

# Oracle® MICROS Symphony First Edition

## Installation Guide



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August 2020



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# Preface

## Audience

This installation guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up Oracle MICROS Symphony First Edition version 1.8.x.x.

## 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 Food & Beverage product documentation is available on the Oracle Help Center at <https://docs.oracle.com/en/industries/food-beverage/pos.html>

Refer to the *Oracle Hospitality Reporting and Analytics Deployment Guide* (depending on which version of Enterprise Back Office you are running) at [Oracle Hospitality Enterprise Back Office](#) for more information about installing R&A.

Refer to the *Symphony First Edition Security Guide* for more information about enhancing Symphony First Edition security or changing and encrypting passwords.

## Revision History

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Date	Description of Change
January 2020	Initial publication.
August 2020	Updated Chapter 6 – Post-Installation Tasks. Edited step 2 of the <i>Connecting a Reporting and Analytics Organization to Symphony First Edition</i> topic.

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# 1

## Getting Started

This guide provides instructions on how to install, upgrade, and configure Simphony First Edition version 1.8.

With this release, you must install Reporting and Analytics (R&A) separately from Simphony First Edition using the Back Office Reporting and Analytics installation application.

Prior to installing or upgrading to Simphony First Edition version 1.8 and later, you must first install (or upgrade) to R&A versions 8.5.1 Patch 1, 9.0, or 9.1.

Refer to the Oracle Hospitality Reporting and Analytics Deployment Guide (based on the version of R&A that you are using) at [Oracle Hospitality Enterprise Back Office](#) for more information about installing R&A.

## Installation Process

**1. Select an appropriate deployment scenario.**

Prior to installation and configuration, you need to determine which deployment scenario meets your requirements. See Deployment Scenarios for more information.

**2. Install the database server application.**

You need to install Oracle Database 11g or Oracle Database 12C or Microsoft SQL Server 2016 or Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2012 R2 prior to installing Simphony First Edition application components.

**3. Upgrade or install Simphony.**

You can run the Simphony First Edition version 1.8 installation application to perform an upgrade, to perform a clean installation, or to add application servers.

**4. Perform post-installation configuration.**

The post-installation configuration makes sure that the application components and the database are configured correctly.

**5. Verify the installation.**

Perform the verification step to make sure the Simphony First Edition application and the database applications are set correctly.

**6. Troubleshooting steps.**

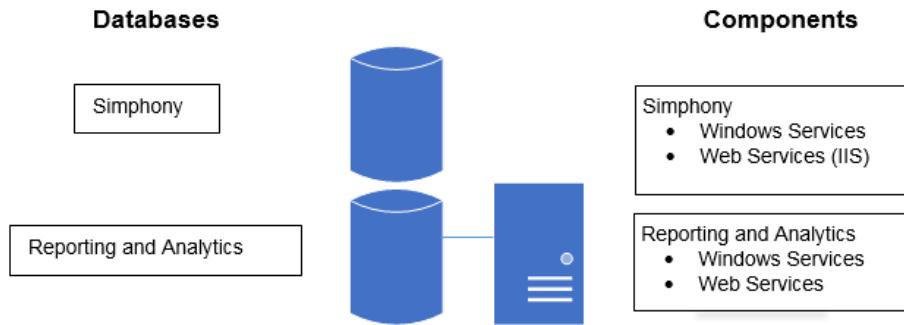
Follow the instructions in this section to resolve common problems you might encounter when installing Simphony First Edition.

# Deployment Scenarios

## Installing All-In-One

With an all-in-one installation, you install the Symphony First Edition and Reporting and Analytics (formerly mymicros.net) databases and the Symphony First Edition and Reporting and Analytics (R&A) components on one server.

**Figure 1-1 - Example of an All-In-One Installation**



### Installation Steps

1. Operating System Setup Tasks – See Chapter 2 - [Pre-Installation Tasks](#).
  - Install and configure Microsoft IIS based on the installed operating system
  - Install .NET 4.6.2 Framework
2. Install the database platform – See Chapter 3 - Database Requirements for Symphony First Edition 1.8.
3. Install Reporting and Analytics – See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition – See Chapter 5 – Installing All on a Single Server.
5. Verify the Symphony First Edition installation and perform post-installation steps – See Chapter 6 - Post-Installation Tasks.
6. Verify, connect, and enable R&A reports – See Connecting a Reporting and Analytics Organization to Symphony First Edition.

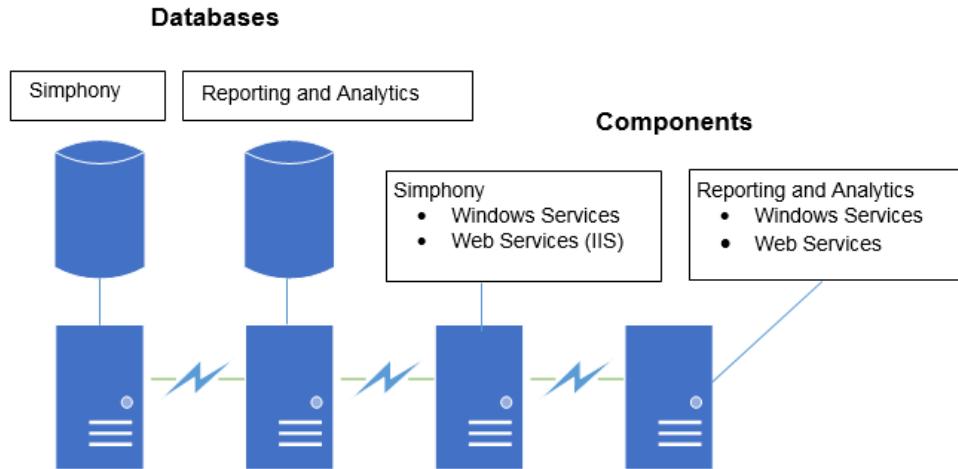
**Figure 1-2 - Application Components and Databases on Separate Servers**



# Installing Both Application Components and Databases on Separate Servers

You can install the Symphony First Edition and Reporting and Analytics (R&A) components and each database on separate servers.

**Figure 1-3 - Application and Database Components on Separate Servers**



## Installation Steps

If installing Symphony FE 1.8 components on different computers, copy the Symphony FE 1.8 or later installation media onto each computer as needed.

1. Operating System Setup Tasks. See Chapter 2 - Pre-Installation Tasks.
  - Install and configure Microsoft IIS based on the installed operating system
  - Install .NET 4.6.2 Framework on the Symphony First Edition application server
2. If installing the Symphony First Edition Transaction and R&A databases on different computers, install the database platform onto each designated database server – See [Database Requirements for Symphony First Edition 1.8](#).
3. Install Reporting and Analytics on the designated R&A server –See Chapter 5 - Installing Reporting and Analytics - Simphonized Reports.
4. Install Symphony First Edition on the designated application server. See Chapter 5 - [Installing Symphony First Edition on a Separate Server](#).
5. Verify the Symphony First Edition installation and perform post-installation steps. See Chapter 6 - [Post-Installation Tasks](#).
6. Verify, connect, and enable R&A reports. See [Connecting a Reporting and Analytics Organization to Symphony First Edition](#).

## Installing on Multiple Servers

Depending on the business requirement of the enterprise, you can extend the Simphony First Edition installation to many server combinations. Simphony First Edition can be deployed over multiple servers to balance the load, ensuring service levels are met during peaks in demand or after a server failure.

## Adding an Application Server

You may run the Simphony First Edition installation application to configure additional application servers. For example, you may run the Simphony First Edition installation application to setup another POS-Only server.

## 2

# Pre-Installation Tasks

## Simphony First Edition Server Setup

There are several pre-installation tasks that must be performed on the Simphony First Edition application server. The required steps are listed in this section. Once completed, see [Database Requirements for Simphony First Edition 1.8](#) for database platform installation instructions.

### Important Pre-install Reporting and Analytics Installation Requirements

With this release, you must install Reporting and Analytics (R&A) separately from Simphony First Edition using the Enterprise Back Office Reporting and Analytics installation application. Prior to installing or upgrading to Simphony First Edition version 1.8 and later, you must first install (or upgrade) to R&A versions 8.5.1 Patch 1, 9.0, or 9.1. See [Install Reporting and Analytics](#) for more information about installing reports.

### Installing Internet Information Services (IIS) and Windows Communication Foundation (WCF) Features

You need to install and configure Microsoft IIS on the Simphony First Edition application server or servers. Microsoft WCF configuration only needs to be performed on servers where the Simphony Web Portal (Import/Export) and API are installed on the Simphony First Edition application server or servers.

### On Microsoft Windows Server 2008 R2

Install Microsoft IIS with the following role services:

- ASP.NET
- ASP
- HTTP Logging
- Request Monitor
- IIS Management Console and IIS 6 Management compatibility
- HTTP Activation
- HTTP Redirection

Refer to the Microsoft product documentation library at

<https://technet.microsoft.com/en-us/> for more information about the Server Manager - Add Roles and Features Wizard.

## On Windows Server 2012 R2

Install Microsoft IIS with the following role services and features:

- .NET 3.5 SP1
- .NET Framework 4.5 Features
- Web Server
- IIS 6 Management Compatibility Components
- IIS 6 Metabase Compatibility
- IIS 6 WMI Compatibility
- Application Development Feature
- ASP .NET 3.5
- ASP .NET 4.5
- .NET Extensibility 4.5
- HTTP Activation
- HTTP Redirection

Refer to the Microsoft product documentation library at

<https://technet.microsoft.com/en-us/> for more information about the Server Manager - Add Roles and Features Wizard.

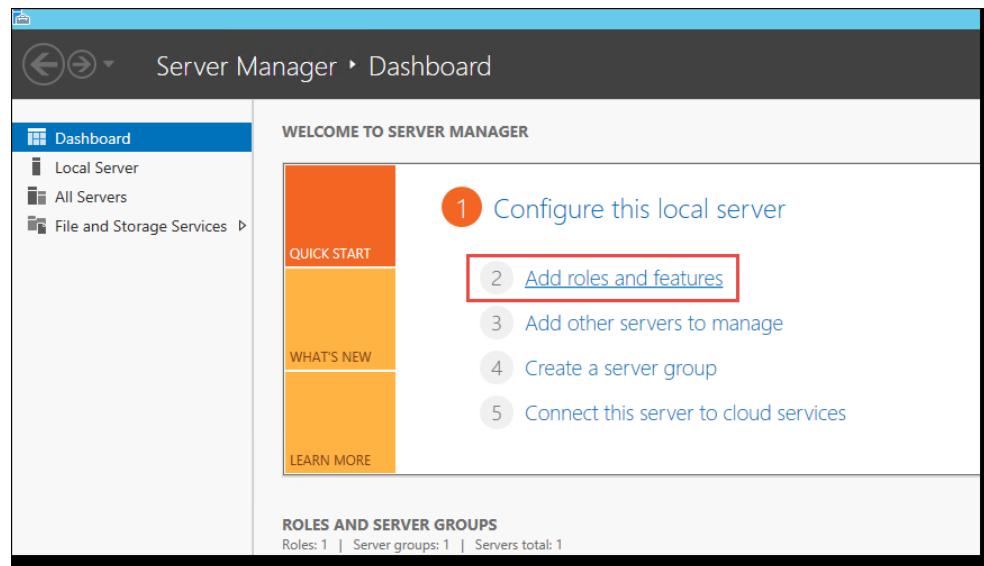
## On Microsoft Windows Server 2016

For more information about the Server Manager - Add Roles and Features Wizard, refer to the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/>.

