

## Visual One™ Suite by Agilysys: Technical Bulletin

### Visual One™ Suite 8.3 Release and Updated Hardware Requirements

This bulletin contains the following topics:

- Visual One Suite by Agilysys 8.3 Release Announcement
- Release Notes and Customer Documentation Login
- Hardware/Software Requirement Changes

### Visual One Software by Agilysys: 8.3 Release

Agilysys is proud to announce the general release of the Visual One 8.3 suite of products. The Visual One suite consists of the following products:

- Visual One Property Management system (PMS) by Agilysys
- Visual One Accounting system by Agilysys
- Visual One Sales & Catering system by Agilysys
- Spa Management system by Agilysys
- Visual One Retail POS software by Agilysys
- GolfPro module by Agilysys
- vRes Booking Suite software by Agilysys

This version of the Visual One suite is the first full general available release of the 8.3 version from Agilysys.

### Hardware/Software Requirements for 8.3

Effective with this release, the following new hardware requirements are now in place. Please see the section of this technical bulletin, Hardware/Software Requirement Changes, for more details and future requirements:

- Microsoft® Windows Server® 2003 or higher.
- Windows SQL Server® 2008 R1 or R2. SQL Server 2005 may be permitted upon review of a special request.
- Agilysys offers Microsoft SQL Server at a substantially reduced price as long as it is only used with an Agilysys certified application. Contact your sales representative or Agilysys sales at 800-242-5434 x4846 for more details.
- Windows XP or Windows 7 for workstation machines.
- Microsoft Office® 2007 or 2010 if using integration with Office.
- All workstations must have the .Net framework 2.0, 3.5, and 4.0 pre-installed on the workstations prior to the update.

### Visual One Suite by Agilysys

TECHNOLOGY

INNOVATION

## **New Features Available with Visual One 8.3**

The following new features are available in the Visual One 8.3 release. Agilysys highly recommends that all clients receive professional training as a part of the update. To schedule this training, please contact an Agilysys representative.

### ***Redesigned Group Rooms Control (GRC): PMS, Sales & Catering Module, Enterprise***

Redesigned user interface includes the ability to export the GRC to Microsoft Excel® and the ability to save defaults by user.

### ***Support for Microsoft Office 2010***

Agilysys now supports Microsoft Office 2010 for Visual One Sales & Catering Outlook® integration, as well as for customer merge documents, including confirmations and Banquet Event Orders (BEOs). Office 2003 is no longer supported.

### ***InfoGenesis™ POS Software Integration with Visual One Accounting Module***

InfoGenesis POS accounts receivable (A/R) charges, including owner and club member fees, export integrates directly to Visual One Accounting. This enhanced integration also includes the ability to create batches in Visual One Accounting for revenue and cover information as part of the end of day process. A redesigned setup and mapping utility is also introduced with the latest version of this interface. Contact Agilysys support for InfoGenesis software requirements necessary to activate this integration.

### ***Charge a Cancellation Fee on an Activity***

Enter a cancellation fee that can be withheld when returning a deposit for an activity.

### ***Visual One Sales & Catering Module and Eattec® Solutions Integration***

Synchronize Visual One Sales & Catering data with catering inventory items in Eattec solutions. BEO information from the Sales & Catering module is sent to Eattec solutions for depletion or for creating a purchase order if the item needs to be ordered (rented) from a third party.

### ***Support of Booking Spa Services without a Therapist***

Configure the Visual One Spa module to book appointments without requiring a therapist. Configure each service to require assigning a therapist if one must be assigned prior to check in. Apply a schedule and qualify services for those that can be booked without a therapist.

### ***Redesigned and Enhanced Spa Client Record Screen***

The client record within the Visual One Spa module has been redesigned to use the same screen throughout, including the Spa booking wizard. The new screen includes the following elements:

- Guest Type — from Visual One PMS guest record
- Guest Preferences — from Visual One PMS guest record
- Club Member Number — member category and member type
- Patron ID and Rank — view only (if using Visual One Comp Accounting module)

Client spend history includes purchases made in Visual One Retail POS software, regardless of pay method, if the client is attached to the check. The new screen also allows easy exporting of information contained in the various grids to Microsoft Excel.

### ***Recommend Services Based On Medical Conditions***

Recommend services for a client based on medical conditions listed on the client record. Services can be qualified for specific medical conditions. For example, this designation assists with booking when a prospective client asks for services recommended during pregnancy.

### ***Enter Staff Schedules in Visual One Spa Using a Recurring Pattern with Breaks***

Enter staff schedules in a recurring pattern while automatically adding breaks during the same process. Access the recurring staff scheduling feature from Management Tools->Staff->Recurring Staff Schedule.

