

**Oracle® Hospitality Symphony 1.6
Release Notes Library**

July 2015

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Introduction

This library contains Release Notes for Symphony 1.6 and 1.6 maintenance releases. These Release Notes are PDF versions of articles originally published on the MICROS Members or Wiki pages. They reflect the MICROS branding associated to the product for that release. PDF renderings may cause some distortion in the content.

Simphony 1.6 Maintenance Release 10

Copyright Information

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 10**.

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- 1 Copyright Information
- 2 Prerequisite Knowledge
- 3 Document Overview
 - 3.1 Terminology
- 4 Obtaining/Installing the Software
- 5 New Features
- 6 Enhancements
- 7 Revisions
- 8 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

Simphony 1.6 MR 8
 Simphony 1.6 MR 9
Simphony 1.6 MR 10

<u>Previous Version</u>	<u>Next Version</u>
Simphony 1.5	Simphony 2.6

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

New Features

There are no new features in this version.

Enhancements

Fix ID	Enhancement	CR #
mymicros.net		
75511	Upgrades to mymicros.net v8.4.1 are supported on Simphony v1.6 MR10 Validation for upgrading the v1.6 mymicros.net database to v8.4.1 has been completed. Simphony v1.6 MR10's default mymicros.net version is v8.4.1.	

Revisions

There are no revisions in this version.

Simphony 1.6 Maintenance Release 9

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 9**.

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- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
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- 7 See also

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What's Enhanced

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Obtaining/Installing the Software

The installation file is named **Simphony_1.6_MR9.iso**; it can be downloaded from http://downloads.micros.com/micros/simphony/Simphony_1.6_MR9.iso

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

Simphony 1.6 MR 8

Simphony 1.6 MR 9

Simphony 1.6 MR 10


Previous Version

Simphony 1.5

Next Version

Simphony 2.6

New Features

Fix ID	Feature	CR #
Peripherals		
69014	<p>The mTablet E Series 8” workstation supports the VeriFone e231 Sleeve that includes a Barcode scanner and Magnetic Card Reader</p> <p>mTablet E Series workstations shipped by MICROS have the Microsoft Windows 8.1 Embedded Industry Standard Operating System installed, including the required OPOS Drivers to utilize the VeriFone Sleeve. Tablets running Microsoft Windows 8.1 Standard Edition will need to manually install the OPOS drivers that are available from the MICROS Hardware Group.</p> <p>See the 1.x mTablet E Series article for more information</p>	
73571	<p>Support for the MagTek uDynamo Audio Jack Mag Stripe Reader (MSR) has been introduced</p> <p>Support for the MagTek uDynamo Audio Jack MSR has been added for the mTablet E Series workstations. To configure this MSR, follow the steps outlined below:</p> <ol style="list-style-type: none"> 1. Navigate to the <i>EMC-> Workstations module-> Select the mTablet E Series workstation record-> Devices tab-> Peripheral Device Configuration</i> section. 2. Click the Add link. From the 'Add Device' window's Select Peripheral Device Type field, select Audio Jack Mag Stripe Reader. 3. Click OK. 4. Save all changes. <p>Once configured, whenever Ops or the mTablet E Series workstations are started, users will receive the following prompt:</p>  <p>The MagTek uDynamo Audio Mag Stripe Reader (MSR) can be temporarily disabled using the <i>EMC-> Page Design module-> Non-Sales Operations-> [910 - Toggle MagTek uDynamo Audio Mag Stripe Reader]</i> function key. When pressed, the key toggles the MSR between ENABLE and DISABLE modes allowing the operators to eject the MSR without emitting a loud tone noise.</p> <p>See the 1.x mTablet E Series article for more information</p>	
Workstation Clients		
50681	<p>Simphony 1.6 MR9 now supports the mWorkstation. This workstation runs the Windows 8.1 operating system</p> <p>Additionally, the following limitations and requirements exist:</p> <ul style="list-style-type: none"> ▪ The feature that detects when the cash drawer cables are swapped does not function. This issue is only a concern in environments where 2 drawers are used on a single workstation. ▪ Prior to deploying a CAL Package to the mWorkstation, the Internet Information Services (IIS) must be manually installed and enabled on the device. Failure to follow this step will result in a silent CAL failure and the Simphony client will not install correctly. ▪ Modify the power saving settings on the mWorkstation to prevent suspend or hibernation modes. These modes will cause issues with communications, and check sharing operations. The hardware may hang when you try to resume from either of these states, and you may need to perform a full reboot to resume operations. <p>See the Workstation Comparison Chart article for more information.</p>	
54757, 58766, 58724	<p>Simphony 1.6 MR9 now supports the mTablet E Series workstation</p> <p>MICROS introduces its latest Point-of-Sale workstations. They are:</p>	

	<ul style="list-style-type: none"> ▪ mTablet E Series 8 inch ▪ mTablet E Series 11 inch <p>These workstations are supported as Ops clients and are shipped by MICROS with the Microsoft Windows 8.1 Embedded Industry Standard Operating System. If tablets are acquired running Microsoft Windows 8.1 Standard Edition, they'll run Ops, but some peripheral devices will need to have OPOS Drivers installed manually.</p> <p>The mTablet E Series 8" workstation is compatible with a VeriFone e231 Sleeve that includes a Barcode scanner and Magnetic Card Reader.</p> <p>Both workstations are compatible with the 'Mag Tek uDynamo Audio Jack Reader' for reading Magnetic Cards. See the MICROS Hardware Group SharePoint for mTablet E Series accessory and specification documentation. Login credentials are required to access the web site.</p> <p>See the 1.x mTablet E Series article for more information</p>	
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Enhancements

Fix ID	Enhancement	CR #				
CAL						
60351	<p>CAL v128A has been added to the Simphony installation package to standardize the supported version of CAL for all clients; including those running Microsoft Windows 8.1 (32-bit)</p> <p>With this release, the installation of the Simphony software includes the installation of CAL v128A for all device CAL Packages. This includes the mTablet E Series Workstations that run Microsoft Windows 8.1 (32-bit).</p>					
SIM						
73912	<p>SIM System Variable DTL_IS_COND has been added to identify if rung up Menu Items (MI) are condiments</p> <p>SIM System Variable DTL_IS_COND has been added to allow users to configure Interface Scripting Language (ISL) scripts to determine if a Guest Check MI is a condiment or regular MI. When the script is executed, users receive a message prompt on the Ops client indicating that a rung up item is a condiment or regular MI. The new System Variable and their Field/Parameter description is listed in the table shown below:</p> <table><tr><th>Variable Name and Syntax</th><th>Field/Parameter</th></tr><tr><td>@DTL_IS_COND[i]</td><td>Determines if a Guest Check Menu Item is a Condiment</td></tr></table> <p>See the updated Simphony SIM Manual for more information. To download this manual, click here (http://downloads.micros.com/micros/simphony/Wiki/Docs/WhitePapers/Simphony_SIM_Manual.pdf) .</p>	Variable Name and Syntax	Field/Parameter	@DTL_IS_COND[i]	Determines if a Guest Check Menu Item is a Condiment	
Variable Name and Syntax	Field/Parameter					
@DTL_IS_COND[i]	Determines if a Guest Check Menu Item is a Condiment					

Revisions

Fix ID	Revision	CR #
CAL		
59861	<p>Issue: Certain commands in the setup.dat file for mStation E-Series tablets running Windows 8.1 Pro caused the CAL package installation to fail</p> <p>Resolution: CAL Package installation on mTablet E-Series workstations running the Windows 8.1 Pro operating system now proceeds without failing. The Setup.dat file for mStation E Series tablets running Windows 8.1 Pro has been modified to accommodate Windows 8.1 Pro.</p>	
Credit Card Batch Process		
68187	<p>Issue: Interrupted credit card settlements left the batch stuck in 'Batch Transferring' status</p> <p>Resolution: A batch that fails to transfer because of an interruption is now marked with a 'Batch Transfer Failed' status so that it can be settled later. Previously, if a settlement was interrupted, the batch status remained at 'Batch Transferring' and all subsequent attempts to settle failed.</p> <p>Files modified: ECCServer.dll</p>	35452

Credit Card Driver

64746	<p>Issue: When a credit card was processed through the Property Management System (PMS), the unmasked card number was posted to the EGateway log</p> <p>Resolution: Processing a credit card through a PMS no longer posts the unmasked credit card number to the EGateway log.</p> <p>Files modified: TIFPmsComms.dll, TIFPmsComms64.dll</p>	
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DB Download

24143	<p>Issue: The EGateway transferred all Print Logos for the entire Enterprise to each Workstation client causing DB Download to fail</p> <p>Resolution: The EGateway now only transfers Print Logos to the assigned Workstation client in a Revenue Center (RVC).</p> <p>Files modified: EMC.exe, EMCHandler.dll, DbDownloadHandler.dll</p>	
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Direct Posting Service

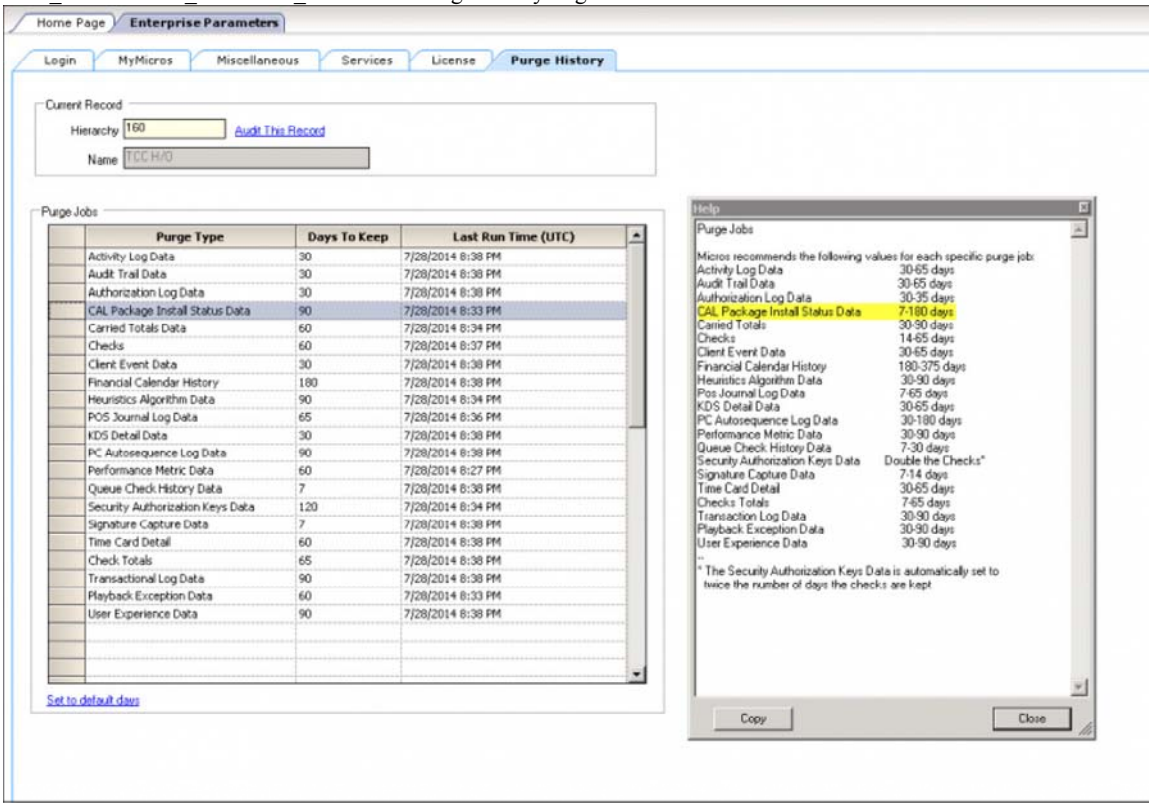
36794	<p>Issue: Sales and tips from a Team Service Check were posted only to the check owner in the mymicros.net Employee Tip Report</p> <p>Resolution: The mymicros.net Employee Tip Report now equally divides sales and tips from a Team Service Check between the team member assigned to the check at the time of its closing.</p> <p>Files modified: SarOpsWin32.exe, EGatewayHandlers.dll</p>	34506
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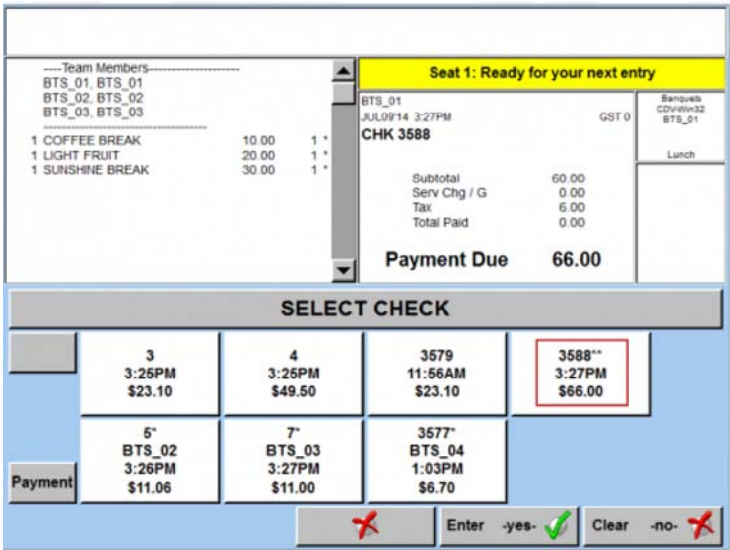
EMC

55110	<p>Issue: Context Sensitive Help (CSH) for the <i>Override Property Start of Day Times</i> section-> [Enable Override] option included incorrect information</p> <p>Resolution: The CSH for the [Enable Override] option now reads as follows:</p> <p><i>Enable this box to allow this Revenue Center to have its Start of Day run at different times than the times set for the property. This option is normally not enabled unless a site has a specific need in a specific Revenue Center (such as a shift change) to have different Start of Day times.</i></p> <p>Previously, the CSH incorrectly mentioned that “Note that if this field is used, the Start of Day times should be set to times prior to the property's Start of Day times.”</p> <p>Files modified: EMCText.xml</p>	
55136	<p>Issue: Key Manager module [Change Transmission Key] function did not include a Context Sensitive Help (CSH)</p> <p>Resolution: The CSH for the [Change Transmission Key] now reads as follows:</p> <p><i>A transmission key is used for encryption of traffic between a workstation and the data center. When the transmission key is rotated, the data center generates a new key; when a client communicates with the data center, it is given a new key for all subsequent communications to be encrypted.</i></p> <p>Files modified: EMCText.xml</p>	
62993	<p>Issue: <i>RVC Descriptors</i> -> Guest Information Names did not have Context Sensitive Help (CSH) text</p> <p>Resolution: The following CSH text has been added to the Guest Information Lines:</p> <ul style="list-style-type: none"> ▪ Guest Information Names <p><i>Guest Information Names is the optional group of category prompts that will appear on a workstation during the creation of a Party Check or when the Enter Guest Info key is used. If a field is not populated, the workstation will not prompt for that information.</i></p> ▪ ID <p><i>Enter the text for the Guest Check ID prompt that will appear on the workstation. Enter up to 16 alphanumeric characters.</i></p> ▪ First Name <p><i>Enter the text for the First Name prompt that will appear on the workstation.. Enter up to 8 alphanumeric characters.</i></p> ▪ Last Name <p><i>Enter the text for the Last Name prompt that will appear on the workstation. Enter up to 16 alphanumeric characters</i></p> ▪ Address 1-3 	

	<p><i>Enter the text for the Address prompts that will appear on the workstation. Enter up to 44 alphanumeric characters per line.</i></p> <ul style="list-style-type: none"> ▪ Phone Number <p><i>Enter the text for the Phone Number prompt that will appear on the workstation. Enter up to 16 alphanumeric characters.</i></p> <ul style="list-style-type: none"> ▪ User Defined 1-3 <p><i>Enter the text for the User Defined prompts that will appear on the workstation (comments, special instructions, etc.). Enter up to 44 alphanumeric characters per line.</i></p> <p>Additionally, the CSH text for the following have been updated,</p> <ul style="list-style-type: none"> ▪ [Authorize/Add Guest Information to Check] <p><i>Enable this option to allow employees with this Role to enter/edit guest information, and authorize non-privileged employees to do so as well, when creating a Party Check or using the Enter Guest Info key.</i></p> <ul style="list-style-type: none"> ▪ [Enter Guest Info] <p><i>This key is used by authorized employees to add/edit the Guest Info lines of a Party Check or Guest Check after the check has been started.</i></p> <p>Files modified: EMCText.xml</p>	
63303	<p>Issue: Simphony allowed special characters in workstation names</p> <p>Resolution: Simphony no longer allows using special characters in Workstation names. Previously, CAL failed to change the workstation's Computer Name in Windows to match that of EMC because Windows restricts the use of special characters in the Computer Name.</p> <p>Files modified: EMC.exe, EMCText.dll</p>	
64170	<p>Issue: Dynamic Order Mode (DOM) related options in the Order Devices module did not have Context Sensitive Help (CSH) texts</p> <p>Resolution: The CSH text for DOM related options now read as follows:</p> <ul style="list-style-type: none"> ▪ [9 - Display Subtotal] <p><i>Select this option to display the subtotal on the KDS. Once the check is paid in full, the word "Subtotal" changes to "Paid" and the screen colors reverse.</i></p> <ul style="list-style-type: none"> ▪ [10 - Do Not Display Voids] <p><i>Select this option to delete any voided items or orders from the KDS. Voids will not display on the KDS station. If this option is disabled, the voided items show on the KDS in red with a red "V" on the right.</i></p> <ul style="list-style-type: none"> ▪ [11 - Display Menu Item Count] <p><i>Select this option to display a menu item count in an order on the KDS. The menu item count displays after the suborder on the KDS, or at the bottom of a requisition chit on a local or remote printer. This option works in conjunction with the Availability/Out of Menu Items option Check Menu Item Availability and the Count Available number in Menu Item Maintenance.</i></p> <ul style="list-style-type: none"> ▪ [12 - No Expo Done Before Paid] <p><i>Select this option to prevent the Expo station user from bumping an order before it is paid on the POS station. An order must first be paid before marking it as done and bumping it. If this option is enabled, the error message "Order has not been paid" displays and the order cannot be bumped until it is paid.</i></p> <p>Files modified: EMCText.xml</p>	
66031	<p>Issue: Context Sensitive Help (CSH) text for RVC Parameters option [18 - ON = Use 5-digit Table #; OFF = Use 4-digit Character Table ID] has been updated to include the Table File records limitation</p> <p>Resolution: The CSH text now reads as follows:</p> <p><i>This option bit controls what should be entered when a user is prompted for Table Number on the workstation. Select this option to use the 5-character table numbers programmed in the Tables module. Disable this option to use the 4-character Table ID entered in the Table Module. This option must be disabled when International LDS is used. When 5-digit table numbers are used, the programmer must limit the record numbers in the Table File to the range 1 - 99,999.</i></p>	

	Files modified: EMCText.xml	
68032	<p>Issue: Enterprise level Employee Maintenance module crashed when users with Property-Level Security attempted to search for employees</p> <p>Resolution: Users with Property-Level Security can now search for employees from the Enterprise level Employee Maintenance module without an error.</p> <p>Files modified: EMCDData.dll, EMCClient.dll</p>	35449
68726	<p>Issue: Property Parameters option [35 - Extended Event Data] did not have a Context Sensitive Help (CSH) text defined</p> <p>Resolution: The following CSH text has been added for option [35 - Extended Event Data] in the EMC:</p> <p><i>When the Property Parameters option, [35 - Extended Data] is enabled, extra data is sent from the client to the VSS Host. This option controls the format of the data that are sent with different VSS Event Types. Some general information included when this option is enabled: a.) The first name is added to the Clock In/Out event. b.) The final tender event will display information about auto discounts, change due, tax due and total due. c.) A check is always identified by check number regardless of how the check was started. d.) When an employee clocks in to one Revenue Center on a Workstation in a different Revenue Center, the Revenue Center the employee is clocking into is sent to the VSS Host.</i></p> <p>Files modified: EMCText.xml</p>	
71647	<p>Issue: Performance Metric purge job renamed and Context Sensitive Help (CSH) text added</p> <p>Resolution: Purge job 'Purge Data' has been renamed to 'Performance Metric Data', and the CSH text for purge jobs now includes the following line:</p> <p><i>Performance Metric Data 30-90 days</i></p> <p>Files modified: EMC.exe</p>	
71947	<p>Issue: Workstation option [39 - Floating Tablet] had no effect on mTablet E-Series workstations as it only worked with workstation Type [6 – Tablet Client]</p> <p>Resolution: The following label changes have been made to distinguish between the mTablet E-Series and mTablet R-Series devices:</p> <ul style="list-style-type: none"> Workstation type [2 - Workstation Client] and [6 – Tablet Client] have been renamed to [2 – Workstation/mTablet E-series Client] and [6 – mtablet R-Series client] respectively. Platform Types [50 – Win32 Client] and [68 – m Tablet] in the CAL Packages module have been renamed to [50 – Win32 Client/mTablet E-Series Cleint] and [6 – mtablet R-Series] respectively. <p>Files modified: EMCText.xml</p>	
73939	<p>Issue: The CAL_PACKAGES_INSTALL_STATUS table in the Transaction database was not being purged</p> <p>Resolution: A new purge job named "CAL Package Install Status Data" has been added to the <i>Enterprise Parameters-> Purge History</i> tab to purge CAL_PACKAGES_INSTALL_STATUS table entries that are older than 90 days (default) unless they are the last records for a particular WorkstationID/CALPackageID pair. Previously, the NewDTS did not purge the CAL_PACKAGES_INSTALL_STATUS table. As a result, in large enterprises, the size of the CAL_PACKAGES_INSTALL_STATUS table grew large.</p> <p>The Context Sensitive Help (CSH) for the <i>Enterprise Parameters-> Purge History tab-> Purge Jobs</i> now mentions the MICROS recommended "Days to Keep" value (7 - 180 days) for the "CAL Package Install Status Data" purge job.</p> <p>Files modified: NewDTS.exe, EMC.exe</p>	
Install		
19100	<p>Issue: The CAL client failed to install on PCWS 2015 Workstations running Windows 7 if User Account Controls (UAC) were running</p> <p>Resolution: The CAL client can now be successfully installed on PCWS 2015 Workstations running Microsoft Windows 7 while UAC are running. Previously, users had to disable the Workstation UAC to install CAL.</p> <p>Files modified: Setup.dat</p>	
Interfaces		
68731	<p>Issue: Incorrect void details were sent to the Video Surveillance System (VSS) interface</p> <p>Resolution: The correct void item details are now sent to the VSS interface. Previously, when an item was voided in the current round, it was reported that the last item on the check had been voided to the VSS interface instead of the actual item that was voided.</p>	35475

	Files modified: SarOpsXXX.exe	
LPS (Labor Posting Service)		
67129	<p>Issue: When employees were not qualified for overtime, LPS (Labor Posting Service) posted Overtime values</p> <p>Resolution: The LPS now does not post Overtime values to the database when an employee has worked fewer hours than the hours required to qualify for Overtime.</p>	35422
NewDTS		
7256	<p>Issue: NewDTS Promotions purge job failed due to an Integrity Constraint violation</p> <p>Resolution: NewDTS has been fixed and now purges Promotions without any error. Additionally, Discount purging now purges tax class, RVC group, and menu item group records separately if they are not being referenced in other records.</p> <p>Files modified: NewDTS.exe</p>	30081
62171	<p>Issue: The 'SIMPURGE' job timed out while removing a large number of promotions</p> <p>Resolution: The 'SIMPURGE' job now removes large numbers of promotion records without a failure. Previously, the NewDTS 'SIMPURGE' job failed and threw an error in the NewDTS EGateway log while removing a large number of promotions. This issue reduced the frequency of the 'SIMPURGE' job and, as a result, caused the Database to grow unprecedentedly.</p> <p>Files modified: NewDTS.exe</p>	
62444	<p>Issue: The CAL_PACKAGES_INSTALL_STATUS table in the Transaction database was not getting purged</p> <p>Resolution: A new purge job named CAL Package Install Status Data has been added to the <i>Enterprise Parameters->Purge History tab->Purge Jobs</i> section tab to purge CAL_PACKAGES_INSTALL_STATUS table entries that are older than 90 days (default) unless they are the last records for a particular WorkstationID/CALPackageID pair. Previously, the NewDTS did not purge the CAL_PACKAGES_INSTALL_STATUS table. As a result, in large Enterprises, the size of the CAL_PACKAGES_INSTALL_STATUS table grew very large.</p>  <p>The context sensitive help (CSH) for the Purge Jobs area now mentions the Micros recommended "Days to Keep" value (7 - 180 days) for the "CAL Package Install Status Data" purge job.</p> <p>Files modified: NewDTS.exe, EMC.exe</p>	
64591	<p>Issue: Journal Purging is now separated from Totals Purging</p> <p>Resolution: With this release, the purging of Checks, Journals and Totals have been separated. Each now have their own specific purge job, i.e., CHECKSPURGE, JOURNALPURGE, and TOTALSPURGE respectively. Previously, the SIMPURGE job handled the all purging jobs.</p>	

	Files modified: NewDTS.exe	
66706	<p>Issue: NewDTS did not purge Performance Metric tables</p> <p>Resolution: A new purge job, which is configurable in EMC, has been added to DTS Jobs to purge the performance metric tables in the database. Micros recommends storing between 30-90 days' worth of performance metric data.</p> <p>Files modified: DbUpgrade.exe, EMC.exe, NewDTS.exe</p>	
Ops		
6722, 6723	<p>Issue: Swiping a credit card during a reference entry for a service charge or a discount fully unmasked the Credit Card number</p> <p>Resolution: Primary Account Number (PAN) is now partially masked when a credit card is swiped during a reference entry for a service charge or a discount.</p> <p>Files modified: SarOpsWin32.exe</p>	35414, 35412
36789	<p>Issue: Pickup Guest Check Screen Look Up (SLU) did not differentiate the Banquet Team Checks</p> <p>Resolution: Previously, Pickup Guest Check SLU did not differentiate the Banquet Team Checks with double asterisk (**) marks. This has been corrected. Currently, Pickup Guest Check SLU denotes Banquet Team Checks with double asterisk (**) marks.</p>  <p>Files modified: TotalPosting.dll, SarOpsWin32.exe</p>	
36790	<p>Issue: Option [41 - Print Team Member Names on Guest Check] did not function as expected</p> <p>Resolution: Enabling Revenue Center (RVC) Parameters option [41 - Print Team Member Names on Guest Check] now prints all the names of the currently assigned team members on the guest check. Previously, only the name of the check owner was printed.</p> <p>Files modified: SarOpsWin32.exe</p>	
57059	<p>Issue: Picking up transaction services checks using the [402 - Pickup by Number] displayed the "Check Not Found" error</p> <p>Resolution: This issue is not reproducible in the current release.</p>	35167
64140	<p>Issue: Revenue Centers (RVC) with Dynamic Order Mode (DOM) 'Fire on the Fly' experienced performance delays when the KDS Controller was restarted while forced offline</p> <p>Resolution: Operators no longer experience a 10 second delay between every menu item rung in when the KDS Controller is restarted.</p> <p>Files modified: PosToKdsHandlerWS.dll</p>	35352
67656	<p>Issue: Currencies programmed with 'Zero Digits After Decimal' were rounded incorrectly</p> <p>Resolution: Checks tendered through a Currency programmed with 'Zero Digits After Decimal' are now rounded correctly.</p> <p>Files modified: SarOpsXXX.exe</p>	35435
67862	<p>Issue: Aborting Add/Transfer Check function during authorization altered the Last Workstation ID prematurely, and as a result prevented users from picking up the check</p>	35447

	Resolution: Aborting Add/Transfer Check function during authorization no longer alters the Last Workstation ID. Files modified: SarOps.exe	
69352	Issue: The Check Detail Area showed voided optional condiments from the previous round prompting operators to void the same item several times and caused incorrect Journals and Reports Resolution: The Check Detail Area has been fixed to not show voided optional condiments from the previous round. Previously, operators had to void the parent item and then add it back to the check sans the condiments to remove the condiments from the Check Detail Area. Files modified: SarOpsXXX.exe	35497
69544	Issue: Check Detail Watermark did not display on workstation screen Resolution: The assigned Check Detail Watermark is now displayed on the Check Detail Area of the workstation screen. Files modified: SAROps.exe	
71199	Issue: SarOps crashed after multiple failed attempts to communicate with workstations in the same RVC Resolution: SarOps no longer crashes when it fails to communicate with workstations in the same RVC. Files modified: EGatewayClientWin32CPP.dll, EGatewayClientWinCECPP.dll	
72410	Issue: Check replay failed when the Offline Transaction File (OTF) pending message count is negative Resolution: Now, if the total number of records is less than total number of processed records, the pending message count posts '0'. Files modified: SarOpsXXX.exe	35652
Peripherals		
67859	Issue: DT430 HHT inbuilt barcode reader did not recognize 2D-barcodes (QR codes) Resolution: A new logic has been added to DT430 scanners to enable the scanning of QR Codes. DT430 HHT inbuilt barcode readers now read 2D-barcodes and show the QR code on screen. Files modified: MicrosDevices.dll	
PMC Reports		
73096	Issue: R-Series mTablets did not show scroll bars when viewing PMC reports in full-screen mode Resolution: R-Series mTablet users may scroll PMC reports in full-screen mode using the pan/flick gestures. Internet Explorer in Windows Embedded Compact 7 does not support scroll bars in full-screen mode.	
Printing		
72526	Issue: Bluetooth Select Printer function only worked on Windows 32 mTablet E-Series workstations Resolution: The Bluetooth Select Printer function now works on all mobile workstations with Bluetooth capability. Files modified: MicrosDevices.dll, SarOps*.exe	
System		
67635	Issue: EGateway threw exception errors and could not handle authentication requests when a large number of workstations were restarted after upgrading the database Resolution: EGateway now handles authentication requests when a large number of workstations are restarted simultaneously after upgrading the database. Additional logging has been added to record database deadlocks. Files modified: EGatewayService.dll	35434

Simphony 1.6 Maintenance Release 8

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 8**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Obtaining/Installing the Software

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

Simphony 1.6 MR 8

Simphony 1.6 MR 9

Simphony 1.6 MR 10

Previous Version

Simphony 1.5

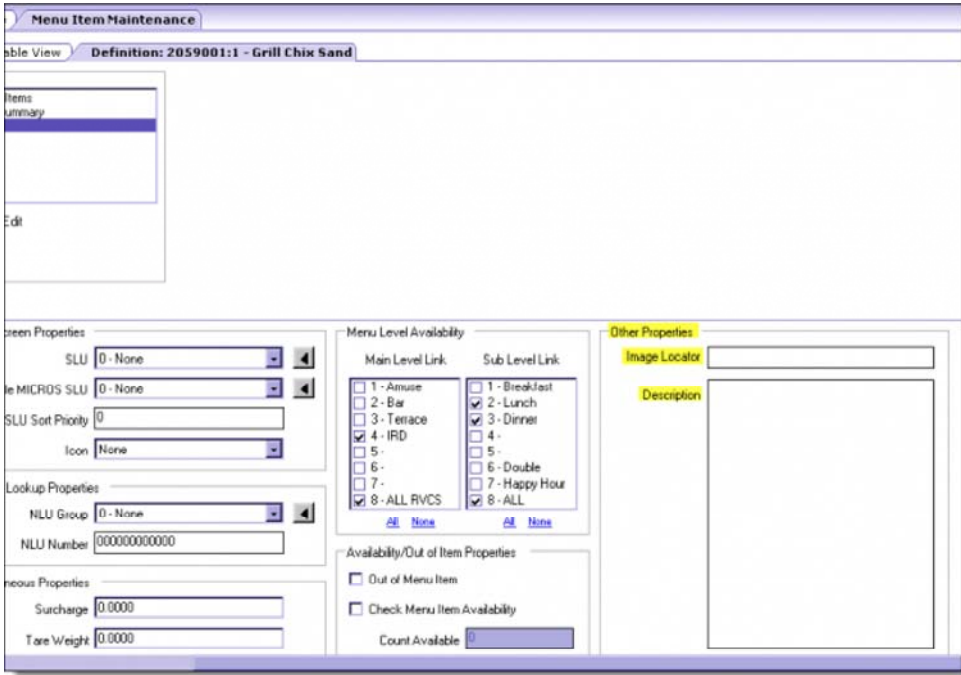
Next Version

Simphony 2.6

New Features

There are no new features in this version.

