

Restaurant Manager, Version 16

Installation Instructions for Windows 98/NT/2000/XP/2003

Networks

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Introduction

This document gives step by step instructions on installing RESTAURANT MANAGER, Version 16 on a Windows 2000 Professional, Windows 2000 Server, XP Pro or Windows 2003 Server based network. It is assumed that all the system hardware is installed and that the network has been previously established and verified for proper operation. For most installations, we recommend you use the fileserver solely as a Fileserver and Print Server, and use another PC as a Manager Workstation.

IMPORTANT: ASI provides this documentation as an aid to configuring the underlying operating system required to run Restaurant Manager. However our tech support is limited to issues related to Restaurant Manager program configuration and use. For issues relating to the Windows operating system, Network configuration please contact Microsoft tech support and/or a certified network engineer.

Hardware Requirements

Windows 2000/XP Pro/2003 as Fileserver and/or Manager Workstation

- Pentium II 300 MHz or better
- 512MB Mbytes RAM
- 20 GB Hard Drive.
- Network Card (preferably NE2000 compatible)
- UPS
- Network Switch (Hub)

Windows 98 Manager Workstation

- Pentium II 200MHz or better
- 256 Mbytes RAM
- 6 GB Hard Drive or better.
- Network Card (preferably NE2000 compatible)
- Tape Backup System

Windows 98/2000/XP or WePOS POS Workstations

- Pentium 200MHz or better
- 256MB Mbytes RAM
- 6 GB Hard Drive.
- Network Card (preferably NE2000 compatible)
- Color Touch screen

WARNING: Only use the 2nd Edition version of Windows 98. The original edition is unstable in network environments. **Do not use Windows ME.**

In addition, make sure the facility has clean power. Connecting ALL hardware components used in the POS system to line conditioners is advisable to safe guard against power inconsistencies. (Don't forget to include prep printers, office printers, hubs/switches, credit card devices, back-up modems, etc.)

Optional POS Station Hardware, depending on requirements:

- Check/Receipt Printer
- Cash Drawer(s)
- Customer (pole) display
- Magnetic Stripe Reader (strongly recommended)
- Fingerprint reader
- Kitchen Display Unit
- Bar Code Scanner(s)

File Server Setup

Computer/User names

We recommend you name the computer used as the fileserver RMSEVER, and the point of sale stations as STATION<n>, where n corresponds to the station number. If the fileserver is also used as a POS station, we recommend you begin your station numbering with 2, reserving 1 for the fileserver.

Setting up RESTAURANT MANAGER

Installing RESTAURANT MANAGER

IMPORTANT: If you are using a USB Security Key (Dongle), it **MUST NOT** be attached to the computer until the RESTAURANT MANAGER software has been completely installed.

From the Manager Workstation

Note: The Manager Workstation MUST be logged on to the fileserver and mapped to C drive on fileserver (ex: as F:) before installing RESTAURANT MANAGER.

If using a parallel key, connect it to the parallel port.

- 1) Insert CD. The Restaurant Manager Main Options Screen should appear. If it does not, from the RUN option under Windows START button, type a:\rmwin\setup <Enter>.
- 2) Select Install Restaurant Manager, and follow the instructions on the screen.
- 3) When prompted for the destination directory, select one on the fileserver (e.g. F:\RMWIN). You MUST NOT install RESTAURANT MANAGER on the local drive.

From the Fileserver/Manager Workstation

- 1) If using a parallel key, connect it to the parallel port.
- 2) Insert CD. The Restaurant Manager Main Options Screen should appear. If it does not, from the RUN option under Windows START button, type a:\rmwin\setup <Enter>.
- 3) Select Install Restaurant Manager, and follow the instructions on the screen.
- 4) Use the default destination directory when prompted.

Installing the Security Key (dongle)

Once the RESTAURANT MANAGER software is installed you must attach the security key to the computer on which you performed the installation, and configure the system to run ASI's SECURITY.EXE application.

USB Key Installation

If your system came with a USB key, connect it to a free USB port on the Fileserver AFTER installing RESTAURANT MANAGER. You should get visible/audible feedback indicating that the Key has been recognized.

