

# Oracle<sup>®</sup> MICROS Inventory Management Mobile Solutions Installation and Configuration Guide



Release 9.1  
E97800-16  
August 2023



Copyright © 2000, 2023, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

## Preface

---

## 1 Introduction

---

Minimum System Requirements	1-1
Software Components Overview	1-1
Installation Overview	1-2

## 2 Configuring Microsoft Windows on the Oracle MICROS Tablet 700 Series

---

Prerequisites	2-1
Configuring the Tablet	2-1
Enable Tablet Mode	2-1
Disable Screen Auto Rotation	2-2
Change Display Zoom	2-2

## 3 Installing the Software

---

Configuring the Mobile Web Service in On-Premises Deployments	3-1
Determining Web Service URLs for Oracle Cloud-Hosted Deployments	3-1
Installing and Configuring Inventory Management Bar Code Printing	3-2
Set File Permissions	3-3
Install a Printer	3-3
Install the Epson OPOS Print Driver	3-3
Install Bixolon SRP-S300 Printer	3-7
Log in to Inventory Management Bar Code Printing	3-8
Print a Label	3-8
Configuring Inventory Management for Use with Mobile Solutions	3-9
Enable User Rights	3-9
Configure Devices in Inventory Management	3-10
Installing and Configuring the Mobile Solutions Application on the Tablet 700 Series	3-10
Configuring the Device	3-11

## 4 Uninstalling the Software

---

Unlocking Documents with Mobile Device Management

4-1

## 5 Error Reporting

---

# Preface

This document describes the features and changes included in this Oracle MICROS Enterprise Back Office release, which is comprised of:

- Reporting and Analytics
- Forecasting and Budget
- Gift and Loyalty
- Inventory Management
- Labor Management

## **Purpose**

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Review Enterprise Back Office's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

## **Audience**

This document is for all Enterprise Back Office users.

## **Important Information**

The Release Notes and product documentation describe the features and functionality in the Advanced Cloud Services version of Oracle MICROS Reporting and Analytics and Oracle MICROS Gift and Loyalty. If you purchased the Standard versions, you may not have access to some of the described features and functionality.

## **Customer Support**

To contact Oracle Customer Support, access the Support Portal at the following URL:

<https://iccp.custhelp.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
- Screenshots of each step you take

## Documentation

Oracle MICROS product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/food-beverage/>.

## Revision History

Date	Description of Change
August 2018	Initial publication.
August 2018	Added software compatibility information.
October 2018	Miscellaneous fixes and improvements.
January 2019	Added Microsoft Windows 10 support in the Mobile Solutions 2010 Client installation section.
March 2019	Improved POS printer installation instructions.
November 2020	General updates.
July 2021	Updated Determining Web Service URLs for Oracle Cloud-Hosted Deployments section.
March 2022	Added Install Bixolon SRP-S300 Printer
October 2022	<ul style="list-style-type: none"> <li>• Updated Installing and Configuring Inventory Management Bar Code Printing</li> <li>• Updated Set File Permissions</li> <li>• Updated Log in to Inventory Management Bar Code Printing</li> <li>• Updated Print a Label</li> </ul>
August 2023	Updated guide title.

# 1

## Introduction

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

### Minimum System Requirements

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

### Software Components Overview

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

 **Note:**

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

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

# Installation Overview

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

- [Configuring Microsoft Windows on the Oracle MICROS Tablet 700 Series](#)
- [Configuring the Mobile Web Service in On-Premises Deployments](#)
- [Installing and Configuring Inventory Management Bar Code Printing](#)
- [Configuring Inventory Management for Use with Mobile Solutions](#)
- [Installing and Configuring the Mobile Solutions Application on the Tablet 700 Series](#)



# 2

## Configuring Microsoft Windows on the Oracle MICROS Tablet 700 Series

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

 **Note:**

Oracle MICROS Tablet 700 Series devices are pre-configured to work in most environments. Contact [Oracle Customer Support](#) if you experience issues running Inventory Management Mobile Solutions.

### Prerequisites

To run the Inventory Management Bar Code Printing 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.

- 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 Symphony or RES 3700 on the Oracle MICROS Tablet 700 Series, you may need to disable Microsoft Windows tablet mode.

