SCI SYSTEM
CONCEPTS, INC.

Installation Guide

FOOD○TRAK®
Food & Beverage Management Software

New Installation of Version 3.5x-3.6x

FOOD-TRAK Version 3.5x-3.6x

Copyright © 2009 by System Concepts, Inc.

System Concepts, Inc.
15900 North 78th Street
Scottsdale AZ 85260

Sales Department: (800) 553-2438

Disclaimer

The information in this manual is furnished for informational use only and documents the FOOD-TRAK system as it exists in version 3.0 and above. The materials herein are subject to change without notice, and should not be construed as a commitment by System Concepts, Inc. Every effort has been made to make this manual as complete and as accurate as possible, but no warranty of fitness is implied. System Concepts assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual.

Trademark Acknowledgements

FOOD-TRAK is a registered trademark of System Concepts, Inc. Microsoft, Windows, SQL Server, MSDE, Office, Word, and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Adobe and Acrobat are registered trademarks of Adobe Systems, Inc.

Revised 10/7/2008

Printed in the United States of America

Contents

Installation Guide

System Requirements

Before getting into the steps required to install your FOOD-TRAK for Windows software, you should first make sure that your computer system meets the requirements to run it.

If you have the following hardware, you'll be able to run the FOOD-TRAK software:

Hard Disk Space

FOOD-TRAK requires a minimum of 400MB of hard disk space. If the application files are installed to a drive other than the default C Drive, there must still be at least 200MB of available hard disk space on the C Drive. The installation routine requires this drive space for both temporary installation files and permanent system files.

A blank database takes 3MB of disk space. The maximum attainable size for a FOOD-TRAK database in MSDE is 2GB; however, few reach that size if properly maintained.

Processor

Pentium III, IV or AMD K5, K6, K6-2 or faster processor running at 500 megahertz or more (the faster the better).

RAM

If running on Windows 98, Windows 98SE, or Windows 2000, 128 megabytes of RAM.

If running on Windows XP, 256MB RAM.

Resolution

Super VGA (800 X 600) resolution, with minimum of 256 colors (minimum).

XVGA (1024 X 768) resolution, with 32 bit color (True Color) and a 17" or larger monitor.

Operating Systems

If you have one of the following operating systems, you'll be able to run FOOD-TRAK software:

Windows 98	Windows M^e
Windows NT Workstation 4.0 (Service Pack 6a must be installed; Windows NT 4.0 Terminal Server Edition is not supported)	Windows 2000 Professional
	Windows XP Professional and Home Edition
	Windows 2000 Server
	Windows 2003 Server

Note: *Be certain you have the latest service packs and critical updates installed for whatever operating system you are running.*

If you have one of the following network operating systems, you'll be able to run FOOD-TRAK software: If, however you are using a Novell server, note that a SQL application (which includes MSDE) cannot run on the server. In such a case, SQL must be run on a workstation. Windows NT and 2000 servers do not have this limitation.

> Novell Netware 3.12 or higher with long file name support (OS/2 Namespace)

> Microsoft NT server version 4 or higher with Service Pack 3 or higher

> Windows 2000 Server/Advanced Server

> Microsoft Windows Terminal Server (with or without MetaFrame)

It will prove advantageous to have other software installed on workstations running the FOOD-TRAK System, as well. Installing the following will allow you to integrate with various FOOD-TRAK features:

> Microsoft Office (97 or 2000).

> Microsoft Internet Explorer version 5.1 or higher.

> You must also be running Microsoft Internet Explorer 5.01 or later for all installations of the .NET Framework. For Internet Explorer 6.0, you must install Service Pack 1.

> MAPI-compliant e-mail client (such as Microsoft Outlook®)

> Microsoft Data Access Components 2.6; Microsoft Data Access Components 2.7 Service Pack 1 is recommended. FOOD-TRAK will install MDAC version 2.7 automatically, if needed.

> **Important Note** If you have multiple workstations sharing a Data Directory containing FOOD-TRAK database files, the folder containing the files must be shared. Also, if your users are completing a FOOD-TRAK update or upgrade, they must have at minimum read/change rights.

SQL Settings Necessary for FOOD-TRAK Compatibility

FOOD-TRAK can operate with a SQL Server Site, or it alternately be configured for an MSDE Site, which operates in a similar way to the SQL Server type, but does not have the Enterprise Manager available in SQL. The MSDE Site is optimized for up to 5 users. If you will be configuring a SQL Site for FOOD-TRAK, you need to have SQL 7.0 or SQL 2000 installed.

MSDE installations need the client for Microsoft Networks installed and File and Print Sharing must be enabled.

FOOD-TRAK workstations currently require that US Regional Settings be applied in the Windows Control Panel.

If you are installing SQL Server for the first time on the system that will be running FOOD-TRAK, perform a *default* installation. If SQL Server is already installed and is being used with other Sites, you must be certain that the default installation was used to set it up. The SQL Server Enterprise Manager and the Properties menu, as described below, will help you ascertain whether these settings are correct. If the installation is not a default SQL Server installation, you will have to install SQL Server and FOOD-TRAK on another computer. We also recommend that you set SQL Server to start automatically with the operating system.

1. From the Windows **Start** button, select **Programs > SQL Server 7.0 (or 2000) > Enterprise Manager**.

2. Right-click the Server from the tree that appears in the left pane.

3. On the **General** tab of the **Properties** menu, make certain that the following defaults are set:

   ▪ Language: English (United States)

   ▪ Code Page: CP 1252

4. Back on the Enterprise Manager, select the Server from the tree that appears in the left pane and click **Tools > SQL Server Query Analyzer** from the Menu bar.

5. If necessary, select **Master** from the drop-down list on the Menu bar.

6. Execute an `sp_configure` command.

   It is crucial that the `run_values` be set as follows:

   - `Default sortorder id`   52[1]
   - `Default language`   0[2]
   - `Unicode comparison style`   196609
   - `Unicode locale id`   1033

   Binary collated SQL Server instances are not supported. If the default instance on a multi-instance SQL Server is BINARY, Case Sensitive, then a second instance with the correct FOOD-TRAK collation (SQL_latin1_General_CP1_CI_AS) will not work.

Important Note If your computer has an existing installation of SQL Server, you must copy a special file called *FTDevDet.dll* into your Windows system directory and register it. This procedure is described at the beginning of the installation instructions found on page 13.

Also – users performing upgrades or updates to FOOD-TRAK must have at least SQL admin rights. If they do not, the upgrade will halt and they'll be prompted for a different login and password. If you do not wish to give your users admin rights, or you'd prefer special NT authentication, please contact FOOD-TRAK support for assistance.

NOTES

_____

---

[1] dictionary order, case insensitive

[2] English

…Before You Install!

FOOD-TRAK versions 3.0 – 3.50 have undergone numerous changes, both in their operational aspects and internal structure. In order for your installation to go as smoothly as possible, we recommend that you check the items listed below to make certain that all is in good order…

1. Be certain that your hardware matches or surpasses the recommended specifications. The recommended system requirements can be found earlier in this document.

