

microS[®] *MICROS Alert Manager* *Version 1.2* *ReadMe First*

General Information

About This Document

This ReadMe First is an introduction to the installation and configuration of the MICROS Alert Manager Version 1.2 product.

This document is divided into the following sections:

- ◆ Installation Instructions
- ◆ Configuration
- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Declarations

Warranties

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Introduction

The MICROS Alert Manager application is available for download from the *Member Services / Micros Products / Restaurant Operations Solutions* area on the MICROS Website. A username and password is required.

The Alert Manager application allows the user to alert specific employees or employee classes when certain conditions occur at the site. Alerts can be sent to Alert Manager Clients (Pocket PCs), JTECH pagers (e.g., server pagers, guest pagers) or to email addresses.

Alert Manager also offers the flexibility of creating your own alert. The MICROS Alert Manager Control Panel application is used to configure this feature. For more information on configuring your own alert, refer to the *MICROS Alert Manager Plugin Development Guide, MD0003-105*.

Installation Instructions

Requirements

The following is required for any server running Alert Manager Version 1.2:

- ◆ Microsoft.Net Framework V1.1 Service Pack 1 software. Application is available for download on the Microsoft Updates website:

<http://update.microsoft.com/windowsupdate/v6>

- ◆ Alert Manager supports RES Versions 3.2, or 4.0, or higher

Sentinel Driver Recommendations

Due to a security requirement, an upgrade to the system's Sentinel driver to V. 7.5.0 may be needed. The following table should be used to determine if the driver upgrade is needed for your site.

Within the table below, locate the row with your site's RES and Alert Manager version and note the Sentinel driver upgrade recommendation listed in the corresponding column.

RES Version	Alert Manager Version	Sentinel Driver Upgrade Recommendation
V. 3.2	None	No Sentinel upgrade needed; the Sentinel driver in RES V. 3.2 has no known security vulnerability
V. 3.2	V. 1.0–1.1	Yes, a Sentinel driver upgrade to V. 7.5.0 is needed
V. 4.0–4.5	None	Yes, a Sentinel driver upgrade to V. 7.5.0 is needed

RES Version	Alert Manager Version	Sentinel Driver Upgrade Recommendation
V. 4.0–4.5	V. 1.0–1.1	Yes, a Sentinel driver upgrade to V. 7.5.0 is needed
V. 4.6 or greater	N/A	No Sentinel driver upgrade is needed; a RES V. 4.6 prerequisite already includes the V. 7.5.0 Sentinel Driver

Please see the *MICROS RES Sentinel Driver 7.5.0, MD0003-146* document for specific Sentinel driver installation instructions.

Installation

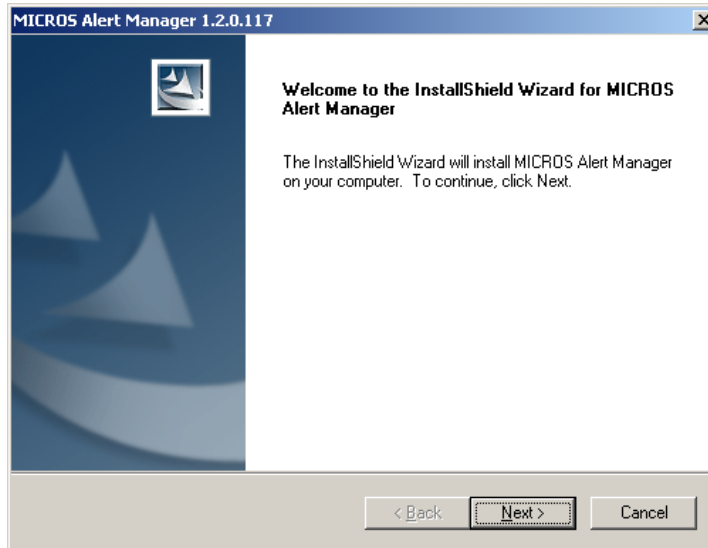
Installation instructions are divided into the following sections:

- ♦ **Installing for the First Time** - Use only if Alert Manager has never been installed on the system before.
- ♦ **Upgrading from a Previous Version** - Use if a previous version of Alert Manager is already installed on the system.

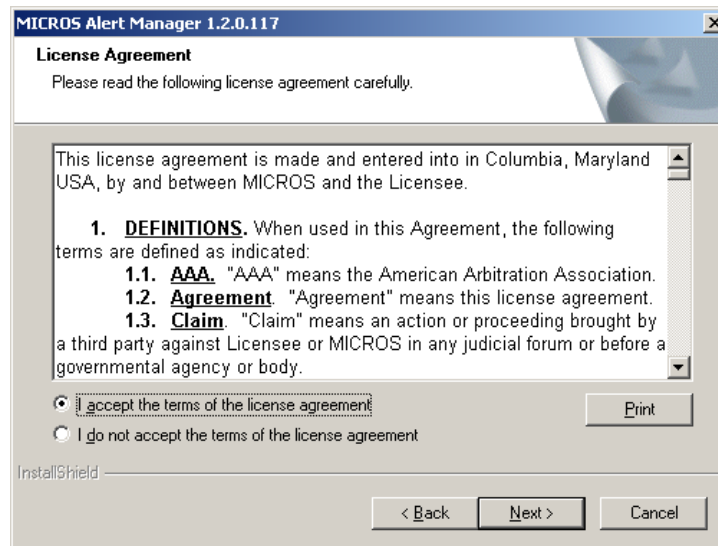
Installing for the First Time

1. Download the **MICROSAertManager1.2.exe** file from the MICROS website. A username and password is required.
2. Copy the file to a temporary directory.
3. Double-click on the **MICROSAertManager1.2.exe** to launch the MICROS Alert Manager installation.