For additional information on installing USB key, please visit the following web site:

<http://www.actionsystems.com/Downloads/drivers/newsecurity/INSTALLATION%20%20INSTRUCTIONS.doc>

Parallel Key Installation

If your system came with a Parallel key, connect it to the parallel port on the computer **before** carrying out the RESTAURANT MANAGER installation

SECURITY.EXE Installation

From the Windows Startup Folder add a shortcut to X:\RMWIN\SECURITY.EXE. Note that security.exe has to run on the computer having the security key. Alternatively you can add the Security.exe application to the ASI's startup utility, RMSTART.EXE by use of RMSTARTSETUP.EXE (see below)

Important: If security.exe is not running you will not be able to run any of the Restaurant Manager programs, including the backoffice and POS.

Security Key Driver Installation

The security key drivers are automatically installed during the Restaurant Manager setup process. However, there might be some instances where you need to manually install the drivers after setup. To do this go to the x:\rmwin\security\keylok directory and run the driver installation program, INSTALL.EXE.

Centralized Program Control (RMSTART)

ASI now provides a utility to centrally program the applications to run on each networked computer upon boot-up. This reduces the amount of time to setup each POS workstation, by only requiring you to add one shortcut to the Windows startup folder on each computer.

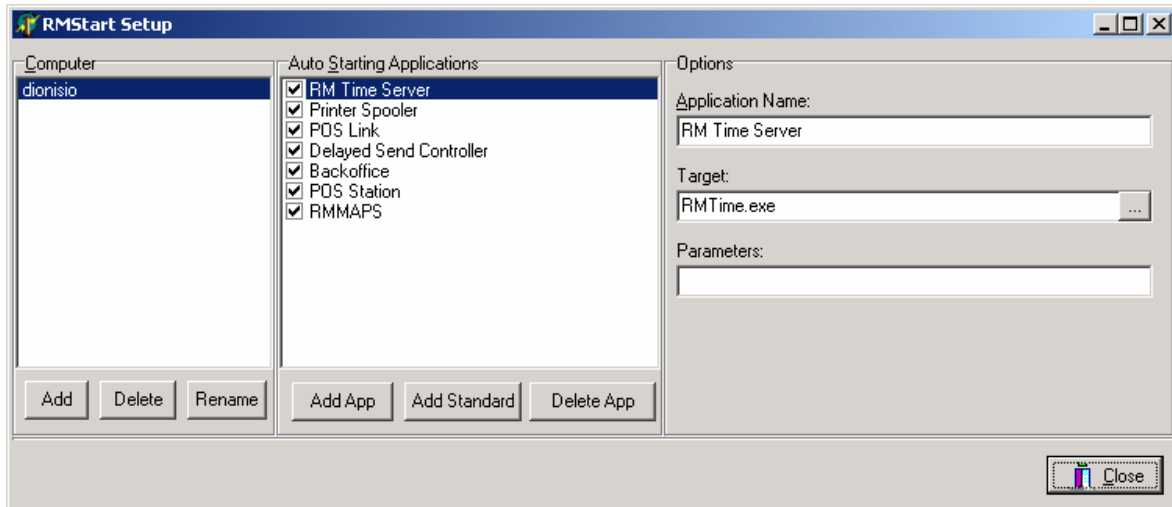
How it Works

A configuration program, RMSTARTSETUP, is used to define the programs that must be started on each computer every time it boots up. For example, on the Fileserver you would want to launch RESTAURANT MANAGER'S Time Server and Credit Card Interface, say. On POS Station 5, you might launch RESTAURANT MANAGER'S spooler as well as the POS program.

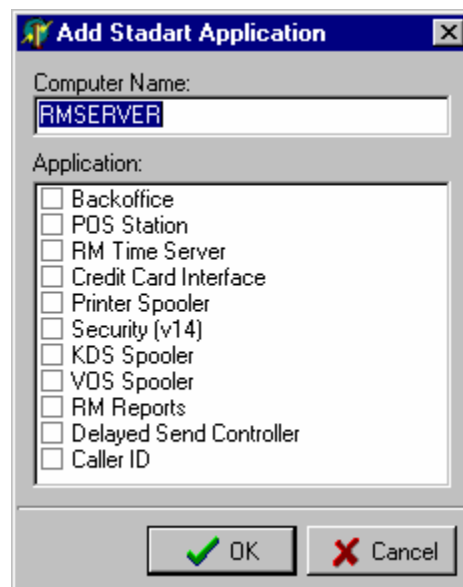
A shortcut to RMSTART.EXE is then added to the windows startup folder in each computer on the network, including the fileserver and manager workstations. When a computer is booted, the RMSTART program launches the applications as defined by RMSTARTSETUP for that computer.