Enhancements

Fix ID	Enhancement	CR #
EMC		
44195	<p>Additional fields have been added to the Menu Item Definition module to allow for configuring and displaying longer Menu Item descriptions and images to be utilized via POS API (Transaction Services) clients</p> <p>Two new fields named , Image Locator and Description have been added to the <i>EMC-> <Property / Revenue Center level>-> Menu Items-> Menu Item Maintenance-> Menu Item Definition-> Other Properties</i> section. When configured, these fields will not be utilized by SarOps and therefore will not update Workstations via the DBDownload function. These fields are meant to be utilized on systems using POS API clients.</p>  <p>The screenshot shows the 'Menu Item Maintenance' window for 'Definition: 2059001:1 - Grill Chix Sand'. The 'Other Properties' section is highlighted, showing the 'Image Locator' and 'Description' fields. The 'Image Locator' field is a text box, and the 'Description' field is a larger text area. The 'Menu Level Availability' section shows a list of menu levels with checkboxes for selection. The 'Screen Properties' section shows fields for SLU, MICROS SLU, SLU Sort Priority, and Icon. The 'Lookup Properties' section shows fields for NLU Group and NLU Number. The 'Menu Properties' section shows fields for Surcharge and Tare Weight. The 'Availability/Out of Item Properties' section shows checkboxes for 'Out of Menu Item' and 'Check Menu Item Availability', and a 'Count Available' field.</p> <ul style="list-style-type: none"> ▪ The Image Locator field can be used to designate an URL for accessing and displaying an image. In order for an integrated system to utilize this additional Menu Item data, it has been made available for use through the Transaction Services POS API. <p>The Context Sensitive Help (CSH) text for this field reads as follows:</p> <p><i>This field provides 512 characters for the URL of an image file associated with the menu item. It will be used by custom applications via Transaction Services.</i></p> <ul style="list-style-type: none"> ▪ The Description field is meant to allow for a longer text entry that might be used on a menu board or online ordering site to describe an item with more detail than what was previously available. <p>The CSH text for this field reads as follows:</p> <p><i>This field provides 1024 characters to describe the menu item. It will be used by custom applications via Transaction Services.</i></p>	

In retail heavy environments, Menu Item programming may be performed using 3rd party retail management systems that are able to push their programming to the Symphony application. To ensure that user's only require a single point of entry for any given item, the newly added 'Description' and 'Image Locator' configuration fields have also now been made available for import or export via the Data Access Utility. For more information, see the Data Access Utility and DA:Menu Item articles.

Peripherals

25084 Support for the 'mTablet Imager Module' has been introduced

A combination Magnetic Card Reader (MCR), Barcode Scanner and RFID Reader end cap unit named the '**mTablet Imager Module**' has been introduced. The end cap unit is connected to the mTablet and powered via a USB port. This device will correctly scan standard as well as 2D Quick Response Code (QR) Barcodes and can successfully export them via SIM scripts to 3rd party applications. The RFID Reader functionality has yet to be implemented at the time of this release.

To configure this device, follow the steps listed below:

1. For an mTablet docked with an mStation base, access the *EMC-> Property-> Property Hardware-> Workstations-> Devices tab-> **Peripheral Device Configuration*** section. Press the 'Add' link.
2. An 'Add Device' window displays. From the 'Select Peripheral Device Type' dropdown menu, select the [**Generic Barcode Reader**] device and press the 'OK' button.
3. From the COM Port Settings section, users must select the [**COM10**] setting from the dropdown menu.
4. Under the Options tab, select the Hardware/Cash Drawer sub-tab and enable the following options:

- [**22 - Enable Mag Card Reader**]
- [**23 - Enable RFID Reader**] - NOT supported at the time of this release.
- [**30 - Enable Barcode Pass-through mode**]

5. All other settings can remain at the default settings. Press the 'OK' button and **Save** all changes.

If configuring this device for a Floating mTablet (no mStation base unit attached), follow the steps listed below:

1. Access the *EMC-> Property-> Property Hardware-> Workstations-> Options tab-> Offline/Misc tab-> **Miscellaneous Options*** section-> [**39 - Floating tablet**] option and ensure that this option is enabled and **Save**.
2. All of the remaining configuration steps are the same as for the docked mTablet (including using the [**COM10**] setting).
3. When the 'Add Device' window displays and then the subsequent 'Select Peripheral Device Type' dropdown menu, only the [**Generic Barcode Reader**] device will display and therefore must be selected.
4. **Save** all changes.

See the 1.x mTablet Imager Module article for more information.

SIM

52401 Several SIM System Variables were added to generate a list of Open Checks and corresponding check detail for a Revenue Center (RVC)

Several SIM System Variables have been added to allow users to configure Interface Scripting Language (ISL) scripts to generate a list of Open Checks and additional associated check detail for a RVC. The new 'System Variables' and their 'Field/Parameter' descriptions are listed in the table shown below:

Variable Name and Syntax	Field/Parameter
@NUMOPNCHK	The count of Open Checks per Revenue Center
@OPNCHK_EMPOWNER	Object Number of the employee that owns the Open Check
@OPNCHK_GUID	Open Check GUID (unique identifier)
@OPNCHK_NUMBER	Open Check Number
@OPNCHK_OPENTIME	Open Check Date and Time that the check was begun
@OPNCHK_ORDERTYPE	Open Check Order Type ID number
@OPNCHK_TOTAL	Open Check Total Amount
@OPNCHK_WSOWNER	Object Number of the Workstation that currently owns the Open Check



Note: The @NUMOPNCHK System Variable *must* be called first to return data when using any of the other @OPNCHK_* System Variables.

An example of the data output when a script is executed using all of the new System Variables is shown below.

Open Checks						
Check#	EmpOwner	Guid	OrderType	Total	WSOwner	OpenTime
702	90001	0e6e4ac601e3ab2c0980c0a8010c62c47b980140	1	4.49	31	03/13/14 23:52:26
703	90001	edce37b201e3ab710a83ac1cd480625775752250	1	25.24	31	03/14/14 08:12:36
704	90001	c45f351d01e3abb75740ac1cd5485d4a684f2420	1	15.99	31	03/14/14 16:32:31
705	90001	cb408d9301e3abb75745ac1cd5485d4a684f2420	1	4.49	31	03/14/14 16:32:42

See the updated **Simphony SIM Manual** for more information. To download this manual, click here (http://downloads.micros.com/micros/simphony/Wiki/Docs/WhitePapers/Simphony_SIM_Manual.pdf) .

Revisions

Fix ID	Revision	CR #
Auto Sequencer		
25974	<p>Issue: A (RVC) (SOD) override set to run after the Property SOD did not work as expected</p> <p>Resolution: Previously, if the SOD for a Property was overridden at the RVC level and the RVC SOD time was configured after the Property SOD time, the RVC SOD did not function correctly and would fail the second day's run, and each run thereafter was one day behind.</p> <p>File(s) modified: AutoseqHandler.dll, EMCHandler.dll, EMCDData.dll, SequencerEngine.dll and SequencerService.exe files.</p>	33917
25975	<p>Issue: A Revenue Center (RVC) Start of Day (SOD) override incorrectly wrote the StartTime and EndTime in the Transaction database PERIOD_INSTANCE table</p> <p>Resolution: Previously, when the RVC SOD was configured to override the Property SOD, the StartTime and EndTime times were written to the PERIOD_INSTANCE table in the 24 Hour Format 12 hours later instead of being written in UTC (GMT) time. This caused the SOD to fail the second reset and each reset thereafter was one day behind.</p> <p>File(s) modified: AutoseqHandler.dll, EMCHandler.dll, EMCDData.dll, SequencerEngine.dll and SequencerService.exe files.</p>	33918
Credit Card Batch Process		
55707	<p>Issue: Successfully transferred Credit Card (CC) Batches were displayed as 'Failed' in the Create Report module</p> <p>Resolution: Previously, although a CC Batch was successfully transferred and settled, the Transfer Status of that batch displayed as 'Transfer Failed' in the <i>EMC-> Property Level-> Credit Card Batching-> Create Report- > Select Batch Range</i> dialog when users selected Saved Batches to run the report. This had been corrected.</p> <p>File(s) modified: ECCServer.dll file</p>	35140
54986	<p>Issue: Running a manual Start of Day (SOD) was not working as expected for individual Revenue Centers (RVC)</p> <p>Resolution: Previously, when users attempted to run a manual SOD for a RVC, users would receive a message indicating that the Property wasn't configured to manually increment the Business Date. Currently, a manual SOD can now be configured and executed for RVC's outside of their associated Property's SOD configuration.</p> <p>File(s) modified: SequencerEngine.dll, EMC.exe and SequencerService.exe files</p>	
Database		
23773	<p>Issue: Workstations (WS) became unusable if the Transaction database ran out of room to post data</p> <p>Resolution: Previously, if the Tablespace of the Transaction database was full in an Oracle® environment, the WS would report an 'Undefined Error from the Gateway' message when attempting to Service Total or close the check. The WS became unusable as users could not leave the Tender screen and were unable to cancel the transaction and would be forced to reboot. Currently, when the Tablespace of the Transaction database runs out of space, the client goes Offline without throwing an error.</p>	

	File(s) modified: NewDTS.exe, EGatewayHandlerUtils.dll and EGatewayService.dll files	
49776	<p>Issue: Discounts were not being recorded in the Transaction database TOTALS table TTLTYPE column, when Menu Item Classes option [55 - Auto Discounts Apply to Priced Condiments (parent items only)] was enabled</p> <p>Resolution: Previously, when Menu Item Classes option [55 - Auto Discounts Apply to Priced Condiments (parent items only)] was enabled via the <i>EMC</i>-> <Enterprise/Property/ Revenue Center>-> <i>Menu Items</i>-> <i>Menu Item Classes</i>-> Options tab, Discounts (Total Type 16) were not recorded in the Totals table of the Transaction database.</p> <p>File(s) modified: Poslib.dll</p>	35042
Documentation		
63167	<p>Issue: The article reviewing Simphony 1.x Services has been updated on the Simphony Wiki</p> <p>Resolution: See the List of Simphony 1.x Services article for more information.</p>	
EGateway		
59550	<p>Issue: The EGateway SimphonyCALHandler logging was not detailed enough to help resolve Service Host issues</p> <p>Resolution: Previously, EGateway SimphonyCALHandler logging was not detailed enough to troubleshoot Service Host issues. Currently, the EGateway log writes appropriate messages for each handler at different verbosity levels and records the Service Host IDs linked to the following Service types.</p> <ul style="list-style-type: none"> ▪ Credit Card ▪ Offline Labor Cache (OLC) ▪ System Interface Module (SIM) ▪ Interface <p>File(s) modified: SimphonyCALHandler.dll</p>	
EMC		
22821	<p>Issue: Overriding the Start of Day (SOD) at the Revenue Center (RVC) created PCAseq_schedules without a TZIndex</p> <p>Resolution: Previously, if the SOD for a Property was overridden at the RVC level, the PCAseq_schedules were created in the Transaction database without a TZIndex causing the autosequence to fail. This has been corrected.</p> <p>File(s) modified: AutoseqHandler.dll, EMCHandler.dll, EMCDData.dll, SequencerEngine.dll and SequencerService.exe files</p>	33664
36785	<p>Issue: The number of definition sequences were incorrectly displayed in the Menu Item Maintenance module</p> <p>Resolution: Previously, when multiple Menu Item Definitions were configured across several Revenue Centers (RVC), the number of definition sequences were not being filtered by RVC which caused the Definition Sequence # drop-down menu in the <i>EMC</i>-> <i>RVC level</i>-> <i>Menu Item</i>-> Menu Item Maintenance module to exceed the definition limit of 64 and populate sequence numbers that could not be selected. This has been corrected.</p>	

File(s) modified: EMC.exe

57721

Issue: The Context Sensitive Help (CSH) text for the **[@/for]** function key did not properly convey its use

Resolution: The CSH text for the **[@/for]** function key was not descriptive and did not make any reference to its use with Number Lookup (NLU) Items or Open Priced Items. This has been corrected. The CSH text for the **[@/for]** function key now reads as follows:

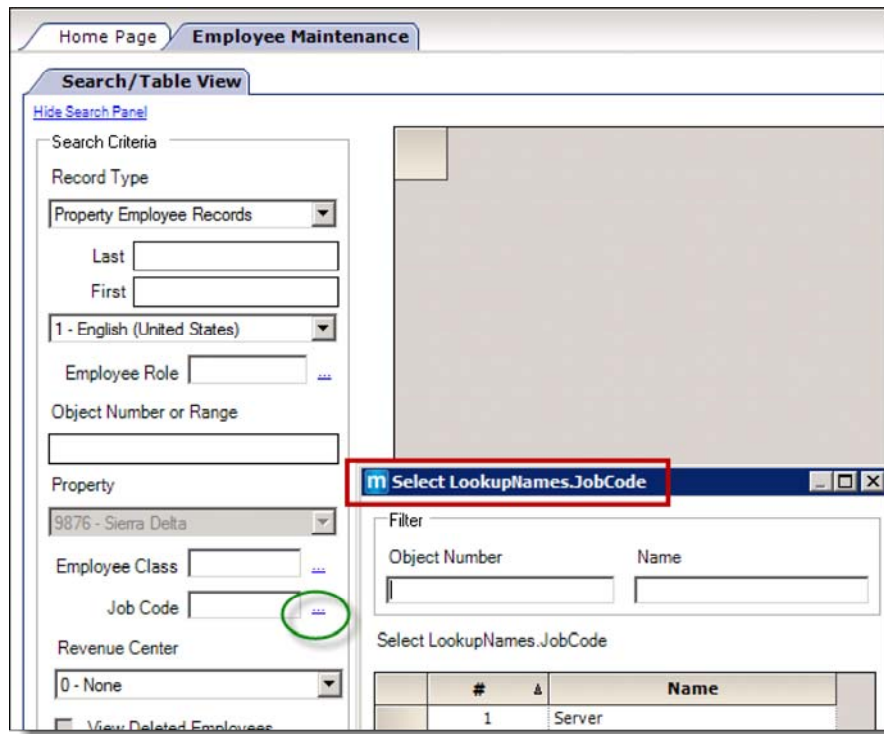
This key is used to post sales of multiple NLU or open-priced Menu Items. It is also used to post sales of split-priced items (e.g., 10 bagels priced \$6.00/dozen).

File(s) modified: EMCText.xml

57939

Issue: When attempting to filter a search of the Employee Maintenance module by Job Code, the pop up window's title bar was named incorrectly

Resolution: Previously, when users accessed the EMC-> Property level-> Personnel-> **Employee Maintenance** module and tried to filter a search by Job Code by clicking on the adjacent ellipsis (...), the pop up window's title bar displayed '**Select LookupNames.JobCode**'. With this release, the pop up window's title bar reads '**Select Job Codes**' as expected.

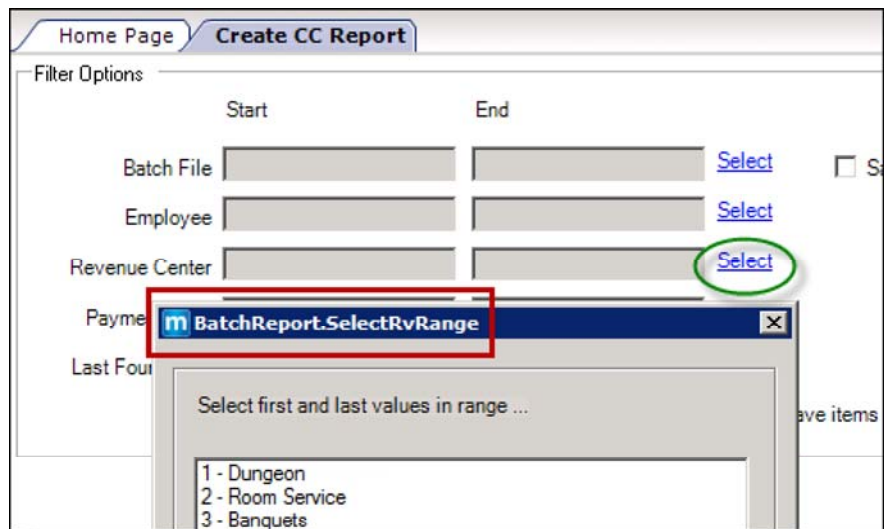


File(s) modified: EMC.exe

57944

Issue: When running a Credit Card (CC) Batch Report and the user selected the report filter to display a range of Revenue Centers, the pop up window's title bar was named incorrectly

Resolution: Previously, when users accessed the EMC-> Property level-> Credit Card Batching-> **Create CC Report tab** and tried to generate a CC Batch Report filtered by a range of Revenue Centers, the pop up window's title bar displayed '**BatchReport.SelectRvRange**'. With this release, the pop up window's title bar reads '**Select Revenue Center Range**' as expected.



File(s) modified: EMC.exe

58381

Issue: The Context Sensitive Help (CSH) for the Credit Card (CC) '**Maximum Batch Size**' field was not correct

Resolution: Previously, the Context Sensitive Help (CSH) for the EMC-> Enterprise level-> Credit Card Drivers module-> **Maximum Batch Size** field was misleading as it described the functionality relevant to legacy MICROS F&B products. The erroneous CSH text stated, "When the field is set to 0, all records will be processed in the same batch". This text could have led to incorrect configuration, resulting in CC Batch Transfer failures.

This has been corrected by modifying this field's CSH text to read as follows:

	<p><i>Enter the maximum number of records to send to the credit card processor in one group. When the total number of records to be sent is greater than this value, the batch will be broken into smaller groups for transfer. Most processors have a limit of 999 records that can be accepted in one group.</i></p> <p>File(s) modified: EMCText.xml</p>	
59870	<p>Issue: Merchant Group column was still being displayed on the Workstations module Table View</p> <p>Resolution: Previously, the 'Merchant Group' field which was removed from the EMC-> <i>Property level-> Property Hardware-> Workstations module</i>, was still visible in the Workstations module Table View, between the 'Report Timeout' and 'Cash Drawers' columns. The Merchant Group field was not seen in the Form View as expected. This has been corrected. Currently, the Workstations module does not show the 'Merchant Group' column in the Table View.</p> <p>File(s) modified: EMC.exe and EMCText.xml</p>	
60427	<p>Issue: Remote Distribution process window displayed the old EMC icon on the Taskbar</p> <p>Resolution: Previously, the 'Remote Distribution' process window which opened when cloning a Property displayed the old EMC icon on the Taskbar. This has been corrected. Currently, when initiated, the 'Remote Distribution' process window displays the new EMC icon.</p> <p>File(s) modified: EMC.exe and EMCFramework.dll</p>	
63569	<p>Issue: The 'Day' (of the week) selection under Effectivity settings for 'Start Date' and 'End Date' configuration was not working as expected</p> <p>Resolution: Previously, users were unable to change or toggle the 'Day' field associated with Effectivity dates located in the following EMC modules:</p> <ul style="list-style-type: none"> ▪ EMC-> <i>Property level-> Property Hardware -> Kitchen Theme Period</i> ▪ EMC-> <i>Property level-> Sales-> Discounts-> Effectivity tab-> Start Date' and 'End Date</i> fields <p>This has been corrected by modifying the EMC to no longer display the 'Day' of the week selection choices. Choosing and setting the correct 'Start Date' and 'End Date' fields for the desired Date(s) should suffice when configuring these module's Effectivity settings.</p> <p>File(s) modified: EMC.exe</p>	
Ops		
37301	<p>Issue: mTablets, when Offline, would display an "Offline" status message every time a new check was begun or picked up and would subsequently prompt users to "Work Offline?"</p> <p>Resolution: Previously, mTablets were using a version of SarOps utilized for Mobile MICROS handhelds. Mobile MICROS handhelds have smaller display screens than other Workstations and therefore required the "Offline" status message and "Work Offline?" prompt to display for users. This is not the case for mTablets, since the display is large enough to accommodate the display of the conventional "Offline" status in either the 'Check Detail' section or the status section of the 'Sign In' screen. Currently, the "Offline" status message and subsequent "Work Offline?" prompt no longer displays each time users begin or pick up checks.</p> <p>File(s) modified: SarOps*.exe.</p>	35175
41094	<p>Issue: The Opera SIM dialog box font size on mTablets was too small to read</p> <p>Resolution: Previously, in ENH_PMS version 157, the font size of the SIM dialog box was too small making the text difficult to read. This has been corrected by increasing the mTablets 'FixedTextWindows' font size from 12 to 16.</p> <p>File(s) modified: SarOps*.exe</p>	35064
50326	<p>Issue: When an Automatic Service Charge (configured to be non-taxed) was applied as well as Discounted, taxes were still being forgiven</p> <p>Resolution: Previously, when the EMC-> <i>Property level-> Sales-> Discounts-> General tab-> Options-> [1 - ON = Open; OFF = Preset], [11 - Affects Auto Service Charge (Only Subtotal Discounts)] and [17 - Item is Shareable]</i> were enabled, when an Automatic Service Charge (configured to be non-taxed) was applied as well as Discounted, taxes were still being forgiven. This resulted in incorrect totals getting</p>	35047

	<p>posted. This has been corrected. Currently, Automatic Service Charges that are set to be non-taxed are no longer forgiving taxes.</p> <p>File(s) modified: Poslib.dll</p>	
53793	<p>Issue: Barcodes and QR codes with more than 120 characters were getting truncated</p> <p>Resolution: Previously, barcodes and QR codes with more than 120 characters were getting truncated to 82 characters. The input from the Barcode scanner was getting routed through the Keyboard buffer. The Keyboard buffer had a limit of 120 characters and as a result, the QR codes and barcodes were getting truncated. This has been corrected by adding a new SIM Command named 'ScanBarcode' to handle barcodes and QR codes with more than 120 characters.</p> <p>File(s) modified: PosLib.dll and SarOps*.exe</p> <p>See the updated Simphony SIM Manual for more information. To download this manual, click here (http://downloads.micros.com/micros/simphony/Wiki/Docs/WhitePapers/Simphony_SIM_Manual.pdf) .</p>	35112
54960	<p>Issue: The DPS could not post Split Checks to the Reporting database when a Currency configured without using a decimal point was used and an Add-On tax was applied to the order</p> <p>Resolution: Previously, when an Add-On tax was applied to an order and when a Currency configured without using a decimal point (e.g., the Won in Korea or the Krona in Iceland) was used and then the check was Split, the Direct Posting Service (DPS) could not post to the Reporting database. This was because the Currency was missing a decimal point which caused the 'TaxCalculated' value to exceed the allowable number of characters for this database column. This has been corrected.</p> <p>File(s) modified: SarOps*.exe</p>	
57732	<p>Issue: When any of the Order Device options to 'Print Guest Check Info Lines' were enabled, it caused SarOps to crash on Workstations</p> <p>Resolution: Previously, when Order Device options pertaining to 'Print Guest Check Info Lines' located in the <i>EMC-> Revenue Center level-> Revenue Center Information-> Order Devices-> Options section</i> were enabled, SarOps would crash on Workstations when an order was sent to the configured Order Device. Specifically, SarOps crashed when any of the following Order Device options were enabled:</p> <ul style="list-style-type: none"> ▪ [13 - Print Guest Check Info Lines Before Header on Order Device] <i>Select this option to print guest check information lines before the order device header. If this option is disabled, these lines will be suppressed.</i> ▪ [14 - Print Guest Check Info Lines After Header on Order Device] <i>Select this option to print guest check information lines after the order device header. If this option is disabled, these lines will be suppressed.</i> ▪ [15 - Print Guest Check Info Lines After Trailer on Order Device] <i>Select this option to print guest check information lines after the order device trailer. If this option is disabled, these lines will be suppressed.</i> <p>There are several other 'Guest Check Info Lines' options that are located in the <i>EMC-> Revenue Center level-> Revenue Center Information-> RVC Parameters-> Format tab-> Format Options section</i> that control the location of the printing of the 'Guest Check Info Lines' on Guest Checks and Customer Receipts. They are as follows:</p> <ul style="list-style-type: none"> ▪ [26 - Print Guest Check Info Lines Before Header on Guest Checks] <i>Select this option to print guest check information detail lines before the guest check header. To suppress printing of the detail lines, do not select this option.</i> ▪ [27 - Print Guest Check Info Lines After Header on Guest Checks] <i>Select this option to print guest check information detail lines after the guest check header. To suppress printing of the detail lines, do not select this option.</i> ▪ [28 - Print Guest Check Info Lines After Trailer on Guest Checks] <i>Select this option to print guest check information detail lines after the guest check trailer. To suppress printing of the detail lines, do not select this option.</i> 	35190

	<p>It's been determined that the code that was supposed to support Order Device 'Guest Check Info Lines' options was missing. This was the root cause of SarOps crashing. With this release, enabling Order Device options for 'Guest Check Info Lines' no longer cause SarOps to crash.</p> <p>File(s) modified: SarOps*.exe</p>	
58627	<p>Issue: If a Workstation (WS) had Offline Transaction Files (OTF) spanning more than one day, if the WS was rebooted prior to going back Online, only the current Business Date's records would replay</p> <p>Resolution: Previously, there was a defect in the code sorting function which had the newest OTF file replay first, thereby skipping the replay of the older OTF files.</p> <p>File(s) modified: SarOps*.exe</p>	
62024	<p>Issue: mTablet Screen Look Up (SLU) items did not fit to the screen and were not selectable on the Speed Pad template</p> <p>Resolution: Previously, when an SLU was added to the mTablet in a Speed Pad Touchscreen Template, SLU items were not displayed properly on the screen. When added, mTablet partially truncated the SLU items from the mTablet screen, making them un-selectable. This has been corrected. Currently, SLUs are displayed properly on Speed Pad templates.</p> <p>File(s) modified: OpsDisplaySys.cfg</p>	35269
New DTS		
58315	<p>Issue: The MMDaily Move History Stored Procedure could be interrupted causing data loss</p> <p>Resolution: Previously, the New Data Transfer Service (DTS) called the MMDaily Move History stored procedure without a Database Transaction. As a result, the NewDTS could not roll back the Database if there were any failures or changes such as insertions and deletions, etc. This has been corrected. Currently, the MMDaily Move History procedure works as expected.</p> <p>File(s) modified: NewDTS.exe</p>	35224
62282	<p>Issue: Deadlocks occurred when multiple NewDTS jobs were configured in a Microsoft SQL Server® environment</p> <p>Resolution: Previously, in a Microsoft SQL Server environment, if more than one NewDTS job was configured to run between intervals, the jobs would interfere with one another and cause deadlocks each time a job tried to read the DTS_JOBS table. As a result, some jobs would not clear out the server entry, causing any subsequent attempt to run that job to fail as it appeared that it is already being run. This has been corrected.</p> <p>File(s) modified: NewDTS.exe</p>	35280
Totals Posting		
58557	<p>Issue: A table lock occurred in the PLAYBACK_WS table causing all Workstations in the Enterprise to go Offline</p> <p>Resolution: Previously, in a large environment, when Properties were being brought back Online from an Offline state, the PLAYBACK_WS table in the Transaction database would get locked. In order to recover from the table lock, all Workstations in the Enterprise were forced Offline and then slowly brought back, resulting in a long wait time. This has been corrected.</p> <p>File(s) modified: TotalPosting.dll</p>	

Simphony 1.6 Maintenance Release 7

IMPORTANT NOTICE

Prior to Simphony 1.6 MR7 the following internal preambles were checked when the CAPMS Credit Card Driver Configuration Option '**Enable Card Number Validation**' was enabled.

- Visa 4* Length 16
- Mastercard 5* Length 16
- Amex 34*, 37* Length 15
- Discover 6011*, 644*-649*, 65* Length 16
- EnRoute 2015*, 2149* Length 15
- Diners Club 36* (Processed as Mastercard) Length 14
- Diners Club 300*-305*, 3095*, 38*, 39* Length 16
- Carte Blanche 389* Length 14
- JAL 1800*, 2131* Length 15
- JBC 3* Length 16
- Maestro 6304*, 6759*, 5020*, 5038*

Because of ever changing credit card preambles, these internal preambles have been eliminated and the option bit has been removed.

Customers using CAPMS for their credit card driver should validate and update the credit card preamble configuration in EMC under Tender Media

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 7**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

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

Simphony Version 1.6

General Release
 Simphony 1.6 MR 1
 Simphony 1.6 MR 2
 Simphony 1.6 MR 4
 Simphony 1.6 MR 5
 Simphony 1.6 MR 6
Simphony 1.6 MR 7
 Simphony 1.6 MR 8

- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

Simphony 1.6 MR 9
Simphony 1.6 MR 10

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

<u>Previous Version</u> Simphony 1.5	<u>Next Version</u> Simphony 2.6
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Terminology


- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

New Features

There are no new features in this version.

