
Installation Guide

Configuring Vista Voucher Management

Version: V3



Vista Entertainment Solutions Ltd.

Contents

About Vista	3
Copyright Notice	4
Using This Guide	5
Configuring the Voucher Management Server	7
Usernames & Passwords	7
Using the HeadOffice Server	8
Prerequisites	9
Site Specification Customisation	10
Create Backup Files	11
Set up Scheduled Tasks	13
Setup Daily Backup of VistaVM Database	13
Setup Daily Backup of MASTER Database	14
Setup Daily Check of Database for Consistency	15
Setup Daily Backup of MSDB Database	15
Set up Sales Batch and Redemption Batch process	16
Protocol Settings	17
Perform Tape and Disk Backups	18
Configuring the Voucher Management Clients	19
Configuring the Voucher Management Clients	20
Index	23

About Vista

Vista Entertainment Solutions develops software for the Cinema Exhibition industry. The Vista software system consists of a number of integrated products that cover almost all aspects of managing and operating cinemas. The product line is scalable so as to be suitable to exhibitors who run from one cinema to hundreds of cinemas.

The Vista Point of Sale and Vista BackOffice (base Vista) provide all Cinemas level function for Box Office and Concessions. At least one installation of Base Vista is required for all Vista customers. All other modules are optional.

The optional modules are:

- **Web Ticketing** - a customisable system that enables ticket sales on the Internet along with display of show times and movie information.
- **IVR Ticketing System**- an automated touchtone phone booking system.
- **Vista Kiosk** - a customisable ATM ticketing system that features touch screen and state of the art multimedia technology for remote ticket sales either on or off-site.
- **Call Center** - provides a central web based application for booking and selling seats across a circuit of cinemas.
- **MobilePOS** - utilises a Pocket PC based PDA's to sell tickets and concessions while connected to the Vista system via a wireless network.
- **Vista Signs** - manages configured animated messages on cinema signs including LED, TV Monitors and Plasma.
- **Vista Projection** - controls the export of cinema show-time schedules to automated projection systems.
- **Vista Air Conditioning** - provides an interface between base Vista and the air conditioning system to regulate air circulation and temperature depending on head count information stored in the Vista database.
- **HeadOffice** - provides central maintenance of key cinema data, uploading of cinema performance data to HeadOffice, a film settlements system and a business intelligence system for analysing circuit wide performance.
- **CashDesk** - a companion product for Vista BackOffice for cinemas that wish to have higher levels of cash and treasury control within the cinema.
- **Employee Scheduling** - provides a graphical employee roster system at cinema locations, along with a HeadOffice module that consolidates all roster information.
- **Film Programming and Scheduling** - a companion product to HeadOffice. It is a system for planning and booking films across a circuit from a central location. The booking system generates best fit schedules to download to the cinema.
- **Voucher Management** - a companion product to Vista HeadOffice that controls the ordering, stocking, transfer, and redemption of coupons, vouchers and passes.
- **Loyalty** - a customer relation management program for the creation, maintenance and evaluation of loyalty programs.

Copyright Notice

Copyright © 1996-2005 Vista Entertainment Solutions Ltd.
All rights reserved.

Vista is a Registered Trademark of Vista Entertainment Solutions Ltd. All rights reserved.

Trade Secret Information of Vista Entertainment Solutions Ltd, 1996-2005. This program is protected by licensed terms applicable to New Zealand and International copyright laws.

The software contains proprietary information of Vista Entertainment Solutions Ltd; it is provided under a license agreement, which must be entered with Vista Entertainment Solutions Ltd, containing restrictions on use and disclosure and is also protected by copyright law. Reverse engineering of the software is prohibited.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Vista Entertainment Solutions Ltd.

Microsoft Word, Microsoft Office, Windows®, Windows95™, Windows98™, Windows NT® and MS-DOS™ are trademarks of the Microsoft Corporation.

Vista Entertainment Solutions Ltd
PO Box 8279, Symonds St,
Auckland, New Zealand.
Ph: +64 9 357 3600
Fax: + 64 9 379 0685
Website: <http://www.vista.co.nz>

Using This Guide

This guide is for anyone who needs to set up and configure **Vista Voucher Management** for general operation.

