
Installation Guide

Configuring Vista HeadOffice V3

Version: V3



Vista Entertainment Solutions Ltd.

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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.

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Using This Guide

This guide is for anyone who needs to setup and configure Vista HeadOffice for general operation.

This guide includes a detailed explanation of:

- HeadOffice Server and Client configuration
- HeadOffice Audit configuration
- InfoWorks configuration
- Job Scheduler 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 Version 3 (see the 'Installing Vista Version 3' Guide)

Now use this guide to configure your Vista HeadOffice application.

CHAPTER 1

Configuring the HeadOffice 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. |
| (e.g.) Infinity | {Password of your choice} | Yes | This is the username for a local computer support company (if it exists). In this example, a company called "Infinity Solutions Ltd" looks after the example cinema chain called Vista Cinemas. This user id will have administrator rights. |

Prerequisites

When running Setup Client, typical programs to install are:

- Headoffice*
- HoAudit

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 Specific 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

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

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 VistaHO database

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

- Backup Database: General Tab
- Database: Select **VISTAHO**
- 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_VistaHO_PreGoLive**
- OK
- Overwrite: Overwrite existing media
- **<OK>**, to back up now.

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 |
| ExportToCinema | Daily | 12.00am | <5 mins per Cinema |
| ImportFromCinema | Daily | 7.00am | 5 – 10 min per Cinema |

Cinema Scheduled Tasks

Note the following tasks are run at the Cinema, but are included here for completeness (see the Configuring Vista Cinema V3 for more information on Cinema setup).

| Task Function | Frequency | Start Time | Approx Time Required |
|----------------------|-----------|------------|----------------------|
| ImportFromHeadOffice | Daily | 6.30am | < 5 mins |
| ExportToHeadOffice | Daily | 6.00am | < 5mins |

Schedule Daily Tape Backup of VISTAHO 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 VistaHO Database

- Backup Database: General Tab
- Database: Select VISTAHO
- Backup: Database - Complete
- Destination: eg D:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\Dump_Daily_VistaHO

- 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 VistaHO"
- 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
- Expand folders to locate: Management \ SQLServer Agent \ Jobs

Note: This task (and any other scheduled task) will not run if the SQLServerAgent service is not running. Check Control Panel, Services, SQLServerAgent that it is set to start automatically when NT starts.

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 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>

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 ExporttoCinema Job

This job is run by the Job Agent on the HeadOffice Server and is usually scheduled to run at 12.00am. This job exports data such as Films and TicketTypes from HeadOffice to be imported by cinemas.

- Open the Job Agent from Enterprise manager by clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ExportToCinema".
- Click the Steps tab and then the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "HOServer1"

| | |
|--------------|--|
| SERVER | HeadOffice Database Server Name |
| DATABASENAME | HeadOffice Database name |
| USERID | User to connect to the Database as. |
| PASSWORD | Password for the above user |
| CINEMA | Cinema Code to Export Data to. If this is left blank then data will be exported to all Cinemas |

- Click OK
- The jobs will be set up to run at 12.00am daily. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ImportFromHeadOffice Job

This job is run by the Job Agent on the Cinema Server and is usually scheduled to run at 12.30am. This job imports data such as Films and TicketTypes from HeadOffice and should be setup at each cinema.

- Open the job Agent from Enterprise manager by expanding the Cinema Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ImportFromHOffice".
- Click the Steps tab and then the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "CinServer1"

| | |
|--------------|--|
| SERVER | Cinema Database Server Name |
| DATABASENAME | Cinema Database name |
| USERID | User to connect to the Database as. |
| PASSWORD | Password for the above user |
| CINEMA | Cinema Code to import Data for. If this is left blank then data will be imported for all Cinemas |

- Click OK
- The job needs to be setup to run daily at least 10mins after the ExportToCinema job at HeadOffice. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ExporttoHeadOffice Job

This job is run by the Job Agent on the Cinema Server and is usually scheduled to run at 6.00am. This job should be setup at **each cinema** and exports data such as Concession and Ticket Sales.

- Open the job Agent from Enterprise manager by expanding the Cinema Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ExportToHeadOffice".
- Click the Steps tab and for **each step** click the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "CinServer1".

| | |
|--------------|-------------------------------------|
| SERVER | Cinema Database Server Name |
| DATABASENAME | Cinema Database name |
| USERID | User to connect to the Database as. |
| PASSWORD | Password for the above user |
| CINEMA | Cinema Code to export Data for. |

- Click OK
- The job should be run daily 6.00am. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

Setup ImportFromCinema Job

This job is run by the Job Agent on the HeadOffice Server and is usually scheduled to run at 6.30am. This job imports data such as Concession and Ticket Sales and should be setup at **each cinema**.

- Open the job Agent from Enterprise manager by expanding the HeadOffice Server node and clicking **management -> SQL Server Agent -> Jobs**.
- Right click on the Job "ImportFromCinema".
- Click the Steps tab and for **each step** click the edit button
- Fill in the Following values by entering text between the double quotes. For example SERVER = "HOServer1".

| | |
|--------------|---|
| SERVER | HeadOffice Database Server Name |
| DATABASENAME | HeadOffice Database name |
| USERID | User to connect to the Database as. |
| PASSWORD | Password for the above user. |
| CINEMA | Cinema Code to import Data for. If the Cinema Code = "" then data will be imported for all cinemas. |

- Click OK
- The job should be run daily at least 30mins after the Job ExportToHeadOffice at the cinemas. This can be changed from the Schedules tab.
- Click OK to get back to the list of Jobs, right click the job and select "Enable".

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 Job Scheduler

Job Scheduler Service and Console

Installing the Job Schedule Service:

Complete the following steps on the Server:

- 1 Set your system path to include the .NET framework.

Steps for Windows 2000, XP:

- 1 Right-click on the My Computer icon (under Windows XP, the My Computer Icon may be located in the start menu).
- 2 Choose Properties from the context menu (alternatively, you can double-click on the System icon in the Control Panel).
- 3 Click the Advanced tab.
- 4 Click the Environment Variables button.
- 5 Add the target directory to the end of the Path using a semi-colon as a separator. The target directory is %SystemRoot%\Microsoft.net\Framework\vX.X.XXX (where X.X.XXX corresponds to your .NET build). To find your build, browse to the directory above (i.e. under the Windows folder).