Enhancements

Fix ID	Enhancement	CR #
Credit Card Driver		
20097	<p>The configuration and use of the Demo Credit Card (CC) driver (DEMOCA) has been enhanced</p> <p>Formerly, when the DEMOCA driver was used for pre-live testing, it was possible to continue using it after going “live”, which could have resulted in checks, which were closed using the DEMOCA driver, of not being capable of being settled to an actual CC Processor. The DEMOCA driver has had additional configuration options added in order to ensure that it no longer cause potential CC Settlement issues for customers.</p> <p>The enhancements to the DEMOCA driver are:</p> <ol style="list-style-type: none"> 1. When the DEMOCA driver is in use, Operators on Workstations will receive the following message when a CC transaction is authorized: 'Warning: DEMOCA driver in use. This is a training authorization' This should help notify users to assign their preferred CC Driver(s) prior to going 'live'. 2. An Effectivity Date and Time setting can now be configured in the EMC to control and limit the use of the DEMOCA driver. 3. When the configured Effectivity Date and Time threshold has expired, Operators on Workstations will receive the following message: 'No active credit card driver' - Additionally, Demo CC Authorizations will <i>no longer</i> be allowed. 4. When the DEMOCA driver is in use, the CC Authorization validation chit that prints will display a message indicating that the DEMOCA driver is in use. 5. When the DEMOCA driver is in use, CC Authorization rounds will display the same message on Journals and PMC Journal Reports as the printed CC Authorization validation chit. These are not optional settings, and will be in effect anytime the DEMOCA driver is in use. 6. All EMC changes performed within the Credit Card Driver module will be tracked by Audit Trail. 7. When the Effectivity Date and Time threshold has expired, on the Enterprise level, EMC users will receive a message (listing each affected Property) that 'No active credit card driver' is currently in use and that credit authorizations will not be allowed at the displayed Property(s). <p>See the DEMOCA Credit Card Driver article for more information.</p>	34878
Ops		
29304, 41890	<p>A new Offline Transaction File (OTF) file handling and playback method has been introduced</p> <p>The handling of OTF files and their replay has been enhanced to improve troubleshooting and supportability. SarOps clients have a new directory structure to store OTF files that are created when Workstations lose</p>	

	<p>communication with the Enterprise application server. Each Workstation currently has an OTF folder. Within the OTF folder, three additional folders will be created. The folders and their purpose are listed below:</p> <ul style="list-style-type: none"> ▪ OTF_CURRENT folder – This folder will store the Offline transaction files. One OTF file is created for each day at Midnight based on the systems UTC Time Zone settings. The file's naming convention will resemble the following syntax: OTF_YYYYMMDD.bin <p>So, for example, if a Workstation is in an Offline state for three days, there will be three separate OTF files created (one for each day). This should help prevent OTF files from becoming too large.</p> <ul style="list-style-type: none"> ▪ Once communication to the Enterprise application server has been re-established, replay of the Offline transactions will begin automatically. Users will see the percentage of completion during the replay of Offline transactions on the Workstation's display. If for some reason a transaction fails to replay successfully, the system will move on to replay the next transaction until its finished replaying all of the records. Any failed replay records will be moved to the OTF_REPLAY folder and the successfully replayed contents of the OTF_CURRENT folder will be deleted. ▪ OTF_REPLAY folder – This folder is where failed replay records from the OTF_CURRENT folder will be stored. Once the Ops client is brought Online, the failed OTF file will try to replay again. If that attempt fails, the records will be moved to the OTF_ERROR folder. ▪ OTF_ERROR folder – If the records fail to replay from the OTF_CURRENT folder, the files will be sent to the Enterprise. Large files will be broken into small data blocks (so that network resources are not overly taxed) and sent to the Enterprise. ▪ Any pre-existing (legacy version) OTF.bin files will be moved to the OTF_CURRENT folder after performing an upgrade of the SarOps client to this version. OTFMsg.Err files will be left in place for manual replay, review or removal. ▪ When a check is being picked up on an Offline (Yellow mode) Workstation, all associated records (stated as below) will be marked as 'DRH_PICKEDUP' in the original OTF.bin file. Then they will be added to the OTF.bin file of the Workstation that actually picks up the check. <ul style="list-style-type: none"> ▪ CSMD_POST_SALE_WRITE_CHECK ▪ CSMD_WRITE_CHECK ▪ CSMD_CANCEL_TRANS <p>Replay will skip the records marked as 'DRH_PICKEDUP'.</p> <p>A module to assist in troubleshooting failed OTF Playback records has been added to the EMC and can be located by accessing the <i>EMC-> Enterprise level-> Enterprise Information-> Playback Exceptions</i> module. This module will allow privileged users to search for and save OTF records that failed to replay. Once found, these records can be downloaded to a user's Remote EMC computer and may be reviewed using the OTFEdit.exe tool. The OTFEdit.exe tool has been enhanced to display the newly added 'DRH_PICKEDUP' status. Once a record has been reviewed, users can mark records as having been reviewed and in doing so, flag the records to be purged from the database via a new 'Purge Job' named 'Playback Exception Data' that has been added to the system.</p> <p>See the Offline Transaction File (OTF) Handling article for more detail.</p>	
46438	<p>MICROS logos and Simphony graphics have been updated</p> <p>With this release, MICROS logos and Simphony graphics have been redesigned with a new look and feel.</p>	
50511	<p>Support for the mStation Scanner has been added</p> <p>A Barcode scanner has been introduced for use with the mStation. The mStation Scanner supports Bluetooth technology. The mStation Scanner dock is connected to the mStation and powered via a USB port. The mStation Scanner will correctly scan standard as well as 2D Quick Response Code (QR) barcodes and can successfully export them via a SIM script to 3rd party applications.</p> <div data-bbox="337 1503 1284 1629">  <p>Note: mStations are required to be running Platform Version 1.3 in order to support the mStation Scanner.</p> </div> <p>See the Barcode Scanner article for more information.</p>	

Revisions

Fix ID	Revision	CR #
Auto Sequencer		
22522	<p>Issue: During a Start-of-Day (SOD) Autosequence, the CARRIED_TOTALS table in the Transaction database was not getting purged which caused the SOD Report query to run too long</p> <p>Resolution: Previously, part of the SOD logic involved reading and inserting data to the CARRIED_TOTALS table in the Transaction database. This table is used when running Shift reports in order to get accurate 'Carried Over Totals' information. However, this</p>	33630

table was never purged, which caused the query against it to use excessive resources on systems that had been running for a long period of time. This has been corrected by modifying the EMC.exe. A **Purge Job** for 'Carried Totals Data' has been added to the EMC. To view the 'Carried Totals Data' purge job, access the *EMC-> Enterprise-> Enterprise Information-> Enterprise Parameters-> Purge History tab-> Purge Jobs-> Carried Totals Data*. This purge job is enabled by default to maintain 60 days of data. MICROs recommends maintaining anywhere from 30 to 90 days of 'Carried Totals Data'.

Purge Type	Days To Keep	Last Run Time (UTC)
Activity Log Data	30	2/26/2014 6:36 PM
Audit Trail Data	30	2/26/2014 6:36 PM
Authorization Log Data	30	2/26/2014 6:36 PM
Carried Totals Data	60	2/26/2014 6:35 PM
Checks	60	2/26/2014 6:36 PM
Client Event Data	30	2/26/2014 6:36 PM
Financial Calendar History	180	2/26/2014 6:36 PM
Heuristics Algorithm Data	30	2/26/2014 6:35 PM
POS Journal Log Data	65	2/26/2014 6:36 PM
KDS Detail Data	30	2/26/2014 6:36 PM
PC Autosequence Log Data	30	2/26/2014 6:36 PM
Queue Check History Data	7	2/26/2014 6:36 PM
Security Authorization Keys Data	120	2/26/2014 6:35 PM
Signature Capture Data	7	2/26/2014 6:36 PM
Time Card Detail	60	2/26/2014 6:36 PM
Check Totals	390	2/26/2014 6:36 PM
Transactional Log Data	90	2/26/2014 6:36 PM
Playback Exception Data	60	2/26/2014 6:35 PM
User Experience Data	90	2/26/2014 6:36 PM

Purge Jobs	Micros recommends the following values for each specific purge job:
Activity Log Data	30-65 days
Audit Trail Data	30-65 days
Authorization Log Data	30-35 days
Carried Totals	30-90 days
Checks	14-65 days
Client Event Data	30-65 days
Financial Calendar History	180-375 days
Heuristics Algorithm Data	30-90 days
Pos Journal Log Data	7-65 days
KDS Detail Data	30-65 days
PC Autosequence Log Data	30-180 days
Queue Check History Data	7-30 days
Security Authorization Keys Data	Double the Checks*
Signature Capture Data	7-14 days
Time Card Detail	30-65 days
Checks Totals	7-65 days
Transaction Log Data	30-90 days
Playback Exception Data	30-90 days
User Experience Data	30-90 days

* The Security Authorization Keys Data is automatically set to twice the number of days the checks are kept

Credit Card Batch Process

6881	<p>Issue: Credit Card default Maximum Batch Size increased to 950</p> <p>Resolution: Previously, when adding a new Credit Card Driver via the <i>EMC-> Enterprise level-> Hardware/Interfaces-> Credit Cards-> Credit Card Drivers module</i>, the default Maximum Batch Size was set to "0". When the Maximum Batch Size is zero, a batch with more than 950 records would fail to settle as many Credit Card Processors are unable to handle more than 999 records in a single batch. Therefore, the default value of the Maximum Batch Size has been increased to 950 by modifying the EMC.exe file.</p>	29463
7264	<p>Issue: By default, the Host Timeout and the Maximum Batch Size was set to '0' when creating a VisaD driver</p> <p>Resolution: Previously, when creating a new VisaD driver via the <i>EMC-> Enterprise level-> Hardware/Interfaces-> Credit Card Drivers module</i>, by default the Host Timeout and the Maximum Batch Size was set to '0'. This has been corrected by modifying the EMC.exe file. As setting the Host Timeout to '0' or a low value would result in the batch timing out quite often and lead to double postings, now the Host Timeout defined in the <i>EMC-> Enterprise level-> Hardware/Interfaces-> Credit Card Drivers-> Internet tab</i> defaults to 600 seconds. In addition, the Maximum Batch Size defined in the <i>EMC-> Enterprise level-> Hardware/Interfaces-> Credit Card Drivers-> General tab</i>, now defaults to 950 when creating a VisaD driver.</p>	31740
15240	<p>Issue: Applying a Charge Tip and Service Totalling a Check from a Workstation other than the Workstation that authorized the Credit Card made two entries in the Credit Card Batch Report</p> <p>Resolution: Previously if a Credit Card was authorized from one Workstation and the Operator uses another Workstation to apply a Charge Tip and Service Total the Check, the Credit Card Batch Report incorrectly displayed two records; one for the correct amount and another record with a 0.00 amount. This was not reproducible in the current release.</p>	32846
17704, 18009	<p>Issue: When settling a Credit Card (CC) Batch using the VisaD CC Driver, if an individual CC record failed to settle, the entire batch failed without providing enough detail about the failed CC transaction</p> <p>Resolution: Previously, when settling a CC Batch with VisaD, when a group of records were transferred to a CC Processor, either all of the CC records settled or all failed as a group. The EMC (and CC Service Host EGateway log) did not return any indication of the individual record, only that the CC batch failed. All of the records in that group were marked as rejected, and the EGateway log (as shown below) only showed that it failed to mark records in the database, but did not provide enough detail or disclose which ones:</p> <pre> 08/19/12 07:41:49, 3, 3,LoadHandlers, 17,Message handler processing msg type MSG_UPDATE_BATCH_DTL_REQ, 08/19/12 07:41:49, 3,-3,LoadHandlers, 8,CCDrvInst[62]: CCS ERROR! Could not mark records to Process in DB: error GW_EC_FAIL, 08/19/12 07:41:49, 3,-3,LoadHandlers, 8,CCDrvInst[62]: Settle Batch failed with Return Code [GW_EC_FAIL], 08/19/12 07:41:49, 3, 0,LoadHandlers, 8,CCS: Call to HandleSettleBatchRequest for CCDI [62] (visad.dll) returned CGWErrorCode :[GW_EC_FAIL], </pre> <p>This has been corrected by modifying the ECCServer.dll and VisaD.dll files. Currently, the failed CC Batch Transfer report displays each check number that was rejected. The user is capable of pinpointing the exact location of the rejected check number from the <i>EMC-> Transfer CC Batch</i> tab and in the CC Service Host EGateway log file.</p>	33119
31804	<p>Issue: The Edit Batch module did not display the "Omitted" state in the table view of a batch</p> <p>Resolution:</p>	

Previously, when a record of a Credit Card Batch was omitted in the Form view, the 'Edit Batch' module did not display the "Omitted" state in the table view — the **Settle State** column was set to "Not Settled". This prevented users from easily locating records that have been omitted.

This has been corrected by modifying the EMC.exe and EMCHandler.dll files. A new column named **Omitted** has been added to the table view of the *EMC-> Property level-> Credit Card Batching-> Edit Batch module*. If a record is omitted, the Omitted column of the record will be set to "Yes"

The screenshot shows the 'Edit CC Batch' module in the EMC application. The filter form includes fields for Batch (1/29/2014 2:54 PM - Batch Created), Employee, Revenue Center, Check Number, and Card Holder, with 'Select' and 'Clear' buttons for each. A 'Search' button and an 'UnReject Batch' link are also present. Below the filter is a table with the following columns: Batch ID #, Employee, Revenue Center, Check, Total, Type, Account, Name, Settled State, and Omitted. The table contains 12 rows of data, with the last row (Batch ID # 845095) highlighted in red, indicating it is 'Omitted'.

Batch ID #	Employee	Revenue Center	Check	Total	Type	Account	Name	Settled State	Omitted
845091	Carrasco	Restaurant/Bar	5857	55.25	Visa	XXXXXXXXXXXX000011		Not Settled	No
845087	Carrasco	Restaurant/Bar	5910	40.32	Visa	XXXXXXXXXXXX000011		Not Settled	No
845092	Carrasco	Restaurant/Bar	5911	40.74	Visa	XXXXXXXXXXXX000011		Not Settled	No
845093	Carrasco	Restaurant/Bar	5923	35.50	Visa	XXXXXXXXXXXX000011		Not Settled	No
845094	Carrasco	Restaurant/Bar	5923	36.50	Master Card	XXXXXXXXXXXX000007		Not Settled	No
845085	Carrasco	Restaurant/Bar	5924	50.74	Diners Club	XXXXXXXXXXXX00003237		Not Settled	No
845086	Carrasco	Restaurant/Bar	5925	55.50	Diners Club	XXXXXXXXXXXX00003237		Not Settled	No
845088	Carrasco	Restaurant/Bar	5926	79.85	Diners Club	XXXXXXXXXXXX00003237		Not Settled	No
845089	Carrasco	Restaurant/Bar	5927	16.88	Visa	XXXXXXXXXXXX000011		Not Settled	No
845090	Carrasco	Restaurant/Bar	5929	74.59	Visa	XXXXXXXXXXXX000011		Not Settled	No
845095	Carrasco	Restaurant/Bar	5930	72.93	Visa	XXXXXXXXXXXX000011		Not Settled	Yes

40541, 52585 **Issue:** Manually editing the Auth Code or the Expiration Date of a Credit Card (CC) Batch via the Edit Batch module caused errors 34707

Resolution: Previously, when a user manually Authorized a CC using the [Manual Authorize] function key and later modified the Auth Code via the *EMC-> Property level-> Credit Card Batching-> Edit Batch > Edit Record tab-> Auth Code* field, the CC Batch failed to transfer. Additionally, if the Auth Code was saved with an empty value, the batch failed to transfer as expected, yet the EMC would not reopen the batch so that the Auth Code may be modified.

Similarly, when a CC Batch was manually authorized and the Expiration Date of a CC Batch was modified via the *EMC-> Property level-> Credit Card Batching-> Edit Batch > Edit Record tab-> Expiration Date* drop-down menu, saving the new Expiration Date returned the following error:

EMCHandler failed: Index was outside the bounds of the array

This has been corrected by modifying the EMC.exe file.

50691 **Issue:** A transaction with a negative Credit Card (CC) Authorization closed to a positive amount was still settled as a Refund 35051

Resolution: Previously, when a negative check was created and a CC Auth was performed for the negative amount in order to give a refund, if additional Items were added to the check and the check was closed to the same CC for the positive amount, it was processed as a Refund and the amount that the check was closed to was credited to the card instead. This has been corrected by modifying the CAPMS.dll file.

55707 **Issue:** Successfully transferred Credit Card (CC) Batches were displayed as "Failed" in the Transfer Batch module 35140

Resolution: Previously, although a CC Batch was successfully transferred, the Transfer Status of that batch displayed as "Settle Batch Failed" in the *EMC-> Property level-> Credit Card Batching-> Transfer Batch-> Transfer Status* as well as in the *EMC-> Property Level-> Credit Card Batching-> Create Report-> Select Batch Range*. This issue was not reproducible in the current release.

Credit Card Driver


6514 **Issue:** If two Credit Cards were authorized, one for the full amount of the check and another for a zero amount, payments could not be made using the second Credit Card 32424


Resolution: Previously, if two Credit Cards were authorized, one for the full amount of the check and another for a zero amount, when attempting to pay for the remainder of the check using the second Credit Card, the following error message was returned: "**Must print voucher**". This has been corrected by modifying the SarOpsXXX.exe file. Currently, if two Credit Cards are authorized, one for the full amount of the check and another for a zero amount, when attempting to make a payment using the second Credit Card the following error message will be displayed:

You must authorize this credit card with a non-zero amount to complete this transaction.

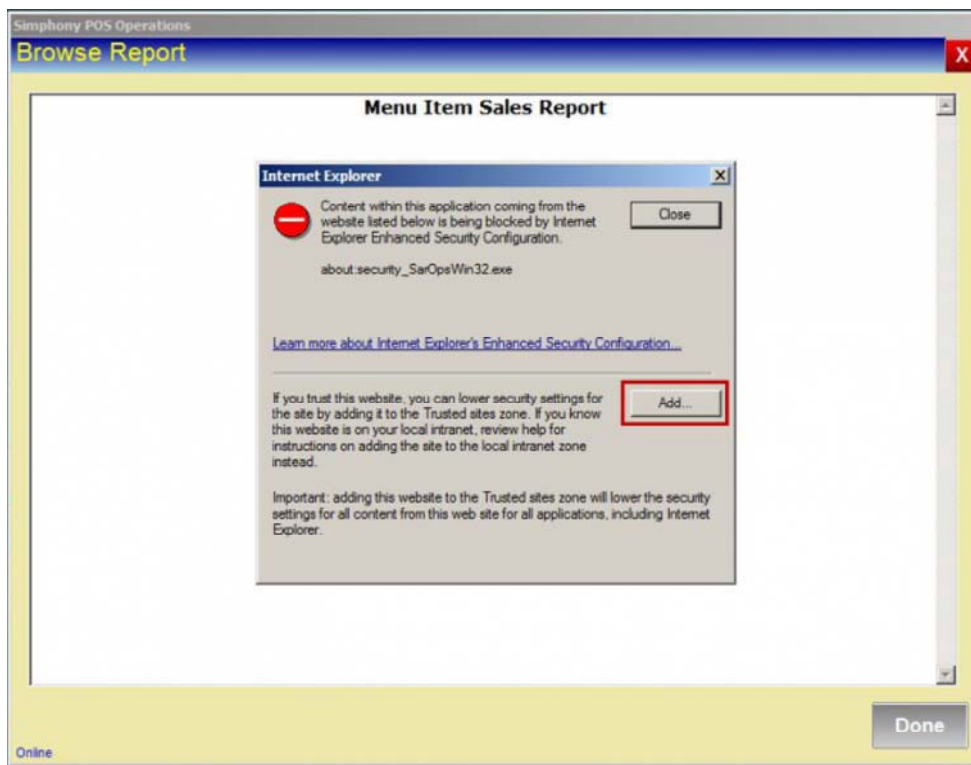
6815 **Issue:** Enabling the CAPMS Credit Card Driver [Enable Card Number Validation] option caused valid Mod-10 Credit Card numbers with preambles to consistently fail 31068

Resolution:

	<p>Previously, enabling the CAPMS Credit Card Driver option [Enable Card Number Validation] via the <i>EMC-> Enterprise level-> Hardware/Interfaces-> Credit Card Driver-> General tab-> Configuration</i>, caused valid Mod-10 Credit Card numbers with preambles defined in the Tender/Media module to fail and return the following error message:</p> <p>Host PC rejected message because of invalid argument</p> <p>This has been corrected by removing the [Enable Card Number Validation] option from the Credit Card Driver module and modifying the CAPMS handlers to not validate card number during authorization. These changes have been implemented by modifying the EMC.exe and CAPMS.dll files</p> <p>Users using the CAPMS Credit Card Driver may validate the Credit Card preambles by enabling option [27 - Credit Card Validity Test] via the <i>EMC-> Enterprise/Property level-> Sales-> Tender/Media-> Options tab-> Credit Card options</i>.</p> <div>  <p>Users using the CAPMS Credit Card Driver should validate and update the Credit Card preamble configuration in the <i>EMC-> Enterprise/Property level-> Sales-> Tender/Media-> Options tab-> Credit Card options</i>, prior to upgrading to Symphony v1.6 MR7. As a general best practice, Credit Card preamble configuration should be reviewed with the Credit Card processor at regular intervals.</p> </div>	
6910	<p>Issue: When a Credit Card Driver was linked to multiple Properties, CAPMS occasionally returned a message with incorrect information</p> <p>Resolution: Previously, When a Credit Card Driver was linked to multiple Properties, CAPMS returned a message (MessageID: CA_RSP) displaying authorization code and other discretionary data incorrectly. It was reported that CAPMS messages used the Workstation Number, which is unique within a Property, but not unique within the Enterprise unlike the Workstation ID. This has been corrected by modifying the SarOpsXXX.exe file. CAPMS messages now use the Workstation ID instead of the Workstation Number.</p>	31275
Database		
25196	<p>Issue: The EMC failed to connect to the database when the Microsoft SQL Server Analysis Service was running</p> <p>Resolution: Previously, if the EMC was installed on a machine running the Microsoft SQL Server Analysis Service, the application failed as it was unable to connect to the Transaction database and caused multiple issues. However, if the Microsoft SQL Server Analysis Service was stopped, the EMC would launch successfully. This issue was not reproducible in the current release.</p>	33872
Data Transfer Service		
20791	<p>Issue: In a hosted environment, every Symphony Application Server's Data Transfer Service (DTS) via the MMDAILY job was aggregating every organization in the Reporting database</p> <p>Resolution: Previously, in a hosted environment, every Symphony Application Server's Data Transfer Service (DTS) via the MMDAILY job was aggregating every organization in the Reporting database, not just the organization that the Application Server was responsible for. This has been corrected by modifying the NewDTS.exe file. Now, the DTS first queries the NETVUPOINT_CONFIG table and then filters the SPOS_COMPLETED_BUS_DAY list to restrict the aggregation to only the locations that the Application Server is pointing to.</p>	33399
DB Download		
53191	<p>Issue: Ops failed during DbDownload if the HierStrucID of a Property was greater than 32 kilobytes</p> <p>Resolution: Previously, if the HierStrucID of a Property was greater than 32 kilobytes, the SarOps DBDownload failed and prevented all Workstations at that Property from starting as it was attempting to save the HierStrucID value to a 16-bit integer. This has been correct by modifying the DbDownloadHandler.dll file.</p>	
Direct Posting Service		
26194	<p>Issue: The Posting of checks that have been Reopened or Adjusted in large databases may fail due to DPS having to run a full table scan of checks table.</p> <p>Resolution: Previously, when processing Reopened or Adjusted Checks, DPS could possibly timeout as it was running a full table scan against the CHECKS table, resulting in very costly and long-running queries. This issue was more likely to occur in large multi-organizational environments. This has been corrected by modifying the NewDTS.exe and DirectPostingService.exe files. Currently, the cost of queries that are run when processing Reopened/Adjusted Checks has been optimized.</p>	33964
30123	<p>Issue: When the Direct Posting Service (DPS) was left untouched for an extended period, the SPOS_COMPLETED_BUS_DAY table was not updated at the Start of Day (SOD)</p> <p>Resolution: Previously, when the Direct Posting Service (DPS) was left untouched for an extended period of time, the SPOS_COMPLETED_BUS_DAY table was not updated at the Start of Day (SOD) as expected. This has been corrected by modifying the DirectPostingService.exe file. Currently, DPS does not depend on the SOD to update the SPOS_COMPLETED_BUS_DAY table.</p>	34234
EMC		
41728	<p>Issue: The standard loopback address of 127.0.0.1 caused problems</p> <p>Resolution: Previously, entering the standard loopback address of 127.0.0.1 as the Host Name caused problems. This has been corrected by modifying the EMC.exe file. Currently, the standard loopback address, 127.0.0.1 is prevented from being entered in to any computer name/IP field in the entire EMC.</p>	
45426	<p>Issue: The Context Sensitive Help (CSH) text for the <i>Credit Card Merchant Group</i> module-> Batch Number field was inaccurate</p>	

	<p>The CSH text for the Batch Number field located in the EMC-> Enterprise level-> Credit Card Merchant Group-> Locale/Settlement tab was inaccurate. The CSH text for this field has been updated to read as follows:</p> <p><i>In this field, enter a value that is used to indicate the next sequence number. This number increments by one each time a new batch is transferred (if the number of records in the batch are less than the Max Batch Value setting for the associated driver) or the next batch segment transferred (where the number of records in the batch are greater than the CC Driver Max Batch Value). It is used by the CC processor to detect duplicate batches. This value for this field is provided by the bank or processor; the value range is 1-999, and it resets automatically to "1" after "999" has been reached.</i></p>	
45759	<p>Issue: Context Sensitive Help (CSH) for the Credit Card Driver option [Reverse Unused Authorizations] needed clarification</p> <p>Resolution: Previously, the CSH text for option [Reverse Unused Authorizations] in the EMC-> Enterprise level-> Setup tab-> Hardware/Interfaces-> Credit Cards-> Credit Card Drivers-> General tab-> Configuration section did not caution the user that enabling the [Reverse Unused Authorizations] option when the CAPMS Credit Card Driver does not support reversal authorizations could cause a batch transfer failure. This has been corrected. The CSH text for option [Reverse Unused Authorizations] now reads as follows:</p> <p><i>This processor specific option will use the zero-payment records to submit a reversal authorization. This reverses any hold amount the bank may have placed on the card due to the previous authorization. Turning this option on will automatically enable Include \$0.00 Payment Records. This option should only be enabled when the processor supports reversal authorizations. If a reversal authorization is sent to a processor that does not support reversals, a batch transfer failure may result.</i></p>	34909
49394	<p>Issue: The About Symphony EMC information box displayed the incorrect version number</p> <p>Resolution: Previously, the About Symphony EMC information box displayed the version number of EMCFramework.dll and not the version number of EMC.exe. This has been corrected by modifying the EMCFramework.dll file.</p>	
Install		
51318	<p>Issue: DbUpgrade logged an unhelpful message to the SymphonyInstall.log file when upgrading a 9700 database with schema version 88 to Symphony</p> <p>Resolution: Previously, when upgrading a 9700 database with schema version 88 to Symphony, the DbUpgrade logged an unhelpful message to the SymphonyInstall.log file. This did not prevent users from completing the installation. However, it left the system in a non-functional state. This has been corrected by modifying the dbupgrade.exe file. Currently, the following error message is displayed if the DbUpgrade encounters a 9700 database outside the scope of the current DbUpgrade:</p> <p>Cannot upgrade a 9700 database newer than version X. This 9700 database is version Y</p> <p>For example: "Cannot upgrade a 9700 database newer than version 88. This 9700 database is version 89".</p>	35055
KDS		
48450	<p>Issue: Voiding all Menu Items of a Check caused the Order Chit to display at the top of the KDS Display when Dynamic Order Mode (DOM) was enabled</p> <p>Resolution: Previously, when DOM was enabled, if all Menu Items of a Check were voided, the Order Chit was sorted to the top of the KDS Display. This behavior is by design. Any Order Chit that contains all voids is sorted to the top in List Mode, and to the front in Chit Mode of the KDS Display regardless of whether DOM is enabled</p>	34998
49396	<p>Issue: The Kitchen Display System (KDS) did not receive Orders when a Workstation 4 LX (WS4LX) was configured as a KDS Controller and Display</p> <p>Resolution: Previously, when a WS4LX was configured to be a KDS Controller and Display, the Workstation did not receive the KDS Orders. Additionally, a KDS error appeared on the client attempting to send the KDS Order. It was determined that under certain circumstances the application would not handle an error condition when attempting to delete the current KDS log file. This condition would cause the KDS controller to not complete its normal start up sequence nor process. This has been corrected by modifying the EGatewayDefs.dll and SystemServices.dll files.</p>	
NewDTS		
26905	<p>Issue: Needed Symphony to populate additional columns in the Reporting database MENU_ITEM table to align with mymicros.net Interactive Reports</p> <p>Resolution: Previously, mymicros.net added a few new columns to the MENU_ITEM table to allow some Menu Item reports to run without having to join to a bunch of different tables. Symphony was not populating these columns, causing the reports to display incorrectly. This has been corrected by modifying the NewDTS.exe. NewDTS will now correctly populate the familyGroupNameMaster, majorGroupNameMaster, familyGroupReportID, and majorGroupReportID columns.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>Note: Symphony will populate those columns when new Menu Items are created, or when the Name, Report Group, Major Group, or Family Group of an existing group are modified in the EMC.</p> </div>	34127
29559	<p>Issue: During Remote Distribution, NewDTS posted duplicate Menu Item entries to mymicros.net</p> <p>Resolution: Previously, during Remote Distribution, NewDTS posted duplicate entries in mymicros.net EMS_MENU_ITEM, MENU_ITEM and MENU_ITEM_PRICE tables. The inaccurate posting occurred as the NewDTS did not prevent multiple copies of the Definitions job from running parallelly on different application servers. As a result, under certain circumstances, such as when</p>	34190

	<p>there is a large number of changes (distribute) combined with a large number of application servers, two instances of NewDTS posted duplicate Menu Items.</p> <p>This has been corrected by enhancing the Definitions job to allow multithreading of the Definition job itself, rather than running multiple instances of the Definitions job. The change was implemented by modifying the NewDTS.exe file.</p>	
Ops		
27125	<p>Issue: Running services on more than one port caused issues on Windows CE Workstations</p> <p>Resolution: Previously, when multiple services were running on more than one port of a Windows CE Workstation, the Web Server did not launch properly and one of the services failed. This issue was not reproducible in the current release.</p>	34023
35643	<p>Issue: SarOps crashed while running the Pickup Check SIM script</p> <p>Resolution: Previously, when running a Pickup Check SIM on a Win32 client, which also served as the OLC/OTC, SarOps intermittently crashed. This has been corrected by modifying the EGatewayClientXXXCpp.dll.</p>	
43761	<p>Issue: The mTablet froze and became unusable after recovering from a brief power interruption to the mStation</p> <p>Resolution: Previously, in certain occasions, after recovering from a brief power interruption to the mStation, the mTablet took several minutes to recover or did not recover at all, making the mTablet unusable. The devices had to be restarted after leaving them undocked and powered off for several minutes to bring them to a functional state. This issue was not reproducible in the current release.</p>	34836
43862	<p>Issue: Undocking an mTablet configured as a permanently docked Workstation did not prevent stay down users from ringing in checks</p> <p>Resolution: Previously, undocking an mTablet configured as a permanently docked Workstation either by disconnecting it from the base or a power loss to the base, did not prevent stay down users who were not at the sign in screen from ringing additional checks. The mTablet went offline and allowed transactions to continue with a "Work Offline" prompt every time a check was created. This has been corrected by modifying SarOpsMM.exe file. Currently, an mTablet configured as a permanently docked tablet cannot begin checks while in an undocked state.</p>	34840
46486	<p>Issue: SarOps on Win32 clients could crash when the <i>EMC-> Workstation Status/Control -> Live Status</i> option was enabled at the same time a client with peripherals such as a Cash Drawer was undergoing a DBDownload</p> <p>Resolution: When <i>EMC-> Workstation Status/Control -> Live Status</i> option is enabled, it queries the Workstations to get the status of the peripherals. When changes are made in the EMC, they are sent to the WS in either a background DBDownload or a forced DBDownload. When a DBDownload occurs, it also re-initializes all of the peripherals. When these two operations occurred at the same time on a Win32 machine running SarOps that also had a Cash Drawer connected, SarOps could crash. This has been corrected by modifying the SarOps*.exe.</p>	34916
48631	<p>Issue: In certain instances, check Replay resulted in missing journal entries in mymicros.net</p> <p>Resolution: Previously, when a check was created and updated across three Offline Workstations a journal entry was not posted to mymicros.net. A journal from when the check was created and tendered were produced, however, an entry from when Menu Items were added were not displayed in the mymicros.net Audit and Analysis Report. It was determined that this error occurred due to an issue with the New Data Transfer Service (NewDTS). When the NewDTS moved journal entries from Symphony to mymicros.net, if it could not locate a Revenue Center for the entry (Revenue Center ID was '0') it did not move the journal entry to mymicros.net, yet would still mark the MoveFlag of the entry to True. This has been corrected by modifying the SarOps.exe file.</p>	
52403	<p>Issue: An mStation's Serial number was not written correctly to the POS_JOURNAL_LOG table</p> <p>Resolution: Previously, the Serial number of the mStation was incorrectly written to the POS_JOURNAL_LOG table when the mTablet was undocked from the mStation. However, the Serial number of the mStation was correctly written to the SarOps log. This has been corrected by modifying the SarOps*.exe file.</p>	
PMC Reports		
42841	<p>Issue: On Win32 Workstations (WS), when Operators attempted to view PMC Reports and the WS's Internet Explorer (IE) security settings were set to the Medium level, an IE security error message was received</p> <p>Resolution: Previously, after a PMC Report was generated on a Win32 WS and the Operator clicked on the "Full Screen" viewing option, an about:security_SarOpsWin32.exe IE error message was displayed. At this point, the Operator has the option to close the window by clicking on the 'Close' button or to click on the 'Add' button. MICROS recommends to click the 'Add' button so that 'SarOpsWin32.exe' is added to the WS's list of IE 'Trusted sites' zones. Once completed, PMC Reports will display as expected. In this instance, no code changes were required since this is an IE security configuration issue.</p>	



Printing

50275

Issue: The mStation Mini Printer returned an error after the mStation recovered from a power loss

Resolution: Previously, when the mStation recovered from a power loss, the first print job sent to the mStation Mini Printer returned a **"Printer Failure"** error message even though the printer was printing successfully. In addition, the print job was sent to the backup printer resulting in printing the same job twice. This has been corrected by modifying the SarOpsMM.exe file.

