Oracle® Hospitality Materials Control | Mobile Solutions
Installation and Configuration Guide

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Oracle Hospitality Materials Control | Mobile Solutions 20TInstallation and Configuration Guide, Release 18.1

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Preface

Designed for Oracle MICROS 700 Series tablets, Oracle Hospitality Materials Control Mobile Solutions gives you on-the-go access for performing inventory counts, creating orders, delivery notes, 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 Materials Control 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 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
August 2018	Initial publication.
August 2018	Added software compatibility information.
October 2018	Miscellaneous fixes and improvements.
October 2020	Added download instructions to Installing and Configuring the Mobile Solutions Application on the Tablet 700 Series.

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Introduction

This document describes how to install and configure the Oracle Hospitality Materials Control 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 Materials Control 8.32 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 Materials Control**: PC-based thick client application for managing inventory.
- **Mobile Web Service**: Web service running on a Microsoft IIS web server.
- **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.

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
- Configuring Materials Control for Use with Mobile Solutions
- Installing and Configuring the Mobile Solutions Client Application on the Tablet 700 Series

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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 Materials Control 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 Materials Control Mobile Solutions.

Prerequisites

To run the Materials Control 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:

✎ NOTE:

> 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 Materials Control 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%**.

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Installing the Software

This section describes the installation procedures for the Materials Control 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 Materials Control, refer to the Materials Control Deployment Guide.

Configuring Materials Control 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 Materials Control main menu, open **System**, and then click **Users** or **Departments.**

2. Select the appropriate **Login Name** or **Department**, and then select the tab **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 user rights as necessary for Inventory, Transactions (Orders, Receipts and Transfers) and the Mobile Device Management 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**.

Inventory Count Filter

Follow these instructions to allow users to filter Inventory Count by **Storage Locations** or by **Stock Take Lists**.

1. In Materials Control, click **System**, click **Configuration**, and then search for **Mobilesolution**.

2. Find or create the key **USETCSTORELOC**.

3. Set the key to T to allow filtering by storage location, or set the key to F to allow filtering by stock take lists.

Configure Devices in Materials Control

1. From the Materials Control Main Menu, click **Master Data**, 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**: This setting can be ignored when using the tablet-based Mobile Solutions.

   - **Inventory Locking Mode**: Define if an inventory count can be edited on one or multiple devices at a time.

   - Tab **Assigned Cost Centers**: Select Cost Centers from the Source box, and then click **Assign** to assign them to the tablet.

Installing and Configuring the Mobile Solutions Application on the Tablet 700 Series

With patch 18.1.8.0 and higher, you can download the latest version from the Mobile Solutions page. To download, click Maintenance, and then click Mobile Solutions.

The installation files for Mobile Solutions are provided as a compressed archive named `180821_HMC_MobileSolutionsSetup_18.1.0.23.0000.zip` or similar.

1. Extract the installation files from the compressed archive 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).
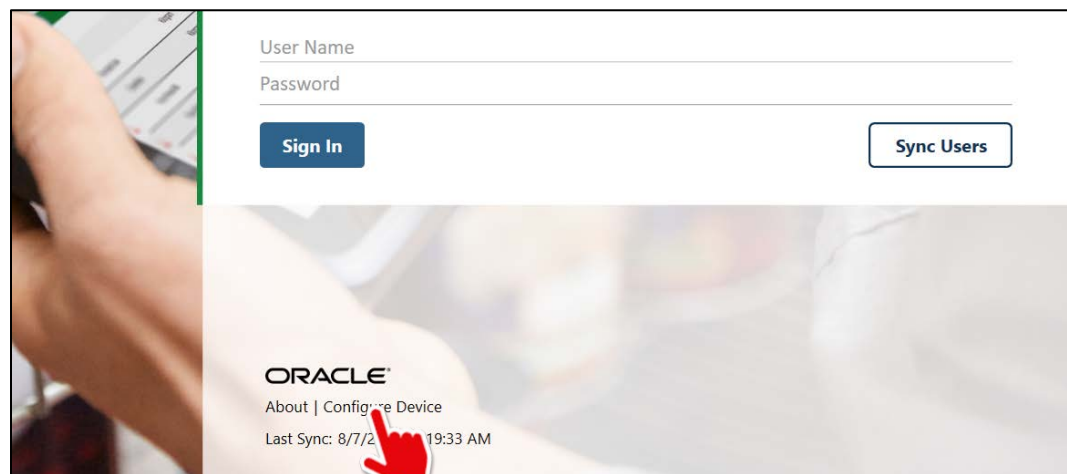
- **Company**: Can be ignored for Materials Control