From the Symphony application server (running Microsoft Windows Server 2012 R2) perform the following steps:

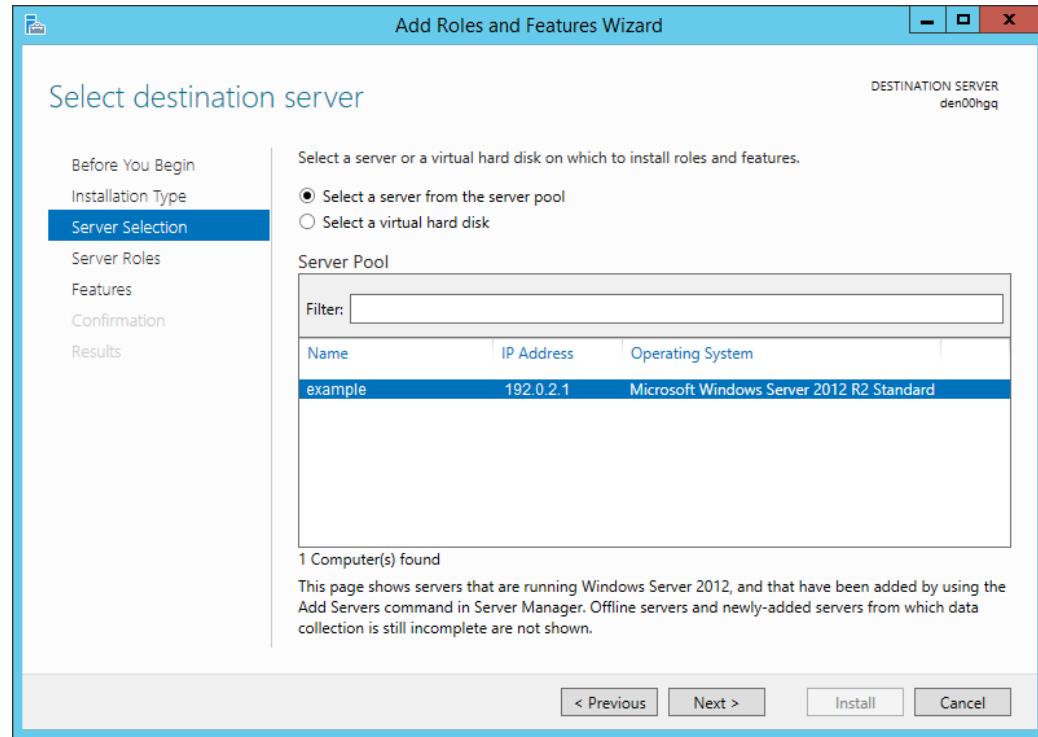
1. Using the Server Manager, select **2 Add roles and features**.

**Figure 2-1 Server Manager – Adding Roles and Features**



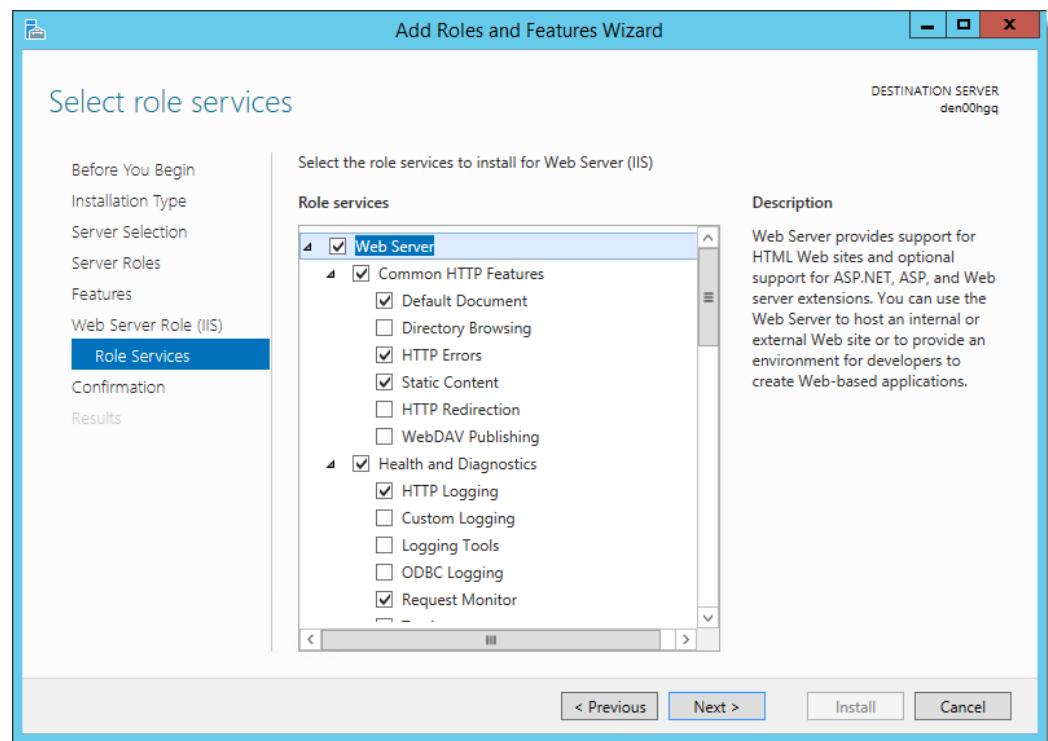
2. Select **Role-based** or **feature-based** installation, and then click **Next**.
3. Choose **Select a server from the server pool**.
4. Select the server you are configuring, and then click **Next**.

**Figure 2-2 Server Manager – Select Server**



5. Expand the **Web Server** role service.

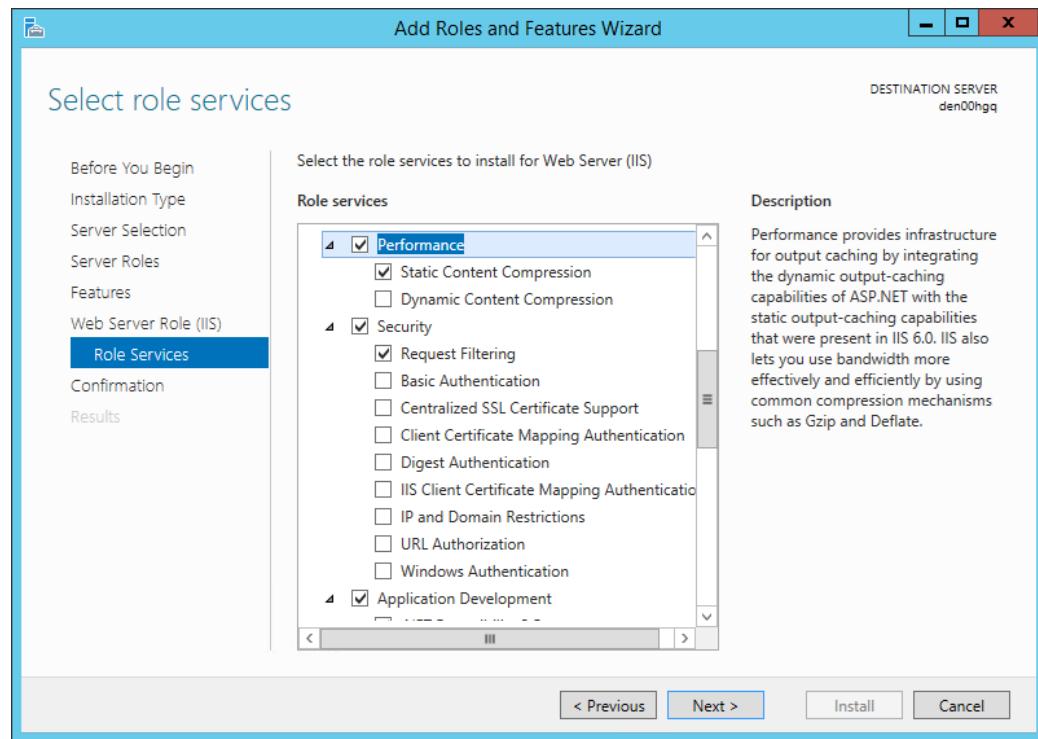
Figure 2-3 Server Manager – Web Server Role Services



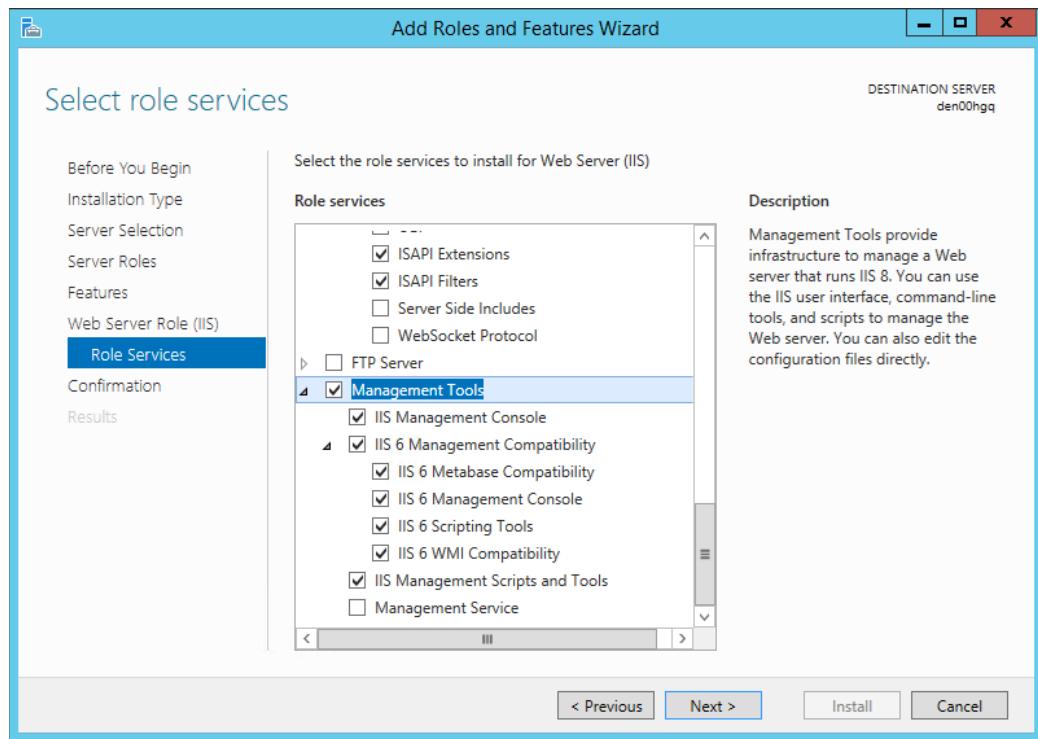
6. Expand the **Web Server** options and select the following **Common HTTP Features**:
  - Default Document
  - HTTP Errors
  - Static Content

From a system security standpoint, the Directory Browsing role service should not be enabled.
7. Select the following **Health and Diagnostics** options:
  - HTTP Logging
  - Request Monitor
8. Select the **Performance** option **Static Content Compression**.
9. Select the **Security** option **Request Filtering**.

Figure 2-4 Server Manager – Performance and Security Role Services



10. Select and expand **Application Development**, and then select the following options:
  - .NET Extensibility 4.6
  - ASP
  - ASP .NET 4.6
  - ISAPI Extensions
  - ISAPI Filters
11. Select and expand **Management Tools**, and then select the following options:
  - IIS Management Console
  - IIS Management Scripts and Tools
12. Select **IIS 6 Management Compatibility**, and then select the following options:
  - IIS 6 Metabase Compatibility
  - IIS 6 Management Console
  - IIS 6 Scripting Tools
  - IIS 6 WMI Compatibility

**Figure 2-6 Server Manager – Management Tools**

13. Expand **.NET Framework 4.6 Features**, enable **WCF Services**, and then ensure that **HTTP Activation** and **TCP Activation** are selected.
14. Click **Next** as needed, and then click **Install**.