Defining Applications to Run

- From the Restaurant Manager Folder select “Central Program Control” to obtain the screen show below.



- Click on the “Add Standard” button to obtain a list of the RESTAURANT MANAGER applications.



- Type in the Name of the computer you wish to work with, then..

- Check the boxes of the applications you wish this computer to launch upon boot-up.
- Repeat the process for all computers on the network.

Print Server Setup (Restaurant Manager Spooler)

Introduction

Due to the erratic and incomplete behavior of the print spooler shipped with the Microsoft Windows products, ASI has developed its own spooler (RMSPPOOL) for use exclusively with RESTAURANT MANAGER POS. Besides resolving the problems encountered with the Microsoft spooler, RMSPPOOL greatly simplifies the installation and testing of shared printers from a central location. It is now possible to setup shared printers without ever going to the Windows Printer Folder!!!!

Note: To maintain backward compatibility, Restaurant Manager still supports the Windows and DOS defined devices. A special symbol (# sign) is used to differentiate Restaurant Manager defined printers. See below.

How it works

A Master Printer Definition file is used to define all the shared printers on the network. In the definition file a printer is uniquely identified by a **Computer Name**, a **Printer Name** and a standard Parallel or Serial **Port**. When RMSPPOOL is run on a computer with assigned shared printers, the assigned printers for that computer are immediately available to all other computers on the network.

Setup

The Restaurant Manager print spooler consists of two programs – SPLSETUP.EXE, the spooler setup utility, and RMSPPOOL.EXE the spooler itself. Both programs are copied to the Restaurant Manager working directory during program installation. These programs must be executed from that directory.

- 1- Run the Restaurant Manager Print Spooler Configuration program (SPLSETUP) and enter the Printer Name, Computer Name and Port for all the printers being shared on the network. For serial (COM) ports, enter the appropriate communications settings. Note that the **printer names must be unique**.
- 2- Include the RMSPPOOL.EXE program in the Startup folder of every computer with assigned shared printers, making sure that it is executed from the Restaurant Manager working directory. Note that if all shared printers are driven from one computer, you will only have to run RMSPPOOL on that computer.

See the “Connecting POS Stations to Shared Printers (Restaurant Manager Spooling)” section for instructions on how to configure POS stations to print on the printers controlled by the Restaurant Manager spoolers.

VERY IMPORTANT:

- 1) The Restaurant Manager spooler sends printer information directly to the assigned serial and parallel ports **without** going through the Windows printer drivers. This means that it cannot be used for printer outputs, such as the printing of Gift Certificates, that require the Windows printer driver. In general, it should only be used for prep-area printers.

- 2) To avoid device conflict, the assigned ports should only be used with the Restaurant Manager Spooler. Make sure that any defined windows printers are not using assigned ports by either removing them, or changing the port.
- 3) The Restaurant Manager Spooler **does not work correctly** with **parallel ports** that have a **security device attached** to them.

Testing the Spooler

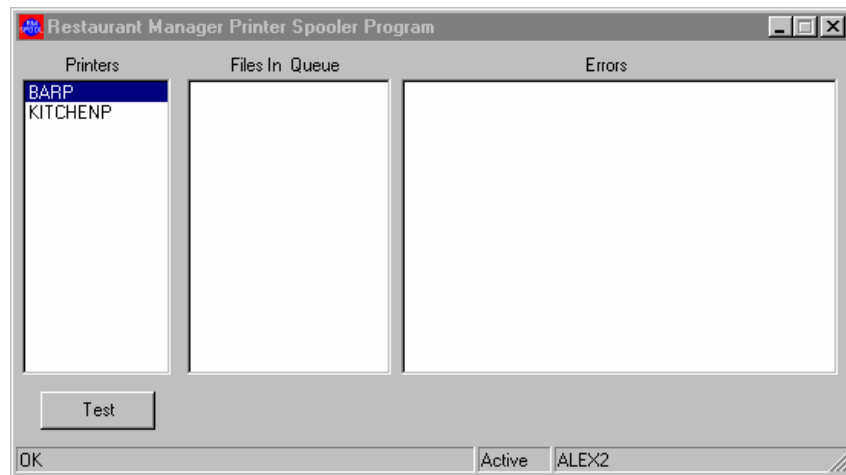
From RMSPOOL: Run RMSPOOL (or make it the top window if already running), select the printer to test, and click on the “Test” button. A short test message will be sent to the printer.

