
Installation Guide

Configuring Sales Server

Version: V3

Vista



Vista Entertainment Solutions Ltd.

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About Vista

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

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

The optional modules are:

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

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Using This Guide

This guide is for anyone who needs to setup and configure Sales Server.

This guide includes a detailed explanation of:

- Sales Server configuration
- Web Service configuration
- Movietickets.com Extract configuration
- Fandango Extract configuration

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

- 1** Installation of Vista Version 3 (see the 'Installing Vista Version 3' Guide)

Now use this guide to configure your Vista Sales Server Application.

CHAPTER 1

Configuring Sales Server

Sales Server is used by the following applications only, so does not need to be configured if any of these applications are not going to be used:

- Vista Internet Ticketing
- Vista Call Centre
- Vista IVR
- Vista Kiosks
- VistaMobile (PDA)
- Vista Concessions Importer
- Vista Quest Concessions Importer
- 3rd party sales application

All the above applications are licenced modules and Sales Server is part of those licenced programs. If you have a 3rd Party Sales Application, then you must still have a Vista Sales Server licence.

Installing the Latest Version of Sales Server

To install the latest version of Vista Sales Server onto the Cinema fileserver:

- Copy VistaSalesSrvr.exe from the latest version folder D:\VistaInstall\Applib\SalesServer\
- Find the current version number (normally the last on e.g. 3.00.01)
- Copy the Sales Server application from e.g. D:\VistaInstall\Applib\SalesServer\3.00.01 to D:\Vista\SalesSrvr\

If a version of Vista Sales Server already exists, do not move the old copy, copy it to another place (Sales Server is registered so by moving it, it moves its position in the registry).

If this is the first time Vista Sales Server is being installed, double click on file VistaUtilsSrvr.exe to register it.

- Copy the Access Database in the same manner e.g. D:\VistaInstall\Applib\SalesServer\3.00.01\AccessDB\EmptyData.mdb to D:\Vista\SalesSrvr\AccessDB\
- Copy the Test Program in the same manner e.g. D:\VistaInstall\Applib\SalesServer\3.00.01\Test Program\TestClient21vb6.exe to D:\Vista\SalesSrvr\

Setup DCOM

DCOM allows client applications e.g. Kiosks, Internet Ticketing, IVR etc to access Vista Sales Server, which are installed and run on the Cinema Fileserver, rather than the client computer.

DCOM is all about security and giving the appropriate writes for client computers to access Vista Sales Server and for it to run on the Cinema Fileserver.

Setup Special Users and Groups

If the cinema is part of a WAN, you may find this has already been done when another cinema was installed on the WAN. In this case, skip this step.

If this site is a Workgroup and not a Domain, then the User called DomainUsers will not exist.

- Logon to fileserver as Administrator or a user with Admin rights (such as the user: VES)
- Run User Manager for Domains and ensure the correct domain is shown in the window title bar

Make a New Local User

This is the User that the DCOM Server Side programs will 'run as'.

It should be local to the cinema, so if the cinema is part of a large domain, the user should be created as a Domain User account, else this user will need to be validated back to the primary domain controller at headoffice, which could slow down access to Vista Sales Server etc. If the cinema has it's own domain, then the user could be part of the Domain.

- Name: VistaDCOM
- Desc: Vista Server Side programs run under DCOM as this user
- Password: VistaDCOM001 (last 3 digits are zero zero one)
- Password - must be set to 'Never expires' (else the client application using this user, will stop working after a month)
- Switch off "User must change at next logon"
- Make this user a member of the following group:
 - DomainUsers
 - Ensure Primary group is 'DomainUsers'

Make a New Local Group

- Name: VistaDCOMUsers
- Desc: Users who are able to run Vista Server Components using DCOM
- Add to this group the following users/groups:
 - VistaDCOM
 - The usernames for client computers who need to access Sales Server eg Username used by Kiosk computers
 - The usernames for client computers who need to access Utils Server eg Username used by Signage computers, Projection and Air Conditioning computers

Configuring Default DCOM Settings

On the fileserver, run program: Dcomcnfg.exe (via Start + Run), and check the following Tabs:

Default Properties

- Enable distributed Com on this computer = Yes
- Default authentication level = Connect
- Default Impersonation level = Identify
- Provide additional security for reference tracking = N

Default Protocols

- Locate item "Connection oriented TCP-IP" and move it to the top of the list box. (Highlight the phrase, and use 'Move Up' button.)
- This is important to prevent slow connections on Start up. This is often present by default with NT4 sp4+
- <Apply> <ok>

Configuring Client computers so they know where Sales Server resides

While on the client computer (eg a Kiosk), use Windows Explorer to find Sales Server on the server eg \\Server01\Vista\SalesSrvr\VistaSalesSrvr.exe and double click on it. This will put information about Sales Server into the registry of the client computer.