## Configuring Recycling Settings for the IIS Application Pool

After installing Microsoft IIS, you need to configure the application pool to recycle at a scheduled time using the Internet Information Services (IIS) Manager. When configuring the recycle settings for the IIS Application Pool:

- Make sure that the **Specific time(s)** you define *do not* coincide with any start of days (SOD) or periods of peak activity.
- Set the **Memory Based Maximums** to less than half of the available server memory.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions on how to configure an application pool to recycle at a scheduled time.

## Configuring Log File Rollover Options (IIS 7)

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions on how to configure Log file rollover options.

## Installing .NET 4.6.2 Framework

Ensure that .NET Framework version 4.6.2 is installed on the Simphony First Edition application server or servers.

On Microsoft Windows Server 2008 R2 or Microsoft Windows Server 2012 R2

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Turning On Data Execution Prevention (DEP)

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Disabling Anti Denial-Of-Service (Dos) Attacks

If you are installing Simphony First Edition with Microsoft SQL Server, you need to add the `SynAttackProtect` registry key to the computer that runs the Microsoft SQL Server.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Obtaining Secure Certificates for use with Simphony First Edition and R&A

The following sections provide instructions on how to request and complete the installation of secure certificates when requesting them from within Microsoft IIS.

Simphony First Edition and Reporting and Analytics (R&A) are required to be configured to use secure communications when transmitting data between a client (EMC, SAROps, Web Browser, etc.) and the application server.

Oracle Food and Beverage recommends the use of Transport Layer Security (TLS) 1.2 (or higher) to provide secure network communications. To simplify the configuration, the Simphony First Edition installation program provides the functionality to configure the required certificates for the web services running on Microsoft Internet Information Services (IIS).

Secure certificates must be installed on Simphony First Edition and Reporting and Analytics (R&A) servers prior or during the installation of these applications. Simphony First Edition and R&A do not support self-signed certificates. It is recommended to use a TLS compliant certificate obtained from a trusted Certificate Authority (CA).

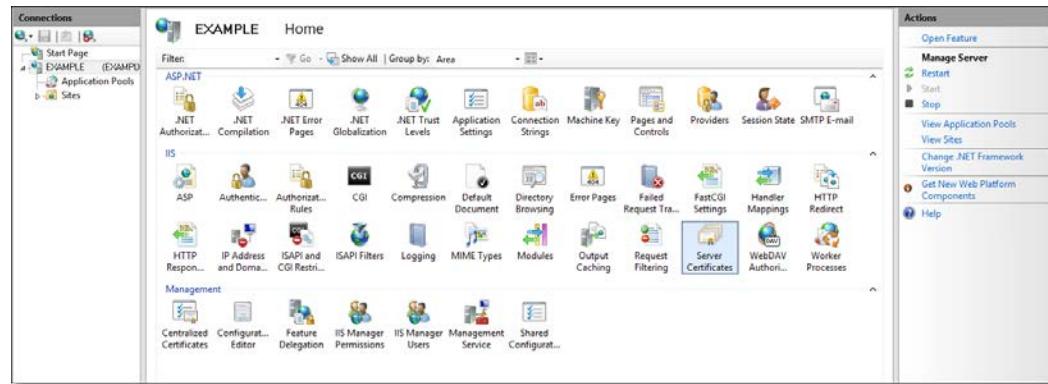
Refer to the following topics for more information about obtaining and installing secure certificates:

- Creating a Certificate Signing Request
- Completing a Secure Server Certificate Installation
- Binding Secure Server Certificates to IIS

## Creating a Certificate Signing Request

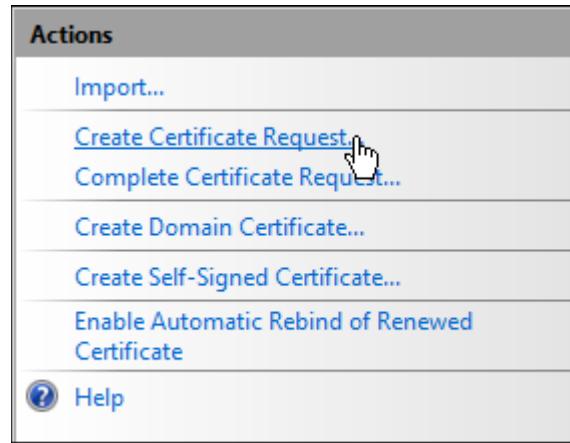
1. From the application server, click the **Start** button, click or search for the **Internet Information Services (IIS) Manager** and open it.
2. In the **Connections** section, click the server name.
3. In the center Home menu, double-click the **Server Certificates** button in the IIS section.

**Figure 2-1 Internet Information Services (IIS) Manager - IIS Section**



4. Click **Create Certificate Request...** from the Actions menu.

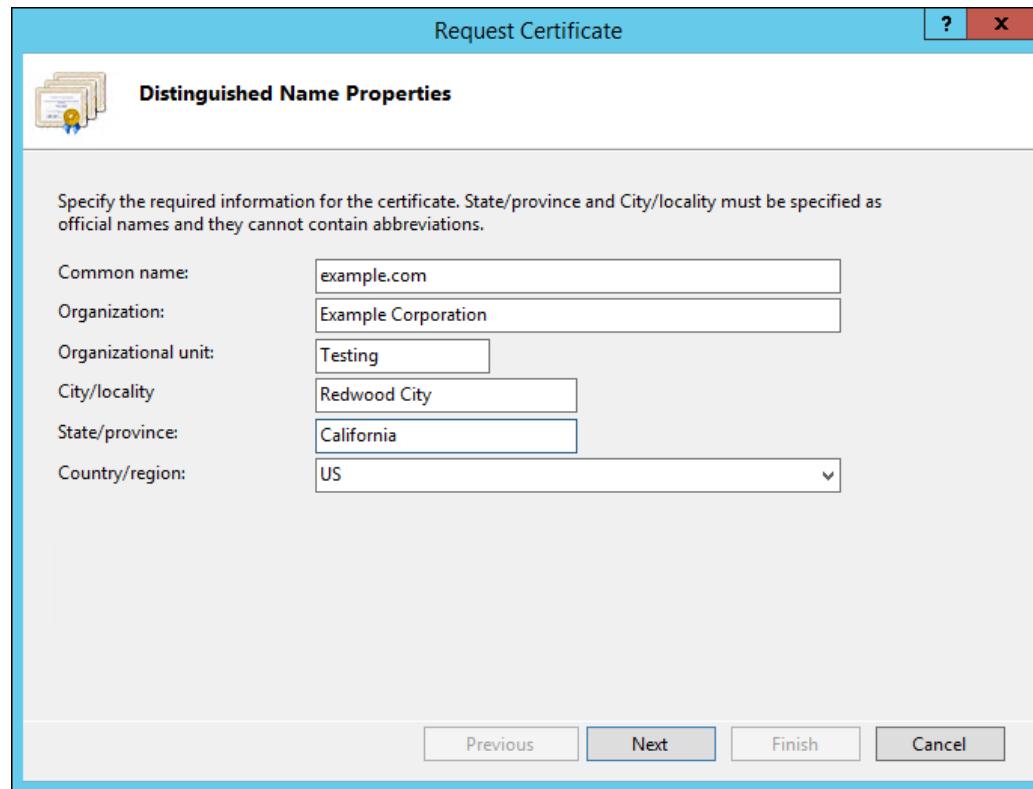
**Figure 2-2 Actions - Create Certificate Request Link**



5. Enter the appropriate information in the Request Certificate window, and then click **Next**.

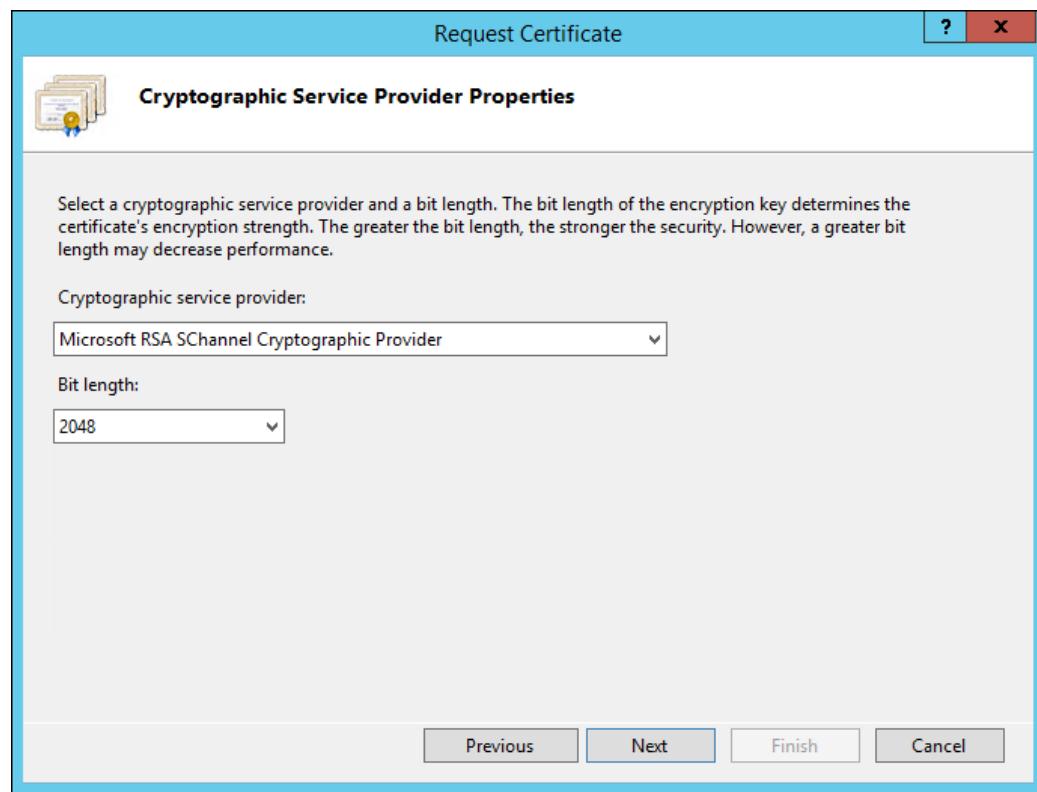
The **Common name** field (through which the certificate is eventually accessed) is usually the application server's fully qualified domain name (FQDN), for example, `www.domain.com` or `mail.domain.com`.

**Figure 2-3 Request Certificate - Distinguished Name Properties**



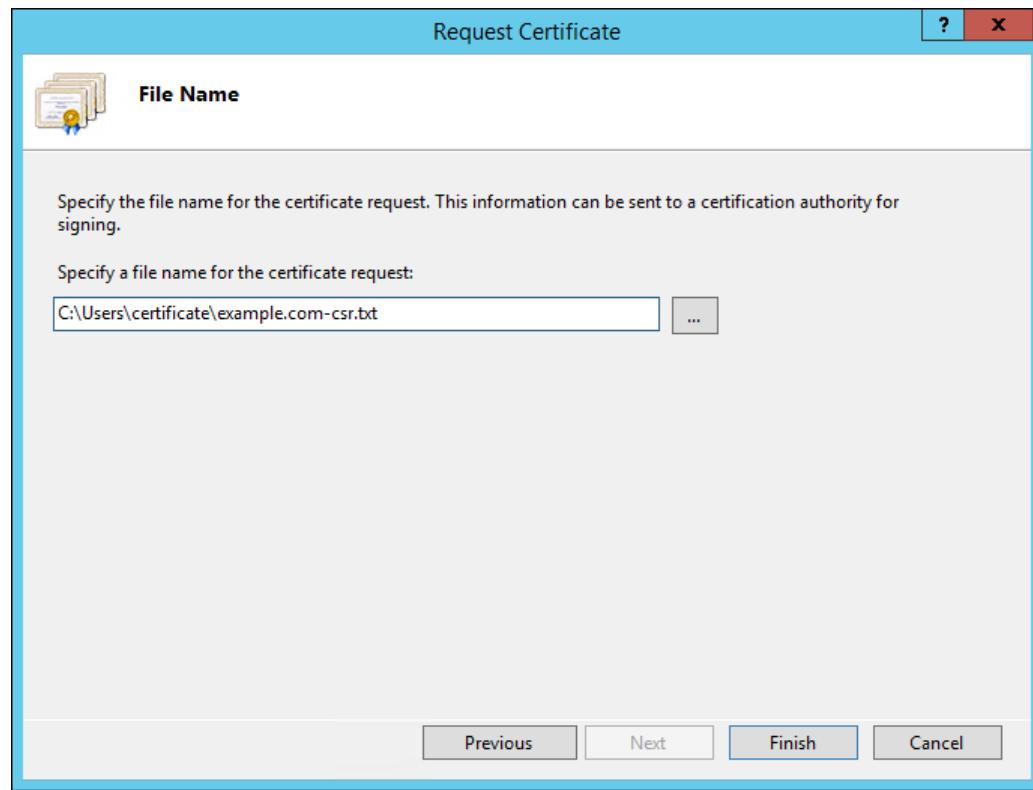
6. Select **Microsoft RSA SChannel Cryptographic Provider** from the **Cryptographic** service provider drop-down list, unless you have another specific cryptographic provider.
7. Select **2048** (or higher) from the **Bit length** drop-down list, and then click **Next**.