From the SPLSETUP configuration program: Select the printer to test, and click on the “Test” button. A short test message will be sent to the printer. Use this test method when there are multiple computers sharing printers, and you wish to test all the printers from one location. Note that **RMSPOOL must be running on all the computers that are sharing printers**.

The screenshot shows the "Restaurant Manager Printer/Spooler Setup" dialog box. On the left, a list box titled "Printer Name" contains the entry "receipt". The right side of the dialog is divided into several sections for configuration:

- Configuration:**
 - RM Printer Name: receipt
 - Computer Name: RM SERVER
 - Spooler Directory: receipt
 - Printer Type: COM/LPT Printer (dropdown)
- Port:** COM1 (dropdown)
- ☒ Enable code page translation
 - Source code page: (empty text box)
 - Destination code page: (empty text box)
- Serial Port Settings:**
 - Baud Rate: 9600 (dropdown)
 - Data Bits: 8 (dropdown)
 - Parity: None (dropdown)
 - Stop Bits: 1 (dropdown)
 - Handshaking: Hardware (CTS and DSR) (dropdown)
 - ☒ Send data to printer in blocks
 - Block size (bytes): (empty text box)
 - Delay between blocks (ms): (empty text box)

At the bottom of the dialog are five buttons: Test, Add, Delete, Apply, and Exit.



Installing Printer Drivers (Windows Spooler)

IMPORTANT: ASI strongly recommends you use the new Restaurant Manager Printer Spooler instead of the Windows spooler. The Restaurant Manager spooler does not require Windows printer drivers to be installed. See the “Print Server Setup (Restaurant Manager Spooling)” section for more information.

When required, RESTAURANT MANAGER uses the Generic Text Printer Driver for all remote and local printers, except for the one used with the BackOffice. The BackOffice printer will depend on the make and model of the printer attached to the Manager Workstation (See the documentation that came with your BackOffice printer for instructions on installing the printer driver.)

Print Server Setup (Windows Spooler)

IMPORTANT: ASI strongly recommends you use the new Restaurant Manager Printer Spooler instead of the Windows spooler. This section is provided for backward compatibility and for special situations when you might require Windows spooling services. See the “Print Server Setup (Restaurant Manager Spooling)” section for more information.

The Print Server is used to drive the shared printers on the network. These are typically the kitchen and Bar printers. In small installations, the File Server usually doubles up as Print Server.

Very Important: Installed sites that still use Win 95 and Win NT: If you require remote printer backup functionality you must attach your remote printers to a Windows 95 Print Server. This is because Windows NT does not provide printer error notification across networks.

Installing Shared (Remote) Printers (Windows Spooler)

Printers that are accessed by 2 or more stations are referred to as *Shared* or *Remote* printers.

In general, we recommend you connect all printers that are to be shared (typically Kitchen and Bar printers) to the fileserver serial ports. If you run out of the standard serial ports (com1-2), add a multiple port serial card to the fileserver. These come in 4 and 8 port configurations. Give the printers meaningful names, such as KITCHEN PRINTER, BAR PRINTER.

Note: if the printers are also used with DOS applications, you must limit the printer name to 8 characters. E.g. KITCHPR, BARPR.

Note: You must use Windows printer names when sharing printers. You cannot share DOS ports.

When configuring your printers, decide on a backup for each printer. This information will be required when setting up RESTAURANT MANAGER.

Under Windows 98/2000

On the computer being used to drive the shared printer(s) (normally the fileserver) perform the following.

- Go to the Printers folder. (Settings->Printers)
- Click on the Add Printer Icon
- Select "Local Printer", followed by Next
- Select "Generic" in the Manufacturer list
- Select "Generic/Text Only" in the Model list, followed by Next
- Select "Keep existing driver", followed by Next
- Choose the desired local port for the shared printer, followed by Next
- Enter the printer Name (see above for recommended naming procedures)
- Click on Finish. The printer will be added to the printers folder.
- Select the Properties option for the printer
- Select the Details tab
- Set the "Not Selected" and "Transmission Retries" parameters to 1 (second)
- Click on the "Port Settings" button
- Select the correct baud rate, parity, word length and stop bits for the printer. Set the "Flow Control" to "hardware"
- Select the Sharing Tab.
- Select the "Shared As" radio button, and enter the desired name. If you are going to use the fileserver as a POS station, we recommend the shared name be the same as the local name.
- Select the Paper Tab, and set the Paper Source to Continuous - No Page Break.

