

# Customising Vista Diagnostics V3R1

Vista





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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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## CHAPTER 1

# Installation

## Prerequisites

---

The Kiosk must have MDAC 2.7 or greater, VISTA MSOFT COMPONENTS, and VISTA 3<sup>RD</sup> Party components installed.

The packages for all these files will exist on the server, under the following directory:

//<server name>/VISTAINSTALL/APPLIB/SETUP/CLIENT.

Files are named :

- Mdac\_typ.exe
- Vista3rdPartyControls.msi
- VistaMSOFTComponets.msi

This machine will need the .NET Framework for using the features, Print Template Test Utility and Print Template Editor. The most up to date framework can be gathered from the Microsoft site.

## Sales Server / Utils Server / Payments Module

These items are required to complete some of the tests. However, they are NOT required for Vista Diagnostics to run.

## Setup Server

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Make sure to run the SetupServer package for cinema on the file server. Instructions are included in the documentation "Installing Vista Version 3".



## Setup Client

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Make sure to run the SetupClient program on the machine you wish to run diagnostics. Instructions are included in the documentation "Installing Vista Version 3".

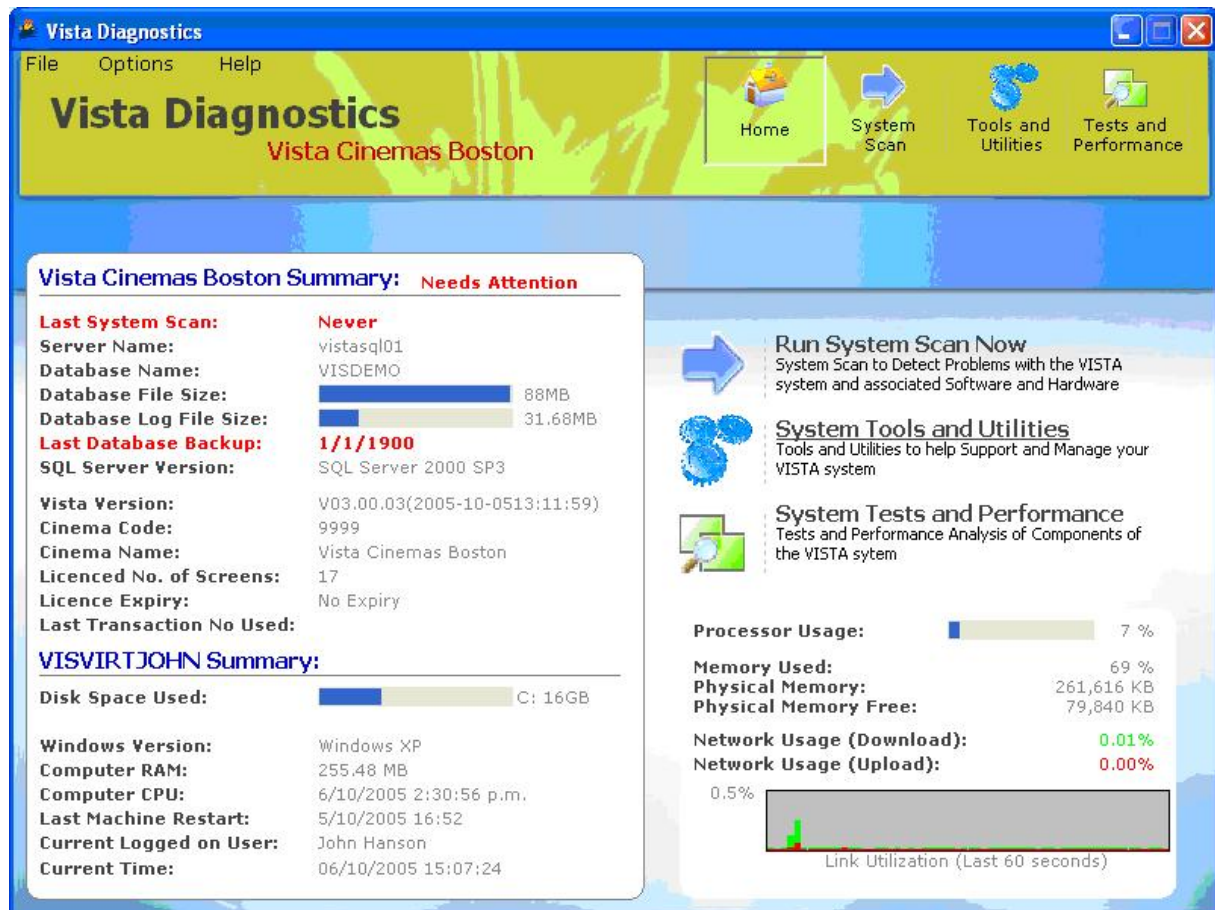
## Vista Diagnostics Setup Shortcut

Install and run the Vista Diagnostics shortcut. This will download all the necessary files to startup the configuration utility.



## CHAPTER 2

## Vista Diagnostics initial screen



# Cinema Summary

---

## Last System Scan

The last time this system was scanned using Vista Diagnostics. To scan, select 'Run System Scan Now' on the right.

## Server Name

The name of the server for this cinema.

## Database Name

The name of the database for this cinema. This should always be VISTA, unless running a demo or setting up a test system.

## Database File Size

The total size for the database file for the cinema.

## Database Log File Size

The log file size for this cinema. Often referred to as the 'transaction log'. Contains all data to be written to the database. The log file size is the total bar width, and the used amount is the blue bar, also written as a percentage.

## Last Database Backup

The last time this database has been backed up. If it is not less than one day ago, this text will be RED and requires attention.

## SQL Server Version

The version of your Microsoft SQL Server. VISTA requires Service Pack 3 or greater.

## Vista Version

The version of the Vista software installed, according to the record in tblConfigure on the database. It is possible to have a later build than stated here, depending on the release configuration.

## Cinema Code

This should always be 9999. There will be a few special cases where this should be different to 9999. If this is contributing to a problem at your site, please contact customer support.

## Cinema Name

The name of the cinema.

## Licensed No. Of Screens

The number of screens this site is licensed for. To increase the number of screens in a licence contact Vista. The software will not function if more screens are added than are in a licence.

## Licence Expiry

The licence expiry date. The field will be red if a licence is approaching its expiry.

## Last Transaction Number Used

The last transaction number used on this database. May be useful for discovering a problem relating to transaction.

# Cinema / Local Machine Hardware and Operating System Summary

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## Disk Space Used

Details the disk space used on the server. Vista assumes the software is either on C drive or D drive, as detailed in the Vista installation guides.

## Windows Version

Details the version of the cinema operating system.

## Computer RAM

Details the amount of physical RAM on the system.

## Computer CPU

Details the specifications of the computers Central Processing Unit (CPU).

## Last Machine Restart

Details the last time this machine was restarted.

## Current User Logged On

Details the current user that is logged into Windows.

## Current Time

Displays the current time and date on this machine.

## Run System Scan Now

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This is the recommended entry point when diagnosing a problem. This is the first step to take to see if any errors are reported with the Vista System.

## System Tools and Utilities

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This allows navigation to the "Tools and Utilities" page. This is further discussed in the 'Tools and Utilities' section of this document.



## System Tests and Performance

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This allows navigation to the “Tests and Performance” page. This is further discussed in the 'Tests and Performance' section of this document.

## Processor Usage, Memory Usage, and Network Monitor

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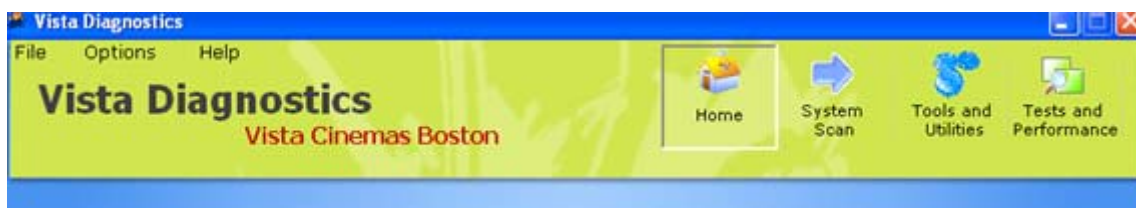
This displays the processor level, in %, the system memory used, and the network monitor. This is the same information that Windows Task Manager displays. ( CTRL-SHIFT-ESC will bring up Windows Task Manager).

Use this to see if the processor is using up an unusual amount of CPU time, EG 99%. It should not be doing this. Also use this to see how much Network traffic the system is generating. If it is consistently 90-100% it is likely there is an issue on this machine - and it is not necessarily the fault of Vista. It could be a virus, a very large file transfer, another program doing the work. It is recommended a Virus check and Spyware check is undertaken if this is the case.

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## CHAPTER 3

# The Navigation Bar (The Green Bar located the top)



The Navigation bar provides quick and easy navigation of all the Vista Diagnostics Options. It allows use of the File, Options and Help menu items just like any other program. The Help menu option provides other usual information like Vista Help documentation.

## Home

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This Navigates back to the Home Page, or the 'Vista Diagnostics Initial Screen' as shown in the previous section.

## System Scan

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Click this button to perform a full system scan. This will diagnose the system with a group of Vista Diagnostics tests. It will then report whether the tests failed or succeeded and what measures to take next.

## Tools and Utilities

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A quick navigation to the Tools and Utilities page. This is discussed in greater detail subsequently in this manual.

## Tests and Performance

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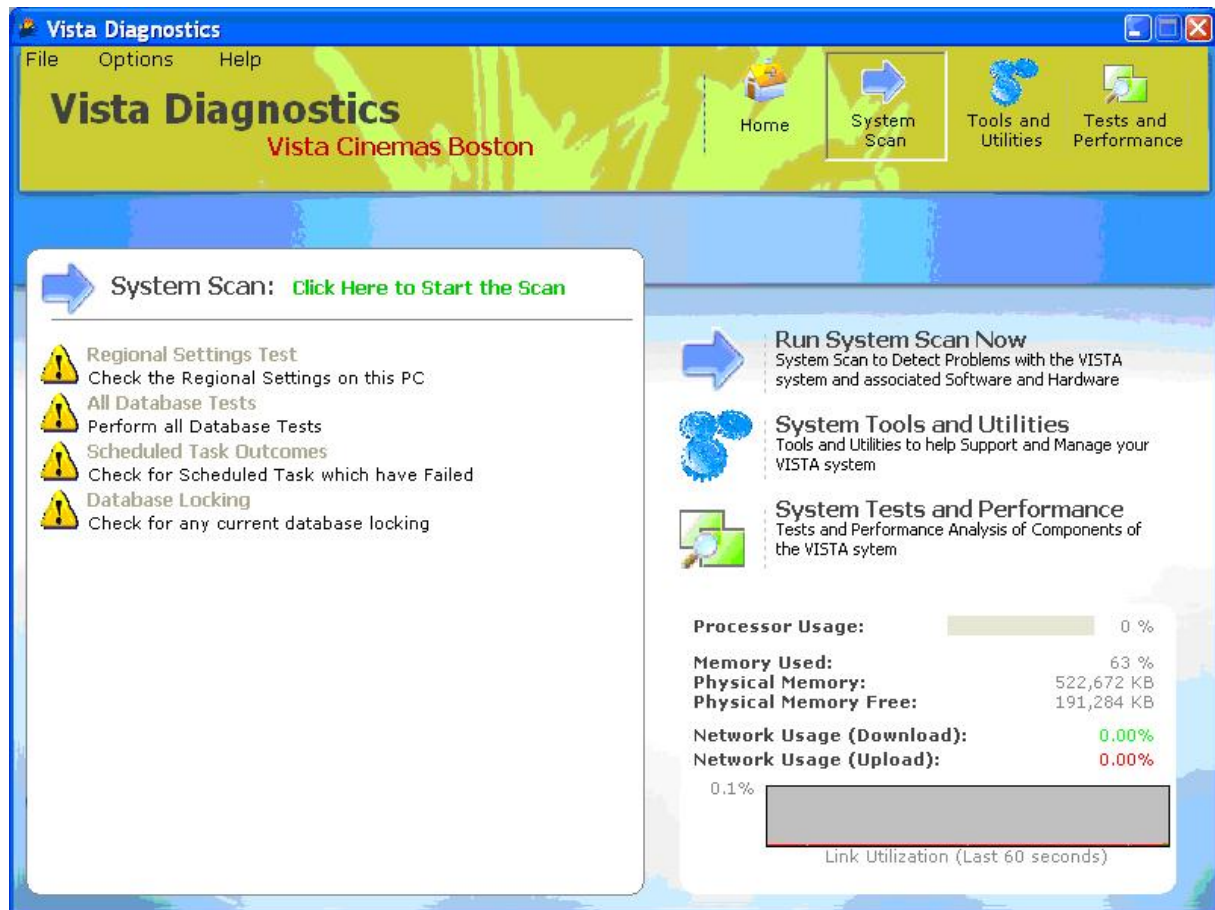
A quick navigation to the Tests and Performance page. This is discussed in greater detail subsequently in this manual.





## CHAPTER 4

# System Scan



The System Scan screen allows the user to run the Vista recommended diagnosis of your system. It is a quick 'one button push' test on the operating system. It endeavors with a single click to provide information based on the systems current state.

If anything is wrong, the user can click on the particular problem to find out more about it.



The above Database Tests failed, and the programme allows the user to click on it for more information. The programme will then move to the Database Test Page.