## Disable Screen Auto Rotation

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

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

## Change Display Zoom

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

# 3

## Installing the Software

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

### Configuring the Mobile Web Service in On-Premises Deployments

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



**Note:**

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

### Determining Web Service URLs for Oracle Cloud-Hosted Deployments

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

If your Reporting and Analytics URL is	Your Web Service URL will be
www.mymicros.net	https://inventory.mymicros.net/ MobileSolutionWebService/
www2.mymicros.net	https://inventory2.mymicros.net/ MobileSolutionWebService/
www3.mymicros.net	https://inventory3.mymicros.net/ MobileSolutionWebService/
www4.mymicros.net	https://p4inventory.mymicros.net/ MobileSolutionWebService/
www5.mymicros.net	https://p5inv.mymicros.net/ MobileSolutionWebService/
www6.mymicros.net	https://p6inv.mymicros.net/ MobileSolutionWebService/
www7.mymicros.net	https://p7inv.mymicros.net/ MobileSolutionWebService/

If your Reporting and Analytics URL is	Your Web Service URL will be
us801-ohra-prod.hospitality.oracleindustry.com	https://us801-ohim-prod.hospitality.oracleindustry.com/MobileSolutionWebService/
mtu01-ohra-prod.hospitality.oracleindustry.com	https://mtu01-ohim-prod.hospitality.oracleindustry.com/MobileSolutionWebService/
https://www.mymicroseu	https://myinventory.mymicroseu.net/MobileSolutionWebService/
https://www.mymicros2.eu	https://myinventory.mymicroseu2.net/MobileSolutionWebService/
https://www.mymicros3.eu	https://eu03-ohim.oracleindustry.com/mobilewebservice/
https://euf04-ohra-prod.hospitality.oracleindustry.com/	https://euf04-ohim-prod.hospitality.oracleindustry.com/MobileSolutionWebService/
www.mymicrosla.net	https://myinventory.mymicrosla.net/MobileWebService/
www2.mymicrosla.net	https://myinventory2.mymicrosla.net/MobileWebService/
https://www.mymicrosap.net/	https://myinventory.mymicrosap.net/MobileWebService/

## Installing and Configuring Inventory Management Bar Code Printing

### Note:

Inventory Management Bar Code Printing is a PC-based application for configuring and printing barcodes. Inventory Management Bar Code Printing supports the following operating systems:

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

**Install Inventory Management Bar Code Printing on a local client PC. Do not attempt to install Inventory Management Bar Code Printing on Oracle MICROS Tablet 700 Series devices.**

 **Note:**

You can skip installation of Inventory Management Bar Code Printing if you don't need to print barcode labels. Inventory Management Bar Code Printing currently supports the Epson TM-L60II and Epson TM-L90P printers.

1. Extract the installation files to a temporary location on your on-site Inventory Management server, run **MobileSolutionClientSetup.msi**, and then click **Next**.  
Extract the files from:
  - 211022\_HIM\_MSCClient\_9.10.33.1588.zip if you are using Reporting and Analytics release 9.1 or earlier.
  - 211022\_HIM\_MSCClient\_RNA2\_9.10.33.1588.zip if you are using Reporting and Analytics release 20.1 or later.
2. Note the suggested installation path, and then click **Next**.
3. On the Confirm Installation dialog box, click **Next** to begin the installation.
4. Click **Close** to exit the installation.

## Set File Permissions

1. Navigate to the suggested installation path of Inventory Management Bar Code Printing. C:\Program Files (x86)\Oracle MICROS\ Oracle MICROS Inventory Management Bar Code Printing.
2. Set the permission full control to **Allow** for the logged in user.

 **Note:**

If you do not set permissions, the user will receive a permissions error when trying to log into Inventory Management Bar Code Printing.