Simphony 1.6 Maintenance Release 6

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 6**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

Simphony 1.6 MR 8

Simphony 1.6 MR 9

Simphony 1.6 MR 10

Previous Version

Simphony 1.5

Next Version



Simphony 2.6

New Features

There are no new features in this version.

Enhancements

Fix ID	Enhancement	CR #
CAL		
43947	<p>CAL v123 has been added to the Symphony Installation package to standardize the supported version of CAL for all clients</p> <p>With this release, the installation of the Symphony software includes the installation of CAL v123 for all device CAL packages. This change has been accomplished by modifying the CAL Packages and Symphony Installer.</p>	
Documentation		
40452	<p>The article reviewing Symphony 1.x PC Autosequences has been updated on the Symphony Wiki</p> <p>See the Symphony 1.x PC Autosequence article for more information.</p>	
41929	<p>Troubleshooting tips for mTablets and mStations (R Series) have been provided</p> <p>It was requested to provide some troubleshooting tips for Symphony installations utilizing MTablet and mStation. These troubleshooting steps are also available in Clarify and were written as Clarify Solutions. Please see the MTablet and mStation Troubleshooting Tips article for more information. Additionally, the same article has a link provided for a downloadable .PDF version of the article's contents.</p>	
Ops		
25531	<p>Support for the use of scales using ounces as a unit of measure has been added. Additionally, support for the use of scales has been added for mStations</p> <p>Formerly, when configuring weighed Menu Items (MI) in the EMC, users had the choice to use either Pounds (Lbs.) or Kilograms (Kg.). When weighed MI's were rung up on an ounce scale (using the Lb. setting) the Ops display screen and Guest Checks and Customer Receipts would display the weight as decimal fractions and not ounces. This made it more difficult for customers to understand when they received their Guest Checks and Customer Receipts. The models that will be supported at this time are the Mettler Toledo-VIVA and Mettler Toledo 8217 scales. Only Serially connected scales are supported at this time. With this release, the Mettler Toledo scales identified above are also now supported on mStations.</p> <p>Note: The following additional control measures have been added:</p> <ul style="list-style-type: none"> ▪ Use of the [Item Weight] function key will not be allowed if the scale is not first zeroed. ▪ Posting non-weighed MI's will be allowed when the scale is not zeroed. ▪ Workstations will detect if a different scale has been connected (e.g., Pound to Ounce) and will display an error message to users. <p>Depending on the configured unit of measurement (Ounces, Pounds or Kilograms), the weighed MI's weights will display and print as shown below:</p> <p>Oz. = 0.1 Lb. = 0.01 Kg. = 0.001</p> <p>See the Scale and Scale Configuration for Symphony Clients article for more information.</p>	
Peripherals		
24764	<p>Support for the MICROS Mini Printer has been added</p> <p>The MICROS Mini Printer is a 32 column printer (the paper is 2 inches in width) that can attach to the side of an mStation (right side only). The printer can be configured to perform the following print tasks (among others):</p> <ul style="list-style-type: none"> ▪ Customer Receipts 	

	<ul style="list-style-type: none"> ▪ Guest Checks ▪ KDS Runner Chits ▪ Order Device Output ▪ Workstation PMC Reports <div>  <p>Note: This printer does not have Auto-cut capabilities and cannot be attached to a Sales Recording Module (SRM) device. Additionally, the <i>EMC-> Property level-> Property Parameters-> Options-> [38-Enable Sales Recording Module]</i> option must be disabled.</p> </div> <p>See the MICROS Mini Printer Setup article for more information.</p>	
40817	<p>National Type Evaluation Program (NTEP) Certification of Scales is now supported</p> <p>When a scale is attached to a Workstation and the PMC Diagnostics utility is accessed, a new Certifications tab displays "Weights and Measures Information" that includes the version of software that's running on the client and the NTEP Certificate number that displays adjacent to the "NTEP CC:" field. NTEP Certificate numbers will vary based on the model of Workstation that's using the PMC Diagnostics utility.</p> <div>  </div> <p>See the Scale, Scale Configuration for Simphony Clients and PMC Diagnostics articles for more information.</p>	
Printing		
32538	<p>Support for the Bixolon-SPP-R200II Bluetooth printer for the mTablet and Mobile MICROS devices has been added</p> <p>The Bixolon-SPP-R200II Bluetooth printer is now supported for both versions of Simphony (v1.x and v2.x) and for all supported Mobile MICROS handhelds. The device is also supported on mTablets. See the Bluetooth Printer Bixolon-SPP-R200II Setup article for more information.</p>	

Revisions

Fix ID	Revision	CR #
Auto Sequencer		
26294	<p>Issue: PC Autosequence Parameter(s) that were configured for a "Called Autosequence" were being ignored</p> <p>Resolution: Previously, a "Property Number Parameter" that was configured in the <i>EMC-> Enterprise-> Tasks-> PC Autosequences-> General</i> tab would be adhered to when that Autosequence was run individually, but would be ignored when that Autosequence was Called by another Autosequence. This has been corrected by modifying the AutoSeq.exe and SequencerEngine.dll files. With this release, configured PC Autosequence Parameters are being recognized and adhered to when a Called Autosequence is run.</p>	33962
26480	<p>Issue: Credit Card (CC) Batch and CC Settlement Autosequence steps weren't efficient and could cause the Autosequence to take longer than expected to complete</p> <p>Resolution: Previously, when an Autosequence contained multiple calls to other Autosequences that had create Credit Card Batch and a CC Settlement steps configured, the first Autosequence that was called created the CC Batch correctly per Property (assuming a "Step Parameter" had been added). The first CC Settlement Autosequence would settle correctly. The subsequent Autosequence that was called would again create the CC Batch for the specified Property, but the second CC Settlement Autosequence would attempt to settle the CC Batch from the first step before proceeding to the second step. Since the first CC Batch was already settled, it would not settle again, but the process of rechecking every record increased the amount of time it took to complete each step. After about 15 such Autosequence calls, there were 15 CC Batches trying</p>	33968

to be settled, and the Autosequence would time out and eventually stop. Any remaining Autosequence steps were not performed. This has been corrected by modifying the AutoseqHandler.dll and SequencerEngine.dll files. No changes to configuring Autosequences in the EMC are required. Currently, called CC Batch and CC Settlement Autosequence steps perform as expected.

CAL

- | | | |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 31957 | Issue: Client Application Loader (CAL) version 123 has been added to the Simphony Installation package to standardize the supported version of CAL for all clients

Resolution: With this release, the installation of the Simphony software includes the installation of CAL v123 for all device CAL Packages. This change has been accomplished by modifying the CAL Packages and Simphony Installer. | |
| 35886 | Issue: When CAL'ing a Workstation (WS) and when an Application Server had been selected, if users cancelled CAL before a Workstation was selected, the Workstation would then attempt to install the WSKDS package

Resolution: Previously, when CAL was cancelled after an Application Server had been selected, the WS would attempt to install the WS Kitchen Display System (KDS) package (even if the WSKDS package didn't exist for that platform type). This has been corrected by updating to CAL v122 or higher. With this release, CAL v123 will be included with the installation software. | 34819 |
| 36216 | Issue: The Client Application Loader (CAL) on MICROS PCWS 2015's did not update the Time Zone setting defined in the EMC

Resolution: Previously, CAL on MICROS PC Workstation 2015 did not set/update the Time Zone setting defined in the EMC. CAL v123 packaged with the Simphony 1.6 Maintenance Release 6 corrects this issue. CAL v123 will also monitor the Time Zone settings and automatically rectify any Time Zone discrepancies. | |

Credit Card Batch Process

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|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 9618 | Issue: The Credit Card Report did not align the Authorization columns properly

Resolution: Previously, the Credit Card Report did not align the Authorization columns, (e.g., # and Auth) correctly as the primary authorization did not lineup with the secondary authorizations which were aligned with the header as expected. This has been corrected by modifying the ECCServer.dll and EMC.exe files. | 32664 |
| 26500 | Issue: The BatchStatus column located in the CCBATCH_HEADER table in the Transactional database was not getting updated correctly during the Credit Card Settlement process

Resolution: Previously, when a CC Settlement was taking place, only two out of ten possible Batch Statuses were being used to populate the CCBATCH_HEADER. BatchStatus column in the Transactional database (Statuses 1 and 2). This could possibly cause two processes or users to attempt to settle the same CC Batch at the same time. This has been corrected by modifying the ECCServer.dll, EMCHandler.dll and EMC.exe files. All of the possible Batch Creation Statuses are listed below: | 33969 |

Batch Creation Status List

```
BATCH_UNKNOWN = 0;
BATCH_CREATING = 1;
BATCH_CREATED = 2;
BATCH_CREATE_FAILED = 3;
BATCH_REPORT_CREATING = 4;
BATCH_REPORT_CREATED = 5;
BATCH_REPORT_CREATE_FAILED = 6;
BATCH_TRANSFERRING = 7;
BATCH_TRANSFERRED = 8;
BATCH_TRANSFER_FAILED = 9;
```

Database

- | | | |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 25228 | Issue: Training Checks that were closed with a Credit Card (CC) payment were not getting Batched (as expected) but their "Closed" status was not getting updated in the Transactional database

Resolution: Previously, Training Checks closed with a CC were not having their "Closed" status updated in the Transactional database. This resulted in the items rung up on those checks to always display as having been on a check opened during the "Current" business day and they could not be deleted. This has been corrected by modifying SarOps.exe. | 33875 |
| 25257 | Issue: Credit Card (CC) Batch creation sometimes failed on checks that were heavily manipulated (Split, Added-to, Transferred)

Resolution: Previously, CC Batch creation failed on checks that were Split and Added-to or Transferred because during the CC Batch process there was a deadlock where one process had a Read lock on the checks database rows while another was attempting to write an updated status which caused a timeout. This has been corrected by modifying the ECCServer.dll. | 33876 |
| 26123 | Issue: Credit Card (CC) Batch creation sometimes failed on checks that were heavily manipulated (Split, Added-to, Transferred)

Resolution: Previously, when multiple Check manipulations (Split, Added-to, Transferred) were performed on a check that originally had a Credit Authorization (Auth) associated with it, the subsequently generated checks would erroneously be tagged as having an outstanding CC Auth associated with them, but since no CC Auth was present on them, the CC Batch failed. This has been corrected by modifying the ECCServer.dll. | 33937 |

Documentation

- | | | |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 42240 | Issue: More detail needed to be provided for the setup of the Online/Offline Heuristic Algorithm Operation Timeout module and Heuristic Algorithm Report introduced in Simphony 1.6 Maintenance Release 5

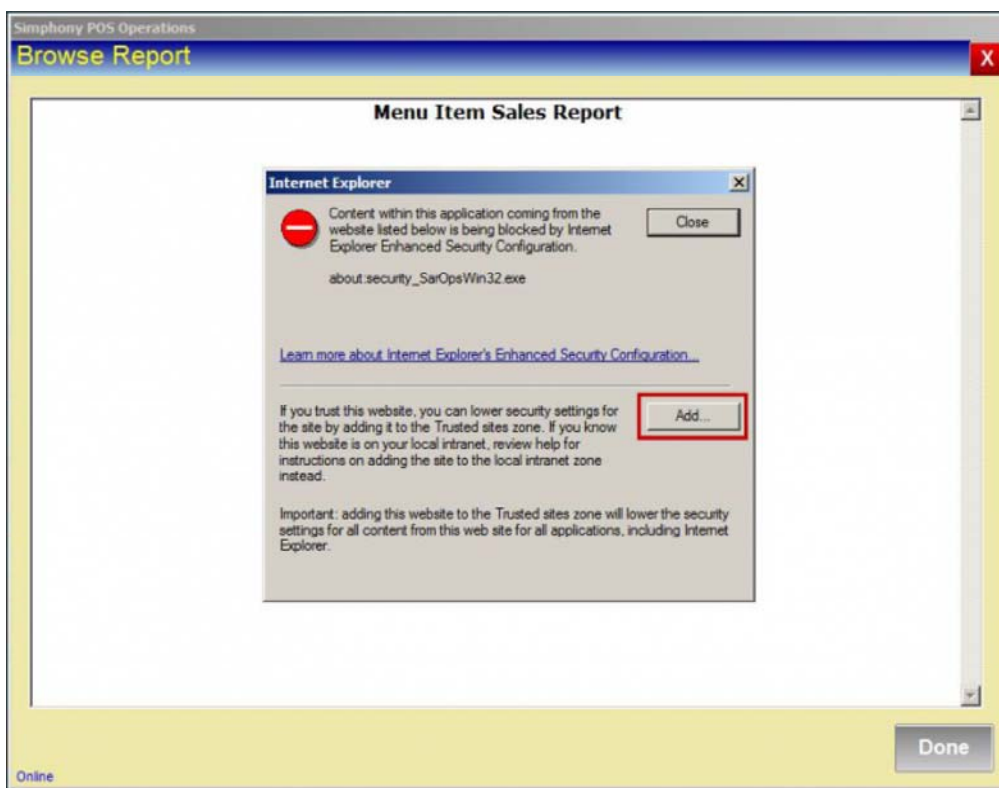
Resolution: See the SarOps Online/Offline Heuristic Algorithm Setup article for more information. | 34785 |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|

EGateway		
14664	<p>Issue: When running Symphony on an All-in-one Server, Workstations (WS) would Begin checks and Service Total them, but threw 'Undefined error code received from gateway' errors when trying to Tender or Cancel those checks.</p> <p>Resolution: Previously, when running Symphony on a Server that was running both the Symphony application and Database, the WS would Begin checks and Service Total them, but would throw an 'Undefined error code received from gateway' error when trying to Tender or Cancel those checks. This has been corrected by modifying the TotalPostingHandler.dll file.</p>	32788
EMC		
6744	<p>Issue: When confirming the “Search results were limited by Max Records to Show parameter: [value]” message, the Window's focus switched to an External application</p> <p>Resolution: Previously, confirming the “Search results were limited by Max Records to Show parameter: [value]” message caused the Window's focus to switch to the most recently opened External application which was running in the background. This has been corrected by modifying the EMC.exe file.</p>	30927
30526	<p>Issue: The Context Sensitive Help (CSH) for the <i>EMC-> RVC Parameters-> Mobile Micros-> [6-Use Numeric Screen for Ref Entry with Credit Card Store Key]</i> option was incomplete</p> <p>Resolution: Previously, the CSH text was unclear for the [6-Use Numeric Screen for Ref Entry with Credit Card Store Key] option and required editing. This has been corrected by modifying the EMCText.xml. The updated CSH text now reads as follows:</p> <p><i>If set, the Revenue Center assigned Numeric Entry Screen is used for Reference Entry with the Credit Card Store Key Function. If not set, the Revenue Center assigned Alpha Entry Screen is used. The Numeric screen uses larger keys than the Alpha screen and is therefore easier to use when entering numbers such as a credit card account number on a Mobile MICROS device.</i></p>	
31168	<p>Issue: When new Discounts were added, all of the available Transaction and Item check boxes were preselected by default on the “Exclusivity” tab</p> <p>Resolution: Previously, when adding new Discounts by accessing the <i>EMC-> Property-> Sales-> Discounts</i> module, all of the available Transaction and Item check boxes were already selected by default on the “Exclusivity” tab. This default setting disallowed the new Discount to interact with any other Discounts. This has been corrected by modifying the EMCData.dll. With this release, all of the check boxes within the Exclusivity tab are not selected by default.</p>	
38355	<p>Issue: Audit Trail function in the Menu Item Maintenance module caused timeouts and communication errors</p> <p>Resolution: Previously, using the “Audit This Record” link in the Menu Item Maintenance module produced timeouts and communications errors making the EMC unresponsive. These errors occurred when the Audit Trail function attempted to access sufficiently large databases. This has been corrected by modifying the EMCData.dll and EMCClient.dll files. With this release, Audit Trail search results are generated without a delay.</p>	34630
40245	<p>Issue: Any names entered into the “Media File” and “Idle Media File” fields in the <i>EMC-> RVC-> User Interface-> Workstation-> Touch Screen Design</i> module were not saved when using the Touchscreen tab in the Touchscreen Design module</p> <p>Resolution: Previously, when using the Touchscreen tab in the Touchscreen Design module, any file name that was typed within the “Media File” and “Idle Media File” fields caused the 'Save' button to activate. The Touchscreen could be saved, but when the module was reopened, the "Media File" field names remained blank. This has been corrected by modifying EMCData.dll.</p>	34688
42836	<p>Issue: EMC allowed to enable two different Item Weight types within a Property</p> <p>Resolution: Previously, when selecting either [4 - Use Item Weight in Kilos] or [42 - Use Item weight in Ounces] options from the <i>EMC-> Property-> Property Parameters-> Options</i> tab, the EMC did not disable the other parallel option as expected. This has been corrected by modifying the EMC.exe. Currently, when a user enables one of the Item Weight options, the EMC disables the alternate Item Weight option.</p>	
45910	<p>Issue: The Heuristics Operations Timeout module Online/Offline sliders did not change the “Average” and “Maximum” Second values until the changes were “Saved” in the EMC</p> <p>Resolution: Previously, when adjusting the 'Heuristics Operations Timeout' module Online/Offline sliders, the “Average” and “Maximum” Second values did not change until they were “Saved” in the EMC. This has been corrected by modifying the EMC.exe and EMCText.xml files. With this release, the Online/Offline sliders may now be adjusted from either “Data Collection” or “Decision Making” mode and the “Average” and “Maximum” Second values will immediately increment as the sliders are adjusted.</p>	
EMS		
31386	<p>Issue: The EMS Batch Service log file was not being maintained as expected</p> <p>Resolution: Previously, the EMS Batch Service log was not rotated and continued to grow as entries were logged. This produced a large log file which would use excessive disk space. The large size of the log file also affected performance of the EMS Batch Service. This has been corrected by modifying the EMSBatchService.exe file. The EMS Batch Service was modified to rotate the log file so that entries are properly maintained.</p>	
31389	<p>Issue: The EMS Batch Service log files were written in 12 hour format and did not display an AM/PM time designation</p> <p>Resolution:</p>	

	Previously, the EMS Batch log files were posting in 12 hour format without any AM/PM designations. This resulted in confusing readers as to what the time really was. This has been corrected by modifying the EMSBatchService.exe file. Currently, the EMS Batch Service log file displays time in 24-Hour format, thus eliminating the need for AM/PM designations.	
KDS		
7011	<p>Issue: When Dynamic Order Mode (DOM) was enabled, cancelled transactions were not getting updated on KDS Displays</p> <p>Resolution: Previously, when DOM was enabled in the <i>EMC-> Order Devices-> KDS tab-> Dynamic Order Mode</i> section, cancelled orders were not getting modified on KDS Displays to inform employees that the order no longer needed to be prepared and delivered. This has been corrected with the integration of a newer version of KDS and various KDS enhancements. Currently, cancelled transactions will display a large red "X" on the cancelled check that displays on the KDS system.</p>	31419
KDS		
42657	<p>Issue: Kitchen Display System (KDS) Controller database files were not versionable</p> <p>Resolution: Previously, the Kitchen Display System (KDS) database files were not versionable, which could cause issues when Schema changes are made to the database. This has been corrected by adding a new registry key to the KDS Controller so that the PosToKdsHandler.dll and KdsToPosServ.dll files can identify the correct database file version. The change was implemented by modifying the DbDownloadHandler.dll and KdsToPosServ.dll files.</p>	
45429	<p>Issue: Kitchen Display System (KDS) posting did not post all information to the Simphony database</p> <p>Resolution: Previously, KDS posting did not post all the information to the Transaction database's KDS_DETAIL table. When sending suborders to the KDS Controller, Ops sent the device index instead of the device ID. The reported issue occurred when the Order Device Index was different from the Order Device ID. This has been corrected by enhancing the database lookups that determines the Order Device Index. The change was implemented by modifying the TotalPosting.dll file.</p>	34894
mymicros.net		
22555	<p>Issue: The Serving Period Financial report incorrectly added tips to the Tender Media Report section</p> <p>Resolution: Previously, the Serving Period Financial Report incorrectly added tips to the Tender Media Report section, and as a result, overstated the actual Tender/Media amount. This issue created an inconsistency between the Serving Period Financial report and the Revenue Center Financial Report totals. This has been corrected in this release. Currently, Serving Period Financial Report calculates tips in the "Bank Due" section of the report.</p>	33642
OLC/OTC		
42938	<p>Issue: Workstations did not allow Operators to Sign In after transitioning to Yellow Mode</p> <p>Resolution: Previously, when attempting to Sign in on a Workstation that was transitioned to Yellow Mode, Ops threw a "Must Clock In to ^" message and the Operator was prevented from Signing In. It was reported that the Employee's current Revenue Center (RVC) and the RVC assigned by the Job Code module did not Sync properly while in Yellow Mode. This has been corrected by modifying SarOps.exe.</p>	34804
Ops		
22227	<p>Issue: Voiding a Menu Item that was added to a Check using the '@/For' key did not void the attached VAT values</p> <p>Resolution: Previously, when several Menu Items were added using the '@/For' key and a Menu Item was voided, Ops did not void the VAT values attached to the voided Menu Item. This caused Ops to calculate the Guest Check totals incorrectly. The same issue occurred when Menu Items were added using the numeric keys. This has been corrected by modifying the SarOps.exe file.</p>	33600
23473	<p>Issue: When using MICROS Suites Management v3.0, Voids performed on checks picked up through a SIM script rewrote Credit card (CC) Authorization details</p> <p>Resolution: Previously, CC Auth data was rewritten under certain circumstances (when using Suites v3.0), such as picking up check a through SIM and then Voiding all of the items from the check. This had a large impact on Suites customers as Check Regeneration (Regen) could not be successfully run once bad data was entered on a check. Check Regen is the main report used by most accounting departments to reconcile events. Other times when CC Auth data was rewritten (especially the CHECK_DETAIL table's detailtype 8, which is PMS Discretionary data) the CC Batch Settlement failed due to the rewritten (incorrect) data. This reported issue also caused the failure of any further Check Regeneration, a Suites process whereby the details of the event's checks were moved from the Transactional database to the Suites database. The Check Regen would fail with a Transaction Services log error as shown here:</p> <p style="padding-left: 40px;">1/17/2013 9:58:52 AM - INFO - Transaction Services experienced an error and cannot continue to process this request. Reason: Check details from server arrived in an unexpected order. Error Code: InternalProcessingError</p> <p>This has been corrected by modifying the SarOps*.exe.</p>	33721
27703	<p>Issue: The rounded Tare Weight value was incorrectly displayed on Workstations and Guest Checks when the weight was calculated in pounds (lbs.)</p> <p>Resolution: The 'Tare Weight' field allows weighed Menu Items to be configured in thousandths (0.0000) of a Lb. from the <i>Menu Item Maintenance-> Menu Item Definition</i> module. Previously, Workstations and Guest Checks incorrectly displayed the rounded Tare Weight in tenths or hundredths. It was reported that even though the rounded Tare Weight was incorrectly</p>	34056

	displayed, the Workstation calculated the Tare Weight as expected. This has been corrected by modifying the SarOps.exe. Currently, the value for Weighed Menu Items displays in the correct format.	
29764	<p>Issue: Intermittently, the WebServer would crash when a new ServiceHost.xml file was generated and deployed</p> <p>Resolution: Previously, the WebServer would sometimes crash when a new ServiceHost.xml file was deployed. This has been corrected by modifying the PosToKdsHandler.dll along with fixes that were implemented with the release of Simphony v1.6 MR4.</p>	34204
31123	<p>Issue: Security option [12 - Mag Card Entry Required for Employee ID] was not enforced for Authorization tasks when enabled</p> <p>Resolution: Previously, if the EMC-> Property-> Property Hardware-> Workstations-> Options-> Display/Security-> Security option-> [12 - Mag Card Entry Required for Employee ID] was enabled, Operators could only Sign in on a Workstation using their Mag Card as expected. However, any Manager Authorization task would still accept a manual entry of their Employee ID number. This has been corrected by modifying the Ops.exe.</p>	34297
35457	<p>Issue: Offline rounds fail to replay when multiple Workstations (WSs) were in mixed Offline states</p> <p>Resolution: Previously, a WS would only broadcast a change of check ownership on a Tender/Service Total function. This caused duplicate Round numbers on WSs in mixed Offline states. These duplicate Rounds resulted in a failure to replay checks. Now, when a different WS picks up a check owned by another WS, a broadcast is sent to the owning WS that it no longer owns the check. This enables Operators to override the check owned by a different WS in the event of mixed offline states (Red Mode = disconnected from everything, Yellow Mode = disconnected from the Application server but able to communicate with other WSs).</p> <p>This has been corrected by modifying the SarOps*.exe file.</p>	34501
41378	<p>Issue: The phrase 'Manually Weighed' was required to be renamed to 'Manual Weight'</p> <p>Resolution: National Type Evaluation Program (NTEP) compliance required that the phrase 'Manually Weighed' had to read as 'Manual Weight' on the Check Detail Area on Ops and on Customer Receipts and Guest Checks. This has been corrected by modifying the Ops.dll.</p>	
41698	<p>Issue: Unable to Authorize Credit Cards (CC) when the 'RevCtrID' was very large</p> <p>Resolution: Previously, when a Revenue Center (RVC) was created with a large 'RevCtrID' (Object) number, it functioned normally except when Authorizing CCs due to an allowed value was not handled correctly by Simphony. Currently, a RVC can be created with a large 'RevCtrID' number and can Authorize CCs now that allowed values are handled correctly by Simphony. This has been corrected by modifying the SarOpsXXX.exe file.</p>	34765
42064	<p>Issue: Sub-order messages from Ops to multiple KDS Controllers were missing the required reference information which could cause orders not to appear on the correct KDS Displays as expected</p> <p>Resolution: Previously, for sites that have multiple KDS Controllers, Ops sent Sub-order messages that contained only an Order Device ID number which wasn't enough reference information to send the order to the correct KDS Display. The missing reference data is important in such cases because it's needed to determine which Revenue Center's (RVC) Order Device the order was meant for. This has been corrected by modifying the SarOpsXXX.exe, KdsToPosServ.dll and DbDownloadHandler.dll files. Currently, the RVC HierStrucId number has been added to the Ops Sub-order message to alleviate KDS device output confusion.</p>	34772
42102	<p>Issue: Intermittently, Ops crashed after upgrading to Simphony v1.6 MR 5</p> <p>Resolution: Previously, when upgraded to Simphony v1.6 MR5, Ops clients crashed after displaying an error message. This issue occurred frequently on Windows 32 clients. This has been corrected by modifying the EGatewayClient.dll.</p>	
42711	<p>Issue: Windows 32 and mTablet Workstations displayed the time and price of checks together on the Open Check SLU</p> <p>Resolution: Previously, Windows 32 and mTablet Workstations displayed the time and the price elements of Guest Checks together and on the same line in the Open Check SLU. This has been corrected by modifying the SarOps.exe file.</p>	
43927	<p>Issue: When a mStation (base unit) had a loss of power, any printers connected to the unit failed to reinitialize, thus causing a failure to print</p> <p>Resolution: Previously, when an mStation's base unit lost power and then regained it, the mTablet would display an "Initializing Devices" message, but it would fail to reconnect to any printers that were connected to the mStation base unit. The only way to resolve the issue was to reboot the mTablet (or to close and reopen SarOps). This has been corrected by modifying the MicrosDevices.dll, PrintController and Printing.dll files.</p>	3484
45229	<p>Issue: Ops crashed when the [Manual Weight] function key was used</p> <p>Resolution: When the [Manual Weight] function key was pressed to manually enter the weight of a Menu Item, Ops crashed. Consequently, Ops threw an exception error in the log as the unit descriptor (e.g., Oz., Lb. and Kg.) was not set for Manual Weight and scale weight functions. This has been corrected by modifying the SarOps.exe file.</p>	
45446	<p>Issue: A user would receive a You are not clocked in message when attempting to Sign In on a Workstation after it transitioned from Online mode to Yellow mode</p> <p>Resolution: Previously, if an Offline Labor Cache (OLC) was configured and a user Clocked In on an Online Workstation and then that Workstation lost its connection with the Application server (Yellow Mode), when the user attempted to Sign In, they'd receive a You are not clocked in message. It was determined that the OLC wasn't synchronizing with the time-keeping records in the database often enough. This has been corrected by modifying the SarOps*.exe. With this release, the OLC remains synchronized with the database when Workstations are Online.</p>	34803