2. If you are installing a Stand Alone, or a Distributed Configuration of FOOD-TRAK on a Windows NT-based operating system (Windows NT 4.0, 2000, or XP), you will have to have administrative privileges on the local computer. Log in to the local computer that hosts FOOD-TRAK Access databases as a member of the local Administrators Group, and then log in to each FOOD-TRAK database to create the appropriate User DSNs for the account.

3. **Authentication Methods**. Microsoft SQL Server allows for 2 different modes of SQL user authentication or security: *NT Authentication* for the domain environment, and *Mixed Mode Authentication*, which allows for both NT and SQL Authentication. In environments using full version SQL, you will need to determine which authentication mode you will be using. In a small, distributed environment using MSDE, SQL authentication is the default .

    NT Authentication. This authentication method requires an NT 4.0 Domain or Windows 2000 Active Directory network. You can assign global groups or domain users as logins to SQL and grant the appropriate access to databases for these logins. Database Administrators should consult the technical support staff at SCI or for recommendations on configuring FOOD-TRAK for NT Authentication.

    When installing FOOD-TRAK in a full-version SQL environment, please use a domain administrative account or a domain login that has been assigned the *Database Creators* server role (dbcreator). This will be especially important for the first software license installation. This installation will create 2 default databases on the server: the Security Configuration Database and the Sample Database. When adding FOOD-TRAK Sites, the user must have the proper permissions on SQL to create databases.

    SQL Authentication. FOOD-TRAK needs to be installed using a SQL account with *Create Database* rights. This is often simply the `sa` account.

4. **Distributed Data Path**. When installing FOOD-TRAK in a distributed environment, all users must have *Modify* permissions on the data folder and its contents.

5. Have your Serial Number and *FOOD-TRAK.lif* file handy, as you will need them during the installation. The FOOD-TRAK.lif file is usually distributed on a floppy disk or by e-mail.

6. During installation, no one should be logged in to the FOOD-TRAK system. All users should log out and close the program.

   ▫ Close other Windows applications, such as Outlook, Office components, etc. before beginning installation.

   ▫ Disable any antivirus software that is running on your computer(s).

7. If you are running a locally installed SQL Server, be sure that it is running before beginning the installation.

8. Depending on how up-to-date your system is, you may be required to reboot your computer one or more times during the installation.

Terminal Server Installations

Like any other application installed on a Terminal Server, FOOD-TRAK installations, upgrades and updates must be installed with the Terminal Server set to "Install" mode. In addition it is highly recommended that you install, upgrade or update the software from the Terminal Server Console and not from a Remote Application Mode session. If running MSDE on the Terminal Server, you must install from the Terminal Server Console.

To ensure you are in Install mode, you should run the installation, upgrade or update from the Add/Remove Programs in the Control panel. An alternative is to use the command line to set the server in Install mode for the installation and returning it to Execute mode afterwards. Further instructions for this can be found in the following Microsoft KB article:

HOW TO: Use the CHANGE USER Command to Switch to Install Mode in Windows 2000 Terminal Services, Article ID: 320185.

All FOOD-TRAK interfaces must be installed with the server in Install mode, as well. Again the best approach is to use Add/Remove Programs.

We recommend that all users log off of the server during installations or updates. It is possible that the server may need to reboot during the installation because of the addition or update of core Microsoft components such as MDAC or Windows Installer. You can check with FOOD-TRAK support for the latest versions of these components installed by FOOD-TRAK. It may be more convenient to install these components before installing, updating, or upgrading FOOD-TRAK to lower the likely hood of server reboots.

How to Use This Guide

The Installation Guide is divided into 5 sections. Depending on your system configuration, some sections are not relevant to you when installing to FOOD-TRAK Version 3.45. Please decide which guidelines below best describe your system and refer to the appropriate sections to upgrade.

1. If you already have MSDE or SQL Server installed on your system

   Then,

   - If you have a pre-existing installation of SQL Server, go to Section II and perform the installation described, then go to Section III if you have a Stand-Alone system, or Section IV if you have a distributed system.

   - If you wish to install a Stand-Alone system, go to Section III on page 13.

   - If you wish to install a Distributed system (data directories are located a non-default location), go to Section IV on page 19.

2. If you don't have SQL Server installed anywhere on your system.

   Go to Section I on page 9 and install MSDE on your system.

   Then,

   - If you wish to install a Stand-Alone system, go to Section III on page 13.

   - If you wish to install a Distributed system (data directories are located a non-default location), go to Section IV on page 19.

After installing FOOD-TRAK, go to Section V on page 25 to activate and configure your system.

Section I. Installing the Database Engine

With the changes that have been made since version 3.0, FOOD-TRAK uses a database that is formatted for SQL Server (pronounced *Sequel Server*) as opposed to older versions, which ran a Microsoft *Access* database "engine."

This part of the upgrade installs a new database engine on your system. A *database engine* is a program that allows you to run a database of a particular format. If the installation wizard detects that your computer does not contain a SQL application, it will install a "lite" version of SQL Server on your machine called MSDE (Microsoft SQL Server Desktop Engine). If there is an existing version of MSDE or SQL on your system, this button will be inactive. In the latter case, proceed to the upgrade instructions for either a stand-alone (page 11) or distributed system (page 13).
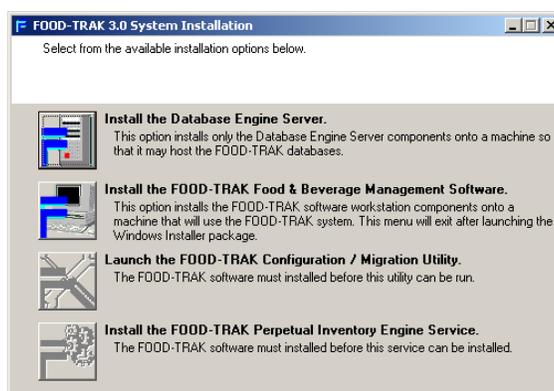
1. Click the first button appearing on the wizard to install the new database engine.
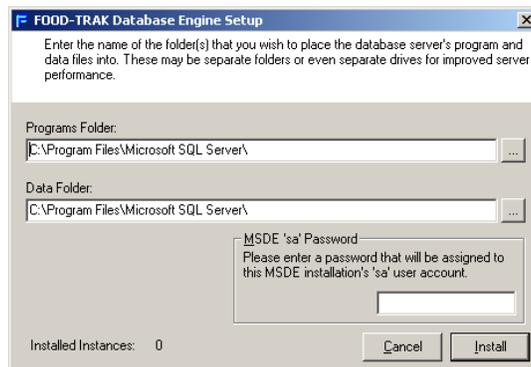
2. The wizard will ask where you want the database engine program and data files stored. Unless you have a good reason for changing it, we recommend that you accept the default settings.

3. The wizard also asks you to supply a password that will be used to access the MSDE user account. We recommend a non-blank password. Enter a password into the field and remember to write it down, as you will need it later in the installation. Click **Install**.

4. The database engine will now be installed. When complete, you may receive a message stating that you must restart your computer.