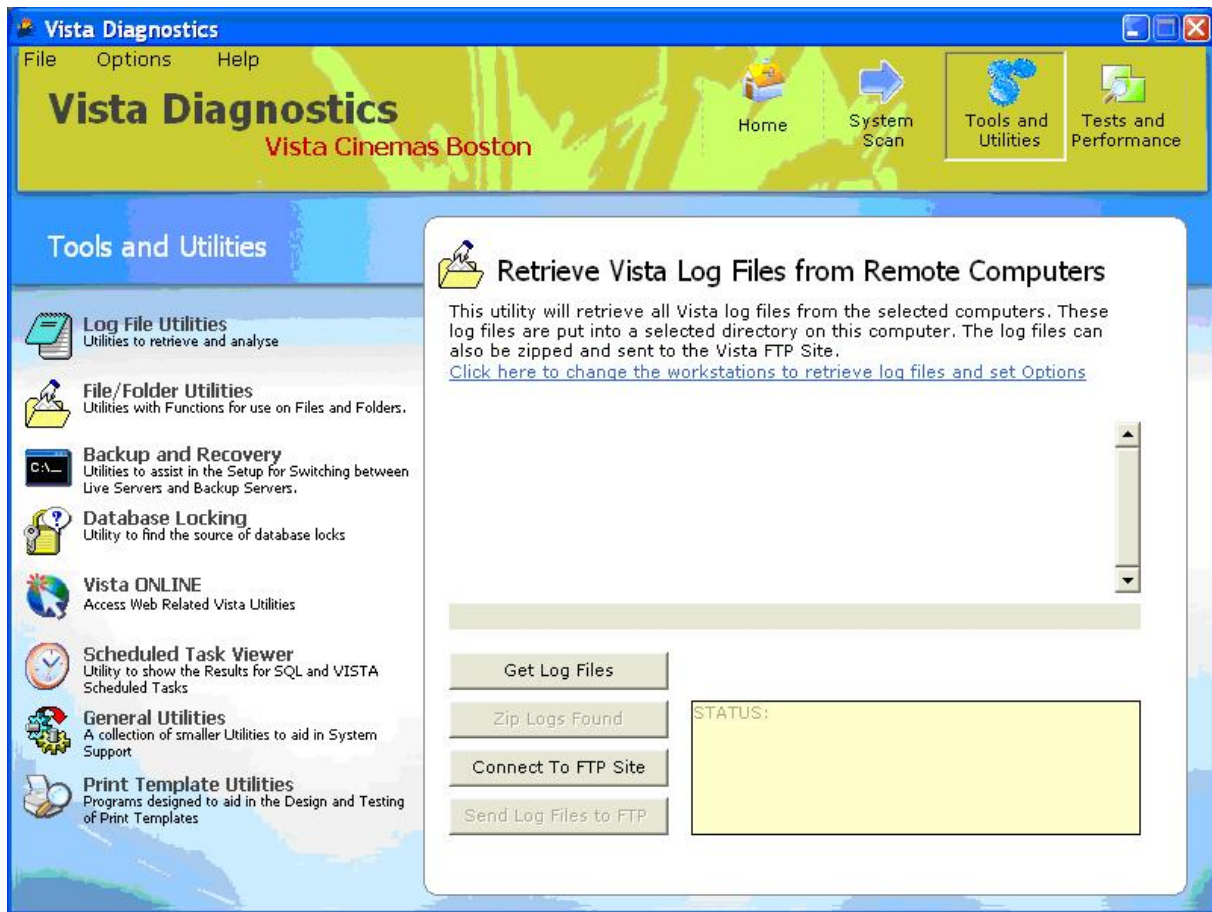
## CHAPTER 5

# Tools and Utilities

The tools and utilities section provides the tools and utilities to analyze the operating system. The tools are broken down below, with a brief description of what each tool performs.

# Log File Utilities

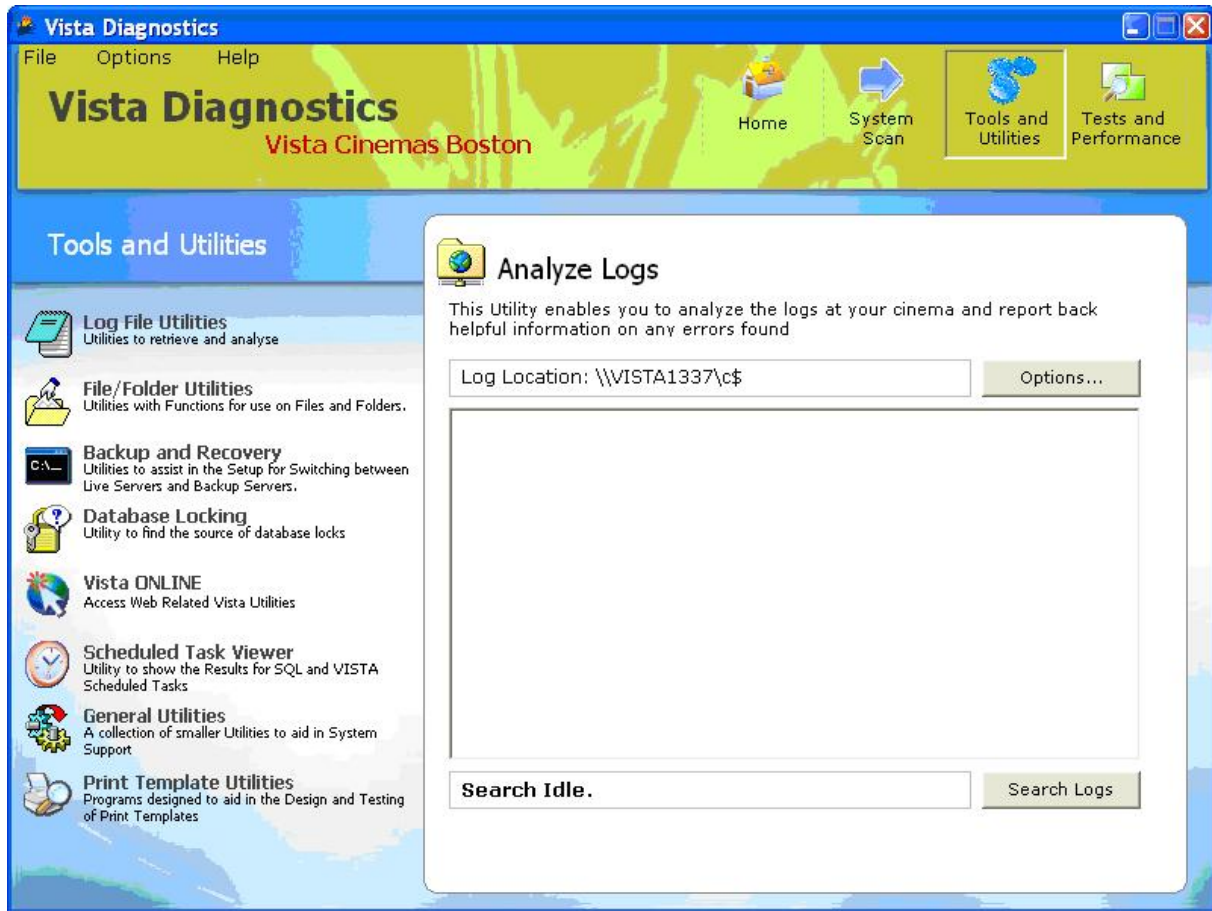
## Log File Retrieval Tool



This tool will try to connect to all machines listed in the Vista database and gather the logs. The machine names are taken from tblWorkstation, or from the Workstation maintenance form in Vista Back Office:

- 1 Click on "Get Log Files" to connect to all machines and attempt to get the files. If it does not work, alter details by clicking on the blue text at the top. Specifically, to change share details and which machines to connect to.
- 2 Click on "Zip Logs Found" to put all the logs into a log file. This will be labeled with site, date, and time.
- 3 Click on "Connect to FTP Site" to connect to the Vista FTP Site. Enter username and details to connect.
- 4 Click on "Send Log Files to FTP" to send them to Vista. The user will need to email Vista with site details, and Vista staff will be able to look at the logs and try to analyze them. Alternatively, analysis can be done individually, by clicking in the yellow box. Please attempt this first before contacting Vista.

## Log File Analyzer

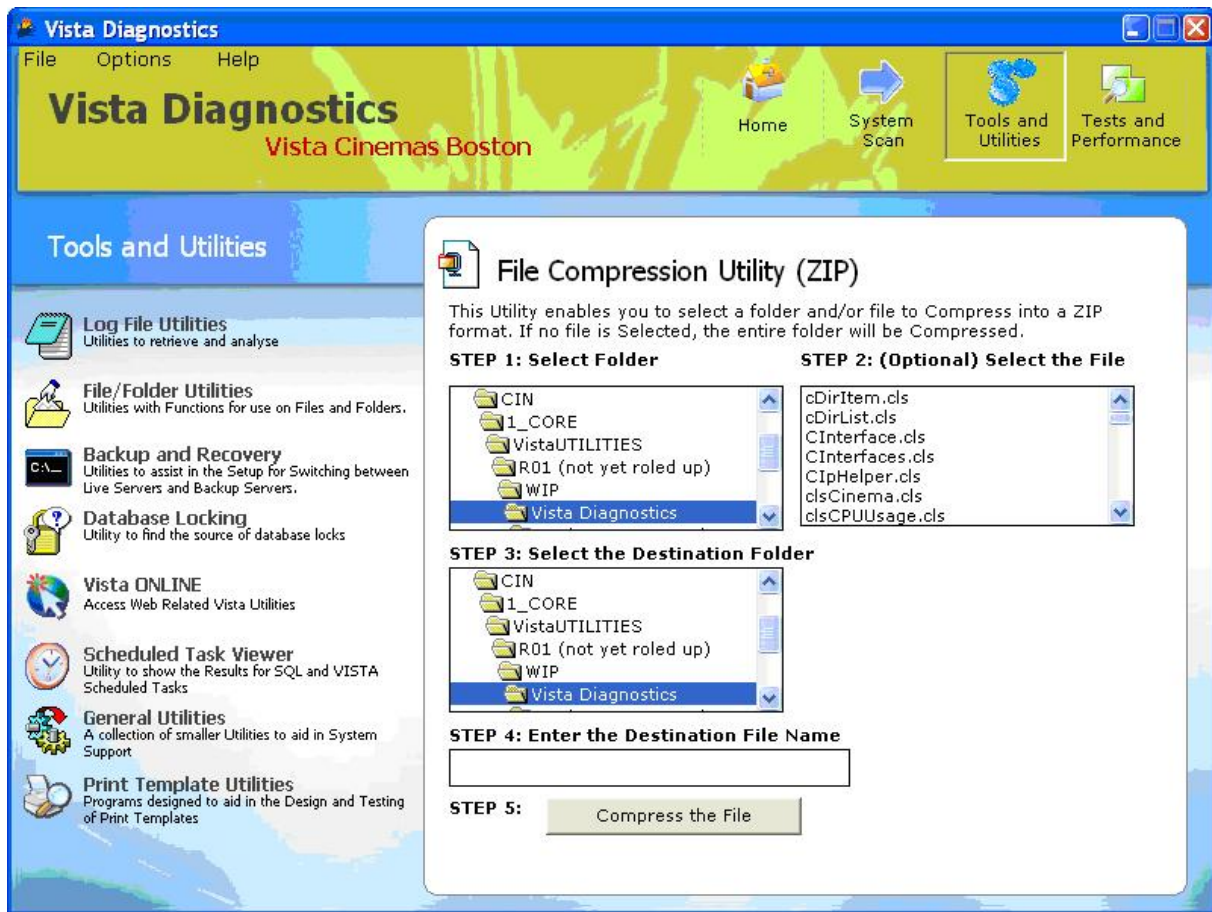


The Log Analyzer will scan systems and Vista logs in attempt to break down the information in a clear and pragmatic view. The user can choose to Analyze a specific location, or a collected set of logs gathered by the Log File Retrieval tool. The Log Analyzer will not attempt to analyze the whole network at the push of a button, this is a far too expensive operation. Besides, the log retrieval tool brings all the logs back to the user for analysis anyway.

- 1 Open the options by clicking the 'Options' button. Set preferable options in here, specifically date range and log location. By default the programme will scan the c\$ share on the local machine. If the analyser returns no results try changing to a VISTA share. The drive letter may even be entered here. Some examples are listed below:
  - **\\VISTA1337\Vista** (\\\\vista1337\\vista)
  - **\\VISTA1337\Vista\Log** (\\\\vista1337\\vista\\log)
  - D:\Vista
  - D:\Vista\Log
- 2 Exit the options by clicking 'OK'. Click "Analyze logs" to scan the logs for errors. Please note, not all errors will be displayed here. To get the latest LOG Definitions file, click on Help -> Update.

