Simphony Venue Management v3.7 Maintenance Releases ReadMe First

> **Note:** *The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.*

General Information

> **Note:** *At this time, Simphony Venue Management v3.7 MR1 is currently only supported for locations running Simphony v1.x.*

About This Document

This *Read Me First* document is a quick reference guide to features, enhancements, and revisions in the latest release of the Simphony Venue Management software. For each version, the document provides the following information in the latest release.

What's New

This section of the document contains information on the new features of a software release. A new feature is defined as one that provides capabilities that were not available in previous versions of the software.

What's Enhanced

This section of the document contains information on the enhancements in the software release. An enhancement is defined as a change made to improve or extend the functionality of an existing feature in the software. To qualify as an enhancement, the change must satisfy the following criteria:

- The basic feature or functionality already exists in the previous release of the software.

- The change adds to or expands on the current process–it does not replace it. This differs from a revisions (i.e., a defect fix) which corrects a problem not detected in the previous release of the software.

What's Revised

This section of the document contains information on the issues that have been corrected in a software release. A revision is defined as a correction made to an existing form, feature, or function in the currently released version of the software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Printing History

New editions of this guide incorporate new and changed material since the previous edition. Minor corrections and updates may be incorporated into reprints of the current edition without changing the publication date or the edition number.

Edition	Month	Year	Software Version
1st	July	2014	3.7 MR1
2nd	September	2015	3.7 MR1
3rd	March	2017	3.7 MR1

Who Should Be Reading This Document

This document is intended for the following audiences:

- MICROS Customer Service

- MICROS Escalations Personnel

- MIS Personnel

- Customer Personnel

What the Reader Should Already Know

This document assumes that the reader has the following knowledge or expertise:

- Operational understanding of PCs

- Understanding of basic network concepts

- Familiarity with the Simphony software and peripherals

Simphony Venue Management v3.7 MR1

System Requirements, Supported Systems, and Compatibility

Category	Supported Products
Supported POS Applications	Oracle Hospitality Simphony First Edition version 1.0 to version 1.6

What's New

New Features Summarized

There are no new features in this release.

Feature	CR ID#	SCR#	Page
Module			

New Features Detailed

What's Enhanced

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Enhancement	CR ID#	SCR#	Page
Install			
Installation of Simphony Venue Management (SimVen) v3.7 MR1 is supported on the Windows Server® 2008 64-Bit Operating System	34861	37558 38927	8

Enhancements Detailed

Install

Installation of Simphony Venue Management (SimVen) v3.7 MR1 is supported on the Windows Server® 2008 64-Bit Operating System

SCR 37558, 38927
CR ID# 34861

The installation of the SimVen v3.7 MR1 application is supported on Windows Server® 2008 64-Bit Operating Systems for either an application server or a client computer.

What's Revised

Revisions Summarized

The table below summarizes the revisions included in this version.

Revision	CR ID#	SCR#	Page
Documentation			
SimVen needed to include a document that listed the Open Source code that has been utilized in the product		68607	12
Install			
Manual configuration of the ODBC interface was required after performing a SimVen v3.7 installation in order to print SimVen back office reports		62729	13
Interfaces			
In a Simphony Multi-Property environment, if there were duplicate Revenue Center Object numbers assigned, information was getting retrieved only for the first RVC in the first Property during the Commit Stand Sheet process	33671	22898	13
Users were unable to change their SimVen password	11962468	37552	14
Users were unable to search for items by 'Item #' or an item's 'DESCRIPTION' from the 'Purchase Order Screen'	12318461	37553	15
The Over/Short by Contract Report was not working as expected	12369380	37555	15
When 'Receiving Merchandise Without P.O.', users could not add inventory items in a timely manner	12870128	37556	15
When 'Auto-Commit Stand Sheets' were generated, users received a 'No response from POS computer' message	13023565	37557	19
Items that were included in Combo Meals were not getting depleted from the inventory when Combo Meals were rung up	13321401	37559	20
The 'Tax' and 'Freight' values were neither displaying on reports, nor updating the database after product was received	13603292	37560	20