4. Click [**Next**] from the *Welcome* screen.

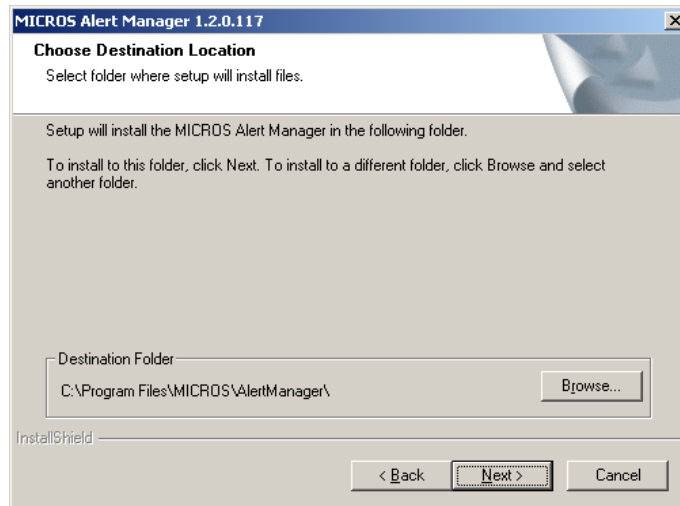


5. Select **I accept the terms of the license agreement** and click [**Next**].



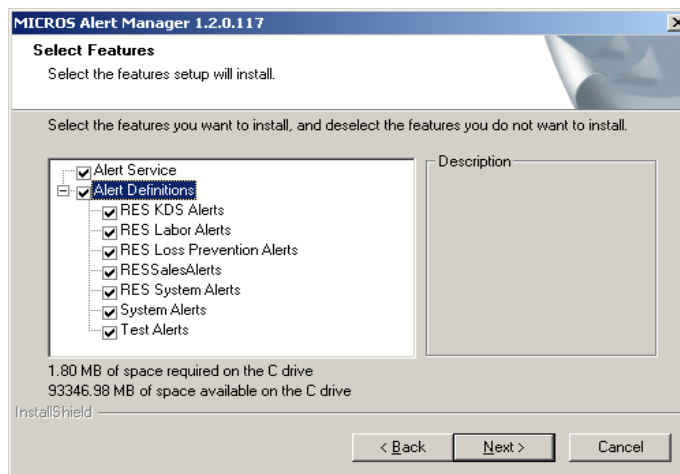
- By default, the installation files will be saved in the *Program Files\MICROS\AlertManager* folder unless otherwise indicated.

To install the files to the default folder click **[Next]** in the *Choose Destination Location* screen. To change the default directory, click **[Browse]** and select a folder. All future upgrades will automatically be sent to this folder.



- The system will automatically check to see if RES is installed. If RES is not installed on the system, skip to step 8.

If RES is installed, the system will display a list of available alert definitions.



Use the check boxes to indicate which alerts (e.g., RES KDS Alerts) should be installed. Click [**Next**].

8. Select [**Install**] to begin installing the MICROS Alert Manager software.
9. Click [**Finish**]. If you are prompted to restart the computer, select **Yes, I want to restart my computer now** and then click [**Finish**].

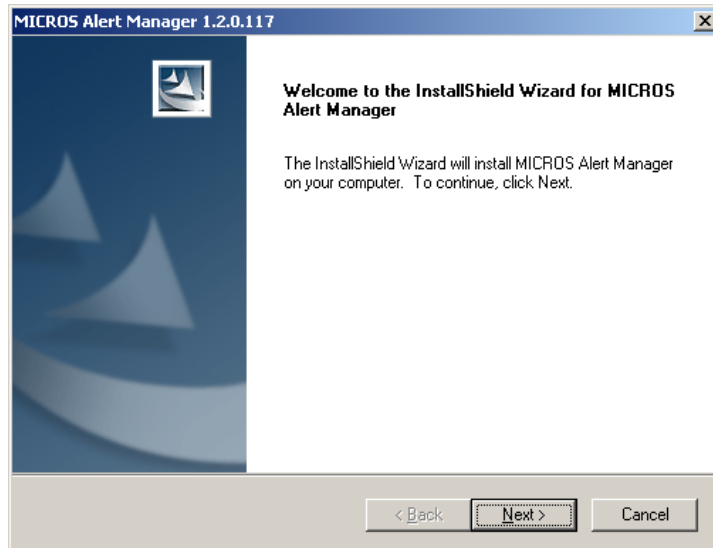
***Note** If you choose not to restart, the POS may be in Grace Period and the MICROS Alert Manager may be in Demo Mode.*

Upgrading From a Previous Version

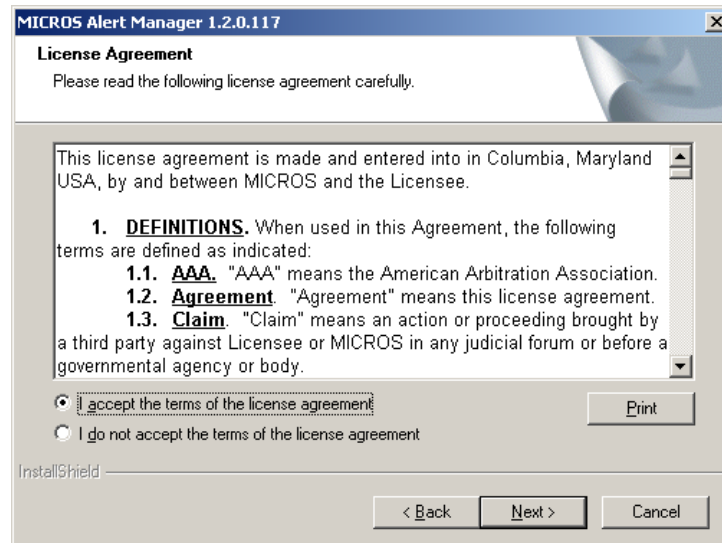
1. Download the **MicrosAlertManager.zip** file from the MICROS website. A username and password is required:

http://members.micros.com/members/product_support/micros_products/ros/corporate/micros_alert_manager.asp
2. Extract the files in the **MicrosAlertManager.zip** file to a temporary directory.
3. Double-click on **Setup.exe** to launch the MICROS Alert Manager installation.