## File / Folder Utilities

### File Compression Utility

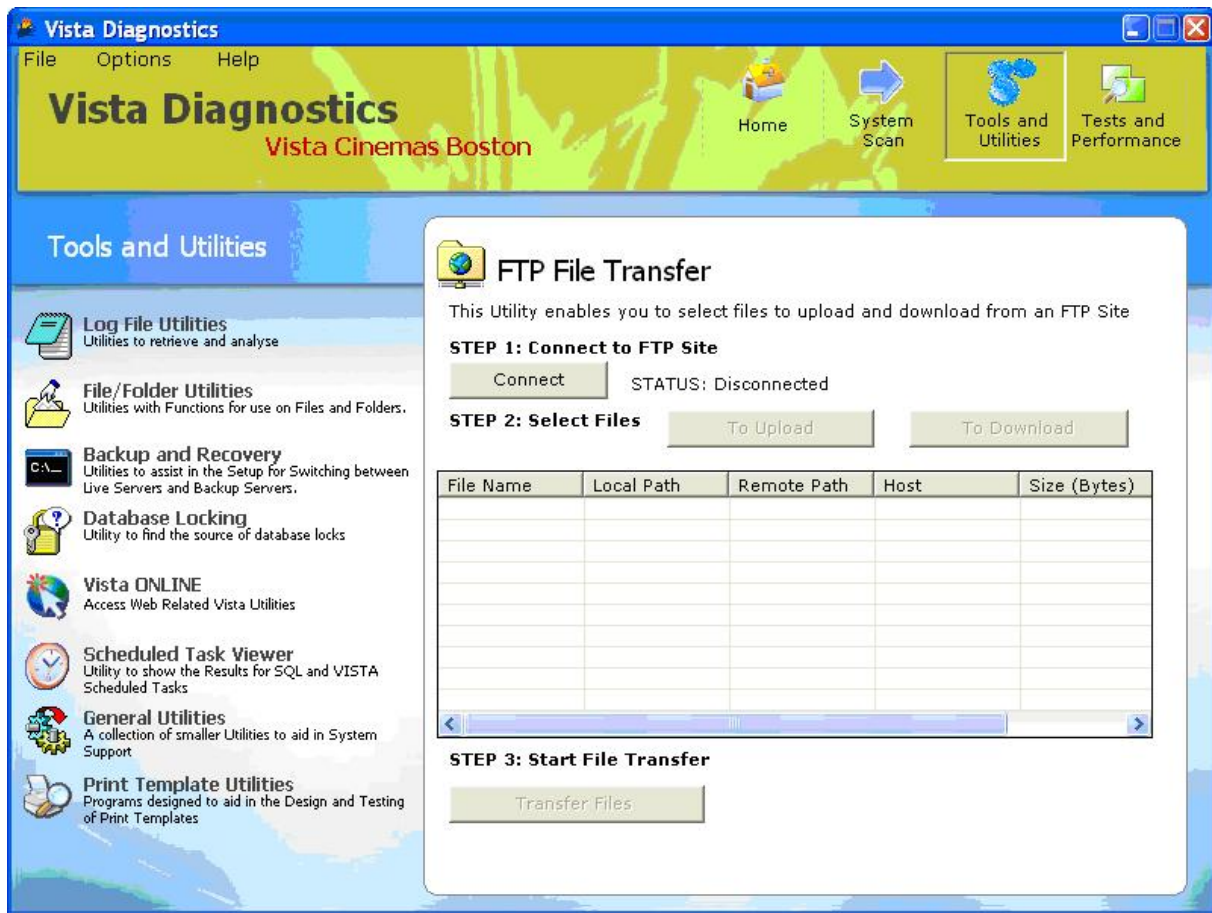


This Utility allows the user to 'zip up' a file. Zipping a file can make the file a more manageable size (smaller) and good for e-mailing or placing on the FTP for Vista.

Just follow the above step on the screen shot. PLEASE NOTE: This version only supports files smaller than 2 Gigabytes.

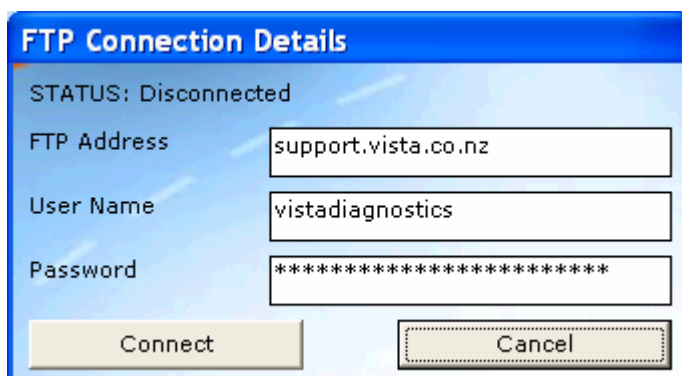


## FTP File Transfer



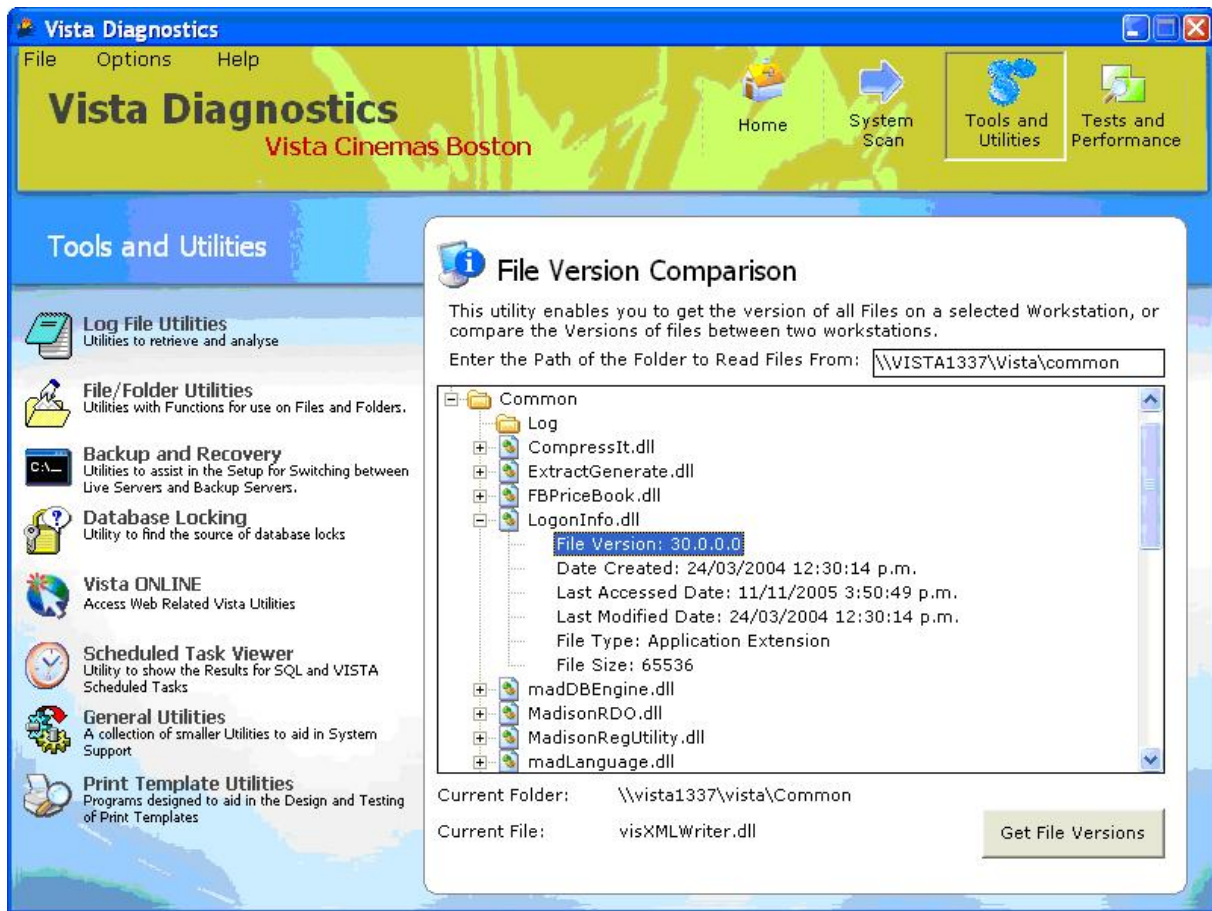
Use this utility to connect to the Vista FTP Site. This is specifically good when the machine using Diagnostics does not support Internet Explorer or any Internet Browser.

- Connect to the FTP Site. Enter the FTP connection details. Leave the FTP Address as support.vista.co.nz to use the Vista FTP site.



- 1 Click on "To Upload" to select files to Upload to the Vista FTP.
- 2 Click on "To Download" to download Files from the FTP site to the local machine.
- 3 Click "Transfer Files" to start the transfer and send/receive the files.

## File Version Comparison

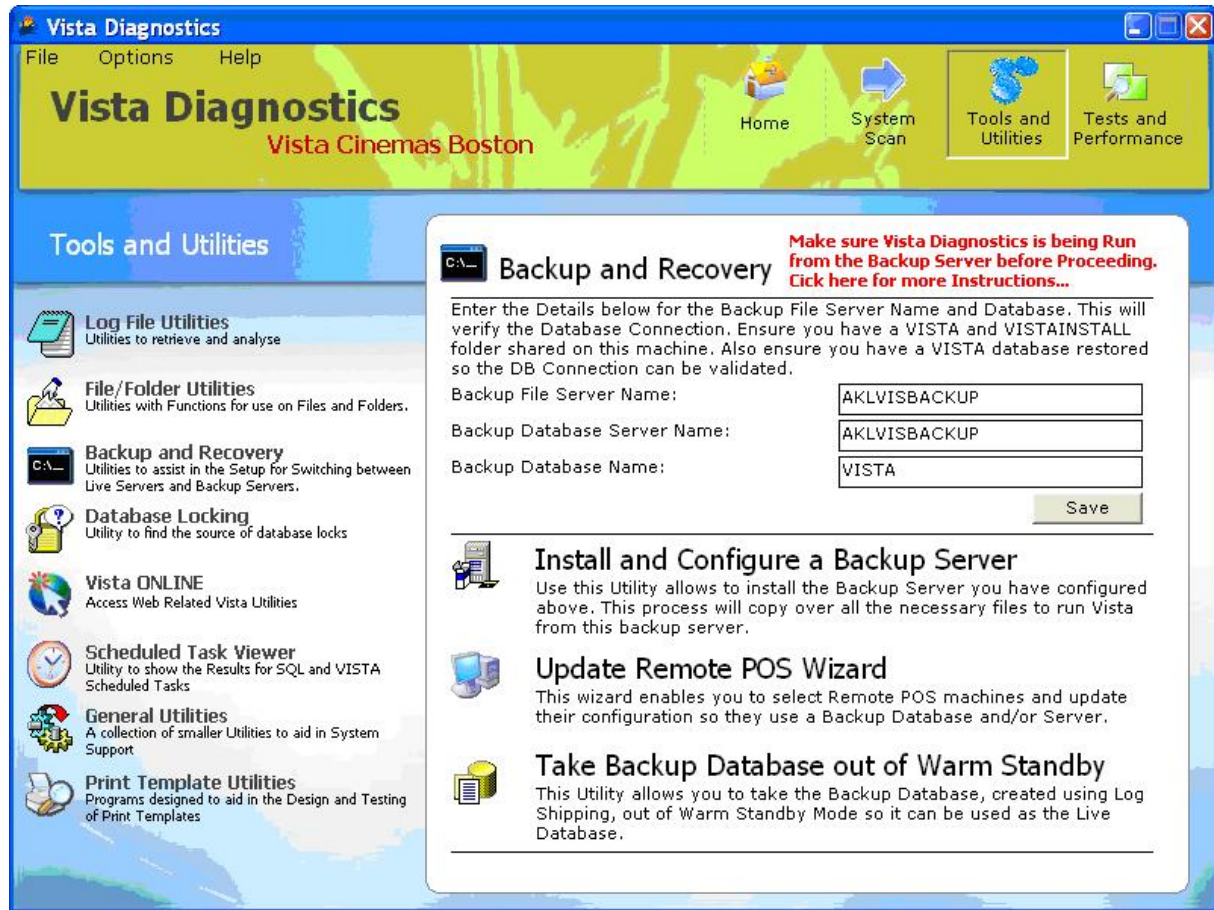


The File Version Comparison Utility allows the user to view individual information for a particular file in a given search path. It will show all the files in a tree like view.