Configuring Specific DCOM Settings

On the fileserver, run program: Dcomcnfg.exe (via Start + Run) and check the following Tabs:

Application Tab

- In the list box, highlight the entry 'VistaSalesSrvr.KioskInterface' or if this is missing look for entry 'F3D45782-D6E5-11D2-8C9D-0004AC30240E'
- Click 'Properties' button.

General Tab

- Authentication level: Default

Location Tab

- Run application on this computer = Yes

Security Tab

- (*) Use custom access permissions to edit, add users:
 - VistaDCOMUsers
 - Interactive
 - (the type of access is supplied automatically as 'Allow Access')
- (*) Use custom launch permissions to edit, 3 users already exist, including interactive. Add users:
 - VistaDCOMUsers
 - (the type of access is supplied automatically as 'Allow Launch')

Identity Tab

- (*) Run program as this user
 - Browse to select user VistaDCOM
 - Supply password as used earlier when creating this user e.g. VistaDCOM001
 - Supply same password again in the confirmation box

Endpoints Tab

- Ignore

If you are working on a WAN, when you click OK or Apply, you may get the following message:

- "You are attempting to write to a read-only user database on an NT Backup Domain Controller. Should DCOMCNFG write to the Primary Domain Controller instead? (If in doubt contact your system administrator)".
- If you get this message, reply 'Yes'.
- OK, to exit DCOM Set-up

Sales Server Test Program

The test program is used to check that Vista Sales Server can be accessed properly and that DCOM has been set-up correctly.

There are two test programs. From Vista Version 3.1, you should use Vista Diagnostics. Prior to this version use TestClient21VB6.

Vista Diagnostics

The version of Vista Diagnostics that supports testing Vista Sales Server is in Vista 3.1 or later.

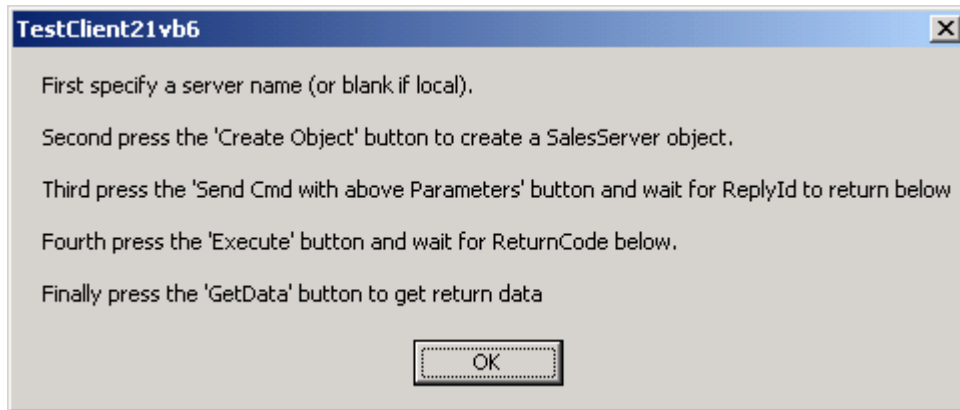
- Start the Vista Diagnostics program
- Select the tests and performance option
- Select Test Sales Server
- There are two buttons. Test on this machine and Test on cinema server. If you are on the cinema server, choose Test on this machine, else choose to test on the Cinema Server
- The screen will look as below. Execute: 0 means the test was successful. Anything else e.g. '5' is an error (See Appendix 1 – **This MUST be resolved before proceeding**). It also details where the version of sales server resides and the version.