4. Click [**Next**] from the *Welcome* screen.

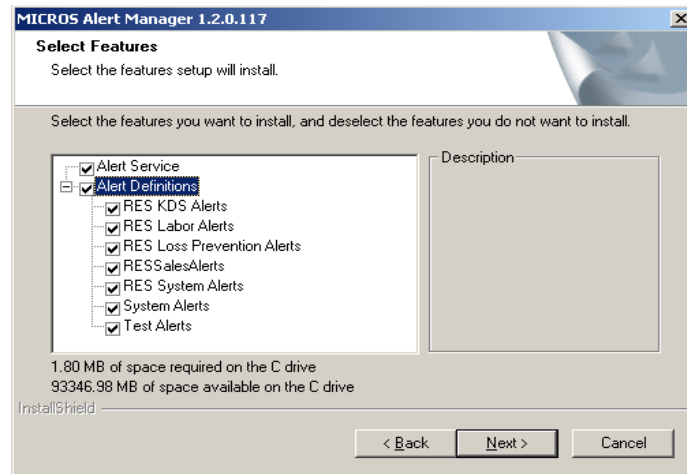


5. Select **I accept the terms of the license agreement** and click [**Next**].



- The system will automatically check to see if RES is installed. If RES is not installed on the system, skip to step 7.

If RES is installed, the system will display a list of available alert definitions.



Use the check boxes to indicate which alerts (e.g., RES KDS Alerts) should be installed. If a previous version of an alert is already installed on the system, that box will be automatically checked and the alert will be updated.

Deselecting an alert that has already been installed will keep the alert from being upgraded. When finished click [**Next**].

- Click [**Finish**]. If you are prompted to restart the computer, select **Yes I want to restart my computer now** and then click [**Finish**].

Note *If you choose not to restart, the POS may be in Grace Period and the MICROS Alert Manager may be in Demo Mode.*

Configuration

This section describes how to configure the MICROS Alert Manager Version 1.2.

Start Alert Manager

To start the MICROS Alert Manager Service:

1. Go to the *Start / Programs / MICROS Applications / MICROS Alert Manager Control Panel*.
2. Select the *Server Settings* tab, click the **[Start Service]** button.

Note *The MICROS Alert Manager Service can also be started from Windows Control Panel / Administrative Tools / Services / MICROS Alert Manager.*

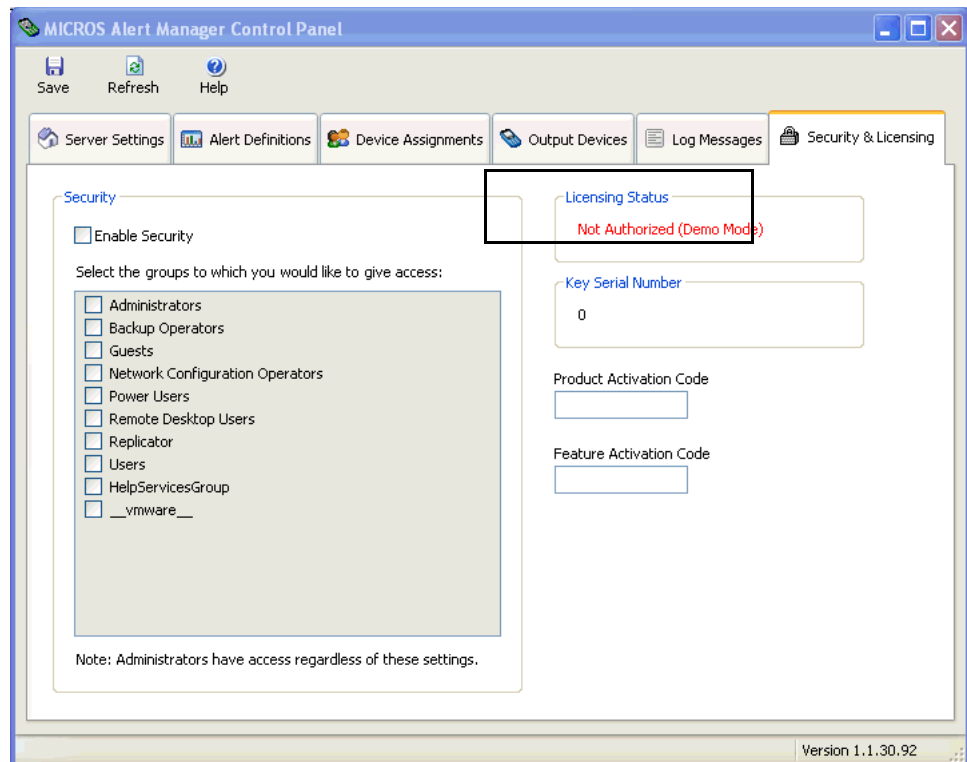
3. Enter the number of days to keep the Alert Manager Service log information. The default is 7 days. A daily service log is located in the *MICROS\AlertManager\LogFiles* directory.
4. Select the **Log Debug Messages** option, if necessary. This option should only be used for troubleshooting purposes.
5. If desired, configure the Communication Ports. Enter the appropriate values in the **Web Services**, **SIM Traffic** and **.NET Remoting** fields. You must restart Alert Manager for these changes to take effect.
6. Click **Save**.

Defining Security and Licensing

If you do not have a product license Alert Manager will be in demo mode. This mode allows the site to send a maximum of 10 alerts.

