Oracle® MICROS Simphony First Edition

Transaction Services Guide

Release 1.8.x and Later

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Oracle MICROS Simphony First Edition Transaction Services Guide, Release 1.8.x and Later

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Contents

Preface

This document describes how to install and configure Transaction Services for use with Oracle MICROS Simphony First Edition version 1.8.x or later.

Audience

This document is intended for administrators and end users of Simphony First Edition version 1.8.x or later.

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

See the *Oracle Hospitality Simphony First Edition Transaction Services Overview and Troubleshooting* document for additional information about Transaction Services.

Revision History

Date	Description of Change
January 2019	Initial publication.
November 2019	Updated release number on title page.
January 2020	Updated the product name on the title page.
November 2020	Updated the product version numbers.

1

Transaction Services

Understanding Transaction Services

Transaction Services is a web service that allows Simphony First Edition to interface with third-party applications (for example, hotel self-service kiosks or room service devices, menu boards, and enterprise online ordering). Transaction Services is commonly installed in stadiums that use self-ordering devices. Guests can place orders using a third-party application that interfaces with a Transaction Services client. The client then sends the guest checks to Simphony First Edition.

Configuring the Transaction Services Workstation Client

You can configure Transaction Services to run on the same hardware device as a Simphony First Edition POS client. Kiosks are usually configured as Transaction Services clients.

Obtain the following information before you begin the configuration:

* Transaction Services workstation name
* Number of revenue centers using Transaction Services

To configure Simphony First Edition:

1. Select the property, and then click **Workstations**.
2. Click the **Insert Record** button to add a client.
3. Enter the workstation name.
4. From the **Type** drop-down list, select **4 - POSAPI Client**.
5. In the **Address / Host Name** field, enter the machine where Transaction Services is installed.
6. Click the **Transactions** tab.
7. Enter the minimum and maximum offline check numbers to use.
8. From the **Default Order Type** drop-down list, select the order type that the Transaction Services workstation client uses.
9. Ensure that the **Cash Drawer Settings** show **0** (zero) and **None**.
10. Click the **Order Devices** tab.
11. Select all order devices that use the Transaction Services client for the revenue center shown in the list. If multiple revenue centers use Transaction Services, select the appropriate order devices for each revenue center.
12. Click the **Printers** tab.
13. Select the printer to use for each print job.
14. Click the **Revenue Centers** tab.
15. Select the revenue centers in which this instance of Transaction Services operates.
16. Click the **Devices** tab, and then ensure that no peripheral devices appear.
17. Click **Save**.
18. Repeat Steps 1 through 17 for each Transaction Services workstation client.

Configuring the Transaction Services Default Employee

Transactions that are created and altered by the Transaction Services client must be associated with a default transaction employee in Simphony First Edition. You need to create an employee record that is not associated with a member of the staff, and is solely used for the Transaction Services client to post records to Simphony First Edition.

1. Select the property, and then click **Employee Maintenance**.
2. Click the **Insert** record icon to add an employee.
3. From the **Add Employee** dialog box, select **Add Employee Record From Template**.
4. If you previously created employees, click **Employee to Copy**, and then select an existing employee to copy.
5. Enter the first name and the last name of the employee.
6. Assign the employee with an operator record in the revenue center in which Transaction Services operates. Take note of the employee record number.
7. Select the **Property** and the **Revenue Center**, and then click **OK**.
8. Click **Save**.

Configuring the Transaction Services Revenue Center

1. Select the revenue center, and then select **RVC Parameters**.
2. Click the **Posting and Control** tab.
3. Select option **23 – Allow Pickup/Creation of Unassigned Checks**. This allows the revenue center to make checks available to all employees who have the Employee Class option to pick up unassigned checks. An unassigned check begins in the system without an employee owner (for example, a guest using a kiosk).
4. Click **Save**.

Authorizing Installation

1. Select the property, and then select **Property Parameters**.
2. Click the **Workstations** tab.
3. Take note of the **Install User Security Username** and **Password**.

Installing Transaction Services

Installing Prerequisites

You must install the follow prerequisite programs before installing Transaction Services:

- Microsoft .NET Framework 4.6.2

- Visual Studio 2017 C++ redistributable x86

- Microsoft Internet Information Services (IIS) 7.0

- Microsoft Web Service Extensions (WSE) 2.0 Service Pack 3 (SP3)

Obtain the following items and information before you begin the installation:

- Simphony First Edition version 1.8 installation media

- Website and unique port configuration

- Number of revenue centers using Transaction Services (if multiple)

If a previous version of Transaction Services is installed (earlier than version 1.8), you must manually uninstall it before installing version 1.8. See Uninstalling Transaction Services for instructions.