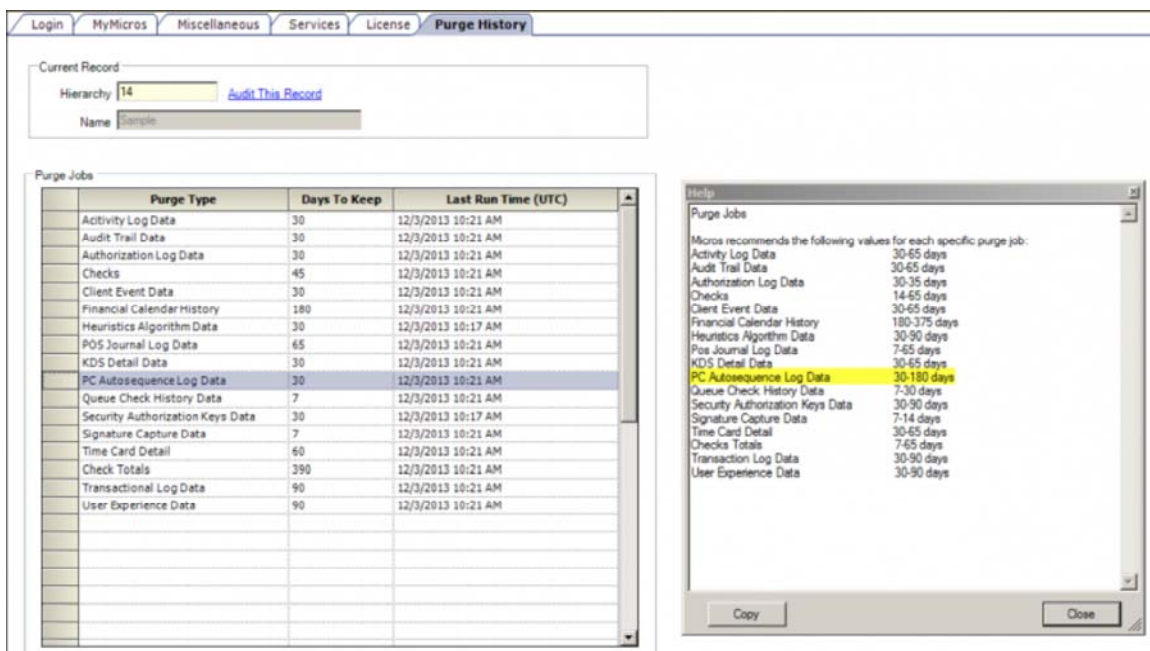
45911	<p>Issue: The [Manual Weight] function did not include the “Tare Weight” setting</p> <p>Resolution: When the Menu Item weight was manually entered using the [Manual Weight] function key, Ops did not include the “Tare Weight” setting from the Menu Item Definition record of the Weighed Menu Item. This has been corrected by modifying the SarOps.exe file.</p>	
47063	<p>Issue: Ops VAT totals were incorrect when multiple Menu Items were entered on the same Detail line had an Automatic Discount applied</p> <p>Resolution: Previously, when multiple Menu Items were entered on the same Detail line had an Automatic Discount applied, Ops VAT totals were incorrect. Currently, Ops VAT totals are correct when multiple Menu Items are entered on the same detail line that has an Auto discount applied. This has been corrected by modifying the PosLib.dll and SarOps*.exe file.</p>	34946
47652	<p>Issue: The Status bar on the Sign In screen kept flashing when the Workstation started in Offline mode</p> <p>Resolution: Previously, when the Workstation was started in Offline mode, the status bar on the Sign in screen kept flashing as the Ops checked for a connection with the EGateway in the background. This has been corrected by modifying the SarOps.exe file.</p>	
47940	<p>Issue: Using the [Transaction Void] function on Menu Items with Automatic Discounts and a Manual Discount applied to the Check miscalculated the Amount Due</p> <p>Resolution: Previously, when an Operator pressed the [Transaction Void] function key to void Menu Items bundled with an Automatic Discounts and then applied a Manual Discount, Ops did not calculate the Guest Check balance accurately. Ops incorrectly applied the Automatic Discount twice to the Guest Check; once with the Manual Discount and once without applying the Manual Discount, which lead to overstate the "Amount Due" to the customer. This has been corrected by modifying the SarOps.exe file.</p>	
48138	<p>Issue: Automatic Discounts were not calculated when Menu Items were voided using the [Transaction Void] function</p> <p>Resolution: Previously, when the [Transaction Void] function was used to Void Menu Items bundled with Automatic Discounts, Ops did not void the Automatic Discounts. As a result, the "Total Due" amount on the Guest Check was overstated. This has been corrected by modifying the SarOps.exe file.</p>	
48141	<p>Issue: Using the [Transaction Void] function on Menu Items with Automatic Discount showed a negative Automatic Discount amount</p> <p>Resolution: Previously, when the [Transaction Void] function key was used void Menu Items bundled with Automatic Discounts, Ops showed the Automatic Discount as a negative value. As a result, Ops did not calculate the Guest Check balance accurately. This has been corrected by modifying the SarOps.exe file. Currently, when the [Transaction Void] function is applied to Menu Items with Automatic Discounts, the Automatic Discount is shown as a positive value and the Guest Check balance is calculated correctly.</p>	
48512	<p>Issue: SarOps would crash with a Win32 KDS Controller and scheduled Kitchen Themes configured</p> <p>Resolution: Previously, SarOps would crash when Operators attempted to send orders to the KDS Display with active scheduled Kitchen Themes with Order Type routing configured. This has been corrected by modifying the EMCDData.dll. The issue appeared to be caused when cloning a Property and the Order Type ID values. With this release, when cloning a Property, it no longer uses the Order Type ID, rather now it uses the Order Device Index values.</p>	
PMC Reports		
42841	<p>Issue: On Win32 Workstations (WS), when Operators attempted to view PMC Reports and the WS's Internet Explorer (IE) security settings were set to the Medium level, an IE security error message was received</p> <p>Resolution: Previously, after a PMC Report was generated on a Win32 WS and the Operator clicked on the "Full Screen" viewing option, an about:security_SarOpsWin32.exe IE error message was displayed. At this point, the Operator has the option to close the window by clicking on the 'Close' button or to click on the 'Add' button. MICROS recommends to click the 'Add' button so that 'SarOpsWin32.exe' is added to the WS's list of IE 'Trusted sites' zones. Once completed, PMC Reports will display as expected. In this instance, no code changes were required since this is an IE security configuration issue.</p>	



- 43870 **Issue:** Property Management Console (PMC) error messages did not render properly when the mTablet was on Portrait mode
Resolution: Previously, when the mTablet was run on Portrait orientation, the PMC errors message windows did not adjust properly to the screen resolution. When the error message had a lengthy text, the dialog box failed to wrap the message within the screen resolution. This has been corrected by modifying SarOps.exe.

NewDTS

- 22504 **Issue:** The Transactional database PCASEQ_LOG table was not being maintained
Resolution: Previously, the 'PCASEQ_LOG' table located in the Transactional database was not being maintained and therefore would continue to grow in size. This has been corrected by modifying the DbUpgrade.exe, NewDTS.exe and EMC.exe files. A new database **Purge Job** was added to the EMC to manage the saved PC Autosequence log data and can be located by accessing the **EMC-> Enterprise Parameters-> Purge History-> for the Purge Type-> PC Autosequence Log Data**. MICROs recommends setting the '**Days To Keep**' column to a value ranging from **30-180 days**.



- 27928 **Issue:** Multiple Menu Item (MI) Price Changes were not correctly updating the Reporting database for Microsoft SQL Server database users

34074

	<p>Resolution: Previously, the “effectiveTo” column located in the Reporting database MENU_ITEM_PRICE table was not getting updated as expected when users added or changed MI Price Records. Each time a MI Price Record was edited or added an additional row in the Reporting database MENU_ITEM_PRICE table was inserted. This caused the MI Sales Reports to display extra entries for the same MI. This has been corrected by modifying the NewDTS.exe.</p>	
31151	<p>Issue: The “Effective To” Update logic updated the wrong record(s) in the MENU_ITEM_PRICE table located in the Reporting database</p> <p>Resolution: Previously, when a change was made to a particular Menu Item Price record in Symphony, a new record was inserted into the MENU_ITEM_PRICE table in the Reporting database, with the current time in the “effectiveFrom” column and a NULL value for the “effectiveTo” column. At the same time, the existing record was updated with the current time in the “effectiveTo” column. This worked fine the first time a user modified a price, but if a user made further modifications, NewDTS would continue to update the “effectiveTo” column of the very first price record, not the most recent one. This would lead to multiple records in the MENU_ITEM_PRICE table with a NULL value for the “effectiveTo” column, which caused the MI Sales Reports to display extra entries for the same MI. This has been corrected by modifying the NewDTS.exe.</p>	34300
32244	<p>Issue: The Transaction database SEC_AUTH_KEYS table was not getting purged</p> <p>Resolution: Previously, the Transaction database SEC_AUTH_KEYS table was not getting purged. This has been corrected by modifying the EGatewayService.dll, NewDts.exe, EMC.exe, EMCDData.dll, DBUpgrade.xml and DbUPgrade.exe files. There is no available setting for purging the number of days in the <i>EMC-> Enterprise Parameters-> Purge History-> Purge Type</i> module for Security Authorization Keys. The number of days of Security Authorization Keys data that is retained equals the “Purge Job” setting for the <i>Purge Type-> Checks</i> multiplied by two.</p>	
Transaction Services		
34215	<p>Issue: When a Check was handled by Transactions Services and Ops concurrently, the Workstation became unusable</p> <p>Resolution: Previously, when a Guest Check was handled by an Ops client and Transaction Services concurrently, Ops displayed the “Another Workstation has posted another version of the Check” message and did not allow the Operator to Cancel the transaction. The Operator had to restart the Workstation to as there was no way to cancel the check. This has been corrected by modifying the SarOps.exe and GwCheckStruct.xml files. Currently, when picking up checks, Ops looks for the Check’s Round Number and Round GUID. If the version of the check is less than that of the Enterprise, the check is re-read and updated; if the round number is greater than that of the Enterprise, another Workstation will post the missing rounds and allow the Operator to Pick up the check and proceed.</p>	34457

Simphony 1.6 Maintenance Release 5

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 5**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

Simphony 1.6 MR 8

Simphony 1.6 MR 9

Simphony 1.6 MR 10

Previous Version

Simphony 1.5

Next Version

Simphony 2.6

to authenticate your credentials before downloading files.

New Features

Fix ID	Feature	CR #
EMC		
30031, 30652	Added a new Online / Offline Heuristic Algorithm to determine when a Workstation is to be automatically taken Offline or Online <p>Previously, the Online status of SarOps clients was determined by an application ping between the SarOps client and the Enterprise Gateway. The default values that SarOps used were three bad pings at a seven second interval to go Offline and one good ping to go back Online, which were manually configurable in the Transactional database. The new Online/Offline Heuristic Algorithm will use statistical data collected from previous transactions or from background jobs to determine the optimal time for a Workstation to go Online or Offline. See the SarOps Online/Offline Heuristic Algorithm Setup article for more information.</p>	

Enhancements

Fix ID	Enhancement	CR #
Data Transfer Service		
26601	Moved the FCR_* tables in the Transactional database to the Reporting database for the Latin American office <p>The FCR_CUSTOMER_DATA, FCR_INVOICE_CONTROL, FCR_INVOICE_DATA and FCR_TOTAL_DATA tables were moved from the Transactional database to the Reporting database. This was performed as a part of the Latin American Region's commitment to support fiscal reporting.</p>	
EMC		
24868	The maximum length limit of Barcodes has been increased from of 40 to 512 characters <p>Support for Pass-Through enabled Barcodes up to a maximum of '512' characters has been added. This has been developed for the use of 2D Barcodes used in conjunction with SIM scripts. This has been accomplished by modifying the MicrosDevices.dll, MicrosDevicesBridge.dll, PosManagedDevices.dll and SarOps.exe files. To enable this feature, perform the following steps:</p> <ol style="list-style-type: none"> 1. Edit or create a Barcode Format set that exceeds the former 40 character limit by accessing the EMC-> Property-> Barcode Format Sets 2. Add the 2D Barcode to the Workstation device listing by navigating to the EMC-> Property-> Workstations-> Devices tab. 3. Complete any necessary Barcode Scanner programming 4. Access the EMC-> Property-> Workstations-> Options-> Hardware/Cash Drawer-> [30 – Barcode Pass-Through Mode] option and enable it and 'Save'. 5. Configure the SIM script accordingly and link it to a touchscreen button to make use of Pass-Through mode to write to external application. 	32713
Install		
23133	Las Vegas Gaming Reports have been removed from the Symphony installation media <p>Las Vegas Gaming Reports have been removed from the Symphony installation media in order to ensure compliance with regulations. This change ensures that upgrades do not overwrite the approved report versions and that only the approved versions are always installed. In future, the MICROS Las Vegas office will control the reports and the Vegas office should be contacted to obtain the currently approved reports as the reports can be modified or upgraded outside the Symphony installer application.</p>	
mymicros.net		
31770	Upgrades to mymicros.net v8.1.0 will be supported on Symphony v1.6 MR5 <p>Validation for upgrading the v1.6 mymicros.net database to v8.1.0 has been completed. Symphony v1.6 MR5's default mymicros.net version remains v7.2.0.</p>	


Revisions

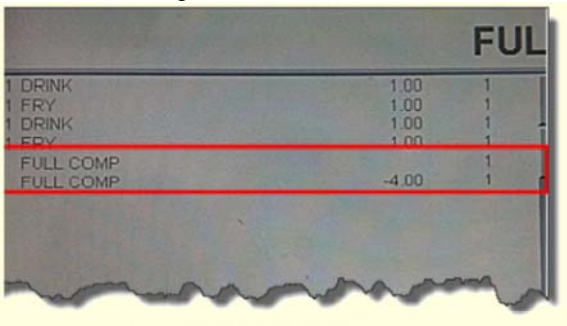
Fix ID	Revision	CR #
Auto Sequencer		


27154	<p>Issue: Running a manual Start-of-Day (SOD) wrote the incorrect Business date when the Application Server's time setting was ahead of the Greenwich Mean Time (GMT) Time Zone</p> <p>Resolution: Previously, when the SOD was run manually for systems in a Time Zone behind the GMT, the Business date was written correctly. When the system's Time Zone was ahead of the GMT, it wrote the Business date with the calendar date of the GMT, which caused it to display as one day behind. This prevented the correct Business date and associated totals from displaying on the Ops clients when running PMC Reports. This has been corrected by modifying the EGatewayHandlerUtils.dll. Currently, running a manual SOD will utilize the local systems Date/Time settings for the sake of consistency. Additionally, this fix changed the PMC reports labeling from "Today" and "Yesterday", to "Current Business Day" and "Previous Business Day". The system also determines whether a potential business day increment is required based on whether the SOD is run manually or automatically before deciding what the incremented business day should be. For manual SOD's, running them before noon will be today's business dates and after noon will be tomorrow. For an automatic SOD, the system will not increment the business date before the specified time.</p>	34028
31173	<p>Issue: During a Start-of-Day (SOD) Autosequence, the CARRIED_TOTALS table in the MCRSPOS database was not getting purged which caused the SOD Report query to run too long</p> <p>Resolution: Previously, part of the SOD logic involved reading and inserting data to the CARRIED_TOTALS table in the Transactional database. This table is used when running Shift reports in order to get accurate Carried Over totals information. However, this table was never purged, which caused the query against it to use excessive resources on systems that had been running for a long period time. This has been corrected by modifying the SequencerEngine.dll. Currently, the query is running in a more efficient manner while retrieving Carried Over totals data for financial reports.</p>	33630
CAL		
6611	<p>Issue: There is a 'Show KDS' check box on the CAL configuration window for Win32 and WinCE Workstations, but when selected, it had no affect</p> <p>Resolution: Previously, selecting the 'Show KDS' check box on the CAL configuration window on Workstation s was not working as expected. This has been corrected by updating the version of the Client Application Loader (CAL).</p>	34026
34298	<p>Issue: Upgrading the Client Application Loader (CAL) in a 64-bit environment failed</p> <p>Resolution: If the CAL version installed on the service host [CAL 119] did not match the version on the EGateway (http://appserver:8080/egateway/download/CAL/win32/setup.exe) [CAL 117], an upgrade to CAL 119 was triggered when the Service Host was initialized. However, the upgrade failed because the setup.dat or the Registry settings were set incorrectly for the 64-bit environment. As a result, CAL did not start because the service's executable parameter was not set correctly.</p> <p>It was determined that in a 64-bit environment, there are two locations where program files are stored:</p> <ol style="list-style-type: none"> 1. C:\Program Files\ (which is for all 64-bit programs) 2. C:\Program Files (x86)\ (which is for any 32-bit programs running in the 64-bit environment) <p>However, the Micros CAL Service parameter for the executable was set to: C:\Program Files\Micros\MCRSCAL\mcrcscal.exe, whereas the service needed to be pointed to: C:\Program Files (x86)\Micros\MCRSCAL\mcrcscal.exe (as CAL is a 32-bit program). The prescribed method to work-around the error was to manually amend the "Path to executable:" parameter of the CAL service. This has been corrected by modifying the 32-bit and 64-bit CAL packages. Currently, CAL package downloads and installs/updates correctly in a 64-bit environment.</p>	
34957	<p>Issue: Offline Labor Cache (OLC) did not start on a Workstation unless it was configured to use port '8080'</p> <p>Resolution: Previously, if an OLC was configured to run on any port other than port '8080', the information was not written to the ServiceHost.xml and the OLC did not start on the Workstation. It was determined that the SymphonyCALHandler did not update the ServiceHost.xml as expected as it only checked if the port number was not '8080' and then added a non-zero entry in the ServiceHost.xml. This was corrected by modifying the SymphonyCALHandler.dll to check if the port number is 12359, which is the port number for Ops. This is the only time that a '0' entry will be entered in the ServiceHost.xml for a configured OLC/OTC.</p>	34477
Data Transfer Service		
15716	<p>Issue: Editing the Time Card punches containing Paid Breaks were recorded twice in the Reporting (mymicros.net) database would result in reporting and possible payroll issues</p> <p>Resolution: Previously, when a manager modified a Time Card which contained a Paid Break, the time record was posted twice in the Reporting database. This has been corrected by modifying the NVPDBWriter.dll. Currently, edited Time Card records with Paid Breaks are no longer duplicated in the Reporting database dbo.Time_Card_Detail table.</p>	32895
Database		
31728	<p>Issue: Workstation Report Users were created for Organization IDs outside of those that would actually run Workstation reports (e.g., download orgID or the MICROS orgID) in the Core_Db.Core_User table</p> <p>Resolution: Previously, when creating Workstation Report Users, the Symphony installer created Workstation Report Users for all Organizations, including for those that would not be running Workstation reports. It was identified that this issue was due to the Symphony installer creating Workstation Report Users for every Organization ID that is not equal to '0', as can be seen in the code below (found inside Install-> Installer-> DBIUtils.cs):</p> <pre>// Insert a new User // TODO: What should the orgLevelID be? // For now chose any of them int orgLevelID = 0; sql = @"select orgLevelID from CORE_ORG_LEVEL";</pre>	34353

	<p>using (IDataReader rs = dbCoreCon.ExecuteReaderSql(sql, trans))]</p> <p>This has been corrected by modifying the installer.exe file. Currently, the Symphony installer searches for valid organization IDs in the POS database and only then, will it add Workstation Report Users.</p>	
DB Download		
26463	<p>Issue: CE Workstations configured as KDS Controllers would error out and subsequently, the Mag Stripe Reader (MSR) would no longer function as expected</p> <p>Resolution: Previously, when WinCE Workstations were configured to be KDS Controllers, upon performing background or full DBDownloads, it could result in an error on the Ops display that read:</p> <p>Error initializing Micros.Devices.dll BarCode reader</p> <p>The error message could be cleared, but the MSR would no longer function, preventing employees from Signing in or swiping any payment cards. This has been corrected by modifying the MobileWebServer.exe PosToKdsHandlerWS.dll files.</p>	33967
Direct Posting Service		
22024	<p>Issue: Discounts applied and voided on the same check posted a count of '0' and the amount was equal to the original discount amount in the mymicros.net Discount report</p> <p>Resolution: Previously, if a discount was applied to a check and then voided, the Discount report in mymicros.net showed the count as '0' along with the original discount amount. The expected result was that the count was '2' and the amount was '0.00'. It was determined that this was functioning as designed.</p>	33582
23910	<p>Issue: If a Shared Menu Item was voided, the value posted in the MENU_ITEM_DAILY_TOTAL table was incorrect</p> <p>Resolution: Previously, when a Shared Menu Item was voided, half of the Menu Item value was posted in the MENU_ITEM_DAILY_TOTAL table when the actual value posted should have been 0.00. However, the correct amount was posted in the OPERATIONS_DAILY_TOTAL table (0.00). This has been corrected by modifying the DirectPostingService.exe.</p>	33793
28789	<p>Issue: The Taxable Sales value shown in mymicros.net Tax Reports was incorrect for Inclusive taxed Menu Items</p> <p>Resolution: Previously, the Taxable Sales value in the mymicros.net Tax Report was incorrect for Inclusive taxed items. The value shown was the full item price instead of the amount that was being taxed. For example, if the Inclusive tax Menu Item was 110.00 with a 10% tax, then the Taxable Sales amount should display as 100.00. It was determined that though the TOTALS table in the Transactional database separated these numbers into individual rows, the Direct Posting Service (DPS) did not post the data correctly and instead used the full Menu Item price. This has been corrected by modifying the DirectPostingService.exe, SystemTaxSummary.xml, SystemTaxSummaryUWS.xml and the RevCtrTaxSummary.xml report template files.</p>	34140
30601	<p>Issue: Discount allocation records did not inherit Tax[1-8]PosRef from the Parent item which resulted in Menu Items being taxed on all tax rates that were active for Discounts, not solely the tax rate(s) active for the Parent item</p> <p>Resolution: Previously, when the Subtotal Discount was allocated among all the discountable items, a Menu Item was taxed on all the taxes active for the Discount without inheriting the taxability rules of its Parent item. The Menu Item was taxed even if the Parent item was non-taxable. It was determined that the Direct Posting Service (DPS) ignored the taxPosRef taxability rules of the Parent item and added all of the taxes together when calculating the Discount taxes for Menu Items. This has been corrected by modifying Opsxxx.exe and DirectPostingService.exe files.</p>	
31901	<p>Issue: Ops could not be minimized to the Windows taskbar on an mTablet</p> <p>Resolution: Previously, it was reported that when a privileged employee pressed or clicked the [313 - Minimize Application] function key in Ops to access the desktop, a mTablet WinCE Workstation would not minimize Ops to the Windows taskbar. Instead, it brought up the Windows taskbar while Ops remained on the screen unlike Win32 based Workstations as well as (WS5s) and Workstation 5As that minimized Ops to the Windows taskbar exposing the desktop. It was determined that the mTablet Workstation was functioning as expected and had no impact on the functionality of the device as the user could still access the 'Start' button in Windows.</p>	
31987	<p>Issue: mymicros.net Reports displayed incorrect totals when two different VAT taxes and a Discount was applied to a single Check</p> <p>Resolution: Previously, it was reported that mymicros.net Reports displayed incorrect totals when a Check with two different VAT amounts was closed with a Discount. It was determined that this issue was due to discount totals that were posted via the Direct Posting Service (DPS) were being incorrectly calculated in the REPORTINCLTAXTOTAL and REPORTINCLTAXTOALEXT columns of the GUEST_CHECK_LINE_ITEM table in the Reporting database. The algorithm that calculated the VAT for a discount across the Menu Items did not handle Menu Items being taxed at different VAT rates. This has been corrected by modifying the DirectPostingService.exe and SarOps.exe files.</p>	34380
37617	<p>Issue: If a Shared Menu Item was voided, the value posted for the Value Added Tax (VAT) in the MENU_ITEM_DAILY_TOTAL table was incorrect</p> <p>Resolution: Previously, when a Shared Menu Item was voided, an amount of 0.00 was posted under Sales in the MENU_ITEM_DAILY_TOTAL table but a non-zero value was posted under VAT, when the actual amount posted should have been 0.00. However, the correct amount (0.00) was posted in the OPERATIONS_DAILY_TOTAL table for both Sales and VAT. This has been corrected by modifying the DirectPostingService.exe.</p>	33793
EGateway		
32164	Issue:	

	<p>MICROS reviewed the setup steps for an Oracle® RAC Configuration in order to improve the database connection recovery time and to enable Load Balancing and automatic Transparent Application Failover (TAF) if and when TCP network timeouts occur</p> <p>Resolution: To review the recommended setup steps, read the Symphony 1.x Oracle Client Side Configuration for Load Balancing and Failover article for more information.</p>	
EMC		
32056	<p>Issue: When adding a Kitchen Theme Period, the default values were inconsistent in the EMC's Table and Form views</p> <p>Resolution: Previously, when a new Kitchen Theme Period was added to the Table View from the EMC-> Kitchen Theme Period module, the values for the 'Start Date' and the 'End Date' were not shown in Table View, whereby they could be seen in Form View. This has been corrected by modifying the EMC.exe.</p>	
35220	<p>Issue: Users were unable to log in to the Reporting portal (mymicros.net v8.0) after being activated in the EMC</p> <p>Resolution: Previously, after upgrading to mymicros.net v8.0, users were unable to log onto the Reporting portal if they were activated from the EMC-> Employee Maintenance-> Reporting tab-> Activate option. When an employee was activated and was viewed in the Employee Maintenance tab, the activated employee was grayed out. It was determined that when saving the information in EMC, the record was being written to the CORE_USER table with a NULL encryptedPassword value. Additionally, this allowed duplicate entries to be written to the CORE_USER table when resaving the employee configuration from the EMC. This issue occurred in Oracle® databases. A workaround for this issue is to look in the COREDB Database. The CORE_UID_GENERATOR table contains a row named 'portal', the NEXTVALUE column, which is used for new inserts, must be a number value greater than any previous USERID value in the CORE_USER table. If this value is too small, all inserts to the COREDB Database will fail.</p>	34494
35497	<p>Issue: The Context Sensitive Help (CSH) text for the Employee Roles option [Authorize Open Cash Drawer Using the [No Sale] Key] needed clarification</p> <p>Resolution: Previously, the CSH for the [Authorize Open Cash Drawer Using the No Sale Key] option located in the EMC-> Enterprise level-> Roles-> Operations-> Miscellaneous tab read as follows:</p> <p><i>Select this option to allow employees associated with this Role to open the cash drawer outside of a transaction using the [No Sale] key, and to authorize non-privileged employees to do so as well.</i></p> <p>The CSH text was misleading as it did not mention that an employee had to be linked to the Cash Drawer in order to open it. This has been corrected by modifying this option's CSH to read as follows:</p> <p><i>Select this option to allow employees associated with this Role to open the cash drawer outside of a transaction using the [No Sale] key, and to authorize non-privileged employees to do so as well. The [No Sale] Key will only open the Cash Drawer if the Employee initiating the No Sale is linked or assigned to a Cash Drawer.</i></p>	
35890	<p>Issue: Employee search queries took too long to return results</p> <p>Resolution: Previously, when an Employee search was performed from the Employee Maintenance module in the EMC, it took a long time to return results, which sometimes resulted in RC_COMM issues. It was determined that the Transactional database's STRING_TABLE was queried multiple times and on larger systems, it resulted in full table scans on the STRING_TABLE which led to the delay. This has been corrected by modifying the queries to use indexes and removing unnecessary calls when searching for Employees. The EMCData.dll and EMCHandler.dll files were modified to affect this change.</p>	34513
37136	<p>Issue: The Stored Value Cards module took a long time to open if there were no Stored Value Cards records in the Revenue Center (RVC)</p> <p>Resolution: Previously, the Stored Value Card module took a long time to open if the RVC did not have any Stored Value Cards (SVC) records. However, if the RVC contained SVC records, the SVC module opened within the expected time. It was determined that the EMC continued to query the String_Table when there were no Stored Value Cards records present. This has been corrected by modifying the EMCData.dll.</p>	34588
39922	<p>Issue: The Context Sensitive Help (CSH) for Purge jobs needed updating with Heuristic info</p> <p>Resolution: The CSH for purge jobs located in EMC-> Enterprise Parameters-> Purge History-> Purge Jobs section had to be updated with information on two new Heuristic fields: User Experience Data (90 days) and Heuristics Algorithm Data (90 days). This has been corrected by updating the CSH. Additionally, information on the 'Purge Type' named, KDS detail Data must, was modified to remove the unnecessary word must. Currently, the new CSH text for these Purge Types reads as follows:</p> <ul style="list-style-type: none"> ▪ User Experience Data - 30-90 days ▪ Heuristics Algorithm Data - 30-90 days ▪ KDS detail Data - 30-65 days 	
KDS		
19849	<p>Issue: KDS Service Host running on 64-bit operating systems failed to run installer in Client Application Loader (CAL)</p> <p>Resolution: Previously, when a Service Host running on 64-bit operating systems (Windows 7 or Windows Server 2008) was configured as a KDS Controller, the Symphony Installer failed to launch in CAL. CAL obtained all of the KDS files and the Installer, but failed to launch the Installer and the following Windows error was displayed when CAL tried to launch the Installer:</p> <p>Symphony Installer has stopped working</p>	34366

	This was caused due to Registry key errors that occurred during the installation, which resulted in the KDSController.cfg file not being created. This has been corrected by modifying the KdsToPosServ.dll, KdsToPosServ64.dll and EGatewayClientWin64CPP.dll files.	
31859	<p>Issue: KDS Runner Chit does not update at SarOps client after runner chit device is changed</p> <p>Resolution: If the Primary Device Type in the EMC-> Property Level-> Order Device module is a Kitchen Display System (KDS), a Runner Chit printer can be configured to print chits. Previously, if the device assigned as the Runner Chit printer was changed, SarOps did not send the order to the new device, even after a full DBDownload. The local database had to be deleted in order for the change to be picked up by SarOps. This has been corrected by modifying the DbDownload process.</p>	
31926	<p>Issue: Kitchen Display System (KDS) Displays went offline when there was a gap between two configured Kitchen Theme Periods</p> <p>Resolution: Previously, if two Kitchen Theme Periods were configured with a time gap, when the first period ended, all the KDS Displays went offline instead of displaying the default/original configuration. It was determined that this issue only occurred in the Windows CE environment. This was corrected by modifying the KdsToPosServ.dll file.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>Note: Kitchen Themes no longer need to be configured for 24 hours period due to this fix.</p> </div>	
33491	<p>Issue: Using KDS Sort Order with Dynamic Order Mode (DOM) in the Fire On Fly mode caused modified checks to move to the first position</p> <p>Resolution: Previously, when DOM in the Fire On Fly mode was enabled, making modifications to open checks changed the Kitchen Display System (KDS) sort order so that the modified check was displayed at the top of the Order Chit list, giving it the foremost priority. This has been corrected in KDS v2.2.5.</p>	34437
36581, 36672	<p>Issue: Runner Chit did not contain the Reference Entry for a parent Menu Item</p> <p>Resolution: Previously, when an order was sent from the Kitchen Display System (KDS), the runner chit that was printed did not contain the reference information for parent menu items. This was corrected in the latest version of POS Independent KDS Build_ (2.2.5.1309).</p>	34554, 34527
36948	<p>Issue: KDS Controller configuration file lost information when updated</p> <p>Resolution: Previously, when the Kitchen Display System (KDS) was not in use but still communicating with the service host, information relating to the PhysicalDevice and KDS Layout was dropped from the KdsController.cfg file and the KDS stopped receiving orders. This has been corrected by modifying the KdsToPosServ.dll file.</p>	34575
38171	<p>Issue: Using the Home or End keys after calling a Summary function from the Kitchen Display System (KDS) Bump Bar caused the KDS to hang</p> <p>Resolution: There are three different summary functions which can be called from a Tool Bar or Bump Bar: Production Summary, Summary Condensed and Summary Expanded. Previously, clicking the Home or End button after calling a function from the Bump Bar caused the KDS to hang. The only solution was to reboot the Restaurant Display Controller (RDC) or terminate the KDS by calling Task Manager from the keyboard. It was reported that a keyboard is rarely used in the field to control a KDS and rebooting caused problems with orders and kitchen operations. This has been corrected by modifying the KDS module.</p>	34622
Labor Posting Service		
29319	<p>Issue: Clock ins after a break were posted as Overtime</p> <p>Resolution: Previously, when an employee clocked out for a break and clocked back in, the work hours after the break were posted as Overtime in the time_card_detail table in the Reporting database, even though neither the daily nor the weekly minimums for overtime were met. This occurred only when totalworkminutes_forthispayperiod * totalwork minutes_fortoday in the time_card_detail table was greater than the number of work hours an employee should work before overtime was counted. It was determined that the Labor Posting Service(LPS) used incorrect logic when calculating overtime if there were multiple clock in/out times on the same day. This has been corrected by modifying the 9700DBReader.dll file.</p>	34174
39922	<p>Issue: Context Sensitive Help (CSH) for purge jobs needed updating with Heuristic info</p> <p>Resolution: The CSH for purge jobs located in EMC-> Enterprise Parameters-> Purge History had to be updated with information on two new Heuristic fields: User Experience Data (90 days) and Heuristics Algorithm Data (90 days). This has been corrected by updating the CSH. Additionally, information on the Purge Type named, "KDS detail data must", was modified to remove the unnecessary word 'must'.</p>	
Ops		
6691	<p>Issue: Applying multiple Coupon Discounts to the same check could result in performance issues</p> <p>Resolution: Retraction: The previous Revision notes for Symphony 1.6 Maintenance Release 4 for Fix ID 6691 were incorrect and required updating. The Symphony 1.6 MR4 article has since been updated. The corrected Revision notes for Fix ID 6691 are as follows:</p> <p style="color: blue;"><i>Previously, each time a Discount was entered, the system recalculated the totals and reevaluated the check detail to determine Discount eligibility. The more Discounts that were applied, the time spent to determine Discount eligibility would grow exponentially to the point that the Workstation appeared to be unresponsive. A change has been made to SarOps.exe, so that the Discount engine will be allowed to calculate a Discount for 500 milliseconds (half a second). Currently, if the Discount calculation time exceeds 0.5 second, it will stop applying the most recently added Discount and the Best Deal found up to that point will be the Discount amount that will be applied.</i></p>	