****NOTE:** The new RM Spool Setup program allows Windows printers to be incorporated into the Restaurant Manager Spooler. This is geared mainly towards USB printers which **must** be setup using the drivers that came from printer manufacturer and **not** as Windows Generic/Text. To incorporate a Windows printer into RM Spool, simply select the Windows Printer under Printer Type and for the Windows Printer name, select the printer from the list of printers.

Credit Card Server (rmccwin)

ASI provides an optional program that interfaces with a number of 3rd party devices/programs to provide integrated Credit Card Authorization. The program (rmccwin.exe) is run on the computer connected to the device/program, and allows any POS station to process credit cards.

Version 16 supports the following 3rd party interfaces:

- 1) Mercury Payment Systems (MPS) Payment Server. Requires internet connection. See [http://www.actionsystems.com/TechSupport/MPS-RM Installation Guide.htm](http://www.actionsystems.com/TechSupport/MPS-RM%20Installation%20Guide.htm) for instructions on how to setup this software.
- 2) Datatran "smart" modem, made by Datacap. See <http://www.actionsystems.com/TechSupport/Datatran.htm> for instructions on how to setup this device.
- 3) Go Software's PCCharge Payment Server. See <http://www.actionsystems.com/TechSupport/PCCharge.htm> for instructions on how to setup this software.

Gift Card Server

The ASI Credit Card server is also used to provide centralized gift card handling via ASI's Centralized Gift Card service and a number of 3rd party web applications.

- 1) ASI Gift Card Server. Requires internet connection. See <http://www.actionsystems.com/TechSupport/RM Centralized Gift Cards Users Manual.pdf> for instructions on how to setup this software.
- 2) Mercury Payment Systems (MPS) Gift Card Server. Requires internet connection. See <http://www.actionsystems.com/TechSupport/MPS-RM Gift Cards.htm> for instructions on how to setup this software.
- 3) Givex Gift Card Server. See <http://www.actionsystems.com/techsupport/givex interface setup.htm> for instructions on how to setup this software.
- 4) First Data Gift Card setup: Go to Tech Notes and Manuals, Web Services, and select [First Data Gift Card Installation Instructions](#). (<http://www.actionsystems.com/First%20Data%20Gift%20Card%20Interface%20Setup.htm>)
- 5) Valutech Gift Card setup: Go to Tech Notes and Manuals, Web Services, and select [Valutech Gift Card Installation Instructions](#). (<http://www.actionsystems.com/Valuetec%20Setup.htm>)

Caller ID Interface

Caller-ID is an optional service provided by the phone company which allows the recipient of a phone call to view the phone number of the calling party. This service can be useful in home delivery operations where the customer phone number must be entered with the transaction.

RESTAURANT MANAGER interfaces with practically any caller ID unit that outputs the caller id information via a standard RS232 serial port. Instead of typing in the phone number, the operator can touch the appropriate phone line button on the screen to enter the phone number automatically. This saves time and reduces errors.

For example, the Telcomp Caller ID unit provides an RS232 serial interface and is connected to the File Server or Manager Workstation PC. This PC is referred to as the Caller-ID server. ASI's Caller ID program is run on the Caller ID Server to manage the incoming Caller ID information and to make it available to all POS stations on the network.

Access the program help for details on installing the Caller ID interface (rmcidwin.exe.). If your version does not include help you can download it from our web site under Dealer Services->Patches and Utilities.

Kitchen Display System Interface

RM now includes the necessary software to drive a KDS system in real time. Although we currently only support MicroPlus' KDS, other systems will be added to the list in future releases.

See the User's manual for more information on how to setup ASI's KDS interface.

For specifics on the Microplus hardware, go to
<http://www.actionsystems.com/TechSupport/RealTimeKDS.HTM>

For specifics on Logic Control hardware, go to:
<http://www.actionsystems.com/Downloads/Intellikitchen/IKSETTING.pdf>

****NOTE:** This information is also available under Tech Notes and Manuals Section:
<http://www.actionsystems.com/as501.asp>

REDUNDANCY SETUP

To prevent the system from failing when the primary server goes down, it is now possible with Restaurant Manager to implement File Redundancy System. To get more information on this, please go to

<http://www.actionsystems.com/docs/redundancyinstall.doc>

POS Station Setup

Connecting to Network

Note: It is recommended that stations be purchased with Win98/2000/XPor WePOS preloaded.