5. Click **Yes** to restart your system.

> **Windows 98 and M^e Users!** After your computer restarts, you will have to manually start your SQL database engine. Windows 2000, NT, and XP systems do this automatically. Find the SQL icon next to the Windows clock and double-click to activate the Manager, or, if the icon is not there, from the Windows **Start** button, select **Programs** > **FOOD-TRAK® for Windows**, and click **SQL Data Engine Service Manager**. In the SQL Server Service Manager window, click the **Start/Continue** button.
>
> Also, place a check in the box that reads **Auto-start when OS starts**. This will cause SQL to activate whenever you start Windows. After a few moments, an icon should appear next to the Windows clock to confirm that your database engine is activated. Please be sure your engine has started before moving to Section II or III.

Section II. For Existing SQL Server Installations

If you have an existing installation of SQL Server on your computer, you must first copy a special file into the Windows system directory and register it.

When you first run the installation, the wizard will detect the existence of a SQL Server on your machine and the first option shown on the installation button panel of the first wizard will read, **Install only the Server Support Components.**
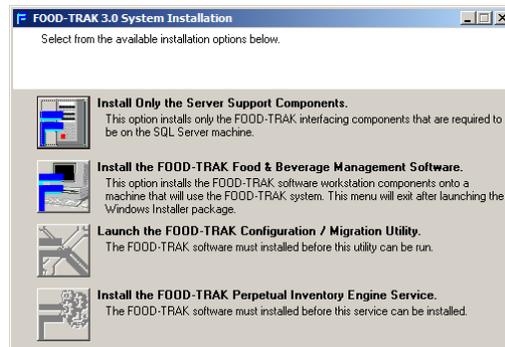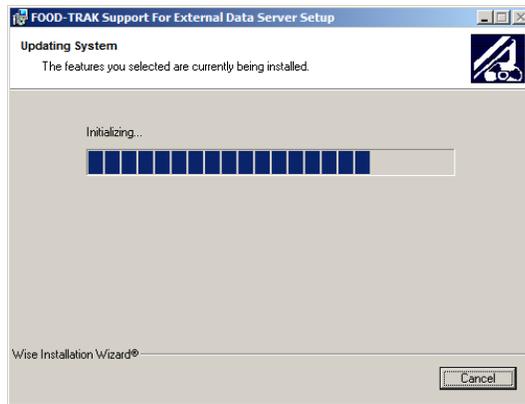

1. Click this button to install Server Support.
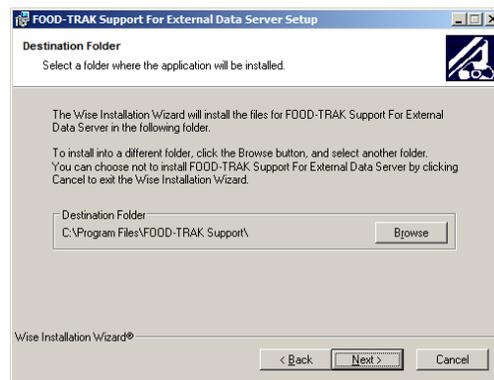
2. The wizard presents a default location for these files to reside. If you wish to change this location for any reason, click **Browse** and navigate to the location you desire. When you have finished, click **Next**.
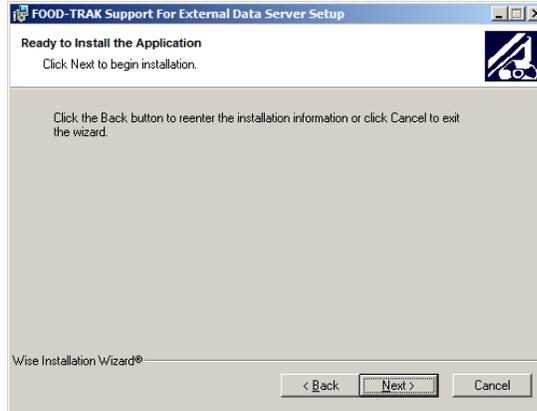
3. The wizard is ready to install the Support Components. Click **Next** to begin the process.

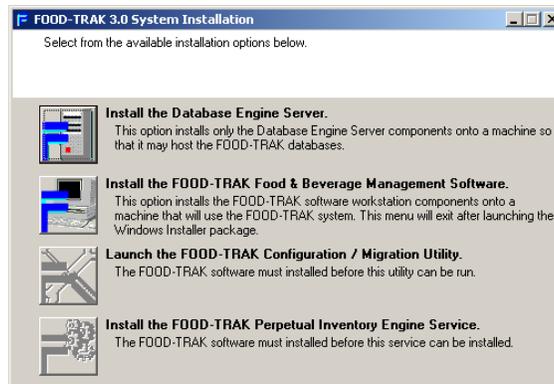4. When the installation has completed, click **Finish** to close the application.

Section III. Installing a Stand-Alone System

In a stand-alone system, the FOOD-TRAK software and the databases for all existing Sites are on the same computer. Before installing, you will need to have the CD, your Serial Number and Configuration Code available. **Do not lose the file containing these codes—put it in a safe place as your FOOD-TRAK software cannot run without the proper codes.**

Please note: The instructions below are meant to guide you through the process of setting up FOOD-TRAK as a Stand-Alone application on a Windows 2000 operating system. Depending on your operating system and the type of installation you wish to perform, you may or may not see the same set of wizards described below. The process, however, is intuitive and easy to follow if you have a clear idea of the way you would like to install FOOD-TRAK.

Install Version 3.50

1. Insert the installation CD into your drive, if it is not already there. The installation wizard should start automatically. If it does not you can start it from the Windows **Start** button, by selecting **Run**. Navigate to the CD drive and select the file named *FTInstall.exe.* Click **Open**, then **OK**. The first window of the installation wizard contains 4 buttons.
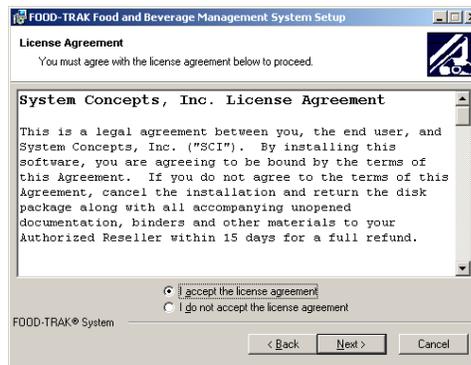

   When the installation program starts, it will check your system for existing SQL Server and FOOD-TRAK applications. If it finds an existing SQL or MSDE application, the first of the 4 buttons on the first wizard will be inactive. We should assume at this point that you have either a pre-existing version of MSDE or SQL Server on your system, or you have installed it following the instructions in Section I of this document.

   To begin the upgrade of your FOOD-TRAK system, click the second button that reads **Install the FOOD-TRAK Food & Beverage Management software**.
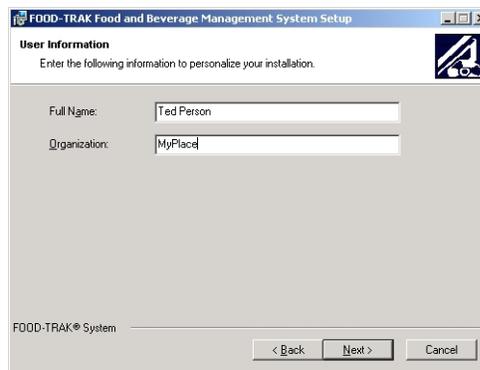
Windows 98 and M^e users may have to restart their computers after the installation wizard is activated. If such a message appears on your screen, click **Yes** to restart. After you restart, the **Preparing to install** message will appear on your screen.