## Install a Printer

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

## Install the Epson OPOS Print Driver

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

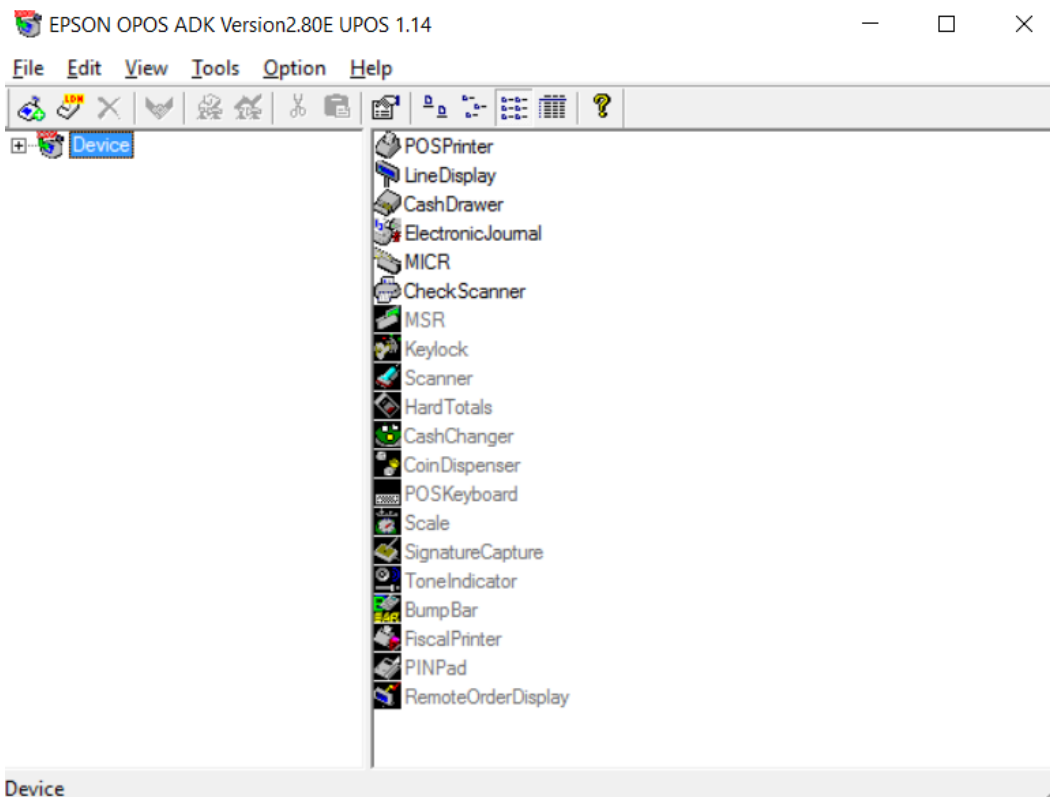
1. Connect the printer to the PC via USB.

 **Note:**

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

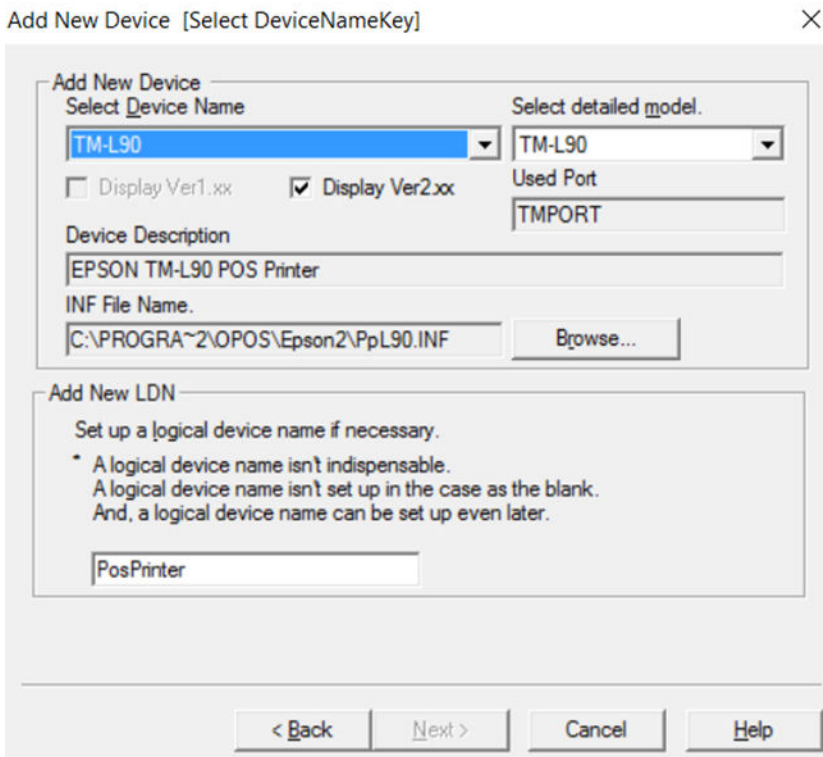
2. Go to [https://epson.com/Support/Point-of-Sale/Thermal-Label-Printers/Epson-TM-L90-Plus/s/SPT\\_C31C412602](https://epson.com/Support/Point-of-Sale/Thermal-Label-Printers/Epson-TM-L90-Plus/s/SPT_C31C412602) and download the **OPOS ADK v2.80e R2** driver to a temp folder.
3. Run `c:\Temp\OPOSADK\ADK280ER2\Disk1\Setup.exe` to install the software.
  - a. Click **Next**.
  - b. Accept the terms of the license agreement, and then click **Next**.
  - c. Use the default **No Registry file**, and then click **Next**.
  - d. Select **User**, and then click **Next**.
  - e. Click **Next**.
  - f. Select the port(s) that will be used for the printer (**USB port**), and then click **Next**.
  - g. Click **Finish**.
4. The EPSON OPOS print utility opens automatically. If the EPSON OPOS print utility does not open automatically, navigate to `c:\Program Files (x86)\OPOS\Epson2\SetupPOS.exe`. Do not run the .exe at this time.
5. In a separate window, run `c:\Program Files (x86)\OPOS\Epson2\TMUSB\Setup.exe` to install the TMUSB driver.
  - a. Click **Next**.
  - b. Select **I accept the SLA**, and then click **Next**.
  - c. Click **Finish**.