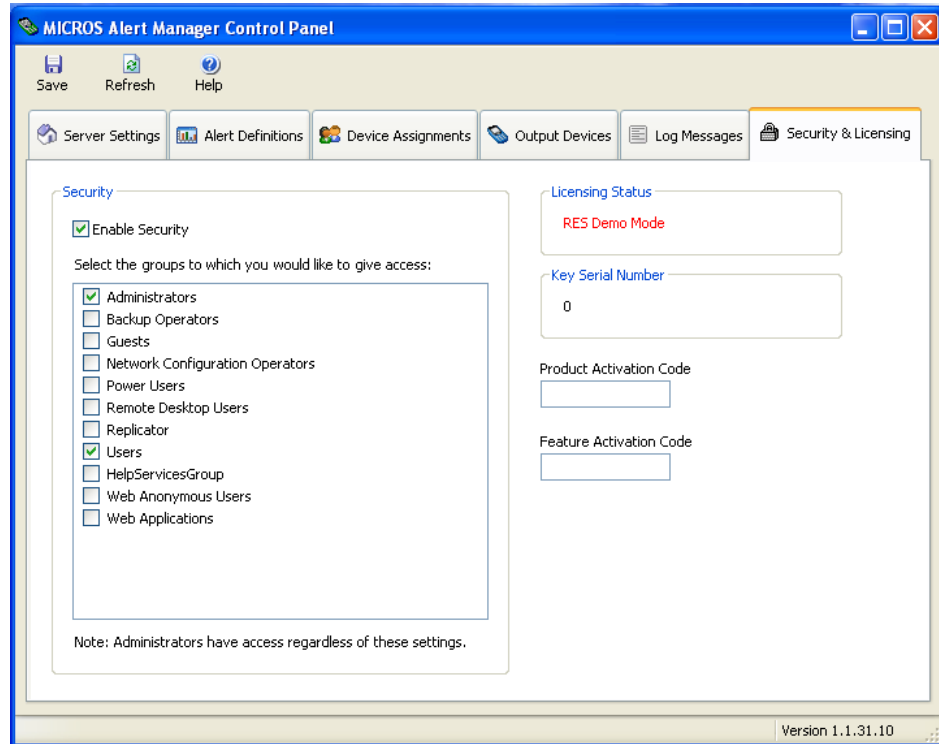
If RES is running on the system and is in demo mode, then Alert Manager will also run in demo mode. This will occur even if the licensing information is entered.

If you are in demo mode a message will appear on the *Security and Licensing* tab in the **Licensing Status** box.



Follow these steps to configure security and licensing:

1. Select the *Security & Licensing* tab from the MICROS Alert Manager Control Panel.



2. Click the **Enable Security** option.
3. Select the Windows security groups that should have access to the Alert Manager Control Panel.
4. Enter the **Product Activation Code** (this code is not required if using MAL).
5. Enter the **Feature Activation Code** (this code is not required if using MAL).
6. Click **Save**.

Configure Output Devices

Alerts can be sent to the following devices:

- ◆ Alert Manager Clients (e.g., Pocket PCs)
- ◆ JTech Pagers (e.g., Server Pagers)
- ◆ SMTP Email
- ◆ RESDBStorage (e.g., Alert Viewer PCWS).

Note: The RESDBStorage output device requires RES v. 4.4 or greater.

The Steps to configure each device are provided below.

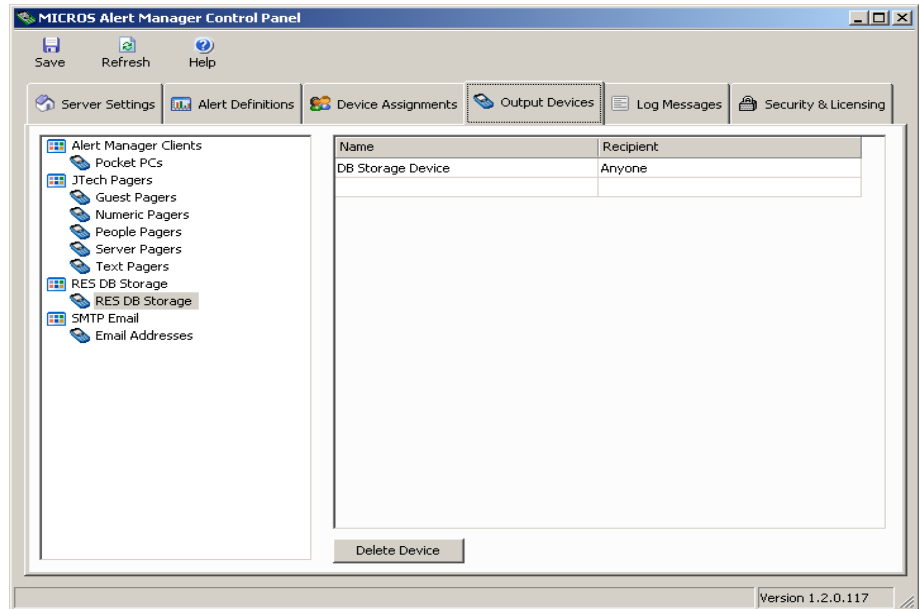
Alert Manager Clients

Follow these steps to configure an Alert Manager Client to receive alerts:

1. Click on **Alert Manager Clients** from the *Output Devices* tab.
2. Click the [**Output Device Configuration**] button.
3. Go to the *Settings* tab. Select the number of seconds to attempt to send a message before dropping the alert. Select [**Apply**] and [**Ok**].



- For each client, enter a descriptive name in the **Name** column and its **Device Name or Static IP Address**.



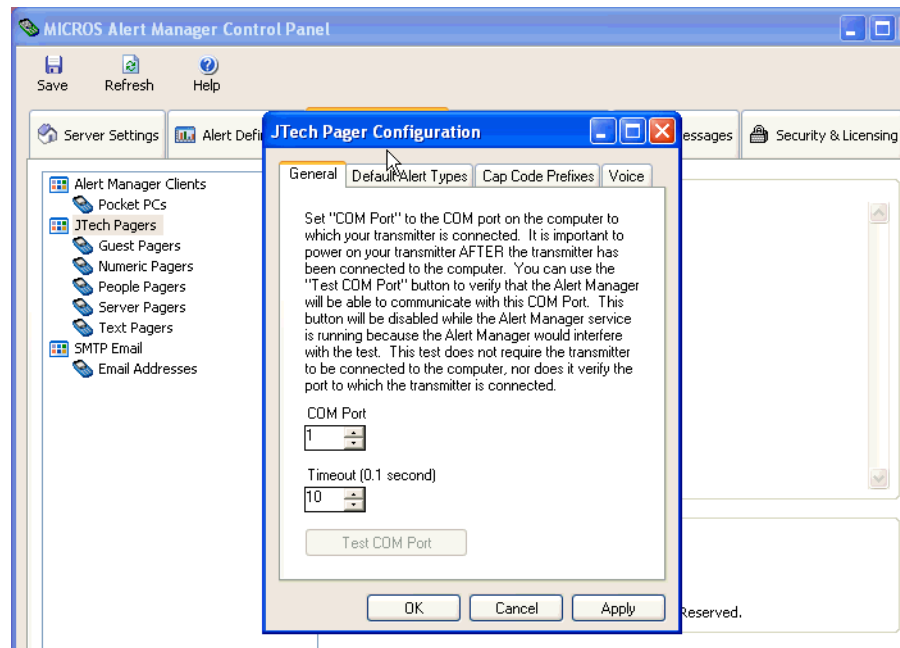
- Click **Save**.