1. As the wizard evaluates your system, you will see a number of windows appear and disappear. When the Installation Manager appears, be sure that all Windows applications have been closed, and click **Next** to continue.


2. Read the License Agreement carefully and if you agree to its terms, select **I accept the license agreement** and click **Next**.


3. The wizard window that appears next allows you to personalize your installation. Enter your name and the name of your company or organization in the appropriate fields of this wizard. Click **Next** when finished.
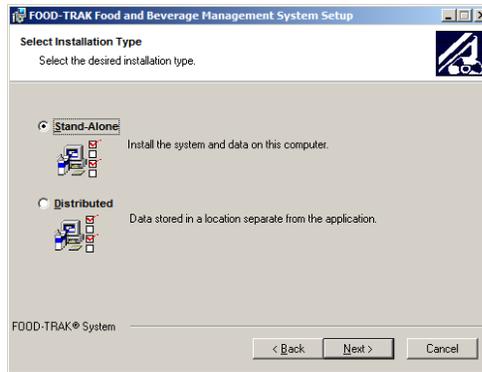
4. This wizard gives you the option of installing a stand-alone or a distributed system. Select Stand-Alone and click **Next**.
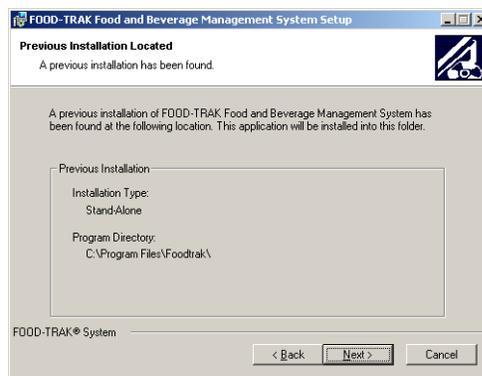
5. The installation wizard locates the previous version and will overwrite the files in that location to perform the upgrade. You cannot change the location of the installation at this time.
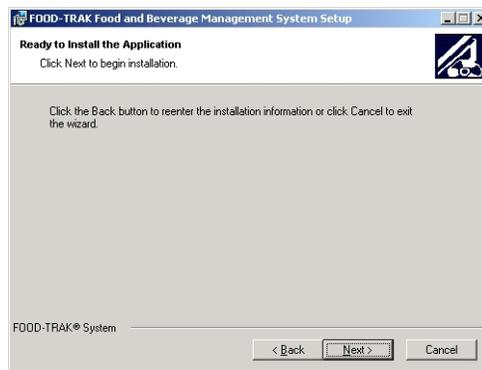
6. At this point you have the opportunity to go back to previous wizard window and change any of the information or selections you have thus far made. You may do so by clicking the **Back** button, review, and make any desired changes. Return to this window by clicking **Next** and finally click **Next** to move to the next phase of the installation.
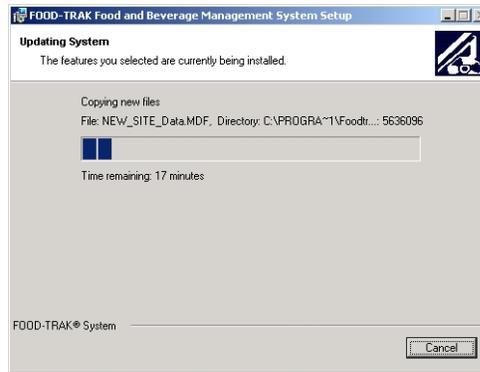
7. Based on the information you have provided, the installation wizard begins copying the appropriate files onto your computer.

   When finished, the next wizard appears.
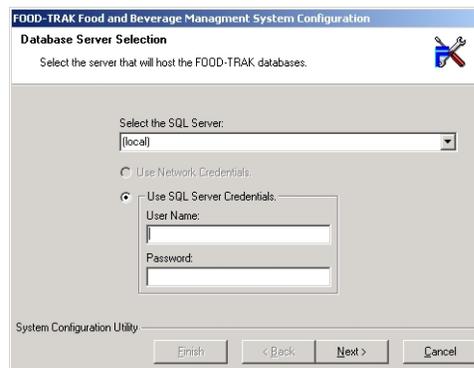
8. You are now asked to select the correct SQL Server from a drop-down list containing those Servers found on your system. If the name of your Server is not found on the list, you may click the list and type in the name of your Server, or you can select [local]. You must have security rights to the SQL Server to do this. Basically, if you have a stand-alone system, select [local] from the list.

   As for the selection of credentials, it would be best to contact your System Administrator for details. Enter the User Name and Password. If this is a new installation of MSDE, enter the password you entered in Section I, step 3.

Windows 98 and M^e Users! These operating systems do not support NT Authentication. Basically, what that means is, the option that reads **Use Network Credentials** is inactive, and you will have to use SQL Credentials.
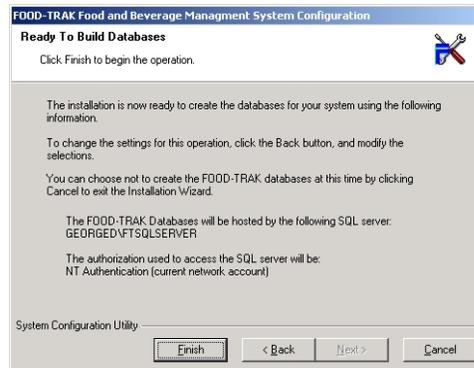
9. Click Finish to complete the installation. When the installation of FOOD-TRAK is complete and your databases have been converted to SQL format, you will be asked to enter some pertinent user information. After so doing, the installation process itself is complete, but you must still enter some important license information before you can use FOOD-TRAK.

> With the advent of version 3.0, FOOD-TRAK has changed in the way that it handles product licenses. To properly configure your FOOD-TRAK system, please go on to Section IV of this guide to enter your Serial Number, Configuration Codes, and finally, to activate your system.
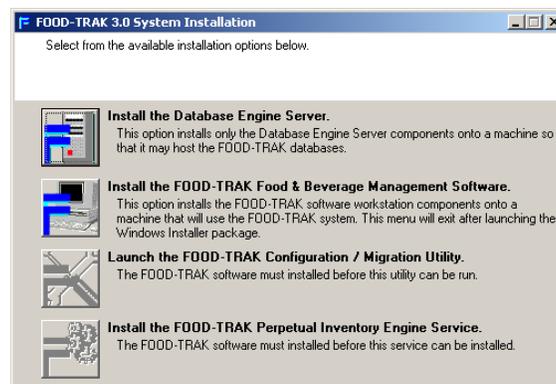
Section IV. Installing a Distributed Environment

In a distributed installation, the same FOOD-TRAK data will be accessed by multiple workstations. The instructions for installing FOOD-TRAK 3.*x* in a distributed environment are much like those for a stand-alone system; however, the computer on which the database(s) will reside must be accessible to any other workstation that will be running FOOD-TRAK. You will be prompted to supply the location of this data store during the installation.