Revision	CR ID#	SCR#	Page
During the Closing Data process the Over/Short calculation was not balancing with the Stand Sheet Adjustments if Discounts were applied		40974	20
The Stand Sheet Auto Commit process was failing on Application servers running 64-bit Operating Systems (OS)		46485	20
When logging onto SimVen without 'Full Access' privileges, users received a 'Table not opened' message		47243	21
Menu Items that were priced for less than 0.10¢ would not display the correct amount value on Event Stand Reports		49450	22
When the 'Load All Items' checkbox was enabled as users attempted to push Menu Items from SimVen to Simphony, an intermittent "Deadlock" detected error message displayed	14616299	52227	22
The SimVen POS Interval Report displayed incorrect totals	14315050	52579	23
When users made a change to the Menu Item Class in the Inventory Item Maintenance module and saved it, the changes were not getting written to the SimVen database INVLOC table		59269	23
When resetting or changing a password from SimVen, after logging off, users received an 'Incorrect password' message	12318469	70159	23
Logging			
The StandSheetAutoCommit.exe was failing to run due to a 'Signature Mismatch' exception error		73294	23
Reports: Workstation			
When Stand Sheets were committed, Discount amounts were not matching the Discount amounts on mymicros.net reports	34959	47471	24
Simphony Venue Management			
When installing the Simphony Venue Management (SimVen) application, users are prompted to enter the Microsoft SQL Server® System Admin User Name and Password; when the Password is entered, the text is not encrypted and therefore not secure		62412	24

| Revision	CR ID#	SCR#	Page
The 'Concessions System File' contained outdated 'POS Terminal Type(s)'		62706	24
The 'Concessions System File' contained a 'PowerPay/VivoTech' field that was unable to be configured if the 'Simphony' check box was enabled		62710	25
Upon opening User Profiles in the 'Security Profile Management' module, it always opened to the last employee that was accessed in the module		62983	25
Several configuration Tables and Grids within SimVen used text colors that were too light, making them difficult to read		63512	26
The 'Product Category ID' field name in the Inventory Items setup module was changed to 'Family Group' to enhance usability and configuration training		64262	27
When performing Location Maintenance and a specific location was selected, the section of the form that should have displayed the Location Name and several other fields remained blank		65094	27
When attempting to print various 'Post Event' and 'Period Reports', users received an error message		65318	28
When left idle for 36-48 hours, the 'TangentWinService' would utilize too much of the system's resources	35523	66223	28
When users submitted the same Event's Stand Sheet from the POS Workstation (WS) for a second time, the 'TangentWinService' service crashed		67902	28
Manually entered Warehouse Locations were neither getting saved nor accessible from the Storage Area field as expected	35620	72140	29
All field names within the application that included the words 'Product Category' have been renamed to 'Family Group'		73172	29

Revisions Detailed   **Documentation**

SimVen needed to include a document that listed the Open Source code that has been utilized in the product
*SCR 68607*
CR ID# N/A

In order to meet Open Source legal compliance requirements, a breakdown of the Open Source software code utilized in the SimVen product has been made available for users. To access the information, users should open the SimVen application and click on the '**About**' link on the top toolbar.
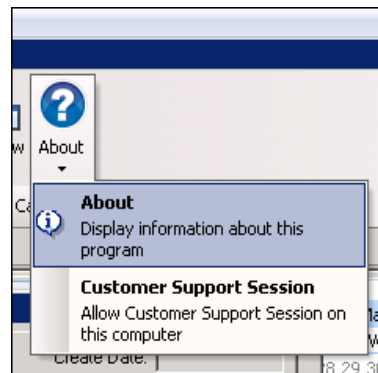
Next, click on the '**Legal**' button and the '**Legal Notices**' window will display the **Third Party Copyright Notices and Acknowledgements** text.
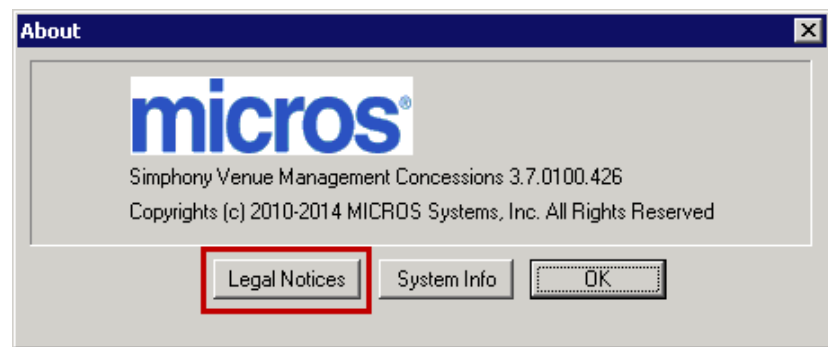
Install

