

Customer2U Installation

The Customer2You software must be installed at the customer's location on the same machine that houses the Aldelo database. The machine does not have to have Aldelo 3.51 or better running for Customer2You to work.

Before installing the Customer2You software, you will need to use Windows Printer Sharing so Customer2You can automatically print out the tickets as orders arrive.

Customer2You can use up to three printers, a "receipt" printer, a "kitchen" printer and an "other" printer.

Receipt Printer - The "Receipt" printer will always print out a receipt when an order is placed over the Internet.

Kitchen Printer - This is the main printer in the kitchen. Menu items assigned to the "Kitchen" printer will print in bold when an order is received. Items not assigned to the "Kitchen" printer will print out in smaller letters. The entire order will always print on all printers. If you only have one printer, all menu items should be assigned to the "Kitchen" printer.

Other Printer – This is a secondary workstation in the kitchen, like a sandwich station. Menu items assigned to the "Other" printer will print in bold when an order is received. Items not assigned to the "Other" printer will print out in smaller letters. The entire order will always print on all printers.

Share Printers:

1. Open the Printers Setup window on the machine where the printer is connected.
2. Make a note of the machine name and exact printer share name for configuration later in this setup. The format for the name will be \\machine_name\printer_share_name . For example: \\workstation1\front_printer.

Detailed instructions for sharing printers can be found at:

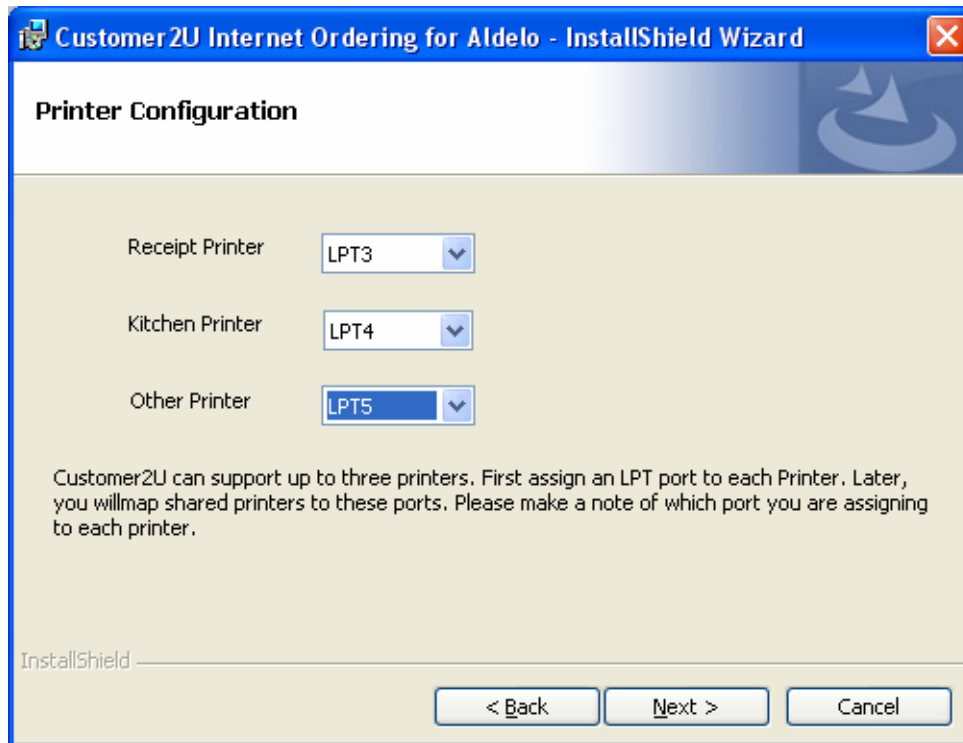
<http://support.microsoft.com/kb/814005/en-us>

Installing the Customer2You software:



1. Insert CD-ROM into D:\
2. Open Customer2U Internet Ordering Folder and double click Setup.exe
3. Click Next on Customer2U Internet Ordering for Aldelo Installation screen.