**NOTE:** Future versions will support the comparison of files between two machines.

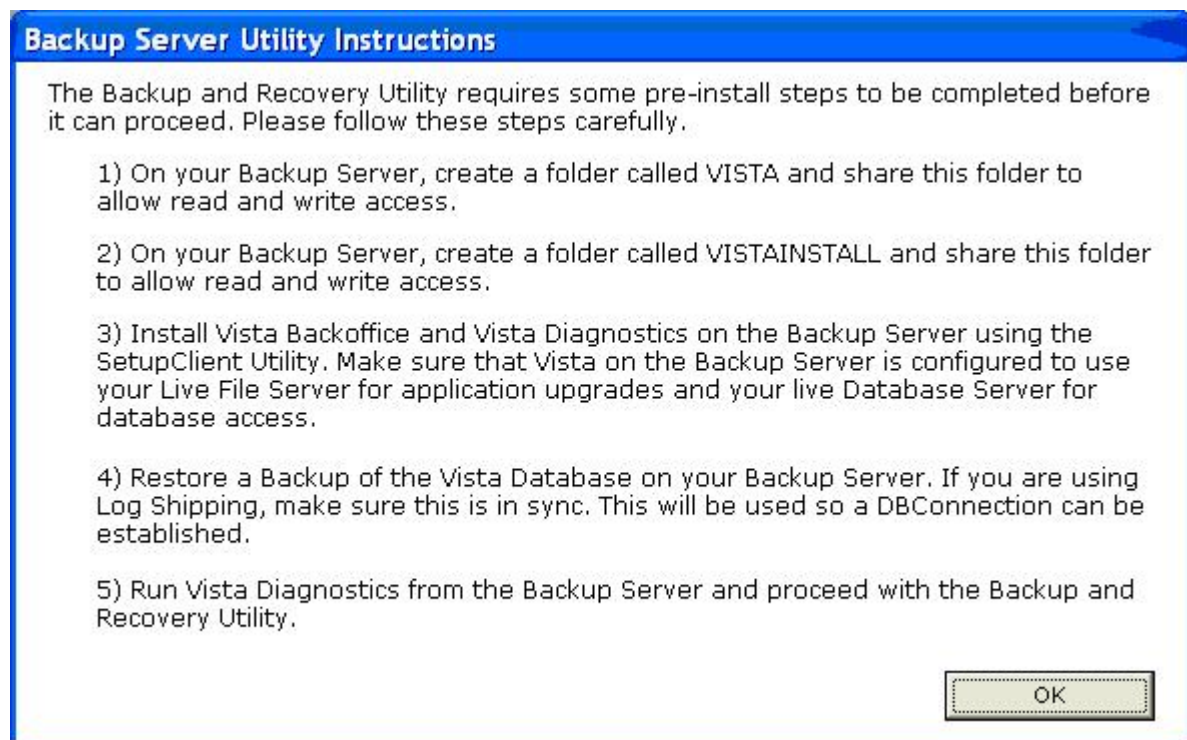


# Backup And Recovery

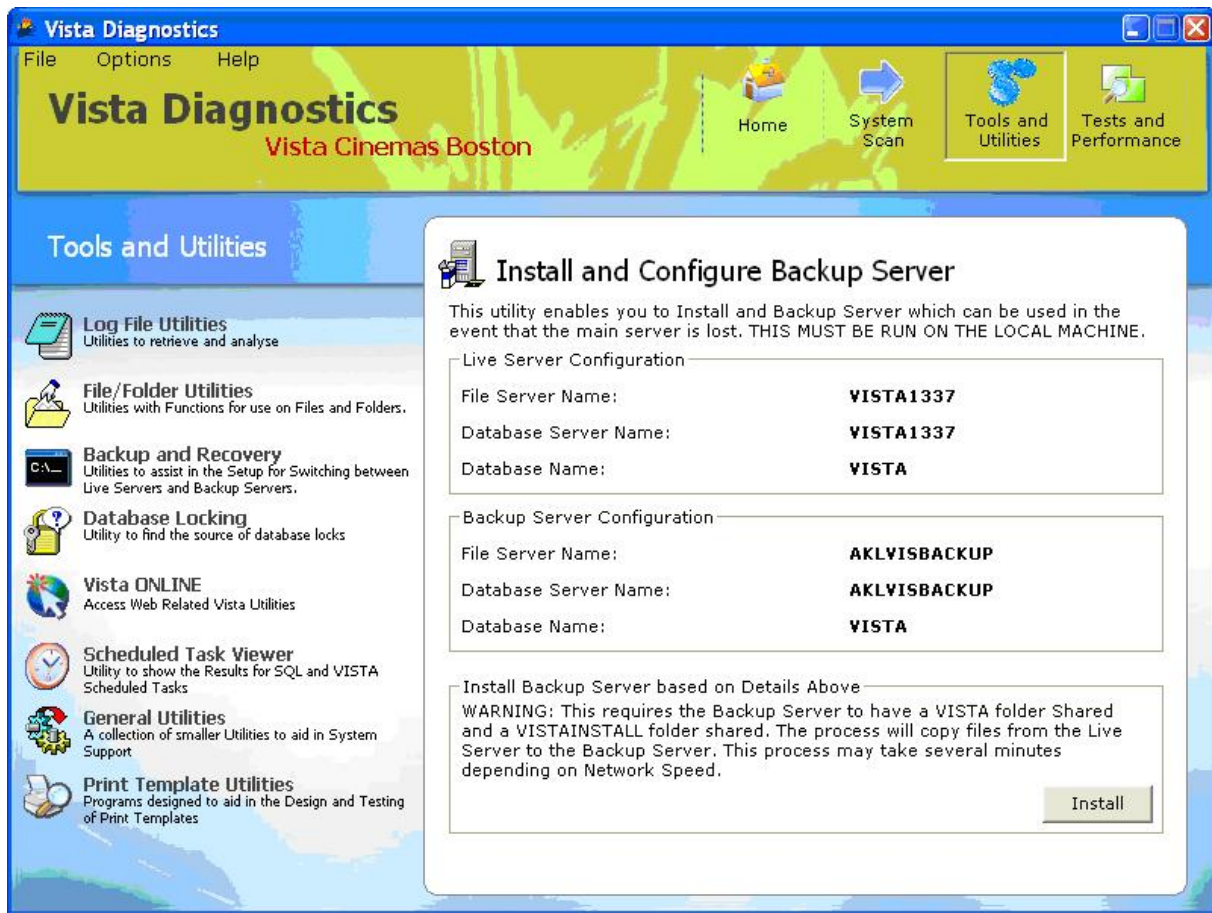


The Backup and Recovery section enables setup of a backup server for Vista Installations. A separate machine however is required for the server. Enter the details of the separate backup machine into the boxes provided. It is optional to separate the local Database Server from the Application server, and have two backup machines.

Be sure to read the special instructions before continuing. These are highlighted in red, just click on them.



## Install And Configure a Backup Server

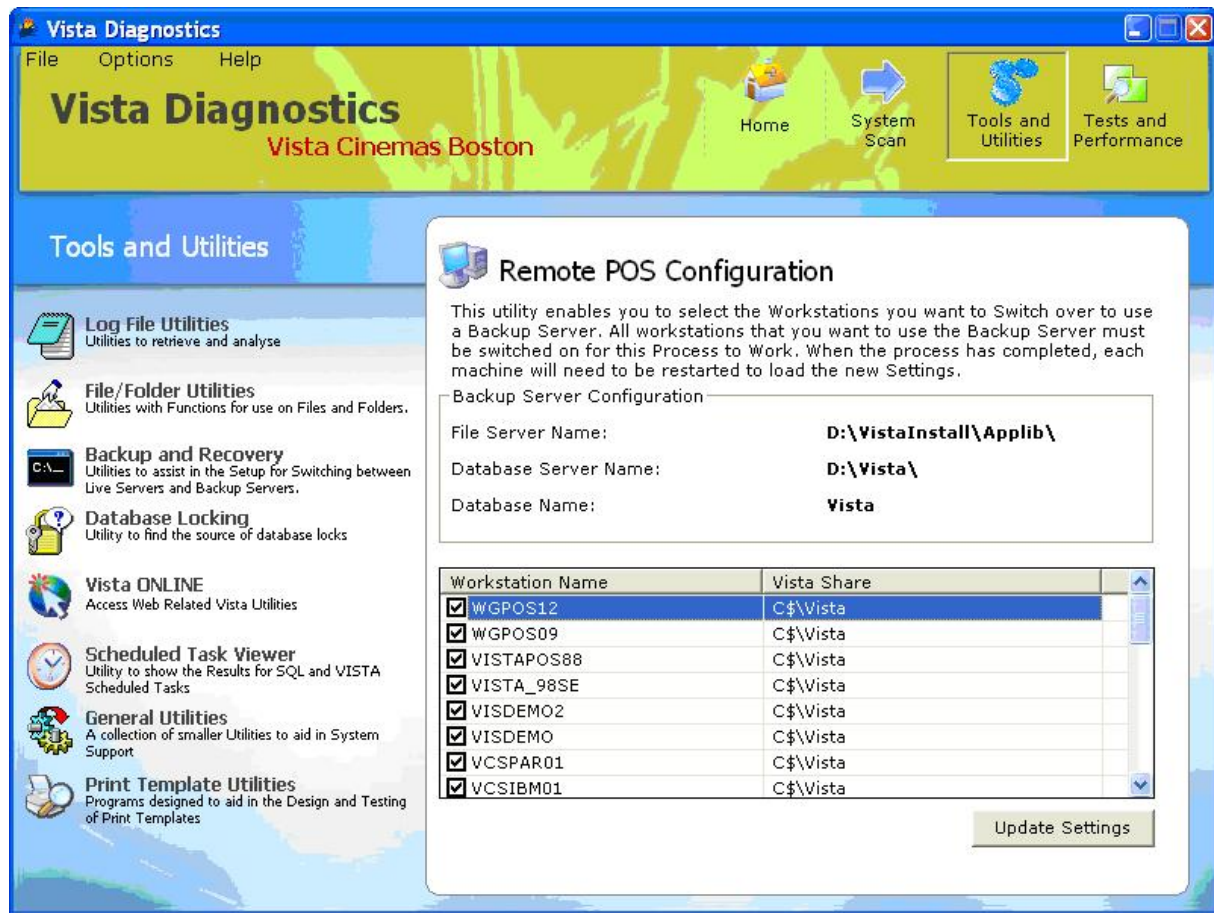


This step copies all necessary files to the backup server.

Vista Diagnostics **MUST** be running on the backup server to do this. To install Diagnostics on the backup server, treat the server like a client. Install it like it is a Back Office Client to start with, and then point it to the Live file server. At this point in time, the BACKUP Server is just another client, not a server. Install the shortcut for Vista Diagnostics and run it - returning to the above screen.

When it is certain that Vista Diagnostics is running on the Backup Server, click 'Install' to continue.

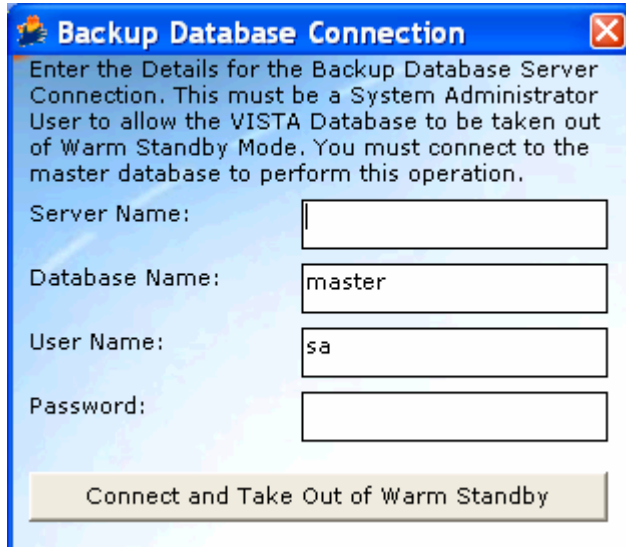
## Update Remote POS Wizard



This utility is used in the event that the primary live server does not work. This utility must be run from the Backup Server. (How is it possible to run the the primary file server if the file Server does not work? As their is no database to point to, it is necessary to use the backup servers database and application library - APPLIB).

Make sure all Point Of Sale are switched on, and all the clients needing changed are ticked. Then click "Update Settings" and restart the Machines. **NOTE:** this can be used for Back Office machines as well.

## Take Backup Database out of Warm Standby



**Backup Database Connection**

Enter the Details for the Backup Database Server Connection. This must be a System Administrator User to allow the VISTA Database to be taken out of Warm Standby Mode. You must connect to the master database to perform this operation.

Server Name:

Database Name:

User Name:

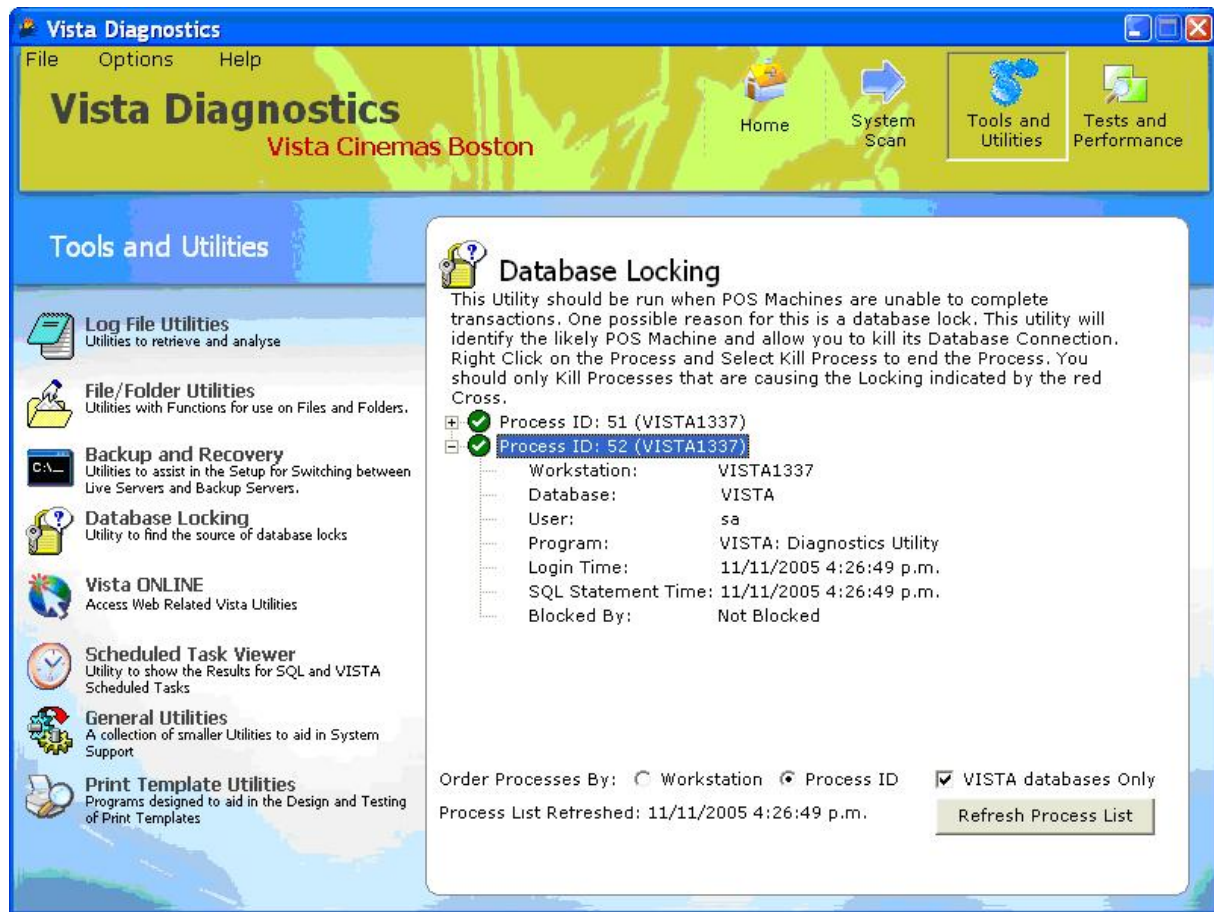
Password:

**Connect and Take Out of Warm Standby**

If Log Shipping has been used to ship the Transaction logs to the backup database server, the user will need to activate the backup servers database and apply the transaction log. Only do this if the primary server fails and switching to the Backup Server is required.



## Database Locking



The Database Locking Utility shows all the current database connections to VISTA. It can also show non-Vista connections.