> **Please note:** The instructions below are meant to guide you through the process of setting up FOOD-TRAK as a Distributed application on a Windows 2000 operating system. Depending on your operating system and the type of installation you wish to perform, you may or may not see the same set of wizards described below. The process, however, is intuitive and easy to follow if you have a clear idea of the way you would like to install FOOD-TRAK.

Install Version 3.50

1. Insert the installation CD into your drive, if it is not already there. The installation wizard should start automatically. If it does not you can start it from the Windows **Start** button, by selecting **Run**. Navigate to the CD drive and select the file named *FTInstall.exe.* Click **Open**, then **OK**. The first window of the installation wizard contains 4 buttons.

When the installation program starts, it will check your system for existing SQL Server and FOOD-TRAK applications. If it finds an existing SQL or MSDE application, the first of the 4 buttons on the first wizard will be inactive. We should assume at this point that you have either a pre-existing version of MSDE or SQL Server on your system, or you have installed it following the instructions in Section I of this document.

To begin the upgrade of your FOOD-TRAK system, click the second button that reads **Install the FOOD-TRAK Food & Beverage Management software**.
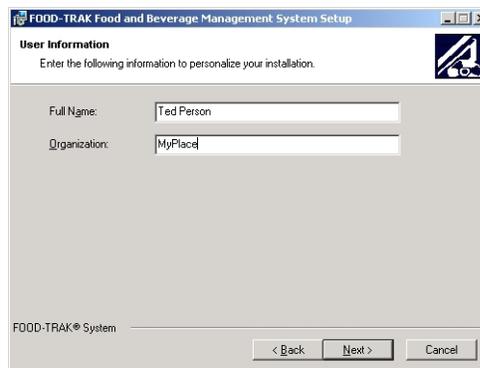
> **Windows 98 and M^e users** may have to restart their computers after the installation wizard is activated. If such a message appears on your screen, click **Yes** to restart. After you restart, the **Preparing to install** message will appear on your screen.

1. As the wizard evaluates your system, you will see a number of windows appear and disappear. When the Installation Manager appears, be sure that all Windows applications have been closed, and click **Next** to continue.

2. Read the License Agreement carefully and if you agree to its terms, select **I accept the license agreement** and click **Next**.

3. The wizard window that appears next allows you to personalize your installation. Enter your full name and the name of your company or organization in the appropriate fields of this wizard. Click **Next** when finished.
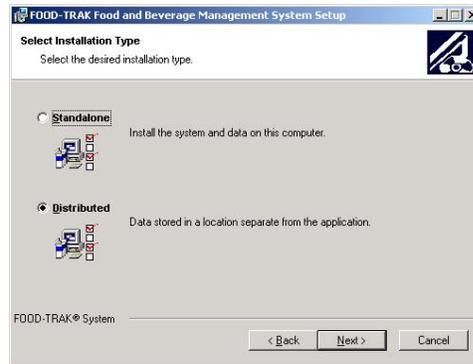
4. The next wizard allows you to select the type of installation you require: **Standalone** will install the FOOD-TRAK application and Site on your local drive, while **Distributed** will install the system on a network drive. Select the **Distributed** option and then **Next**.
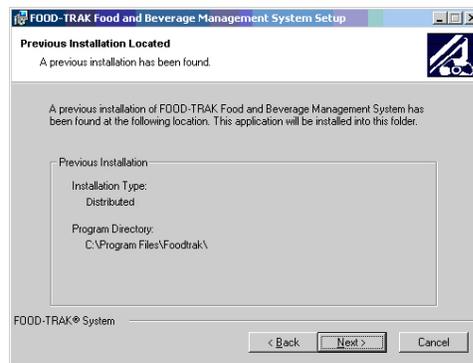

5. The installation wizard locates the previous version and overwrites the files in that location to perform the upgrade. You cannot change the location of the upgrade at this time.
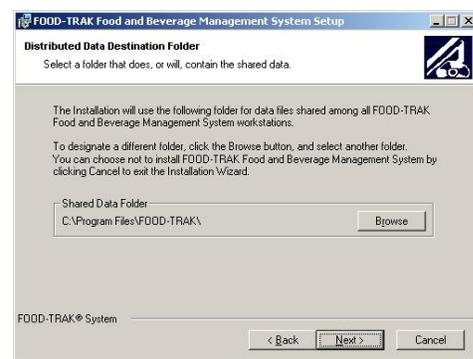
6. The installation wizard then asks you to designate the location in which the FOOD-TRAK database will reside. Click **Browse** to navigate to the established location of the FOOD-TRAK shared data directories.
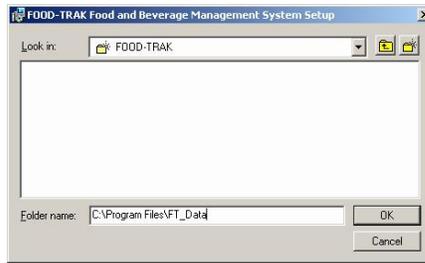
7. Navigate to the location that you will use for your data directories. Click **OK** to confirm the location.
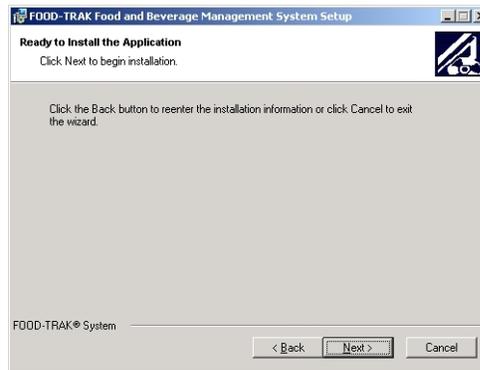
> **Important Note** The instillation will use the folder for data files shared among all FOOD-TRAK workstations in this configuration. The folder must be shared and have read/write permissions for all FOOD-TRAK users.

8. At this point you have the opportunity to go back to previous wizard window and change any of the information or selections you have thus far made. You may do so by clicking the **Back** button, review, and make any desired changes. Return to this window by clicking **Next** and finally click **Next** to move to the next phase of the installation.
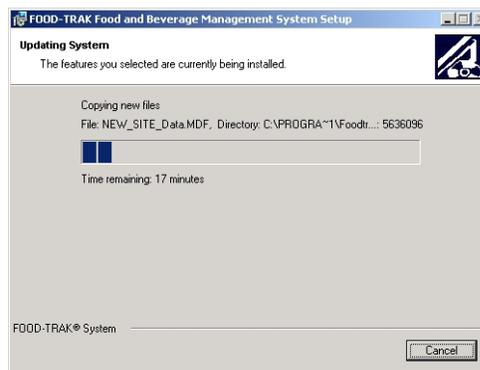
9. Based on the information you have provided, the installation wizard begins copying the appropriate files onto your computer.

When finished, the next wizard appears.

10. You are now asked to select the correct SQL Server from a drop-down list containing those found on your system. If you do not have the full SQL Server installation and are using MSDE, the server is the workstation on which this data engine is installed.