1. Physically install the network card. Use a plug-n-play card if using Win98. If Win98/2000/XP or WePOS is preloaded then skip to number 6.
2. Install Win98/2000/XP.
3. Do NOT install any components if asked.
4. When asked for the station identification, name the machine "station<n>". Where n is the station number.
5. Set the workgroup to "RM". Skip to number 13.
6. Click on Start->Settings->Control Panel and select Add/Remove programs.
7. Go to the Windows setup area and uncheck any boxes that are checked. Then hit OK but **do not restart the computer** if asked.
8. For Windows 98 Only: While still in Control Panel, select Networks.
9. For Windows 98 Only: Under the tab configuration remove all selections in the list EXCEPT for "Client for Microsoft Networks", <your Ethernet adapter driver> and "NetBEUI". If any of these are not present you will need to add them. For Windows 2000/XP go to Control Panel, Network, right click on Local Area Connection and select Properties. Then follow the above instructions.
10. For Windows 98 Only: Set Primary Network Logon to "Windows Logon". This will allow for automatic login without use intervention.
11. For Windows 98 Only: Select the tab Identification and set the computer name to "station<n>". Where n is the station number. For Win 2000/XP go to Control Panel, Network, Advanced, Network Identification, Properties and change the name of the Computer to Station <n>.
12. Set the workgroup to "RM". Then hit OK to exit. **Do not reboot.**
13. For Windows 98 Only: Go to Passwords->User Profiles and make sure that "All users of this PC use the same preferences and desktop" is checked.
14. Select Ok and reboot.
15. When asked for login, put in "station<n>". Where n is the station number. In order for the stations to automatically login without user intervention leave the station passwords blank.
16. When in Windows, select Start->Programs->Windows Explorer.
17. Scroll down to Network Neighborhood (My Network Places for Win 2000 and XP)->RMSEVER->RMWIN and right click the mouse.

18. Select map network drive.
19. Choose F:\ as the network drive. Also, check the box that reads "Reconnect on logon". Save and close explorer.
20. Right click the status bar at the bottom of the Windows desktop and select properties.
21. Under the tab Start Menu Programs select Add. On Windows 2000/XP select Advanced and Add.
22. In the command line type "F:\RMPOS.EXE <N>". Where n is the station number. Then click next.
23. Select the folder Start Up when prompted. And then select Finish.
24. Click OK.
25. Reboot the system and make sure that the program loads correctly.
26. If the lettering on the buttons seems cluttered you can increase the screen settings to at least 800X600 pixels.
27. Set Color Palette to High Color (16 bit.)

Synchronizing Time

Using RMTIME.EXE

Version 16 now comes with a Time Server (RMTIME.EXE) that you should use to enforce time synchronization with the fileserver on all the POS stations. This method has the advantage of periodically updating the POS station times (as compared to it only being updated when the station boots up.)

To implement RMTIME:

- 1) Add a shortcut to RMTIME.EXE to the Windows startup folder of the fileserver so that it will run every time the fileserver is booted up.
- 2) Enable clock synchronization under Setup->Stations->Miscellaneous->PC Clock.

Using NET TIME (This has been replaced by RMTIME.EXE which much be running on the server)

- 1) In the RMWIN directory create a file called NetTime.bat.
- 2) Add the following text: "Net Time \\\RMSEVER /SET /YES".
- 3) Save and exit.
- 4) Do steps 5 through 11 for each station.
- 5) Right click on Start and go to open.
- 6) Double click Programs->Start Up.
- 7) Click on File->New->Shortcut.
- 8) For command line put in "F:\NetTime.bat" and save.
- 9) Click next until finished.
- 10) Once created, right click on the icon and go to properties.
- 11) Click on Details. Make sure that "Close on Exit" is checked and that Run is set to Minimized.
- 12) This will synchronize the clocks to the RMSEVER on boot-up.

Installing Touch Screen Drivers

In general, you should save the touch screen driver installation as the last step. This to avoid loosing use of the mouse (right mouse button is disabled once the touch screen drivers are active.)

MicroTouch

Use the Windows 98/2000/XP or WePOS drivers supplied with the touch screen.

Elographic

Use the Windows 98/2000/XP or WePOS drivers supplied with the touch screen.