Figure 2-4 Request Certificate - Cryptographic Service Provider Properties



8. Click the ellipsis (...) button to browse to a location where you want to save the Certificate Signing Request (CSR) file.
  - a. Remember the filename and the location where you save it.

Figure 2-5 Request Certificate - File Name

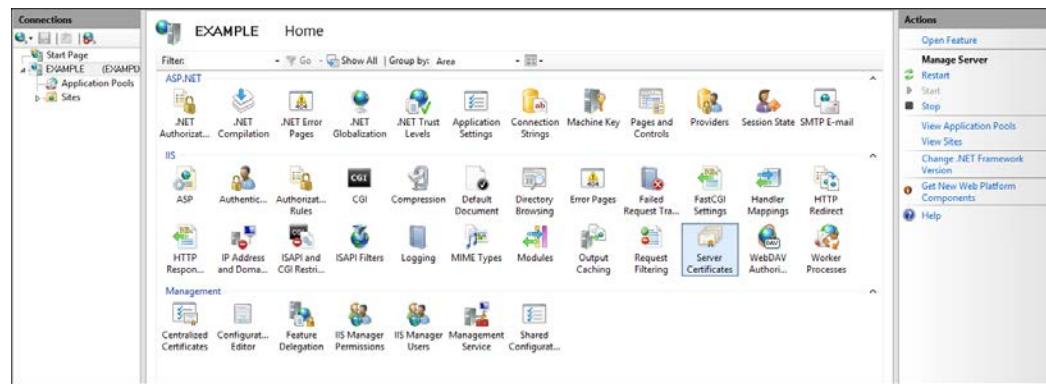


- b. Open this file using a text editor and copy and paste the entire body of it (including the **Begin** and **End New Certificate Request** tags) into the CSR order form.
9. After you receive your SSL certificate, save the certificate on the server where you created the CSR, and then you can install it.

## Completing a Secure Server Certificate Installation

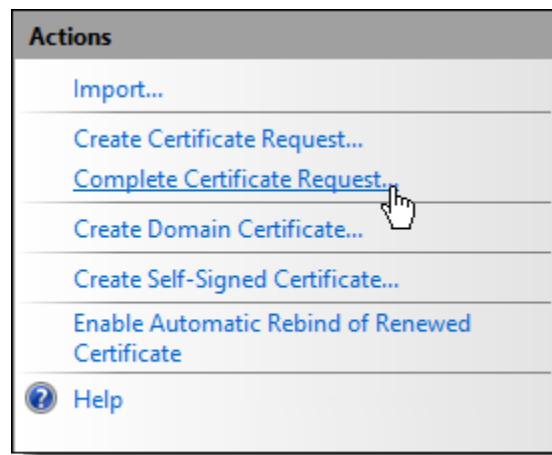
1. From the application server, click the **Start** button, click or search for the **Internet Information Services (IIS) Manager** and open it.
2. In the **Connections** section, click the server name.
3. In the center Home menu, double-click the **Server Certificates** button in the IIS section.

Figure 2-7 Internet Information Services (IIS) Manager - IIS Section

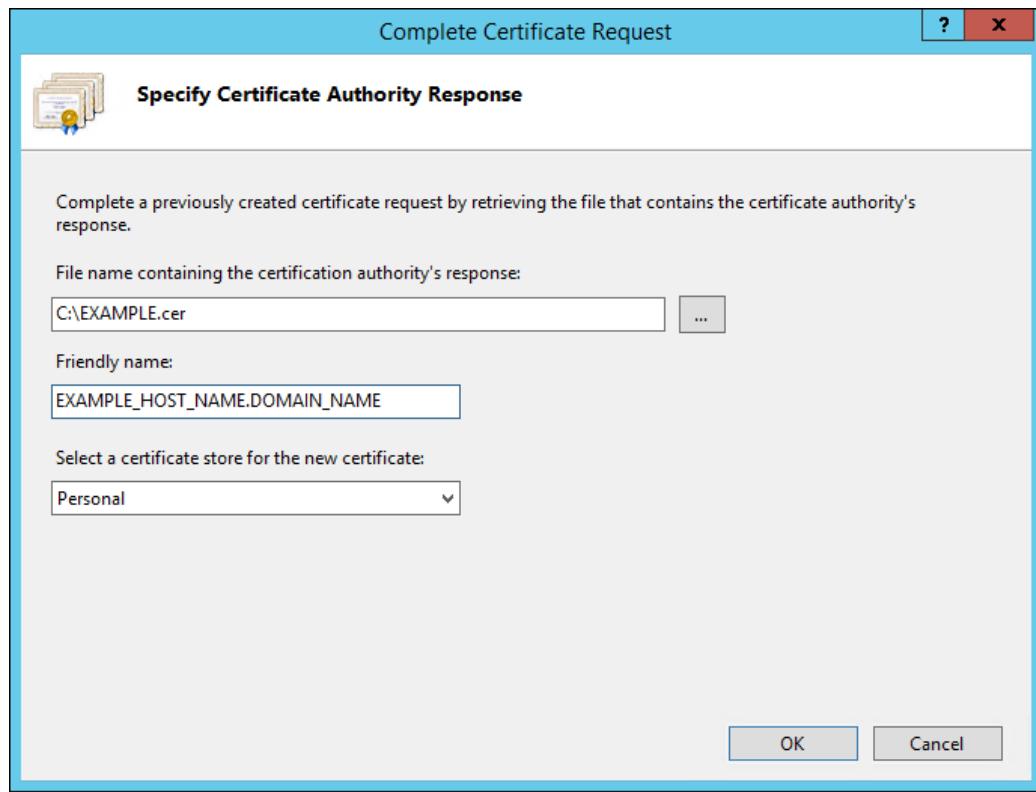


4. Click **Complete Certificate Request...** from the Actions menu.

Figure 2-8 Actions - Complete Certificate Request Link



5. Configure the following in the **Complete Certificate Request** window:
  - Browse and select your certificate (in .cer format). This file should be provided to you from the vendor where you purchased your certificate, and in response to your CSR submission.
  - Enter the **Friendly name**, if it is not already populated. This is the application server's fully qualified domain name (FQDN), for example, www.domain.com or mail.domain.com.

**Figure 2-9 Complete Certificate - Specify Certificate Authority Response**

6. Click **OK**.

If a certificate is installed or changed after installing Simphony, you must perform several steps to bind the certificate to the IIS website.

## Binding Secure Server Certificates to IIS

Perform the following steps to bind the secure certificate to the IIS website.

1. Click **Start**, and then click **Control Panel**.
2. If you are using Windows Server 2012 R2, click **System and Security**, and then click **Administrative Tools**.
3. In the Administrative Tools window, double-click **Internet Information Services (IIS) Manager**.
4. Under **Connections, Sites**, select the site to be secured with the SSL Certificate.
5. From the **Actions** menu (on the right), click **Bindings....** The Site Bindings windows opens.
6. In the Site Bindings window, click **Add....** The Edit Site Bindings window opens.
7. From the **Type** drop-down list, select **https**.
8. Enter the IP address of the site or select **All Unassigned**.
9. Enter the port number in the **Port** field.

The port over which traffic is secured by SSL is usually 443. The **SSL Certificate** field should specify the installed certificate.

10. Click **OK**.

# 3

## Database Requirements for Simphony First Edition 1.8

Before installing Simphony First Edition 1.8 and later, you need to install a database platform for Simphony First Edition and Reporting and Analytics.

Simphony First Edition 1.8 and later currently supports the following database platforms:

- Oracle Database 12c Enterprise Edition
- Oracle Database 11g Enterprise Edition
- Microsoft SQL Server 2016 Enterprise Edition
- Microsoft SQL Server 2008 R2 Enterprise Edition
- Microsoft SQL Server 2012 R2 Enterprise Edition

See the List of Database Configuration Fields for more information on the database setup options.

### Oracle Database 12c Enterprise Edition or Oracle Database 11g Enterprise Edition

If you are installing the database platform on a separate server, it is recommended that you install Oracle Database on an Oracle Linux operating system.

You can also install Simphony First Edition on an Oracle RAC database installed on either the Linux or Microsoft Windows operating system.

To download and install Oracle Database see:

<http://www.oracle.com/technetwork/database/enterprise-edition/downloads/index.html>

#### Configuring the Database Listener

If you installed Oracle Database as the database platform, you need to configure the database listener.

1. Open the **Net Configuration Assistant**.
2. On the welcome screen, select **Listener configuration** and click **Next**.
3. On the Listener Configuration screen, select **Add** and click **Next**.
4. Accept the default listener name, **LISTENER**, in the Listener Name dialog box. Click **Next**.
5. Select **TCP** as the protocol and click **Next**.
6. Use the standard port number of 1521, and click **Next**.
7. Select **No** if you do not want to configure an additional listener, and click **Next**.
8. The Listener configuration is complete. Click **Next**.
9. Click **Finish** to close the Oracle Net Configuration Assistant window.

10. Check that the Oracle listener is running.

- If you are using Microsoft Windows, make sure that the Oracle TNS Listener service (for example, OracleOraDb11g\_home1TNSListener) is set to **Started** in the Windows Services utility.
- If you are using Oracle Linux, run the `$ lsnrctl status` command. If the listener is running, you should see the listener configuration settings and the services summary.

### Creating Database Instances

When installing Reporting and Analytics, you need to ensure the following database instances exist on the server where Reporting and Analytics is installed:

- SYS
- SYSTEM
- SYSMAN
- DBSNMP

## Microsoft SQL Server 2008 R2 Enterprise or Microsoft SQL Server 2012 or Microsoft SQL 2016 Enterprise

Refer to <https://technet.microsoft.com/en-us/> for instructions on how to install Microsoft SQL Server 2008 R2.

You can also install Simphony First Edition on an SQL Server 2008 R2 Failover Cluster. For instructions on how to install an SQL Server 2008 R2 Failover Cluster, refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/>.

### Enabling Named Pipes and TCP/IP

After installing the Microsoft SQL Server, you need to enable **Named Pipes** and **TCP/IP** network protocols for the existing database service Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2012, if they are not already enabled. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Install Reporting and Analytics

With this release, you must install Reporting and Analytics (R&A) separately from Simphony First Edition using the Back Office Reporting and Analytics installation application.

Prior to installing or upgrading to Simphony First Edition version 1.8 and later, you must first install (or upgrade) to R&A versions 8.5.1 Patch 1, 9.0, or 9.1.