Manual configuration of the ODBC interface was required after performing a SimVen v3.7 installation in order to print SimVen back office reports
SCR 62729
CR ID# N/A

Previously, after performing an installation of SimVen v3.7, in order to be able to print any back office reports, users had to manually configure the ODBC interface. The Microsoft Open Database Connectivity (ODBC) interface is a C programming language interface that makes it possible for applications to access data from a variety of database management systems (DBMSs). This has been corrected by modifying the SimVen v3.7 MR1 Install package to automatically perform the required ODBC configuration steps. With this release, the post SimVen installation manual configuration of the ODBC interface is no longer necessary in order to print SimVen back office reports.

Interfaces

In a Simphony Multi-Property environment, if there were duplicate Revenue Center Object numbers assigned, information was getting retrieved only for the first RVC in the first Property during the Commit Stand Sheet process
*SCR 22898*
CR ID# 33671

Previously, when SimVen was installed on a Simphony system with Multiple Properties, they each may have had identical or duplicate RVC Object numbers assigned. This could cause no data or the incorrect data to be retrieved during the Stand Sheet Commit process. If duplicate Object numbers were used, only the first RVC that used the Object number in the first Property was being accessed during the Stand Sheet Commit process; not any subsequent RVC's in other Property's using the same Object number. This has been corrected. Currently, differing Property's can assign the same Object number for RVC's without adversely affecting the Stand Sheet Commit process.

Users were unable to change their SimVen password

SCR 37552
CR ID# 11962468

Previously, when users accessed the SimVen Application Login window and clicked on the '**New Pwd**' button, they could successfully change their password as long as they didn't click on the '**Cancel**' button.
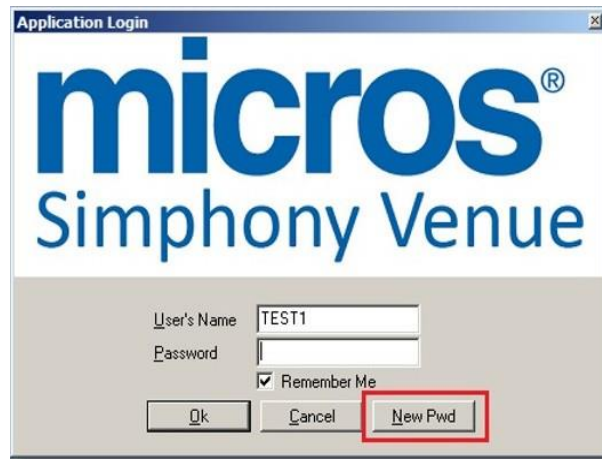
If a user clicked on the '**Cancel**' button, they'd receive an '**Unhandled Program Error, Can't Open Table:75**' error message. This has been corrected. With this release, if the '**Cancel**' button is clicked, users will receive the following message:

Users were unable to search for items by 'Item #' or an item's 'DESCRIPTION' from the 'Purchase Order Screen'

SCR 37553
CR ID# 12318461

Previously, users were unable to search the '**Purchase Order Screen**' by using an '**Item #**' or '**DESCRIPTION**' of the items. This has been corrected. Additionally, users can also sort a Purchase Order's items from the 'Purchase Order Screen' by using either the '**PO #**' or the '**Vendor ID**' number.

The 'Over/Short by Contract Report' was not working as expected

SCR 37555
CR ID# 12369380

Previously, users could not successfully generate 'Over/Short by Contract' reports for previous events if an event's contract assignment was changed. This has been corrected.