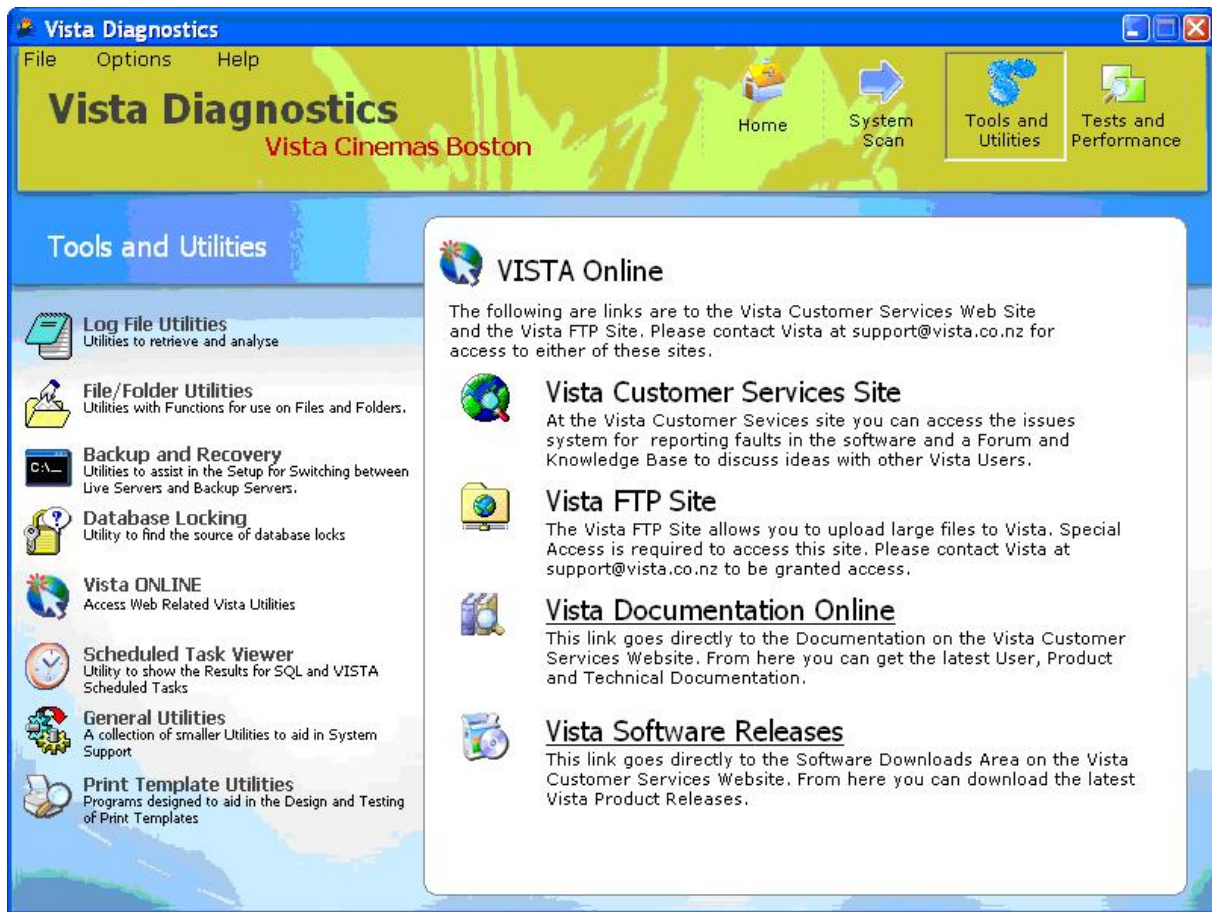
A common scenario is that POS machines are unable to complete transactions. This is a tell tale sign of a database lock. To release this lock, load up Vista Diagnostics. Then Hit the 'Refresh Process List' button. Find the Icon with the "Red Cross" on the picture. This process is causing the locking. Try restarting the POS first. If this does not fix it, continue with this guide.

- + ☒ Process ID: 51 (VISTA1337)
- + ☒ Process ID: 52 (VISTA1337)
- + ☒ Process ID: 53 (VISTA1337) <- This Process is causing the Locking!
- + ☒ Process ID: 54 (VISTA1337)

Right click the process and select “Kill Process”. Hit the refresh button, and the Lock should be gone.



## Vista Online



Vista Online is essentially a collection of quick links to the Vista Related web sites. A great thing about Vista Online is that this programme does not require a web browser to be exist on the machine, instead containing its own.

## Vista Customer Services Site

A direct link to the customer services site. Using this site is essential. If logging in as a Cinema Manager, please use the Back Office shortcut in Help -> Vista Online. Version 3 Release 1 or greater required.

## Vista FTP Site

A direct link to the Vista FTP Site. A login is required to use this site.



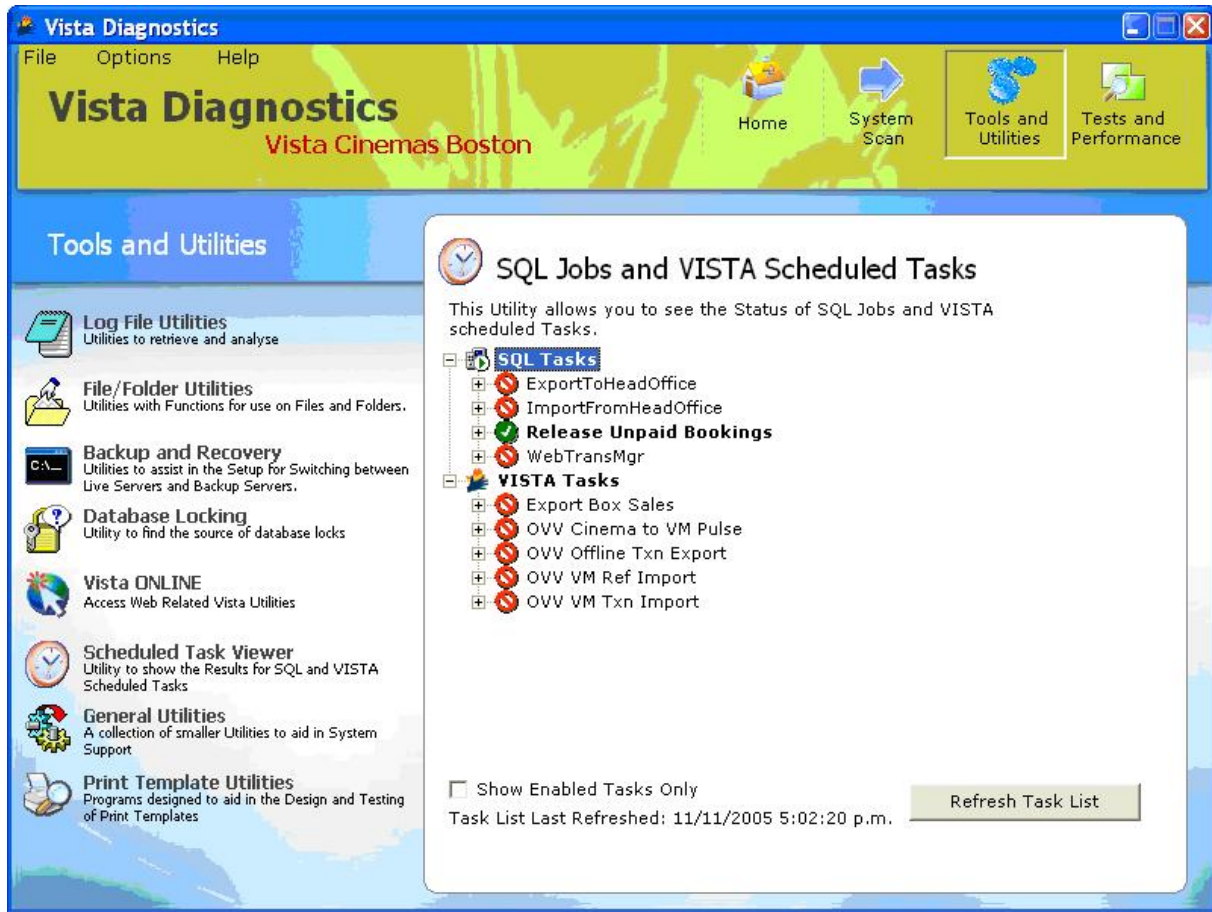
## Vista Documentation Online

A direct link to the documentation online. Again, a login is required to use this site. This section can also be accessed by choosing the “Vista Customer Services Site” link and clicking on “documentation” in the header.

## Vista Software Releases

A direct link to the software releases portion of the customer services site. A login is required to use this link.

## Scheduled Task Viewer



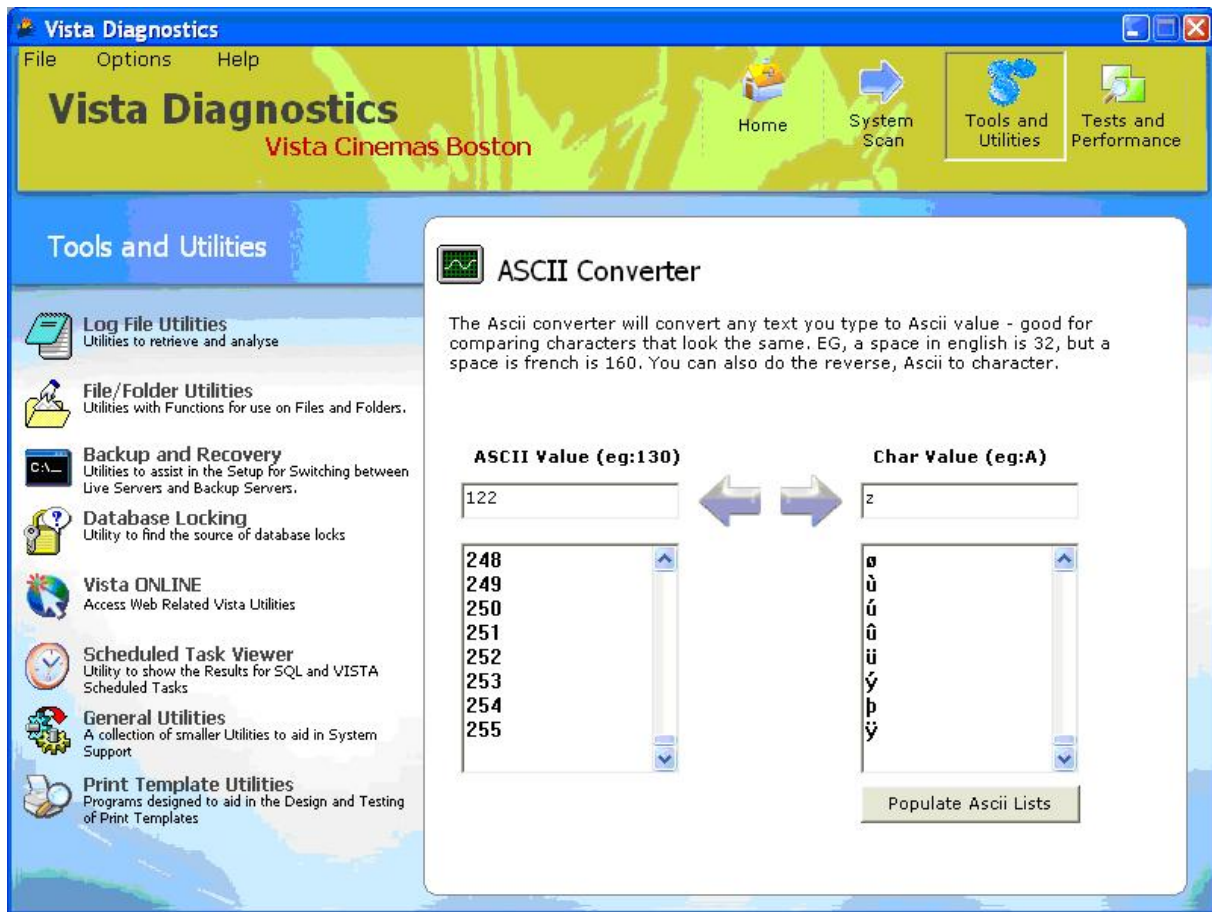
Scheduled Task Viewer outlines all SQL Tasks and VISTA Tasks. SQL Tasks are controlled by Enterprise Manager. These can be viewed through the "Vista Scheduler Console" which controls all the Vista tasks.

The tasks show a green tick if they completed successfully, or a red circle with a cross through it if the job failed or was never run.

Tasks can be expanded to show more information.