Configuring Printer Ports



Printer Configuration

Receipt Printer: LPT3

Kitchen Printer: LPT4

Other Printer: LPT5

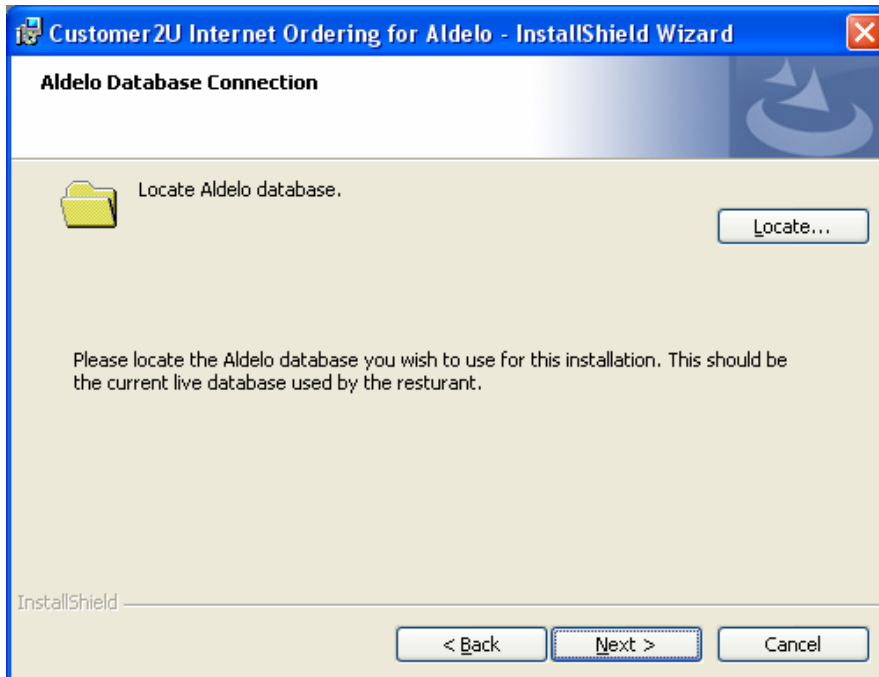
Customer2U can support up to three printers. First assign an LPT port to each Printer. Later, you will map shared printers to these ports. Please make a note of which port you are assigning to each printer.

InstallShield

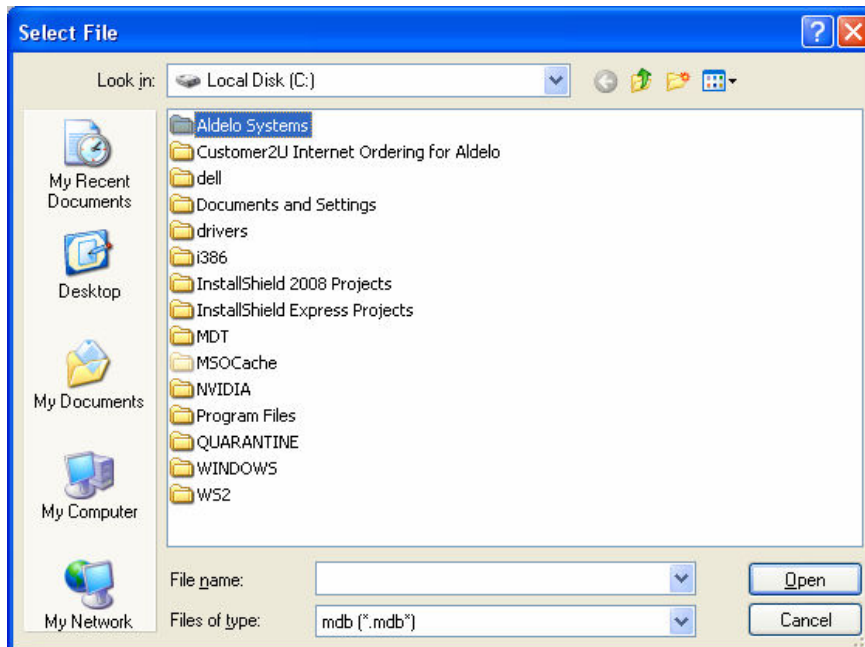
< Back Next > Cancel

1. Customer2U can support up to three printers.
2. Assign an LPT port to each Printer in its corresponding field.
Note: Write down the port you are assigning to each printer type. You will need this information later. We do not recommend using LPT1 or LPT2 as this may cause conflicts with existing printers.
3. Click Next