25322	<p>Issue: Setting Discount 'Effectivity Settings' did not affect Discount usage</p> <p>Resolution: Previously, configuring 'Effectivity Settings' did not have an effect when Discounts (Manual, Automatic, or Coupons) were applied. Discounts that were configured using the 'Effectivity Settings' were expected to be applicable only within the specified date or time range, but when a Menu Item with a discount was rung up outside the time or date range configured under the 'Effectivity Settings', the discount amount was still calculated. This has been corrected by modifying the SarOps.exe.</p>	33880
30008	<p>Issue: On WS5 and WS5A clients running Windows Embedded CE 6.0, the WinHTTP timeout values set through the Windows CE API were being ignored</p> <p>Resolution: Previously, the WinHTTP timeout values set through the Windows CE API were being ignored on WS5 and WS5A clients running Windows Embedded CE 6.0. Additionally, there was a 15 second delay when an application called the Windows CE API 'InternetCloseHandle' method. This resulted in an unexpected delay of timeouts when an HTTP request was sent from Simphony Ops to the EGateway Enterprise or other Simphony services. This has been corrected by modifying the EGatewayClient*Cpp.dll, EGatewayHandlers, EMCText.xml. Currently, an internal timeout mechanism added to the EGatewayClient*Cpp.dll will be utilized, rather than the clients using the Windows CE API timeout value settings.</p>	
31022	<p>Issue: Automatic Coupon Discounts displayed twice on Guest Checks and Customer Receipts</p> <p>Resolution: Previously, when an Automatic Discount EMC-> Discounts-> General-> Activation Type-> Automatic was applied to a check, the line detailing the discount appeared twice on the Guest Check as well the Customer Receipt. One line displayed the coupon discount name along with the discount amount, while the other contained only the coupon discount name.</p>  <p>It was determined that this issue was due to Ops identifying a coupon and a discount as two separate items. This has been corrected by modifying SarOps.exe to display one discount line on the Summary Detail section of Guest Checks and Customer Receipts. This was further refined by removing coupons that resulted in Automatic Discounts from appearing in the Check Detail area on the Ops Display.</p>	33896
31394	<p>Issue: Removing an Automatic Coupon Discount from a Closed Guest Check did not remove the discount</p> <p>Resolution: Previously, when an Automatic Coupon Discount was removed from a Closed Guest Check, although the coupon was removed, the discount remained on the Guest Check. This has been corrected by modifying SarOps.exe. With this release, the following behavior is now exhibited:</p> <ul style="list-style-type: none"> The only way to remove these discounts from a Re-opened Closed Check is to remove the payment Tender/Media first and then use the [Remove Automatic Discounts] function. Once this is done, the discount coupon can be removed if so desired and Automatic Discounts can be reapplied using the [Apply Automatic Discounts] function. 	
32067	<p>Issue: Workstation prompted for installer username/password when application server used a Load Balancer</p> <p>Resolution: Previously, when the Application Server used a Load Balancer, the Workstations prompted for installer credentials if rebooted. Upon entering the valid credentials the Ops opened. If the Workstations were rebooted again another set of Workstations prompted for installer credentials. This occurred because the EGatewayURL was not changed to the Load Balancing URL in the Web.config file of the Simphony Application Server configured with the Load Balancer. The steps to perform this manual change can be found at: Configuring Network Load Balancing for Simphony.</p>	34366
32210	<p>Issue: Credit Card (CC) Settlement failed because the records were generated with CC numbers that had all zeros except for the last four digits</p> <p>Resolution: Previously, Credit Card (CC) Settlement failed if a CC transaction was performed on a Workstation that was also a KDS Controller when the 'ClientAuthKeyID' registry setting located-> (HKLM\SW\Micros\POSClient\ClientAuthKeyID) was not available in the Workstation's registry. It was determined that the 'ClientAuthKeyID' in the registry could not be read due to memory corruption when the Workstation was a KDS Controller and when the Heuristics jobs were enabled. This resulted in a memory leak that rendered the Workstation unusable. If a check was rung when both these conditions were present, the check included in a batch with the 'ClientAuthKeyID' unavailable contained only the last four digits of the CC number with zero values. This has been corrected in the newer version of KDS Controller by modifying the SarOpXXX.exe file so that an error message is returned when the EGateway is inaccessible during a CC Authorization.</p>	34397
33127	<p>Issue: OFFLINE indicators were inconsistent between the Workstation and the issued Guest Checks, Customer Receipts and Journals</p> <p>Resolution: A Workstation screen has a variety of 'OFFLINE' nomenclatures to indicate its current condition (e.g., OFFLINE, *OFFLINE* and **OFFLINE**). Previously, when option '42' was enabled from EMC-> RVC Parameters-> Format-> Format Options-> [42 - Print "***OFFLINE**" on Offline [[[Guest Checks]]] and Receipts], if a Workstation had connectivity to the Enterprise, but not healthy in relation to the Heuristic settings, the text ***OFFLINE*** would be printed on all issued Guest Checks, Customer Receipts and Journals. This same condition would be indicated in the Workstation with the text **OFFLINE**. Given the variety of conditions indicated by the word 'OFFLINE' coupled with a combination of asterisks, and the inconsistency of the</p>	

	<p>indicators between the Workstation and the printed Guest Checks, Customer Receipts and Journals, it was requested that a more descriptive and distinct nomenclature be introduced to be able to accurately determine the state of the Workstation. This has been corrected by modifying the EMCText.xml, EMCText.dll and the SarsOps.exe files. Currently, if a Workstation has connectivity to the Enterprise, but not healthy in relation to the Heuristic settings, it is indicated by the text '--OFFLINE' on the Workstation display as well as the printed Guest Checks, Customer Receipts and Journals.</p>	
35175	<p>Issue: The [No Sale] button did not open the Cash Drawer for an employee with the required Roles privilege unless the Cash drawer was specifically assigned to that employee</p> <p>Resolution: The No Sale button is used to open the Cash Drawer outside of a transaction. However, only employees with the required Roles privilege can use this function. Also, whether a cash drawer is assigned to the Workstation or the operator is determined by the [4 – Assign Cash Drawer By User Workstation] option. Previously, when the [4 – Assign Cash Drawer By User Workstation] option was disabled for a Workstation, and an employee who had the Cash Drawer assigned permanently to its operator, used the [No Sale] button, the following message displayed:</p> <p style="text-align: center;">This Workstation is not programmed to allow cash drawer assignment</p> <p>Additionally, the Cash Drawer did not open. This has been corrected by modifying the SarOps.exe file.</p>	34491
36965	<p>Issue: Under certain circumstances, when using the [848 – Assign Cash Drawer] function, the Workstation would lose its Cash Drawer assignment</p> <p>Resolution: Previously, it was reported that intermittently after performing a DBDownload or rebooting a Workstation while Offline, the Workstation would lose its current Cash Drawer assignment and users would be prompted to assign a Cash Drawer again. This has been corrected by modifying the SarOps.exe. Additionally, as stated in the Context Sensitive Help (CSH) file for Workstation option [4 – Assign Cash Drawer By User Workstation], option '4' should be enabled in order to utilize certain Cash Drawer assigning functions. The CSH text for option '4' reads as follows:</p> <p><i>If this option is enabled, operators must assign themselves to a Cash Drawer by using the one of the Function Keys 848, 839, or 840 (Assign Cash Drawer, Assign Cash Drawer 1, Assign Cash Drawer 2). Then, only the operator assigned to the drawer will be able to open it (or a privileged manager, who can unassign a drawer from a user). If this option is disabled, the Operator "Cash Drawer" field determines if an operator can access a cash drawer or not. In this scenario, all operators with the "Cash Drawer" field set to "1" will be able to open Cash Drawer 1.</i></p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>Note: Giving multiple employees access to a single cash drawer is not as secure as requiring employees to be assigned to a Cash Drawer!</p> </div>	34559
33546	<p>Issue: The number of retries for replaying offline messages was increased from 5 to 10</p> <p>Resolution: Previously, Offline messages were replayed from the Offline Transaction File (OTF) when Workstations were able to contact the EGateway. If the connection between the Workstations and the EGateway or the EGateway and the database was poor, replaying the Offline messages sometimes failed. If this occurred, SarOps made four more attempts and if these attempts failed, the record was marked with a DRH_ERROR status. New attempts to replay the messages could only be made if it was manually reset using the OTFEdit tool. This solution did not prevent SarOps from replaying offline messages, just from connecting online. Therefore, it was possible for good messages to be marked as error messages. This has been corrected by modifying the SarOps*.exe to increase the number of retry attempts from 5 to 10. This should reduce the number of incorrect error messages that would need to be manually collected and replayed.</p>	
38225	<p>Issue: Context Sensitive Help (CSH) text for options related to High Amount Lock Out (HALO) in several module pages did not contain cross-references</p> <p>Resolution: Previously, the CSH for the following HALO configuration options did not mention the corresponding Roles options that affect the use of HALO:</p> <ul style="list-style-type: none"> ▪ EMC-> Property level-> Tender/Media-> Options-> Miscellaneous Options-> [18 – Enable HALO], [19 - ON=Use HALO on Amount Entered; OFF=Amount Overtendered], HALO Code ▪ EMC-> Enterprise level-> Personnel: Roles-> Operations tab-> Transactions tab-> [Authorize Over HALO Amounts on [Tender/Media] Keys] ▪ EMC-> Enterprise level-> Personnel: Roles-> Operations tab-> Transactions tab-> [Authorize/Perform Over HALO Amounts on [Service Charge] Keys] ▪ EMC-> RVC level-> Menu Items: Menu Item Classes-> General tab-> HALO text box <p>This has been corrected by modifying the CSH texts as follows:</p> <ul style="list-style-type: none"> ▪ EMC-> Property level-> Tender/Media-> Options-> Miscellaneous Options-> [18 – Enable HALO] <p><i>Select this option to enable the High Amount Lock Out for this Tender/Media. Users may exceed this limit only when associated with an Employee Role with the option, "Authorize Over HALO Amounts on [Tender/Media] Keys", enabled.</i></p> <ul style="list-style-type: none"> ▪ EMC-> Property-> Tender/Media-> Options-> Miscellaneous Options-> [19 - ON=Use HALO on Amount Entered; OFF=Amount Overtendered] <p><i>This option only applies if "Enable HALO" is selected. If this option bit is selected, the HALO for this Tender/Media will be computed on the amount entered. (For instance, if 500 is the HALO code, this tender key will require authorization if an amount higher than 500 is entered.) If this option bit is not selected, the HALO applies to the overtender amount.(For</i></p>	

	<i>instance, if 500 is the HALO code, an operator will be prompted for authorization if the amount of the tender entered is more than 500 above the amount of the check.) Users may exceed this limit only when associated with an Employee Role with the option, "Authorize Over HALO Amounts on [Tender/Media] Keys", enabled. By setting the HALO Code to 0 and not selecting this option, you can prevent the non-privileged operator from issuing change for this Tender/Media.</i>	
User Experience Report		
31838	<p>Issue: The EMC crashed when exporting data from the EMC-> Enterprise Information-> User Experience Report module-> Detail Statistics tab in an Oracle® environment</p> <p>Resolution: Previously, in an Oracle environment, when exporting data from the EMC-> Enterprise Information-> User Experience Report module-> Detail Statistics tab, the EMC would crash and display the following error message:</p> <p>MCHandler failed: ORA-00933: SQL command not properly ended</p> <p>This has been corrected by modifying the EMCHandler.dll file.</p>	34369
Workstation Clients		
14736	<p>Issue: Workstation 5 Touchscreens were very sensitive, which resulted in duplicate entries and stuck buttons</p> <p>Resolution: Previously, when SarOps was installed on a Workstation 5, using the Touchscreen caused double entries if a button was pressed only once. Pressing a button multiple times cause it to get stuck and the Workstation had to be restarted. It was determined that the existing multi-language code sent a message to the IME for keyboard input for possible translation. This has been corrected by modifying the SAROps.exe file so that alpha and numeric keys are processed on the button up click and not on the down click.</p>	32798

Simphony 1.6 Maintenance Release 4

IMPORTANT NOTICE

When Simphony v1.6 GR was released, the POS Independent KDS Components distributed with Simphony were upgraded. A performance issue was identified with Windows CE Clients running the KDS Controller. A decision was made to roll back to the earlier version of the KDS application in this release to stabilize KDS on CE devices until a solution to the problem can be implemented. Consequently, the KDS distributed with Simphony v1.6 MR4 does not contain the necessary changes for certain Simphony v1.6 KDS Layout Styles to function. The following KDS Layout Styles should **not** be selected as they contain unrecognized layout elements and will not function. If one of these KDS Layout Styles is selected, the KDS Controller will appear normal, but KDS Displays will not work. (TPID 29381)

- 125 - Chit-Standard RCookTime
- 126 - Chit-Items Only RCookTime
- 127 - Chit-Standard-OT - Gst
- 128 - Chit-Standard-OT w/Seat - Gst
- 129 - Chit-Std-OT w/Item Status - Gst
- 130 - Chit-Header-OT w/Chk - Gst
- 131 - Chit-Header-OT w/Tbl - Gst
- 219 - List-Standard RCookTime
- 220 - List-Std-OT RCookTime
- 221 - List-OT Zone RCookTime
- 222 - List-Row Num RCookTime
- 223 - List-Chk# Row Num RCookTime
- 301 - Chit-Std-DOM
- 306 - Chit-Std-DOM-11
- 312 - Chit-Std-DOM-11-3
- 401 - List-DOM1
- 402 - List-DOM2

Currently, this issue is being researched and once a cause has been identified, a fix will be delivered in a future release.

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 4**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

Simphony Version 1.6
General Release
Simphony 1.6 MR 1

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.


Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Simphony 1.6 MR 2
Simphony 1.6 MR 4
 Simphony 1.6 MR 5
 Simphony 1.6 MR 6
 Simphony 1.6 MR 7
 Simphony 1.6 MR 8
 Simphony 1.6 MR 9
 Simphony 1.6 MR 10

<u>Previous Version</u>	<u>Next Version</u>
Simphony 1.5	Simphony 2.6


New Features

Fix ID	Feature	CR #
KDS		
18575	Production Items for KDS are now supported <p>The Production Item feature allows users to link menu items that are prepared in a similar manner (e.g., French Fries, Hamburger Patties) and send them to pre-selected KDS prep stations. These items can then be grouped together and displayed in bars either above or below the order chits. The Production Item feature was designed for the kitchen environment that has staff working in an assembly-line fashion. It allows the cooks to concentrate on their specialties or portions of an order. Production items can be used in either Dynamic Order Mode (DOM) or non-DOM environments. See the Production Items for KDS article for more information.</p>	
Order Devices		
18576	The Kitchen Themes feature is now supported <p>The Kitchen Themes feature allows a business to create multiple configuration settings for its Order Devices, which are stored in the database and identified by name (e.g., Breakfast Theme, Lunch Theme, Dinner Theme, Happy Hour, Corporate and Private Banquets etc.). With it, managers can change the order direction and output of the entire restaurant by simply activating a new theme.</p> <div>  <p>Warning: For those who choose to utilize the Kitchen Themes feature, it's vital that Kitchen Themes be configured to account for all 24 hours of a day (even if Revenue Centers are not open for business during certain times). Failing to do so may result in the KDS system to discontinue working as expected.</p> </div> <p>See the Kitchen Themes article for more information.</p>	
Workstations		
18578	Support for the mTablet and mStation (R Series) has been introduced <p>MICROS introduces its latest Point-of-Sale devices. They are:</p>	

<p>mTablet – Is a Tablet that runs Windows CE 7 and has built-in Wi-Fi, a long lasting battery and standalone resiliency capabilities. mTablet users also have the option to choose between Portrait and Landscape orientation on the fly by rotating the Tablet on the mStation or while holding the mTablet. Ops will dynamically rotate or stay put depending on the user’s preference. It has a 2x20 Customer Display screen. The screen resolution of the mTablet is 1024x600 and 600x1024 depending on the mTablets Portrait and Landscape orientation. The mTablets touchscreen Speed Pad template will display 100 buttons (the Maximum allowable in the Touchscreen designer). The Speed Pad template will support a 10x10 grid, while the Sidebar Left/Right will support 14x24, although only 120 buttons will be visible on the mTablet touchscreen.</p> <p>mStation – Is a device that serves as a docking point for the mTablet that facilitates the use of peripheral devices such as Integrated Magnetic Stripe Readers, Cash Drawers, Remote printers (IDN, IP, Serial and Bluetooth devices), Serial Coin Dispensers and Serial Barcode Readers\Scanners.</p> <p>There are two possible methods to utilize the mTablet: 'Docked' or 'Floating'. When the mTablet is docked to the mStation, it can be utilized much like legacy models of Workstations. The mTablet and mStation may also be configured to be Wired (cabled) or Wireless.</p> <p>The following features are not currently supported, but are on the development roadmap to function on an mTablet with Simphony in the future:</p> <ul style="list-style-type: none"> ▪ Dynamic Switching Between Wired and Wireless States; Docked and Floating ▪ Running as a Service Host ▪ Running as a Kitchen Display System ▪ Signature Capture ▪ Kiosk Configuration <p>Known Limitations</p> <p>It is not possible to configure an mTablet to run any of the following services:</p> <ul style="list-style-type: none"> ▪ An mTablet that is configured for Floating operation should not be configured as an OLC/OTC. ▪ KDS Controller ▪ Credit Card Service Host ▪ Interface Service Host ▪ Property CAL Server <p>To review the Hardware Specifications for these devices, please click here:[1] (http://www.micros.com/NR/rdonlyres/DBD63078-7D5D-4FA1-838E-7F294D67F36D/0/mStation13My16SpecsLR.pdf)</p> <p>See the mTablet and mStation and MTablet Configuration articles for more information.</p>

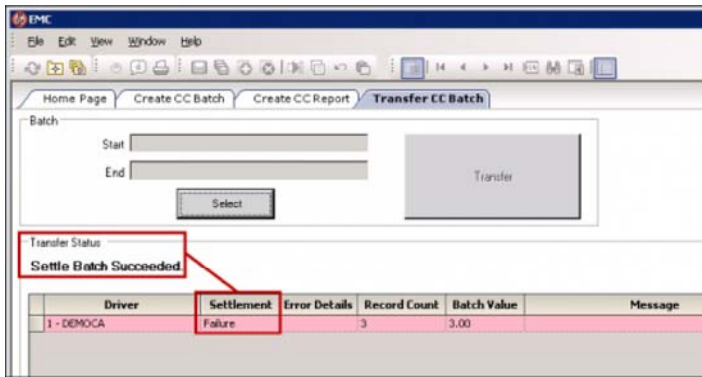
Enhancements

Fix ID	Enhancement	CR #
Install		
23771	<p>Replaced a report template utilized by the MICROS Europe, Africa, Middle East (EAME) Region with a new version</p> <p>The report template utilized by the MICROS EAME Region has been replaced. The replaced template name is the EAME_AllChecksDiscDtl.xml and is used to generate a report that displays ‘All Checks Associated with a Discount Type’. With this release, the new report template will be installed.</p>	
mymicros.net		
24696	<p>Upgrades to mymicros.net v8.0.1 will be supported on Simphony v1.6 MR4</p> <p>Validation for upgrading the v1.6 mymicros.net database to v8.0.1 has been completed. Simphony v1.6 MR4’s default mymicros.net version remains v7.2.0.</p>	
Ops		
24851	<p>The Operations Client has been modified to support the newest User Interface Theme File format</p> <p>With this release, Operations Client Theme handling has been upgraded.</p> <p>The upgrade includes:</p> <ol style="list-style-type: none"> 1. The use of the MICROS 3700 RES style *.thm file. A *.thm file is a custom MICROS file that includes all of the bitmaps, gifs and assorted image files that comprise a Theme. 2. When SarOps loads, it will delete the old Theme files in the 'Themes'\default folder on the Workstation. 3. SarOps will then load the first *.thm file found in the 'Themes' folder. The “default” folder will no longer be used. 4. The Theme file has been enhanced to support the new resolutions of the mTablet. 	

<p>The deployment model for Theme files has not changed. Theme files can still be deployed via CAL.</p> <div>  <p>Warning! Customers currently utilizing Themes will need to deploy the new Theme file as part of the upgrade to Simphony v1.6 MR4.</p> </div> <p>See the Operations Client User Interface Themes article for more information.</p>		
SIM		
24951	<p>Support for the '@DTL_SELECTED' variable for SIM Interface Scripting Language (ISL) scripts has been added.</p> <p>It was requested to add support for the SIM ISL script variable named @DTL_SELECTED. With this release, the @DTL_SELECTED command is now supported.</p>	33879

Revisions

Fix ID	Revision	CR #
CAL		
22950	<p>Issue: The EGateway CAL package failed to install on a Win32 PosReady 2009 Workstation (WS)</p> <p>Resolution: Previously, while performing an upgrade to Simphony 1.6 Maintenance Release 2, when installing the EGateway CAL package on a Win32 POSREADY 2009 WS, it failed with the following error message:</p> <p>This application has failed to start because framedyn.dll was not found. Re-installing the application may fix this problem.</p> <p>This has been corrected by modifying the Installer.exe.</p>	34162
Credit Card Batch Process		
16175	<p>Issue: Responses to Credit Card (CC) Authorizations and CC Batch requests were not being written to either the EGateway or TiffCommsPms log files</p> <p>Resolution: Previously, when a Service Host was running a CC Driver and the log verbosity setting was set to '3' or higher, the Credit Authorization Request (CA_REQ) and Batch Open Request (BO_REQ) messages were logged in some detail, but the responses to these messages were not logged at all, at any verbosity setting. This is in contradiction to the logging specs outlined in the <i>Simphony CAEDC PMS Interface Specification Manual v1.5</i> (on pages 14-15). This has been corrected by modifying the CAPMS.dll.</p> <p>Currently, using the verbosity setting of '3', the following messages are logged under LoadHandlers as shown here:</p> <pre> 04/16/13 15:22:26, 3, 3,LoadHandlers,35,CAPMS Driver auth response msg: 06 CA_RSP061ABC123, 04/16/13 15:22:26, 3, 3,LoadHandlers,35,CAPMS Driver auth response parsed data: MessageID: CA_RSP Auth Sequence Number: 06 Authorization Status: 1 Authorization Code: ABC123 Message: PMS Discretionary Data: Have Avail Balance: 0 Avail Balance: Is Partial Auth: 0 Partial Auth Amount: </pre>	
21239	<p>Issue: When an attempt was made to settle a CC Batch that exceeded the 'Maximum Batch Size' field's value, conflicting information was generated regarding the CC Settlement status</p> <p>Resolution: Previously, if the 'Maximum Batch Size' field located in the EMC-> Credit Card Driver module was configured to split the CC Batches into smaller chunks to be transferred to the CC Processor for Settlement, users received conflicting messages from the 'Transfer CC Batch' tab (shown here).</p>	



This has been corrected by modifying the ECCServer.dll. Currently, after CC Settlement has occurred, conflicting information is no longer displayed.

24864	<p>Issue: Simultaneously transferring multiple Credit Card Batches to be settled, failed to transfer</p> <p>Resolution: For large Enterprises, there can be overlapping and simultaneous transferring of CC Batches that need to be settled. In some instances, the ServiceHost settling the records would throw a memory exception error and the records would stop transferring. The EGateway log would have the following text written to it when this issue occurred:</p> <pre> 02/18/13 05:16:35, 2, 2,LoadHandlers, 56,CAPMS: [Interface492]: Back from SendSyncRequest in [78.144] ms, 02/18/13 05:16:35, 2, 2,LoadHandlers, 56,CCDrvInst[268]: updating the following Batch Detail IDs: [82745061], 02/18/13 05:16:35, 2,-3,LoadHandlers, 39,ERROR! Exception caught in CAPMS while sending batch xfer req! Message:[Object reference not set to an instance of an object.] Stack: [at Micros.TotalsPosting.CInterfaceMessage.Serialize(Stream s) at Micros.TotalsPosting.CInterfaceMessageReqRetry.Serialize(Stream s) at Micros.LES.ECC.CAPMS.SendPMSMessage(Byte[] pmsMsg Int32 workstationID Int16 cRetries Int32 cTimeout) at Micros.LES.ECC.CAPMS.SendBatchTransferRequest(CcsBatchXferMsg req CcsBatchXferMsg& rsp)], 02/18/13 05:16:35, 2,-3,LoadHandlers, 39,CCDrvInst[268]: Send Batch Transfer Request failed with ECCDIRC [ECCDI_RC_APP_ERROR], </pre> <p>This has been corrected by modifying the CAPMS.dll and ECCServer.dll files.</p>	33912
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Data Transfer Service

21173	<p>Issue: Deleting Employee Time Card records from the PMC was not updating the mymicros.net database</p> <p>Resolution: Previously, after a Time Card record had been created from either an employee Clock In or a Manager Time Card edit, it could be deleted from the PMC, but the record was not deleted from the mymicros.net database. This condition caused the 'Labor Stats' section on the mymicros.net 'Today's Operations' report to differ from the 'Labor Stats' section on the 'Daily Operations' report. This has been corrected by modifying the 9700DBReader.dll.</p>	
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Direct Posting Service

11326	<p>Issue: The Guest Count value was incorrectly posted to the Reporting database when adding one check to another and then editing the Guest Count</p> <p>Resolution: Previously, upon using the Add/Transfer Check function to combine two checks in addition to the [Number of Guests] function to change the Guest Count, the Guest Count totals were inflated on financial reports. This has been corrected by modifying the SarOps*.exe.</p>	32505
21310	<p>Issue: Service Charge option [4 - Post to Service Charges Total on Tip Reports] was always treated by the system as being enabled</p> <p>Resolution: Previously, when Service Charge option 4 was enabled, it appeared to be functioning correctly. However, when this option was disabled, the Service Charge still incorrectly posted to the Service Charge section on the Employee Tip Report. This has been corrected by modifying the MMEmployeeTip.xml and MMEmployeeTipUWS.xml report templates. Currently, Service Charge option 4 now performs as expected for both manually and automatically applied Service Charges.</p>	
21410	<p>Issue: Multiple price overrides within one service round could cause tax amount imbalances between the Reporting database GUEST_CHECK and GUEST_CHECK_LINE_ITEM tables</p> <p>Resolution: Previously, when tax amounts were split among check items, they were not always correctly added to a checks total taxes line. This has been corrected by modifying SarOpsXXX. Currently, price overrides within a service round (for either multiple or single price overrides) successfully apply and write the correct tax totals to the Reporting database tables.</p>	33510
23878	<p>Issue: Error Correct Totals and Counts were not getting updated in the Reporting database despite having the Property Parameters-> [16 - Post Error Corrects to Reporting Database] option enabled</p> <p>Resolution: Previously, when the EMC-> Property-> Property Information-> Property Parameters-> Options tab-> [16 - Post Error Corrects to Reporting Database] option was enabled, Error Correct Totals and Counts were not getting written to the</p>	