TouchSystems

Use the Windows 98/2000/XP or WePOS drivers supplied with the touch screen.

Installing Local Check/Receipt Printers

Printers used exclusively by the station they are connected to are referred to as Local Printers. These can be parallel *or* serial type printers.

For local printers, RESTAURANT MANAGER does not require that a printer driver be installed. You can use the DOS Port name (COM1-8, LPT1-3.) However, you must ensure that all stations have the printer attached to the same port, or create separate station configurations for those stations using a different port.

If using a serial printer, you must set the communication parameters as follows:

- Select the System Icon (Start->Settings->Control Panel->System)
- Click on the Device Manager Tab
- Locate the port you wish to configure under Ports (COM and LPT) and click on it.
- Click on the Properties Button
- Select the Port Setting tab.
- Select the correct baud rate, parity, word length and stop bits for the printer. Set the "Flow Control" to "hardware"

The main advantage in using DOS device names resides in immediate printer status detection.

Connecting POS Stations to Shared Printers (Restaurant Manager Spooling)

Under Station Configuration ->Devices in the Restaurant Manager Backoffice program, enter the desired printer names for the prep area printers, prefixed with a # sign. The # sign prefix indicates that a RMSPOOL instead of a Windows defined printer is to be used. For example, if you name a printer KITCHENP in the RMSPOOL Configuration program, you would enter #KITCHENP as the device name. See the "Printer Server Setup (Restaurant Manager Spooling)" section for instructions on setting up a Restaurant Manager Print Spooler.

Connecting POS Stations to Shared Printers (Windows Spooling)

IMPORTANT: ASI strongly recommends you use the new Restaurant Manager Printer Spooler *instead* of the Windows spooler. This section is provided for backward compatibility

and for special situations when you might require Windows spooling services. See the “Print Server Setup (Restaurant Manager Spooling)” section for more information.

Understanding Printer Redirection

Under Windows, all printer output must be channeled via a local printer device. A local printer may or may not be “attached” to a printer located on a remote machine. A local printer need not physically exist to define a local printer driver. Attaching a local printer to a remote printer is referred to as redirecting the printer output.

Establishing Remote Printing (Windows 98/2000/XP or WePOS)

To establish remote printing do the following:

- 1) Define the printers to be shared on the file or print server (see above) (e.g. KITCHENPR, BARPR)
- 2) At each POS station, define a printer (Generic Text type) for each shared printer that needs to be accessed. Establish a connection to the shared printer by checking the “Network” option during the printer setup process. We recommend you give the local printer the same name as the shared printer. This will simplify the Station Configuration under Restaurant Manager.
- 3) Test the connection.
- 4) In Restaurant Manager, under Station Configuration -> Devices -> Remote Printers, enter the LOCAL printer name for the remote printers being used.

Example:

On the system fileserver we add a local Windows Printer naming it KITCHENPRT and attach it to local port COM2. The printer is made shareable.

On a POS Workstation we add a Windows Printer and also name it KITCHENPRT. We DO NOT attach it to a local port, but to the networked printer defined above, KITCHENPRT

In Restaurant Manager we configure Remote Printer 1 as KITCHENPRT.

Thus, when the POS Workstation prints to Remote Printer 1, the flow is as follows:

Remote Printer 1 → KITCHENPRT (local) → KITCHENPRT (on Print Server) → COM2

Note that both KITCHENPRTs must be defined with the Generic Text Printer driver.

Installing Customer Displays

External Customer Displays that attach to a serial port (COM1-8), are driven directly by RESTAURANT MANAGER. Simply enter the port name under Station Configuration, and configure the port as described above for local printers.

Installing Cash Drawers

For cash drawers that attach directly to a serial port (COM1-8), follow the same procedures as described under Installing Local Check/Receipt printers. Then insert the trigger codes for the cash drawer under Printer Codes, in Station Configuration.