Locate your Aldelo Database File



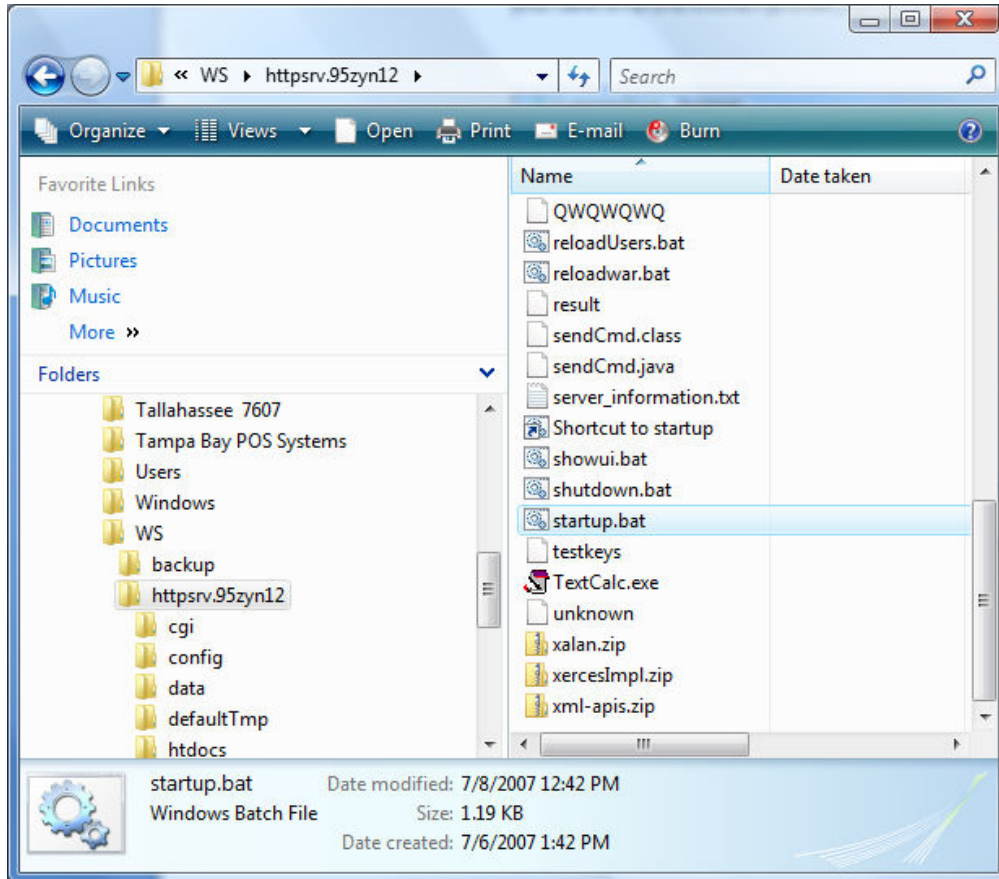
1. Click locate to open the File browser
2. Browse to the active Aldelo database and select the file. This must be the same database used by the POS stations in the restaurant.



3. Click open
4. Click Next
5. Once installation has completed click Finish

Assigning the Shared Printers:

1. Browse to the **C:\WS\httpsrv.95zyn12** Folder and right click on the “Startup.bat” file, then choose edit.



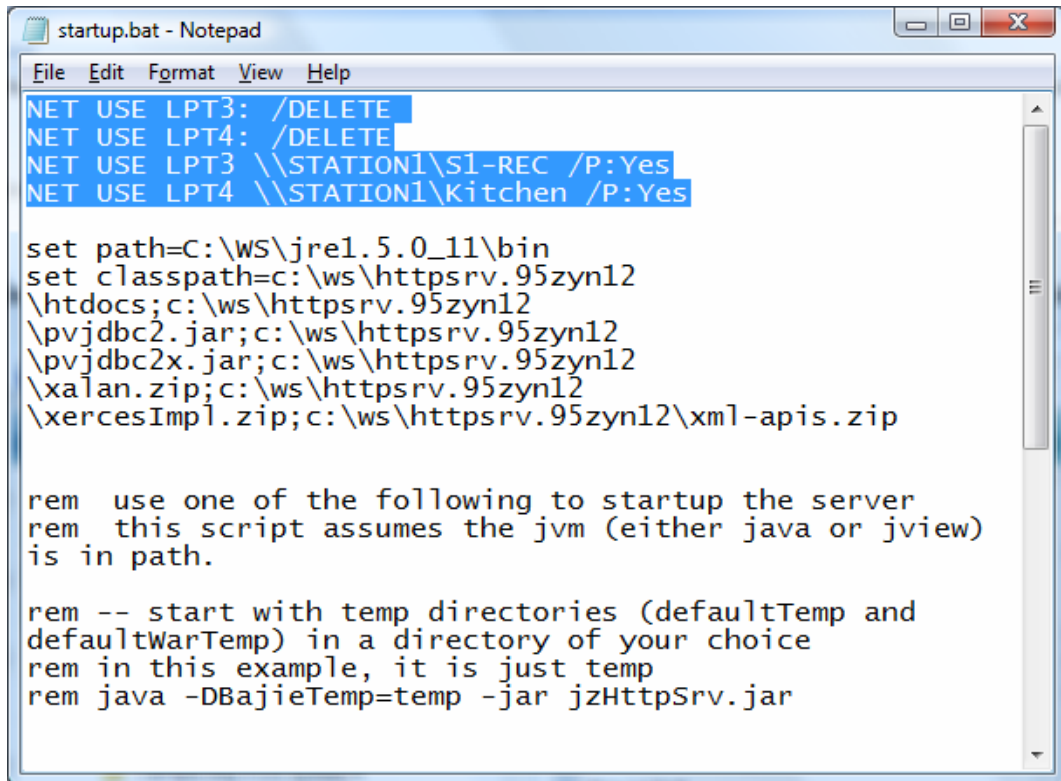
The NET USE Lines in the Startup.bat file need to be edited.

You should now assign the shared printers to the correct LPTx ports. You assigned each printer type Receipt, Kitchen and Other during the installation process. You should have shared the printers before you began the installation process. (see page 1)

- a. For each port that will be used there needs to be a **“NET USE LPTx /DELETE”** line. This command removes any previous drive mappings for this port.
- b. For each shared printer there needs to be a **“NET USE LPTx \\workstation\sharename /P:Yes”**

line. This is the command that maps your shared Receipt, Kitchen and Other printers for use by the Customer2U Program.

- c. Use the workstation and shared printer names you wrote down earlier when sharing your printers.
- d. If the "Other" printer will be used, you will need to add the additional NET USE /DELETE and NET USE /P Mapping lines, identical to the previous lines except you will set the LPT port number to the correct value.



```
startup.bat - Notepad
File Edit Format View Help
NET USE LPT3: /DELETE
NET USE LPT4: /DELETE
NET USE LPT3 \\STATION1\S1-REC /P:Yes
NET USE LPT4 \\STATION1\Kitchen /P:Yes

set path=C:\ws\jre1.5.0_11\bin
set classpath=c:\ws\httpsrv.95zyn12
\htdocs;c:\ws\httpsrv.95zyn12
\pvjdbc2.jar;c:\ws\httpsrv.95zyn12
\pvjdbc2x.jar;c:\ws\httpsrv.95zyn12
\xalan.zip;c:\ws\httpsrv.95zyn12
\xercesImpl.zip;c:\ws\httpsrv.95zyn12\xml-apis.zip

rem use one of the following to startup the server
rem this script assumes the jvm (either java or jview)
rem is in path.

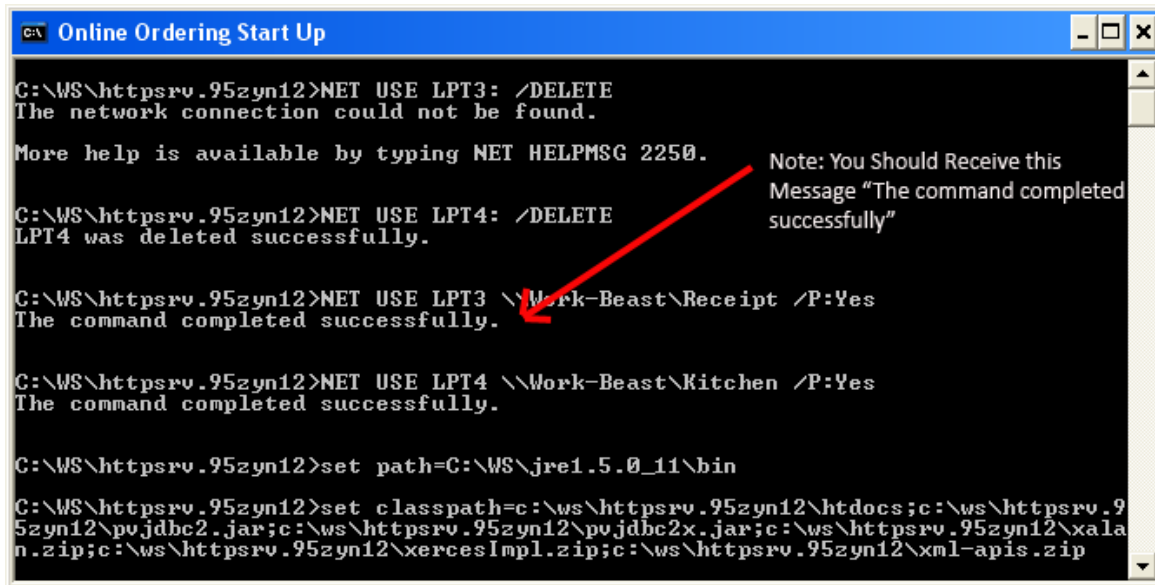
rem -- start with temp directories (defaultTemp and
rem defaultWarTemp) in a directory of your choice
rem in this example, it is just temp
rem java -DBajieTemp=temp -jar jzHttpSrv.jar
```