Installing the Task Service:

- 1 Go to the DOS prompt.
- 2 Navigate to the \Vista\TaskService directory (type "cd d:\Vista\VistaTaskService").
- 3 Run the following "InstallUtil visTaskService.exe."
- 4 The last line should say 'The transacted install has completed.'

Set up the Windows Service (Steps for Windows 2000, XP):

- 1 Start -> Settings -> Control Panel.
- 2 Select Administrative Tools.
- 3 Select Services.
- 4 Locate 'Vista Schedule Service.'
- 5 Right click, go to "Properties."
- 6 Choose the "Log On" Tab, and set "Allow Service to interact with desktop" to be true (i.e. tick this field).
- 7 Choose the "General" Tab and set start up type to be "automatic". To start, stop, pause and resume the service right click on the service and click the option corresponding to your choice. For now, "start" the service.

The service is now installed and running.

CHAPTER 3

Configuring the HO Audit Application

Prerequisites

- Install IIS on the HeadOffice Server
- Use Setup Client to Install the HO Audit Application on the HeadOffice Server

Update Cinema Tables

In order to begin auditing Cinemas, the tables `tblCinema` and `tblCinema_Operator` must be correctly updated in the Vista HeadOffice database. This is to provide database connection settings to the audit process, and to flag which cinema operators are actively uploading data and should be included in auditing.

The following fields should be updated appropriately in `tblCinema_Operator`:

| | | |
|--|----------|---|
| <code>CinOperator_strUploadActive</code> | Y/N | Overriding flag identifying active uploads - if N online/offline dates are ignored. |
| <code>CinOperator_dtmOnlineFrom</code> | datetime | Date cinema operator uploads began. Audits will only be recorded for days greater than or equal to. |
| <code>CinOperator_dtmOfflineFrom</code> | datetime | Date cinema operator uploads end. Audits will not be recorded past this date – unless the offline from date is less than the online from date- in which case it is assume that the cinema was taken offline at some point in the past- but has since been reinstated by the online from date. |

The following fields must be updated in `tblCinema`:

| | |
|-------------------------------------|---|
| <code>Cinema_strServerName</code> | Server that Cinema Database resides on. |
| <code>Cinema_strDatabaseName</code> | Cinema Database name. |
| <code>Cinema_strUserId</code> | Login for SQL user. |
| <code>Cinema_strPWD</code> | Password for SQL user. |

Install SQL Server Audit Task

Configure Job

- Open SQL Server Enterprise Manager and go to Management; SQL Server Agent; Jobs.
- Select the HeadOffice Auto Audit Job and ensure that the correct DB Connect values are passed to the procedure to allow it to connect to the HeadOffice Server and Database.

Test and Confirm Job

By passing the DateStart, DateEnd arguments as empty strings the Audit process will automatically execute an audit for a single day starting from the day the last successful audit was executed (for any cinema operator). If no Audit records exist the process will begin execution 2 days before the date of execution of the job. If the job appears to hang during execution ensure that the ShowErrorsOnScreen=NO flag is set in the visDBEngine.ini file in the root directory where the Vista DB Engine component is installed. On Screen error logging throws message boxes describing database errors – these message boxes are windowless when executing via the SQL Server agent and therefore cannot be responded to – hence the apparent 'hang'.

Create Schedule entry for the Job:

When functioning OK create a schedule for the job and ensure it is enabled. It is recommended to schedule this job to run every hour. Periodically check the status of the jobs history to check for errors. The job will raise errors if the audit process encounters problems – the visHOAdut.dll will generate its usual logging for any such conditions.

Install Audit Web Application

Copy files

- Browse to the folder HOAuditWebPage in the CD or the downloaded package
- Copy this folder onto the Web Server under the wwwroot directory, e.g.
D:\inetpub\wwwroot\HOAuditWebpage

Create a DSN on the Webserver to point to the HeadOffice database and call it "Audit".

- [Start Menu: Control Panel: Administrative Tools: Data Sources]

Select the System DSN tab and press the add button

- Select "SQL SERVER", FINISH
- Enter the following data
- Name: Audit
- Server: *HeadOffice Database server name*
- Press Next and select the radio button entitled "With SQL Server Authentication..."
- For Login ID enter VISTA
- Enter the password for the VISTA user.
- Press Next
- Check the checkbox entitled "Change the default Database"
- Select the VISTAHO database from the dropdown box.
- Click NEXT, FINISH, TEST DATASOURCE, OK, OK

Set the Regional Settings of Audit Webpage to match those of the Webserver

- Edit the constants file in copied to the webserver in windows notepad, e.g.
D:\inetpub\wwwroot\auditwebpage\include\constants.asp
- Change the DSN string to have the correct userid and password to connect to HeadOffice.
- It is important that the month names are exactly correct for regional settings of the webserver. This includes accents etc.

IMPORTANT! Some regional settings have different numbers to represent the months internally. Please check that when the page loads, the correct month (that is currently set on the web-server clock) is displayed in the date textboxes. If not you will need to change the constants.asp file and shuffle the month names back one each or forward one each inside the <% %> tags until the right date is displayed on load of this page (ie. don't yet select a date from the calendar), e.g.

- MONTH_JAN = "February"
- MONTH_FEB = "March"
- The month names inside the <script language="javascript"> </script> tags should not require changing unless when you select a date in the calendar it does not populate the date textbox with the correct date.

Setup Site in IIS

Setup the site in IIS by creating a virtual directory. Set audit.asp as the home page (under the "documents" tab for the virtual directory properties).

Browse to site and create shortcut

- Open the virtual directory for the Audit Application in IIS, right click audit.asp and select Browse. When the webpage appears in your Web Browser select
- File - > Send -> Shortcut to desktop

To view the Audit webpage from another machine on the network use the following address <http://ServerName/VirtualDirectoryName/audit.asp>, where Server Name is the machine name of the HeadOffice Server and VirtualDirectoryName is the name of the Virtual Directory set up earlier.