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

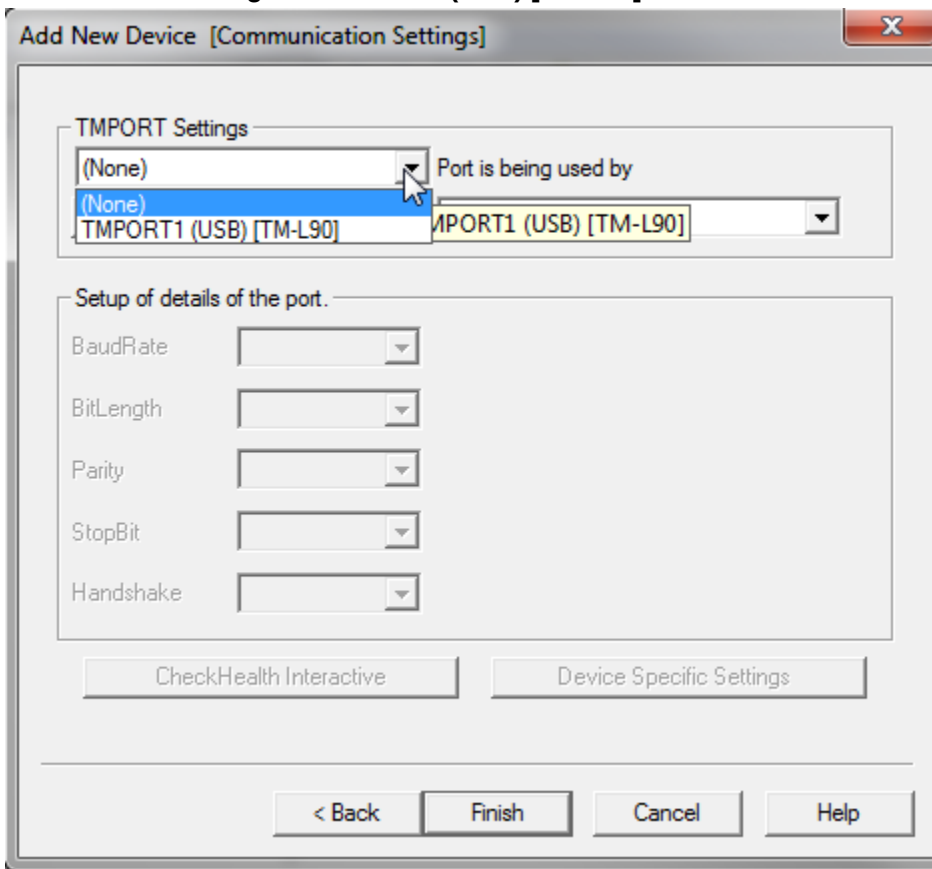


7. Right-click the Device.
8. Add New Device.
9. Highlight **POSPrinter**, and then click **Next**.
10. Set Device Name as TM-L90.

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



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





13. Click **Finish**.
14. Reboot the computer and printer. You can now log in and print a label.

## Install Bixolon SRP-S300 Printer

You must have Microsoft .NET Framework 2.0 to install this printer.