### When 'Receiving Merchandise Without P.O.', users could not add inventory items in a timely manner

SCR 37556
CR ID# 12870128

Previously, when users attempted to input received product using the 'SimVen Back Office' application, they couldn't quickly add inventory items from the '**Receive Merchandise Without P.O**' module. This has been corrected in order to improve the usability of this module. To add items follow the steps outlined below:

1. Start the SimVen Back Office application by double-clicking the SimVen icon on the desktop.

2. Enter the user's credentials in the logon window.

3. On the top toolbar, click on the '**Security/Utilities**' tab.
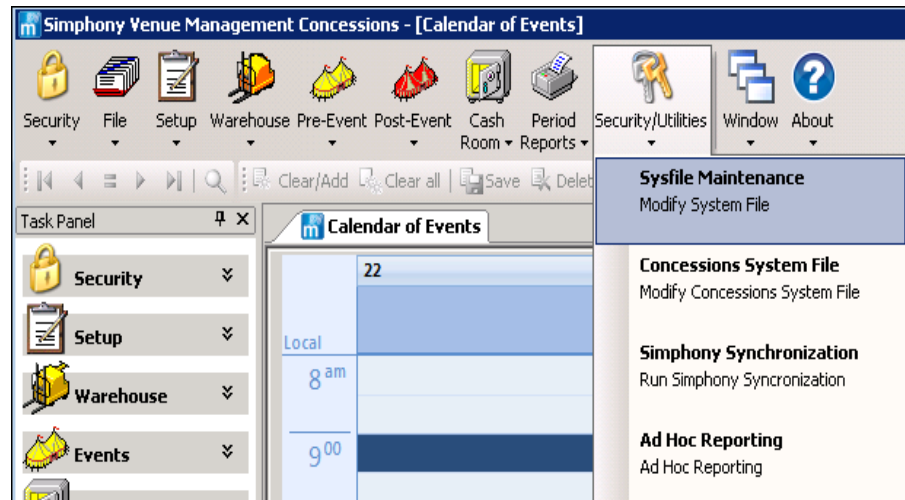
4. Click on '**Sysfile Maintenance**'.

5. The '**Main System Maintenance**' screen displays and the cursor should be within the "**Company Name**" field.

6. Click on the '**Security / Configuration**' tab.

7. Select the checkbox to enable the '**Enable First Column**' option.

8. **Save** the change.

9. Next, navigate to the '**Receive Merchandise Without P.O.**' module by performing the following steps:

10. On the top toolbar, click on the '**Warehouse**' tab.

11. Click on '**Receiving**'.
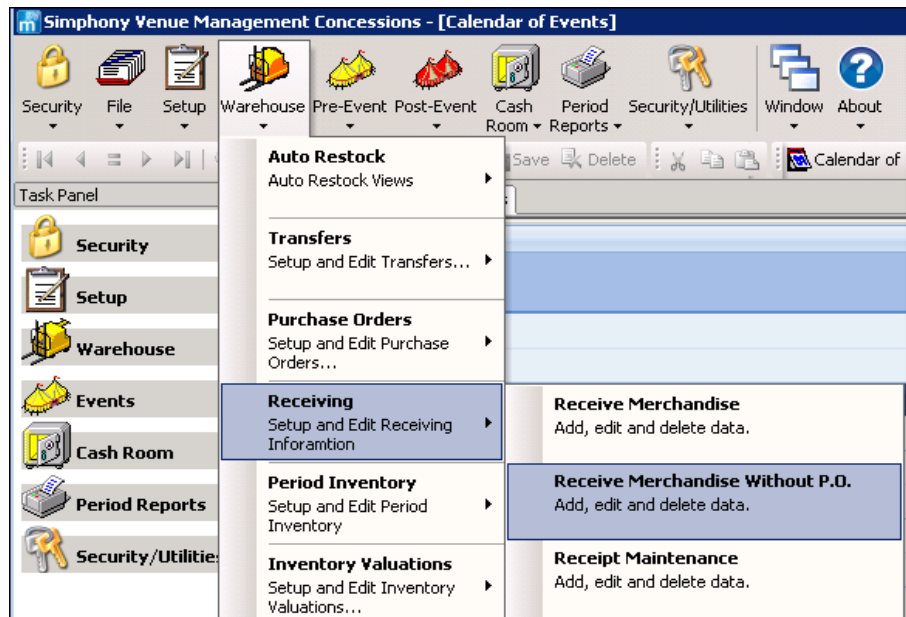
12. Click on '**Receive Merchandise Without P.O**'.