The following document will explain Installing Compulsory Cash Drawers

<http://www.actionsystems.com/TechSupport/Compulsory%20Cash%20Drawer.htm>

How to setup dual cash drawers:

Here are the steps to setup Dual Cash Drawers under RM:

1. Create a printer type called Cash Drawer B in PRTCODES.DBF database. You can open this file by going in to DOS, c:\rmwin and typing dbu prtcodes.dbf
2. Then in Backoffice, under station configuration, under Devices, Printer Codes, select that new printer type and enter the Cash Drawer B codes into "Open Cash Drawer" field. For example, for Epson TMT88 it would be 27 112 1 50 200
3. Then again under Devices, POS Cash Drawers, Generic Cash Drawer Setup, for Cash Drawer B, enter the printer name (same as Cash Drawers A) for Primary Device. Then for Printer Type enter the new printer type you created in prtcodes.dbf: Cash Drawer B

Installation Tips

- **Always** burn in and stage installation in office before delivering to customer
- Write down how each pos is configured from a-z, i.e. IP addresses, computer system name (check list)
- Cloning/ghosting: get one machine to work and ghost its image to the other stations
- Have a menu template for different types of restaurants (i.e. bar, pizza stores)
- Have a Cat5 Cable tester
- Label/color code cables
- Use UPS/line conditioners on each and every device connected to the system (don't forget hubs, switches, office printers, and credit card boxes.....)
- Use similar hardware
- Configure and Run RMSTART.EXE

Before the system leaves the office:

- Have a data backup system
- Install pcAnywhere (or other remote connectivity application) not just on server but also on stations to access site remotely
- Make sure all components work from a-z

Before going live:

- Sysgen.exe

Basic Troubleshooting

1. Orders do not get printed on prep-printers.

Possible Reasons:

- Printers are not setup correctly under RMSpooler Setup
- Printers are not setup correctly under Backoffice > Station Configuration > Devices > Pre-printers
- Menu items do not have correct printers assigned
- Printer is out of paper
- Incorrect printer cable
- Bad COM or LPT Port
- Defective Printer

2. Receipts do not get printed on receipt printers

Possible Reasons:

- Printers are not setup correctly under RMSpooler Setup or under Windows Spooler
- Printers are not setup correctly under Backoffice > Station Configuration > Devices > POS printers
- Printer is out of paper
- Incorrect printer cable
- Bad COM or LPT Port
- Defective Printer

3. Credit Card can not be processed

Possible Reasons:

- Credit Cards are not setup correctly under Backoffice > Station Configuration > Miscellaneous > Credit Card Processing
- RMCCWIN.EXE is not running
- Credit Cards are not enabled under System Configuration

4. Can not open Cash Drawer

Possible Reasons:

- Cash Drawer is not setup correctly under Backoffice > Station Configuration > Devices > Cash Drawers
- Incorrect Cash Drawer open codes under Backoffice > Station Configuration > Devices > Printer Codes
- Incorrect Cable
- Defective Drawer
- Cash Tray requires initialization, but not initialized
- No signal is sent to the Cash Drawer via printer
- Cash Drawer is locked
- Cash Drawer cable is not snugly connected, so it won't fire when given signal

Notes

- 1) Windows NT does not provide 2-way printer/job status information; hence automatic backup printers cannot be implemented. In case of failure, you must manually configure Restaurant Manager to use a backup printer. To implement automatic backup printers, you must have the shared printers attached to a Windows 95 machine.
- 2) Spool data format must be set to EMF on originating computer to ensure proper printing on printers attached to Windows NT machines.
- 3) Some check printers interpret the Form Feed character sent by the POS. Disable by setting the paper option for the printer to Continuous - No Page Break. This setting is found under the Paper Tab in Printer Properties. If this does not work, you can try setting the page length to 1 using printer codes. E.g. For the Star SP312, 27 67 01.
- 4) Unexplained problems writing to shared printer on NT Workstation. Solution: Delete and then Add problem printer on NT Workstation.
- 5) If using MicroTouch screens make sure that at least one copy on the drivers are included or that you have access to their web site to download.

If you have remote printing problems...

A common problem with Windows 95 printing is that sometimes a job will "hang up" in the queue, not allowing subsequent jobs to print. Following are some suggestions on how to fix the problem.

- 1) Make sure machine sharing printers is set up as a server. Control Panel-> System->Performance->File System->Typical role of this machine.
- 2) Apparently Windows 95 doesn't like running the remote printers @ 9600 baud. Symptoms are spurious "disconnects" and printer send errors. To resolve, set baud rate to 2400.
- 3) Check handshaking. We recommend hardware handshaking (DTR/DTS), however if locking persists, it's worth trying the XON/XOFF configuration. Note that both the Windows 95 and the printers must implement the same handshaking protocol.
- 4) Make sure the print server does not make use of COM4 (Some Plug and Play modems will automatically use this port.) For some mysterious reason this can cause problems.
- 5) Use a faster machine for remote printing.