CHAPTER 4

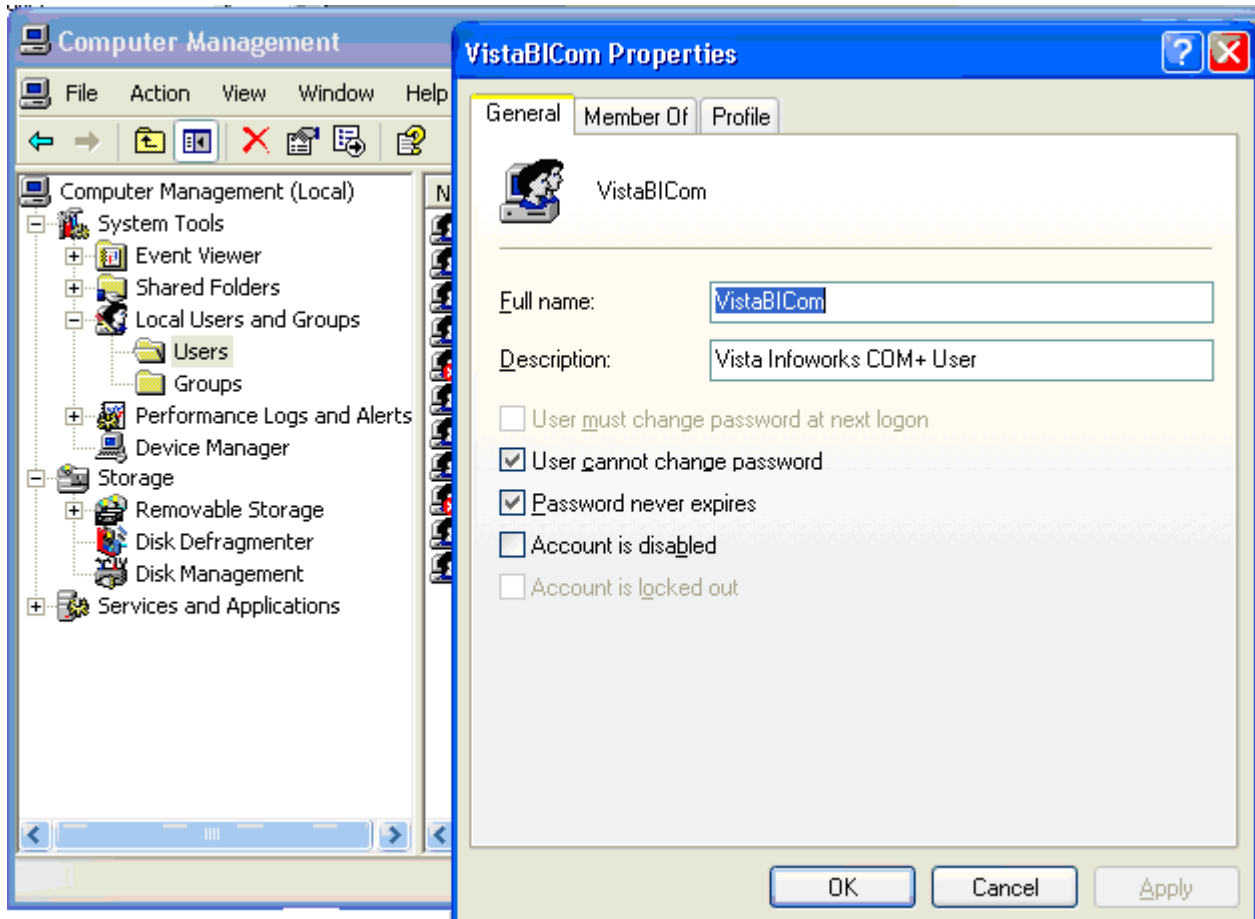
Configuring InfoWorks

Folder Setup

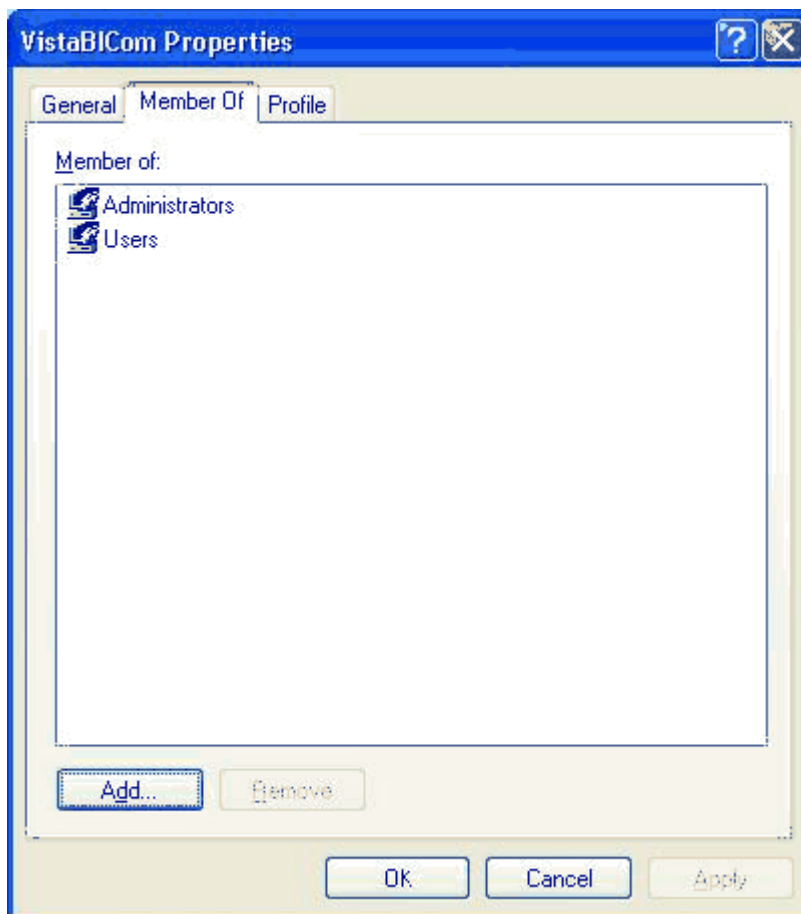
- Log on to the HeadOffice server as local administrator and insert the Vista HeadOffice Install CD.
- Copy the folder 'Vista INFOWORKS' from the CD to the HeadOffice server, in the existing Vista folder.
- Right click on the folder and select properties.
- Reset the folder 'vista infoworks' and all child files/folders to read/write attributes by unchecking read-only. Click Apply to apply the changes. A dialogue box will appear asking for confirmation. Select the option to apply the change to all sub-folders and files and click "OK".