13. When opened the cursor should be within the "**P.O. #**" field.

14. Beneath the First column named "**Item #**", click on any record and type the desired item number. The grid now allows manually entering an inventory item number.

15. Select either the 'Complete and Print' or 'Complete and Preview' button.

When 'Auto-Commit Stand Sheets' were generated, users received a 'No response from POS computer' message
SCR 37557
CR ID# 13023565

Previously, when '**Auto-Commit Stand Sheets**' were configured and generated, users would receive a '**No response from POS computer**' message. This has been corrected.

Items that were included in Combo Meal recipes were not getting depleted from the inventory when Combo Meals were rung up

SCR 37559
CR ID# 13321401

Previously, after items were added to recipes for Combo Meals (secondary items), when Combo Meals were rung up, these secondary items were not getting depleted from inventory. This was evident when the '**POS Sales to Goods Out of Stock**' report was generated. This has been corrected.

The 'Tax' and 'Freight' values were neither displaying on reports, nor updating the database after product was received

SCR 37560
CR ID# 13603292

Previously, '**Tax**' and '**Freight**' values were not displaying on the '**Merchandise Receipt**' and '**Merchandise Summary by Category**' reports after product was received either with or without a Purchase Order. This has been corrected.

During the Closing Data process the Over/Short calculation was not balancing with the Stand Sheet Adjustments if Discounts were applied

SCR 40974
CR ID# N/A

Previously, during the Closing Data process the Over/Short Calculation was inaccurate when compared to the same calculation that's performed in the Stand Sheet Adjustments. If discounts were present, the Closing Data calculation wasn't balancing with the Stand Sheet Adjustments. This has been corrected.

The Stand Sheet Auto Commit process was failing on Application servers running 64-bit Operating Systems (OS)

SCR 46485
CR ID# N/A

Previously, when users attempted to execute a Stand Sheet Auto Commit on Application server's running a 64-bit OS, they would receive an '**Unhandled Exception: System.Exception: SimphonyUtility - GetDbSettingsWODflt function error: An attempt was made to load a program with an incorrect format.**' error message. This has been corrected.

When logging onto SimVen without 'Full Access' privileges, users received a 'Table not opened' message
SCR 47243
CR ID# N/A

Previously, users without 'Full Access' privileges received a '**Table not opened**' message. MICROS recommends that when configuring the system and logging into the 'Database Application' for the first time, the implementation person should always check the '**Next Time Logon Automatically**' and '**Save Password**' check boxes. Once these check boxes are selected, the user will not be prompted to logon with the database connection dialog again. These check boxes should be selected and a connection made, before attempting to change the user password (using the '**New Pwd**' button located on the login window).
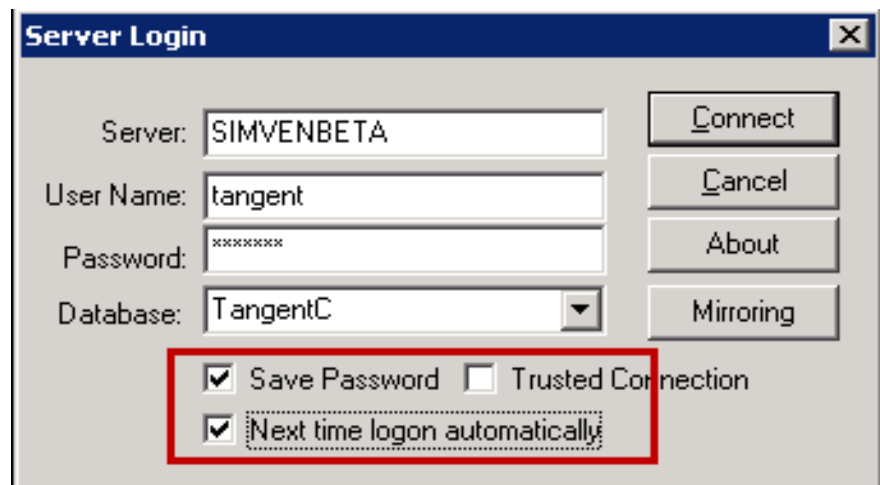
Menu Items that were priced for less than 0.10¢ would not display the correct amount value on Event Stand Reports
SCR 49450
CR ID# N/A