JTECH Pagers

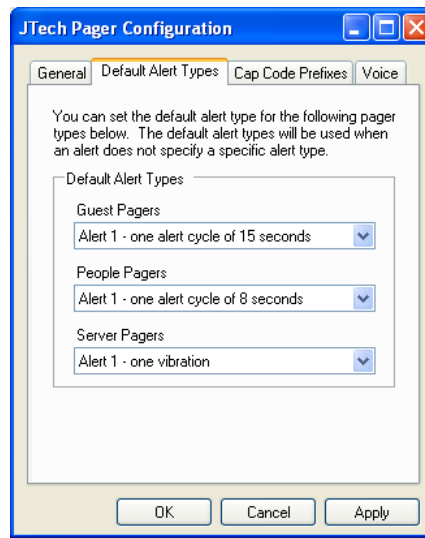
Follow these steps to configure a JTech pager to receive alerts:

1. Click on **JTech Pagers** from the *Output Devices* tab.
2. Select the [**Output Device Configuration**] button.
3. Enter the **COM Port** and **Timeout** fields on the *General* tab. Select the [**Test COM Port**] button to verify that the configured COM Port is available.

Note *The Alert Manager Service must be set to Off in order to test the COM Port.*

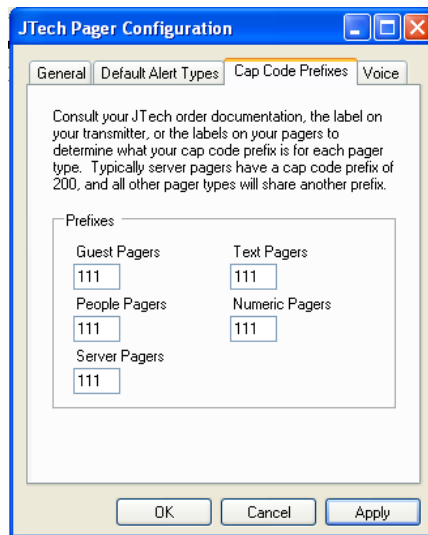


4. Go to the *Default Alert Types* tab to configure default alert type settings for each pager. Use the drop down menu in the **Guest Pagers**, **People Pagers**, and **Server Pagers** fields to determine the frequency of illumination and/or sound, the length of time that the pager will go off, and whether the pager will flash, produce sound, or both.

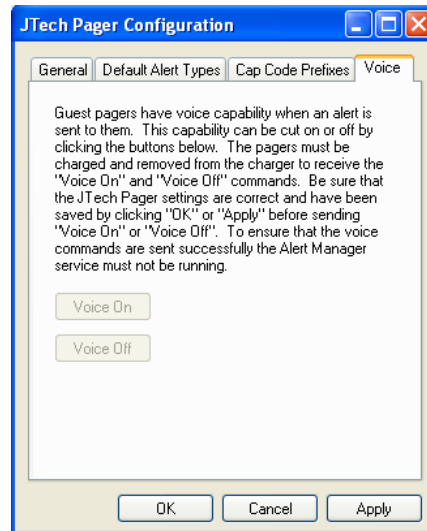


5. Go to the *Cap Code Prefixes* tab and enter the necessary pager prefixes. Each system is assigned a specific Cap Code Prefix. This code is provided on the pager label. Keep in mind that the location of the code on the label varies by pager type. This prefix should only be programmed under the supervision and/or guidance of MICROS support personnel.

Information on identifying the cap code prefix for your site is provided in the *Pager Labeling Scheme* section on page 28.

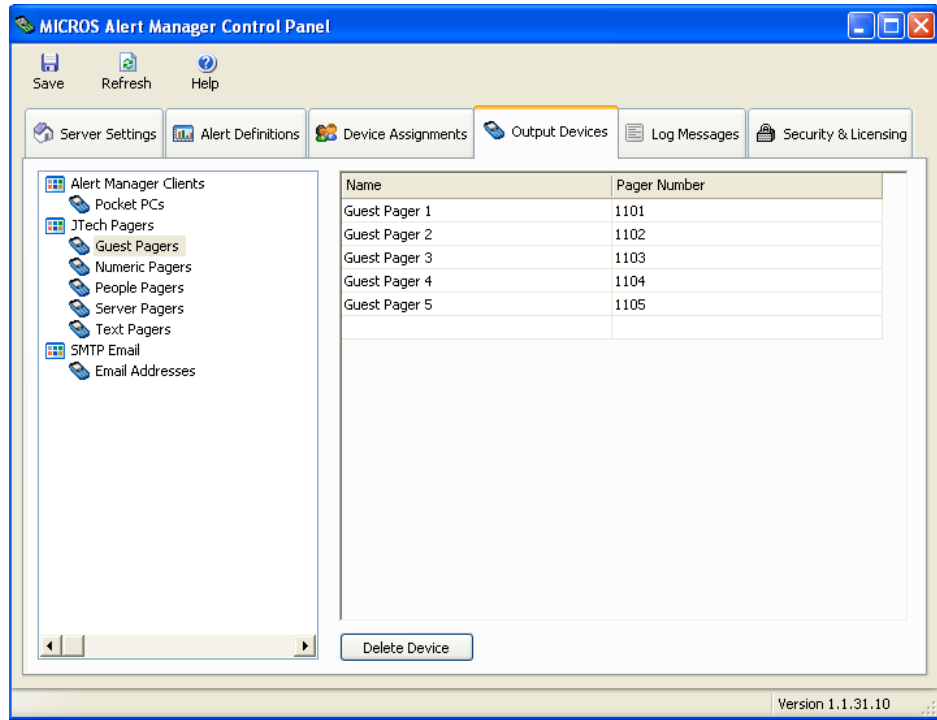


6. On the *Voice* tab, select **[Voice On]** or **[Voice Off]**. Make sure the pagers are removed from their chargers when making this change. This setting applies only to JTECH Glowster Plus and GuestPass devices. Click **[Apply]** and then click **[OK]**.



