Oracle® Hospitality Simphony

Release Notes
Release 2.8.1
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ORACLE

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Preface

This document describes the features and changes included in the Oracle Hospitality Simphony version 2.8.1.

Purpose

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Review Simphony's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for all users of Oracle Hospitality Simphony version 2.8.1.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/.

Revision History

Date	Description of Change
December 2015	• Initial publication
January 2016	• Updates to Known Issues
April	• Updates to Known Issues

1 Features and Updates

This section describes the new features and enhancements included in this release.

Install

Enhanced Installation Process for Microsoft SQL Server Platforms

The ServiceHost Prerequisites validates existing Microsoft SQL Server database server platforms before allowing the Client Application Loader (CAL) to install files. If both Microsoft SQL Server 2012 Express Service Pack (SP) 2 and Microsoft SQL Server 2008 R2 Express Prerequisites packages are set to install for a single property, the PrereqCheck file in the 2012 package validates the workstation's operating system version and deploys the appropriate files. If the operating system version does not match the requirements, CAL downloads the Microsoft SQL Server 2008 R2 Express Prerequisites package.

- The CAL package now upgrades workstations that have the Windows 8.1 operating system from Microsoft SQL Server 2008 R2 Express to Microsoft SQL Server 2012 Express SP2.
- The CAL package installs Microsoft SQL Server 2008 R2 Express on workstations that have the Windows 7 or older operating system version. The installation process then upgrades Microsoft SQL Server 2008 R2 Express to SP2.

Loadable Credit Card Driver

Support for Authorization Reversals with Shift4 Credit Card Payments

When using the Shift4 credit card driver, workstation operators can now reverse a prior credit card authorization and replace it with a new authorization before finalizing the payment of a guest check. If a credit card is already associated with the check, the workstation operator can select that card to authorize again, or swipe a different card. When the prior authorization is reversed, it disappears from the guest check and a reversal message is sent to Shift4.

For example, a workstation operator begins a check, adds items and authorizes the card for $50. The workstation operator picks up the check and adds more items, increasing the total to over $100. The workstation operator authorize the card again for $100. After the $100 authorization is approved, a reversal message is sent to Shift4 and the $50 authorization is removed from the guest check. If the processor supports this request type, the authorization is also removed from the credit card, freeing up the funds.

Customers should check with Shift4 and with their credit card processor to verify that this feature is supported and confirm potential costs associated with using it.

Point-of-Sale (POS) Client

Support for Scaling Font Size of Objects

The POS client now allows scaling of font sizes with the following controls:

- Condiment Orderer (excluding tabs)
- Enhanced Dining Tables

- Navigation Bar
- Menu Item Screen Lookup (SLU)
- Check SLU (excluding Autofire check)

The font size enhancement allows you to customize the Front of House user interface (UI) to the type of workstation device being used (for example, tablet, handheld, or terminal). Various devices require different screen resolutions, aspect ratios, and page layout orientation. The Enterprise Management Console (EMC) Page Design module was enhanced to support the UI changes.

Support for Displaying Images on Top and Side Navigation Bar Buttons

You can now insert an image on the top or side navigation bar buttons using the Page Design module.

Taxes

Tax Label Support

The Enterprise Management Console (EMC) now includes a new International Option in the Tax Parameters module called **Enable Tax Labels**. This enhancement allows you to perform the following actions:

- Define up to two tax labels and associate each of them with a specific tax rate
- Associate multiple tax rates with the same tax labels
- Associate a blank tax label with tax exempt items (considered non-value-added tax (VAT))

The Simphony Configuration Guide contains more information about configuring tax labels.

Transaction Services

Support for Extended Order Status Service

Extended Order Status Service (EOSS) is an extension application that allows integrators to obtain order detail and order status from the Simphony point of sale (POS) platform. The EOSS interface facilitates the workflow in environments where orders come into the Simphony POS system through the client's applications using the Transaction Services application programming interface (API) and are delivered to customers. Integrators can create applications that update customers when orders are ready for pickup or delivery. The following actions are provided to facilitate an order delivery and pickup workflow:

- Quickly assign a check to a delivery agent and update the status to Assigned
- Receive ownership of a check without having to sign in
- Cancel a check if the order is not delivered to the customer
- Update the check status to Delivered, Delivered without Alcohol, Canceled, or Delivery Failed
- Notify the customer about the status of the check

Contact your Oracle representative to obtain the EOSS application software.