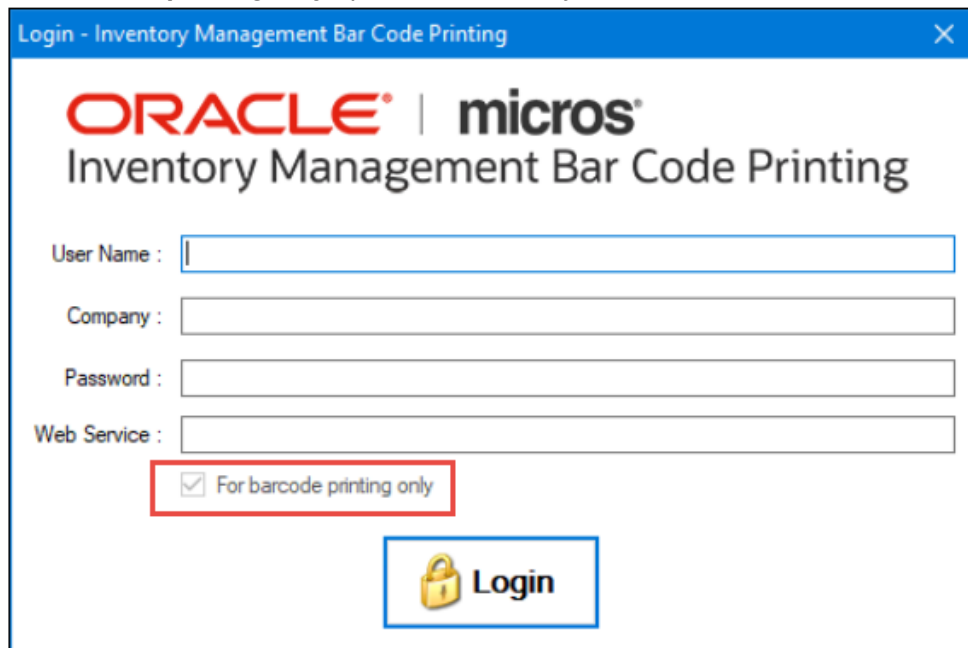
Do not define POS printers as Windows printers, they must not be visible in the control panel/printers.

1. Install Microsoft POS for .NET:
  - a. Download and install PosForDotNet-1.14.1
  - b. Click **Next** to start the installation.
  - c. Accept the terms of the license agreement, and then click **Next**.
  - d. Select your preference for the customer experience improvement program and then click **Next**.
  - e. Confirm the destination folder and then click **Next**.
  - f. Click **Install**.
  - g. Click **Finish**.
2. Install Bixolon OPOS Driver V5.x:
  - a. Connect the printer and ensure that the paper/label roll is inserted.
  - b. Download and install BIXOLON\_OPOS\_Driver\_Setup\_EN\_V5.0.9
  - c. Click **Next**.
  - d. Accept the software license agreement and then click **Next**.
  - e. Select **Complete** and then click **Next**.
3. Configure devices.
  - a. Start the Bixolon OPOS Setup Utility.
  - b. Select the printer and then click **Modify Device**.
  - c. Check the settings and confirm that the **Logical Device Name (LDN)** field shows the Bixolon printer and that the selected interface is set to **USB**.
  - d. Click **Check Health**.
  - e. Click **Print** to initiate the test print.
  - f. Click **Exit** to return to the previous screen.
  - g. Click **OK**.
  - h. Click **OK** to close the message box.
  - i. Click **Exit** to close the setup application.
  - j. The printer now can be used in the Inventory Management bar code printing.

## Log in to Inventory Management Bar Code Printing

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

1. Start Inventory Management Bar Code Printing, and then enter the **User Name**, **Company** short name in capital letters, **Password**, and **Web Service** URL. The **For barcode printing only** option is selected by default.



The screenshot shows a login window titled "Login - Inventory Management Bar Code Printing". At the top, it displays the "ORACLE | micros" logo and the text "Inventory Management Bar Code Printing". Below this, there are four input fields: "User Name", "Company", "Password", and "Web Service". A checkbox labeled "For barcode printing only" is checked and highlighted with a red box. At the bottom center, there is a "Login" button with a padlock icon.

2. Click **Login**.

## Print a Label

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

 **Note:**

The layout configuration can be changed in the **labelprint.default.ini** file located in the Mobile Solution Web Service in the `POSLayouts` folder. This is also where you will need to configure the label size. You must also change the file name from `labelprint.default.ini` to `labelprint.ini`. If this file is changed, you must click the **Reload Layout Defaults** button to refresh the label layout. Please contact your Oracle sales manager if changes are required. You may also see `labelprint.ini`. This file is used for Reload Layout Defaults.

2. Select your printer from the **Please select a POS Printer** drop-down list. The software supports Epson TM-L90P, Epson TM-L60II, and Bixolon SRP-S300 printers. Standard printers will not work.
3. Select **Item Group**, **Vendor**, and/or **Items**, and additional sorting criteria.
4. Click **Get VPI according to Filters** to retrieve the records.
5. Click **Print Barcode** to produce the label(s).

## Configuring Inventory Management for Use with Mobile Solutions

### Enable User Rights

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

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

 **Note:**

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

## Configure Devices in Inventory Management

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

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

The installation files for Mobile Solutions are provided as a compressed archive named 180831\_HIM\_MobileSolutionsSetup\_18.1.0.26.0000.zip or similar.