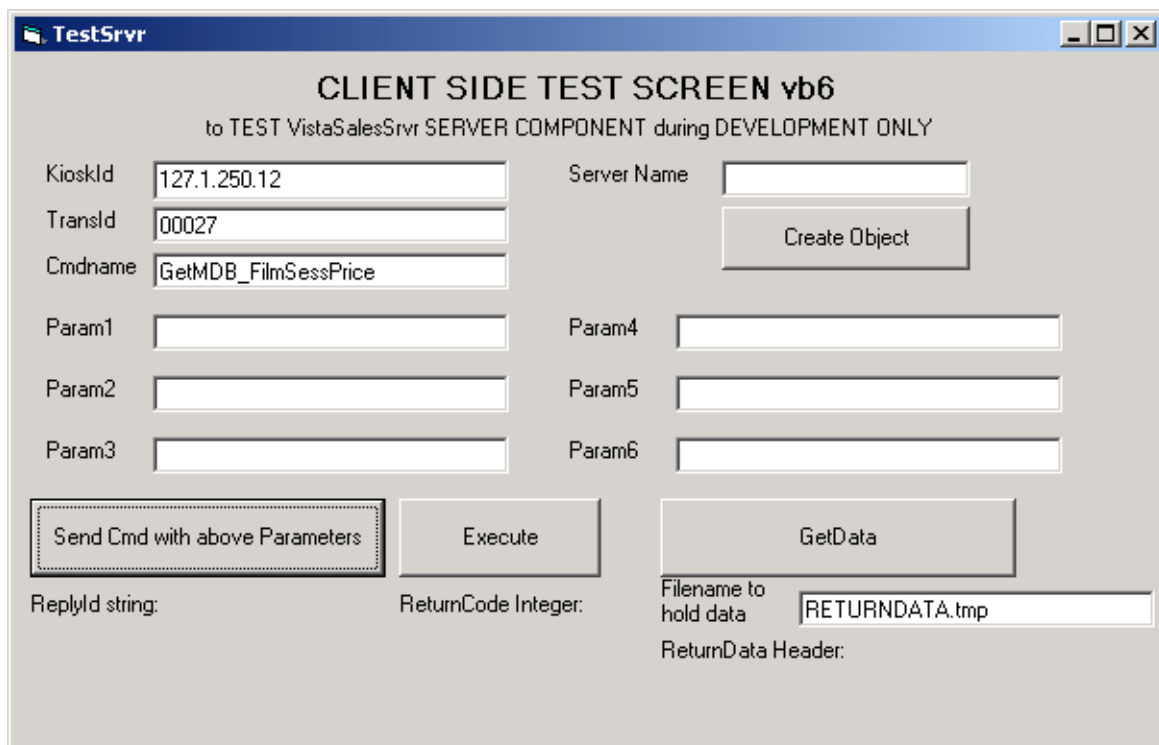
Using Old Sales Server Test Program

The Test program is called TestClient21VB6.exe and is located in D:\Vista\SalesSrvr\.

When you start the test program, it will prompt you with the following instructions:



Press <ok>. The main screen looks like this.



IMPORTANT NOTE ABOUT SERVER NAME! The first thing you MAY need to enter is the fileserver name. It is NOT always advisable to type in the fileserver name; it depends on what you are trying to test.

- Server Name: Either type in the server name or leave blank if this is the server
- <create object>
- Either:
 - You get 'Error 429. Cant create ActiveX component'. In this case, the previous 'Register VistaSalesSrvr.exe' step didn't work properly. Do it again.
- Or

- You get a message box 'Time to create object = nn seconds'.
- Then the version and date/time of Vista Sales Server will be shown. Is this the version and folder name where you expect this to be?
- <send command with above parameters>
- <execute>
- Underneath the 'Execute' button, when the hourglass disappears, is written a number:
 - '0' = Correct
 - Anything else e.g. '5' is an error (See Appendix 1 – This **MUST** be resolved before proceeding)

If all the above steps have been successfully completed proceed to the next steps.

- Click on button 'GetData'. Click OK to message box.
- As a further check, look in directory \\Vista\SalesSrvr\AccessDB\
- You should see a file with a name like 127_1_250_12.mdb and with the current date and time. If so, all is well.
- Exit the test program using the standard Window's exit button.

Before running the Test

If this is the fileserver that has Vista Sales Server registered, then you do not need to enter the Server Name, as it will look for this server by default if left blank.

If you were to type in the server name and mistyped it by accident, you are in danger of misinterpreting the result (i.e. not realising the only problem was you mistyped is the server name).

To access Sales Server on a Client Computers (i.e. Vista Kiosk, Web, Call Centre and IVR), you need to make sure that the Vista Sales Server application is in the registry of the Client Computer. This can either be achieved by using Windows Explorer to find VistaSalesSrvr.exe on the cinema server and double clicking on to register locally or even copying Copy VistaSalesSrvr.exe onto the client computer and registering it.

You **MUST** type in the server name if using the test client software on the Web Server or IVR server.

Another good test is to run the Test Client program on any computer on the network e.g. Vista BackOffice computer. Make sure Sales Server is registered on this computer. This is a good test to check DCOM has been set-up properly. You would need to type in the server name.

CHAPTER 2

Configuring the Web Service

Is the Web Service required?

Web Service only needs to be configured if:

- Vista Internet Ticketing is installed and you do not want to access Vista Sales Server via DCOM
- Vista Call Centre is installed and you do not want to access Vista Sales Server via DCOM
- A 3rd Party needs to access Vista Sales Server and does not want to go via DCOM

Internet Information Server (IIS)

Microsoft Internet Information Server (IIS) must be installed on the target server. IIS hosts the Web Service application. If in a Windows 2000, or XP professional operating system, set up via control panel/add remove programs/Add remove windows components. Make sure IIS admin service is installed.

After installing use **Windows Update** to download and install any IIS updates available. Always ensure that any Server running IIS is kept up to date particularly with regard to security updates.

If not already installed and running - ensure **FrontPage** server extensions is installed. Server Extensions is required to host the .NET framework. To check if FrontPage is installed, right-click the Default Web Site node in IIS (under the All Tasks menu), and if 'Remove Server Extensions' is in the menu list then Server Extensions is running. It is important to configure Server Extensions **BEFORE** installing the .NET framework.

Test: Type into a browser window <http://localhost/> and if installed the result will be a web page.