# General Utilities

## ASCII Converter

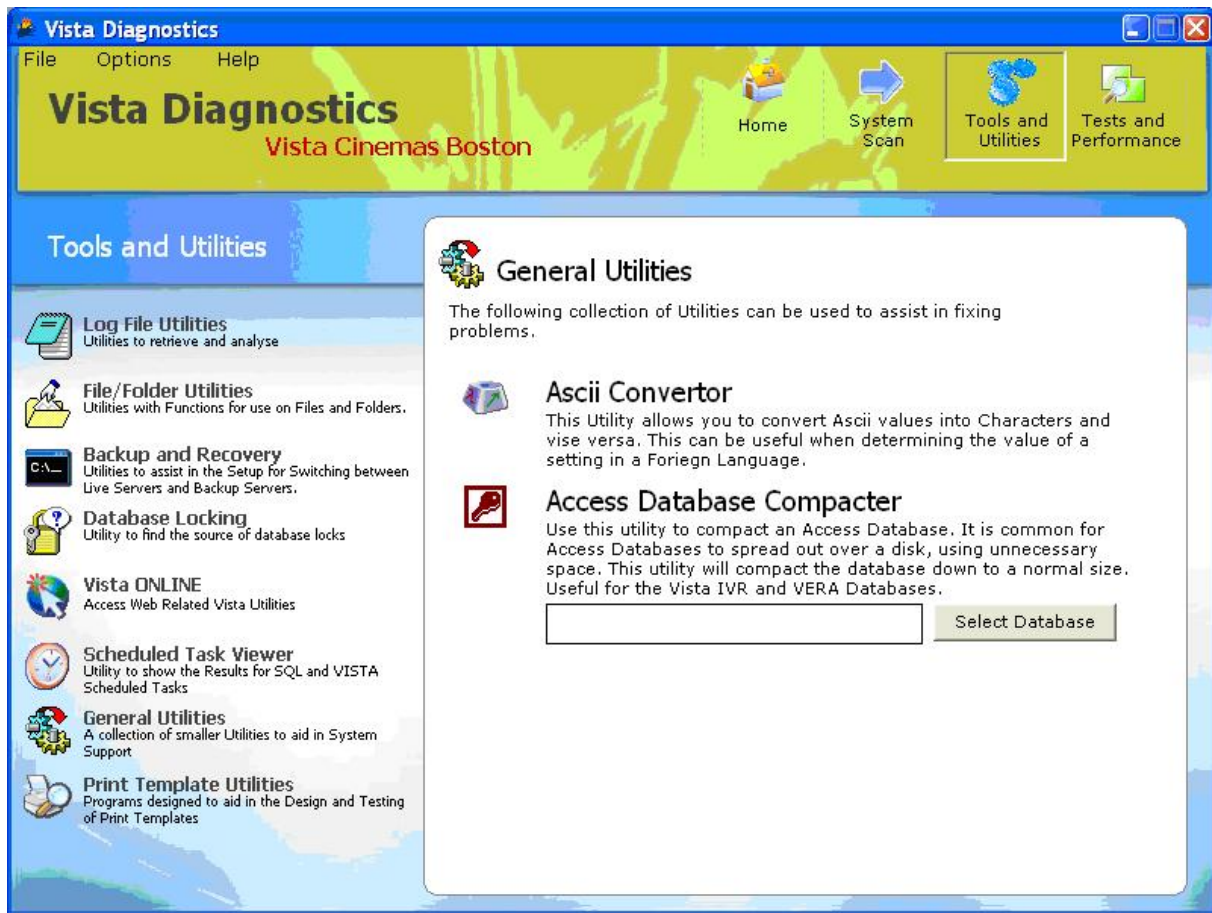


The ASCII converter will simply convert a number typed into a Character, or a Character into a number.

Future versions will support a string of characters, or a list of numbers.

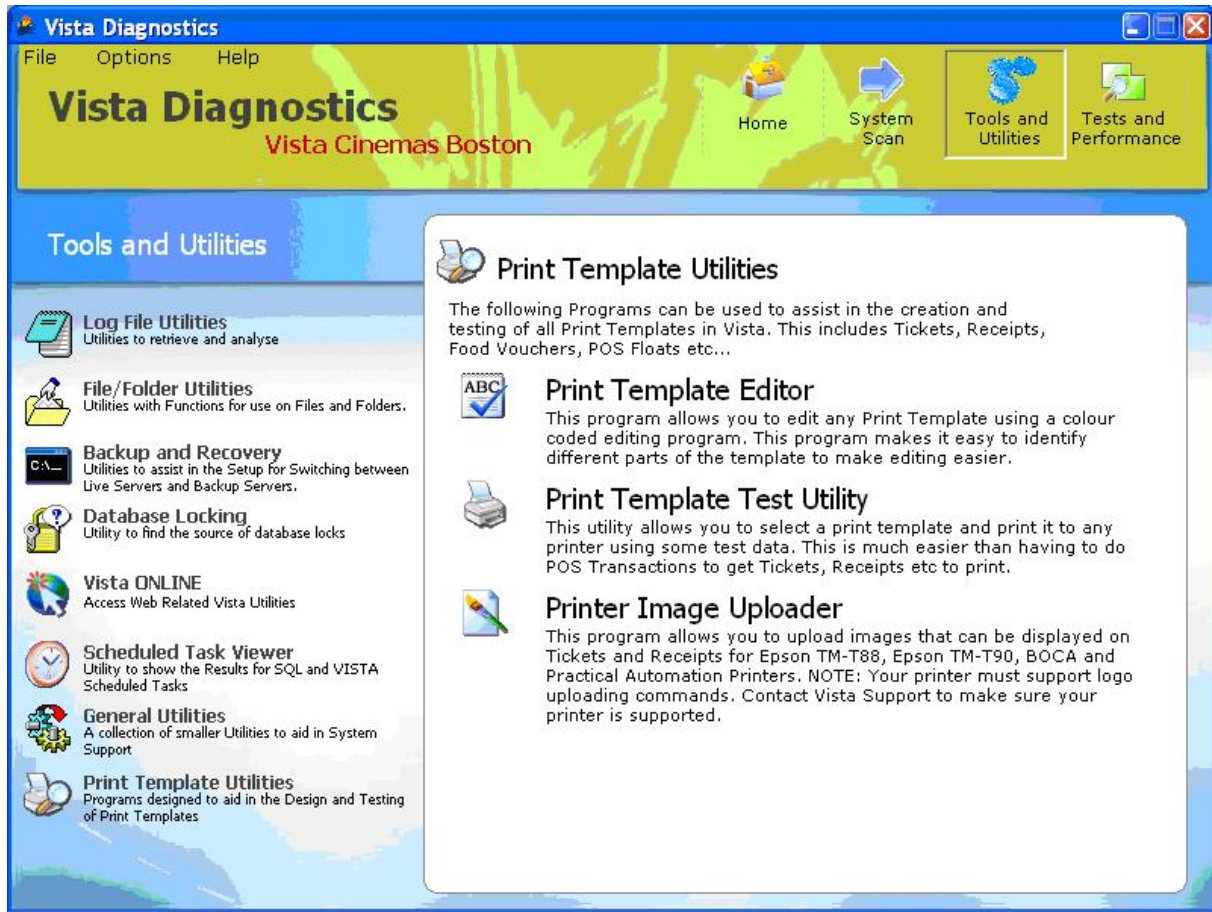
Hit the 'populate' ASCII Lists to show a list of the first 256 ASCII characters and inherent symbols on a system.

## Access Database Compactor



Compacts and repairs an Access database. This is good for IVR and VERA databases when they become too large.

# Print Template Utilities



## Print Template Editor

Provides a colourful notepad type tool to edit templates.

## Print Template Test Utility

Provides direct to port printing of templates. Uses the same methods as Vista Point Of Sale uses to print a template. This will save having to restart POS repeatedly when first installing and setting up print templates.

## Printer Image Uploader

In upcoming versions this will support the uploading of images to print memory.

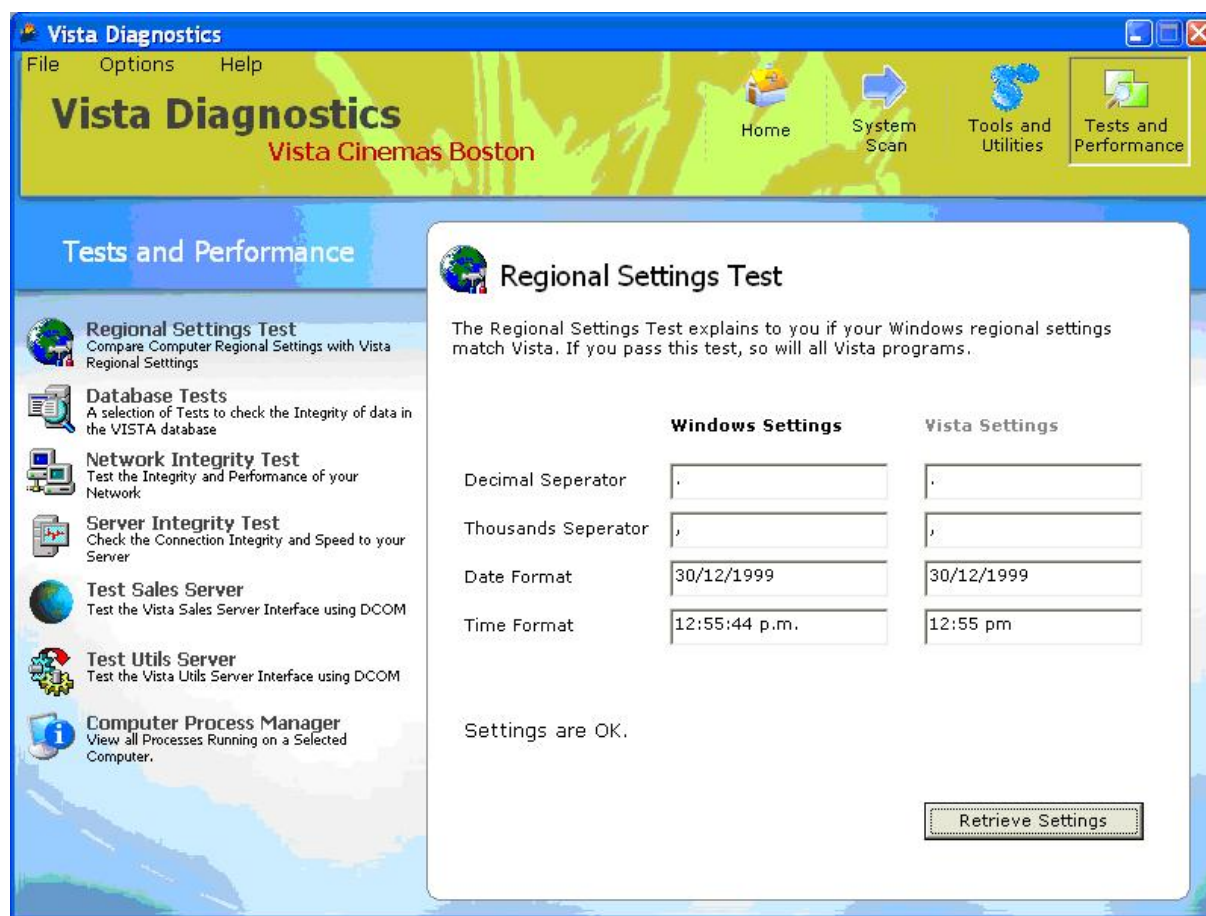




## CHAPTER 6

# Tests and Performance

## Regional Settings Test

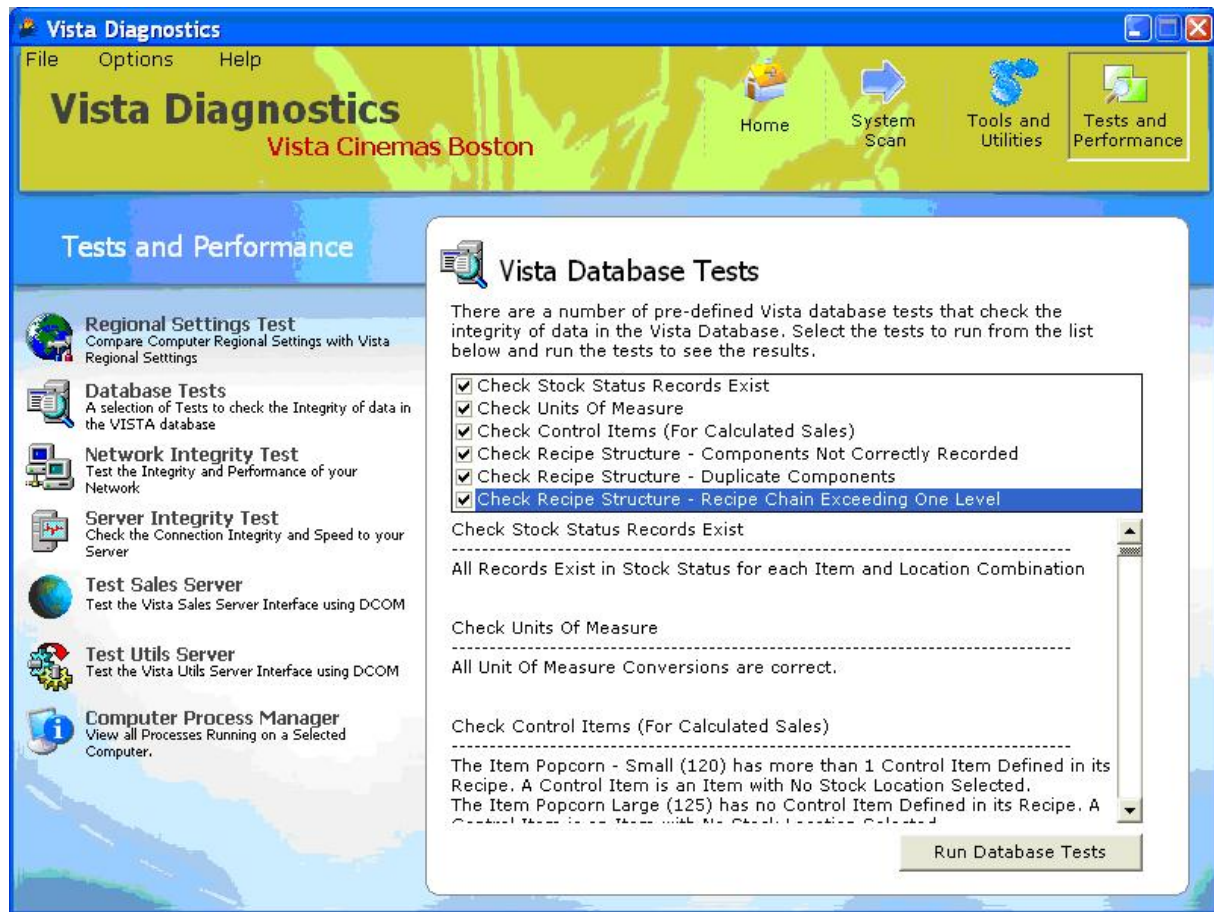


The Regional Settings test will convey both Windows regional settings and those of Vista. In order for BackOffice to start properly these settings must match, with the exception of "Time Format". It is still recommended to get these settings to match.

If the settings visually look the same, but the "Retrieve Settings" button reports that they are not - copy and paste the setting into the ASCII converter and check if indeed the settings are the same. Settings may look the same, but this does not necessarily mean they are.

If settings are different reproduce the correct character and put it into the database. Use the "System Settings" cabinet in Back Office.