Refer to the *Oracle Hospitality Reporting and Analytics Deployment Guide* (based on the version of R&A that you are using) at [Oracle Hospitality Enterprise Back Office](#) for more information about installing Reporting and Analytics.

## Post Reporting and Analytics Installation Configuration

Once the R&A installation is complete, users must configure an Organization (Org) Name and then an Org ID is automatically generated and always associated with that Org Name.

After the Symphony First Edition installation is complete, the Org Name and Org ID are ported to the Symphony First Edition transaction database. Thereafter, the R&A Org Name matches the Enterprise Name located in the Symphony First Edition EMC.

To configure the Org Name, follow these steps:

1. Log into R&A using System Administrator credentials (default **Org** field= M).
2. Select **ADMIN** from the toolbar.
3. Select **System** and then click the **Organizations** drop-down list, and then **Organizations** again.
4. Click the **Add** link to create an Organization Name.
5. Configure the required highlighted fields:
  - **Name** - Enter the enterprise Organization Name.
  - **Short Name** - Enter an abbreviated version of the Org Name.
  - **Language** - Select your language of choice from the drop-down list.
  - **Lockout Policy** - Select your preferred lockout policy from the drop-down list.
  - **Max Login Attempts** - Enter the number of maximum login attempts.
  - **Allowed Idle Period** - Enter the number of minutes before users are required to re-login into R&A.
  - **Password Expiration Period** - Enter the number of days before users are required to create a new R&A login password.
6. Click **Save**.

# 4

## Upgrading Simphony First Edition

### Upgrading Simphony First Edition 1.7.1

1. Access your browser and download the installation media from My Oracle Support (MOS) using the Simphony First Edition version 1.7.1.x (Patchset).
2. Extract the ISO file to the Simphony First Edition application server.
3. Once extracted, as an Administrator, right-click on the **Setup** file, and then click **Next** to run the Simphony First Edition version 1.7.1 or later installation application.
4. If you have the Simphony First Edition application and the database on separate servers, run the installation application on the Simphony First Edition application server.
5. Click **Yes** to continue with the installation and click **Next**.
6. Select **Update** and click **Next**.
7. If you are using an Oracle Database, enter the credentials for a system administrator and click **OK**.
8. Click **Install** to complete the upgrade.
9. Once completed, **Restart** the application server.

During an upgrade to Simphony First Edition version 1.7.1 and later, the installation application now disables all administrative shares.

### Upgrading Simphony First Edition 1.7.3 and 1.8

#### Performing the Upgrade

1. Access your browser and download the installation media from My Oracle Support (MOS) using the Simphony First Edition version 1.7.3 (or later Patchset), or version 1.8.
2. Extract the ISO file to the Simphony First Edition application server.
3. Once extracted, as an Administrator, right-click on the **Setup** file, and then click **Next** to run the Simphony First Edition version 1.7.x, or version 1.8 installation application.
4. If you have the Simphony First Edition application and the database on separate servers, run the installation application on the Simphony First Edition application server.
5. Select **Simphony First Edition** and click **Next**.
6. Enter the password for R&A in the **CEDB Password** field.
7. Since the **Update** radio option is enabled by default, click **Next**.

8. Click **Install** to complete the upgrade.
9. Once completed, **Restart** the application server.

# 5

## Installing Simphony First Edition

Tasks in this section include links to other tasks which you need to follow to complete the installation.

During the installation of Simphony First Edition version 1.8, the installation application disables all administrative shares on the Simphony First Edition application server.

You can only install Simphony First Edition to local drives. The Simphony First Edition installation does not support installing to a mapped drive.

Simphony First Edition requires that you adhere to Oracle MICROS' strict password policy when creating database login credentials during installation.

The *Simphony First Edition Security Guide* contains more information about creating strong passwords.

## Starting the Installation

1. Log in and download the Simphony First Edition version 1.8 installation media from the Oracle Technology Network (OTN) website at <https://edelivery.oracle.com/>.
2. Run the **setup.exe** file.
3. Click **Yes** to continue with the installation, and then click **Next**.

## Installing All on a Single Server

1. Follow the instructions in Starting the Installation to begin the installation.
2. Select the **Simphony First Edition** and **Simphonized Reports** checkboxes.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, select **SQL Server** as the **Database Type**.
5. Follow the instructions beginning on step 4 in [Starting the Simphony First Edition Installation](#) to continue the installation.

## Installing Simphony First Edition on a Separate Server

1. Follow the instructions in Starting the Installation to begin installing.
2. Select **Simphony First Edition** and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, select **SQL** as the **Database Type**.

Follow the instructions beginning on step 4 in Starting the Simphony First Edition Installation to continue the installation.

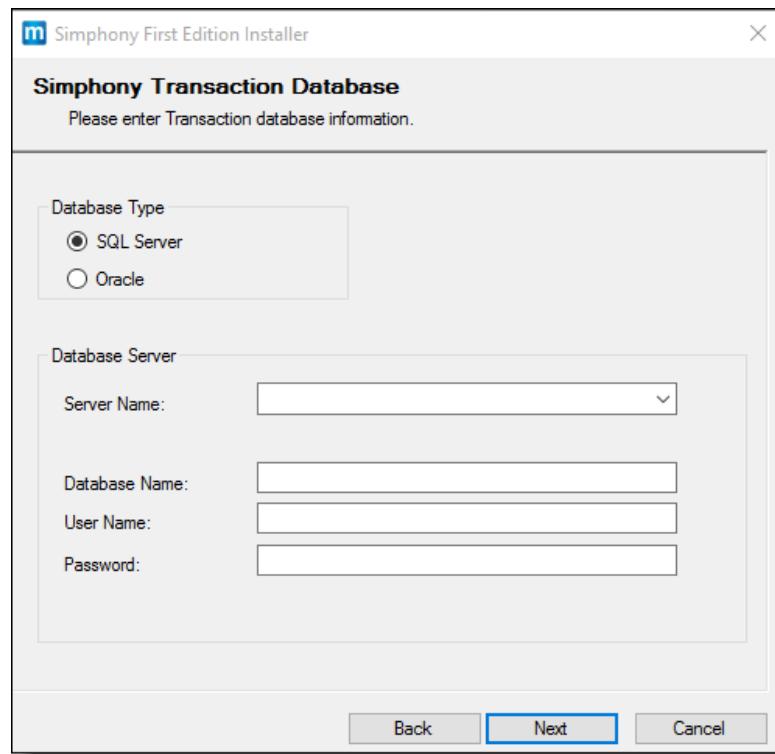
## Installing Reporting and Analytics - Simphonized Reports

See the List of Database Configuration Fields for more information on the database setup options.

The following steps must be performed from the Reporting and Analytics (R&A) server no matter what installation scenario is utilized.

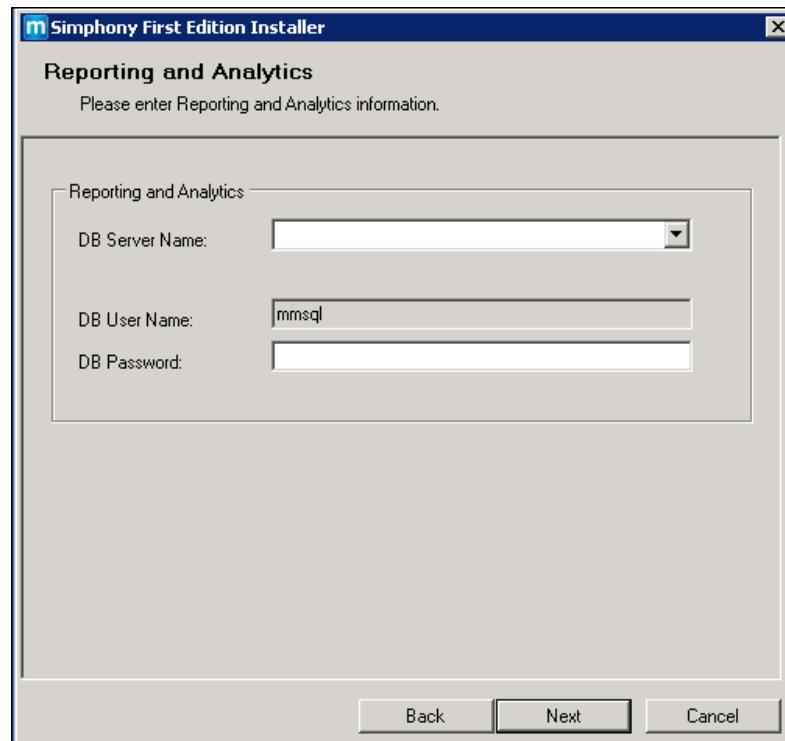
1. Follow the instructions in Starting the Installation to begin installing.
2. Select only the **Siphonized Reports** checkbox and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the Database Type.
  - a. Enter the **Oracle Service Name**.
  - b. Enter a privileged Simphony Transaction database user's login credentials.
4. If you are using the Microsoft SQL Server, see Installing Simphony First Edition with Microsoft SQL Server.
  - a. Enter the **Database Name**.
  - b. Enter a privileged Simphony Transaction database user's login credentials.
5. Enter the Simphony Transaction Database server information and login credentials and click **Next**.

Figure 5-1 - Simphony First Edition Database Platform Selection



1. Select the R&A DB Server Name from the drop-down list and enter the DB Password for the R&A default `mmsql` DB User Name and click **Next**.

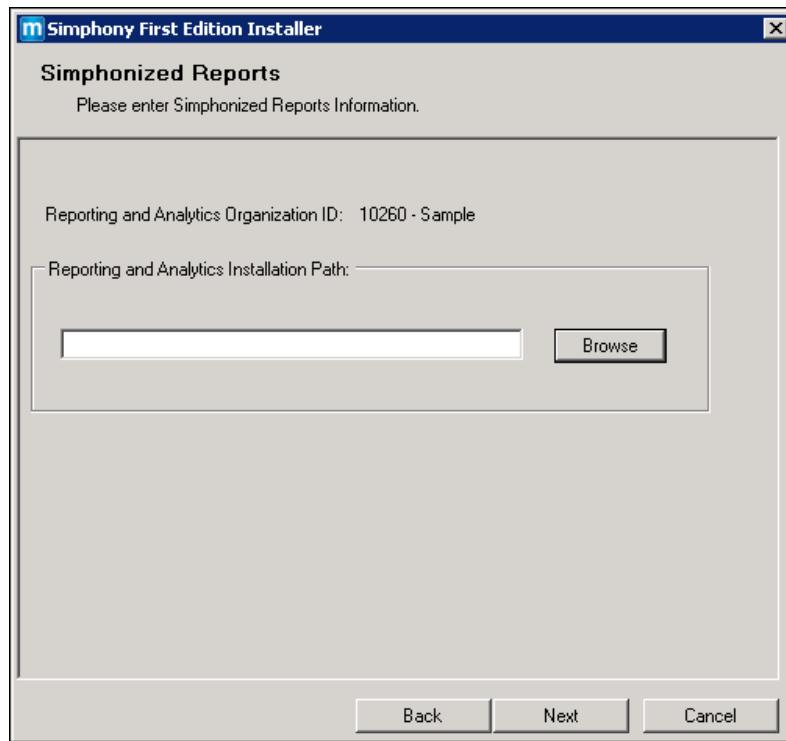
Figure 5-2 - Simphony First Edition R&A Information



2. Click **Browse** to navigate to the location of the *<Drive letter>:\myMicros* folder where the Simphonized report templates are copied and click **Next**.

A new folder is created in the *<Drive letter>:\myMicros\myInsight\org* folder that is named using the Org ID number.

**Figure 5-3 - Simphonized Reports Location Path**



3. Click **Install**.

See Enabling PMC Simphony Workstation Reports to enable workstation reports.