Note: Even if your Receipt and Kitchen printers are local printers on this station. You must Share and setup the "NET USE" configurations correctly!

Port Forwarding

1. The Customer2U Program uses Port 8080 and requires that this TCP/IP Port be forwarded through your Firewall to the IP Address of the machine where the Customer2U Program is installed. The machine should be set to use a static IP address not DHCP.
2. Most systems will use a Cable/DSL Router either as a stand alone Firewall or a Unit provided by the Phone or Cable Provider. Refer to the manual of this device to setup the Port Forward for Port 8080 (Both TCP/UDP Protocols) to the correct IP Internal IP Address.

Starting the Customer2U Program



```
C:\WS\httpsrv.95zyn12>NET USE LPT3: /DELETE
The network connection could not be found.

More help is available by typing NET HELPMSG 2250.

C:\WS\httpsrv.95zyn12>NET USE LPT4: /DELETE
LPT4 was deleted successfully.

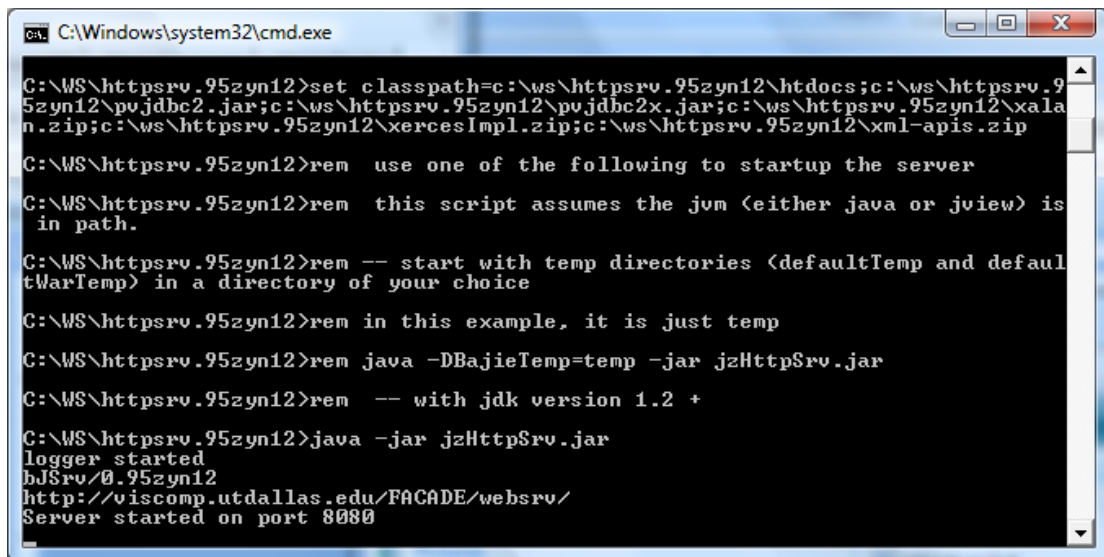
C:\WS\httpsrv.95zyn12>NET USE LPT3 \\Work-Beast\Receipt /P:Yes
The command completed successfully.

C:\WS\httpsrv.95zyn12>NET USE LPT4 \\Work-Beast\Kitchen /P:Yes
The command completed successfully.

C:\WS\httpsrv.95zyn12>set path=C:\WS\jre1.5.0_11\bin

C:\WS\httpsrv.95zyn12>set classpath=c:\ws\httpsrv.95zyn12\htdocs;c:\ws\httpsrv.95zyn12\pvjdbc2.jar;c:\ws\httpsrv.95zyn12\pvjdbc2x.jar;c:\ws\httpsrv.95zyn12\xalan.zip;c:\ws\httpsrv.95zyn12\xercesImpl.zip;c:\ws\httpsrv.95zyn12\xml-apis.zip
```