Note *Make sure you have completed steps 3-5 before configuring the Voice tab.*

7. For each pager type, enter a descriptive name in the **Name** column and the pager number that is found on each individual pager.



8. Click the **[Save]** button.

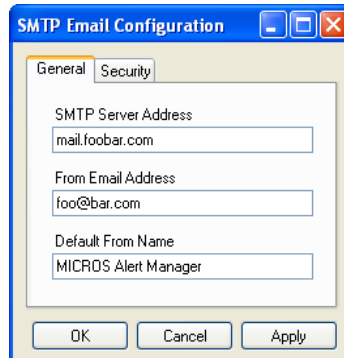
SMTP Email

Follow these steps to configure an alert to be sent to an email address:

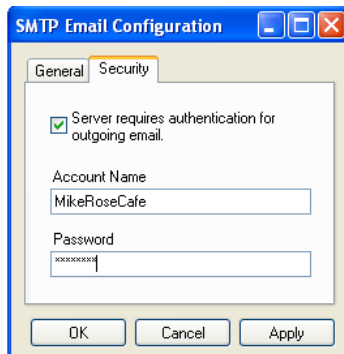
Note *Firewall or virus protection software may interfere with the MICROS Alert Manager SMTP Email feature. Please refer to your specific firewall or virus software documentation for information on allowing exceptions for MICROS email alerts.*

1. Select **SMTP Email** from the *Output Devices* tab.
2. Click the **[Output Device Configuration]** button.

3. From the *General* tab, enter a valid **SMTP Server Address** and **From Email Address**. In the **Default From Name** field, specify the default from name that will be sent with each email message.



4. From the *Security* tab, select the **Server requires authentication for outgoing email** option if your server requires authentication for outgoing email. Enter a valid username for your **SMTP Server** and enter a valid password for the Account Name. Click **[OK]**.



5. Select **Email Addresses**.
6. Enter a user's name and email address.
7. Click **Save**.

Delete Output Devices

Follow these steps to delete an output device:

1. Highlight the output device to be removed.
2. Click the [**Delete Device**] button.
3. Click **Save**.

Assign and Unassign Devices

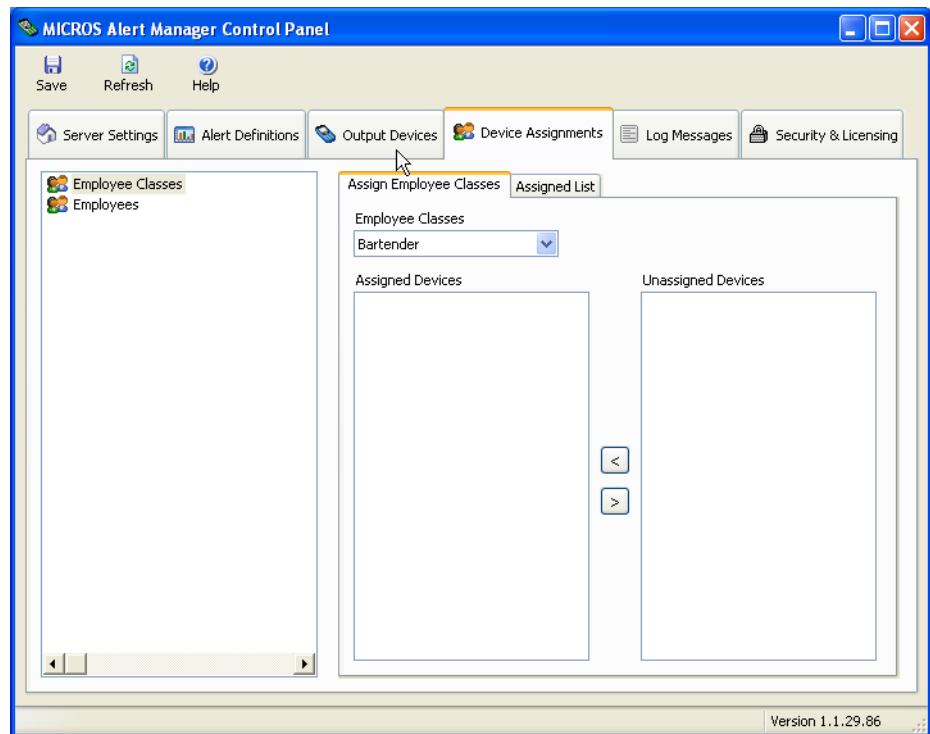
Devices can be assigned to specific employees and employee classes. When an alert is sent to an employee or employee class, all classes assigned to that group will receive the alert.

Assign Devices

Use the *Device Assignments* tab to indicate which devices will be assigned to a particular employee class or individual employee.

Follow these steps to assign devices to an employee or employee class:

1. From the *Device Assignments* tab, assign devices to either Employee Classes or Employees.



2. Using the Identifier drop-down list on the *Assign* tab, select the Employee Class or Employee to assign devices.
3. Highlight the device(s) to be assigned and use the directional arrow buttons to add/remove devices from the selected list. By default all devices will be listed in the **Unassigned Devices** box.

4. Use the *Assigned List* tab to view all of the assigned devices. This tab can also be used to unassign devices from employee classes and employees. Click the *Employee Classes* or *Devices* column headers to sort the rows alphabetically.
5. Click **Save**.

Unassign Devices

Follow these steps to unassign a device from an employee or employee class:

1. Go to the *Device Assignments* tab, select either Employee Classes or Employees.
2. From the *Assign* tab, select the Employee Class or Employee from the Identifier drop-down list to unassign a device.