Com + Setup

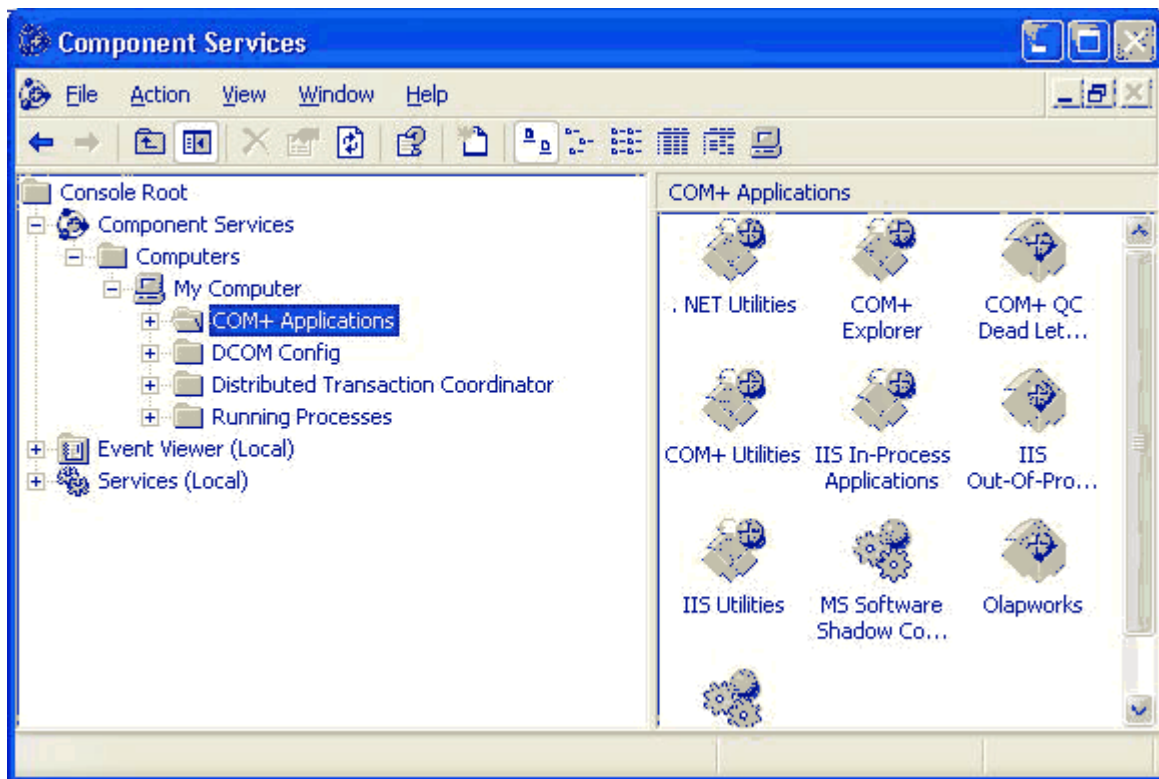
On the Infoworks Web Server, create a user (for com+ use) with local administrator privileges. Note - Create Domain User Account if Web/SQL Server are on separate machines, e.g. USER: VistaBICom PASSWORD: v1sta0lap



Add VistaBICom to the group 'Administrators'



Open the Windows Control Panel, then select the 'Administrative Tools' folder. Open the 'Component Services' tool, and expand the menu tree 'Component Services', 'Computers', 'My Computer'.



Right-click the 'COM+ Applications folder' and select 'New', 'Application'. Follow the wizard options to create an Empty Application, give it the name 'Infoworks', and select that it is a Server Application. In the following screen select that you want the application to run under the user account created previously (eg. VistaBICom). Enter the password for this user.

Welcome to the COM+ Application Install Wizard

Set Application Identity
Please specify the application identity.

Account
The application identity will be set to the following account. Components in the application will run under this account. If you are creating more than one application, this setting will be applied to each application.

☐ Interactive user - the current logged on user

☒ **This user:**

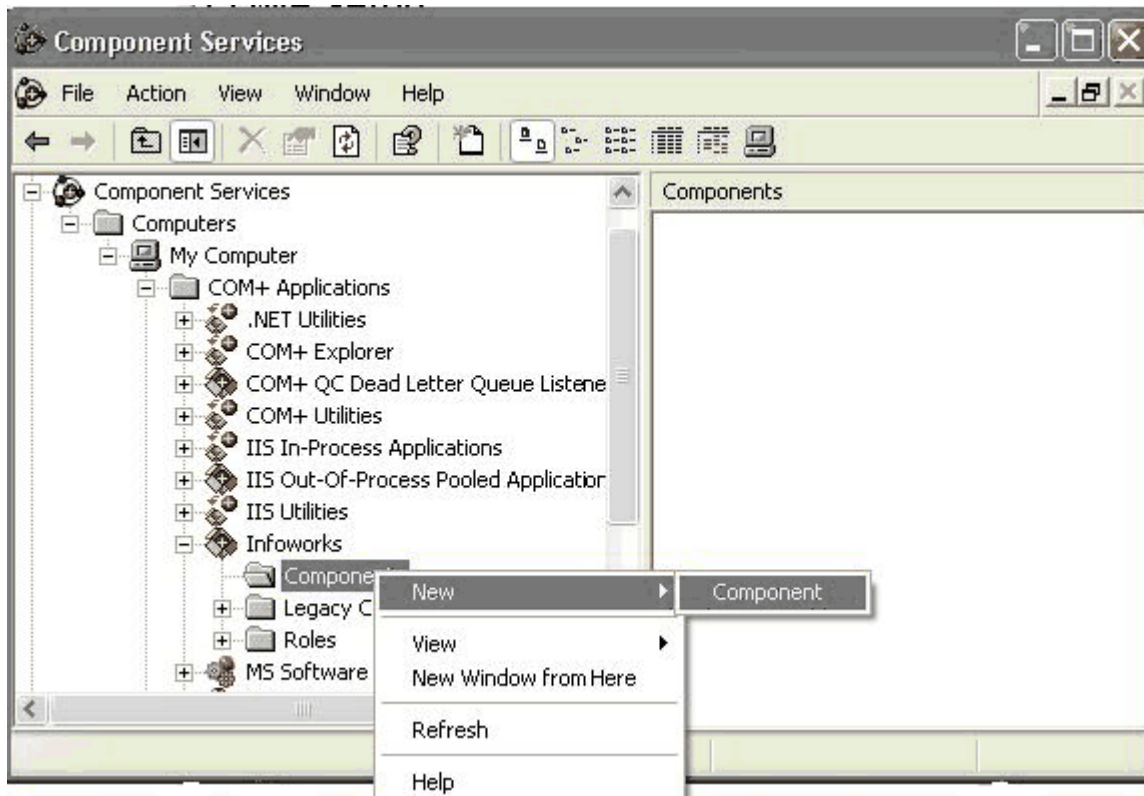
User: AKLSWS032\VistaBICom Browse...

