions to upgrade a concept database. You must have prepared the concept database prior to installation.

1. Launch Database Manager.
2. Click **Rebuild\Update**, click **Select Database**, and then select the concept database. Do not select the master database.
3. Select **Update\Upgrade Database**, then click **Run**.

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Troubleshooting

This chapter contains the following troubleshooting topics:

- [Installation Log Files](#)
- [Installation Paths and Executables](#)

Installation Log Files

The following log files are created in `\Windows\WINDOWS_VERSION\`.

- Setup log file: `MicrosEMSetup.log`
- RES setup log file:
- RES patch log file:

Use these files to troubleshoot setup related issues.

Installation Paths and Executables

The Enterprise Management installs the following folders and executables:

- `\Micros\RES\EM\Bin\` Files and executables used by Enterprise Management.
 - `StoreEmployeeImport.exe` Used to load employee records into the central database.
 - `UCTConfig.exe` Used after store setup to exclude store-managed options from Corporate updates.
- `\Micros\RES\EM\ETC\` Enterprise Management log files.
- `\Windows\WINDOWS_VERSION\` Enterprise Management Setup log files.
- `\Micros\RES\EO\Reports\` Enterprise Management Crystal Reports Templates
- `\Micros\RES\POS\Bin\` RES 3700 Point-of-Sale executables.
 - `MIPriceWiz.exe` Used by Corporate to make and distribute price changes to multiple items and for selected stores.
- `\Micros\RES\EM\Transport\` Replication files sent to or received by the store.
- `\Micros\RES\EM\Utilities\` Utility files and executables used by Enterprise Management.
 - `PackageViewer.exe` Used to troubleshoot a package that fails, and allows the user to view only the contents of a package.

- `PriceCleaner.exe` Allows an Enterprise Management user to remove old and obsolete pricing information from the database.
- `SetStore.exe` Used after store setup to change a store ID, concept ID, and to remove Enterprise Management from the store's database so that it will no longer be managed by Enterprise Management corporate