Install .NET Framework

You can check to see if you already have the .NET Framework 1.1 installed by doing the following:

- Click Start on your Windows desktop
- Selecting Control Panel
- Double Click Add or Remove Programs icon
- When that window appears, scroll through the list of applications. If you see Microsoft .NET Framework 1.1 listed, the latest version is already installed and you do not need to install it again.
- To install the .NET framework, run the file dotnetfx.exe, i.e. \Dot NET Framework for Fileserver\dotnetfx.exe

Install and Configure the Web Service

The Web Service is required to be installed in the next part of the installation. The Web Service is basically a website, but in a form that returns information, not web pages.

- Create a folder under the Vista Sales Server folder called \WSVistaSalesSrvr\ i.e. D:\Vista\SalesSrvr\WSVistaSalesSrvr\
- Copy all the Web service files from the Web Service folder from the Vista Install area (for the latest version e.g. V3.00) to this folder (including all sub folders), i.e. copy from D:\VistaInstall\Applib\Salesserver\3.00\Salessrvr\WSVistaSalesSrvr

- Go into the IIS admin service, and under the default website directory, you should see the WSVistaSalesSrvr directory. Highlight WSVistaSalesSrvr. Right click properties, and press the "Create" button under Application settings.
- Then under Directory security, enable anonymous access. Make sure the user has access to Sales Server eg the user VistaDCOM. Type in the password.

You need to check the settings in the Web.config file (under eg the C:\inetpub\wwwroot\WSSAalesSrvr directory).

```
<appSettings>

    <!-- User application and configured property settings -->

    <add key="ServerConfigFile"
value="C:\inetpub\wwwroot\WSVistaSalesSrvr\RemoteServer.config" />

    <add key="DebugLogging" value="N" />

</appSettings>
```

Test Vista Web Service

To test, you need to run be on the cinema server and in a Web Brouser, type the following (you can replace the localhost with the IP of the machine):

<http://localhost/WSVistaSalesSrvr/WsVistaSalesSrvr.asmx>

Click on the 'GetVersion' link, then the Invoke button and if a meaningful result is returned, all procedures to this point have been successfully completed.

The Invoke button is not available when run from another computer. If this test works, it means Web Service can call Vista Sales Server and Sales Server can access the database. If it fails, then check the user id has the correct access to access Sales Server .

Security Note

There have been some problems with Windows 2000, SP4 servers which are running as Domain Controllers. The user that the ASP.NET programs execute as does not, by default, have permission to impersonate other users. This means that when the IIS page is set up to impersonate VistaDCOM, it is unable to. One way of solving this is to perform the following steps:

- Create a domain user with standard permissions called ASPUSER.
- Using Windows 'Domain Controller Security Policy', assign permissions to 'Log on as a batch job' and 'Impersonate another user' to the user ASPUSER.
- Edit the Machine.config (you may need to search for this under the WINNT folder). Go to the <processmodel> section, and change the username and password to the ASPUSER just created. This should be in the format "username=DomainName\ASPUSER". This defines the user that ASP.NET runs as.

Windows 2003

Under Windows 2003, the .NET framework must be installed after IIS, else the Vista Web Service will not work. You will no this is an issue if asp.net is not in the list of default documents. The workaround is to apply the following:

- Locate the .NET framework folder eg C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\

- Go to a Command prompt and change to this folder
- Run `aspnet_regiis -i`
- Drill down to Web Service Extensions
- Highlight .NET Framework
- Select Allow

CHAPTER 3

Configuring Movietickets.com Extract

Is the Movietickets.com extract required?

Movietickets.com extract is only relevant for cinemas that require connecting to the Movietickets.com Internet Ticketing Provider.

Overview

The Vista MovieTickets.com service is designed to be installed and operated at each cinema in a network. The service utilises existing functionality in the Vista Sales Server component to create an xml stream containing film, session, ticket and related data. The service manipulates the xml into a format required by movietickets.com and then performs an http post containing the formatted xml. An xml string is returned from movietickets.com and the return code is understood by the service, which logs an error message if necessary. The service will only output data to the listener service if changes have been made since the last output – or the service is instructed to force a refresh (see the topic on Configuration in this section).

System Requirements

The Movie Tickets service requires the Microsoft .NET framework (1.x) installed on the cinema server. Therefore this server must run Windows 2000 or Windows 2003 server.

The xml schema definition of this data is defined in the Vista Sales Server interface specification.

Firewall

You need to configure your firewall to allow the schedule file to out a port on the firewall. http: is normally setup to use Port 80, so make sure Port 80 can go through the firewall.

Installation Steps

The movie tickets service consists of two components:

- 1 a .NET assembly - visMovieTickets.dll - which is installed into the \\Vista\\TaskService\\ folder.
- 2 a scheduling component which triggers the output process at timed intervals.