	Reporting database as expected. This has been corrected by modifying the DataPostingService.exe and NewDTS.exe files. Currently, error correction data is now posting to the Reporting database GUEST_CHECK and GUEST_CHECK_HIST tables when Property Parameters option 16 is enabled.	
27246	<p>Issue: If a Discount was applied to a transaction, Reference Entries for Menu Items (MI's) were posting incorrectly on mymicros.net reports as Discount Reference Entries</p> <p>Resolution: Previously, if a transaction containing a Menu Item with a Reference Entry had a Discount applied, mymicros.net would report the Reference Entry as being associated with the Discount instead of the MI to which it applied. Changes have been made to DPS.exe so that mymicros.net reports now display Reference Entries with the correct detail type.</p>	34030
28921	<p>Issue: Upon adding a new Serving Period to a Revenue Center (RVC), the newly added Serving Period's name was not displaying on mymicros.net RVC Serving Period financial reports</p> <p>Resolution: Previously, a newly added RVC Serving Period's name was not displayed on mymicros.net RVC Serving Period financial reports; rather the report only displayed '---' where the new Serving Period's name belonged. This has been corrected by modifying the DirectPostingService.exe.</p>	34150
EGateway		
27418	<p>Issue: EGateway log files did not rotate and were filled with Printer messages a on WinCE Workstation serving as a KDS Controller</p> <p>Resolution: Previously, EGateway log files grew too large too quickly, which adversely affected the Workstation's performance. This issue reportedly began after upgrading to Symphony v1.6 MR2. This has been corrected by modifying the PosToKdsHandler.dll, PosToKdsHandlerWS.dll, SystemServices.dll and EGatewayDefs.dll files. With this release, 'PrinterID' messages are only logged when the verbosity setting for LoadHandlers is set to level '3' or higher. Also, the EgatewayLog folder maintains 10 EGateway logs in addition to the current log. The Log file name matches the Registry node name specified in the Registry under CAL\Config\DeviceId and also uses the default name of 'WindowsCE'.</p>	34039
EMC		
20806	<p>Issue: The KDS Controller 'Database Update Frequency' setting was not being saved as expected when edited</p> <p>Resolution: Previously, in the EMC-> KDS Controller module, the General tab has a setting called 'Database Update Frequency'. This settings Context Sensitive Help (CSH) text reads as follows:</p> <p><i>This field determines the number of seconds this KDS Controller will wait to retrieve the latest updates from the database. The default value for this field is 30 seconds. If this field is set to 0, this controller will use the Database Update Frequency field from Property Parameters.</i></p> <p>Setting or changing this field's value would correctly display while the module remained open, but if a screen 'Refresh' was performed or the module was closed and reopened, the value of the setting was reset to '0' and not properly saved in the Transactional database. This has been corrected by modifying the EMC.exe. Currently, any setting changes are properly saved and written to the database as expected.</p>	
20853	<p>Issue: A Credit Card (CC) Merchant Group configuration was available in the Workstations module, but when it was configured, it was not having any affect</p> <p>Resolution: It was determined that CC Merchant Group combo box drop-down menu should be removed from the EMC-> Workstations module-> Transaction tab. This change was accomplished by modifying the EMC.exe. With this release, CC Merchant Groups can be configured in the EMC-> Enterprise level and then can be assigned from the Property or Revenue Center levels.</p>	33422
20999	<p>Issue: When attempting to delete a Property from the EMC, users received a EMCHandler failed: Table "KDS_CLIENT_STATUS" is not valid for command 'delete_property' message</p> <p>Resolution: Previously, users were unable to successfully delete a Property from the EMC. This has been corrected by modifying the EMCHandler.dll and EMCData.dll files. Additionally, this fix applies to all supported Transactional database platforms.</p>	33497
21824	<p>Issue: The EMC's Workstation Status Control-> Workstation '#' column only sorted in ascending order</p> <p>Resolution: Previously, Table View column header sorting was not working as expected in the 'Workstation Status Control' module when compared to other modules in the application. The '#' column would only sort in ascending order. The other columns in this module were also not sorting as expected. Additionally, the same fix was also applied to the Property 'KDS Status' page. This has been corrected by modifying the EMCClient.exe.</p>	33547
21862	<p>Issue: The KDS 'Live Status' module did not update dynamically despite being enabled to do so</p> <p>Resolution: Previously, the EMC-> Property-> 'KDS Status' module was not being updated with its "Live" status while the module was open despite the 'Live Status' option being enabled. It was necessary to close and reopen the 'KDS Status' module in order to refresh the status view. This has been corrected by modifying the PosToKdsHandler.dll, PosToKdsHandlerWS.dll, and EMCData.dll files. With this release, the KDS 'Live Status' updates immediately when selected, as well as the next status check/update following a status change in the database.</p>	33553
21984	<p>Issue: Users were unable to successfully move a Service Host from the SIM to the Offline Labor Cache (OLC) in the same instance of the EMC-> Property Parameters module</p> <p>Resolution: Previously, when configuring a Property to use the OLC as a service, the 'Property Parameters' module was accessed. Should more than one change to the 'OLC/Offline Transaction Cache (OTC)' or the 'Offline Open Check and Shift Cache' services be made while the module was open, the change would fail. The EMC would display a 'The Service Host you have selected already includes this type of Service. This change is not allowed' message. The proscribed method to work-around the error (the EMC toolbar's 'Refresh' button would not resolve this issue) was to remove the SIM Service Host (and update the dropdown menu to NONE), save the changes, close out of 'Property Parameters' tab and re-open the tab again. This has been</p>	33579

	corrected by modifying the EMC.exe, EMCHandler.dll and the EMCFramework.dll files. Currently, the reported error message no longer occurs when moving a Service Host from SIM to an OLC Service Host.	
22803	<p>Issue: Configuring a mymicros.net Report user from the EMC was not allowed after an upgrade to mymicros.net v7.3 on sites utilizing an Oracle® database</p> <p>Resolution: Previously, after performing an upgrade to mymicros.net v7.3, adding users to the portal via the EMC-> Personnel-> Employee Maintenance-> Reporting tab was not possible for sites utilizing an Oracle® database. Any attempts to save a record resulted in an error message being returned about violating a unique constraint. This has been corrected by modifying the EMC.exe and EMCHandler.dll files. Currently, new mymicros.net Report users may be successfully configured from the EMC.</p>	34232
23173	<p>Issue: Touchscreen Function key code '657' (to remove Automatic Discounts from Ops) did not work as expected and Function '658' (to remove Automatic Coupon Discounts from Ops) was not available in the Touchscreen-> Functions drop-down menu</p> <p>Resolution: Previously, Touchscreen Function key code '657' did not work as expected. When utilized, users received an 'Error. Not Allowed - Must Remove Automatic Discounts' message. Additionally, a review of the EMC-> Roles-> Operations-> Transactions options intimated that a privilege could be assigned to remove Coupon Discounts using Function '658'. Its Context Sensitive Help (CSH) description is shown below:</p> <p style="text-align: center;">Authorize/Use Remove Coupon Discounts</p> <p style="text-align: center;"><i>Select this option to allow employees associated with this Role to use the Remove Coupon Discounts Function Key (658), and to authorize non-privileged employees to do so as well.</i></p> <p>However, when users attempted to configure function key code '658' in the Touchscreen Design module, it was nowhere to be found. There was no way to remove a coupon discount from Ops. This has been corrected by modifying SarOps.exe. With this release, line item Voids will now allow users to remove Coupon Discounts (as long as the user has the privilege to perform Voids in their assigned employee Role). The 'Roles' option named 'Authorize/Use Remove Coupon Discounts' and its associated CSH file was removed from the EMC.</p>	33691
25011	<p>Issue: RVC Parameters Posting option [14 - Allow Changes to Menu Items on Closed Checks] behaved as if it was always enabled</p> <p>Resolution: Previously, the system was not recognizing the setting of the RVC Parameters Posting-> Control Option-> [14 - Allow Changes to Menu Items on Closed Checks]. It was allowing changes to Menu Items on Closed Checks regardless of the setting of this option. The option name and corresponding Context Sensitive Help (CSH) has been updated to reflect that this option pertains only to the Voiding of Menu Items on Closed Checks.</p> <p>The option and CSH now read as follows:</p> <p style="text-align: center;">[14 - Allows Voids of Menu Items on Closed Checks] <i>Select this option to allow privileged operators to void menu items on a closed check in the round that the check is being reopened.</i></p> <p>This has been corrected by modifying SarOps.exe and the EMCText.xml file. Currently, the system recognizes the setting of this option when determining whether a Menu Item can be voided from a Closed Check.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>Note: A flag is set when checks are closed with Control option [14 - Allows Voids of Menu Items on Closed Checks] disabled. If Control option 14 is subsequently enabled, if a Closed Check with that flag set is reopened, the flag will disallow Menu Items from being voided from that check even though Control option 14 is now enabled.</p> </div>	33860
25333	<p>Issue: Discount option [24 - Discount is Final] shouldn't be allowed to be configured with Manual or Coupon Discounts types</p> <p>Resolution: Previously, the Discounts-> General tab-> Options-> [24 - Discount is Final] option was incorrectly available to be enabled for both 'Activation Type's of [0 - Manual (Manually entered and applied)] or [2 - Coupon (Automatically applied, operator must enter)] discounts. Option 24 should have only been able to be enabled for [1 - Automatic (Automatically applied, operator cannot enter)] discounts. This has been corrected by modifying the EMC.exe. Currently, option 24 is only visible and available from the Discounts-> Options section for [1 - Automatic (Automatically applied, operator cannot enter)] discounts. See the Discount Exclusivity article for more information.</p>	
26006	<p>Issue: The Order Device-> KDS tab-> Order Notification section-> 'Beep On New Order' field needed to have the Context Sensitive Help (CSH) text updated</p> <p>Resolution: It was determined that the CSH text for the 'Beep On New Order' field wasn't detailed enough. The new CSH text reads as follows:</p> <p style="text-align: center;"><i>From the Beep on New Order drop-down list, select the sound type that will be emitted when an order is received on this order device. If the WAV file option is selected, the system will use the default WAV file set for the operating system. Note that RDC boxes do not have a speaker that can be used with this option, and Wireless Bump Bars do not have a speaker at all.</i></p>	33926
Install		
21976	<p>Issue: The KDS Media Viewer files in the CAL Package were not being copied to the target client by the Installer.exe</p> <p>Resolution: Previously, the KDS Media Viewer files in the CAL Package were not making it to the clients. This has been corrected by utilizing the latest version of the Installer.exe. Currently, the KDS Media Viewer files are successfully sent to the targeted clients via CAL.</p>	



31052	<p>Issue: A clean application installation failed to create the CAL Client service on a Windows Server® 2008 R2 environment</p> <p>Resolution: Previously, when attempting to install Simphony on a Windows Server® 2008 R2 (64-bit) environment, the Simphony installer encountered an issue when trying to create the MICROS CAL Client service due to a missing *.dll file. The Simphony installer was unable to execute the process: MCRSCAL.exe -service. This issue was <i>not</i> seen when CAL was installed using the EGateway download in the same environment for Service Hosts. This has been corrected by modifying the Installer.exe. Currently, the Simphony installer successfully installs the MICROS CAL Client service during a new installation on a Windows Server® 2008 R2 environment.</p>	
KDS		
21786	<p>Issue: A KDS Restaurant Display Controller (RDC) Platform update (to v4.2.2) caused all of the Order Devices at the Property to display as dots on chits</p> <p>Resolution: Previously, after upgrading the RDC platform (usually performed in preparation for a Simphony upgrade to v1.6) the RDC displayed a number of dots equal to the number of devices for the entire Property (up to a maximum of 32 dots). This behavior was only seen at locations with more than one Revenue Center (RVC) using the same KDS Controller. This has been corrected by modifying the DbDownloadHandler.dll and KdsToPosServ.dll files. Currently, the correct number of dots will display on chits based on the number of Order Devices per each RVC.</p>	33543
22505	<p>Issue: The KDS Controller's default database refresh rate was too frequent and overtaxed the KDS system</p> <p>Resolution: Previously, upon upgrading to Simphony v1.6 from legacy versions, a new version of KDS was installed. A number of new features were made available and the new configuration options would display in the EMC. One of these fields was the 'Database Refresh Rate' on the KDS Controller-> General tab. By default, this setting is assigned a value of '0', which would cause the Property's default setting of '30' seconds to be utilized. This default refresh rate caused too many checks to update the file which could possibly cause the KDSController.cfg file to generate incorrectly, and would require users to revert back to the last successfully saved one, or it could possibly generate a corrupt file that could not be used going forward. This has been corrected by modifying the DbDownloadHandler.dll. The previous 'Database Refresh Rate' default setting of '30' seconds was increased to '600' seconds.</p>	33632
22575	<p>Issue: When using the 'Recall' function from a KDS Bump Bar with no more chits to recall, it froze up the KDS Display application</p> <p>Resolution: Previously, the 'Recall' function would work as expected from a KDS Bump bar until there were no more chits to recall. Once the KDS Display application froze, the Restaurant Display Controller (RDC) would have to be restarted in order to restore the KDS Display. This has been corrected by modifying the KDS.exe (version 2.2.5.981 or higher).</p>	33644
25005	<p>Issue: The PosToKdsHandler threads used the same EGateway client</p> <p>Resolution: Previously, multiple threads in the KDS message handler used the same instance of EGatewayClient which caused contention problems. Additionally, there was a version mismatch between the DBDownloadHandler and the processes which were calling it for updates. There were no errors being displayed by this condition, however, it did cause the KDS Controller cfg file to be rewritten, stopping on line #41 at 'StartedColor'. This has been corrected by modifying the PosToKdsHandler.dll, PosToKdsHandlerWS.dll, KdsToPosServ.dll, and KdsToPosServ.dll files (for both Win32 and WinCE clients). Currently, KDS functions (including Kitchen Themes) work as expected.</p>	33861
mymicros.net		
11186	<p>Issue: In order to have XBR configured correctly, the EMC-> Property Parameters-> Options-> [16 – Error Corrects to Transaction Log] option was required to be enabled. Option #16's name and Context Sensitive Help (CSH) text was not accurate and needed to be updated to better communicate this requirement</p> <p>Resolution: Previously, if the EMC-> Property Parameters-> Options-> [16 – Error Corrects to Transaction Log] was not enabled, Error Corrections were not posted to the Reporting database and therefore were not populating the 'XBR_Statistics' table that's needed for XBR reports. It was determined that option #16's name and CSH text was not accurate and was required to be changed in order to better explain its purpose. This has been corrected by modifying the EMC.exe. With this release, option #16's name and CSH text has been changed to:</p> <p>[16 - Post Error Corrects to Reporting Database]</p> <p><i>Select this option to post additional error correction detail to the reporting database for use by applications such as XBR. When a last item void or a void of a menu item or service charge is performed in the current round, the check detail is saved as special detail that is not displayed on the screen or printed on a guest check or a customer receipt, but can be polled by XBR Statistics.</i></p>	32490
21184	<p>Issue: Indirect Tips were not reported correctly on Employee Tip and Property Tip reports</p> <p>Resolution: Previously, when an employee had Direct Tips (Cash tips that were declared upon clocking out) and Indirect Tips (tips paid to them from another employee), the tip amount(s) would both display on the Property Tip report, however the Indirect Tip amount was posting to both the Indirect Tip line as well as the Direct Tip line, causing the total tips to be overstated by the amount of the Indirect tip. The Employee Tip Report displayed the correct total, but did not break down (i.e., itemize) Indirect tips. This has been corrected by modifying the MMEmployeeTip.xml, MMEmployeeTipUWS.xml, MMRevCtrTip.xml and MMSystemTip.xml report templates. Additionally, the Tip reports lines were changed to the following:</p> <ul style="list-style-type: none"> ▪ Direct Cash Tips: ▪ Direct Charge Tips: ▪ Total Direct Tips: ▪ Indirect Tips: ▪ Total Tips: 	33491


OLC/OTC

26669	<p>Issue: An Offline Labor Cache (OLC) Workstation also running as a Service Host did not post pending Time Card records to the Transactional database after being restarted</p> <p>Resolution: Previously, a Workstation designated as the OLC as well as running as a Service Host did not post Time Card records to the Transactional database after being restarted. This has been corrected by modifying the OfflineLaborCacheCpp.dll and OfflineLaborCacheCpp64.dll files.</p>	33996
27634	<p>Issue: Offline Labor Cache (OLC) and the Offline Transaction Cache (OTC) connections were sometimes hung up in a waiting or closing state</p> <p>Resolution: Previously, when SarOps made a call to the OLC/OTC but was interrupted (e.g., by a hung Workstation that was rebooted, in most circumstances), the connection was only sometimes successfully closed and reconnected. Over the course of several days, this could result in an accumulation of a large number of hung connections to the point that the OLC could no longer accept any new connections until it was rebooted or the NIC reset. This has been corrected by modifying the EgatewayClientWin32Cpp.dll and EgatewayClientWinCECpp.dll files.</p>	

Ops

6507	<p>Issue: Checks closed on Offline Workstations (WS) that have been Offline in excess of the Check purge interval (e.g., Purge interval = 15 days, WS Offline = 20 days) will be closed to the date/time on the WS. If these checks are replayed when the WS comes back Online, they will post totals to the respective dates that they were closed; however, they will be immediately purged after posting, thus preventing editing/reopening.</p> <p>Resolution: See the example shown here:</p> <p>Situation:</p> <ul style="list-style-type: none"> Check 1 (Opened/Closed on an Offline WS) was closed on Feb 1, 2013. The WS had been Offline since Jan 31, 2013 and connection was restored on Feb 19, 2013. The system was set to purge checks after 15 days. <p>End result:</p> <ul style="list-style-type: none"> Check 1 will be replayed and totals will be added to Feb 1, 2013 totals; however, since the check was older than 15 days, it will be purged after the checks totals are posted. <p>Workaround:</p> <ul style="list-style-type: none"> If a check similar to the example shown above needs to be edited/re-opened after the replay, it will not be possible. Users will need to create a negative check that exactly matches the original, and then create a 2nd (positive) check that reflects the correct order detail information. 	30484
6589	<p>Issue: The various possible reason(s) that a Credit Card (CC) Authorization (Auth) might not succeed were always displayed as 'DECLINED' on the Workstation</p> <p>Resolution: Previously, when a CC Auth was not approved; there should have been a code that was returned that corresponded to the specific reason that the Auth failed. In Symphony, any Auth that was not approved always came back as 'DECLINED'. Certain other messages appeared correctly, such as 'Invalid Card number', or 'Card is Expired'. The VisaNet specification indicated that all non-approved codes should <i>not</i> be interpreted as 'DECLINED', however, since this was how it performed in a legacy MICROS application, this was how it was also implemented in Symphony v1.x. In the list of expected Response Codes, each two digit response code has a specific definition. For instance, code number '43' indicates a 'Stolen Card' pick up definition. Code '51' indicates 'Decline due to 'Insufficient funds'' and code '61' indicates Decline – 'Exceeds Withdrawal limit'. This has been corrected by modifying the SarOps*, CAPMS.dll and CAPMS.dll (for WinCE clients) files.</p>	32749
6691	<p>Issue: Applying multiple coupons Discounts to the same check could result in performance issues</p> <p>Resolution: Previously, each time a Discount was entered, the system recalculated the totals and reevaluated the check detail to determine Discount eligibility. The more Discounts that were applied, the time spent to determine Discount eligibility would grow exponentially to the point that the Workstation appeared to be unresponsive. A change has been made to SarOps.exe so that the Discount engine will be allowed to calculate a Discount for 500 milliseconds (half a second). Currently, if the Discount calculation time exceeds 0.5 second, it will stop applying the most recently added Discount and the Best Deal found up to that point will be the Discount amount that will be applied.</p>	30813
14376	<p>Issue: When using the CAPMS Credit Card (CC) Driver, the Authorization (Auth) Referral Response prompted users to enter a Manual Auth code, but did not write the assigned Auth code to the check</p> <p>Resolution: Previously, according to the <i>Symphony v1.5 CAEDC PMS Interface Specification Manual</i>, when a CC Authorization was sent to a CC processor, there were three possible Authorization Status responses that may be returned. They are:</p> <p>Authorization Status N1 - This indicates the CC Authorization status:</p> <ul style="list-style-type: none"> 1 = Approved 2 = Declined 3 = Referral (Manual Authorization Required) <p>When the response was a '1' or a '2', the response was handled correctly and the Auth code was either written to the check or declined. When the response was a '3', SarOps would prompt users to enter a Manual Auth code, as opposed to retrieving one automatically. Once this code was entered, it should have been treated as a Manual Auth (Phone Auth) and written to the check.</p>	32748

	<p>However, once the Manual Auth code was entered, SarOps did not write the Auth code value to the check and returned to the point of the Check Detail just prior to the Auth. This has been corrected by modifying the SarOps.exe. Currently, users are prompted for the Auth code during an Auth attempt. The Manual Auth code is saved upon performing a Service Total and verified when the check is picked up. Additionally, Manual Auth codes are sent in the Auth response messages and are also included within a CC batch.</p>	
14439	<p>Issue: Credit Card (CC) Preamble length settings were ignored when the Credit Authorization (CA) amount was under the configured Tender Media-> 'Offline Limit' setting</p> <p>Resolution: A Credit Authorization will not be sent for a lower amount than the Tender Media-> 'Base limit' setting. Previously, in the instance where a CC Preamble length was set as well as a CA 'Offline Limit', and the CA Driver (i.e., CC Service Host) happened to be down, any CC number with a valid Mod-10 value and a matching Preamble, regardless of the overall length, would be accepted as that CC type. While this allowed the check to appear to close normally, when the CC batch was transmitted, it failed on that record. This has been corrected by modifying SarOps.exe (for TPID #19312). Currently, invalid CC numbers are not accepted if the CC Service Host becomes unavailable. CC Preambles with account number lengths are no longer ignored. When the CC Preamble length is configured to be 13, only 13 numbers are accepted.</p>	32759
19312	<p>Issue: Credit Card (CC) Preamble length settings were sometimes ignored under certain circumstances</p> <p>Resolution: Previously, even though specific Preamble settings were used, it was still possible for some CC's to ignore the configured Preamble length values. If only 2 digits were used before a wildcard entry, and the CC number in question had a '0' for the second digit, the Preamble length would be ignored and the CC could still be used to close the check. Eventually this CC transaction would end up failing during the CC Settlement process. This reported issue was occurring when either the CAPMS or VisaD CC drivers were being utilized. This has been corrected by modifying SarOps.exe. Currently, configured CC Preamble account number lengths are no longer being ignored. For example, if a CC's Preamble length is configured to be 13, only 13 numbers are accepted.</p>	33236
20218	<p>Issue: The Open Check SLU did not remove Closed checks on the original (check creating) Workstation (WS) when a check was closed from an alternate WS</p> <p>Resolution: Previously, when a check was created on a WS and the Open Check SLU was open and displayed on this same WS, when the check was picked up and closed from an alternate WS, the same "Closed" check continued to display in the Open check SLU on the original WS. This has been corrected by modifying the SarOps.exe. Currently, Open checks dynamically update on SLUs in either Green or Yellow modes.</p>	
21060	<p>Issue: An Automatic Discount Coupon with a name using over 28 characters with the [5 - Reference Entry Required] option enabled would crash Ops when applied</p> <p>Resolution: Previously, when configuring Discounts, a discount name could be entered using up to 32 Alpha Numeric characters. Additionally, the 'Name' field would allow users to use a variety of special characters. However, if a Discount/Coupon name exceeding 28 characters was used with the [5 - Reference Entry Required] option enabled, SarOps would crash when that coupon was applied due to an overlap in the buffer. This has been corrected by modifying SarOps.exe.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;">  <p>Note: Longer Reference Entries are supported; however SarOps will truncate Reference Entries exceeding 19 characters on Guest Checks and Customer Receipts.</p> </div>	33462
21309	<p>Issue: When Service Charge option [11 - Do Not Post to Gross Receipts] was enabled and an Autogratiuity was applied, the option was ignored and sales would be incorrectly posted to the 'Gross F&B Receipts' section on the Employee Tip Report</p> <p>Resolution: Previously, when a Service Charge was programmed with option [11 - Do Not Post to Gross Receipts] enabled to prevent posting to Gross F&B Receipts, no sales from a check with that Service Charge would post to the Employee Tip Reports if the Service Charge was manually applied. When the same Service Charge was linked and applied as an Autogratiuity, option 11 was being ignored. This has been corrected by modifying SarOps*.exe. Currently, option 11 now functions as expected for both manually and automatically applied Service Charges.</p>	
21910	<p>Issue: After making changes to options within a Menu Item Class record, all Menu Items (MI) associated with that class could not be successfully rung up and users received a 'Tax Class Not found' message</p> <p>Resolution: Previously, after making changes to a MI Class record, users were required to perform a full DBDownload on Workstations in order to be able to ring up MI's that had the edited MI Class assigned to them. Automatic Partial DBDownloads on Workstations were not working as expected and was also affecting numerous other EMC modules. This has been corrected by modifying the DbDownloadHandler.dll. With this release, changes made in the EMC will automatically update the WS's (depending on the WS database update interval setting; the default is 60 seconds) and no longer require full DBDownloads to be on WS's by users.</p>	33559
22083	<p>Issue: The Offline Transaction File (OTF) Edit tool was unable to open a OTF .bin record and users received the error message shown here:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;">  </div> <p>Additionally, no statistics were being created, no fixed file(s) were being created and no dump file(s) were being created. This essentially left the Offline transactions in the failed OTF records and in an unrecoverable state.</p>	33591

	<p>Resolution: Previously, for users running Simphony v1.5 MR5 or v1.6 GR and higher, any 'OTF' or 'OTF msg err' file that was attempted to be run through the 'OTFEdit' tool would display the 'Record version too new' message. This has been corrected by modifying the OtfEdit.exe. Currently the OTFEdit tool performs as expected for Simphony v1.5 MR5 and v1.6 GR and higher.</p>	
25291	<p>Issue: After using the [422 - Adjust Closed Check] function, Voiding a Tender payment was not allowed when a Discount had been applied</p> <p>Resolution: Previously, users received a Not Allowed - Must Remove Automatic Discounts message from Ops when attempting to Void a Tender payment after using the [422 - Adjust Closed Check] function. This has been corrected by modifying SarOps.exe.</p>	
25294	<p>Issue: Discounts were not reflected properly on a printed Guest Check until the check was tendered</p> <p>Resolution: Previously, Discounts were not appearing in the check detail of a printed Guest Check and the Discount Net amount was not displaying in the Summary Totals area when the check was Service Totalled. If the check was tendered, the check detail displayed the Discount, Summary Totals and the Discount Net amount as expected. This has been corrected by modifying SarOps.exe. Now when a check containing a Discount is Service Totalled, the Discount is printed in the check detail area and is reflected appropriately in the Summary Totals.</p>	
25337	<p>Issue: Coupon discounts were not working as expected when the Discounts-> General tab-> Options-> [1 - ON = Open; OFF = Preset] option was enabled</p> <p>Resolution: Previously, when Discount-> option [1 - ON = Open; OFF = Preset] was enabled, users were prompted to enter an amount for the Open discount. However, when an Open discount amount was entered, the coupon would apply to the check's entire 'Amount Due' up to the configured 'Max Amount' threshold setting. This has been corrected by modifying the SarOps*.exe.</p>	33888
25434	<p>Issue: Automatic Coupon Discounts printed twice on Guest Checks and Customer Receipts</p> <p>Resolution: Previously, when an Automatic Coupon Discount was applied, it printed two discount lines on Guest Checks and Customer Receipts. One line had solely the coupon discount's name (with no discount amount adjacent to it) and the other line had both the coupon discount's name and the discount amount. This could have caused confusion for users. With this release, the printing of two discount lines has been eliminated by modifying SarOps.exe. Currently, only one coupon discount line (along with the discount amount) will print on the Summary Detail section of Guest Checks and Customer Receipts.</p>	33896
27259	<p>Issue: VAT lines were printed incorrectly on Customer Receipts on discounted transactions containing Menu Items posted with multiple quantities</p> <p>Resolution: Previously, if a quantity of Menu Items (e.g., quantity 3 Menu Item) was posted to a transaction using VAT Tax and a 100% Discount was applied, if the VAT Tax Lines were printed (RVC Parameters Tax option [Print VAT Line for Rate x] was enabled), the totals on the printed VAT Tax Line were incorrect. This has been corrected by modifying the SarOps.exe. Currently, the VAT Tax Line now displays the correct totals.</p>	34031
27964	<p>Issue: Automatic Service Charges on reopened closed checks (with Voids) using the [423 - Reopen Closed Check] function, posted as negative Non-Revenue Service Charges when the check was closed again</p> <p>Resolution: Previously, Automatic Service Charges posted as Non-Revenue Service Charges when a closed check (with Voids) was reopened using the [423 - Reopen Closed Check] function. This reported issue also occurred when closed checks (with Voids) were re-opened using the [422 - Adjust Closed Check] function. This has been corrected by modifying SarOps.exe.</p>	34080
27987	<p>Issue: When using a PMS/SIM Interface, the PMS Link always reused the most recently used PMS Link number in Ops</p> <p>Resolution: Previously, when multiple [SIM Inquire] function buttons were configured, the Workstation would recall and use the most recently referenced SIM Inquire function despite using differing SIM ISL's for each [SIM Inquire] button. Additionally, users would receive an error on the Ops client that displayed a message according to the called SIM script. A DBDownload did not resolve this issue. Users were forced to close and reopen SarOps and once again select the desired [SIM Inquire] button. This has been corrected by modifying SarOpsXXX.exe.</p>	88013
30000	<p>Issue: When the EMC-> Workstations option [7 - Use Cash Drawer 2 for Other Currency] was enabled, after assigning an employee to Cash Drawer 2, it would also allow them access to Cash Drawer 1</p> <p>Resolution: Previously, for sites utilizing Alternate currencies, employees assigned to Cash Drawer 2 (containing the Alternate currency) could also access Cash Drawer 1 (containing the Base currency) despite another employee having been assigned to Cash Drawer 1. If the EMC-> Property-> Workstations-> Options tab-> Hardware/Cash Drawer tab-> Cash Drawer Options-> [7 - Use Cash Drawer 2 for Other Currency] option was enabled and the EMC-> Currency-> Alternate Currency Options were also set accordingly, Cash Drawer 2 access should have remained limited to the employees assigned to Cash Drawer 1. This was not the case. This has been corrected by modifying SarOps.exe. Currently, when option 7 is enabled, SarOps will assume that the assigned Operator (if any) will also be assigned to Cash Drawer 2 (foreign currency). If an attempt is made to assign another Operator to Cash Drawer 2, they'll receive a Cash Drawer is being used for other currency message.</p>	
31154	<p>Issue: Automatic Discounts doubled when a Closed check was Reopened and adjusted</p> <p>Resolution: Previously, when a closed check was reopened using either the [422 - Adjust Closed Check] or [423 - Reopen Closed Check] functions and had an Automatic Discount applied, the discount was applied again if the check was adjusted. Once an Automatic Discount had been applied to a check, the Discount engine was supposed to be disabled, but it wasn't. This has been corrected by modifying SarOps.exe. Currently, the closed check Reopen functions work as expected in regard to allowing users to Void Menu Items that had an Automatic discount applied to them.</p> <div>  <p>Note: Users cannot Void specified Discounts on reopened closed checks and if attempted, will receive a 'Void not Allowed' message.</p> </div>	

PMC Reports

25075	<p>Issue: PMC Cashier Financial reports had incorrect date formatting in the Rounding query which caused the reports to fail at sites running Oracle®</p> <p>Resolution: Previously, for Oracle sites, when users ran PMC Cashier Financial reports, the reports timed out because there was incorrect Oracle date formatting in the Rounding query. Users received the following error:</p> <p>General Report Error</p> <p>Failed to get report [Cashier Financial] from Mymicros.net Exception fetching report [The operation has timed out] 02/14/13 17:26:29, 0, 0,LoadHandlers, 12,Exception fetching report [The operation has timed out], 02/14/13 17:26:29, 0, 0,LoadHandlers, 12,Failed to get report [Employee Financial] from Mymicros.net Exception fetching report [The operation has timed out], 02/14/13 17:26:29, 0,-2,CallHandlers, 12,EGateway.ProcessRequest: WARNING - Long Request wsId 642 MsgType 1003. SeqNum 275518 TimeMs 20359,</p> <p>This has been corrected by adding the missing 'to_date' syntax to the Rounding query in order to format the date to meet Oracle requirements.</p>	33868
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Reports

5860	<p>Issue: The Employee Permissions Report and the EMC both timed out when users attempted to query employee information</p> <p>Resolution: Previously, when running the Employee Permissions Report, the system was running multiple full table scans against the Transactional database STRING_TABLE. This resulted in the report timing out. This has been corrected by modifying the EMCHandler.dll. Currently, the Employee Permissions Report can be successfully generated without timing out.</p>	
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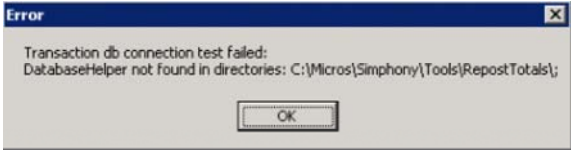
SIM

15002	<p>Issue: The SIM script '@WSID' (Workstation ID) variable returned the Workstation (WS) Object Number instead of the ID</p> <p>Resolution: Previously, when the @WSID Interface Scripting Language (ISL) variable was employed, it actually returned the Workstation's Object Number, which was only unique within the Property level, but could be duplicated on the Enterprise level. Since the use of this variable was previously based on a legacy MICROS application (where there was no Enterprise environment support), herein lied the problem. This has been corrected by modifying the SarOps.exe. Currently, use of the ISL @WSID variable returns the system-wide unique Workstation ID value as expected.</p>	32828
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UER

20375	<p>Issue: When the User Experience Report (UER) was enabled, the EGateway log would sometimes throw a 'Value too large' error message</p> <p>Resolution: Previously, when the User Experience Report (UER) was enabled, it was possible that some values would not post from the Workstation (WS) to the Transactional database, and throw a 'Value too large' error message. Furthermore, this same EGateway log entry was not detailed enough to assist troubleshooting efforts. This has been corrected by modifying the TotalPosting.dll.</p>	33355
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Utilities

30895	<p>Issue: The Repost Totals tool did not include two required files upon a standard application installation which resulted in users receiving a database connection error message</p> <p>Resolution: Previously, the Repost Totals tool was included in a standard application installation, but any attempts to run this tool in Simphony v1.6 and above (fresh install), resulted in a failure to connect to the Transactional database. Users would receive the following error message:</p>  <p>This was due to two files not being installed in the <Drive letter>:\Micros\Simphony\Tools\RepostTotals folder. These files were the OraDbHelper.dll and SQLDbHelper.dll. This has been corrected by ensuring that these two files are properly installed in the correct path to the <Drive letter>:\Micros\Simphony\Tools\RepostTotals folder.</p>	
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Symphony 1.6 Maintenance Release 2

This article is a quick reference guide to features, enhancements, and revisions for **Symphony 1.6 Maintenance Release 2**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
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Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Symphony Version 1.6