## Installing Simphony First Edition on Multiple Application Servers

1. Follow the instructions in Starting the Installation to begin installing on separate servers. You must copy the Simphony First Edition installation application to each server.
2. Select **Simphony First Edition** and click **Next**.
3. If you are using an Oracle Database, select **Oracle** as the **Database Type**.
4. If you are using the Microsoft SQL Server, see [Installing Simphony First Edition with Microsoft SQL Server](#).
5. Follow the instructions beginning on step 4 in [Starting the Simphony First Edition Installation](#) to continue the installation.

# Installing Database Components on Servers

## Installing Simphony First Edition with Oracle Database

### On Microsoft Windows

You can install the databases remotely while installing the application servers.

### On Oracle Linux for MICROS

On Oracle Linux for MICROS operating systems, you have to manually create the databases.

Create the following database tables in the server. Refer to the [Oracle Help Center](#) for instructions.

- MCRSCACHE
- MCRSPOS

Copy the database dump files in the `Installer/DBFiles` folder of the Simphony First Edition Install media and manually restore the files on the Oracle Database.

Refer to the *Database Backup and Recovery User's Guide* at <http://docs.oracle.com/en/> for instructions on how to restore database files.

## Installing Simphony First Edition with Microsoft SQL Server

When installing Simphony First Edition with Microsoft SQL Server, you cannot install the databases from a remote machine. Prior to installing Simphony First Edition on the application server, you need to install the databases.

You can install the database client software by running the Simphony First Edition **setup.exe** on the local database server.

### On Microsoft Windows

See the List of Database Configuration Fields for more information on the database setup options.

1. Follow all pre-installation tasks for your site. See Pre-Installation Tasks.
2. Follow the instructions in Starting the Installation to begin installing.
3. Select **Clear All** to deselect all services.
4. Select **SQL** as the **Database Type** and click **Next**.
5. Select the **Database Source**, and then enter the **Database Server** details. Enter the credentials for a database administrative user other than the default `SYS` user for Oracle and `SA` user for Microsoft SQL Server.
6. If your database does not have an administrative user other than the default, enter a username and a password for a new administrator, and then select **Create**.
7. Enter the information for the transaction database and click **Next**. The transaction database is usually named `MCRSPOS`.
8. If you are creating a new administrative user, enter the **User Name** and the **Password** for the default database administrator account, and then click **OK**.
9. Enter the information to configure the cache database and click **Next**.

10. Enter the information to configure the reporting database and click **Next**.

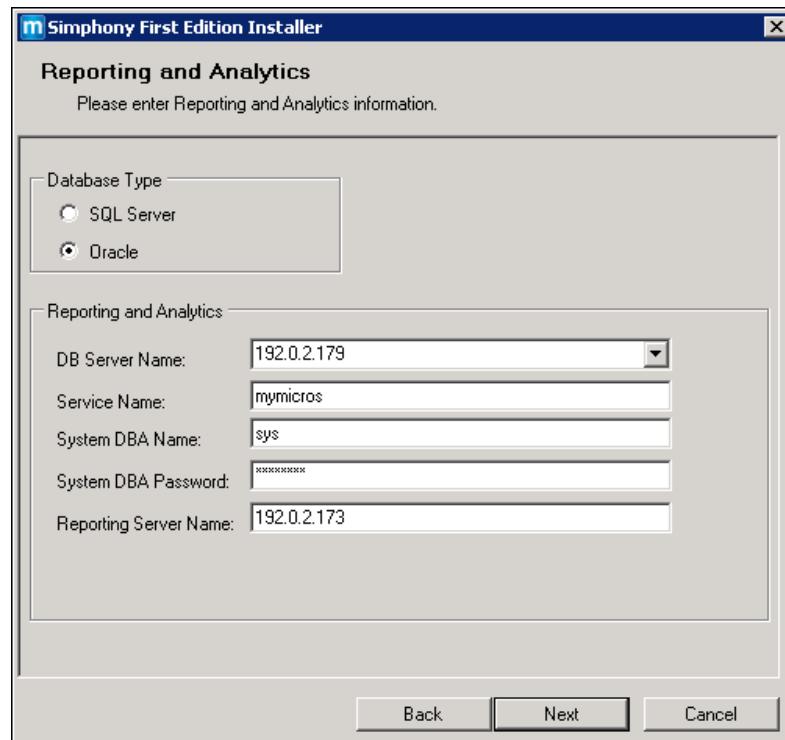
If you are installing a blank database:

1. Enter a strong **User Name** and **Password** for the Enterprise Management Console (EMC) administrator.
2. Confirm the password and click **Next**.
3. Click **Install**.

## Starting the Simphony First Edition Installation

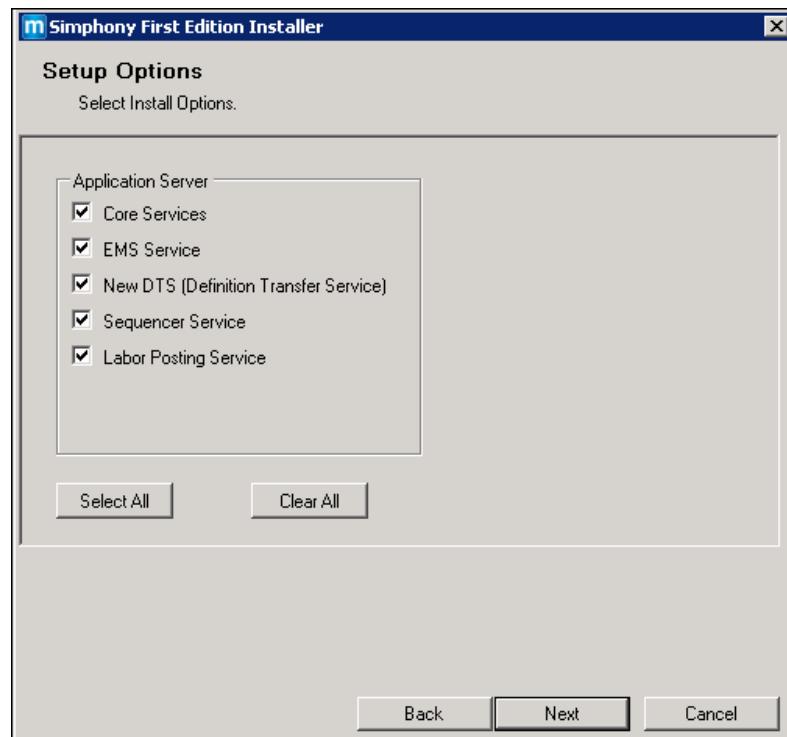
1. Log in and download the Simphony First Edition 1.8 installation media from the Oracle Technology Network (OTN) website at <https://edelivery.oracle.com/>
2. Run the **setup.exe** file.
3. Click **Yes** to continue with the installation, and then click **Next**.
4. Depending on the database platform that is being utilized, the installation application checks the system to determine if client software has already been installed. If not, the application installs either the Oracle or Microsoft SQL Server client software. If necessary, follow the prompt to restart the installation application by clicking **OK**.
5. Enter the Reporting and Analytics server and database information and System Administrator database login credentials, and then click **Next**.

Figure 5-4 - Simphony First Edition Database Type and R&A Information



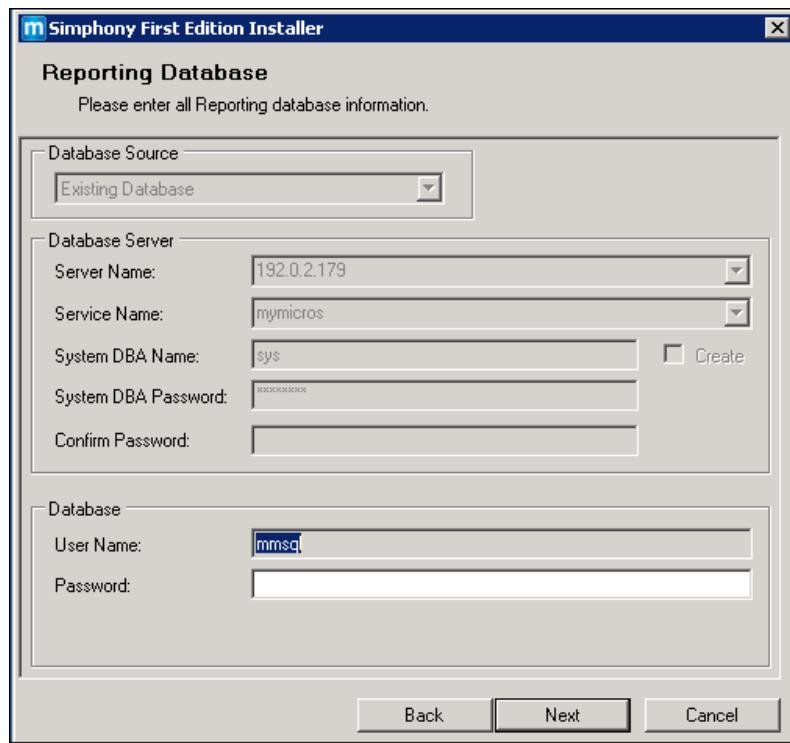
6. Select the application services from **Setup Options** that users need to install (typically on the Simphony First Edition application server). Services can be installed on other servers on the local network (using the Simphony First Edition installation application on each specific server), however the **Sequencer Service** should only be installed on one server.

Figure 5-5 - Setup Options for Installing Services



7. Set the destination folder for the Simphony First Edition installation. Click **Next**.
8. Select the **Database Source**, and then enter the **Database Server** details. Enter the credentials for a database administrative user other than the default SYS user for Oracle and SA user for Microsoft SQL Server.
9. If your database does not have an administrative user other than the default, enter a username and a password for a new administrator, and then select **Create**.
10. Enter the information for the transaction database and click **Next**. The transaction database is usually named MCRSPOS.
11. If you are creating a new administrative user, enter the **User Name** and the **Password** for the default database administrator account, and then click **OK**.
12. Enter the database server and user information for the Cache Database and click **Next**.
13. Enter the database password for the R&A default `mmsql` user (for Oracle Database users only). If Microsoft SQL Server is used, password entry is not required. Click **Next**.

Figure 5-6 - R&A Database Access Credentials



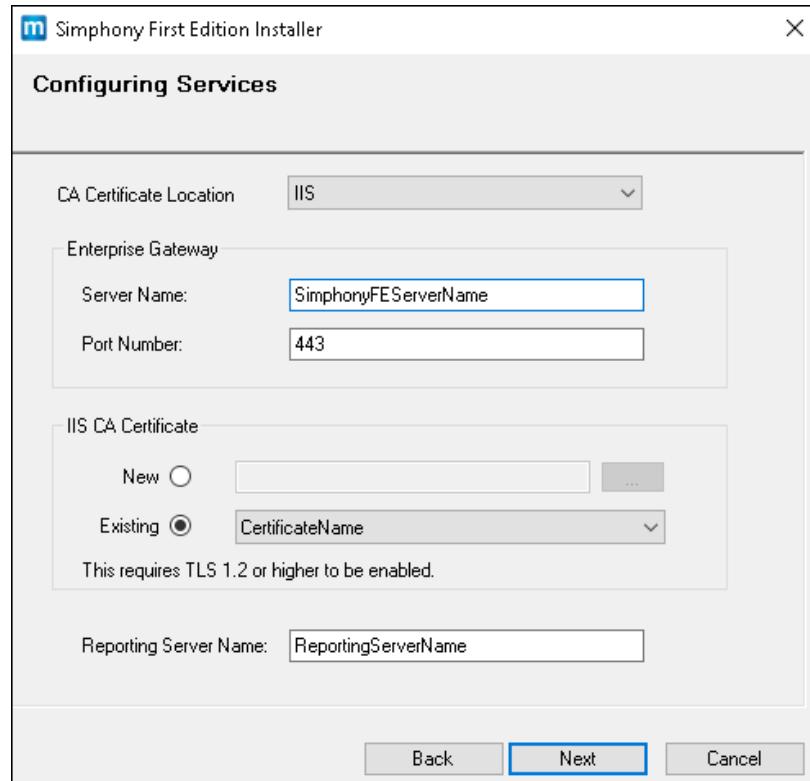
If you are installing Simphony First Edition with a blank database:

14. Enter a strong **User Name** and **Password** for the Enterprise Management Console (EMC) administrator.
15. Confirm the password and click **Next**.
16. Select the **Reporting and Analytics Organization ID** from the drop-down list and click **Next**.
17. If you want to add a Service Host, select **Create a new Service Host**, and then click **Next**.
18. If you do not want to add a service host at this time, select **Don't configure Service Host**, and then click **Next**.
19. In **Configuring Services**, if you are not using a Load Balancing server:
  - a. Select **IIS** for the Certificate Location field.
  - b. To add a new certificate, select **New**, click **Select**, enter or select the certificate location, and then enter the **Password** for the certificate.
  - c. To add an existing certificate, select **Existing**, and then select the certificate from the drop-down list.
  - d. The **Server Name** field in the **Enterprise Gateway** section is populated automatically after adding the certificate and the server name is retrieved from the certificate.
  - e. Enter the port number in the **Port Number** field of **Enterprise Gateway** section and click **Next**.