In the current release the movie tickets component is a SQLServerAgent scheduled job. To enable the SQL Job to be able to create the .NET assembly the assembly must be registered for COM interoperability in the servers' registry. To achieve this you must use the RegAsm.exe utility which is bundled with the .NET framework. To locate the file search in the Windows root directory for the file. It is generally located in: C:\WINDOWS\Microsoft.NET\Framework\RegAsm.exe

- Open a CMD window and browse to this folder.
- **Note:** If the folder "v1.1.4322" does not exist then browse to "C:\WINDOWS\Microsoft.NET\Framework". Type "dir" then click the enter key. You should see a folder list, with at least one beginning with "v". From the folders beginning with "v" browse to the one with the highest version number.
- Enter the following command (replacing the drive name as appropriate for your Vista installation):
RegAsm D:\Vista\TaskService\visMovieTickets.dll /codebase.
- The following message will display: 'Types Registered Successfully', which means that it has been registered successfully.

Note: To **uninstall** the component the /codebase switch can be replaced with the /u switch – again the message 'Types Unregistered Successfully' message should be displayed in the command window.

A SQL Job exists called 'visMovieTickets XML Post', runs the XMLPost. The job runs a single step of a VBScript routine which creates the visMovieTickets component, applies the configuration properties to it and a list of default properties. These properties now need configuring and the task enabled.

Configuration Steps

The MovieTickets.com service contains a configurable set of properties listed below:

Property	Data Type	Description
ServerName	String	Allows remote creation of Sales Server Component on another server. Generally not used.
ClientID	String	ClientID as defined by Sales Server specifications. Always use 111.111.111.111 to indicate a Web Sale*
ServiceURL	String	Http URL to post the session times to.
ForceRefresh	Boolean	True/False - force a full refresh of data each time if true ie will send every sessions. If set to false will only send differences from last time in session schedule
DaysInAdvance	Integer	How many days in advance should Sales Server include session data for. This value is converted directly into hours by "days * 24" as Sales Server expects it in hours.
ChainID	String	Specified by and Unique to MovieTickets.com. An ID for the cinema chain
TheaterID	String	Specified by and Unique to MovieTickets.com for the cinema chain. An ID for the individual theatre eg 213
LogXML	String	Set to True if you would like to XML file generated to also be written to the Vista log folder on the fileserver ie \Vista\Log\visMovieTickets.log
LogSuccess	Boolean	True/False – Add entry to log even for successful posts.

* See Sales Server Interface spec for more details.

In addition to the components configurable properties a Vista system setting is consulted when defining the output:

System Setting:	Description:
ForceScheduleRefreshHours	If non zero this value instructs VistaSalesSrvr to create an output document after n hours have elapsed since the last output document was created. For example if set to 24, an output stream will be pushed to the listening every 24 hours even if no other changes have occurred in the output data.

Example Property List

Note: Any empty or default values can be omitted.

```
.Properties("SERVERNAME") = ""  
.Properties("CLIENTID") = "111.111.111.111"  
.Properties("SERVICEURL") = "http://wap.movietickets.bige.com/gateways/xsi.asp"  
.Properties("FORCEREFRESH") = False  
.Properties("CHAINID") = "5"  
.Properties("THEATERID") = "213"  
.Properties("DAYSINADVANCE") = "7"  
.Properties("LOGSUCCESS") = True  
.Properties("LOGXML")=False
```

Surcharge Setup

A concession item needs to be setup to handle the Surcharge. On the Box Office Tab of Item Maintenance, one item must be set as Booking Fee Item and also have the Surcharge checkbox enabled.

Payment Configuration

If the cinema will process payment, then an entry needs to be added to the Payment Module Configuration table (tblPaymentModuleConfig) for Web Sales eg:

```
Pay_strClientId:      -  
Pay_strApplicationId: VISTA_WEB  
Pay_strCardType:      -  
Pay_strBankService:  visVITALConnector    (if using Vital)
```

The settings columns also need configuring.

Turn off Proxy Server

Make sure the following are switched off from Internet Explorer (NB you Internet Explorer options are personalised to each logon).

Start Internet Explorer, then select Tools + Internet Options + Connection Tab + LAN Settings. Untick 'Automatically detect default settings' and also untick 'Use a proxy server...'

Troubleshooting

Diagnosing Problems with MovieTickets.com extract

When you run the scheduled task called: 'visMovieTickets XML Post' if an error is generated, then check the error log:

D:\Vista\Log\visMovietickets.log

Is there a Sales Server error log?

One good test is go to Internet Explorer and type in the following:

<http://wap.movietickets.bige.com/gateways/xsi.asp>

Message Returned

Read what the error is that is displayed. If it says 'XML Syntax Error' then this means it was trying to post to the site, but had nothing to post, which is true as this is just a test. If you got any other errors, then there is an access problem.

If this fails, then type following in Internet Explorer.

<http://wap.208.18.154.86/gateways/xsi.asp>

Look for the same error. If this works and the first did not, there might be a name resolution problem.

http: is normally setup to use Port 80, so make sure Port 80 can go through the firewall.

Also check if you can access any web site – this is a requirement.