Password: xxxxxxxx

Confirm password: xxxxxxxx

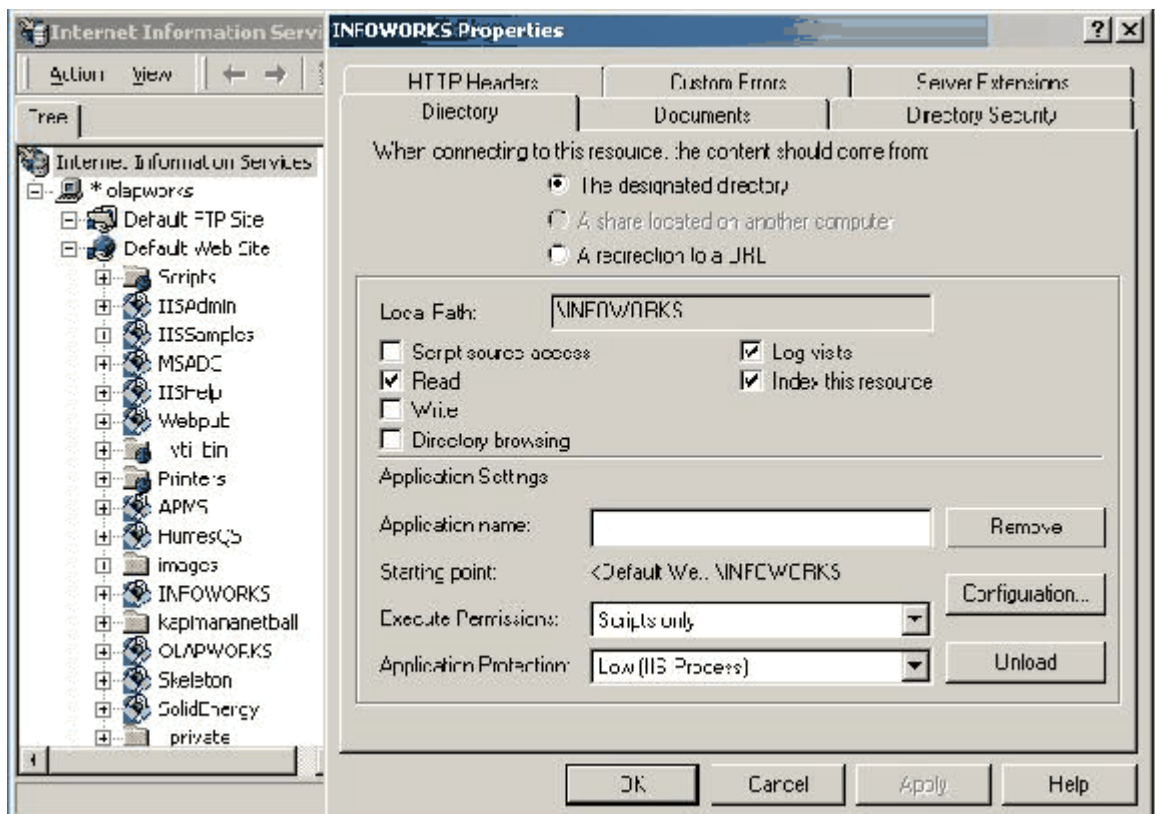
< Back Next > Cancel

Add new components (*.dll extension only) from drivepath\vista infoworks\com+\ folder. Select the com+ application just created, expand its node, and right click on the 'Components' folder. Select New - Component. Using the wizard, select 'New Component(s)', then browse to the folder Vista Infoworks\COM+. Select both of the .dll files in this folder (INFOwrx_IFC.dll and INFOwrx_SRV.dll) and add them to the application. Continue and finish the wizard.