Previously, Menu Items that were priced for less than 0.10¢ would not display the correct amount value on Event Stand Reports. An error in price formatting was discovered when users ran an Event Stand report that included items that were priced less than 0.10¢ (e.g., 0.09¢ displayed as 0.90¢). This has been corrected.

When the 'Load All Items' checkbox was enabled as users attempted to push Menu Items from SimVen to Simphony, an intermittent "Deadlock" detected error message displayed
SCR 52227
CR ID# 14616299

Previously, when users selected the '**Load All Items**' checkbox (shown below) and then attempted to push Menu Items from SimVen to Simphony, they'd sometimes receive a "Deadlock" detected error message.
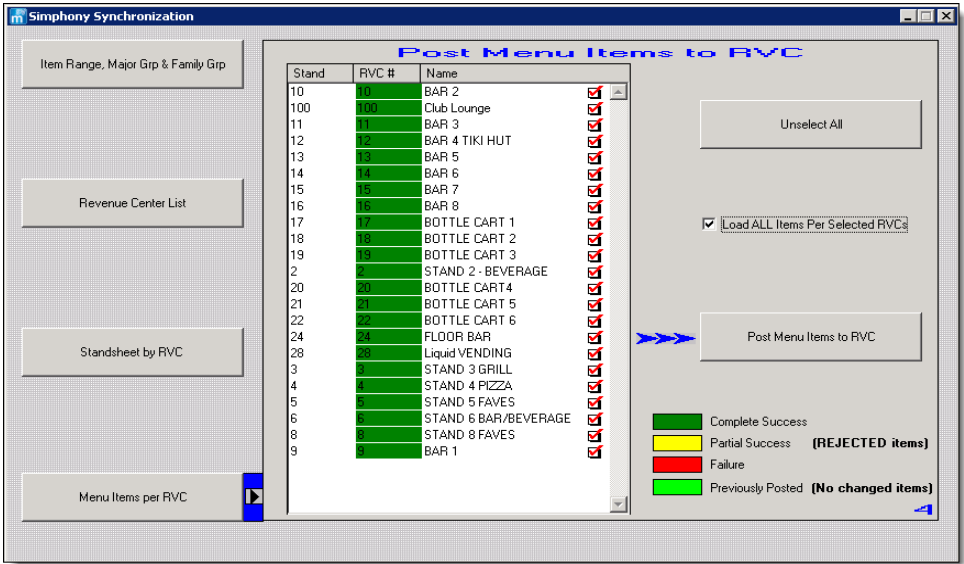
This has been corrected. Currently, such Menu Item updates should only take place if there is a mismatch between a Major Group, Family Group, Menu Item Classes or Menu Item Name between the SimVen and Simphony databases.

The SimVen POS Interval Report displayed incorrect totals

SCR 52579
CR ID# 14315050

Previously, there was no filtering of Revenue Centers (or Concession Stands) that were utilizing SimVen (or not). Therefore the SimVen POS Interval Report was accumulating and displaying incorrect totals including all of the systems Revenue Centers. This has been corrected. Currently, only the totals for Concession Stands that are active and are utilizing SimVen will be included on the SimVen POS Interval Reports.

When users made a change to the Menu Item Class in the Inventory Item Maintenance module and saved it, the changes were not getting written to the SimVen database INVLOC table

SCR 59269
CR ID# N/A

Previously, if a change was made to a 'Menu Item Class' from the 'Inventory Item Maintenance' module and then saved, the changes were not getting written to the SimVen database INVLOC table. This has been corrected.

