
Installing Vista Version 3.1



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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 Cinema 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 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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New Server Installation

Note: These instructions assume you are installing Vista on D:\ Drive on the File Server.

- 1** Ensure you are logged in as a User with Administrative Privileges on the Server.
- 2** Ensure the following programs have been installed on the target server:
 - MDAC 2.7 or Higher
 - .Net Framework Version 1.1
 - Internet Explorer 5.5 or Higher
- 3** On the File Server Create a folder on D:\ called VistaInstall and share it to everyone with Permissions set to Full Control. Ensure that you can read and write to this folder from the machine you are running the SetupServer on.
- 4** On the Database Server (Which may be the same as the File Server) create a folder on D:\ called Vista and share it to everyone with Permissions set to Full Control.
- 5** In the new VistaInstall folder create another new folder called Downloads. Inside this folder copy and paste the Packages from Vista e.g. Cinema 3.01
- 6** Run the SetupServer.exe program. This can be found in D:\VistaInstall\Downloads\Cinema 3.01\.
Go to Section 2: Server Installation Instructions and follow the instructions for installing a new Cinema.

CHAPTER 1

Client Installation of Vista

The user must be logged onto the client machine with full administrator access rights to the machine.

The user must have at least rights to the file system, the “all users” folder and all parts of the registry.

Uninstall any previous version of Vista.

The client computer must have IE5.5+ and MDAC2.7+ installed.

CHAPTER 2

Server Installation

Vista Releases will need to be downloaded and put on the Fileserver. As per the previous instructions, we recommend that all releases get put in VistaInstall\Downloads folder on the Fileserver.

To run each package you simply execute the SetupServer.exe program located at the root of the package. Instructions on how to use the SetupServer application are explained later in this section. The package will copy files to the Library area on the Server and also upgrade the database.

Note: You should only install Packages that you are licensed with Vista to Install.

Packages available to be installed are:

Package Name	Package Contains	Install/Upgrade *	Comments
Cinema 3.01	BackOffice POS Screening Schedule Transaction Summariser Vista Diagnostics Set Licence Kitchen Signs Time and Attendance Common Vista Utilities Cabinets Vista Utils Server Payments Module Upload/Download Transfers Language Manager Job Scheduler Job Scheduler Manager	V3 Installer	Installed on Cinema Server
Sales Server 3.00	Vista Sales Server Web Service Movietickets.com Extract Fandango Extract	V3 Installer	Installed on Cinema Server
CashDesk 3.00	CashDesk	V3 Installer	Installed on Cinema Server
Signs-LED 3.00	Signs - LED	V3 Installer	Installed on Cinema Server
Signs-Plasma 3.00	Signs - Plasma Signs - Plasma Manager	V3 Installer	Installed on Cinema Server

HeadOffice 3.01	HeadOffice HeadOffice Auditor Infoworks Common Vista Utilities Cabinets Data Migrator Vista Diagnostics Job Scheduler Job Scheduler Manager Upload/Download Transfer	V3 Installer	Installed on a HeadOffice server
Concession Sales Importer 3.00	Concession Sales Importer Quest Importer	V3 Installer	Installed on Cinema Server
Managers Console 3.00 *	Managers Console	Unique Install	Not available yet for ver 3.0
Vera 3.00 *	Staff Rostering	Unique Install	Not available yet for ver 3.0
Time & Attendance 3.00	Staff Time	V3 Installer	Not available yet for ver 3.0
Online Voucher Validation (OVV) 3.00	OVV Central OVV Server	V3 Installer	OVV Central is installed on Voucher Management Server (or wherever VISTAVM database resides eg Headoffice), OVV Server is on Cinema Server
Voucher Management 3.00	Voucher Management	V3 Installer	Installed on Voucher Management Server (or wherever VISTAVM database resides eg Headoffice)
Film Scheduling 3.00	Film Scheduling	V3 Installer	Installed on a HeadOffice server
Kiosk 3.00	Kiosk/ Kiosk setup	V3 Installer	Installed on Cinema Server
IVR 3.00 *	IVR	Unique Install	Not available yet for ver 3.0
Call Centre 3.00 *	Call Centre	Unique Install	
Internet Ticketing 3.00 *	Internet Ticketing	Unique Install Upgrade loses old setup	
Mobile Devices	MobilePOS Usher Point Usher Point (CE)	Unique Install	Not available yet for ver 3.0
Vista Projection 3.00	Projection	V3 Installer	Installed on Cinema Server
Air Conditioning 3.00	Air Conditioning	V3 Installer	Installed on Cinema Server
Loyalty 3.00 *	Loyalty	Unique Install	Installed on Loyalty Server (or wherever VISTALOYALTY database resides, e.g. HeadOffice).

* Types of Installs/Upgrades

- V3 Installer - Uses the Vista V3 Installer. This means you must install the base Version 3 package of this module then upgrade to whatever version you want to.

- Unique Install - This means the package uses its own installation routine. You only need to install the latest version and not the base Version 3 release first. To upgrade, you need to install the latest version, in the same way you would install for a new site.
- Upgrade loses old setup - Any special configuring of the module will be lost when upgrade and will need to be reapplied manually, which may be a large process. A good example is Internet Ticketing where the web pages would have be customised with images and graphics.

Using Vista SetupServer

The SetupServer program is shipped with each package and is designed to be run from the download area where the package is downloaded (VistaInstall\Downloads). SetupServer will copy new files into the Library Area (typically VistaInstall\APPLIB) and also upgrade the database.

For example: To install Vista Cinema Release 3.01 navigate to D:\VistaInstall\Downloads\Cinema 3.01. Double click on the SetupServer.exe to begin the installation.

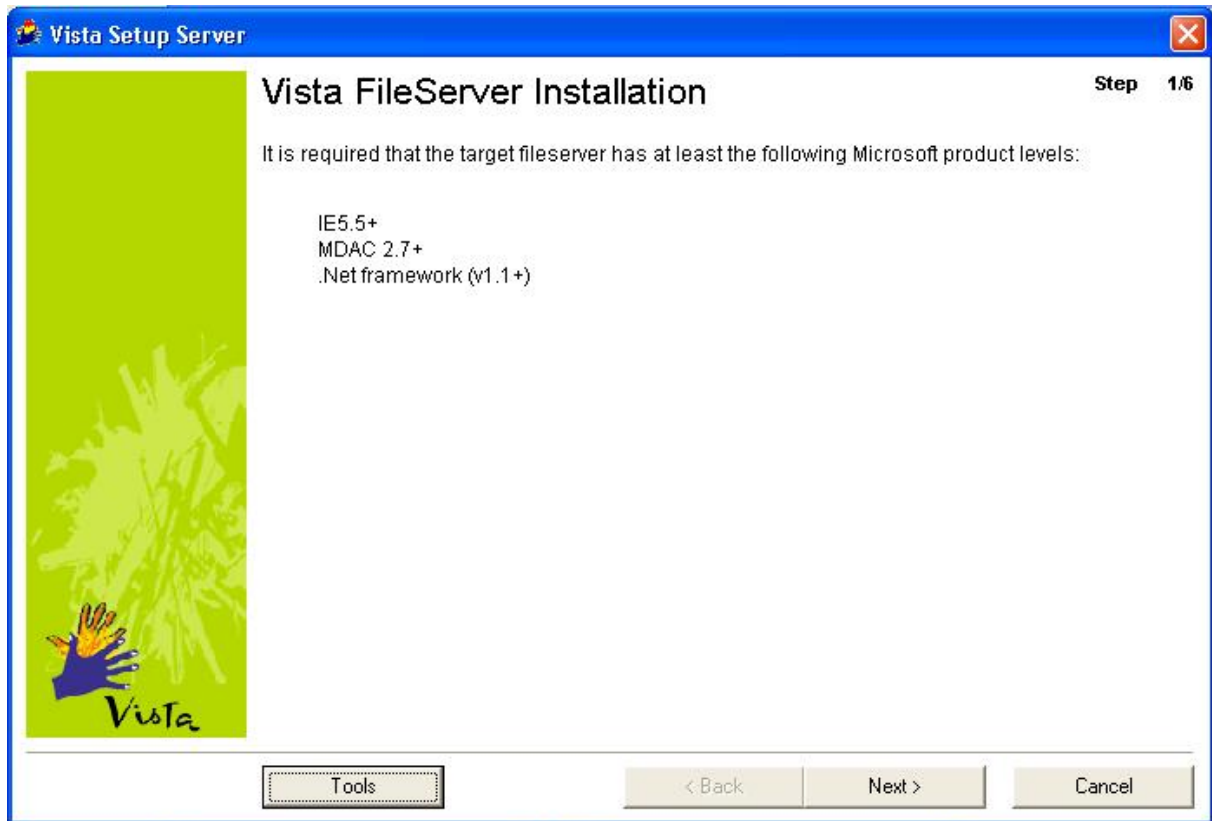
Please note the following important points:

- 1** If the VistaMSoftComponents.msi has not been run on this server, please run this before running SetupServer. This is found in the \Cinema 3.01\ directory.
- 2** These instructions are for upgrading from Vista Version 3.00 to Version 3.01. If you are currently using a Vista Version 2.xx system, see Appendix 1 for instructions on upgrading from a Version 2.xx system.

Please follow the 6 steps shown below to complete installation of the Vista Server.

SetupServer Step 1 of 6

As indicated ensure that IE5.5+, MDAC2.7+ and the .NET 1.1 Framework are installed on the target fileserver.

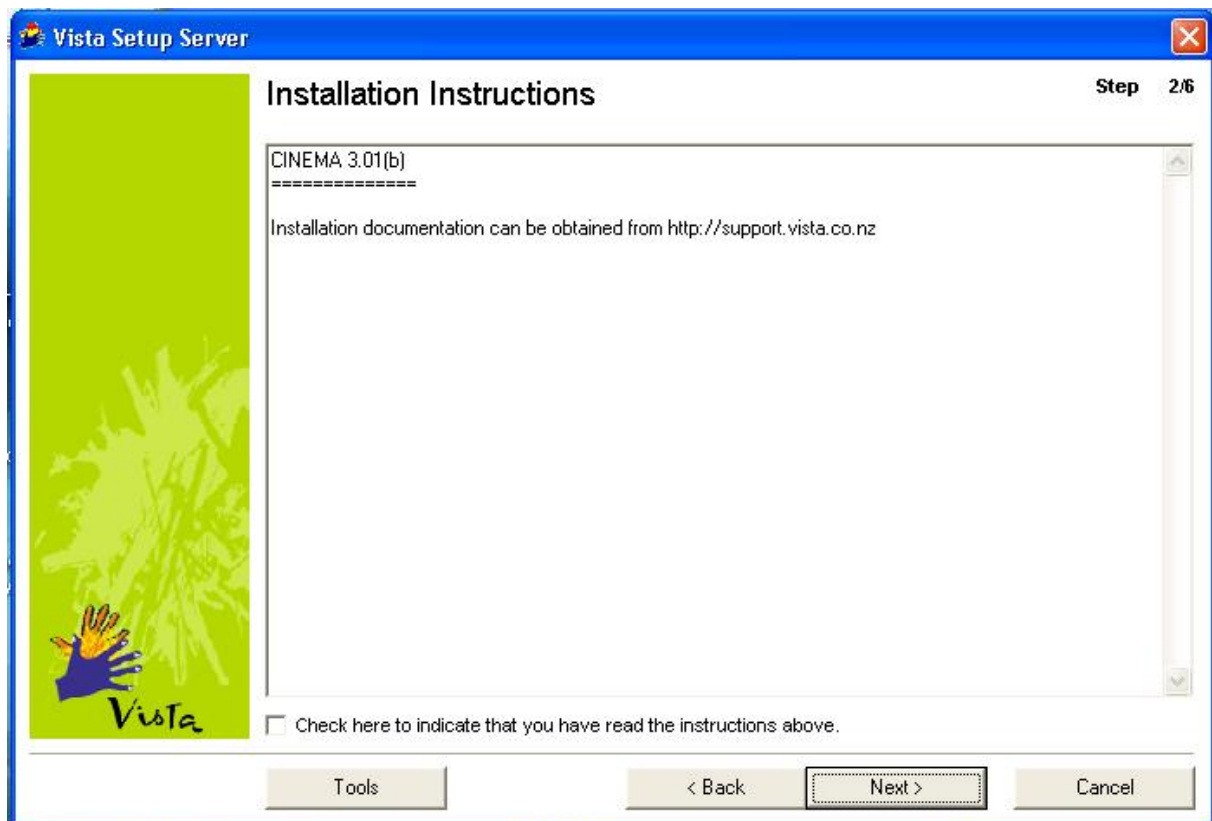


Click on Next> to continue.

SetupServer Step 2 of 6

Please select the source of the installation. This is the folder from which SetupServer.exe is running. If you have followed all the above instructions and are installing on D: on the file Server the path should default to the correct path (e.g. D:\VistaInstall\Downloads\Cinema 3.01)

Check the flag to indicate that you have read and understand the special instructions that come with the release you are installing.



SetupServer Step 3 of 6

Specify destination server (or Drive) and folder for the installation. The Folder name must be \\VistaInstall\\Applib\\. This server and path act as the application server and will be required when setting up client machines. If the path does not exist it can be created using the 'create' button (This will have to be done the first time this application is run). The default option is to install to D drive. By default, the selected options should automatically be correct unless this is a special installation.

Advanced Options

Note: Use only if you have been instructed by Vista Support.

Click on the Advanced button to be presented with more options to do with the software section of the upgrade.

Do Not Install or Upgrade Files:	Take this option if you only want to run the database scripts. This skips the file copying process from the Downloads area to the VistaInstall folder.
Edit Folder Name:	Take this option if you want to change the default location of the Vista Application Library on the Server. We do not recommend changing this.

SetupServer Step 4 of 6

On this screen enter the details of the Database.

The standard naming convention for Vista databases (and these are automatically created with these names for new installations):

Use	Database Name
Cinema database	VISTA
HeadOffice database	VISTAHO
Voucher Management Database	VISTAVM
Film Scheduling database	VISTAHO
Vista Central Sales database	VISTAIT

Whenever you are prompted for database name using the setup program, make sure you select the correct database. By default the options should be correct if you are running SetupServer on the same Server as their location of the database. Use the database server User 'sa', or another user with System Administrator Privileges.

Vista Setup Server Step 4/6

Select Database to Install / Upgrade

Server Name (Instance): MISTA033

Database Name: VISTA

SQL User: sa

SQL Password:

Test Connection

Advanced...

Tools < Back Next > Cancel

CINEMA Version 3.01
a2(16/11/2005 11:12)

Vista

Advanced Options

Note: Only use these options if you are installing a new site or you have been instructed to do so by Vista Support.

Click on the Advanced button to be presented with advanced options to do with the database scripts section of the upgrade.

Do Not Upgrade Database:	If this is a new installation and you will restore an existing database (copied from another cinema with transaction data removed), then tick the option 'Do not upgrade database' to avoid upgrading the database. This will skip the running of any SQL Scripts included in the upgrade package.
Create New Database:	If this is a New installation and not an upgrade to an existing system, select the Advanced button and tick the option 'Create Initial Vista Database'. This will restore an empty database backup ready for customisation for a new Cinema site.