The guide includes a detailed explanation of:

- Voucher Management Server and Client Configuration.

Before completing the steps in this guide, you should have reviewed and completed:

- 1 Installation of SQL Server (see the Installing SQL Server Guide).
- 2 Installation of Vista V3 (see the Installing Vista Version 3 Guide).

Now use this guide to configure your Vista Voucher Management application.

NOTE: The Voucher Management database is generally stored on the same server as the HeadOffice database, as this allows more efficient data exchange between the databases. However, this is not mandatory if the installation is to be on separate servers or HeadOffice is not being used.

CHAPTER 1

Configuring the Voucher Management Server

Username & Passwords

System Administrator User

When Vista is installed for the first time, the following system administrator user will already exist. Please make sure you change this password as soon as possible:

- User name: sysadmin
- Password: sysadmin

Domain Users

The standard Vista username and password conventions are outlined below. Please note the use of upper and lowercase characters in both the username and password - this is deliberate to make the application more secure. Tests run recently showed any password that was just a word in either all uppercase or all lowercase could be cracked within 30 seconds. Adding a number made it much harder and using varied upper and lowercase meant it would take days to crack. This is very important for usernames that have Administrator rights and those with dial-up rights. The following usernames/passwords are setup on the fileserver

(Note: the passwords shown below are recommendations for small cinema chains only).

User Id	Password	Dial In Allowed	Comment
VISTA	VISTA	No	
Administrator	Ele64Blu	No	This user id is used by the Vista software to access Windows NT/2000 AS and the VISTAHO database. Note the mix of uppercase/lower case in "Ele" and "Blu". This combined with a number, make it difficult to be broken into by security breaking programs.
VES	Kiw64Gol	Yes	This is the user name used by Vista Entertainment Solutions Ltd Support Staff to provide software support. This user id will have administrator rights. Note the uppercase/lowercase of "Kiw" and "Gol".
SQLExecutive	SQLExecutive01	No	This user id is used by SQL Executive. The password should never be changed, else SQL Backups and other tasks will fail.

Using the HeadOffice Server

Configuration for use with HeadOffice

Follow these steps if you are using the same server for Voucher Management and HeadOffice:

- 1 Open SQL Server Enterprise Manager.
- 2 Select the server hosting the Voucher Management database.
- 3 Select the Voucher Management database and open the 'tables' tree.
- 4 Select the table tblVistaHOControl.
- 5 In the column HOControl_vcDBConnect set the name of the server containing the HeadOffice database, along with its SQL Server ID and password. Exit the table (the settings should now be saved), e.g.

driver= {SQL Server}'server=VistaSrvr;uid=vista;pwd=VistaApp;database=VISTAHO;

- 6 **NOTE:** The user Id and password used must be for a valid user with administrative rights to the HeadOffice database.

The system is now configured to import batches from the HeadOffice database.

Prerequisites

When running Setup Client, typical programs to install are:

- Voucher Management*

Comment: * means that it is not normally run on this computer, but install in case Vista need to connect to your system to investigate a problem (as the only remote access typically involves the cinema server).

Operating System Checks

Make sure the Windows regional settings are correct for your country. Things to check are:

- Date Settings are correct
- Time settings are correct
- Set the date/time correctly
- As long as the Date/Time automatically aligns with another Server, do not set for daylight savings
- Correct country selected
- Currency settings are correct

Site Specification Customisation

Setup the Site Specific Sections of Vista

Note: D:\Vista refers to the Vista Share created in the Installing Vista Version 3 document.

Step 1 - Configure the Vista Data INI files

NOTE: This step will only need to be performed if HeadOffice has not been installed previously. please move on to Step 2

- Browse to D:\Vista\Install\Applib\COMMONBASE\3.00\Config and copy the file Sample_visDBEngine.ini and paste it in the same folder. Then rename the copied version to visDBEngine.ini.

Step 2 - Copy the Vista SQL Jobs

- Browse to D:\Vista\Install\Applib\JOBS\3.00\ and copy the DatabaseScripts folder to D:\Vista

Step 3 - Setup to Import Voucher Data

- Open SQL Server Enterprise Manager.
- Select the VISTAVM database.
- Select tables.
- Scroll down the list of tables to find the table tblVistaHOControl.
- Right click on this table and select Open Table. Return all rows.
- In the first column set the server name, User ID, password and database names for the HeadOffice database. (NOTE: This may or may not be the same server that has VISTAVM).