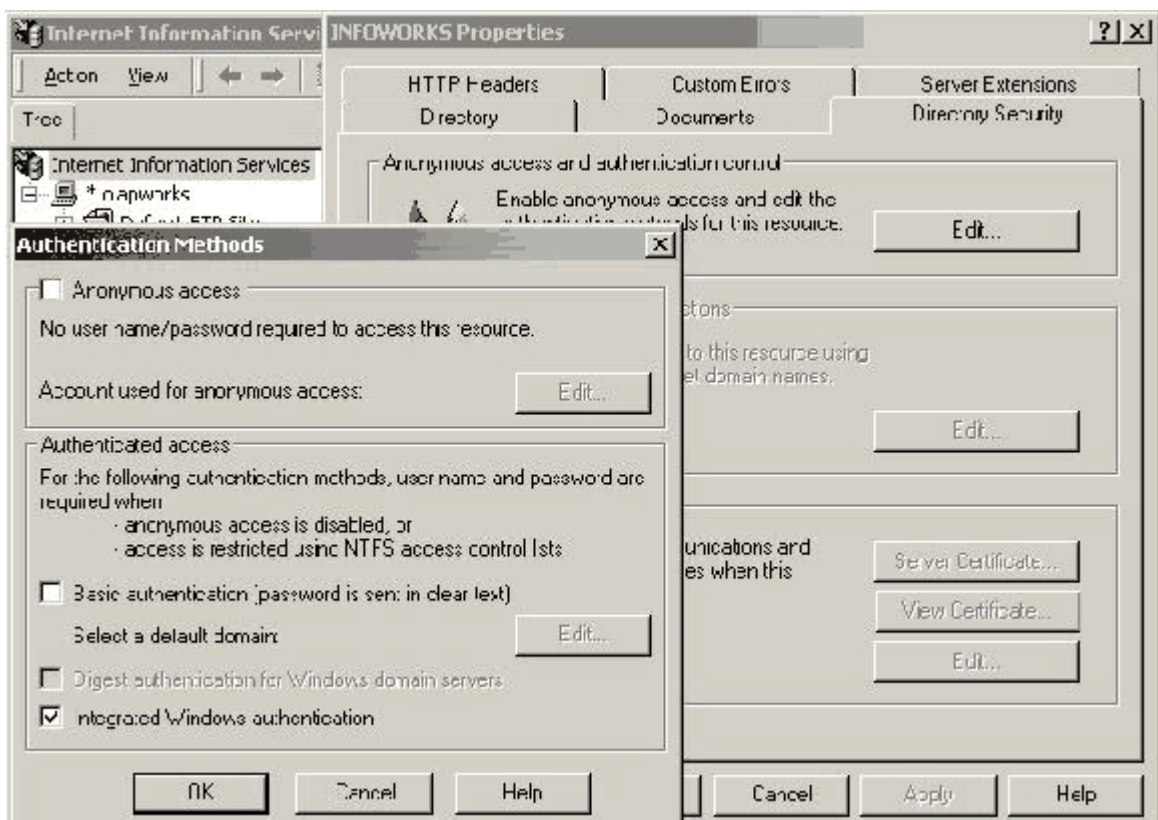
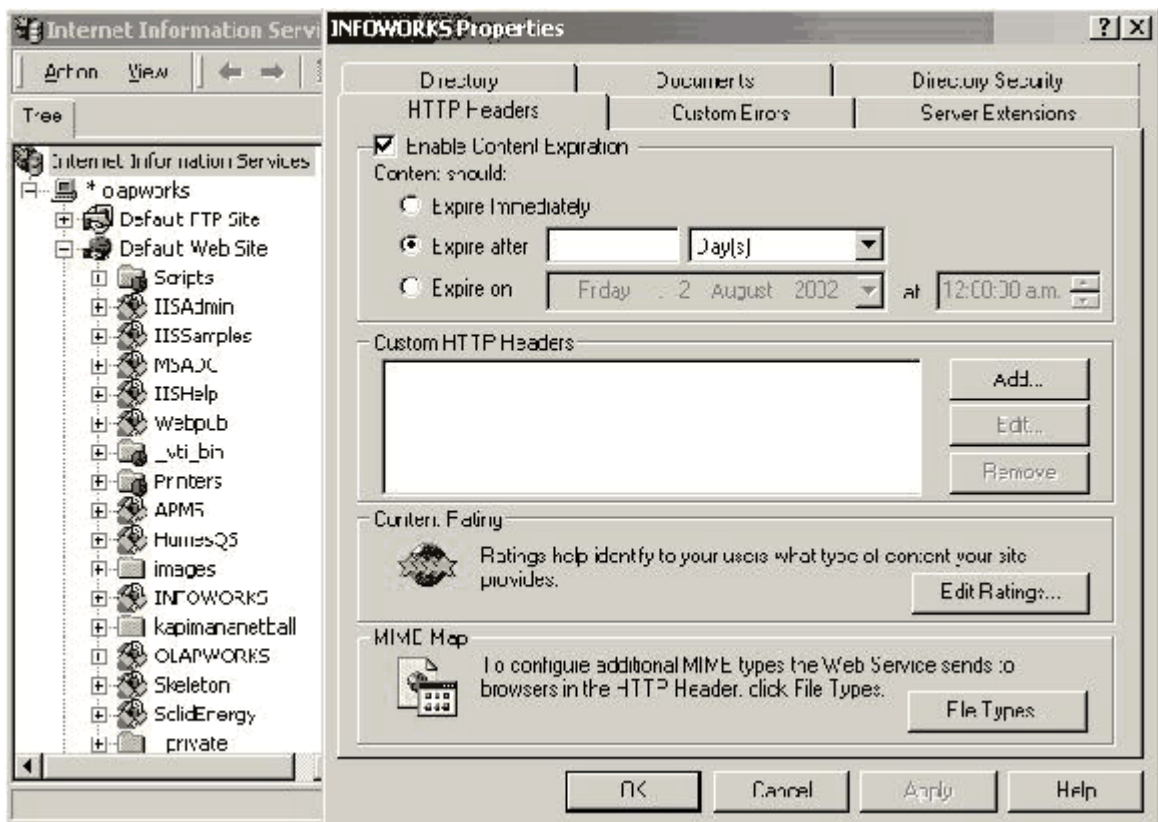