2 System Requirements, Supported Systems, and Compatibility

This section describes the supported enterprise server operating systems, databases, and devices by Simphony version 2.8.1.

Supported Enterprise Server Technology

Simphony supports the following operating systems:

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012 R2

Simphony supports the following databases:

- Oracle Database 11g
- Oracle Database 12c
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012 R2

Supported Tablets and Workstation Devices

- Oracle MICROS PC Workstation 2015
- Oracle MICROS Tablet E-Series 8-inch with operating system image version 1.5 or later.
- Oracle MICROS Tablet E-Series 11-inch
  - Operating system image version 1.4 or later is required for Oracle MICROS E-Series Base Station support. Confirm the image version using the Microsoft Windows Control Panel. If the image is earlier than the version required for the device, contact your Oracle representative to provide you with the latest version.
  - Configure the tablet to use either the wired or wireless connection. The Oracle MICROS Tablet E-Series does not support switching from wired to wireless network connections and vice versa.
- Oracle MICROS Workstation 610
- Oracle MICROS Workstation 5A (POSReady 2009, POSReady 7)
- Android 4.4 (KitKat) tablets
  - Samsung Galaxy Tab 7-inch, 8-inch, and 11-inch
  - Google Nexus
- Zebra MC40 (formerly Motorola) - Android 4.4
- DT Research DT365 tablet (POSReady 7)
- Microsoft Windows 8.1 and Microsoft Windows 7 devices
- Kitchen Display System (KDS) client devices

Supported Peripheral Devices

- Barcode Scanners
  - Sleeve for Oracle MICROS Tablet E-Series 8-inch

  - Motorola LS9208, LS2208, DS9208, and DS2208 models
- Cash Drawers
- Coin Changer – Telequip T-Flex
- Customer Display(s) – Rear base 240x64 and 2x20 LCD display units
- Printers
  - Bluetooth – Epson TM-P60
  - Ethernet – Epson TM-88 (II, III, IV, V), and TM-U220B models
  - Intelligent Device Network (IDN) – Epson TM-88 (II, III, IV, V), and TM-U220B models
  - Serial printers (RS232) – Epson TM-88 (II, III, IV, V), TM-U220B, and TM-U295 models
- Magnetic Stripe Readers (MSR)
  - Oracle MICROS workstation integrated MSRs
  - Sleeve for Oracle MICROS Tablet E-Series 8-inch
  - Sleeve for Oracle MICROS Tablet E-Series 11-inch
  - MagTek DynaPro Audio Jack Reader
  - MagTek DynaPro Mini Card Reader
  - MagTek uDynamo MSR with Android devices
- Serial Scales – Mettler-Toledo Viva and Ariva models

3 Installation and Upgrade

The Simphony version 2.8.1 patch consists of two zip files. Download the patch at https://support.oracle.com/ and follow the instructions in Simphony_2.8.1_Readme.html.

In order to upgrade to Simphony version 2.8.1, you must have version 2.8 installed. You can upgrade to 2.8.1 from 2.8 (including Hot Fixes). You cannot perform an upgrade to 2.8.1 from any version earlier than 2.8.

- If you are upgrading from a version earlier than 2.8, install version 2.8 and then install version 2.8.1. Do not deploy the version 2.8 client packages to the properties before upgrading to 2.8.1.
- If you are staging a new system, install version 2.8 and then upgrade the system to 2.8.1.

Import/Export Service

Select the Import/Export service to be installed for fresh installations or when upgrading.

The Simphony Installation Guide and *Simphony Configuration Guide* contain more information about the Import/Export service.

4 Resolved Issues

Table 1 shows a list of issues that have been fixed since the last release.