Create Backup Files

Create Backups of the Database To Date

To get to the Backup utility:

- Start Enterprise Manager
- Highlight local server name
- Menu: **Tools>Backup Database...**

Create Disk Backup File to hold “Clean Install” copy of VistaVM database

This backup file will be used to restore the Vista Voucher Management database to an ‘empty’ state after staff training has filled it with transactions:

- Backup Database: General Tab
- Database: Select **VISTAVM**
- Backup: Database - Complete
- Destination Disk

Create Disk Backup of MASTER database

This backup file will be used to restore the MASTER database if it ever got corrupt. This database contains the sizes of all the database devices and databases within SQL Server.

- Backup Database: General Tab:
- Database: Select **master**
- Backup: Database - Complete
- Destination: Disk

Add...on SQL Server 7.0

- Accept Default path **MSSQL7\Backup**

or on SQL Server 2000

- Accept Default path **Program Files\Microsoft SQL Server\MSSQL\Backup**
- Append Filename: **Dump_Master**
- OK
- Overwrite: Overwrite existing media
- <OK>, to back up now.

Create Disk Backup of MSDB database

This backup device will be used to restore the MSDB database if it ever got corrupt. This database contains the list of Scheduled Tasks within SQL Server. It would be easier to restore this database rather than retype in all the scheduled tasks if it ever got corrupted

- Backup Database: General Tab
- Database: Select **msdb**
- Backup: Database - Complete
- Destination: Disk

Add...on SQL Server 7.0

- Accept Default path `\\MSSQL7\\Backup\\`

or on SQL Server 2000

- Accept Default path `\\Program Files\\Microsoft SQL Server\\MSSQL\\Backup`
- Append Filename: **Dump_Msdb**
- OK
- Overwrite: Overwrite existing media
- <OK>, to back up now.

Set up Scheduled Tasks

Set up the following tasks within SQL Server scheduling system.

A suggested Task Timetable is shown below. You may need to change some of these times to suit each cinema's typical working day along with when the HeadOffice database is typically not being used.

Task Function	Frequency	Start Time	Approx Time Required
Daily Backup VistaHO	Daily	7:00am	15 mins
Daily Backup Master	Daily	6:50am	5 secs
Daily Backup Msdb	Daily	6:55am	5 secs
Database Consistency	Daily	3:30am	15 mins – 3 hours

Schedule Daily Tape Backup of VISTAVM Database

There are two approaches to backing up to tape:

- 1 SQL Server backs up to disk. A separate task then performs a Windows level backup of selected files on the server (as determined by the support company), including the SQL Server disk backup file, or
- 2 SQL Server backs up directly to tape. Tape not available for Windows backups. Most tape drives do not support this.

Currently, we recommend the first approach.

Follow the general procedure as if you were going to do an immediate backup (as per the previous section) to complete backup for each of these databases:

Setup Daily Backup of VistaVM Database

- Backup Database: General Tab
- Database: Select **VISTAVM**
- Backup Database: General Tab
- Database: Select **VISTAVM**
- Backup: Database - Complete
- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_VistaVM
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily
- Frequency: every 1 day.
- Daily frequency: occurs once at 07:00
- Duration: no end date
- <OK>

- Edit name to be: "Daily Backup VistaVM"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)
- <OK>

The result of the above is that a job is created in the SQLAgent jobs list. Using this wizard is much easier than creating the job directly via the SQLAgent, Jobs, New Job... wizard. To view or subsequently edit the job:

- In Enterprise Manager
- Highlight server Name
- Backup: Database - Complete
- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_VistaVM
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily
- Frequency: every 1 day.
- Daily frequency: occurs once at 07:00
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup VistaVM"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)
- <OK>

The result of the above is that a job is created in the SQLAgent jobs list. Using this wizard is much easier than creating the job directly via the SQLAgent, Jobs, New Job... wizard. To view or subsequently edit the job:

- In Enterprise Manager

Highlight server Name

Setup Daily Backup of MASTER Database

- Backup Database: General Tab
- Database: Select master
- Backup: Database - Complete
- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_Master
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily

- Frequency: every 1 day
- Daily frequency: occurs once at 06:50
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup Master"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)
- <OK

Setup Daily Check of Database for Consistency

This task is normally run once a day, unless it is taking a long time, then maybe schedule to run once a week. In Enterprise Manager, ensure local server name is highlighted.