See Obtaining Secure Certificates for use with Simphony First Edition and R&A for more information about requesting and installing secure certificates.

If you define a Service Host Secure Port number other than the default of 443, you need to configure the IIS Bindings of each Application Pool to the new port. To add IIS Bindings, refer to Binding Secure Server Certificates to IIS and the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/> for more information.

**Figure 5-7 - Configuring Services**

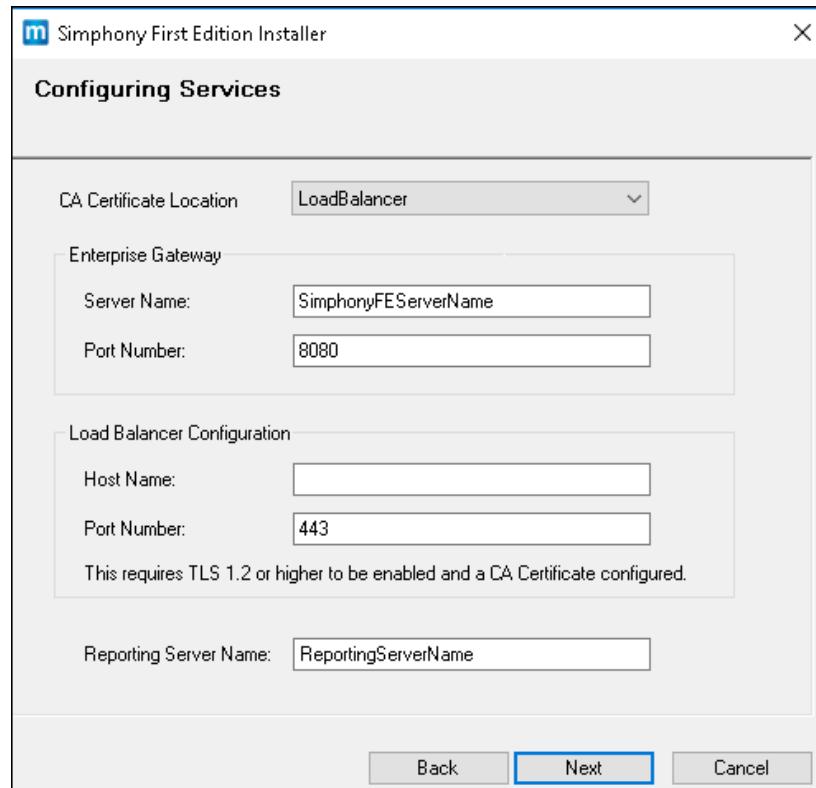


20. If you are using a Load Balancing server, select **LoadBalancer** for the **Certificate Location** field.
21. Enter the Port Number in the Load Balancer Configuration section.
  - If you define a Load Balancing server Port number other than the default of 443, you need to enable that port on the Load Balancer server.
  - If you define a Load Balancing server Port number other than the default of 443, you need to configure the IIS Bindings of each Application Pool to the new port. To add IIS Bindings, refer to Binding Secure Server Certificates to IIS and the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/> for more information.
  - You can define any free port number for the Load Balancer server Port. If you define a port number other than the default 443, you must manually change the port number when you install subsequent services.

- If you plan to install Reporting and Analytics on the same server as Simphony First Edition, do not assign port number 8081 for the Load Balancing server port. This is default port number assigned to the Red Hat JBoss server for Back Office Reports.

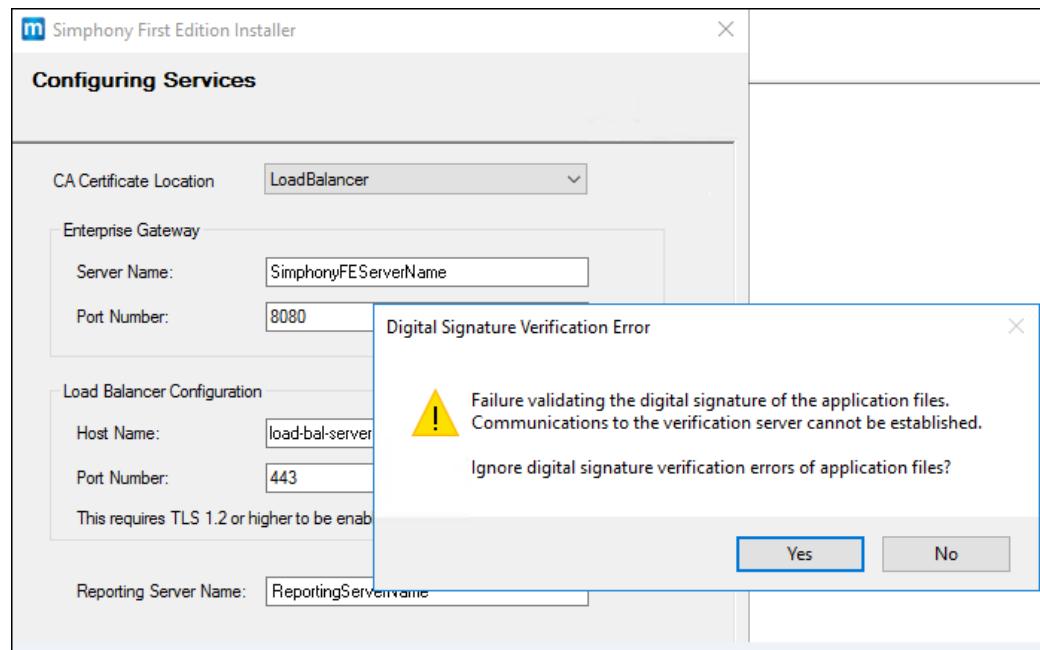
- a. Select **IIS** in the **Certificate Location** field.
- b. To add a new certificate, select **New**, click the ellipsis (...) button, enter or select the installed certificate location, and then enter the **Password** for the certificate.
- c. To add an existing certificate, select **Existing**, and then select the certificate from the drop-down list.

**Figure 5-8 - Configuring Services for Load Balancing**



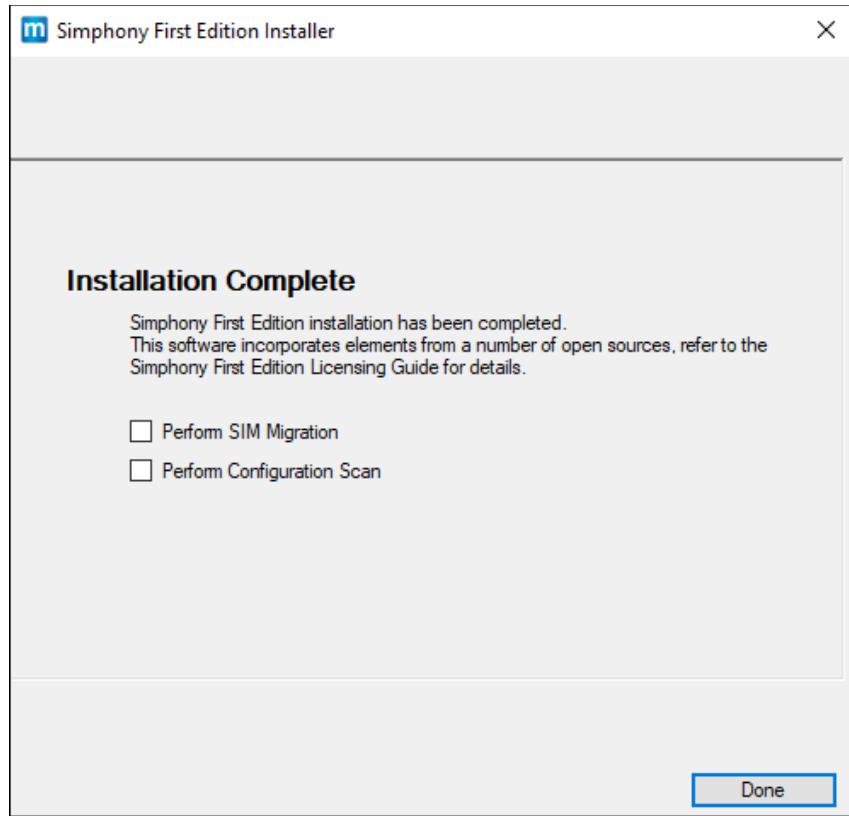
22. Enter the Load Balancing server name for the **Host Name** field in the **Load Balancer Configuration** section.
23. Enter the **Server Name** in the **Enterprise Gateway** section and define the **Port Number** and click **Next**. The default port number is 8080.
24. You can define any free port number for the **Enterprise Gateway** section. If you define a port number other than the default 8080, then for future services that you install, you must manually change the port number.
25. Enter the Reporting Server Name and click **Next**.
26. If application servers have restricted access to external URLs, then the digital signature verification of the application files will fail. The Simphony First Edition installer shows a prompt for you to ignore the verification (Yes or No).

Figure 5-9 - Digital Signature Verification Failure Prompt



27. If you want to continue the installation by ignoring the digital signature verification, click **Yes**, and then click **Install**.
28. (Optional) When the installation is complete, you can select the checkboxes next to **Perform SIM Migration** and **Perform Configuration Scan** utilities. If you do not choose to do so at this time, the SIM Migration, and Configuration Scan utilities can be performed on demand.