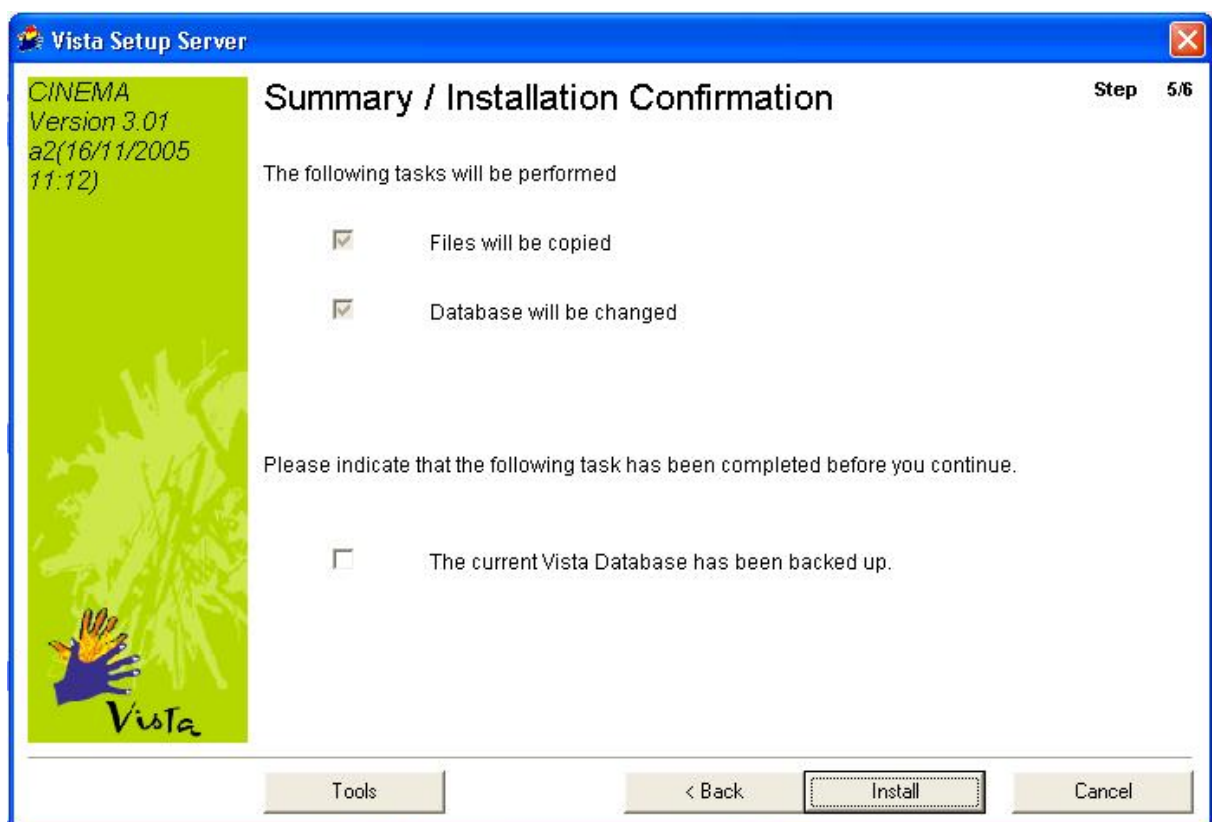
SetupServer Step 5 of 6

This step shows a summary of what you have selected.

Upgrading Database: If you are upgrading an existing database, please make sure you have taken a backup of this database prior to proceeding any further. Check the box to indicate you have backed up the database.

Create New Database: If this is a new site install and you selected to Create a New Database, then you will not be prompted to backup the database.

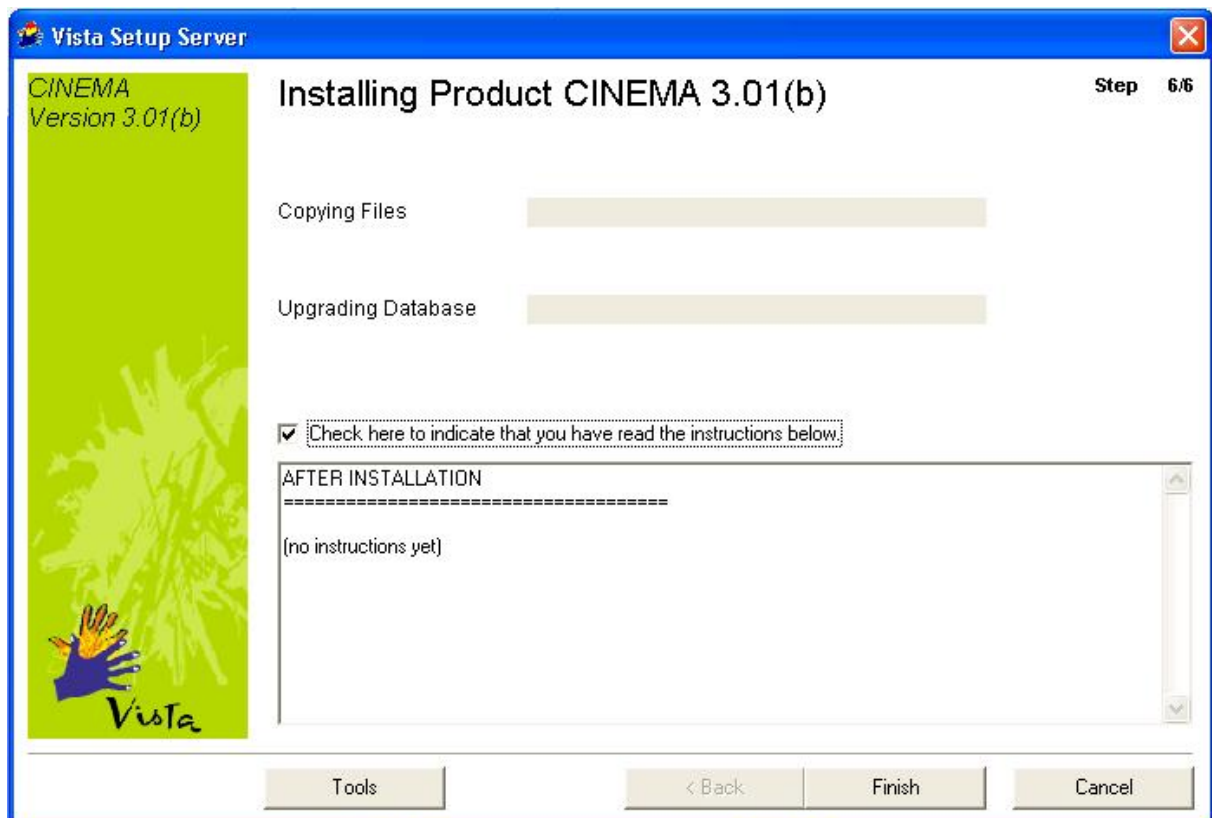
Not Upgrading Database: If you selected to Not Upgrade the Database then you will not be prompted to backup the database.



SetupServer Step 6 of 6

Wait for the files to be copied and the database to be upgraded.

Important Note: When the file copying and database upgrade is complete click on the **tools** button. This will present a page where site specific customisation can take place. See the SetupServer Tools instructions (below) for more information.



SetupServer Tools

The Tools page of SetupServer enables site specific customisation of the server. The server and database name for the upgrade that has just been performed will be entered into the fields on the form.

Vista Setup Server Step 6/6

Tools

Server Name:

Database Name:

Refresh Clients

DB Connection...

< Back

Refresh Clients:	<p>This button enables you to force all clients using this database to refresh all their application files the next time they start up. If a database upgrade has just taken place, then this will happen automatically.</p> <p>If no database upgrade has taken place, then you will need to click the <i>Refresh Clients</i> button in order for the new software to be loaded on the client machines.</p>
DB Connection:	<p>This button creates the database connection that all clients will use to connect to this database. Click on this button to be presented with the DBConnections configuration screen. See the Vista Connection Editor instructions in the next topic.</p>

Click on the <Back button to return to the SetupServer application. Check the box to indicate that you have read and understood the completion instructions for the release that was just installed.