Table 1 – Resolved Issues

Module	CRID	TPID	Description
Cash Management	36725	106602	EGateway logs no longer show time stamps for cash management transactions when workstation operators perform **Replay Check**.
Credit Card Batch Process	36569	101218	Simphony now limits a credit card batch to 999 records for all payment drivers regardless of the Max Batch Size set in the EMC. If a batch has over 999 records, Simphony now splits it into smaller batches with a maximum of 999 records. This prevents batches with over 1000 records from failing to settle on an Oracle environment.
Data Posting Service (DPS)	N/A	106081	The Check Process status in the Transaction database is now set to complete when offline transactions are reprocessed successfully.
Data Transfer Service (DTS)	36644	103767	When you create serving periods in the 24 hour format, both 11:00 p.m. to 11:59 p.m. and 12:00 a.m. to 5:00 a.m. day part definitions are now updated in Oracle Hospitality Reporting and Analytics Advanced.
Database Refresh	N/A	110475	When making payments, drive-thru workstations now show all open checks one after the other without error messages.
EMC	N/A	105355	You can now select tender type transaction items with object numbers greater than 32767 from the Cash Management Classes module.
Loyalty	35608	71978	If you configure a coupon discount for a specific menu item in the Oracle Hospitality Gift and Loyalty Advanced Cloud Service, the workstation no longer shows an error when attempting to issue or accept coupons for eligible items on a check.
POS Client	36708	105777	The workstation now prompts workstation operators without appropriate privileges to enter the authorization code to return a menu item added in the previous round.
POS Client	N/A	106209	The correct total amount now appears when a tip is added to a VisaD credit card transaction using **Authorize and Pay** on both POSAPI and POS clients.
POS Client	N/A	105353	When the Check and Posting Service (CAPS) is offline, workstation operators can now pick up open checks created from other drive-thru workstations in the property without error.

Module	CRID	TPID	Description
POS Client	N/A	105273	If a combo meal has a discount, the workstation now prompts workstation operators to remove the discount before substituting side items.
POS Client	36691	105127	Workstation operators no longer see change due when exempting paying tax for a check and pay the full amount.
POS Client	N/A	104720	The POS client no longer shows an error and successfully creates the local database.
POS Client	N/A	92266	If there are no condiments to show, the Popup Condiment Orderer now automatically closes even when workstation operators select **Manually dismiss Condiment Orderer**.
Security	36711	105968	The workstation no longer prompts for authentication after restarting or upgrading.
Totals Posting	36642	106948	Closed check on screen and receipts shows the final guest count entry before closing the check when you set **Prompt for Number of Guests** when posting the Final Tender.
Transaction Services	N/A	110473	Transaction Services and the POS client no longer reload the cache when you move a property other than the current configured property to a new zone from the Enterprise Management Console (EMC).

5 Known Issues

Table 2 shows a list of known issues.

Table 2 – Known Issues

Module	CRID	TPID	Description
Database	36748	108148	In Simphony versions 2.7 and 2.8, when installing Reporting and Analytics with the Simphony installation media, the reporting database does not update with the correct username and password entered in the installation user interface. This issues does not occur when installing the standalone version of Reporting and Analytics (outside of the Simphony installation media). Workaround: 1. Open Computer Management, browse to Services and stop the Aggregate Service. 2. Copy the following files from the Simphony installation media: • db.xm • dbConfig.properties 3. Browse to [Drive Letter]:\MICROS\myMicros\AggAdjService\cust_config folder and paste the files. 4. Open the files with Notepad, and manually update all username and password fields with the new username and password that was entered during installation.
POS Client	N/A	104720	Under certain circumstances, a workstation may be left in a state in which it is not aware of the current EMC username and password credentials, preventing it from populating information to the datastore. This is due to being offline spanning multiple changes of the credentials, or corruption of the datastore. A mechanism is now available to temporarily enable the default username and password credentials, allowing the workstation to be populated with the new information. Disabling of the default credentials is automatic.
Transaction Services	36735	106929	When you add an open percentage service charge to a check using Transaction Services, the workstation interprets the percentage value as a decimal and inaccurately calculates the service charge. Workaround: When adding an open percentage service charge to a check, enter the percentage value as a decimal. For example, enter 0.5 for a 50% service charge.