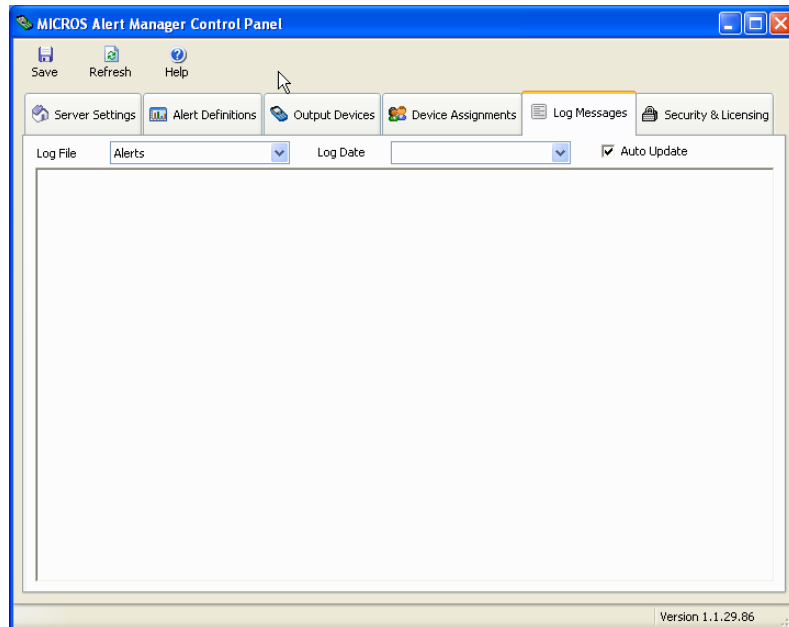
Note *The Assigned List tab can also be used to unassign devices to employee classes and employees.*

1. *Go to the Assigned List tab and select the device to be moved.*
 2. *Click the [unassign] button.*
-

3. Highlight the assigned devices to be unassigned.
4. Click the directional arrows to move the device to the **Unassigned Devices** box.

Log Messages

The *Log Messages* tab allows you to view any messages that have been logged by MICROS Alert Manager. Use the **Log File** field to display messages for a particular log file. Use the **Log Date** field to display messages from a particular date.



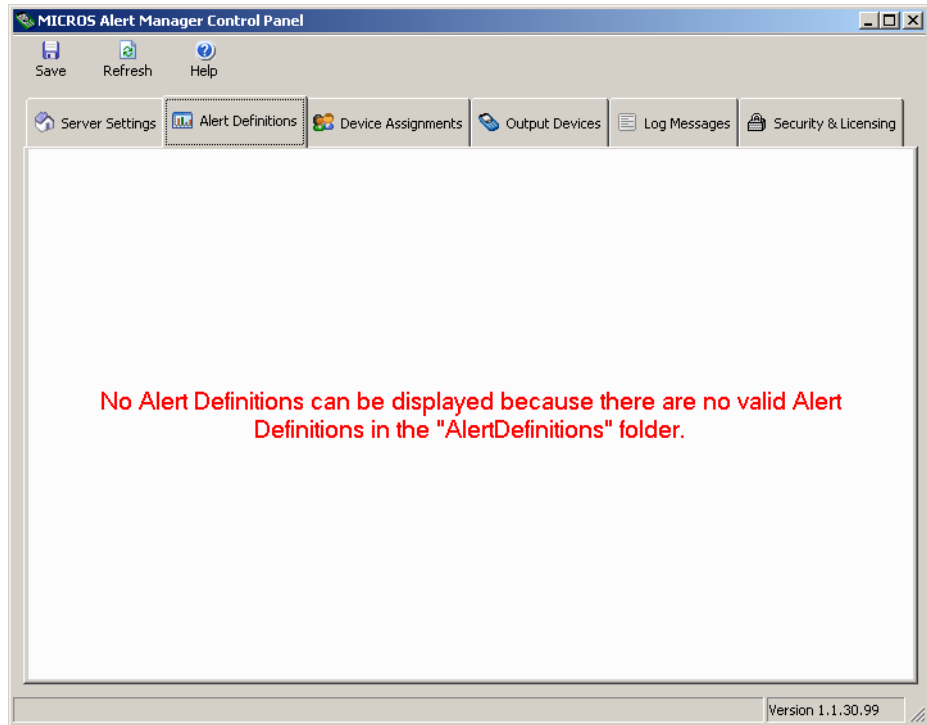
Select the **Auto Update** option for any new messages posted to the selected log file to be refreshed on the display.

Warning! *When the Auto Update option is enabled and a large log file is displayed, system performance may be impacted.*

Defining Alerts

Use the *Alert Definitions* tab to enable the desired alerts and define alert-specific information, such as the frequency that alerts are sent and who will receive them.

If no Alert Definitions have been installed, the following message will appear:



Refer to the *Alert Definitions v. 1.2 Configuration and Setup Guide*, MD0003-149 documentation for information on configuring the Alert Definitions.

JTECH Pagers

The following types of JTECH pagers are available for use with the MICROS Alert Manager:

- ◆ Glowster Plus—Typically used by customers.
- ◆ GuestPass—Typically used by customers.
- ◆ Server Pager—Typically used by servers.
- ◆ Text Pager—Typically used by management.

The following are pictures of each of these pager types:

Glowster Plus



GuestPass



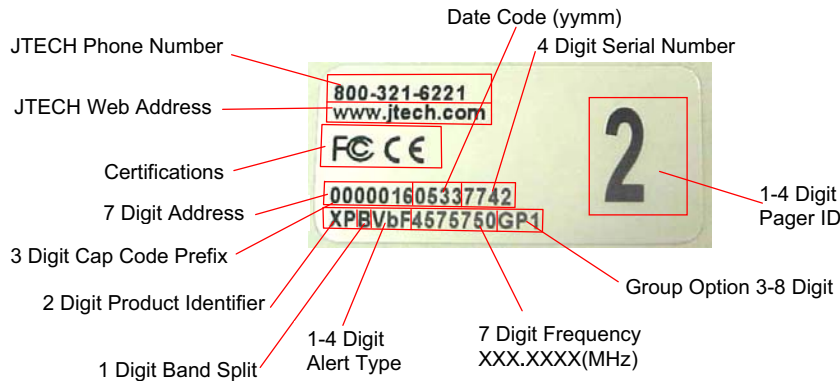
Server Pager



Text Pager



Pager Labeling Scheme



Example:
CommPass (GuestPass)
Vibe Tone Flash
Cap Code Prefix "000" (JTECH "times 8" scheme)
X8 Address (Pager ID x 8)
467.8000MHZ