IIS5.0 Setup

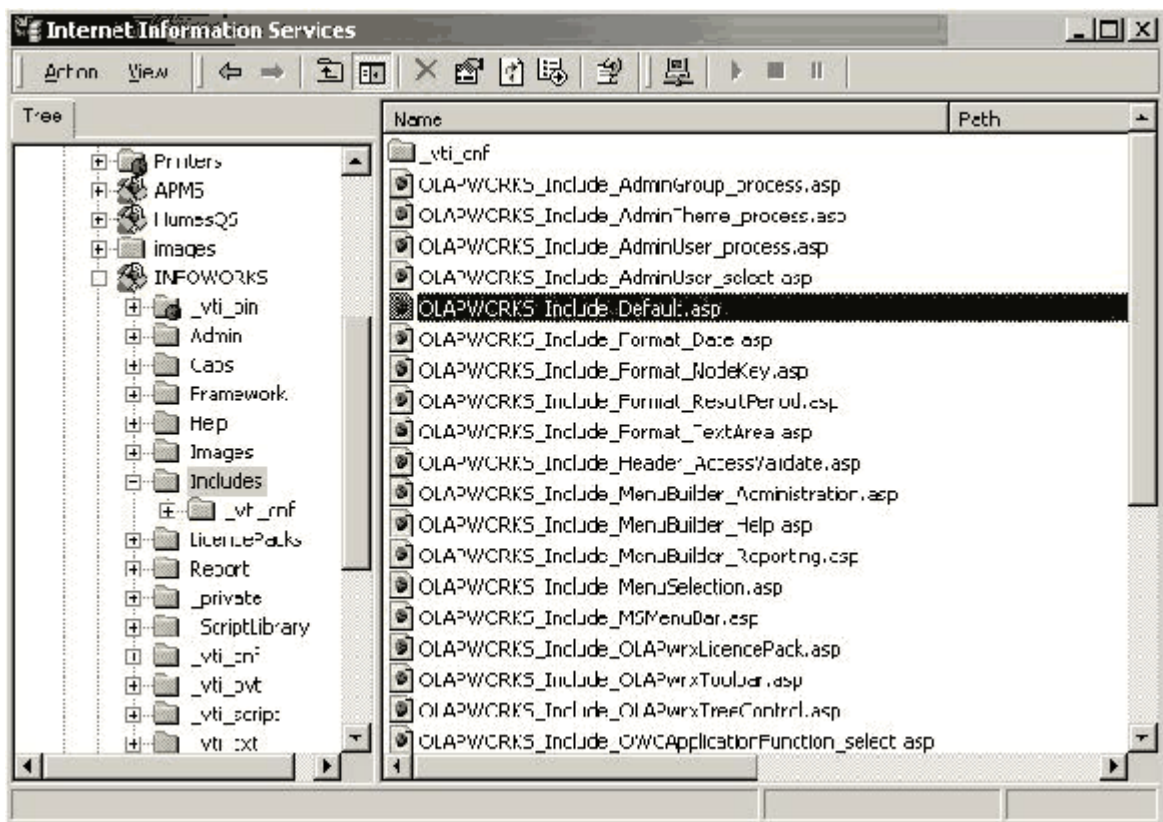
- 1 In the desired web site create a virtual directory with the alias 'Infoworks' from drivepath\vista\infoworks\web\
- 2 Select computer management from administrative tools.
- 3 Select services and applications – internet information server.
- 4 Select default web site – right click – new – virtual directory.
- 5 In the properties of the 'infoworks' virtual directory ensure that the general tab properties are set to:



Use the default name as shown below:



Open the include file 'Inc_Default.asp' in Notepad (located in the "Includes" folder).



Edit the file \\Vista INFOWORKS\Web\Includes\Inc_Default.asp using Notepad. Find the section which reads `Const cszHS = "WebServerName"` and change the text inside the quotes to the name of the client host web server and save/close.

Install Infoworks Database

- Open the SQL script file Vista INFOWORKS\Script\infoworks_build.sql using Query Analyzer, on the HeadOffice database server.

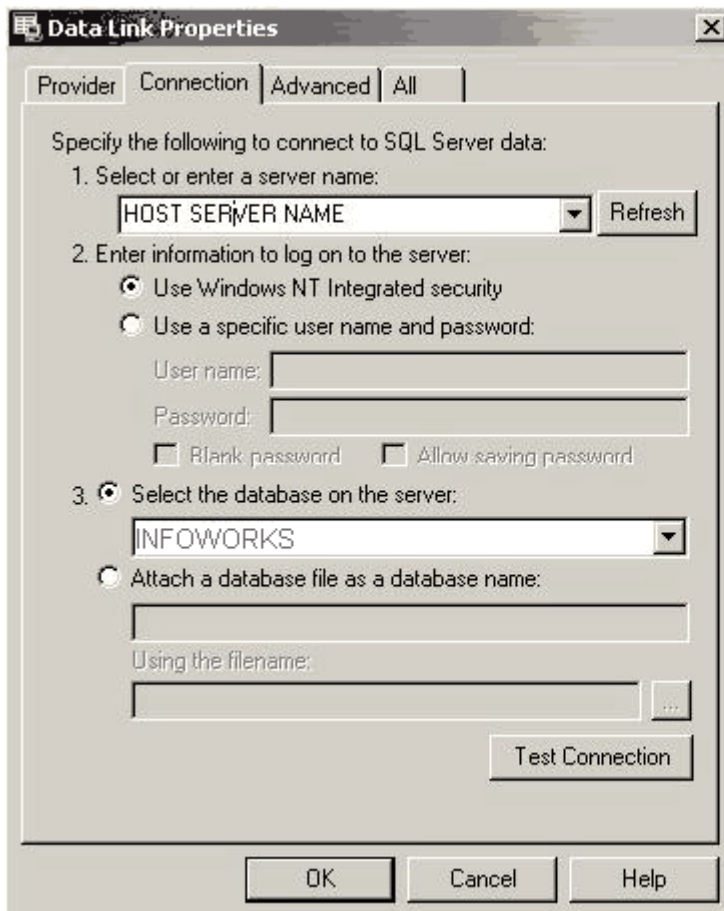
- Find the line that reads

```
CREATE DATABASE [INFOWORKS] ON (NAME = N'INFOWORKS_dat', FILENAME = N'D:\Program Files\Microsoft SQL Server\MSSQL\Data\INFOWORKS.mdf' , SIZE = 4, FILEGROWTH = 10%) LOG ON (NAME = N'INFOWORKS_log', FILENAME = N'D:\Program Files\Microsoft SQL Server\MSSQL\Data\INFOWORKS.ldf' , SIZE = 2, FILEGROWTH = 10%)
```

- and replace the 2 FILENAME sections with the path that you want SQL Server to store the database file and database log file in.
- Run the script, which will create a new database called Infoworks.

SQL Server 2000 Setup

- 1 Open the object (udl) drivepath\vista infoworks\com+\Infoworks.udl by double clicking.
- 2 Change the server name to the Host SQL Server.
- 3 Change the Database to INFOWORKS.



To run the application type: `http://{hostserver}/{virtual directory}/` e.g. on a single machine, `"\\localhost\vistainfoworks"`.