1. Double click on the “Startup Customer2U” icon on the desktop. The batch file will execute. Watch for your LPT port mappings to be successful.
2. The batch file will then launch two windows.



```
C:\Windows\system32\cmd.exe

C:\WS\httpsrv.95zyn12>set classpath=c:\ws\httpsrv.95zyn12\htdocs;c:\ws\httpsrv.95zyn12\pvjdbc2.jar;c:\ws\httpsrv.95zyn12\pvjdbc2x.jar;c:\ws\httpsrv.95zyn12\xalan.zip;c:\ws\httpsrv.95zyn12\xercesImpl.zip;c:\ws\httpsrv.95zyn12\xml-apis.zip

C:\WS\httpsrv.95zyn12>ren use one of the following to startup the server

C:\WS\httpsrv.95zyn12>ren this script assumes the jum (either java or jview) is in path.

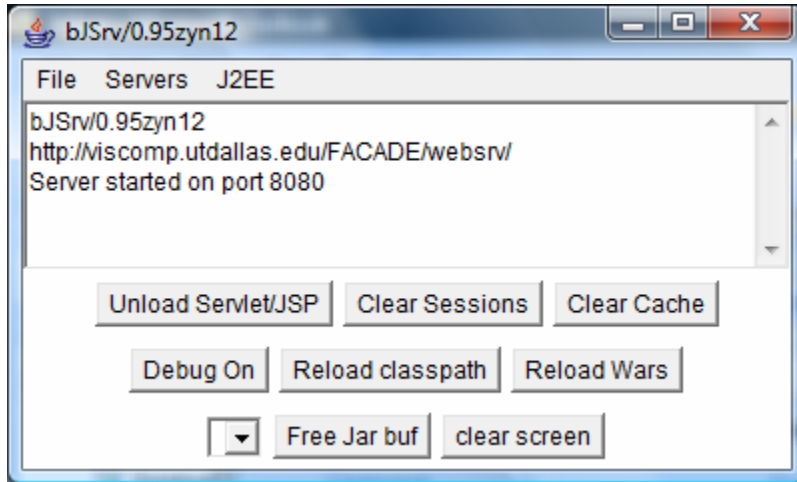
C:\WS\httpsrv.95zyn12>ren -- start with temp directories (defaultTemp and defaultWarTemp) in a directory of your choice

C:\WS\httpsrv.95zyn12>ren in this example, it is just temp

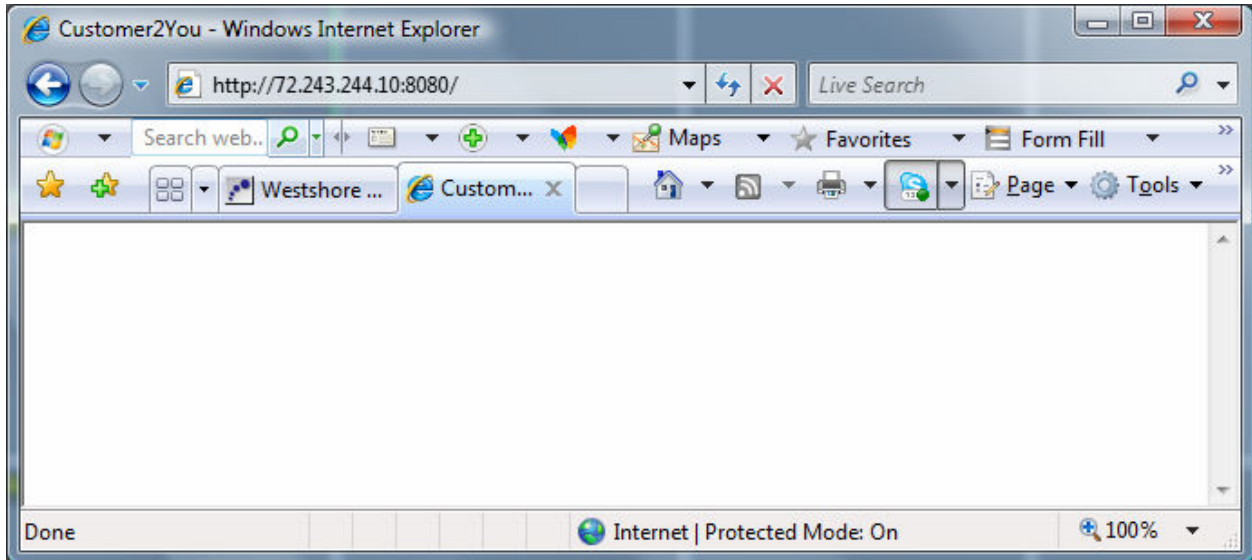
C:\WS\httpsrv.95zyn12>ren java -DBajieTemp=temp -jar jzHttpSrv.jar

C:\WS\httpsrv.95zyn12>ren -- with jdk version 1.2 +

C:\WS\httpsrv.95zyn12>java -jar jzHttpSrv.jar
logger started
bjSrv/0.95zyn12
http://viscomp.utdallas.edu/FACADE/websrv/
Server started on port 8080
```