- Menu: Tools, Job scheduling...

(*) Operating system Shell command

- In the box type the command:

```
osql /Usa /P  
/iD:\Vista\DatabaseScripts\CheckdbHO.sql  
/oD:\Vista\Log\CheckdbHO.out
```

- Type the sa password directly after the "/P". For example "/PPassword1"
- Click Next
- Run the job: Select **On a recurring basis** and click the **Schedule** control button.
- Occurs: Daily
- Frequency: every 1 day
- Daily frequency: occurs once at 03:30
- Duration: no end date
- Click **OK** and then click **Next**
- Job Notifications: accept default (no operator) and click **Next**.

Job Name: Check Database Consistency

Setup Daily Backup of MSDB Database

- Backup Database: General Tab
- Database: Select **msdb**
- Backup: Database - Complete
- Destination: e.g. D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_Msdb
- Overwrite: Overwrite existing media
- Choose the Verify option (which is on the other tab)
- Tick "Schedule"
- Click "..." to open the scheduling dialogue
- Enabled and Recurring should be ticked (default)
- <Change...>
- Occurs: daily

- Frequency: every 1 day
- Daily frequency: occurs once at 06:55
- Duration: no end date
- <OK>
- Edit name to be: "Daily Backup Msdb"
- Notify Options: accept default (none)
- Event Logging: accept default (on failure)

<OK>

Set up Sales Batch and Redemption Batch process

Voucher Redemption Batch process

Connects to HeadOffice Database and imports previous days voucher redemptions

- Click on the "Steps" tab.
- Select "Step 1" and click edit
- In the "Command" area find the line that says "Const Connect Str =..." and set your User Id and password.

NOTE: The server name is the HeadOffice server name.

Voucher Sales Batch Process

- Connects to HeadOffice database and imports sales data.
- Click on the "Steps" tab.
- Select "Step 1" and click edit
- In the "Command" area find the line that says "Const Connect Str =..." and set your User Id and password.

NOTE: The server name is the HeadOffice server name.

Protocol Settings

Set Default to Named Pipes

- Select Start + Run
- Open: CLICONFG <ok>
- Enable the “Named Pipes” protocol if not enabled.
- Move the “Named Pipes” protocol to the top of the list (sometimes it will be below TCP-IP)

Perform Tape and Disk Backups

Backup Key Databases now (for emergency recovery)

Backups of the following databases were made in an earlier section "Create Backup Files". However, some things have changed in the database since then (particularly job scheduling information). So do another backup now.

Backup from SQL Enterprise Manager, Menu: Tools, Backup

Backup the MASTER Database to Disk (takes less than 1 minute)

- Backup database: 'master' to *existing* disk file Dump_master
- Tick the overwrite contents option

Backup the MASTER Database to Tape (takes less than 1 minute)

- Insert a tape labelled "Backup of MASTER Database"
- Backup database: 'master' to *tape*
- Tick the overwrite contents option
- *Label tape with the date and time. Write protect it.*

Backup the MSDB Database to Disk (takes less than 1 minute)

- Backup database: 'msdb' to *existing* disk file Dump_msdb
- Tick the overwrite contents option

You should now before a full backup at the operating system level to tape. ?????

CHAPTER 2

Configuring the Voucher Management Clients

Prerequisites

Ensure that Vista Version 3 is installed on each client PC. When running Setup Client, typical programs to install are:

- Voucher Management

Then return to this manual to configure the Voucher Management Clients.