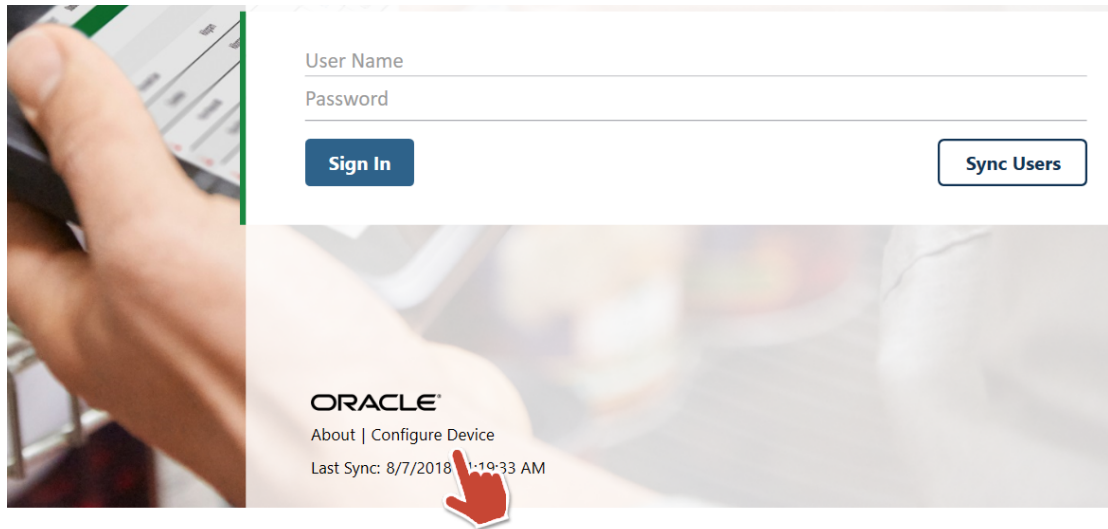
1. Extract the installation files to a temporary location on the tablet, run **Setup.exe**, and then tap **Next**.
2. Enter the **Web Service URL**.
3. Enter a company short name in the **Company** field, and then tap **Next**.
4. Verify the installation path, and then tap **Next**.
5. On the Ready to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



Oracle Hospitality Inventory Management Mobile Solutions

< Configure Device

Company

Example Company 1

\* Web Service URL

https://inventory2.mymicros.net/MobileSolutionWebService/

Test Connection

✓ Web service connection succeeded

Timeout Network Check (in seconds)

20

Allow Untrusted Certificates

Scanner Timeout (in seconds)

5

Save Cancel

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

## Configuring POS Applications for Use with Mobile Solutions

## Using Symphony with Mobile Solutions

 **Note:**

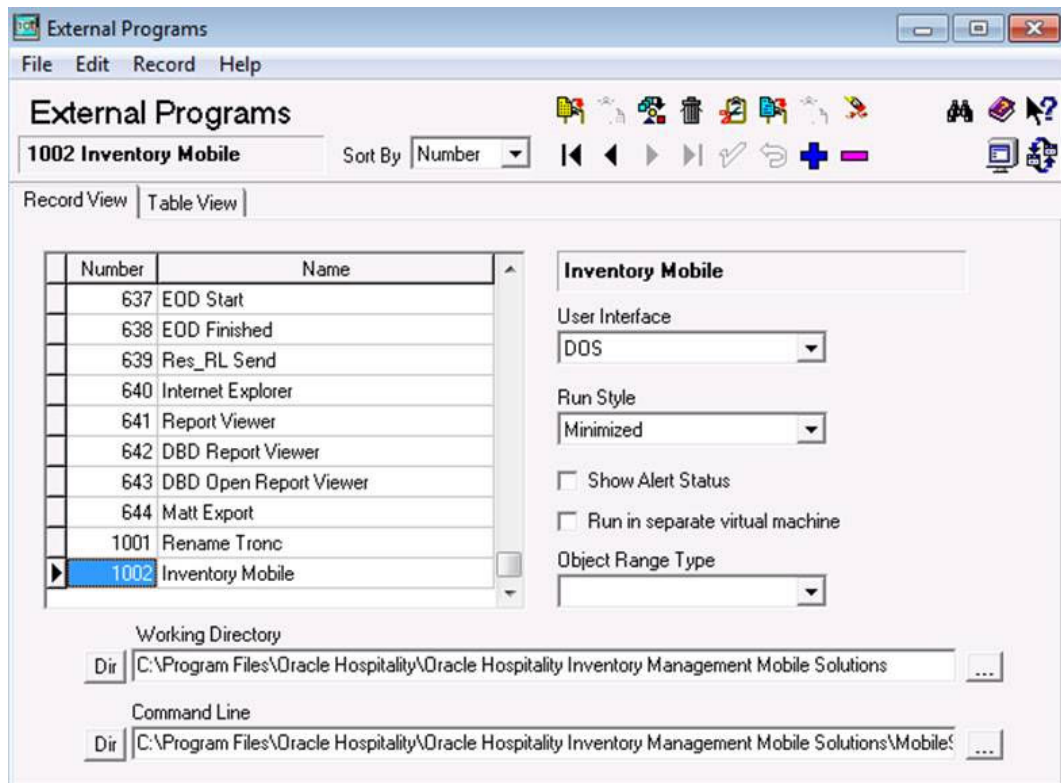
**Simphony and Mobile Solutions cannot run concurrently on Tablet 700 Series devices.** You must exit Simphony Ops before opening Mobile Solutions. Likewise, you must exit Mobile Solutions before opening Simphony Ops.