3. To test, open Internet Explorer from an external computer to the current Network and type the locations external IP Address followed by :8080. Refer to the example below for reference.



If your settings are successful, you will see "Customer2You" displayed on the IE Title Bar.

Aldelo Setup – Internet Employee setup

In order to accept Internet orders, an employee named “INTERNET INTERNET” must be logged into Aldelo with a cash drawer open. Please follow these steps to setup the INTERNET employee.

1. Open Aldelo. Go to the Back Office menu.
2. Go to Setup / Employee Setup / Employee files
3. Click on “New”. Enter “INTERNET” for the first name “INTERNET” for the last name (all caps). We suggest setting the Access Code to 99. Security Level should be set to 3 (the same as a Normal Employee).
4. Click Done

Last Name	First Name
Armstrong	Tim
Colossa	Nick
drawer 1	Cashier
Facyson	Kenyatta
Graham	Karlee
Harris	Rob
Hughes	Erin
INTERNET	INTERNET
Lemos	Michael
Mcnicke	Katherine
Otte	John
Palm	Jenn
Rose	Donovan
Rose	David
Support	TBPOS
Tumminia	Crista
Zelaya	Cajun

Show All Employees

General	Payroll	Driver	Notes
First Name	INTERNET		
Middle Initial			
Last Name	INTERNET		
Tax Account Number			
Area Code + Phone No.			
Mailing Address			
Mailing Postal Code			
Job Title	Cashier		
Access Code	99		
Security Level	3		
MSR Card			
Preferred Language	English		
Order Entry Sec Lang	<input type="checkbox"/>		
Employee is Driver	<input type="checkbox"/>		
Work Schedules			

New Save Cancel Done

5. Someone at the restaurant will have to open the “INTERNET INTERNET” cash drawer (99 in our example) each morning and close it each night. This provides detailed transaction reconciliation and allows the Aldelo software to process Internet orders properly.

Creating the “C2U” Aldelo Station

You will also need to create a C2U workstation. Basically, the virtual employee “INTERNET INTERNET” will use the virtual station “C2U” to take Internet orders.

1. This portion of the setup can be done from any Aldelo workstation. This step requires rebooting the computer. If you do these steps from the Customer2You computer, then you must exit the Customer2You program first.
2. Go to START /Control Panel / System / Click on the Computer Name TAB
3. Write down the current computer name.
4. Change computer name to “C2U”
5. Reboot
6. Start UP Aldelo – Once start up screens are finished, exit Aldelo and rename the computer back to the original name.
7. Reboot

Common Problems:

- 1) Make sure the Customer2You computer is not running Windows Firewall or any other Firewall program that blocks port 8080.
- 2) Make sure the router is set to forward port 8080 to the correct IP address.
- 3) Make sure the Customer2You computer is using a static IP address.
- 4) Make sure no other applications on the network are running on port 8080. If you need to use port 8080 for another program, call Customer2You technical support at (888) 476-2461.
- 5) Make sure the ENTIRE WS folder and all of it’s contents were copied to the local computer hard drive in the root of the “C:” drive. The program will not run properly in any other folder or subfolder.

**If you have any other problems,
please call Customer2You technical support at (888) 476-2461.**