### ***Updated Navigation for Accounting and GolfPro Modules***

An icon toolbar has been added to the Visual One Accounting module. The file menu system in the GolfPro module has been replaced with an icon toolbar.

### ***Support of Lodging Management System® (LMS) Gift Cards in Visual One Retail POS Software***

Visual One Retail POS software now supports LMS gift cards for sites using the Visual One to LMS interface. Professional services may apply to install and train on the gift card support.

### ***Custom-defined Pay Methods in Visual One Retail POS Software***

Add and maintain custom pay methods in the Retail POS application. Link the pay methods to general ledger accounts as defined in setup.

## Additional Notes Regarding Updating

Some important notes and information to consider when updating to Visual One 8.3:

*vRes Update Required:* If you use vRes Hotel, formerly Visual One Web, you must update Visual One Web when updating the Visual One suite. Please contact support for more details, as additional changes made in vRes with 8.3 may require a web developer. The Microsoft .Net Framework 3.5 is required for vRes.

If updating from a version prior to 8.2.6, please note that you must complete the user consolidation tool after updating to merge all users throughout the modules. Until this is completed, users will not be able to be added to — or modified in — the system. This includes unlocking/unblocking users and changing their password through the user management tool. Please read the release notes for further details.

Significant changes to the master override login code that Agilysys uses to access your system are effective with 8.3. These changes affect how we access your data and system. Please note these following changes:

- The master override login is deactivated with this version. It is replaced with a new user with the login AGYS.
- The user AGYS will appear in the user maintenance screens and may be blocked or deactivated as with any other user. The password cannot be changed through the user maintenance screen for this user.
- Upon completion of the Visual One 8.3.1 update, the update team will block the AGYS login. As a result, Agilysys will NOT have access to your databases unless you provide a valid login to the technician.
- You are responsible for providing a valid login each time a technician needs to access the system. To comply with PCI regulations, you are required to create a login for each technician accessing the system.
- If it becomes absolutely necessary for the technician to use the AGYS login, you are required to unblock the login. Agilysys staff members are required to fully log the actions taken with the AGYS login. Immediately after resolving the issue, Agilysys staff members are required to disable the AGYS login.
- Complying with PCI regulations, you are required to block and unblock a technician login each time the technician needs access to the system. This is your responsibility to manage, not the responsibility of Agilysys.
- You are required to sign off on these changes on the update release form. The release notes contain information about the changes.
- A new database will be created as part of the update. As a result, it is required that the technician performing your update has the ability to create the database. For most clients, the database will be called Visual One SharedGlobal.

## How to Update

To schedule your update to Visual One 8.3, you must complete an Update Signoff Form. You may download the form from the Agilysys Hospitality document library at <http://hospitalitysupport.agilysys.com>. If you have not already, you will need to create a login, which will take three to five business days to process. You may also download the release notes for 8.3 from the website.

In addition, you may contact the Agilysys Technical Support team to direct you to the property contact to schedule your update. Please note that update availability fills up quickly, often extending to a period of 60-90 days from the initial request for an update.

Plan for a 4-8 hour window per property for this update, depending on which version you are currently running. The Agilysys technician performing the upgrade will need administrative rights to your SQL Server containing the Visual One databases.

## Release Notes and Customer Accessible Documentation

Release notes, hardware requirements, notifications, update release forms and other documentation can now be accessed from <http://hospitalitysupport.agilysys.com>. When accessing the site for the first time, you will need to request a login to be created, which can take up to five business days. Once your login has been created, you can access the secure area of the site and download your required documents. For Visual One, documentation and forms are separated by product modules (PMS, Spa Management, GolfPro, etc.). As of version 8.2, release notes for all products have been combined together in a single document. This document may be accessed from any of the modules within the website. If you have any problem accessing the site, please contact Agilysys Support.

## Hardware/Software Requirement Changes

New hardware and/or software requirements will be in place as of the below referenced versions. Clients will be required to meet the following requirements prior to updating the version as specified below.

### **Visual One 8.3 or Higher**

- Windows SQL Server 2008 R1 or R2 is highly encouraged. SQL Server 2005 may be permitted upon review of a special request.
- Microsoft Office (Word, Excel, Outlook) 2007 or higher. Version 2003 and earlier versions will no longer be supported. Support of Office 2010 will be added with this version.
- Windows Vista will no longer be supported. Windows XP will continue to be supported as well as Windows 7.

### **Visual One 8.4 or Higher**

- Windows SQL Server 2008 R1 or R2. SQL Server 2005 is no longer supported. Visual One software will not run on SQL 2005.

Agilysys provides 24-hour toll-free support for Visual One customers: 1.800.327.7088 | [v1support@agilysys.com](mailto:v1support@agilysys.com).

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