Transaction Services Installation

You must install Transaction Services on a workstation or computer running one of the following operating systems.

- Microsoft Windows Server 2016 64-bit

- Microsoft Windows Server 2012 64-bit

- Microsoft Windows Server 2008 R2 64-bit

- Microsoft Windows 7 64-bit

- Microsoft Windows Embedded 8.1 32-bit

- Microsoft Windows 10 64-bit

- Microsoft Windows POSReady 7

Oracle MICROS Food and Beverage recommends deploying the latest Simphony First Edition hot fix or upgrade to the latest 1.8.x patch release to obtain the latest **TSWebServiceSetup.exe** setup file.

1. Open the Simphony First Edition version 1.8 installation media, and then navigate to the **TSSetup** folder.

2. Double-click **TSWebServiceSetup.exe** to begin the installation.

3. Follow the InstallShield Wizard prompts by selecting and entering the appropriate information, and clicking **Next**.

Table 1-1 Transaction Web Service Configuration Fields

Field	Description
EGateway URL	This is the EGateway address for Simphony First Edition using Transaction Services. Note that 1.8.x EGateway communicate with https. For example https://<hostname>:443/EGateway/EGateway.asmx
Workstation IDs Instances	Enter the Transaction Services workstation client ID for each property.
TS Port NOs Instances	Enter a unique port number for each Transaction Services website instance that you want to create on this machine. Simphony First Edition Transaction Services uses these configuration values when creating the websites and application pools in Microsoft IIS. Each instance of Transaction Services can support up to eight revenue centers, which are configured through the EMC. To add additional instances on the same machine, you must uninstall and then reinstall Transaction Services.
Transaction Employee Object Number	This value must match the employee record number noted in the Configuring the Transaction Services Default Employee section.
Tender Media Object Number	This is the tender media record number that the application uses to service total a check.

4. Click **Finish** when the wizard setup is complete.

Verifying the Transaction Services Installation

Verify the success of Transaction Services installation using one of the following methods:

• Web browser

Open a web browser and enter the following web address:
`http://localhost:[port`[1]`]/tswebservice/tswebservice_1_0.asmx`.
If Transaction Services installed successfully, the TSWebService_1_0 web service page appears after initialization is complete.

The initialization operation may take several minutes depending on the number of revenue centers configured. This is because the Transaction Services workstation client downloads each of the revenue center databases during the installation process.

• Windows Explorer

Open Windows Explorer and navigate to `C:\inetpub\wwwroot\`. The presence of TSWebService folders indicates that Transaction Services is successfully installed. The installation program created a TSWebService folder for each revenue center (instance) configured to run Transaction Services.

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[1] Use the port number you entered during the installation.

Upgrading Transaction Services

You cannot upgrade the Transaction Services version. The Modify and Repair functions are disabled in this version. You must uninstall and then reinstall Transaction Services.

Uninstalling Transaction Services

You can uninstall Transaction Services from either the **Control Panel** or through the installation wizard.

Uninstall From Control Panel

1. Open **Control Panel**.
2. Select **Programs and Features**.
3. Right-click **Transaction Services** or **Simphony First Edition Transaction Services** (depending on the version), and then select **Uninstall**.

Uninstall Through Transaction Services InstallShield Wizard

1. Open the Simphony First Edition version 1.8 installation media and navigate to the **TSSetup** folder.
2. Double-click **TSWebServiceSetup.exe**.
3. On the InstallShield Wizard Program Maintenance dialog, select **Remove**, and then click **Next**.
4. Click **Remove** on the **Remove the Program** dialog.

Using Transaction Services

Usage Example

The following sequence of actions and events occurs when a guest uses a Transaction Services client (for example, a point-of-sale kiosk) to place an order.

1. The guest orders items and quantities at the kiosk.
2. The guest pays with one of the following options:

- Pay at kiosk with cash or credit card. The guest must pay in full with one payment tender (not with multiple or partial tenders).

- The guest check is left open and the guest pays at a cashier workstation or to the room service delivery staff.

3. The vendor application installed at the kiosk captures the order and check information.
4. The Transaction Services client sends the guest check information to Simphony First Edition enterprise.
5. The employee cashier picks up the open guest check at the workstation and finalizes the payment tender.
6. Simphony First Edition posts the paid guest check and prints the receipt.