Ticket Type Codes are wrong

If the Vista Sales Server has a similar error to the follows:

Log Date: Wed 29 Mar 2006 13:02:43

**VistaSalesSrvr v30.5.41 D:\Vista\SALESSRVR

Date=Wed 29Mar2006 13:02:43, ClientId=111.111.111.111, TransIdTemp='20000000001',
Class=Services, Method=OrderTickets

ErrorNo=0, Description: No Valid Area Category Code Exists for requested Ticket

ErrorNo=0, Description: Fail: Command=ORDERTICKETS,
Params=415,200603291620,|1|11|2|800|,N,.. Execute returns 5

In this case, Vista Sales Server does not know what ticket type code 11 is. Ticket Type codes should be 4 characters long, normally with leading zeros. In this case the reason is the ticket type code was 1 and the price code is 1.

The ticket type code in the Movetickets.com Extract is made up of:

- Ticket Type Code (this should be 4 characters long)
- Price Card Code

When Movietickets.com send details of the order to Vista Sales Server, they send the first 4 characters only, being the ticket type code. If the ticket type code is not 4 characters long, then part or all of the price card will be send.

If the ticket type code is not a reconised ticket type code in Vista, check the length of all ticket type codes in Vista.

Payments Not Setup Properly

If the following error is reported in the Sales Server log when a sale is being made to Movietickets.com:

'System configuration incomplete. No entry found for ClientId 111.111.111.111, AppId VISTA_WEB in payments configuration table.'

This means there is no entry defined in the Payment Module Configuration table (tblPaymentModuleConfig) for the Web application.

CHAPTER 4

Configuring Fandango Extract

Is the Fandango extract required?

The Fandango extract is only relevant for cinemas that require connecting to the Fandango Internet Ticketing provider.

Overview

The Vista Schedule Output service is designed to be installed and operated at each cinema in a network. The service utilises existing functionality in the Vista Sales Server component to create an xml stream containing film, session, ticket and related data. The service then connects to a remote 'listening' web service using a configured URL and passes the schedule data to the listener. The service will ONLY output data to the listener service if changes have been made since the last output – OR the service is instructed to force a refresh (see configuration)

System Requirements

The Schedule Output service requires the Microsoft .NET framework (1.x) installed on the cinema server. Therefore this server must run Windows 2000 or Windows 2003 server.

The listening service must be a third party component and must conform to W3C SOAP protocols for remote procedure calls. The service must respond to a message 'SubmitSchedule' which accepts a single string argument – the xml schedule data. The xml schema definition of this data is defined in the Vista Sales Server interface specification.

Firewall

You need to configure your firewall to allow the schedule file to out a port on the firewall. http: is normally setup to use Port 80, so make sure Port 80 can go through the firewall.

Installation Steps

The schedule output service consists of two components:

- 1 a .NET assembly - visScheduleOutput.dll - which is installed into the \\Vista\\TaskService\\ directory.
- 2 a scheduling component which triggers the output process at timed intervals.

In the current release the scheduling component is a SQLServerAgent scheduled job. To enable the SQL Job to be able to create the .NET assembly the assembly must be registered for COM interoperability in the servers' registry. To achieve this you must use the RegAsm.exe utility which is bundled with the .NET framework. To locate the file search in the Windows root directory for the file. It is generally located in: C:\WINDOWS\Microsoft.NET\Framework\RegAsm.exe

- Open a CMD window and browse to this folder.
- Enter the following command (replacing the drive name as appropriate for your Vista installation):
RegAsm D:\Vista\TaskService\visScheduleOutput.dll /codebase
- The following message will display: 'Types Registered Successfully', which means that it has been registered successfully.

Note: To **uninstall** the component the /codebase switch can be replaced with the /u switch – again the message 'Types Unregistered Successfully' message should be displayed in the command window.

To install the SQL Job a database script is provided (ScheduleOutputJob.sql).

Ensure the SQLServerAgent service is running on the server before running this script. The script will install a disabled job which includes a single step (XMLTransfer). This step is a VBScript routine which creates the visScheduleOutput component, applies the configuration properties to it and a list of default properties. These properties now need configuring and the task enabled.

Configuration Steps

The Schedule Output service contains a configurable set of properties listed below:

Property	Data Type	Description
ServerName	String	Allows remote creation of Sales Server Component on another server. Generally not used.
DBOverride	String	Use to specify target database if operating in an environment containing multiple Vista databases on a single SQLServer instance. Generally not used. *
ClientID	String	ClientID as defined by Sales Server specifications.*
ServiceURL	String	URL of listener service
ServiceTimeout	Integer	Timeout (in seconds) when attempting to connect and pass data to the listener service.
ForceRefresh	Boolean	True/False - force a refresh of data.
NumberOfHours	Integer	How many hours in advance should Sales Server include session data for. If omitted or zero the 'AtmMaxDaysAdvPurchase' system setting is used by default.
OutputDataList	String	Output data to include. **

* See Sales Server Interface spec for more details.