- **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 Materials Control 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.
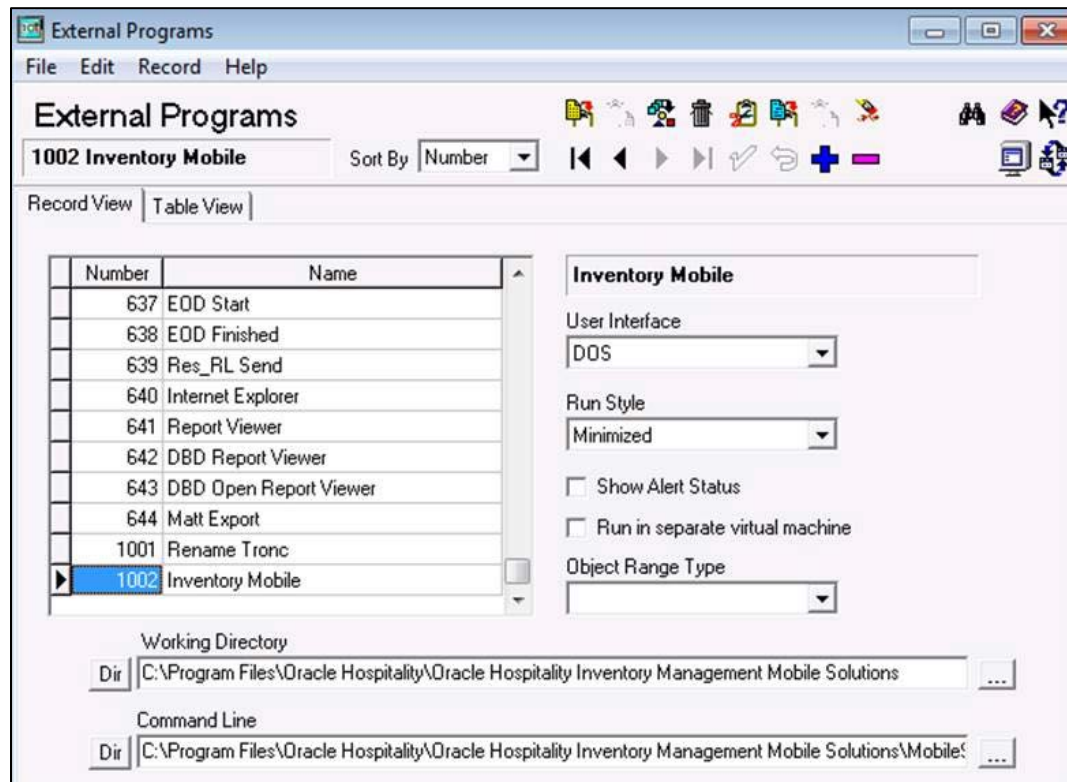
3. Select **DOS** from the **User Interface** drop-down list, and then select **Minimized** from the **Run Style** drop-down list.