What to do when Server Installation is Complete

New Cinema Installation:	If this is a new Cinema Installation refer back to the Vista Setup and Configuration Document to continue Configuring the Server. When Configuration of the Server is complete, return to this document for instructions on the Client Installation section.
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Using Vista Connection Editor

Upgrade:	If this is an upgrade, proceed to the Client Installation section.
----------	--

The Vista Connection Editor creates the connection that is used by all clients connecting to the specified database.

This application is launched from the Tools Menu in the Vista SetupServer application, or can be run directly from the Vista\CONFIGDB folder on the Database Server where the database is located.

Vista Connection Editor

Vista DBControl Directory: \\AKLVIS01\\VISTA\\CONFIGDB\\VISTA\\ Select...

NOTE: As a minimum you will need one DBControl directory for each distinct Vista database. Vista Back Office, POS and Sales Server share a single database. Vista Head Office, Vista Web and Vista Voucher Management all use distinct databases. If these products are installed each requires a DBControl directory of its own. You can also create DBControl directories to host Test environments or support multiple instances of an application database.

Configure Connection Details:

Server Name: SERVER01

Database Name: VISTA

Login Name: VISTA

Password: *****

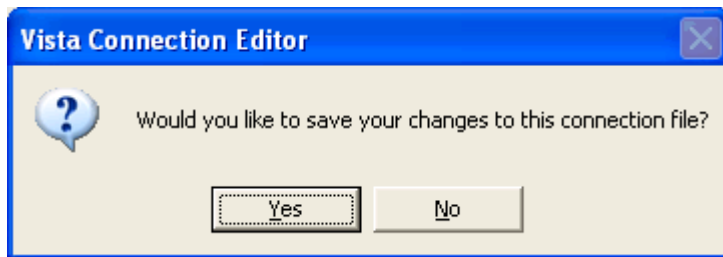
VDF viewer:

View the contents of a specific application connection file (.vdf). Enter the complete file path and click view to view contents.

NUM CAPS

How to Create a Database Connection

- Enter the Server Name and Database name for the connection you wish to edit.
- Now enter a User Name and Password which is valid on the server and database you are connecting to.
- Click on the Tick icon to test the connection.
- If the connection was successful and you wish to save this connection as the connection that all clients connecting to this Server, using this Database will use, click on the Save icon. Click Yes to indicate you wish to save the changes.



CHAPTER 3

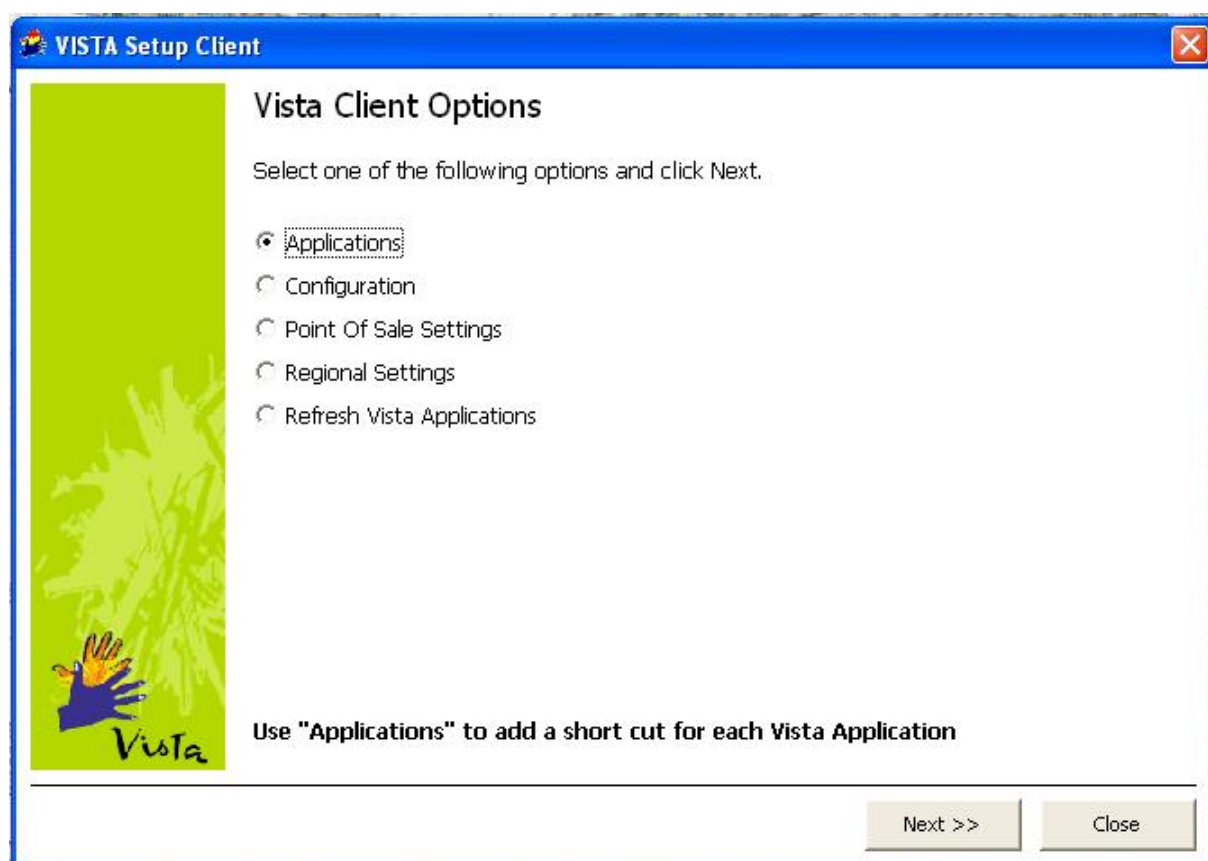
Client Installation

This section outlines how to install a client machine after the server installation has completed. The installation of a client machine uses a program called SetupClient.

Before Running SetupClient for the first time:

- Log into the Client Machine as an Administrator
- Ensure that you are logged onto the client machine with administrator access rights to the file system, all users folder, and all parts of the registry

