Oracle® Retail Point-of-Service

Release Notes

Release 14.0.3

July 2015

Oracle Retail Point-of-Service (ORPOS) Release 14.0.3 is a patch release for ORPOS 14.0. ORPOS 14.0.3 includes selected defect fixes for ORPOS 14.0 code.

Oracle Customer Support investigates submitted issues assuming that all released patches have been applied. It is the customer's decision when to apply a new release; however, delays in applying updates can complicate the support process.

About Patch Releases

Oracle Retail patch releases are periodic releases that can include the following:

- New defect fixes

- Product enhancements

- Technology upgrades

- Performance fixes

Documentation for patch releases includes new and updated guides (for example, Operations Guides, User Guides, and so on) that apply to the patch release level. These documents include applicable updates made since the last patch release. Documents revised for this patch release supersede and replace all previous document versions. See "Related Documentation" for a list of the documents published for ORPOS 14.0.3.

> **Note:** Customers must apply the entire patch release to update their installation to the currently supported level.

Hardware and Software Requirements

See the *Oracle Retail Point-of-Service Installation Guide* for information about the following:

- Hardware and software requirements

- Oracle Retail application software compatibility

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Applying Source Code

ORPOS 14.0.3 source code contains all the changes from all the patch releases for ORPOS 14.0. Patch releases are cumulative. There is no need to access source code from previous ORPOS 14.0 patch releases for fixes in those patch releases. You can apply all the fixes by applying the ORPOS 14.0.3 patch release. See "About Patch Releases."

Before applying the source files over your code:

- Note whether any modules have been customized. If so, the customizations must be reapplied to the new version of the module, or the fix may need to be applied to the custom version of the code.

- Copy the original files to a different directory before you copy over them, in case you need to refer to them at a later date.

Running Scripts

Back up data before running any script, because the scripts provided do not preserve data. See defect reports for details.

Check with your database administrator to determine whether your database should be analyzed after a script is run. In many cases, analysis of the database is necessary to take advantage of new or modified indexes intended to improve performance of the application.

Technical Enhancements

This section addresses the technical enhancements included in Oracle Retail Point-of-Service, Release 14.0.3.

> **Note:** The following list announces the addition of Oracle Retail support for the technology described. See the Installation Guide requirements section for critical information, such as whether the enhancement below *replaces* previous versions or is supported *in addition* to already existing versions.

Java Support

Oracle Retail Point-of-Service Release 14.0.3 is supported for use with Oracle Java 7 update 80.

Database Server Support

Oracle Retail Point-of-Service Release 14.0.3 is supported for use with the following database servers:

- Oracle Database 12cR1 12.1.0.2

- Oracle Database 11gR2 11.2.0.4

Defect Fixes and Documentation

A defect fix is a modification to the base Oracle Retail code (for example, a bug fix, a performance enhancement, or a functional enhancement). Each defect fix that is included in this release has a corresponding defect report titled *<defect-number>*.PDF (for example, 1234567.PDF) that is posted to My Oracle Support at the following location: Oracle Retail Defect Document Listings (Doc ID: 2021275.1).

In the same folder, the file named DEFECT MODULE XREF POS SUITE 14.0.3.XLSX lists every defect number and the modules and scripts that are included in the release. Review each defect report carefully before implementing the defect fixes. Please note that scripts do not preserve data. Make sure that all data is backed up before you run any script.

Noteworthy Defect Fixes

The following noteworthy defect fixes are included in this release:

Fixed Defect	Defect Number
POS does not allow data entry from the on-screen keyboard for manager credentials.	19458116
The RTLOG UnitRetail and Discount amounts are incorrect for items with a clearance or simple promotion.	19664638
The RTLOG is exported with the same till total if the same till ID is used and sales occur while offline.	19716739
The RTLOG is generated with TITEM containing a blank item and zeroes.	19972062
The on-screen keyboard is not coming up for the Manager Override screen.	20042322
POS hangs at the Return Options screen when the receipt ID is scanned and F2/Search is selected.	20305724
The RTLOG fails to generate for the return of a clearance item.	20361402
The POS application is freezing on the pricing menu when the F11 or F12 key is pressed.	20683782
The register hangs while trying to reprint the receipt of the last transaction.	21133924

Known Issues

The following issues occur in this release:

English Must be Selected as a Supported Language During Installation

During the installation of Point-of-Service or Mobile Point-of-Service, English must be selected as a supported language even if other languages are selected to be installed. Any language may be selected as the default language, but English must always be among the selected supported languages.

AJB EMV: Debit Void and Reversal Prompts for Customer Interaction

In an Oracle Retail Point-of-Service environment configured with AJB, AJB requires customer interaction for post void and debit reversal. The Authorized Payment Foundation (APF) Framework does not currently support customer interaction for these transactions. The retailer must set the Allow Post Void on Debit Transaction parameter to No. For more information on the parameter, see the *Oracle Retail POS Suite Configuration Guide*.