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

5. In the **Command Line** field, enter `C:\Program Files\Oracle Hospitality\Oracle Hospitality Materials Control 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:
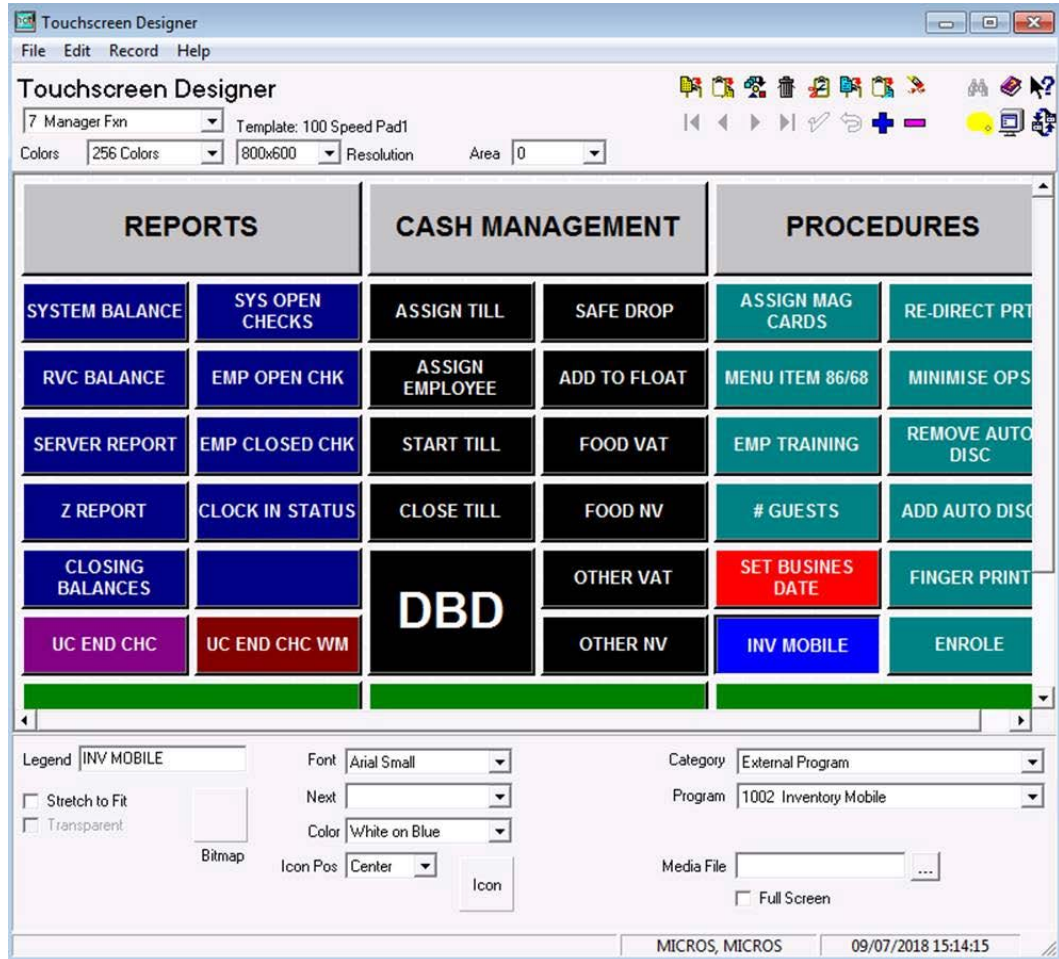
8. Click the green check to save the changes

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Uninstalling the Software

> ✎ **NOTE:**
>
> Export all documents from Mobile Solutions before uninstalling the software. Documents not exported will be locked within Materials Control. You can unlock Mobile Solutions documents using the Mobile Device Management page in Materials Control.

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 Materials Control Mobile Solutions**, and then tap **Uninstall**.

Unlocking Documents with Mobile Device Management

1. Open Materials Control, click **Master Data**, and then open **Mobile Device Management**.

2. In the list of devices, click a device name.

3. Click the **Documents in use on Mobile Devices** tab, select the documents you want to unlock, and then click **Mark as not used on Mobile Device**.
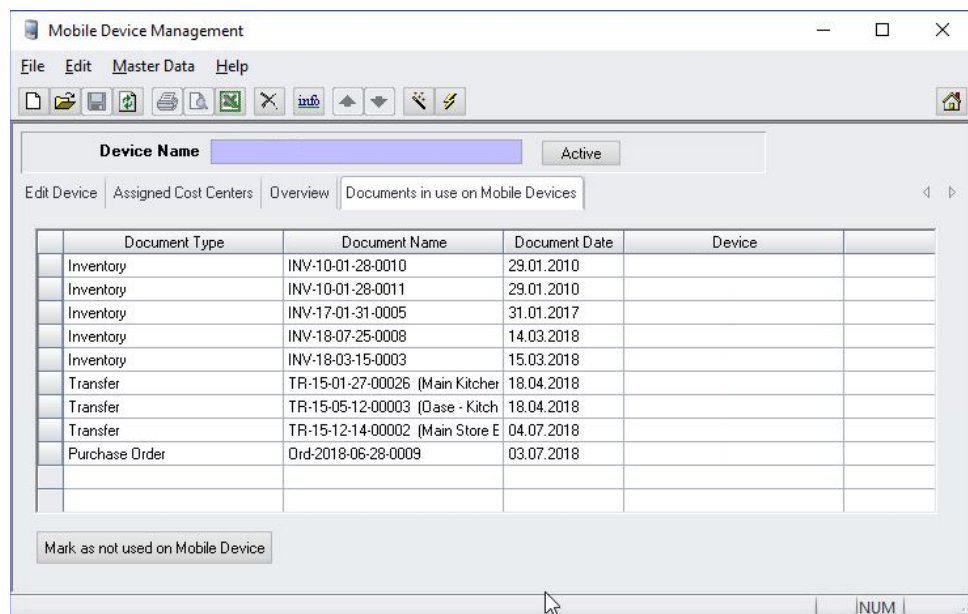
4. Click **Save**.

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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 Materials Control 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.