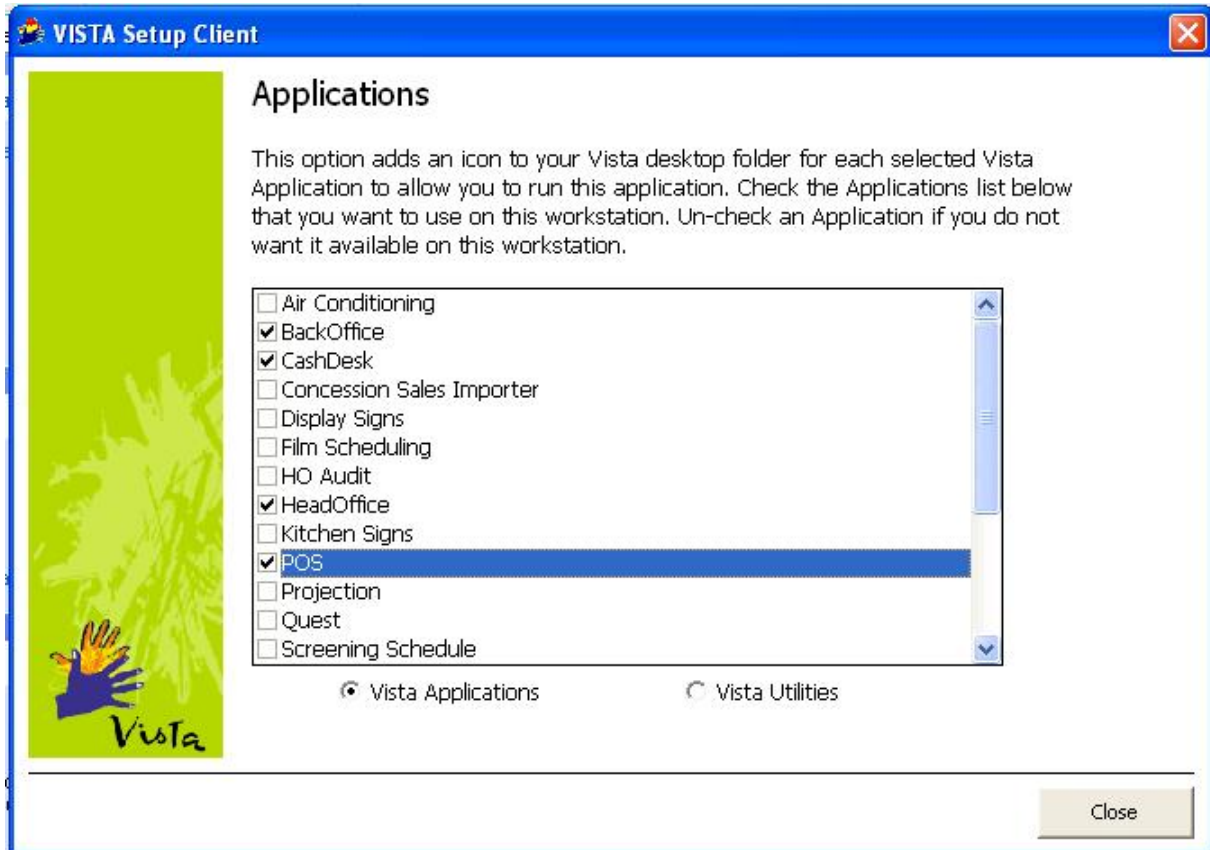
When Setup Client is started, the following menu appears:



The first time Vista is installed, some customisatoin will be necessary in Setup Client.

Applications

This form shows all the Vista applications that can be installed. Once an applications is selected, a shortcut will be placed on the desktop in the VISTA folder.



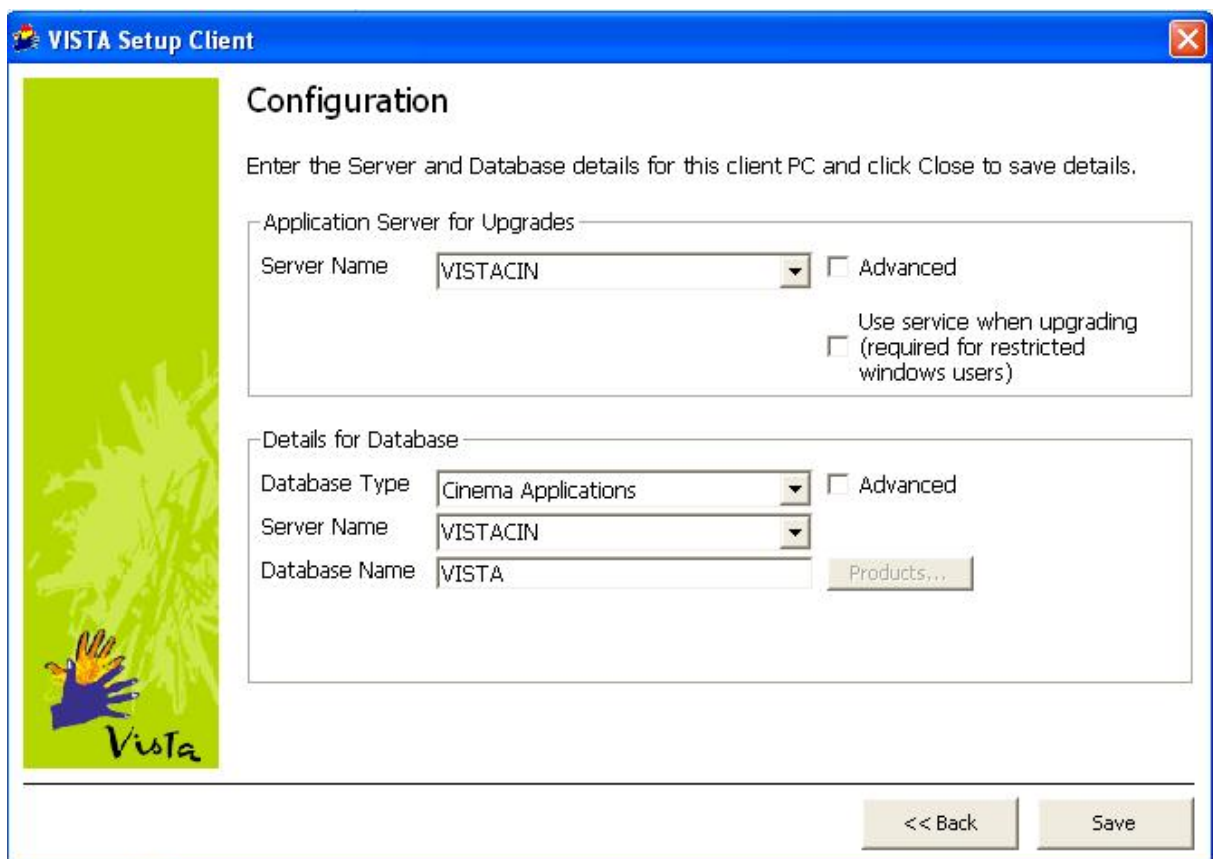
Note: Products other than Vista Back Office, Point of Sale, and Cash Desk may not work at this stage, as they will require some customisation. For instructions on doing this, please refer to the Customisation manual for that product (available on the Customer Services website).

Configuration

This form specifies the cinema server name and the cinema's database name.

The database type drop-down menu allows the user to select the database for which the configuration is being set. This will be a Cinema, Head Office, or a Voucher Management database.

The database names will typically be VISTA for a cinema, VISTAHO for Head Office, and VISTAVM for Voucher Management.



The screenshot shows the 'VISTA Setup Client' window with a blue title bar. The main area is titled 'Configuration' and contains instructions: 'Enter the Server and Database details for this client PC and click Close to save details.' There are two main sections: 'Application Server for Upgrades' and 'Details for Database'. The 'Application Server for Upgrades' section has a 'Server Name' dropdown set to 'VISTACIN', an 'Advanced' checkbox, and a checkbox for 'Use service when upgrading (required for restricted windows users)'. The 'Details for Database' section has a 'Database Type' dropdown set to 'Cinema Applications', an 'Advanced' checkbox, a 'Server Name' dropdown set to 'VISTACIN', a 'Database Name' text field containing 'VISTA', and a 'Products...' button. At the bottom right are '<< Back' and 'Save' buttons. On the left side of the window is a green vertical bar with a hand icon and the word 'Vista'.

VISTA Setup Client

Configuration

Enter the Server and Database details for this client PC and click Close to save details.