NOTE: **You must have security rights to the SQL Server to do this.** If the name of your server is not on the list, do not proceed, as you do not have access to the server. You must secure access to the server or contact our Support Department to walk you through this procedure.

As for the selection of credentials, it would be best to contact your System Administrator for details. If you have installed a local, standalone configuration and have logged in as a member of the local Administrators Group, we recommend that you select **Use SQL Server Credentials**, enter a User Name and Password. Click **Next**.

Windows 98 and M[e] Users! These operating systems do not support NT Authentication. Basically, what that means is, the option that reads Use Network Credentials is inactive, and you will have to use SQL Credentials.
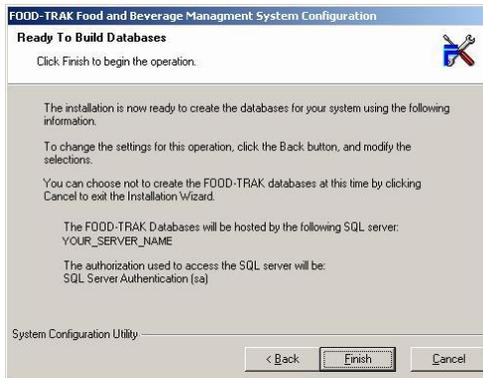
11. The installation wizard is now ready to create or convert your Sites. You now have a final chance to review your entries by clicking **Back**, or to abort the installation by clicking **Cancel**. If you are satisfied with the selections you have made thus far, click **Finish** to begin the process.

12. When the installation of FOOD-TRAK is complete and your databases have been converted to SQL format, you will be asked to enter some pertinent user information. After so doing, the installation process itself is complete, but you must still enter some important licensing information before you can use FOOD-TRAK.

With the advent of version 3.0, FOOD-TRAK has changed in the way that it handles product licenses. To properly configure your FOOD-TRAK system, please go on to Section V of this guide to enter your Serial Number, Configuration Codes, and finally, to activate your system.

Note: On a distributed system, the licensing information must only be entered for the first computer to be upgraded.

Section V. Entering Serial Number and Configuration Codes. Activating Your System.
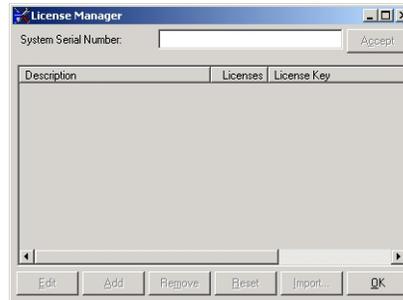
1. With the advent of version 3.0, FOOD-TRAK has changed in the way that it handles product licenses. The Configuration Manager that appears at this point in the installation requires you to enter the Serial Number that came with your new version of FOOD-TRAK. Enter the Serial Number into the field and click **Accept**.

    Included in your installation software package is a diskette containing the Configuration Codes (which are codes that act as "keys" and unlock those parts of the system you are licensed to use). Insert the diskette into your drive and click **Import** at the bottom of the Configuration Manager window. Navigate to the floppy drive and open the file named **FOOD-TRAK.lif**.[3]

2. The Import utility will automatically load the Configuration Codes for all your existing and new FOOD-TRAK optional components.

---

[3] If you are changing your licensing to include more Profit Centers or Sites, you may receive this file by e-mail. We recommend you save this file to a hard drive and open it from there.
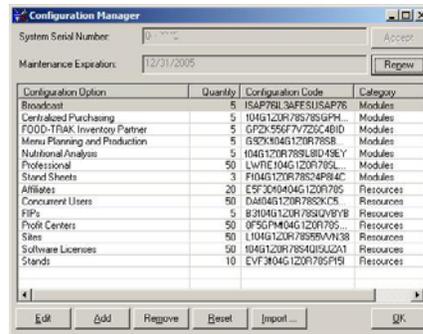
3. When finished, the Configuration Manager will list each component you are licensed to use. If the list is not correct, contact your FOOD-TRAK Sales Representative for a corrected copy of the license file. The Configuration Manager will be available in FOOD-TRAK on the Administration menu's Corporate Functions tab by double-clicking configuration Manager. Click **OK** to continue.

4. The process of converting or installing your Sites will now begin. Depending on the amount of data you have stored at each Site, this process may take quite a while.

5. When FOOD-TRAK has been installed on your system, the next set of wizard windows will ask you to enter some registration information, which includes your Name, Company Name, Serial Number, Address and other contact information that System Concepts Inc. uses to keep your account updated. Please enter and mail, FAX, or e-mail this information to us, as it will help our Sales and Support staff maintain accurate records regarding your account. When finished, close the installation wizard by clicking **Finish**.

Logging in and Activating your System.

When you log in to FOOD-TRAK for the first time, you will receive a message on your screen, which will alert you to the fact that you must activate your system by sending SCI an Activation Code, which identifies your computer. An **Activate Software** button will also appear on your FOOD-TRAK Login window.
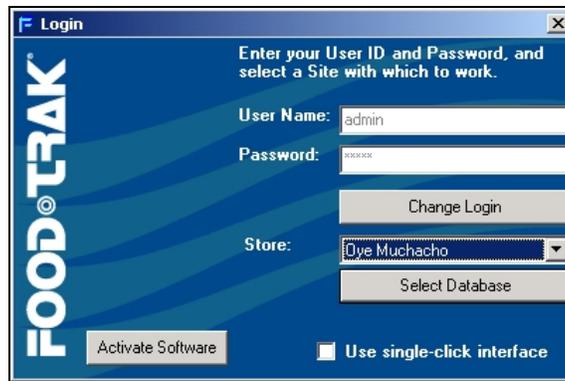
Your FOOD-TRAK system must be activated within the specified time period; otherwise, the software will cease to function.

To activate your application,

1. Click the **Activate Software** button on the Login window. The **System Activation Code** window appears.

In the top field of the System Activation Code window is a key code called the System Activation ID. This code will be used by System Concepts Inc. to identify your machine.

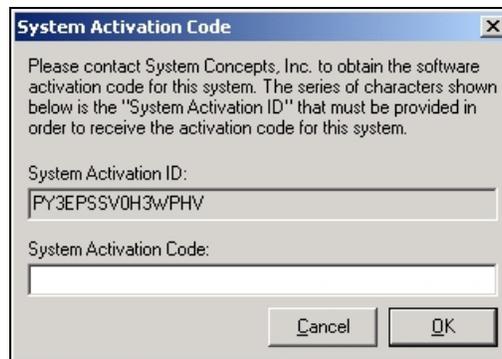2. By phone, letter, or e-mail, contact System Concepts and give your contact there the System Activation ID. You can copy this code to send it by mail or e-mail by double-clicking into the field to select the contents, then press CTRL + C on your keyboard to copy it. Use your mail or word processor's Paste command (or simply press CTRL + V on your keyboard) to paste the code into your document.

3. When SCI receives this code, your contact will return another activation code. Type or paste this new code into the **System Activation Code** field at the bottom of the System Activation window. FOOD-TRAK will then run normally, and the Activate Software button will disappear from the Login window the next time you start FOOD-TRAK.