When resetting or changing a password from SimVen, after logging off, users received an 'Incorrect password' message

SCR 70159
CR ID# 12318469

Previously, when resetting or changing a password from SimVen, after logging off, users received an '**Incorrect password**' message. This occurred because the password change that was made in SimVen wasn't synchronizing with the database. This has been corrected.

Logging

The StandSheetAutoCommit.exe was failing to run due to a 'Signature Mismatch' exception error

SCR 73294
CR ID# N/A

Previously, the log folder that contained the Auto-Commit Stand Sheet operations logs did not have full Network Service privileges assigned. This caused the 'Signature Mismatch' exception error. This has been corrected.

Reports: Workstation

When Stand Sheets were committed, Discount amounts were not matching the Discount amounts on mymicros.net reports
SCR 47471
CR ID# 34959

Previously, Discount amounts on committed Stand Sheets were not matching the Discount amounts on the mymicros.net Financial Reports or printed Customer Receipts. This issue was evident when Menu Items assigned Inclusive Taxes were rung up. This has been corrected. Currently, all Discount amounts display uniform values throughout.

Simphony Venue Management

When installing the Simphony Venue Management (SimVen) application, users are prompted to enter the Microsoft SQL Server® System Admin User Name and Password; when the Password text is entered, the text is not encrypted and therefore not secure
SCR 62412
CR ID# N/A

Previously, when entering the MS SQL Server Password during the SimVen install, it was not encrypted when entered in the Install shield. This has been corrected. Currently, the MS SQL Server System Admin Password is encrypted when entered.

The 'Concessions System File' contained outdated 'POS Terminal Type(s)'
SCR 62706
CR ID# N/A

Previously, when users accessed the SimVen *Security/Utilities | Concessions System File*, there was a 'POS Terminal Type' section that contained two outdated terminal type choices. They were:

1. POS 9310

2. POS 2002

With this release, the former '**POS Terminal Type**' section has been removed. Currently, users should select the '**POS Present**' check box if a POS workstation is present on the system. Click the '**Save**' button to make any changes take affect or '**Cancel**' to exit without making any changes.

The 'Concessions System File' contained a 'PowerPay/ VivoTech' field that was unable to be configured if the 'Simphony' check box was enabled

SCR 62710
CR ID# N/A

Previously, if the '**Simphony**' check box was enabled in the *Securities/Utilities | SysFile Maintenance | **Security/Configuration*** module, the *Securities/Utilities | **Concessions System File*** contained a '**PowerPay/VivoTech**' field that was grayed out and therefore not configurable. This has been corrected by modifying the 'Concessions System File' module to no longer display the '**PowerPay/VivoTech**' field at all.

Upon opening User Profiles in the 'Security Profile Management' module, it always opened to the last employee that was accessed in the module

SCR 62983
CR ID# N/A

Previously, when users opened the *Security | User's Security Setup | **Users Profiles tab***, it would open to the last employe that was accessed in the module. This process forced the user to go up and click the 'Clear all' button on the SimVen toolbar before they were allowed to add a new user. If the user did not use the 'Clear all' button, then any edits or keyed-in information would attempt to overwrite the employee profile that the screen originally opened under. This has been corrected.

Several configuration Tables and Grids within SimVen used text colors that were too light, making them difficult to read
SCR 63512
CR ID# N/A

Previously, several Tables and Grids within SimVen were illegible due to the text color being too light. The following locations all experienced this issue:

- *Setup | Master Files |* **Food Groups**

- *Setup | Master Files | Location Route |* **Route Selection** list table

- *Setup | Master Files | Product Category |* **Product Category Master** selection list table

- *Setup | Master Files | Contract Maintenance |* **Contract** list table

- *Setup | Master Files | Inventory | Inventory Item Maintenance |* **Vendors** table

- *Setup | Master Files | Inventory | Inventory Location |* **Category ID** selection list