Application Server for Upgrades

Server Name: ☐ Advanced

☐ Use service when upgrading (required for restricted windows users)

Details for Database

Database Type: ☐ Advanced

Server Name:

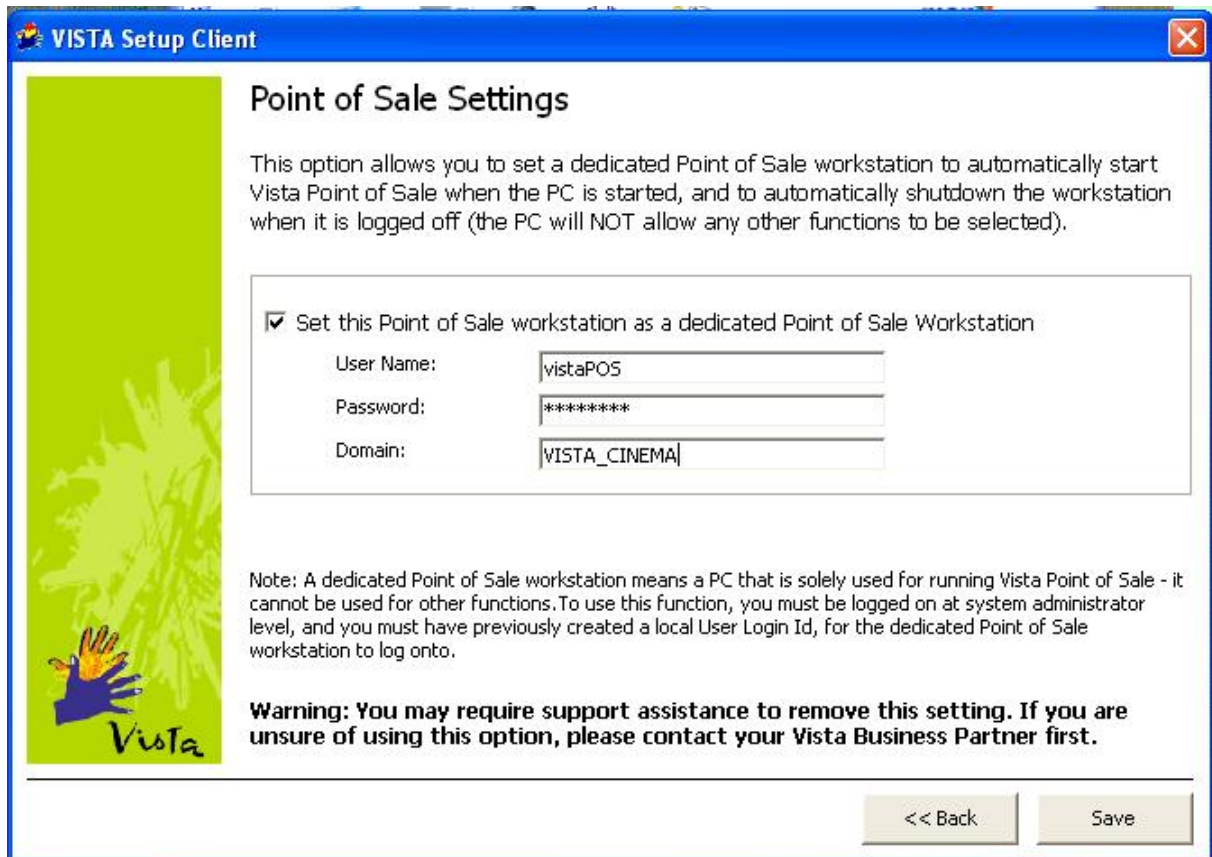
Database Name:

<< Back

Point of Sale Settings

This form allows the PC being set up to be configured as a dedicated Point of Sale PC.

This means that the PC will log straight into POS on startup, and shut down when the user shuts down POS.



The screenshot shows a window titled "VISTA Setup Client" with a blue header bar. The main content area is titled "Point of Sale Settings" and features a green sidebar on the left with a hand icon and the word "Vista". The text explains that this option allows setting a dedicated Point of Sale workstation to automatically start Vista Point of Sale on PC startup and shut down when logged off. Below this is a checkbox labeled "Set this Point of Sale workstation as a dedicated Point of Sale Workstation", which is checked. To the right of the checkbox are three input fields: "User Name:" with the value "vistaPOS", "Password:" with "*****", and "Domain:" with "VISTA_CINEMA". A note below these fields states: "Note: A dedicated Point of Sale workstation means a PC that is solely used for running Vista Point of Sale - it cannot be used for other functions. To use this function, you must be logged on at system administrator level, and you must have previously created a local User Login Id, for the dedicated Point of Sale workstation to log onto." At the bottom, a warning reads: "Warning: You may require support assistance to remove this setting. If you are unsure of using this option, please contact your Vista Business Partner first." Two buttons, "<< Back" and "Save", are located at the bottom right.

VISTA Setup Client

Point of Sale Settings

This option allows you to set a dedicated Point of Sale workstation to automatically start Vista Point of Sale when the PC is started, and to automatically shutdown the workstation when it is logged off (the PC will NOT allow any other functions to be selected).

☒ Set this Point of Sale workstation as a dedicated Point of Sale Workstation

User Name:

Password:

Domain:

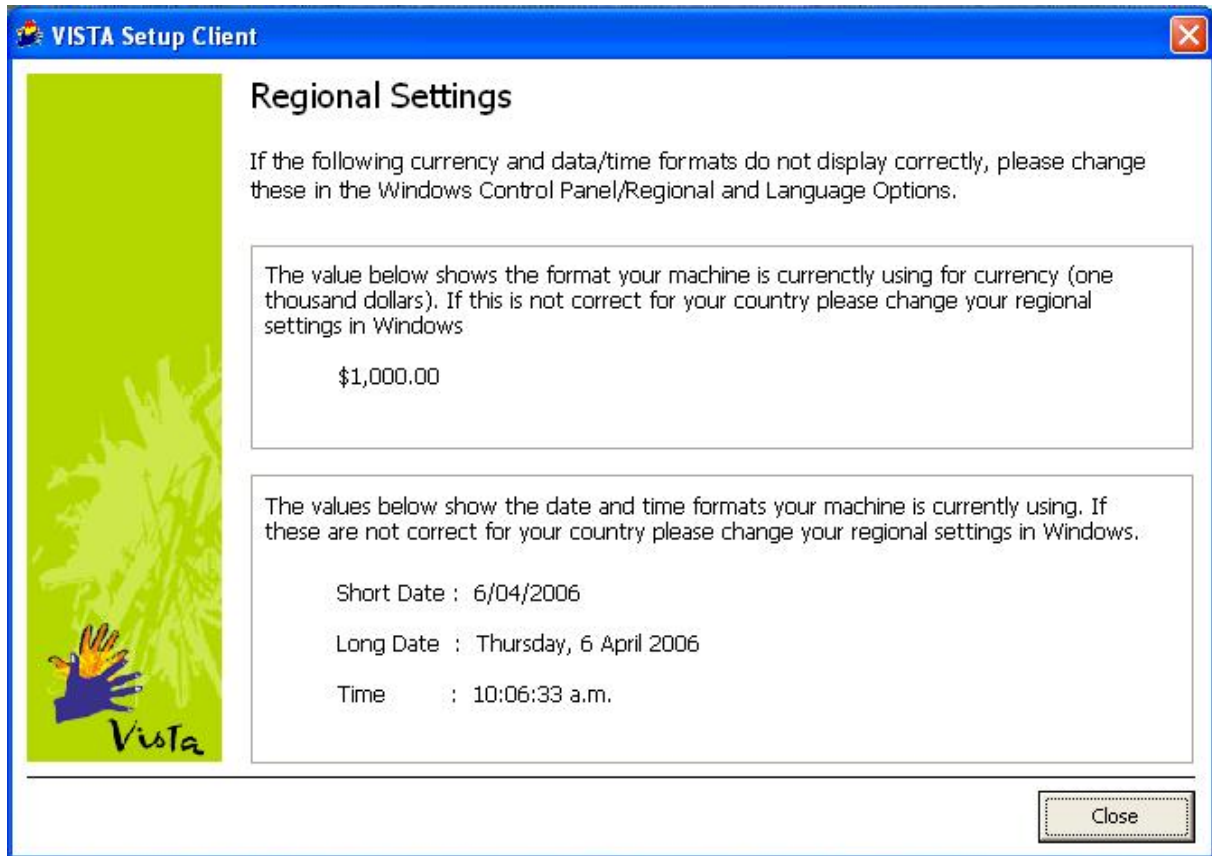
Note: A dedicated Point of Sale workstation means a PC that is solely used for running Vista Point of Sale - it cannot be used for other functions. To use this function, you must be logged on at system administrator level, and you must have previously created a local User Login Id, for the dedicated Point of Sale workstation to log onto.