Example:
CommPass (GuestPass)
Vibe Tone Flash
Cap Code Prefix "123"
X1 Address
467.8000MHZ



Example:
ServerPass
Vibe Only
Cap Code Prefix "200" (achieved via cap code formula below)
Cap Code = ((250125+Pager ID) X 8; "times 8" scheme)
467.8000MHZ

Product Identifier	Alert Types	Band Splits
AR InstaCall Alpha	ALP Alphanumeric *	A
AN InstaCall Numeric	MVb MultiVibe	B
AV InstaCall Vibe	NUM Numeric *	C
GL Glowster	Vb Vibe	
SP ServerPass	VbT Vibe/Tone	
XP CommPass	VbF Vibe/Flash	
	VbTF Vibe/Tone/Flash	
	V Standard Voice (Table Ready)	
	CV Custom Voice	

Note: *Some Alphanumeric and Numeric pagers have alerts that are user changeable.

JTECH Communications Pager Label Scheme
August 2005

Alert Manager v. 1.2

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Feature	Page
The RESDBStorage.dll File Required to use Alert Viewer is now Automatically Installed with Alert Manager	29
Void Percentage of Sales Alert Introduced	29

New Features Detailed

The RESDBStorage.dll File Required to use Alert Viewer is now Automatically Installed with Alert Manager

SCR 168

With this release, the RESDBStorage.dll is now automatically installed with Alert Manager. This file is required to be able to use the Alert Viewer Utility in conjunction with RES v. 4.4 or greater. For more information on the Alert Viewer Utility, see the *RES 4.4 ReadMe First, MD003-132*.

Void Percentage of Sales Alert Introduced

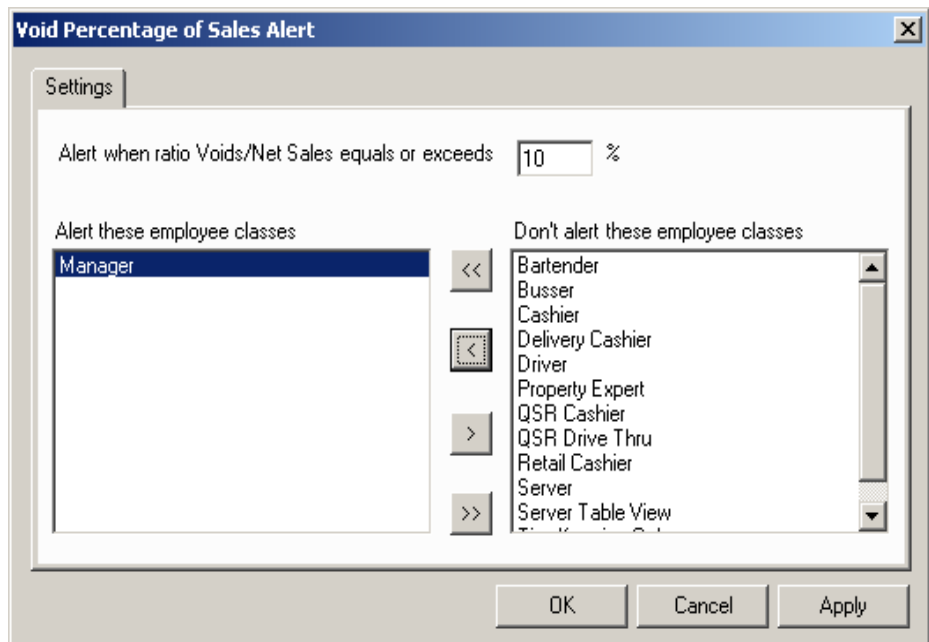
SCR 167

When using the RES Sales Alert.dll, the Void Percentage of Sales Alert notifies an employee class when the void total rung exceeds the net sales total by a configurable percentage. For example, if 2% is entered and the Void total is an amount equal to 3% of the Net Sales total, an alert is sent, indicating Voids/Net Sales = 3%.

Note that the new 'Void % Alert' requires totals posting to occur to trigger the alert. Totals posting can be configured via an AutoSequenceServer running a totals posting at designated scheduled time intervals or by requesting a report via *MICROS Applications / Reports / Auto Sequence and Reports* which will call the report view and post the totals (i.e., Daily System Sales Detail).

Configuration

Navigate to *Alert Definitions / RES Sales Alerts / Void Percentage of Sales Alert*. Click the 'Extended Configuration' button to define the Void Percentage of Sales Alert criteria.



A 'Void Percentage of Sales Alert' window appears, as seen above. Use the **Alert when Voids/Net Sales equals to exceeds X%** field to enter the voids threshold percentage. If the void amount divided by the net sales total exceeds this percentage, the alert is sent. This calculation is based on current business date net sales.

Using the arrow buttons, add the desired employee class from the **Don't alert these employee classes list** to the **Alert these employee classes list**. Click 'Apply' and then 'OK' to save the changes.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current MICROS Alert Manager software. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the functionality of the current process. This differs from a revision (i.e. a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS Alert Manager software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Revision	Page
Alert Definitions	SMTP Email.dll Email Alerts Function as Expected	32
	KDS Bumped Order Alert no longer Produces an Error when Alphanumeric Table Numbers are Used	33

Alert Definitions

SMTP Email.dll Email Alerts Function as Expected

SCR 163

CR ID# 25301

Previously, some of the SMTP Email.dll email alerts were blocked by the SMTP servers. It was found that some email body text lines were being skipped due to the message containing LF (line feeds) without a CR (carriage return). This has been corrected.

***KDS Bumped Order Alert no longer Produces an Error when
Alphanumeric Table Numbers are Used***

SCR 164

CR ID# 25347

Previously when using the KDSAlerts.dll, the KDS Bumped Order Alert did not function as expected and produced the error, 'Execute Failed. Input string was not in a correct format.' The error occurred when the table numbers programmed within the *POS Configurator / Revenue Center / RVC Table Seating* 'Name' field were alphanumeric (e.g., 'R20'). Now, the error no longer occurs when alphanumeric table names are used.