Set up the Data Cubes

- Open Analysis Manager
- Right click on Server and select **Restore Database**
- Browse to the Data Cube Structure Folder in the Infoworks Directory
- Select the Data Cube with the most recent date.
- Select **Restore** to begin restoring the Database.
- When the Database is restored right click on the Database and select **Copy**. Then highlight the **Server Name** and click past. At this point you are prompted to change the name. Change the name to **VistaBI**.
- Keep the old Database as a reference of the version that was installed.
- Go into the VistaBI Database and select the **Staff Time Cube**. Right click and select **Delete** to delete this cube.
- Now select **Datasources** and **Edit the DataSource**. Enter the **Server Name** and the **Database Name** of the HeadOffice Database to use.
- Select **Database Roles**, right click and select **Manage Roles**. Create a new Role and assign all users that you would like to be able to access the Data Cubes. Then add all Data Cubes to this role.
- Right click the folder **Shared Dimensions** and select **Process All Dimensions**. This will take some time depending on the size of the HeadOffice database. Note: the Process All Dimensions task may end in error if data has not yet been setup, or not yet correctly set up in the Vista HeadOffice database (according to the instructions in the manual **Getting Started With HeadOffice**) - this process will work automatically and correctly, once the scheduled task is set up (see below) and data added to the HeadOffice database.
- Right click the folder **Cubes** and select **Process All Cubes**. This will take some time depending on the size of the HO database. The previous step needs to be performed every time new data is uploaded to Vista HO from the cinemas, to refresh the data in Infoworks. This can be automated by creating a DTS Task using SQL Enterprise Manager. This task can be created by doing the following;
- Open **Enterprise Manager**, select **Data Transformation Services->Local Packages**.
- Right click and select new package.
- Click the **Analysis Services Processing Task Cube**.
- In the pane entitled "Select Object to Process" select the **VISTABI** database.
- Close the window and type "Process Cube" for the name of the task.
- The task can now be scheduled by right clicking the package and selecting "Schedule Package". Schedule once daily allowing enough time for the importFromCinema job to finish. **Note: this Data Transformation Service (DTS) task can take up to 40 minutes at a large site.**
- Now you should be able to log into Infoworks (make sure you are logged on to the computer as Administrator). You can allow additional users access by going to the Users menu and adding their Windows login name to the User Group of your choice.
- Go to Themes and create **4 new Themes**. They should each be named after the four cubes:
 1. Box Office Detail
 2. Box Office Summary
 3. Concession
 4. Daily Performance
- After you have created the four themes, go back to Workspaces and the four themes should be listed. Now select the Default Theme for each of the 4 themes. Right click and select "Commands and Options" to change the datasource.
- Select **Get Data Using Connection**. Click **Edit**.

- Select Provider OLAP Services 8.0
- Enter the Server as the HeadOffice Server and the Database as VistaBI
- Then Select SQL Security and Enter the SQL Login
- Now Select VistaBI from the Drop Down and Test the Connection
- Now Select the Correct Cube to Process this connection on
- Click the Green disk icon on the workspace menu to save the default workspace with its data connection settings.
- All future Workspaces that users wish to create should now be created from one of these four templates, then saved to a new Workspace (by clicking the Blue disk icon).

Browse to Site and Create a Shortcut

- Open the virtual directory for the InfoWorks Application in IIS, right click OLAPWORKS_Frame_tm.asp and select Browse. When the webpage appears in your Web Browser select
- File -> Send -> Shortcut to Desktop.
- To access InfoWorks from another machine on the network use the following address `http://ServerName/INFOWORKS/OLAPWORKS_Frame_tm.asp`. Where *ServerName* is the machine name of the HeadOffice Server.
- Note: The site may have to be added to the **Trusted Sites** list available under the Security tab of the Internet Options tool found in Internet Explorer. When doing this ensure that the **Require Server Verification** check box is **not** checked.

Note: If you are prompted for a login when you browse to the Infoworks site, then do the following:

- Open Internet Options, select the Security Tab, and select "trusted sites"
- Select the Custom Level button and in the "User Authentication, Logon" section, check the radio button "Automatic Logon with the current username and password".
- Save these settings. Now when you start Infoworks you will not be prompted for a login username and password.

CHAPTER 5

Configuring the HeadOffice Clients

Prerequisites

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

- HeadOffice

Then return to this manual to configure the HeadOffice 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

Create a DSN to Connect to the HeadOffice Database.

- [Start Menu: Control Panel: Administrative Tools: Data Sources]

Select the System DSN tab and press the add button

- Select "SQL SERVER", FINISH
- Enter the following data
- Name: VISTA_HO
- Server: *HeadOffice Database server name*
- Press Next and select the radio button entitled "With SQL Server Authentication..."
- For Login ID enter VISTA
- Enter the password for the VISTA user.

- Press Next
- Check the checkbox entitled "Change the default Database"
- Select the VISTAHO database from the dropdown box.
- Click NEXT, FINISH, TEST DATASOURCE, OK, OK

CHAPTER 6

Appendix 1 Troubleshooting Vista Infoworks

Problem: Web Page displays an "access denied" message in the top lefthand corner.

Solution: The INFOWORKS database contains information to only allow the Windows user Administrator to have access to the web site. This user can then allow other user accounts to view the web page. If however the Administrator Windows user is removed and the above message is displayed then this can be worked around by doing the following.

- 1 Open the Infoworks Database in Enterprise Manager.
- 2 Copy the data from the following tables in order OCW_User, OCW_UserTheme and OCW_UserWorkspace where the userId is Administrator. Paste this data back into the same tables however replace the UserId Administrator with the new user that you are setting up.

Problem: In the section "Set up the Data Cubes", when selecting provider OLAP Services 8.0 there is an error message saying that the provider is no longer available.

Solution: Reinstall mdac 2.7. This is completed by executing the file found on the file server called \\VistaInstall\\Applib\\Setup\\Client\\mdac_typ.exe. If this does not solve the problem then download and install the latest version of Analysis services from the Microsoft site.

Problem: When processing all dimensions an error appears in the on-screen log that says "Processing Dimension 'Business Period' Failed No Changes have been made to the Database". Further down in the log there is a message saying "Analysis Server Error: Processing Error [Source Data contains no rows]".

Solution: Open HeadOffice and ensure that Business Periods have been created. Now open Query Analyser and execute the following statement: Execute spGenerateWeekPeriod.

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