Warning: You may require support assistance to remove this setting. If you are unsure of using this option, please contact your Vista Business Partner first.

<< Back Save

Regional Settings

This form gives the user a summary of the PC's regional settings. If the figures do not display correctly in the form, you will need to change your regional settings.



The screenshot shows a window titled "VISTA Setup Client" with a blue header bar. The main content area is titled "Regional Settings" and contains two sections. The first section, "Currency", shows the current format as "\$1,000.00". The second section, "Date and Time", shows the current formats as "Short Date : 6/04/2006", "Long Date : Thursday, 6 April 2006", and "Time : 10:06:33 a.m.". A "Close" button is located at the bottom right. On the left side of the window, there is a green vertical bar with a stylized hand icon and the word "Vista" at the bottom.

VISTA Setup Client

Regional Settings

If the following currency and data/time formats do not display correctly, please change these in the Windows Control Panel/Regional and Language Options.

The value below shows the format your machine is currently using for currency (one thousand dollars). If this is not correct for your country please change your regional settings in Windows

\$1,000.00

The values below show the date and time formats your machine is currently using. If these are not correct for your country please change your regional settings in Windows.

Short Date : 6/04/2006

Long Date : Thursday, 6 April 2006

Time : 10:06:33 a.m.

Close

Reinstallation of Vista Applications

This form allows the user to "Refresh" the Vista installation - this resets the application, and the next time a shortcut is run, all files for that application will be copied from the server again. This is useful if a new file has been installed and it is necessary to copy the file onto all client PCs, or if a file has become corrupted on a client PC and it is necessary to get a new version of the file from the server.



CHAPTER 4

Troubleshooting

Potential Errors when Starting Client Applications

Below is a list of possible errors when starting applications on the Client.

Unable to Launch Application - Can be due to (in order of occurrence):

- Database Server offline
- Requested application not installed in this database
- Upgrade is required and AppServer (holding the software files) is offline
- Upgrade is required and Version of software required was not found on AppServer
- Upgrade is required but a file delivered by the upgrade is in use (by a currently running application)
- Application is launched on fileserver, but it is disconnected from a network
- Need to install "loopback adapter hardware" otherwise system can't find \\server\Vista folders required during version checks and upgrades

Technical detail of errors logged in \\VISTA\LOG\visversionchk_errorlog*.txt.

Other errors, after the Application Start process (version checking) has completed:

The Application itself has started, but get: "Error; unexpected error". This is a low-level windows type error which is caused by:

- a missing file
- file not registered
- logged-on user does not have enough permissions to fully access client machine and registry (fix: make logged on user a member of the local machine Administrators group (subject to the organisations policy regarding this)

Permissions-related problems on client machine:

The NORM is that the user who logs on at the client machine actually logs onto the "SERVER DOMAIN". If apps are inexplicably not loading or launching correctly on the client, then on the local client machine add that SERVERDOMAIN\USERNAME as a member of the local client Administrators Group (works for XP, should be similar for NT, Win2k)

If the user who logs on at the client machine actually logs onto the LOCAL machine (not the server) then things can still work provided that:

Before Vista client apps are run, a network drive is mapped to a share on the "cinema fileserver" (required after every reboot) eg map Z: to the VISTA share

To complete the drive map you will be asked for a user password for the connection. You may need to enter the user in DOMAIN\USER format, or you can use a local cinemaserver user but they would also have to be set up on the client with identical user name and password.

Location of Error Logs (Version 3.1)

Error logs exist in the following places.

Log Name	File Location	File name
Database Errors during install/upgrade	\\VistaInstall\\Applib\\	DBErrorLog_[package & ver].txt Eg DBErrorLog_Cinema_3.01.txt
SetupServer program errors	\\VistaInstall\\Applib\\	SetupServerErrorLog.txt
Client Checking program	\\Vista\\Log\\	VisVersionchk_Errorlog.txt
Vista Start program errors	\\Vista\\Log\\	VisStart_ErrorLog.txt
Microsoft Components MSI	\\Vista\\Log\\	MsoftComponentsErrorLog.txt
Crystal ver 9 Components MSI	\\Vista\\Log\\	Crystal9ComponentsErrorlog.txt
3rd Party Components MSI	\\Vista\\Log\\	ThirdPartyComponentsErrorlog.txt

Problems with Microsoft Installers

When you try and run a Vista application, and the Microsoft Installer (MSI) goes off, then do the following:

- Run the following MSI packages manually to install common packages on the client computer. Select the Repair option each time and follow the prompts. They all exist on the server in:
\\Server\VistaInstall\
 - VistaMSoftComponents.msi

If there is an error message saying that the Windows Installer is not available, then you need to run the MSI package from the folder on the CD as follows (example is for the package called 'Cinema 3.01(20610)')

D:\Vistainstall\Downloads\Cinema 3.01(20610)\Setup\Client\Windows Installer2\ and then choose the folder for the version of Windows, e.g:

- \Win9x\InstMsia.exe - For Windows 95/98
- \WinNT\InstMsiw.exe - For Windows NT/XP/2000/2003

Error Copying Files

Setup Server

The first version of the SetupServer program cannot cope with copying a file that already exists in the destination, if that file is marked as read-only.

If the error log on the server called D:\VistaInstall\APPLIB\SetUpServerErrorLog.txt has an error similar to the one below, then change the file to not be read only and retry.

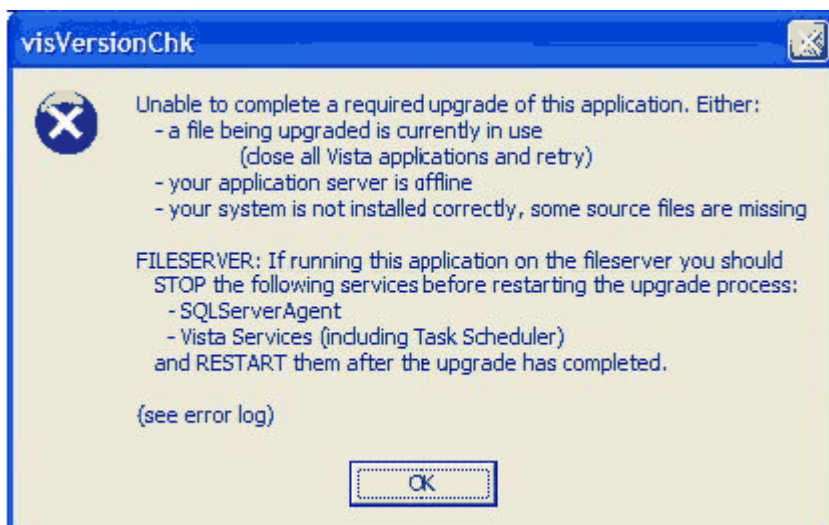
Thu 15 Apr 2004 16:01:30

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METHOD: RecursiveFileCopy DESCRIPTION: Error Copying File y:\VISTA_V3\Incomplete Packages\HO Release 3.00 SP01\SETUP\CLIENT\CABINETS_VISTAHO.reg to \\AKLVIS01\VISTAINSTALL\APPLIB\SETUP\CLIENT\CABINETS_VISTAHO.reg Path/File access error

Setup Client

If you see the following error message:



Look for the log file for visVersionChk (this is found in the Vista\Log folder). If you see the following statements:

Error copying \\<ServerName>\VistaInstall\APPLIB_Install\3.01 to C:\Vista\

General Error During XCopy(). 50003 Unexpected Error

Then this is caused by missing Visual Basic Runtime DLLs. To resolve this problem, install the Visual Basic 6 Service Pack 5 Runtime files.