Operating System

Make sure the Windows Regional Settings are correct for your country. Things to check are:

- Date Settings are correct
- Time settings are correct
- Set the date/time correctly
- As long as the Date/Time automatically aligns with the computer, do not set for daylight savings
- Correct country selected
- Currency settings are correct

Share the Hard Disk (for Support Purposes)

- [Explorer, Highlight C:, right click, sharing]
- Share C: Drive as:
- Share name: CDRIVE
- Access type: Full
- Password: Don't enter a password

Configuring the Voucher Management Clients

The following steps need to be performed on every client PC that Voucher Management will be run on:

Setting Up ODBC Data Sources (DSN)

- 1 An ODBC data source must be set up for Voucher Management (if this is not a new installation, this should already be set up).
- 2 Open the Data Sources (ODBC) program (in WindowsXP and Windows 2000 this is found under Control Panel | Administrative Tools).
- 3 Select the 'System DSN' tab.
- 4 Click 'Add'.
- 5 Scroll down to Select 'SQL Server' as the Data Source, and click 'Finish'.
- 6 Enter the Name of the Data Source as VISTA_VM, and select the Voucher Management server.
- 7 Click 'Next'.
- 8 Select 'With SQL Server authentication using a login ID and password entered by the user' as the authentication method, and enter your SQL Server ID and password. Click 'Next'.
- 9 Select 'Change the default database to:', and select your Voucher Management database. Click 'Next'.
- 10 Click 'Finish'.
- 11 Test the connection to confirm that all the details are correct, and exit.

Registry Entries

- 1 On the client machine click Start, Run.
- 2 In the run text box enter the directory of your applications library. By default this will be \\ServerName\VistaInstall
- 3 Browse to the \\ServerName\VistaInstall\Applib\Setup\Client directory
- 4 Double click on the registry settings:
 - CABINETS_VISTAVM.reg (for Windows 95/98)
 - CABINETS_VISTAVM(NT).reg (for Windows NT/XP/2000/2003)
- 5 Return to the Start menu, and select Run.
- 6 Use the command: regsvr32 d:\vista\Common\ESSCOLLECTION.DLL to register the file.
- 7 Register the following files, by repeating the Start/Run option:
 - ESSFwk.dll
 - ESSMain.dll
 - ESSY2K.dll

First-time Install Step

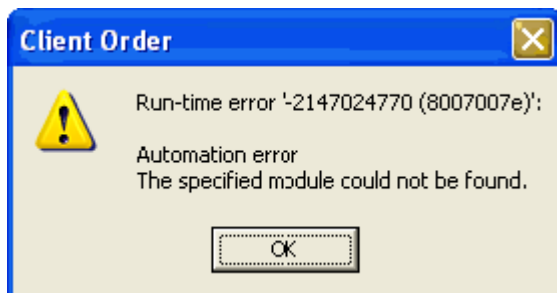
The Voucher Management client install needs some manual steps to complete the install correctly. This is required to register an unusual file. It should not need doing again even if the product is upgraded.

Follow these steps:

- Complete the SetupClient instructions for VM in the normal way (see SetupClient steps 1 and 2 within the Installing Vista V3 manual).
- Place the Voucher Management icon on the desktop.
- Click this icon and the application will perform its first upgrade.

Now complete the special once-only task:

- Exit immediately from Voucher Management - do NOT run any Voucher Management menu options.
- Go to explorer (or the Run dialogue box) and execute file C:\VISTA\COMMONHO\RegisterEss.bat
- Click OK when prompted
- Now click the VM icon to run the application (no upgrade will occur this time)
- You should be able to use menu options as required.
- If you get the following type of error message, then the VM installation has failed. Please check the above steps have been completed, and if the error still occurs, please contact Vista Support.



Index

A

About Vista - 3

C

Configuring the Voucher Management Clients -
19, 20

Configuring the Voucher Management Server -
7

Copyright Notice - 4

Create Backup Files - 11

P

Perform Tape and Disk Backups - 18

Prerequisites - 9

Protocol Settings - 17

S

Set up Sales Batch and Redemption Batch
process - 16

Set up Scheduled Tasks - 13

Setup Daily Backup of MASTER Database - 14

Setup Daily Backup of MSDB Database - 15

Setup Daily Backup of VistaVM Database - 13

Setup Daily Check of Database for Consistency
- 15

Site Specification Customisation - 10

U

Username & Passwords - 7

Using the HeadOffice Server - 8

Using This Guide - 5