- *Pre-Event |* **Set Stand Status**

- *Pre-Event |* **Assign Groups to an Event**

- *Pre-Event |* **Assign Contracts to an Event**

- *Post-Event |* **Stand Sheet Adjustments**

- *Post-Event |* **Auto-Commit Stands**

- *Post-Event |* **Get Closing Data**

- *Warehouse | Autorestock |* **Automatic restock**

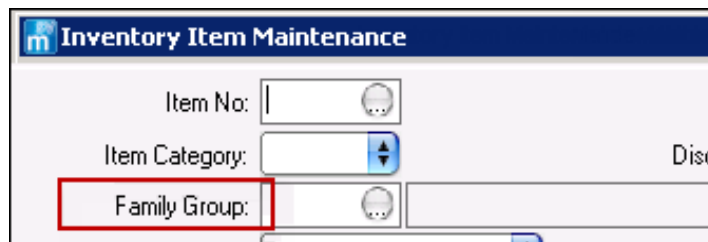- *Warehouse | Transfers |* **Inventory locator**

This has been corrected by using darker, more legible font colors.

The 'Product Category ID' field name in the Inventory Item setup module was changed to 'Family Group' to enhance usability and configuration training

SCR 64262
CR ID# N/A

When performing Inventory Item Maintenance, the '**Product Category ID**' field name in the **Inventory Item** setup module was changed to '**Family Group**' to match the corresponding field name used in the Simphony application. The **Inventory Item** setup file can be accessed by logging into SimVen and then navigate to the *Setup | Inventory | Inventory Item* file.

When performing Location Maintenance and a specific location was selected, the section of the form that should have displayed the Location Name and several other fields remained blank

SCR 65094
CR ID# N/A

Previously, when users first selected a location from the '**Concessions Locations Selection List**', the subsequent '**Location Maintenance**' window wasn't populated with all of the required information. A number of fields remained blank that included the following (among others):

• Location ID

• Active?

• Type of Location Flag

• Create Date

• Location Name

If the user reselected the same location, the fields populated as expected. Additionally, while in the "blank fields" state, if a user attempted to access the '**Inventory Levels**' tab and clicked on the '**Add Items**' button, a '**Missing Location - Please enter a valid Location!**' error message would display. This has been corrected so that once a Location is selected, all of the required information displays and the module can be edited as expected.

When attempting to print various 'Post Event' and 'Period Reports', users received an error message
SCR 65318
CR ID# N/A

Previously, after an event had ended and a stand sheet had been committed, when users attempted to print a variety of '**Post Event**' and '**Period Reports**', they received an '**Invalid formula name**' error message. This has been corrected by modifying the report templates.

When left idle for 36-48 hours, the 'TangentWinService' would utilize too much of the system's resources
SCR 66223
CR ID# 35523

Previously, when the SimVen application wasn't in use for many hours or days at a time, the 'TangentWinService' would take up to 48% of the CPU usage on the SimVen application server. This has been corrected.

When users submitted the same Event's Stand Sheet from the POS Workstation (WS) for a second time, the 'TangentWinService' service crashed
SCR 67902
CR ID# N/A

Previously, the 'TangentWinService' crashed after users submitted the same Event's Stand Sheet from the POS WS for a second time which halted all SimVen operations. Users had to restart the service in order to perform any further SimVen operations. This has been corrected.

Manually entered Warehouse Locations were neither getting saved nor accessible from the Storage Area field as expected

SCR 72140
CR ID# 35620

Previously, when users accessed the Inventory Item Maintenance module and entered a custom Warehouse Location, it would neither save correctly nor access it under the Storage Area field when running an Inventory Worksheet report. This has been corrected. Currently, manually added Warehouse Locations can be saved and the locations are available within the Storage Area dropdown field. Reports can now be generated for any manually created Storage Area.

All field names within the application that included the words 'Product Category' have been renamed to 'Family Group'

SCR 73172
CR ID# N/A

Previously, legacy versions of SimVen software included many field names that included the words 'Product Category'. In order to avoid possible confusion between SimVen and the Point of Sale application, any field names that formerly included he words 'Product Category' have been changed to 'Family Group' (including all report templates).