Appendices

Appendix 1: Upgrading from Vista Version 2.xx

Note: This must be done **BEFORE** the Version 3 Upgrade

This needs to be run on Vista Servers and Client computers e.g. BackOffice and Point of Sale and Head Office computers.

Prior to Running this Program

The uninstall process will delete and unregister all of the files in the Vista folder. At all sites there are site customised files that we do not want to delete, and that are compatible with Version 3. In order to preserve these files please take backups of any site specific files any machine you uninstall. We suggest backing up files to D:\BckUp\Vista.

A suggested list of files to backup is listed below:

If you are uninstalling a file server take backups of the following Site Specific Files:

- \Vista\VistaPOS\PrintTemplates Folder
- \Vista\SalesSrvr\Folder
- \Vista\UtilSrvr\Folder
- \Vista\Template Folder (this may not exist)
- \Vista\Images Folder (this may not exist)
- \Vista\ReportFiles\CinemaLogo.bmp
- \Vista\VistaUtilities\SettlementCreation.ini (this may not exist)
- \Vista\VistaDSP\DisplayTemplates.txt (this may not exist)

If you are uninstalling a Point of Sale Machine take backups of the following machine specific files:

- \Vista\VistaPOS\VistaPOS.ini
- \Vista\PaymentsModule\ReceiptCardPayment.txt (this may not exist)

Using the V3 System Migrator

- 1 Log on as a user that has access rights to the registry e.g. Administrator.
- 2 Uninstall any of the following installed modules from Add/Remove Programs
 - Vista 2000 Server Components
 - Vista 2000 BackOffice
 - Vista 2000 POS
 - Vista 2000 HeadOffice
- 3 Delete the D:\Vista\Upgrade Folder and all of its contents (nothing is registered in this folder so it is OK to delete)

- 4 Delete the D:\Vista\Install Folder and all of its contents (nothing is registered in this folder so it is OK to delete)
- 5 Move any files found in the following folders into to the folder indicated (use cut & paste and not copy so they remain registered)
 - \Vista\System\ into the Windows System Folder
 - \Vista\S_sys\ into the Windows System Folder
 - \Vista\Windows\ into the Windows Folder
 - \Vista\S_win\into the Windows Folder
- 6 Backup the \Vista folder and all subfolders into a folder that you created called \Bckup\
- 7 Run the Vista Version 3 Migrator to remove old version of Vista. It is called VISTAV3Migrator.exe and can be found on the Version 3 CD under: \SETUP\CLIENT

To run, follow these steps:

- 1 Select the type of computer you will uninstall Vista from.
- 2 Press the button 'Delete and Unregister Contents of Vista Folder'. This will Unregister and delete all remaining files in the Vista.

- 3 Now delete all of the empty folders in D:\Vista. Ensure you have backed up any site specific files before doing this.

VISTA Version 3 Migrator

Step One: Select the type of Computer this program is running on:

☒ Server ☐ BackOffice ☐ POS

Step Two: Enter the Location of the Vista Folder:

D:\Vista\

Step Three: Uninstall the Version Two Install Packages

Uninstall the Following Version 2 Packages If they are Installed:

- Vista 2000 Server Components
- Vista 2000 BackOffice
- Vista 2000 POS

Step Four: Delete the Vista Install Folder and Upgrade Folder (These Folders should only Exist on a Server)

Delete Install Folder Delete Upgrade Folder

Step Five: Show the Contents of any System or Windows Folders Located in the Vista Folder:

Show Contents of Vista System and Windows Folders

Step Six: Unregister and Delete the Contents of the Vista Folder (Do Not Delete UtilSrvr, SalesSrvr or Print Template Folders):

Delete and Unregister Contents of Vista Folder

Step 7:

Go through the Vista Folder and manually delete the empty folders. Do not Delete VistaPos\PrintTemplates, UtilSrvr, SalesSrvr, ReportFiles, Template, Images or any other Customised folders.

Once the Version 2 system has been uninstalled, you will need to install the base version 3 of Vista, before proceeding to Version 3.01. For instructions on installing Vista version 3, please see the Installing Vista Version 3 manual, which is on the Customer Services website.

Appendix 2: Reinstalling VERA

If VERA was originally installed on the Vista BackOffice computer, then:

- Backup the VERA databases, reinstall VERA (following the VERA installation manual) then restore the databases.

Appendix 3: SetupClient Icon is Missing

If you have already run and configured SetupClient and need to use it again to install other packages/modules and no icon exists, then you can create an icon in the Vista folder with the following properties.

- Program name: \\SERVER\APPLIB\SETUP\SetupClient.exe NoInit C:
- Icon Name: SetupClient.
- Parameter 1 is 'NoInit' meaning do not initialise parameters.
- Parameter 2 is the drive Vista is installed on.

Appendix 4: Standalone Laptop Setup

If you wish to run Vista applications **locally** from a **standalone Laptop** rather than running over the network, then follow these steps:

Server Installation

- Complete the instructions in the chapter 'Server Installation'.

Setup Loop-Back Network Connection

- 1 Open Control Panel
- 2 Select 'Add Hardware'. The wizard will look for items that have been connected but not yet installed. A screen will then display asking if you have already connected this hardware to your computer. Select "Yes, I have already connected the hardware". Click Next.
- 3 The Wizard will now show a list of Installed Hardware. Scroll to the bottom of the list and select "Add a new hardware device". Click Next.
- 4 The Wizard will now ask you to either search for the hardware to install or install the hardware that you select from a list. Select "Install the hardware that I manually selected from a list". Click Next.
- 5 The wizard will show a list of common hardware types. Select 'Network adapters' from this list. Click Next.
- 6 The wizard will ask for 'Manufacturer' - select Microsoft, and 'Network adapter' - select Microsoft Loopback Adapter. Click Next.
- 7 The wizard will show a screen to confirm the installation. Click Install.
- 8 Click Finish.

Verify Network Connection

- To **verify** the network connection has been created correctly, open Control Panel, select Network Connections, and you should now be able to view the network connection that has just been installed. Check that the 'Device Name' is set to 'Microsoft Loopback Adapter'.

Client Installation

- 1 Complete the instructions in the chapter 'Client Installation'.
- 2 Use SetupClient for Local ConnectionNow you can select the Vista Application icon and run the Vista application locally.
- 3 If a message displays that says "unable to find path \\<laptopname>\VISTAINSTALL" then check the loop-back network connection has been created correctly, and check the laptop name and database are correct.
- 4 In SetupClient ensure that:
 - 'Server Name' is set to the <laptopname>
 - 'Database Name' is set to the local database name
 - Click Save

Appendix 5: Setting up the Task Scheduler

The Vista Schedule Service requires you to create one directories under your Vista directory.

- \Vista\TaskService

Copy the appropriate files into each directory. From the corresponding directory in APPLIB

- \visTaskService.exe
- \visMovieTickets.dll
- \visConcessionImporter.dll
- \visScheduleOutput.dll

Set your system path up to include the .NET Framework

For Windows 2000 and 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.
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)

To install the Task Service:

Go to the DOS prompt. Navigate to the \Vista\TaskService directory (Type "cd d:\Vista\VistaTaskService"). Run the following command "InstallUtil visTaskService.exe".

Set up the Windows Service

For Windows 2000, XP :

1. Start -> Settings -> Control Panel
2. Administrative Tools
3. 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 make it ticked)
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.

Running the Client:

Using SetupClient, select from the Applications, Vista Utilities, Scheduler.

Using the shortcut now created in the Vista folder on the desktop run the Scheduler.

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