The FOOD-TRAK License Manager

If you are installing FOOD-TRAK to run with a distributed network configuration, i.e. having a central database accessed by multiple workstations, then each licensed workstation having

FOOD-TRAK installed on it and connected to the database will have its own unique description, slot number, and machine name.

Your system was licensed for a specific number of workstations. This number cannot be exceeded without the purchase of additional software licenses. Each additional license will allow the installation of a single workstation on your system. The utility that handles these licenses is the FOOD-TRAK License Manager. Using the License Manager, you can remove computers (by name) from the list, and install the software on a different computer, which will then occupy the recently cleared slot. The number of installed computers cannot exceed the number of Software Licenses purchased; however, workstations can be renamed or deleted depending on your need.

To view the License Manager,

Log in to FOOD-TRAK, click the **Administration** menu option, the **Corporate Functions** tab, and then double-click **License Manager**.

On the main pane of the License Manager will appear each workstation on which FOOD-TRAK has been installed.
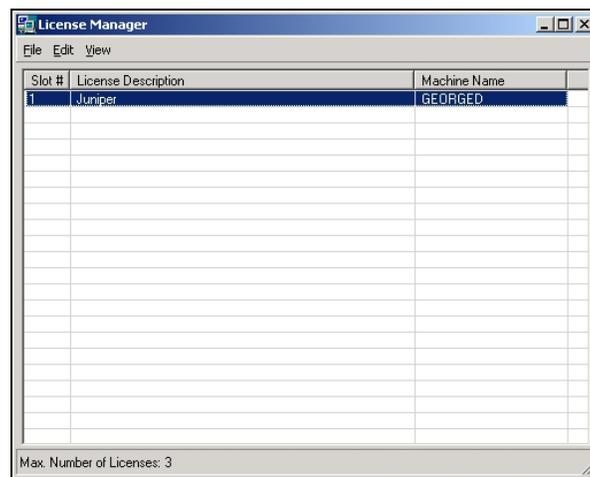
Each workstation has a **Slot #**, and **License Description** (which you can change), and a **Machine Name** (which cannot be changed). You can change the order of the entries by clicking any one of the column headers.

- ❑ To change the License Description of any workstation, click **File** on the menu bar, then select **Properties**. In the menu that appears, type over the existing License Description with the name you wish to have this machine designated. Click **OK** to keep the new name.

- ❑ To remove a workstation from the system, click the workstation entry to select it, then click **Edit** in on the menu bar and select **Delete**. Note that a message appears reminding you that if you remove the workstation from the active list, you will have to obtain a license acknowledgement from System Concepts Inc. in order to re-attach the same workstation to the system. Be very certain, therefore, before clicking **OK** to delete the machine from the list.

- ❑ To close the License Manager, click File on the menu bar, then select Exit, or simply click the ☒ at the top right corner of the window.

Appendix

Installing Interfaces

Interfaces for Point of Sale, Accounting, Vendor Ordering, Catering, *e*Purchasing, or other systems are installed using the Install.exe program found on the separately enclosed disk (either a floppy disk or CD-ROM). Other interfaces may be installed directly from our Web site.

In the case of a disk, use the **Run** option, the **Add/Remove Programs** option from the control panel, or Windows Explorer to access the interface files and begin the installation. You may be asked to verify that the interface is the correct one before installation.

In most cases, the interface will install with little user input. But in other situations, questions may appear on screen as the installation proceeds. If this happens, simply follow the prompts.

When installing interfaces, several things must be taken into account:

1. Any user attempting to install an interface must have FOOD-TRAK security clearance to do so.

2. After the installation of the interface is complete, the Configuration Codes must be entered into the FOOD-TRAK Configuration Manager so that the system will recognize it. The Configuration Manager can be activated within FOOD-TRAK by navigating from the **Control Console** to **Administration**, the **Corporate Functions** tab, and then by double-clicking the **Configuration Manager**. Outside of FOOD-TRAK, you can activate the Configuration Manager from the Windows **Start** button by selecting **Programs**, **FOOD-TRAK® for Windows**, **System Configuration Manager**. You will be prompted to log in to FOOD-TRAK to access the Manager.

   After activating the Configuration Manager, use the Key Code provided (on disk or by e-mail), as described in *Section IV* above so that FOOD-TRAK recognizes the interface.

3. After installing and licensing your interface, you must activate the Site Manager (**Control Console > Administration > Corporate Functions > Site Manager**) to allocate the interface for use at your Site. If you have multiple Sites running on the same system and intend to use the interface with more than one of them, you must possess additional licenses to allocate the use of the interface to more than one Site.

License Agreement

FOOD◉TRAK

System Concepts, Inc. License Agreement

IMPORTANT— PLEASE READ CAREFULLY

By reading this document and using the software, you will indicate your acceptance of the following System Concepts, Inc. License Agreement.

This is a legal agreement between you, the end user, and System Concepts, Inc. ("SCI"). By installing, copying, or otherwise using this software, you are agreeing to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install, copy, or use the software, but return it along with all previously received **FOOD-TRAK** documentation, diskettes, and other materials to SCI.

1. GRANT OF LICENSE: SCI grants you a limited, non-exclusive license to load one copy of the enclosed SCI software program ("the SOFTWARE") on a **single system.** In the event you purchased additional user licenses for additional Concurrent Users (CUs), you may load one copy of the SOFTWARE on as many computers as dictated by the additional license**.**

2. COPYRIGHT: The SOFTWARE is owned by System Concepts, Inc. and is protected by United States copyright laws and international treaty provisions. You may either (a) make one copy of the SOFTWARE solely for backup or archival purposes, or (b) transfer the SOFTWARE to a single hard disk provided you keep the original solely for backup or archival purposes. **You may not copy the written materials accompanying the SOFTWARE**.

3. OTHER RESTRICTIONS: You may not rent or lease the SOFTWARE but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement.

4. GOVERNMENT LICENSEE: If you are acquiring the SOFTWARE on behalf of any unit or agency of the United States Government, the following provisions apply:

The Government acknowledges SCI's representation that SOFTWARE and its documentation were developed at private expense and no part of them is in the public domain. The SOFTWARE and documentation are provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the Government is subject to restrictions as set forth in subparagraph (c) (1) (ii) of The Rights in Technical Data and Computer Software clause at 252.227-7013. Contractor/manufacturer is System Concepts, Inc./15900 North 78th Street/Scottsdale, AZ 85260.

5. LIMITED WARRANTY: SCI warrants that the SOFTWARE will perform substantially in accordance with the accompanying written materials provided by SCI for a period of 90 days from the date of receipt, and that the media on which the SOFTWARE is furnished will be free from defects in materials and workmanship under normal use. In order to make a claim under this warranty you must return the defective item with your receipt to SCI or an Authorized Reseller, postage prepaid, within ten days after the warranty period. Some states do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

6. CUSTOMER REMEDIES: SCI's entire liability and your sole remedy shall be, at SCI's option, either (a) repair or (b) replacement of the SOFTWARE or media that does not meet SCI's Limited Warranty. SCI will undertake to correct within a reasonable period of time any reported "SOFTWARE Error" (failure of the SOFTWARE to substantially perform the functions described in the documentation), correct errors in the documentation, and replace any magnetic media which proves defective in materials or workmanship on an exchange basis without charge. THESE REMEDIES ARE NOT AVAILABLE OUTSIDE THE UNITED STATES OF AMERICA.