** See Sales Server Interface spec for more details.

Note: At time of writing any combination of the following values are possible (pipe delimited):

- ALL|PRICES|SESSIONS|FILMS|PRICESALL|CONCESSIONS|CINEMAOPERATORS|
- CARDDEFINITIONS| PRICEPACKAGES|

In addition to the components configurable properties two Vista system settings are consulted when defining the output schedule:

System Setting	Description
ForceScheduleRefreshHours	If non zero this value instructs VistaSalesSrvr to create an output document after n hours have elapsed since the last output document was created. For example if set to 24, an output stream will be pushed to the listening every 24 hours even if no other changes have occurred in the output data.
AtmMaxDaysAdvPurchase	If the NumberOfHours property (above) is omitted or zero then this value is consulted by VistaSalesSrvr to decide how many days in advance should be queried for 'Open' sessions to include in the output data.

Example Property List

Note: Any empty or default values can be omitted.

```
.Properties("SERVERNAME") = ""  
.Properties("DBOVERRIDE") = ""  
.Properties("CLIENTID") = "111.111.111.111"  
.Properties("SERVICEURL") = "http://MyRemoteServer/VistaListener.asmx"  
.Properties("SERVICETIMEOUT") = 300  
.Properties("FORCEREFRESH") = False  
.Properties("NUMBEROFHOURS") = 0  
.Properties("OUTPUTDATALIST") = "SESSIONS | FILMS | PRICES"
```

CHAPTER 5

Appendices

Appendix 1 describes where to find Sales Server error logs and possible error messages you may encounter and how to resolve them.

Appendix 2 is a list of all the Sales Server result codes.

Appendix 3 contains Sales Server troubleshooting hints.

Appendix 1 Resolving Problems with Sales Server

Error Logs to Check

- Check Vista Sales Server Error log - this is on the fileserver and is called D:\Vista\Log\VistaSalesSrvr.log
- Check Vista Database Engine Error log - this is on the fileserver and is called D:\Vista\Log\visDBEngine.log

You may encounter these error codes when running the Test Program.

Sales Server Result Code: 5

This means: An unexpected error/database error/component error has occurred. Look at the Sales Server and Vista Database Engine log. If the error in Vista Sales Server error log says:

- Error No= 429, Desc= ActiveX component can't create object
- This means Vista Sales Server cannot find one of the DLL's it requires e.g.: Vista DB Engine, Ticket/Receipt Printing, RDO.
- Redo the steps in the section above called 'Re-Register Files'

Runtime Error 70. Permission denied.

- When you run the Test Program, and click the Create Object button, instead of getting the message box 'Time to create object = nn secs' as happened in earlier testing, you now get 'Runtime Error 70. Permission denied'.
- If this happens, it means one of the earlier steps was not completed. DCOM Default Security must be set according to these instructions.
- Check that the user name used to logon to the client computer has DomainUser rights

Runtime Error 463: Class not registered on machine

This happens if the client computer has no knowledge of Sales Server. See the section on Configuring Client computers so they know where Sales Server resides

IVR Module

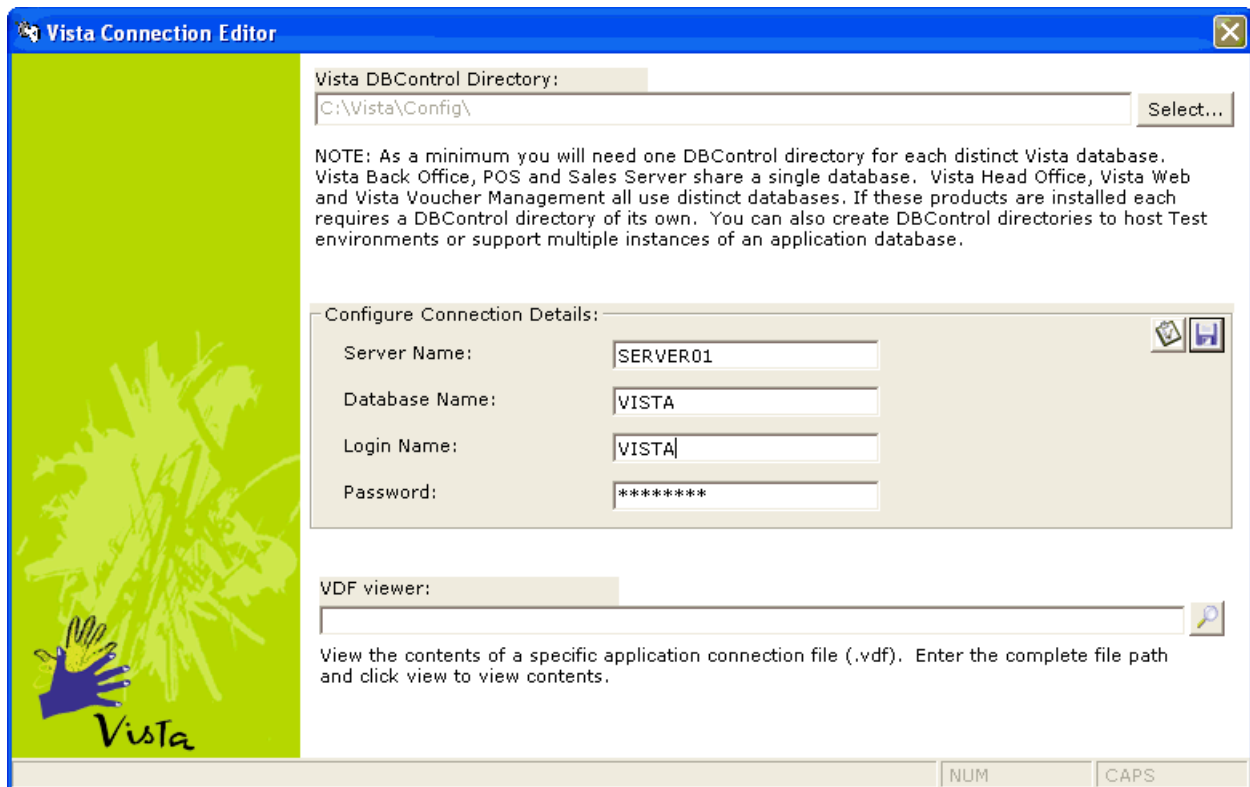
In some circumstances for the IVR phone system to work it has been necessary to set up the application DCOM properties with Identity tab to run as User, used by IVR and enter the appropriate password. The IVR system will run OK however the Kiosks will not.