**Figure 5-10 - Post-Installation Step - Performing SIM Migration or a Configuration Scan**

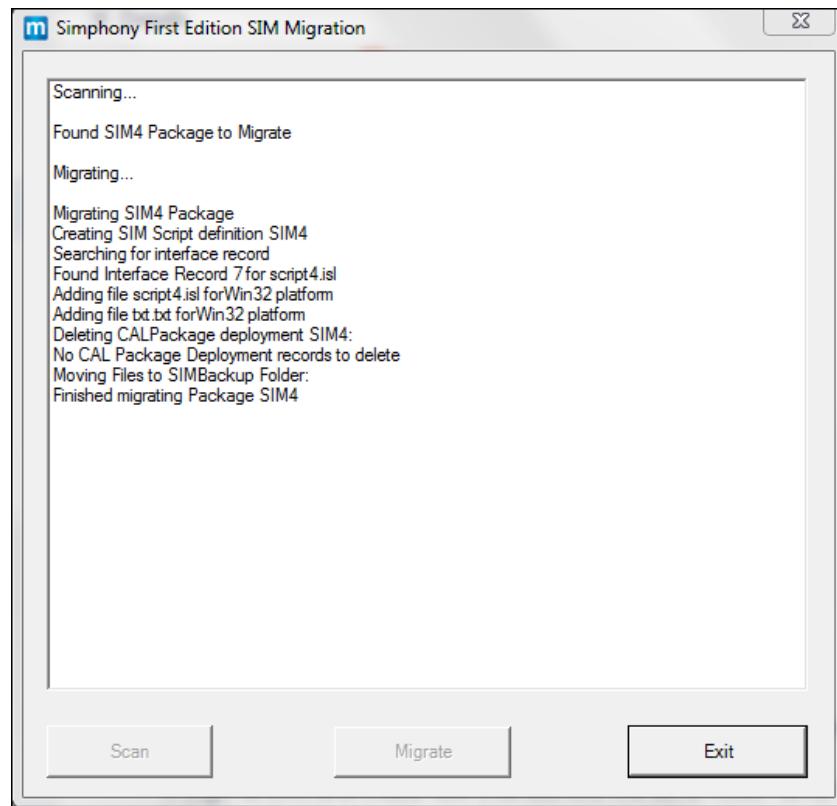


29. Click **Done**.

- a. If the checkbox next to **Perform SIM Migration** is selected, after you click the **Done** button, the following window pops up. Its content varies with users. Click **Exit** when complete.

See the *Simphony First Edition Documentation Library* for more information about the SIM Migration Utility.

Figure 5-11 - SIM Migration Utility



b. If the checkbox next to **Perform Configuration Scan** is selected, after you click the **Done** button, the following logon screen pops up. Sign In using your EMC logon credentials.

Figure 5-12 - Configuration Scanning Utility



See the *Simphony First Edition Documentation Library* for more information about the Configuration Scanning Utility.

30. Click **Yes** to restart the computer.

# 6

## Post-Installation Tasks

Perform these procedures after installing Symphony First Edition version 1.8.

### Verifying the Installation

1. Open the **EMC** from the shortcut on the desktop or **Start** menu.
2. Select the Server and enter the **User** and the **Password**.
  - If you installed Symphony First Edition with a blank database, enter the EMC administrator credentials that you created during installation.
  - If you installed Symphony First Edition with a sample database, enter `micros` for both the **User** and **Password**.
3. Click **Login**.

If you can see the EMC dashboard and the Symphony First Edition EGateway is up and running, Symphony First Edition has been successfully installed.

### Configuring the Symphony First Edition Licensing Count

Beginning with the release of Symphony First Edition version 1.7.x, you do not need to enter license keys into the EMC to activate features, or to add workstations and Kitchen Display Systems (KDS). You now only have to configure the number of licenses that you have purchased.

1. In the EMC, select the Enterprise and select **Enterprise Parameters**.
2. Click the **Licensing** tab.
3. Click **Configure** adjacent to **Workstations Client License Count**.
4. If you want to add a new license count, select **Set new license count**.
5. If you want to append licenses to an existing license count, select **Add** to the existing license count.
6. Enter the number of client licenses that you have purchased.
7. (Optional) Enter any additional details regarding the purchased license in **Reference**.
8. Click **OK**.
9. Repeat Steps 3-7 for the **Transaction Service Client License Count**, and **KDS Client License Count**.
10. Click **Save**.
11. Click **Yes** when prompted for confirmation.

## Setting the Start-Of-Day Sequencer Machine and the App Server Time Zone

1. In the EMC, select Enterprise, select Enterprise Parameters, and select the **Miscellaneous** tab.
2. Enter the Microsoft Windows server's name for **SOD Sequencer Machine Name**.
3. Select the **App Server Time Zone**.  
If you are deploying Simphony First Edition 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.  
You can 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.  
Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for more information.
4. Click **Save**.
5. If you have installed Simphony First Edition on multiple application servers:  
On all servers other than the SOD Sequencer Machine, disable the **Micros Sequencer Service**. You only want to start this service if the main application server is going to be down for multiple days.

## Installing the Remote EMC

Beginning with the Simphony First Edition 1.8 release, a new methodology has been introduced for installing a remote Enterprise Management Console (EMC) client using the Simphony First Edition Web Portal. Once Simphony First Edition version 1.8 has been installed

1. Open your browser and navigate to:  
<https://ApplicationServerName:PortNumber/simfewebportal>
2. Log in to the Simphony First Edition Web Portal and download the **EMCSetup.exe**.
3. If you see the Unknown Publisher warning, click **Run**.
4. From the **Welcome** screen, click **Next**, set the destination folder, and then click **Next**.
5. Click **Install**.
6. Click **Finish** to exit the installer.

Using the newly installed **EMC** icon on your desktop, you can launch the remote EMC. Upon performing an upgrade, the remote EMC is self-updated with the same versions of files that are updated on the Simphony First Edition application server.

## Connecting a Reporting and Analytics Organization to Symphony First Edition

1. In the EMC, select **Enterprise Parameters** and select the **MyMicros** tab.
2. In the **MyMicros URL** field, enter the name of the computer that is running the MICROS Portal Service and the URL. The entered URL must be secure (HTTPS).  
Example URL: <https://exampleservername.examplesubdomain.example.com:443>
3. Select the organization ID from the **Organization ID** drop-down menu if you installed Symphony First Edition with a blank database or if you need to connect to an existing Reporting and Analytics deployment.
4. Click **Save**.

## Enabling PMC Symphony Workstation Reports

After successfully installing Symphony First Edition version 1.8, in order to enable Property Management Console (PMC) reports to run from workstations, you must perform the following steps from the Enterprise Management Console (EMC):

1. Log into the EMC as a user with the correct privileges.
2. Click on the Enterprise level and then click **Languages**.
3. Click the **Miscellaneous** tab.

Beneath the PMC Reports MyMicros Settings section:

4. Select **Workstation Report** from the PMC **Role** drop down.
5. Select your language from the PMC **Language** drop down.
6. Select the time zone from the PMC **Time Zone** drop down.
7. Select the **Org Name and ID** from the PMC **Org Level** drop down.
8. Enter the authorizing user name in the PMC **User Name** field.
9. Enter the authorizing password in the PMC **Password** field.
10. Click **Save**.

# 7

## Uninstalling Simphony First Edition

### Uninstalling Simphony First Edition

The uninstall application only removes the Simphony First Edition application. If you want to remove Simphony First Edition completely from your servers, then you must to manually delete the Simphony First Edition database components from the database after uninstalling the application.

1. Run the Simphony First Edition version 1.8 installation application.
2. Click **Yes** to continue with the installation and click **Next**.
3. Select **Uninstall** and click **Next**.
4. Click **Install**.

# 8

## Troubleshooting

This section describes common problems you might encounter when installing Simphony First Edition, and explains how to solve them. For assistance on troubleshooting additional problems, review the install log file stored in the `<Drive letter>:\Users\Public\Public Documents\Micros\Simphony\Install` folder.

### Insufficient System Privileges

Insufficient System Privileges message appears when the prerequisite, Internet Information Services (IIS), has not been installed. See [Installing Internet Information Services \(IIS\)](#) for instructions on how to install IIS.

### Cannot Connect to the Database Server during the Simphony FE Installation

The Simphony First Edition installer may not connect to the database server due to the following reasons:

- Microsoft Windows Firewall is running.
- Simphony and SimphonyX instances are not running.

### Adding Simphony FE to the Microsoft Windows Firewall Exceptions

The Microsoft Windows Firewall, which is enabled by default on your operating system, may prevent the Simphony First Edition installer from connecting to the database server. You must set up an exception rule on your firewall setting for the Simphony First Edition server and the database server to continue with the installation.

If you are using a separate database server, then you must set up an incoming rule to allow connections from Simphony First Edition depending on your database platform using either the default port or the port you assign during the installation. By default, an Oracle Server uses port 1521 and a Microsoft SQL Server uses port 1433.

Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/library> for instructions on how to set up exception rules in Microsoft Windows Firewall.

## Making Sure That Simphony and SimphonyX Instances are Running

If you are installing Simphony First Edition with Oracle Database, you need to make sure that the Simphony and SimphonyX instances are running.

To display the status of the Simphony and SimphonyX instances, run the `lsnrctl STATUS` command from a command prompt on the database server.

## If Installations Fail

Installations may fail due to User Account Control (UAC) or due to anti-virus software.

### Setting the User Account Control (UAC)

Sometimes it may not be possible to install Simphony First Edition when the UAC is enabled. Based on your operating system, refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/library> for instructions on how to configure UAC settings.

1. Set the **User Account Control** settings to **Never Notify**.
2. When the Simphony First Edition installation has completed, you can restore the UAC settings to their original state.

### Configuring the Anti-Virus Software

If anti-virus software is running, disable the software temporarily during the Simphony First Edition installation.

Antivirus software can cause performance issues with Simphony First Edition if, each time you access any resource on the server, the antivirus software tries to open and scan the object. To prevent these issues, exclude the following files and directories from automatic antivirus scans and scan these directories only at scheduled times.

```
<Drive letter>:\windows\system32\inetsrv  
<Drive letter>:\inetpub  
<Drive letter>:\inetpub\temp\IIS Temporary Compressed Files  
Files with .ndf, .mdf, and .ldf extensions where Microsoft SQL Server is installed.  
Files with .dbf .log, and .dtl extension in the files in the <Drive>:\Oracle\ where Oracle Database is installed.  
If you are running anti-virus software on a cluster:  
Q:\(Quorum drive)  
<Drive letter>:\Windows\Cluster
```

## Cannot Log In to the EMC

If you see the following error when attempting to log in to the EMC, try enabling the Named Pipes and TCP/IP network protocols.

**Client Exception: SendSyncRequest returned with error code: RC\_COMM\_ERROR**

See the Enabling Named Pipes and TCP/IP section for more information.

If this does not resolve the issue, contact [My Oracle Support](#) for assistance.

# References

## List of Services

You can install the following services by running the Simphony First Edition installer:

**Table 1 - List of Services**

Option	Description
Core Services	Select this option to enable the Simphony First Edition application services: EMS Service, Data transfer Service, Sequencer Service, and Labor Posting Service.
Enterprise Maintenance Service (EMS) Batch Service	The EMS Batch Service processes changes sent from the mymicros EMS and enables users to remotely update POS configuration at multiple stores (possibly running on different POS systems) simultaneously.
New DTS (Data Transfer Service)	The NewDTS moves configuration data from the On Line Transaction Processing (OLTP) databases to the On Line Analytical Processing (OLAP) databases.
Sequencer Service	Sequencer service launches Autosequences at configured times. Required for automatic Start of Day (SOD) to run.
Labor Posting Service	Labor posting service posts employee time card punches to Reporting and Analytics.

## List of Database Configuration Fields

**Table 2 - List of Database Configuration Fields**

Field	Description
Database Source	If you want to install on a sample database, select <b>Sample Database</b> . If you have loaded an existing database to the database application, select <b>Existing Database</b> . If you want to install on a blank database, select <b>Blank Database</b> .
Server Name	Enter the name of the computer where the database application is installed.

Field	Description
	To install Simphony First Edition on a named instance of Microsoft SQL server, enter the Server Name as <i>ServerName\InstanceName</i> .
Service Name	If you are using an Oracle Database, enter a service name on which to install the Simphony First Edition database.
Sys DBA Name	Enter the username of an existing system administrator. If you want to create a new system administrator, you must enter a strong system administrator username and select <b>Create</b> .
Sys DBA Password	Enter the password of an existing system administrator. If you want to create a new system administrator, you must enter a strong system administrator password and select <b>Create</b> .
Confirm Password	Reenter the system administrator password.
Create	If you select <b>Create</b> , and there are no system administrators with the given username, a new user is created.
Database Name	If you are using a Microsoft SQL database, enter a name for the database.
User Name	Enter a strong username for the database.
Password	Enter a strong password for the user defined in the User Name field to use to connect to the database.