## Database Tests

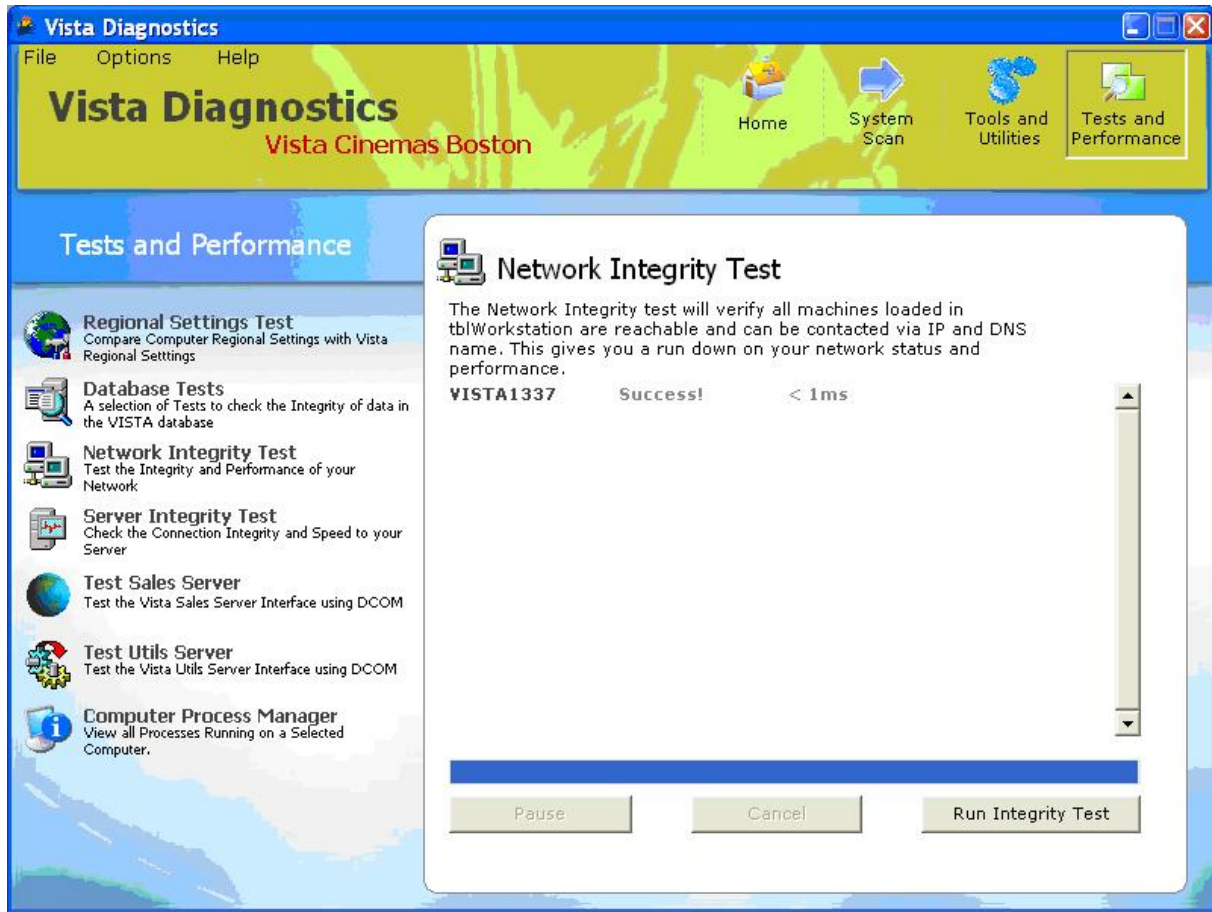


There are a number of pre-defined Vista database tests that check the integrity of data in the Vista Database. Select the tests to run from the list and run the tests to see the results.

This test is run as part of the system scan.



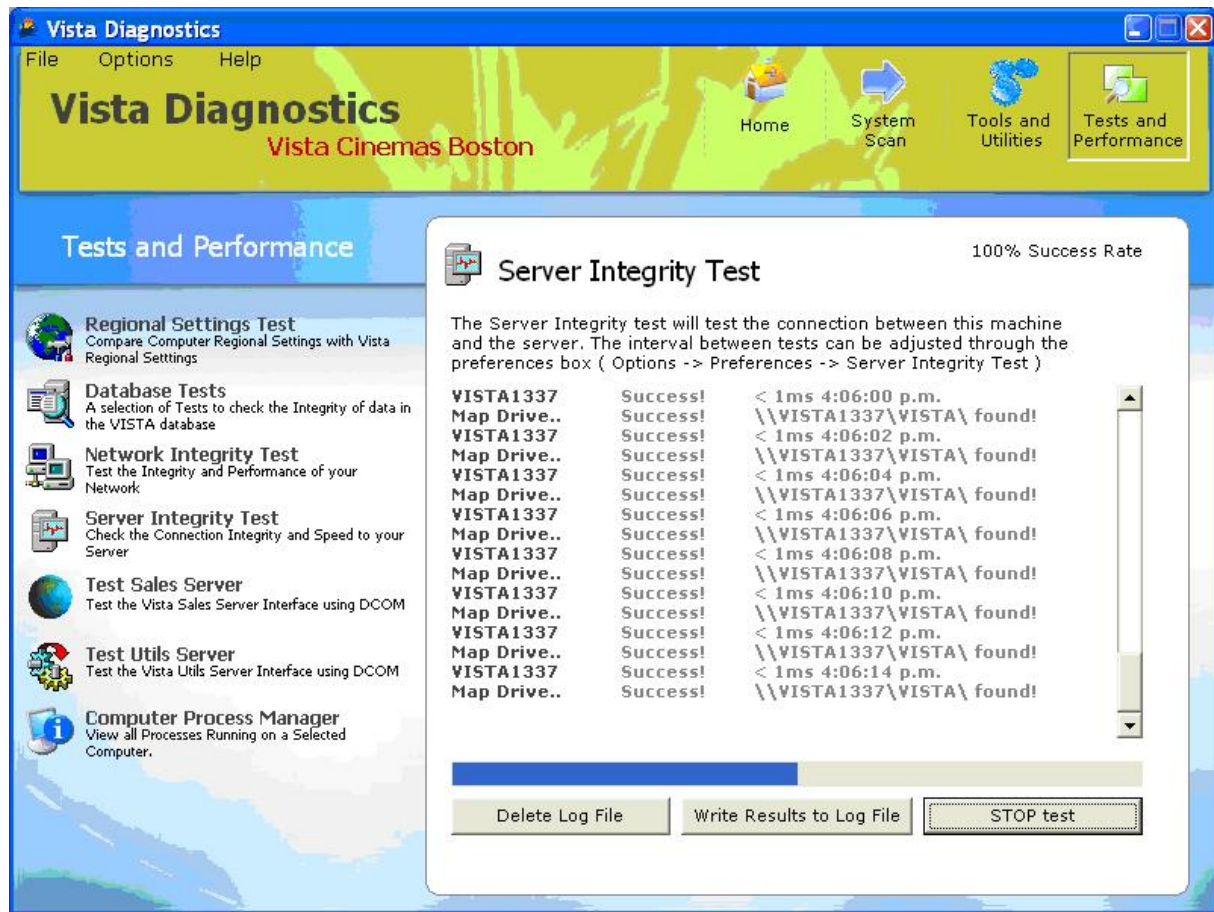
# Network Integrity Test



The Network Integrity test will verify all machines loaded in tblWorkstation are reachable and can be contacted via IP and DNS name. This test gives reports on local Vista network status and performance.

To change which Workstations to query, open the "Options -> Preferences -> Workstations" tab.

## Server Integrity Test

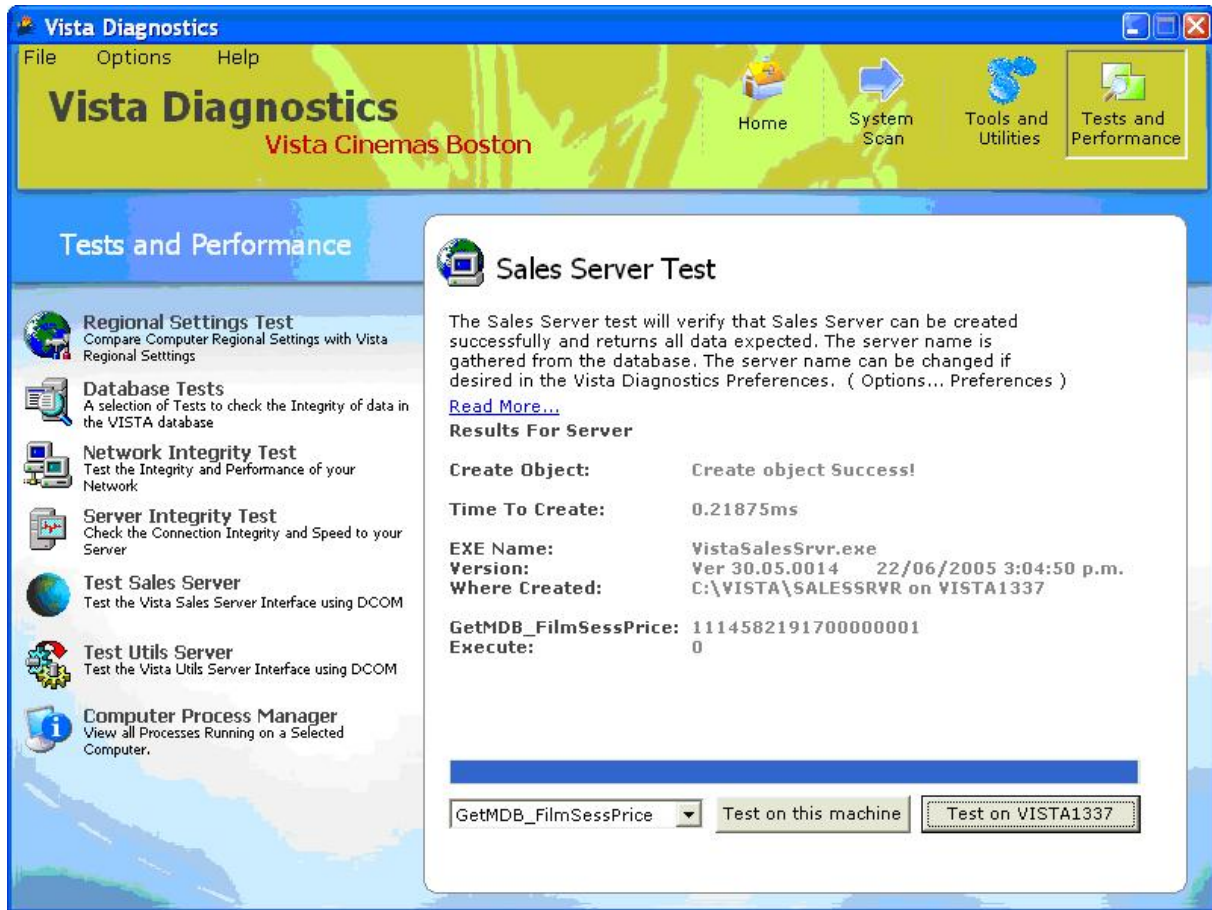


The Server Integrity test will test the connection between this machine and the server. The interval between tests can be adjusted through the preferences box (Options -> Preferences -> Server Integrity Test).

An overall success rate will be provided in the top right corner (100% in the example above). This is based on the drives mapped, as Vista relies on this.

Also use this test to get a feel for the integrity between this workstation and any other machine. Just change the server details in the preferences box detailed above.

# Test Sales Server

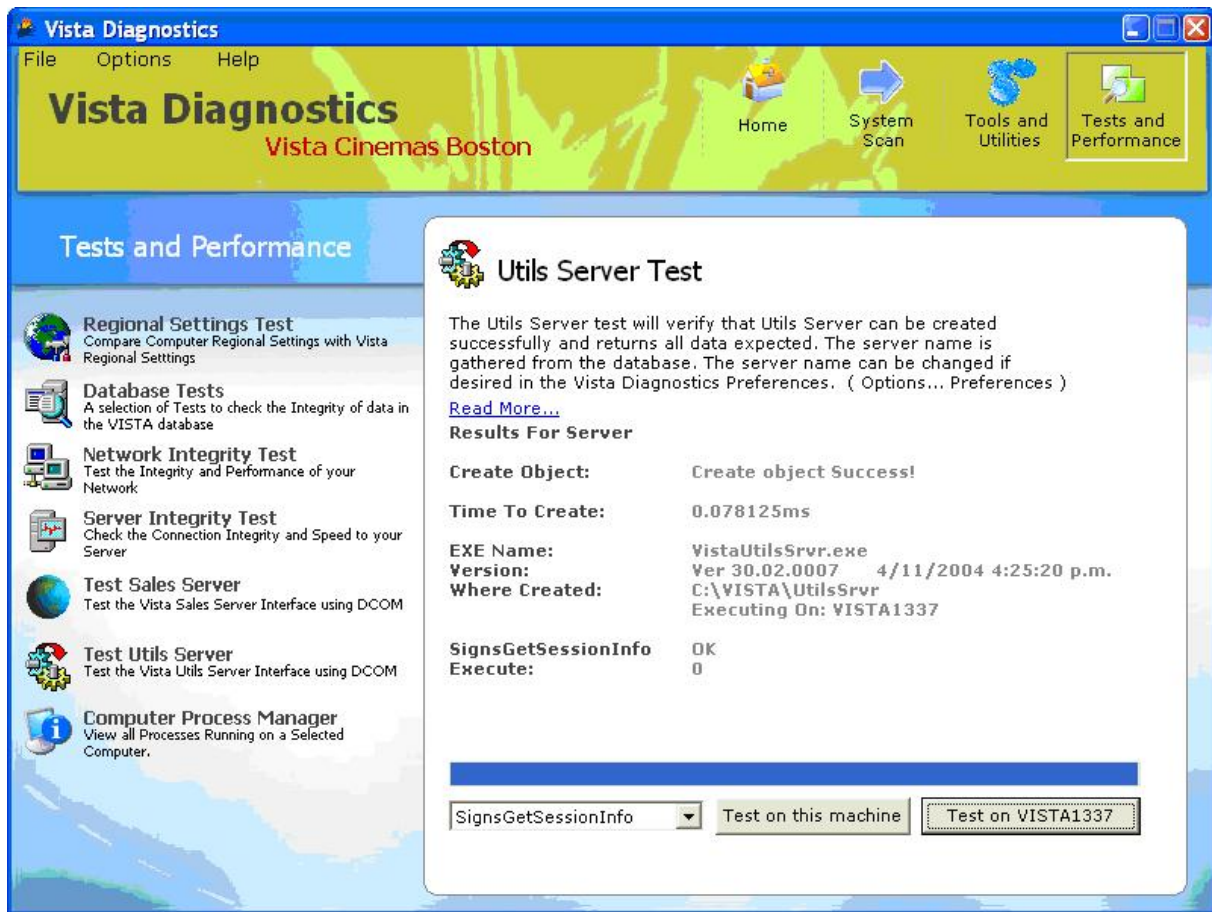


The Sales Server test will verify that Sales Server can be created successfully and returns all data expected. The server name is gathered from the database. The server name can be change if desired in the Vista Diagnostics preferences (Options -> Preferences).