Vista DB Engine Error: 'Unable to Connect to Database'

This may be because Vista Database Engine cannot access the database.

To check the connection details:

- Start Explorer
- Drill down to the folder D:\Vista\Config
- Double click on the configuration editor called D:\Vista\Config\VistaConnectionEditor.exe
- Type in the server name, database, login and password details for SQL and press the Test Connection icon (beside the floppy disk icon)



If you still can't get it going, try using Vista Screening Schedule program to see if it works, or if it also gets the Vista Database error: 'Unable to Connect to Database', then on the fileserver:

- Logon as Administrator
- Start the Screening Scheduler Application

If you get the error:

- Error msg 1: Unable to Retrieve the defaults
- Error msg 2: Runtime Error '429', Active X Component can't create object

Check Vista Database Engine error log. It will probably have the error message: 'Unable to Connect to Database'. This might mean Microsoft ADO or MDAC is not installed properly. Try reinstalling MDAC.

If it does work, you must now try logging on as other uses e.g. VistaDCOM

- Logon as VistaDCOM
- Start the Screening Scheduler Application

If this works try one more user

- Logon as VES
- Start the Screening Scheduler Application

Appendix 2 Sales Server Result Codes

The following list describes each of the Sales Server Result Codes.

Execute Command	Result
ExecuteOK = 0	Execution completed successfully.
ExecuteInvalidCmdName = 1	Invalid command request.
ExecuteNoSeatsAvailable = 2	Not enough seats are available for sale to fulfil request.
ExecuteAllocSeatsFail = 3	Could not allocate all seats in a contiguous block.
ExecuteInvalidData = 4	Parameters passed are not correct.
ExecuteUnexpectedResult = 5	An unexpected error/database error/component error has occurred. This is detailed above.
ExecuteBookingPickupPrevErr = 9	There was a previous printing problem when trying to pickup tickets from kiosk.
ExecuteBookingPickupNotFound = 10	The selected booking could not be found.
ExecuteBookingPickupDone = 11	The selected booking has already been picked up.
ExecuteBookingPrintError = 12	The number of tickets printed does not match the number the client has recorded as printed.
ExecutePackageItemFail = 13	Could not order concession elements of the ticket package.
ExecutePackagePriceError = 14	The value of the ticket package requested does not match the total value of the package as calculated by sale server.
ExecuteUnpaidBookingClosed = 15	Unpaid bookings are no longer permitted due to cinema session time/unpaid booking cutoff restrictions.
ExecutePaymentRequestFalse = 16	Payment was declined OR an error occurred within the Vista Payment component – client must check the Payment Module return strings for details.
ExecuteUnpaidBookingDoesNotExist = 17	The selected booking does not exist.
ExecuteBookingNotUnpaid = 18	The selected booking is not unpaid and cannot be released.
ExecuteBookingAlreadyReleased = 19	The selected booking has already been released.
ExecuteNoTransLineToCancel = 20	There were no elements in the selected transaction liable for refund.
ExecuteNoPaidWithVoucher = 21	Paid orders are NOT permitted when order includes voucher ticket types.
ExecuteRefundBookingCancelled = 22	If a Booking Exists it is cancelled.
ExecuteRefundBookingUnpaid = 23	If a Booking Exists it is unpaid.
ExecuteRefundBookingPickedUp = 24	If a Booking Exists it is already picked up.

Appendix 3 Sales Server Troubleshooting Hints

ODBC

- Check version of file c:\WinNt\System32\SqlSrv32.dll:
- It should be: v3.70.0690 or above for SQL 7.0 Service Pack 1

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