AJB EMV: Debit Cash Back Not Supported

AJB does not support cash back on debit cards in an EMV environment. If such functionality is required by the retailer, they need to work directly with AJB on this feature.

AJB EMV: Scrolling Receipts Not Supported

AJB does not support scrolling receipts in an EMV environment. If such functionality is required by the retailer, they need to work directly with AJB on this feature.

AJB EMV: Refund with Token (Verified): Device Prompting for a Swipe

AJB does not support tokenization in an EMV environment. Refunds to the original credit card are not supported without having the customer dip the card at the device.

AJB: MX915 CPOI Device Displays Transaction Not Complete Message Right Before Transaction Completes when Proxy Server is Offline to AJB

When the proxy server is offline to AJB, the Transaction not Complete message displays on the MX915 CPOI device, even though the transaction is completed successfully using the Point-of-Service floor limits.

AJB EMV: Gift Card Tender

AJB does not support tendering with non-EMV gift cards in an EMV environment in Point-of-Service or Mobile Point-of-Service. The non-EMV gift card may be manually entered at Point-of-Service if it is configured to accept manual entry, but a non-EMV gift card cannot be tendered at Mobile Point-of-Service.

AJB non-EMV: When Manually Entering Gift Card Number for a Gift Card Tender, Sled Prompts to Enter Expiration Date for the Gift Card

When Point-of-Service and Mobile Point-of-Service are deployed with AJB, manually entering a gift card number at the time of tender requires the entry of an expiration date at the Customer Point-of-Interaction (CPOI) or sled. Since gift cards do not have expiration dates, a dummy date may be entered to continue the authorization flow. This is an issue with AJB.

AJB EMV: Verifone MX915 Hangs and Power Must be Recycled to Bring Back Online if User Tries to Cancel from Device

If a user selects to cancel on a Verifone MX915 device, the device hangs and the user is required to reboot the device to bring it back online. This is a Verifone issue.

AJB: Gift Card Sale Tender Timeout on Verifone Flashes Number Buttons before Display of CVVS Prompt

If integrated with AJB version 18220, a transaction tendered with a Gift Card that returns a bad magnetic stripe by swiping on the Customer Point-of-Interaction (CPOI) does not progress to manual entry on the CPOI. The operator must enter the Gift Card manually on the keyboard at the register.

AJB: Swiping Value Link Card on MSR Devices Does Not Work

When installed with AJB and Value Link Gift Cards are used, Gift Card requests are declined when Value Link Gift Cards are swiped at the register's Magnetic Stripe Reader (MSR). During implementation, the track II data must be translated into the correct account number before it is placed in the Point-of-Service Gift Card number field. For instruction on how to perform the track II account number translation, obtain the following document from AJB:

FIRST DATA CLOSED LOOP GIFT CARD MERCHANT INTERFACE SPECIFICATIONS

SVdot TRANSACTION MANUAL

SVdot 428

AJB: House Account Reversal Fails

When integrated with AJB, house account transactions cannot be voided. This should be handled with AJB as a field change by the system implementers.

AJB: Verified Refunds to Original Card Not Working Without Expiration Date

When integrated with AJB, returns to the original card cannot be processed without providing the card expiration date in addition to the token for the original transaction. If this functionality is required, it should be handled by the system implementers.

Related Documentation

For more information, see the following documents in the Oracle Retail Point-of-Service Release 14.0.3 documentation set:

- *Oracle Retail Point-of-Service Installation Guide*
- *Oracle Retail POS Suite Data Dictionary*

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

(i) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(ii) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.

(iii) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(iv) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

You acknowledge and confirm that Oracle grants you use of only the object code of the VAR Applications. Oracle will not deliver source code to the VAR Applications to you. Notwithstanding any other term or condition of the agreement and this ordering document, you shall not cause or permit alteration of any VAR Applications. For purposes of this section, "alteration" refers to all alterations, translations, upgrades, enhancements, customizations or modifications of all or any portion of the VAR Applications including all reconfigurations, reassembly or reverse assembly, re-engineering or reverse engineering and recompilations or reverse compilations of the VAR Applications or any derivatives of the VAR Applications. You acknowledge that it shall be a breach of the agreement to utilize the relationship, and/or confidential information of the VAR Applications for purposes of competitive discovery.

The VAR Applications contain trade secrets of Oracle and Oracle's licensors and Customer shall not attempt, cause, or permit the alteration, decompilation, reverse engineering, disassembly or other reduction of the VAR Applications to a human perceivable form. Oracle reserves the right to replace, with functional equivalent software, any of the VAR Applications in future releases of the applicable program.