7. NO OTHER WARRANTIES: SCI disclaims all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the SOFTWARE, the accompanying written materials, and any accompanying magnetic media.

8. NO LIABILITY FOR CONSEQUENTIAL DAMAGES: In no event shall SCI or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use or inability to use this SCI Product, even if SCI has been advised of the possibility of such damages.

9. GOVERNING LAWS: This Agreement is governed by the laws of the State of Arizona.

Product Support

Maintenance Plan

FOOD-TRAK® Technical Support is available during our regular business hours for those of our clients who are currently on our Maintenance Plan. For more information on our annual Maintenance Plan, call **(800) 696-3776** during our regular business hours, which are Monday through Friday, 7:30am to 5:30pm Arizona time (Note: The State of Arizona does not observe Daylight Savings Time; therefore, in the summer months we are on Pacific Time, and on Mountain Time during the winter).

Internet

Our Web site (http://www.foodtrak.com) is available 24 hours a day, 7 days a week, if you have Internet access and a Web browser. The information on our Client site and in our Knowledge Base can answer many of your questions and give you instructions and insights for better utilizing your FOOD-TRAK system.

You can gain access to our Client site and Knowledge Base by applying for a user account   To do this, click Client Login on the right side of the Main page of our site. Click the link **Apply for access to the site** and enter your serial number and a password. Normally, processing takes about one business day. When you are authorized, you can enter your serial number and a password of your choosing to enter the Client site.

To gain access to the Knowledge Base,

1. Point your browser to http://www.foodtrak.com.
2. Find and click **Client Login** on the right side of the Main page.
3. Enter your serial number and password, and click **Sign In**.
4. When the main page of the Client site appears, click **Knowledge Base** on the right side of the page.
5. This will take you to the Knowledge Base Query page. To search the Knowledge Base, enter a short description of what you would like to know into the **For** field and click **Search.**

Telephone

Support technicians can be reached by calling our Technical Support Hotline at:

>**(800) 696-3776 or (480) 951-8011**
>
>**Army: (888) 754-8325**
>
>**Air Force: (888) 754-8327**

Telephone support is available Monday through Friday, 7:30am to 5:30 pm Arizona time.

Please have your FOOD-TRAK Serial Number ready when you call. Your Serial Number is required on ALL correspondence (including E-mail, faxes and letters).

Telephone support calls may have a long hold time depending on the day and time that you call.

E-Mail

You may send e-mail to our Technical Support Department at ftsupport@foodtrak.com. We will be happy to respond during regular business hours.

Fax

The technical support fax machine is available 24 hours a day, 7 days a week at **(480) 951-2807**. We will be happy to respond to your inquiries during our regular business hours.

Licenses, Configuration and Authorization Codes

With the release of FOOD-TRAK Version 3.0, the method used for handling licenses and module activation has changed. Instead of a single CD Key issued with previous versions, which essentially controlled all licenses, activations and resources, SCI now issues licenses, codes and keys, which determine the configuration and maintenance expiration dates of the system. Upon initial installation or upgrade, a file is included in the installation package, or by special mailing from SCI, that contains the licensing structure for the particular FOOD-TRAK installation. This file contains all the licenses, codes and keys for your system and can be imported directly, thus eliminating the need for manual data entry.

Serial Numbers: Each FOOD-TRAK installation will have at least one serial number, depending upon the number of stand-alone systems involved. Companies utilizing a centralized database approach will be issued a single serial number, regardless of the number of computers upon which the software is installed. Companies utilizing local databases at each Site would receive a serial number for every system associated with a local database. Licenses, codes and keys are associated with the serial number of the related system.

Licenses, Codes and Keys: Terminology can sometimes be confusing. SCI has specific definitions for each of these three terms to help you better understand their use.

❑ **Licenses** are strictly associated with the installation and use of the software itself. Each installed copy of the software, whether associated with a local or centralized database must be licensed. The license is a legal agreement governing the ownership, usage, copying and other rights associated with the software.

❑ **Codes** are simply combinations of numbers and letters used to activate or unlock aspects of the system. SCI employs two types of codes: Authorization Codes and Configuration Codes. *Authorization Codes* are used to prevent software piracy, and to define your maintenance plan type and expiration dates. *Configuration Codes* are used to activate various system modules or to indicate the quantity of system components such as Sites, Users, Profit Centers, and other quantity-related components. These codes are entered into the system by importing code files provided by SCI, or by manual entry.

While this approach may seem complex, it allows your system to be extended and upgraded by simply entering new codes and/or licenses. There is no need to uninstall or re-install software in order to add new modules or to change the number of Sites or Users, for example. By simply entering new Configuration Codes or replacing existing ones, the system will automatically incorporate the new configuration. Once again, codes and licenses are associated with individual serial numbers.

Each serialized system will require the following:

1. **Activation Code**. This code activates the SQL database, which allows user access to the FOOD-TRAK system. Primarily used to prevent piracy, the Activation Code builds a unique ID for the machine on which the database is installed. Users have up to 30 days in which to activate the system, during which time the system can be used normally. Activation is accomplished by clicking the Activate button, which reveals the established system ID. The user then contacts SCI, and trades the system ID for a code that keeps the system active. If not activated within the 30-day time span, FOOD-TRAK will no longer function until it is activated.

2. **Maintenance Code:** The Maintenance Code determines the contract period, payment terms, lease period (if any) and the Maintenance Plan expiration date. The FOOD-TRAK

application will emit a reminder message when the Maintenance Contract is about to expire, prompting the user to renew.

3. **Configuration Codes:** Each FOOD-TRAK resource (ex: Sites, Profit Centers, Interfaces, Concurrent Users, Ordering Affiliates, Hand Held Devices, Centralized Purchasing Module, Nutritional Analysis Module, Menu Planning & Production Module) has an associated Configuration Code. Depending upon your configuration, you will receive one or more of these keys, which can be entered by simply importing the file we provide, or manually if necessary. Configuration Code information can be viewed by opening the Configuration Manager on Administration's Corporate Functions tab. The Configuration Manager holds the descriptive name of each resource, the quantity authorized issued for each resource, and the Key Code associated with each Resource.

4. **Software Licenses:** Software Licenses are issued for each computer on which the software is installed. As with the Activation Code, the system looks at the computer on which it is installed, and develops a code for it. Unlike the Activation Code, the system does not require you to call in and get a new code, and does not have an activation time limit. Instead, it looks at the number of Software Licenses you have and determines if any Licenses have not been assigned to specific computers (which should be the case for newly issued licenses). Assuming a slot exists, the system will activate itself by requesting a name for the computer, and using an available slot.

Using the system's License Manager, users can remove computers (by name) from the list, and install the software on a different computer, which will then occupy the recently cleared slot. The number of installed computers cannot exceed the number of Software Licenses purchased.