Choose between two calls. GetMDB\_FilmSessPrice and GetSellingDataXML. Use both, and make sure they both return a 0. If they do not return a 0 click on the "read more" to find out what could be wrong, or check out the trouble shooting guide in "Help -> Vista Trouble Shooting Guide".

If the guide does not work use the Help -> Update option to download it.

## Test Utils Server



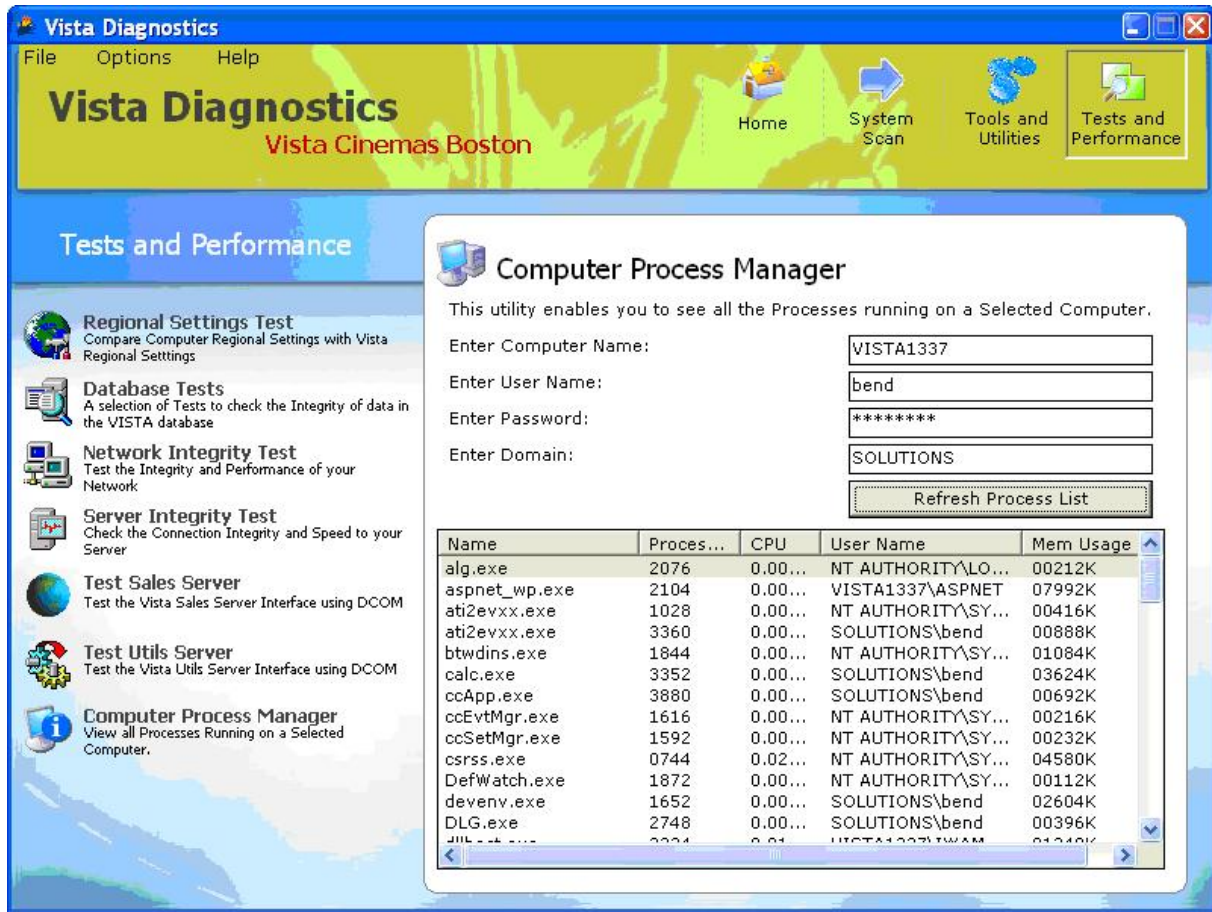
The Utils Server test will verify that Utils Server can be created and returns all data expected. The server name is gathered from the database. The server name can be changed if desired in the Vista Diagnostics Preferences (Options -> Preferences).

There are a number of different types of calls to choose from. If in doubt, choose them all in the combo box, one at a time, and make sure to get a 0 back for each one on execution.

If not, click on the "Read More..." or consult the troubleshooting documentation.



# Computer Process Manager



The process manager is essentially the same as the windows task manager. It has one difference - which can be very helpful - it will connect to remote machines and debug the processes on remote machines.

To look at processes on a remote machine, type the machine name in, and a suitable user name/password to connect to that machine. Hit "Refresh Process List" and if enabled sufficient privilege the user can monitor/kill processes. WMI Scripting must be enabled on the server to perform this task.

To kill a process, simply right click on it and choose "Kill Process".



## CHAPTER 7

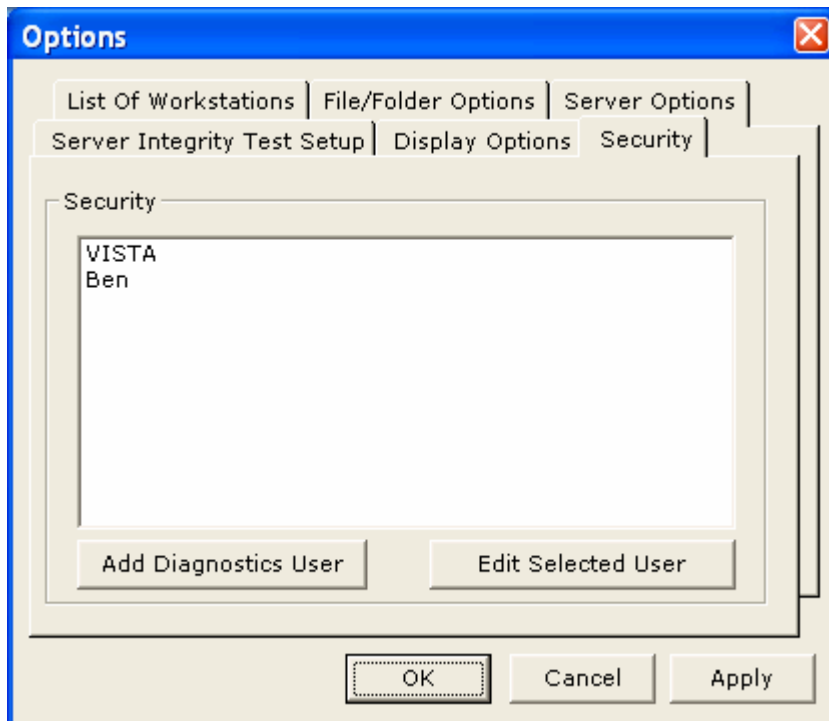
# Security

Vista Diagnostics is delivered, by default, with one Administrator account and there will always only be one account. That account is "Sysadmin" and the password is delivered to the company IT team only. It is the IT team's responsibility to create the individual a separate username/password to use Diagnostics.

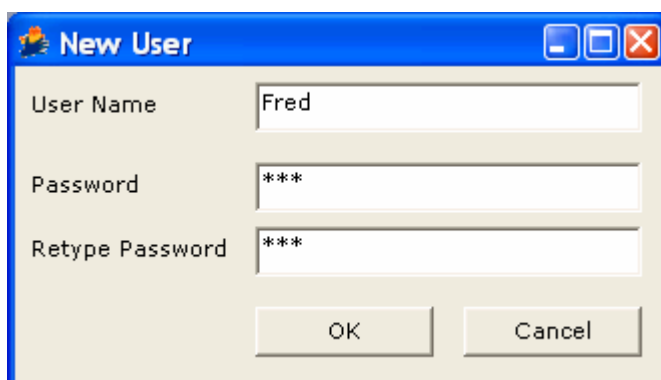
If the IT team does not have this password ask to contact their business partner or to e-mail Vista directly.

## Adding Users

---

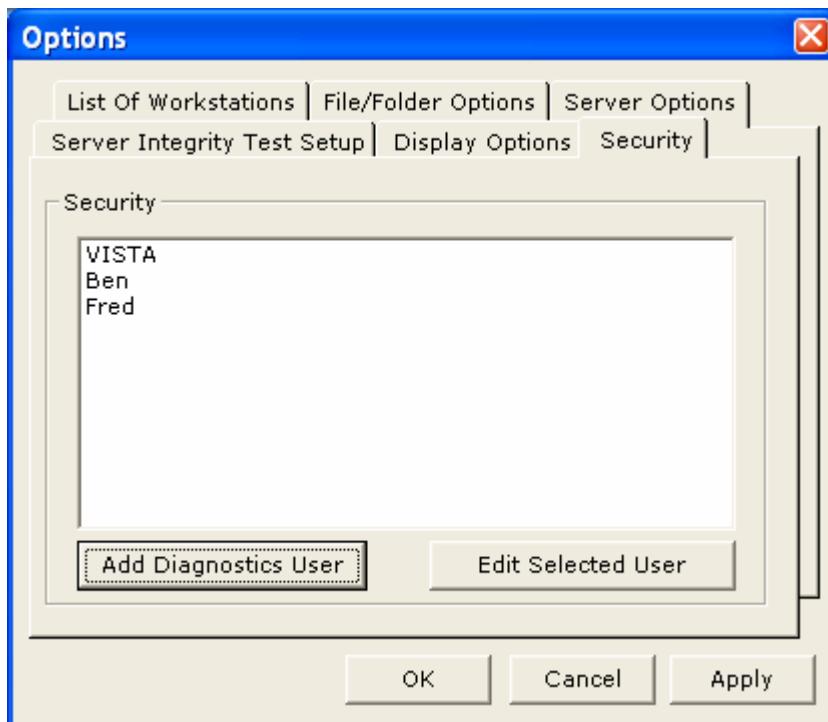


- 1 To add a new user to diagnostics, login with the "Sysadmin" user.
- 2 Go to "Options -> Preferences -> Security" tab.
- 3 Click on "Add Diagnostics User"

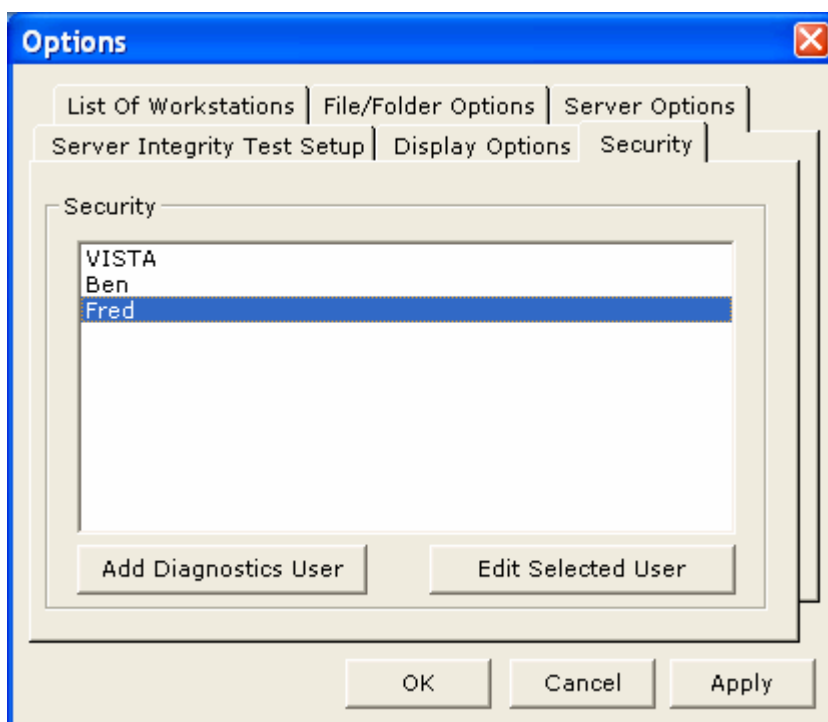


- 4 Type in a username and password for the user.
- 5 Hit OK and the user will be created.





## Deleting / Editing Users



- 1 Click on a user to delete/edit, and select "Edit Selected User".

- 2 Now either delete or edit the user using the box that appears.



The image shows a Windows-style dialog box titled "Edit User Details". It has a blue title bar with a small icon on the left and standard minimize, maximize, and close buttons on the right. The main area is light beige and contains three text input fields. The first field is labeled "User Name" and contains the text "Fred". The second field is labeled "Password" and is empty. The third field is labeled "Retype Password" and is also empty. At the bottom of the dialog, there are three buttons: "Delete", "Update", and "Cancel". The "Delete" button is highlighted with a dashed border.

- 3 To change the password, just re-type a new password for the user, and click "Update".
- 4 To delete a user, just hit the "delete" button. A prompt will appear for confirmation.

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