## Configuring RES 3700

 **Note:**


Depending on the location of the server hosting your Inventory Management system, Mobile Solutions may require access to the internet. Refer to the “Recommended Deployment Configurations” section in the *Oracle MICROS 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.



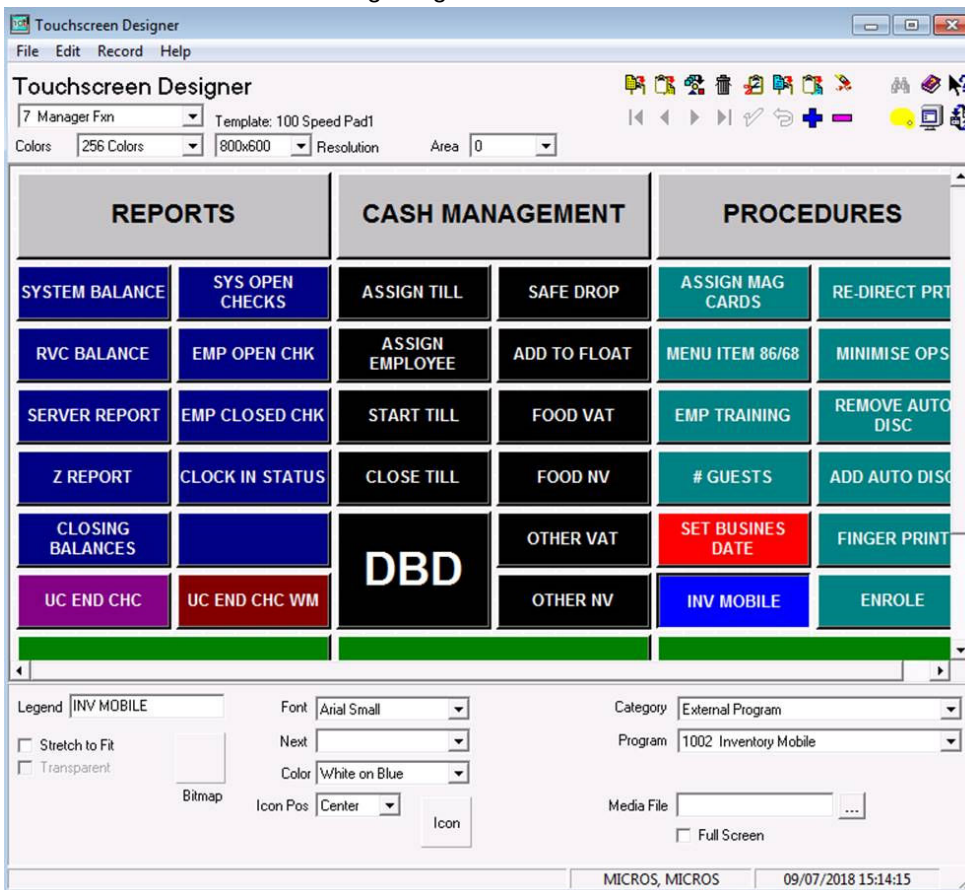
3. Select **DOS** from the **User Interface** drop-down list, and then select **Minimized** from the **Run Style** drop-down list.
4. In the **Working Directory** field, enter `C:\Program Files (x86)\ Oracle MICROS Inventory Management Mobile Solutions`

- In the **Command Line** field, enter C:\Program Files (x86)\ Oracle MICROS\ Oracle MICROS Inventory Management Mobile Solutions

 **Note:**

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

- Click the green check to save the changes.
- 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:



- Click the green check to save the changes.



