ORACLE

RES 3700 Calendar Bug Patch Steps

Applicable RES 3700 Versions:

5.7.0, 5.7.1, 5.7.2, 5.7.3, 5.7.4, 5.7.5

Oracle Food & Beverage Remote Services are available!
Oracle can offer remote assistance to apply the patch for you while also monitoring your site's performance for a short time after installation. If you are interested in such a service, please complete our Contact Us form which can be found on the RES 3700 Calendar Bug Patch Portal. An Oracle Representative will be in touch to discuss your needs.

This step-by-step guide will walk you through the process of applying your RES 3700 patch.

Required Tools:

- Access to your RES 3700 Back-Office PC
- Access to RES 3700 modules, including POS Configurator and Control Panel
- Access to My Oracle Support (MOS)
- Administrator Access to Reporting and Analytics
- Your Restaurant ID and Download Password for Reporting and Analytics

Optional Tools:

- External Storage Device

SELF-SERVICE STEPS

Part I: Environment Review & Preparation

These steps will ensure your system is in the ideal state to apply the patch, and that a database backup is secured to make issue recovery easier if it is necessary. Please be sure to complete all of these steps prior to moving onto part 2.

1. Choose a time to apply this patch when your restaurant is either closed or, for 24 hour per day operations, at a time when customer traffic is at a minimum
2. Confirm your major version of RES 3700 matches the patch's major version (for example if your RES 3700 version is 5.7.4, then your major version is 5.7)
3. Ensure there are no open checks
4. Ensure all CC batches are closed
5. Ensure Workstations are at the sign-in screen
6. Create a back-up version of the system database on the current version. Ideally, this backup is performed on an external storage device.

Part II: Download your patch for My Oracle Support (MOS)

Now that your RES 3700 system is prepared to receive the patch and you have identified the ideal time to apply that patch, the next step is to download the patch from MOS.

1. Open your preferred web browser on your Back-Office Computer
2. Navigate to support.oracle.com
3. Enter your Oracle Credentials
4. Select "Patches and Updates" from the tabs across the top of the page
5. Select "Number/Name or Bug Number (Simple)" from the available Patch Search options
6. Into the "Patch Name or Number" field, enter **30488787**
7. Select "Search"
8. Highlight the patch (**RES 3700 5.7.6**) by selecting it on-screen, then select "Download" from the window that appears.
9. A file download dialog box will appear. Select the ".zip" file that appears on-screen, and save the file on your Back-Office Computer. If you are accessing MOS from a different computer, save the ".zip" file to an external hard drive and transfer it to your Back-Office Computer.
10. Once the patch ".zip" file is on your Back-Office Computer, use Winzip or a comparable tool to extract the ".zip" folder into a temporary folder on your Back-Office Computer's D:/ drive.

Part III: Apply the Patch

With your RES 3700 system prepared to receive a patch, and the patch now downloaded, you are now ready to apply the patch.

1. Within POS Configurator, set the auto-start level of the database to "Off" (POS Configurator →System→Restaurant).
2. Close all running MICROS applications, except MICROS Control Panel
3. Open MICROS Control Panel if it is not already open
4. In the MICROS Control Panel, set the Restaurant to "Off"
5. With the Restaurant now set to "Off", close the MICROS Control Panel
6. On your Back-Office Computer, open the temporary folder containing the patch files that should be located on the D:/ drive

7. Double-select the patch file (".exe")
8. Follow the instructions on-screen to complete the patch process. The patch installation should complete in a few minutes followed by an automatic reboot of your Back-Office Computer.
9. Once the patch is complete and your Back-Office Computer is rebooted, within POS Configurator, set the auto-start level of the database to "Front of House" (POS Configurator→System→Restaurant).

Once the patch is applied to your Back-Office Computer, the Client Application Loader (CAL) will automically update your Workstation Clients causing them to reboot.

10. Once the workstations are at "Wait for MDSHosts File", put the server in Discovery Mode: (Start -> Micros Applications -> Micros Database Manager or Start -> run -> dm.exe)

   a. A privileged user can log in to Database Manager| Encryption Keys |Activate Discovery Mode

   b. Command line option: dm.exe –UID x –PWD y –DS z
      x = userid, y = password, z = duration of Discovery Mode, in minutes, up to 60, 0 means turn it off

11. All clients will perform a one-time registration with the server, and then proceed past "Wait for MDSHosts File".

12. Once all clients have registered with the server, an additional reboot of all clients is needed to ensure that each client has up-to-date trust information for all other clients (this is needed for printing and other peer-to-peer communication).

Part IV: Update your Remote Transfer Agent (RTA)

For customers using Reporting and Analytics, updating your Remote Transfer Agent (RTA) is critical to ensure communications between RES 3700 and Reporting and Analytics continue uninterrupted.

Section 1: Getting your **Restaurant ID** and **Download Password**

1. Open your preferred web browser
2. Navigate to Reporting and Analytics
3. Log into Reproting and Analytics with an Administrator Account
4. Within Reporting and Analytics, select "Reports"
5. Select "More Reports"
6. Select "Admin Reports"
7. Select "Download Report"
8. At this point, you should be able to see your Restaurant ID on the report. Make a note of your Restaurant ID for your location.
9. Navigate back to your Reporting and Analytics home page
10. Depending on your configuration, navigate to either the ".Connect Admin" Portlet or to the "RTA Admin" Portlet.
11. Select your location
12. Select "Display Password"

13. Make a note of the "Download Password"

Section 2: **Download and install the Remote Transfer Agent (RTA) for your location**

1. From your Reporting and Analytics home page, select "Admin"
2. Select "Store Download"
3. Click "Install RTA Client"
4. You will be prompted to Run or Save the File named "RTAClientInstaller.exe"
5. Run the "RTAClientInstaller.exe" which was downloaded
6. Enter your "Portal Server Name" "Location ID" and "Location Password".
7. Select "Install"
8. At this point the update process should proceed.
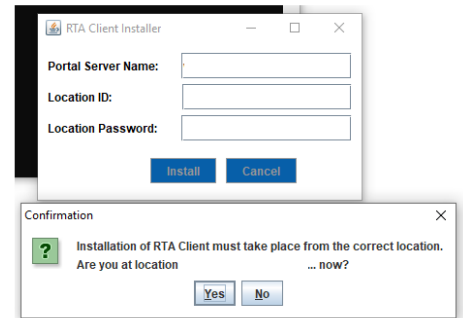
Congratulations! You have successfully completed your patch process!

TABLE MEASUREMENTS

Example of text split across two columns using a "hidden" table. This is the the first table style listed as a pre-defined style (*Two-Column Redwood).

The width of the first column is 4.82".

The width of the second "gutter" column is 0.25".

The width of the third column is 1.93".

Replace this image as you see fit or remove entirely.

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