# 4

## Uninstalling the Software

### Note:

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

To uninstall Mobile Solutions from the tablet:

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

## Unlocking Documents with Mobile Device Management

1. Open Inventory Management, click **Maintenance**, and then click **Mobile Device Management**.
2. In the list of devices, click a device name.

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

### Mobile Device Management

▶ Main Menu ▶ Overview ▶ Mobile Device Management

New | Save | Save As | Delete

Device Name: Dallas | Last Sync At: 7/10/2018 7:01:22 PM | Reset

Edit Mobile Device | **Documents on this Device**

✓	Name	Type	Date
<input type="checkbox"/>	INV1604-0076	Inventory	4/19/2016
<input type="checkbox"/>	INV1604-0071	Inventory	4/19/2016
<input type="checkbox"/>	INV1807-0005	Inventory	7/14/2018

Mark as not used on Mobile Device

4. Click **Save**.

# 5

## 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 MICROS Inventory Management Mobile Solutions

### 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.

Level	Date and Time	Source	Event ID	Task Category
Information	05.09.2017 10:35:22	Windows Error Reporting	1001	None
Error	05.09.2017 10:35:20	Application Error	1000	Application Crashing Events
Error	05.09.2017 10:35:20	.NET Runtime	1026	None

Event 1026, .NET Runtime

Application: MobileSolution.exe  
Framework Version: v4.0.30319  
Description: The process was terminated due to an unhandled exception.  
Exception Info: System.UnauthorizedAccessException  
at System.IO.\_Error.WinIOError(Int32, System.String)  
at System.IO.Directory.InternalCreateDirectory(System.String, System.Object, Boolean)  
at System.IO.Directory.InternalCreateDirectoryHelper(System.String, Boolean)  
at System.IO.Directory.CreateDirectory(System.String)  
at Mobile.Common.ApplicationLog.Initialize(System.String, System.String, System.String)  
at MobileSolutionWpfUI.ViewModels.LoginViewModel..ctor()  
Exception Info: System.Windows.Markup.XamlParseException  
at System.Windows.Markup.WpfXamlLoader.Load(System.Xaml.XamlReader, System.Xaml.IXamlObjectWriterFactory, Boolean, System.Object, System.Xaml.XamlObjectWriterSettings, System.Uri)  
at System.Windows.Markup.WpfXamlLoader.LoadBaml(System.Xaml.XamlReader, Boolean, System.Object, System.Xaml.Permissions.XamlAccessLevel, System.Uri)  
at System.Windows.Markup.XamlReader.LoadBaml(System.IO.Stream, System.Windows.Markup.ParserContext, System.Object, Boolean)  
at System.Windows.Application.LoadBamlStreamWithSyncInfo(System.IO.Stream, System.Windows.Markup.ParserContext)  
at MS.Internal.AppModel.AppModelKnownContentFactory.BamlConverter(System.IO.Stream, System.Uri, Boolean, Boolean, Boolean, Boolean, System.Windows.Markup.XamlReader ByRef)  
at MS.Internal.AppModel.MimeObjectFactory.GetObjectAndCloseStream(System.IO.Stream, MS.Internal.ContentType, System.Uri, Boolean, Boolean, Boolean, Boolean, System.Windows.Markup.XamlReader ByRef)  
at System.Windows.Navigation.NavigationService.GetObjectFromResponse(System.Net.WebRequest, System.Net.WebResponse, System.Uri, System.Object)  
at System.Windows.Navigation.NavigationService.DoNavigate(System.Uri, System.Windows.Navigation.NavigationMode, System.Object)  
at System.Windows.Navigation.NavigateQueueItem.Dispatch(System.Object)  
at System.Windows.Threading.ExceptionWrapper.InternalRealCall(System.Delegate, System.Object, Int32)  
at System.Windows.Threading.ExceptionWrapper.TryCatchWhen(System.Object, System.Delegate, System.Object, Int32, System.Delegate)  
at System.Windows.Threading.DispatcherOperation.InvokeImpl()  
at System.Windows.Threading.DispatcherOperation.InvokeInSecurityContext(System.Object)  
at System.Threading.ExecutionContext.RunInternal(System.Threading.ExecutionContext, System.Threading.ContextCallback, System.Object, Boolean)  
at System.Threading.ExecutionContext.Run(System.Threading.ExecutionContext, System.Threading.ContextCallback, System.Object, Boolean)