General Release

Symphony 1.6 MR 1

Symphony 1.6 MR 2

Symphony 1.6 MR 4

Symphony 1.6 MR 5

Symphony 1.6 MR 6

Symphony 1.6 MR 7

Symphony 1.6 MR 8

Symphony 1.6 MR 9

Symphony 1.6 MR 10

Previous Version

Symphony 1.5

Next Version

Symphony 2.6

New Features

Fix ID	Feature	CR #
Ops		
13176	'Amount Rounding by Tender Media' is now supported <p>The rounding of the 'Amount Due' on checks was previously enabled only by configuring the 'Currency' module. With this release, users can configure 'Amount Rounding by Tender Media' as well. To configure this feature, several option bits have been added throughout the EMC. See the Amount Rounding by Tender Media article for more information.</p>	

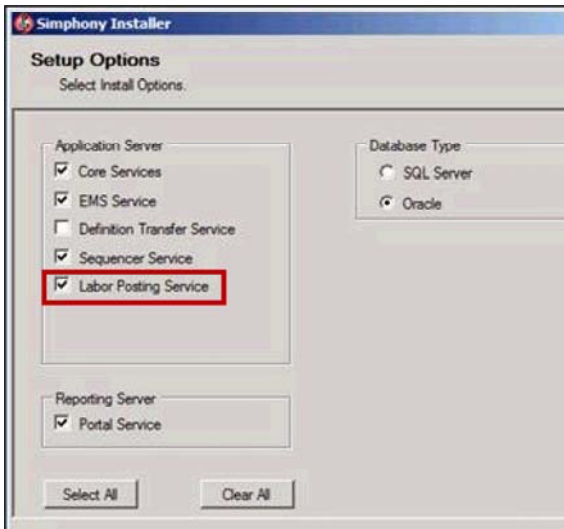
Enhancements

Fix ID	Enhancement	CR #
Credit Card Batch Process		
3177	Credit Card Batch Creation performance has been optimized <p>It was reported that for some locations, the Credit Card (CC) Batch creation process was taking too long to complete. This has been corrected by modifying the ECCServer. The CC Batch creation times have been greatly reduced such that when batching approximately 10,000 CC records, the average time was about six minutes (down from an approximate average of fourteen minutes). This optimization applies to both Microsoft SQL Server® and Oracle® database platforms.</p>	
DBDownload		
18739	The Help Strings have been moved to a separate Transactional database table entitled HELP_SCREEN_STRINGS with all data in National Character Large Object (NCLOB) format <p>Previously, Help Screen Strings were contained in the STRING_TABLE in NCLOB format. Queries performed against the table with the Help Screen Strings being in this format were highly resource consuming. The 'StringText' column in the STRING_TABLE has been converted from NCLOB to 128 characters and an index created on this column. Since the removal of the Help Screen strings to another database table, queries performed on the string table will be less resource intensive. The NCLOB change was for Oracle® only. The Microsoft SQL Server® data type did not change, but the length was changed from MAX to 128 characters. Additionally, a performance improvement was made to the STRING_TABLE to prevent all employee names from the entire Enterprise being sent to every Property.</p>	
Data Transfer Service (now Labor Posting Service)		
11617	The former Data Transfer Service (DTS) has been renamed to the Labor Posting Service (LPS) and has had its performance optimized <p>Previously, the DTS consumed large amounts of memory and system resources. Prior to this release, DTS also had the limitation of only running on one Application Server and ran a separate thread for each Property which significantly increased system-wide messaging. This has been corrected by modifying the DBUpgrade.exe, EMCDData.dll, Emc.exe, Installer.exe, LaborPostingService.exe and TranslationServiceUtils.dll files.</p>	

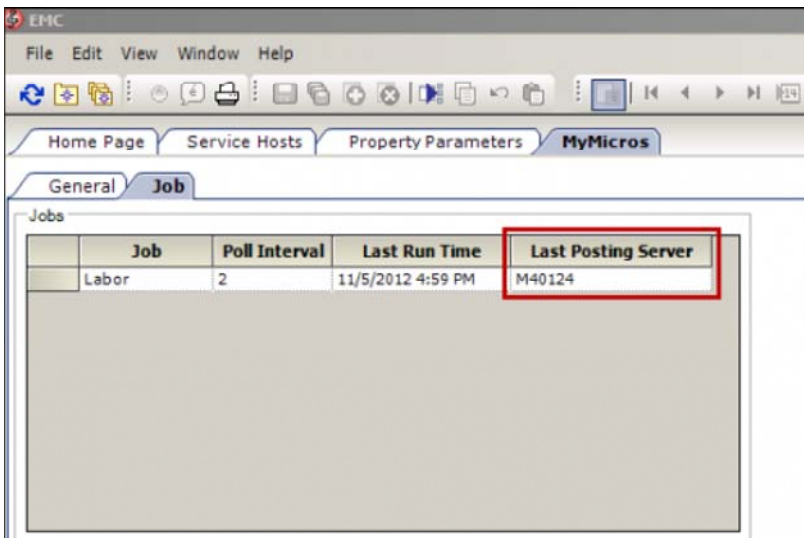
With this release, the Labor Posting Service (LPS) will be introduced. The LPS is replacing the DTS and will serve the same labor posting function, however now it has the ability to be installed and run from more than one Application Server and process each Application Server's messages concurrently.

Labor Posting Service Changes


- For new installations, the LPS will be installed (if selected to do so from the install splash screen shown here) as well as be set to automatically start upon booting up.



- From the EMC-> Property level-> Reporting-> MyMicros-> Job tab, a new column has been added named '**Last Posting Server**' (as shown here) which will list the Application Server name that made this Property's last Labor posting along with its most recent run time.



- For upgrades from prior versions, the DTS will be removed and the LPS will be installed.
- The executable's name was changed from 'DataTransferService.exe' to 'LaborPostingService.exe'.
- The name of the log files were changed from 'TransformationService.log' to 'LaborPostingService.log'.
- LPS can be installed on multiple Application servers and these servers can process data concurrently.
- The default number of threads will be determined automatically based upon the number of Application servers and the number of Properties.

Egateway		
19622	<p>Support has been added for installing Service Hosts on the 64-Bit Operating Systems (OS) listed below</p> <p>Previously, 64-Bit OS's were not supported for use for Service Host installation. With this release, the following 64-Bit OS's now support Service Host installation:</p> <ul style="list-style-type: none"> Windows 7® 64-Bit Windows Server® 2008 Standard 64-Bit Windows Server® 2008 R2 <div>  <p>Note: Windows Server® 2003 64-Bit will not be supported for the use of Service Host installation. Additionally, not all Service Hosts are currently supported in 64-bit mode. With this release, Credit Cards, Interfaces, SIM and VSS are supported in a 64-bit environment; Offline Labor Cache (OLC) and KDS can be used on 64-bit machines, but will need to have 32-bit IIS enabled to do so. Their 64-bit versions will be supported in future releases.</p> </div>	

Revisions

Fix ID	Revision	CR #
CAL		
6813	<p>Issue: Servicehost.xml(s) were not updating or downloading correctly onto Service Hosts on an intermittent basis</p> <p>Resolution: Previously, after rebooting Service Host machines, sometimes the Servicehost.xml(s) updates and downloads were missing. This has been corrected by modifying the EMC.exe and DataTransferService.exe for alternate fixes.</p>	25483
Credit Card Batch Process		
9027	<p>Issue: The Credit Card (CC) Batch Report results did not sort correctly when running a report for multiple days</p> <p>Resolution: Previously, when the CC Batch Report was generated using a date range, the results displayed in a seemingly random order. This has been corrected by modifying the ECCServer file.</p>	32137
19086	<p>Issue: Credit Card Batch Transfers failed on large batches with multiple Credit Cards (CC) on the same Check using the same CheckID</p> <p>Resolution: Previously, when the total number of records in the CC batch exceeded the 'Max Batch Size' value, the batch was broken into smaller data chunks and sent one after another. When that break between chunks occurred on a check with more than one CC number, the transfer failed with the following message being written to the EGateway log of the CC Service host:</p> <pre>09/13/12 15:33:23, 5, 2,LoadHandlers, 1,Back from WaitForMyResponse in [50.072] ms with pmsRC [ERC_SUCCESS], 09/13/12 15:33:23, 5, 2,LoadHandlers, 6,CAPNS: [Interface193]: Back from SendSyncRequest in [50.072] ms, 09/13/12 15:33:23, 5, 3,LoadHandlers, 6,CCDrvInst[50]: CCS ERROR! Could not mark first record as in Process in DB: error GW_EC_FAIL, 09/13/12 15:33:23, 5, 3,LoadHandlers, 6,CCDrvInst[50]: Settle Batch failed with Return Code [GW_EC_FAIL], 09/13/12 15:33:23, 5, 0,LoadHandlers, 6,CCS: Call to HandleSettleBatchRequest for CCDI [50] (capns.dll) returned CGwErrorCode [GW_EC_FAIL], 09/13/12 15:33:23, 5, 3,LoadHandlers, 24,IntfcSVC [gcard]: IFWaitForNextResponse returned [ERC_NOT_CONNECTED],</pre> <p>This has been corrected by modifying the ECCServer to allow checks in this situation to be moved to the next grouping making the first grouping less than the Max amount. Currently, large CC batches are successfully created and settled without further issue.</p>	33191
Data Transfer Service (now Labor Posting Service)		
7056	<p>Issue: Employee Time Card calculations were resulting in an inexact number of Regular hours worked when Overtime was present</p> <p>Resolution: Previously, when a time card punch was written to mymicros.net, the former Data Transfer Service (DTS) calculated the number of hours from the Clock-In and Clock-Out information. The number of hours was rounded to 2 decimal places, and due to rounding, could cause the number of Regular hours before Overtime to be off by one-hundredth of an hour (or 6 tenths of an hour or 36 seconds). This caused the number of Regular hours to display as 40.01 or 39.99 (when Overtime was present) when it should show up as exactly 40 hours; the results of which caused Payroll issues. This has been corrected by modifying the LaborPostingService.exe and 9700DBReader.dll.</p>	31470

DBDownload

8703	Issue: Changing Touchscreen Bitmaps caused Bitmap distribution to apply to more than just the desired Property(s)	32096
	Resolution: Previously, it was reported that a Bitmap that was assigned to a Touchscreen for a specific Property became available to other Properties Touchscreens via the Workstation Status Control-> Bitmap list. With this release, this reported issue was not reproducible.	
11284	Issue: Changes to Service Hosts were not being picked up in background or forced DBDownloads	32502
	Resolution: Previously, when it was necessary to change which machine a service ran on (for instance, a Win32 client running VisaD that had a hard drive failure); these changes may be made rather easily in the EMC. The machine that was now currently running the service will actually run the newly assigned service, but any Workstation that had the value for the previous Service Host would not be updated. This has been corrected by modifying the EMC.exe. Currently, the background DBDownload now picks up all of the changes to Service Host files on both Win32 and Windows CE clients. Full DBDownloads can also be used but generally won't be necessary if the only change made was to the Servicehost.xml files.	
20460	Issue: A Revenue Center's (RVC) Default Order Type configuration was replaced with invalid information after a partial DBDownload	33362
	Resolution: Previously, when an Enterprise had more than one Property, and the Property that was not the first Property had a RVC with the RVC Parameter's-> 'Default Order Type' was set to a value that was not assigned Object Number '1', and a change was made to the RVC Parameters module (such as changing the taxes that were active in any of the Order Types), Workstations failed to start checks and users received a ' Default Order Type is inactive ' message. This has been corrected by modifying the Dbdownloadhandler.dll for an alternate fix. This reported issue can no longer be reproduced.	

Direct Posting Service

14437	Issue: Tax totals between the Simphony GUEST_CHECK and GUEST_CHECK_LINE_ITEM database tables were not always balancing in mymicros due to possible Amount Rounding errors	32758
	Resolution: Previously, when posting Tax totals to mymicros.net, the Direct Posting Service (DPS) was not prorating taxes in the Simphony GUEST_CHECK_LINE_ITEM database table. This has been corrected by modifying the DirectPostingService.exe and SAROps.exe. Currently, the correct Tax totals are being posted to mymicros.net.	
14662	Issue: Discounts that required a Reference Entry were no longer posting correctly to the Reporting database	32785
	Resolution: After an upgrade, transactions that had a Discount that required a Reference Entry could no longer be found in mymicros.net using Audit & Analysis by generating a search on the Reference Entry text. It was determined that the Reference Entry information was not posting to the Reporting database table Guest_Check_Line_Item.detailtype 2 column. This has been corrected by modifying the DirectPostingService.exe. Currently Reference Entry text can be successfully searched using Audit & Analysis and the Reference Entry text now posts to the Guest_Check_Line_Item.detailtype 2 column.	
19832	Issue: When using both a Value Added Tax (VAT) and an Inclusive tax for Shared items on same check, the full Inclusive tax amount of the original item was posted for each shared item, rather than sharing the tax amount evenly	33296
	Resolution: Previously, this reported issue only occurred with Shared items on different seats on the same check. This has been corrected by modifying the SarOps*. Currently, when using Seating and Shared and Split Checks that included transactions with Service Charges and Discounts applied; it was determined that the correct tax amount was being evenly applied per item.	

EGateway

6597	Issue: Removing the last Service from a ServiceHost did not successfully remove the record from the Simphony database SERVICE table	30615
	Resolution: Previously, the last Service to be removed from a Workstation (not including SarOps and the Print Controller) would not successfully delete from the Simphony database SERVICE table and would also not update the ServiceHost.xml correctly. This has been corrected by modifying the DataTransferService.exe and EMC.exe files.	
16709	Issue: Default Workstation transmission keys were not being created during software installation	
	Resolution: Previously, default Workstation transmission keys were not being written to the database during software installation. This has been corrected by modifying the Installer.exe. Currently, during installation, a check is run for existing transmission key(s) in the Transactional database. If a Workstation transmission key does not exist, a new one is added. If a Workstation transmission key does exist, no changes are made.	

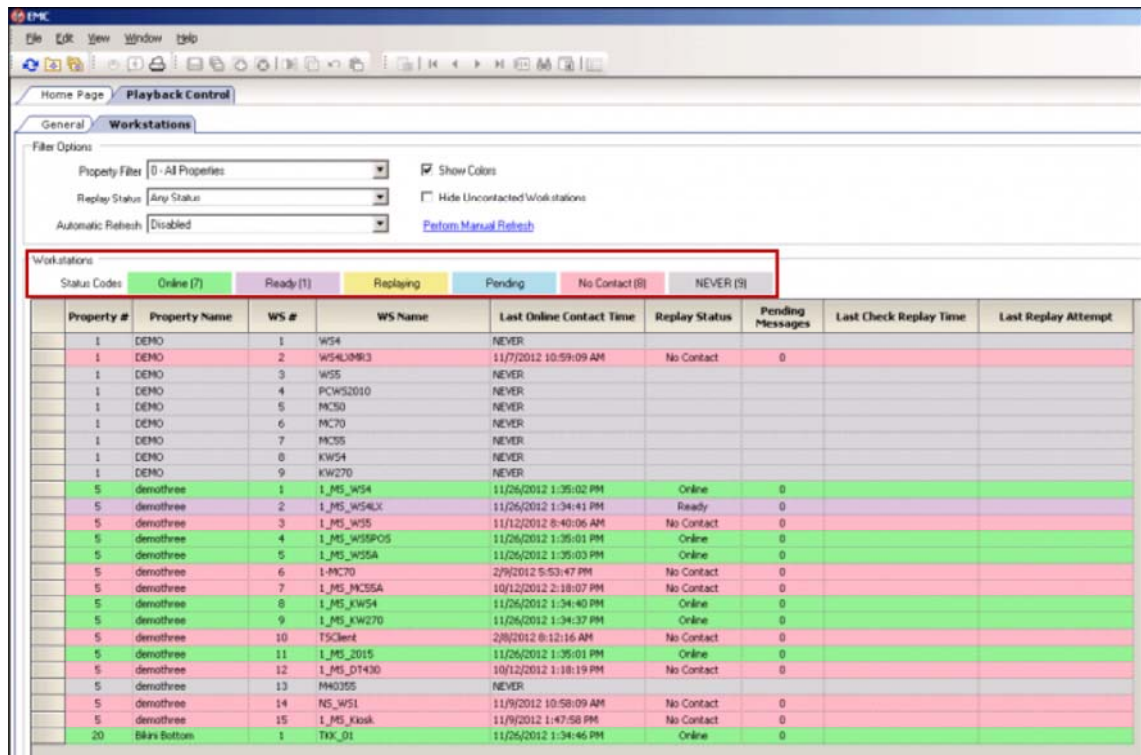
EMC

7245 **Issue:** Counters for Workstations '**Status Codes**' were needed in the EMC-> 'Playback Control' module 30765

Resolution: Previously, when accessing the EMC-> Enterprise level-> Workstations tab-> 'Playback Control' module, users had to manually count each record that was returned when searched by the following Workstation Status Codes:

- Online
- Ready
- Replaying
- Pending
- No Contact
- NEVER

This proved be a cumbersome process for larger Enterprises. This has been corrected by modifying the EMC.exe. Currently, (as shown below) counters will automatically calculate and display values per Status Code in this module.



Property #	Property Name	WS #	WS Name	Last Online Contact Time	Replay Status	Pending Messages	Last Check Replay Time	Last Replay Attempt
1	DEMO	1	WS4	NEVER				
1	DEMO	2	WS4LMB3	11/7/2012 10:59:09 AM	No Contact	0		
1	DEMO	3	WS5	NEVER				
1	DEMO	4	PCWS2010	NEVER				
1	DEMO	5	MC50	NEVER				
1	DEMO	6	MC70	NEVER				
1	DEMO	7	MC55	NEVER				
1	DEMO	8	KWS4	NEVER				
1	DEMO	9	KW270	NEVER				
5	demothree	1	I_MS_WS4	11/26/2012 1:35:02 PM	Online	0		
5	demothree	2	I_MS_WS4LC	11/26/2012 1:34:41 PM	Ready	0		
5	demothree	3	I_MS_WS5	11/12/2012 8:40:06 AM	No Contact	0		
5	demothree	4	I_MS_WS5POS	11/26/2012 1:35:01 PM	Online	0		
5	demothree	5	I_MS_WS5A	11/26/2012 1:35:03 PM	Online	0		
5	demothree	6	I-MC70	2/9/2012 5:53:47 PM	No Contact	0		
5	demothree	7	I_MS_MC35A	10/12/2012 2:18:07 PM	No Contact	0		
5	demothree	8	I_MS_KWS4	11/26/2012 1:34:40 PM	Online	0		
5	demothree	9	I_MS_KW270	11/26/2012 1:34:37 PM	Online	0		
5	demothree	10	TSClent	2/8/2012 8:12:16 AM	No Contact	0		
5	demothree	11	I_MS_2015	11/26/2012 1:35:01 PM	Online	0		
5	demothree	12	I_MS_D1430	10/12/2012 1:18:19 PM	No Contact	0		
5	demothree	13	M40355	NEVER				
5	demothree	14	NS_WS1	11/9/2012 10:58:09 AM	No Contact	0		
5	demothree	15	I_MS_kiosk	11/9/2012 1:47:58 PM	No Contact	0		
20	Bkins Bottom	1	TKX_01	11/26/2012 1:34:46 PM	Online	0		

9006 **Issue:** On Oracle® systems, after users declared a starting bank and the Business Date was incremented, a Stack Trace error was being thrown in the Transactional database PCAQE_Q_LOG table; 32133

IncrementBusinessDate.ResetBank

Resolution: Previously on Oracle® systems, when the EMC-> Employee Classes-> Operator Options-> **[13 - Bank Entry Required at Beginning of Shift]** option was enabled and a user declared a starting bank, when the PC Autosequence incremented the business date during the Start-of-Day (SOD), a Stack Trace error was being thrown in the EGateway log file. This has been corrected by modifying the SequencerEngine.dll. As a side note, in order for starting bank declaration to work correctly, the EMC-> RVC Parameters-> General-> **'Default Bank Loan Tender/Media'** must be configured in addition to enabling the Employee Class-> Operator Option-> **[13 - Bank Entry Required at Beginning of Shift]** option.

21539 **Issue:** The Context Sensitive Help (CSH) file for the EMC-> Employee Classes-> Operator Options-> **[13 - Bank Entry Required at Beginning of Shift]** option needed to be updated

Resolution: It was determined that the CSH for Operator option #13 needed to offer more configuration assistance in order to successfully configure the system to require users to declare a Starting Bank prior to creating new checks. This has been accomplished by modifying the EMCText.dll. Currently, the CSH text for option **[13 - Bank Entry Required at Beginning of Shift]** reads as follows:

This option bit has no effect unless you also go to "RVC Parameters - General - "Default Bank Loan Tender/Media" and configure a tender media.

Import/Export Service

19197	<p>Issue: The Import/Export Service failed when run on multiple Properties due to a Temporary file not being accessible simultaneously</p> <p>Resolution: Previously, changes were made to the Import/Export utility to break larger files into more manageable data chunks. When these chunks were created, they were done using a temporary file. The filename of the temporary file was the same for each instance of the Import or Export utility that was running. When running a series of imports or exports on multiple Properties, the temporary file (Simphony_Temp.xml.part1.xml) had not finished with the last one when the next one attempted to use it, causing the import to fail with the following message:</p> <pre> Start processing data.. Error happened when read file to byte array Error - The process cannot access the file 'C:\MICROS\SIMPHONY\Tools\ImpExp\Simphony_Temp.xml.part1.xml' because it is being used by another process. </pre> <p>This has been corrected by modifying the ImpExp.exe. Currently, every instance of the Import or Export utility being run will generate the creation of unique folder names for each thread, thus avoiding any temporary file access conflicts.</p>	33202
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Install

13601	<p>Issue: During installation, the new MCRSCACHE database tables failed to be created and did so without users receiving a message prompt</p> <p>Resolution: Previously, in Simphony v1.6, a new encryption scheme was put into place that did away with the SData1 and SData2 databases; instead moving the Encryption key and Passphrase information into the MCRSCACHE database. This required several database tables, triggers and sequences to be created during the installation process. This was not part of a Database upgrade, but rather part of the Installer program. If the correct permissions were not present to allow database tables to be created, this portion of the install failed, but did so silently, only showing an error in the 'SimphonyInstallLog', which had to be manually accessed and reviewed. This has been corrected by modifying the Installer program. Currently, users will receive messages in the event of any Installation failures.</p>	32670
10710	<p>Issue: Windows Server® 2008 R2 required a number of manual changes to the system to get Simphony v1.x to run correctly</p> <p>Resolution: Previously, it was reported that upon installing Simphony v1.x on machines running Windows Server® 2008 R2, that the EGateway may not have run correctly due to permissions issues. This has been corrected in subsequent versions of Simphony and with this release. Currently, no access or permissions errors were detected during either partial or full software installations.</p>	32407

OLC / OTC

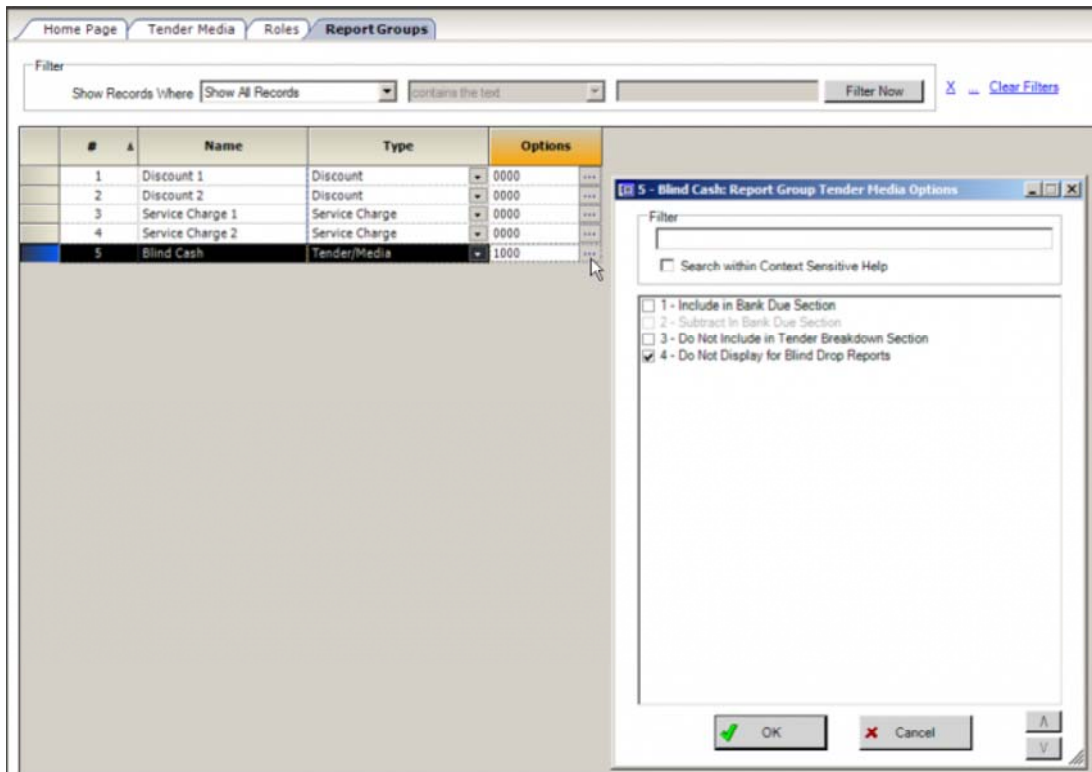
6590	<p>Issue: Ops ran very slowly for employees that were clocked into a Workstation at the time the configured Offline Labor and Transaction Cache (OLC/OTC) went offline</p> <p>Resolution: Previously, there was degradation of performance speed on Ops clients when the OLC was no longer available and employee's attempted to 'Clock In/Out', 'Sign In' or use the 'Begin Check' functions. This has been corrected by modifying the SarOps*.exe, EClientWayClientWin32CPP.dll and EGatewayClientWinCECPP.dll files. Currently, if the OLC loses its availability, there will still be a varying performance lag time (depending on Workstation type) until the system can first determine that it cannot access the OLC (via a background PING job) and once aware of the lack of connectivity, Ops performance will begin to return to its usual performance speed.</p>	30596
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Ops

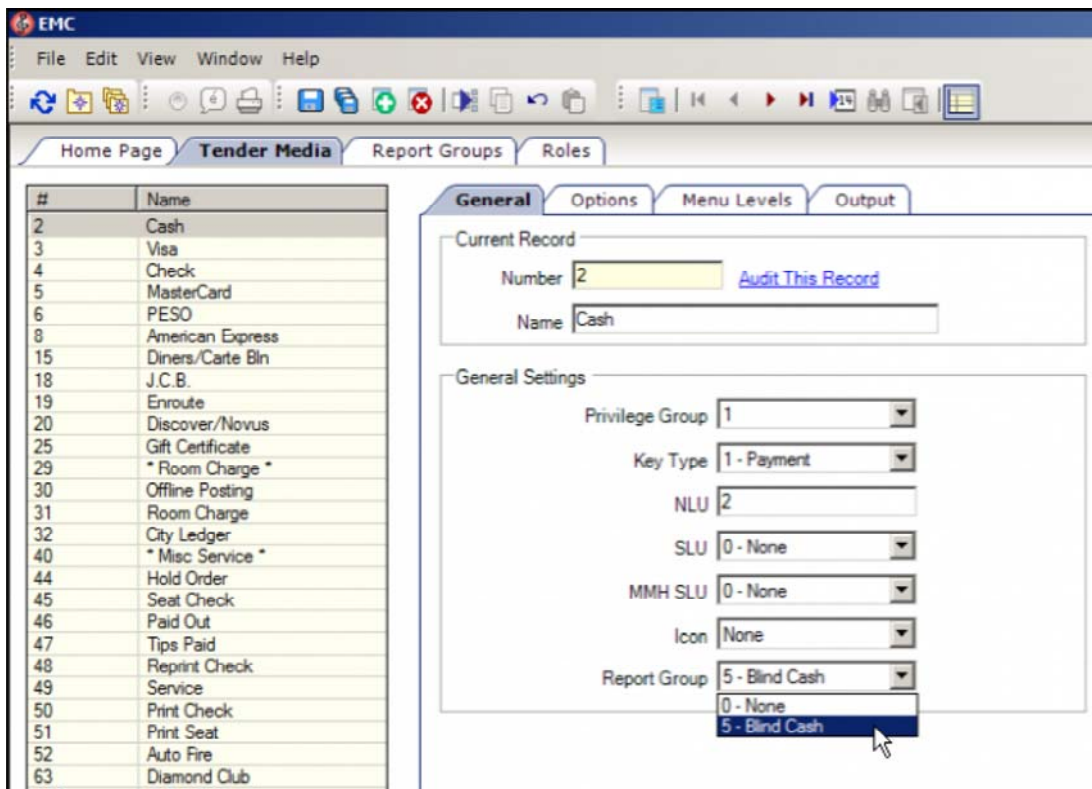
6531	<p>Issue: The Value Added Tax (VAT) type was miscalculating taxes when the '@/For' function was used with Menu Items that had applied Automatic Discounts</p> <p>Resolution: Previously, when using VAT, and the '@/For' function for one Menu Item (i.e., 2 @ Cold Cereal) and there was an applied Automatic Discount, the tax amount was calculated incorrectly on the Guest Check and on mymicros.net reports. When a Menu Item was entered separately, by pressing the SLU button twice or by specifying that the Discount was an Item Discount, the tax amount was calculated correctly. This has been corrected by modifying the SarOps* and DirectPostingService.exe files.</p>	30505
6710	<p>Issue: Voids of Discounts on Split checks that had Seat edits performed did not post to mymicros.net Detail reports</p> <p>Resolution:</p>	30844

	<p>Previously, when a Discount was Voided from a check that was begun as a Split check and then had Seat edits performed, it would not display the Voided amount in certain mymicros.net reports and drill down sections. The 'Employee Financial' report would display the correct Discount amount in the upper section, but the Detail section at the bottom would display an exaggerated Discount amount as the Voided Discount (positive) did not display. The same was true of the 'Daily Ops' report, where the Discount at the upper level was correct, but did not include the Void of the Discount in the 'Sales Mix' drill down, under 'Sales Less Item Discounts'. This affected not only report balancing, but may have affected the employee's reconciliation closeout amounts.</p> <p>With this release, this reported issue was not reproducible. This issue was likely resolved with another fix (SCR #11134 in Simphony v1.6 GR) by modifying the DirectPostingService.exe.</p>	
6778	<p>Issue: When the @DSCI SIM script variable was utilized, it always returned a 0.00 value</p> <p>Resolution: Previously, when the @DSCI variable was used in a SIM script, it should have returned the sum of the value of the items on that check that belonged to that Discount Itemizer. In Simphony v2.x, it always returned a 0.00 value. This has been corrected by modifying the SarOps.exe.</p>	30996
8692	<p>Issue: Duplicate Table numbers could be used for Fast Transactions despite an option bit configuration to the contrary</p> <p>Resolution: Previously, if following options were enabled:</p> <ol style="list-style-type: none"> 1. EMC-> Revenue Center-> RVC Parameters ->Posting and Control-> [9 - Allow only one Group per Table] 2. EMC-> Personnel-> Employee Maintenance -> Operator Records -> Options-> [1 - Table Number Entry Required to Begin/Pickup Checks] <p>When users picked up a check and were prompted to enter a Table number, they were able to assign the same Table number more than once for the same check. This has been corrected by modifying the SarOps.exe. Currently, Fast Transactions perform as expected; the system only allows users to enter one Table per check as configured in the EMC.</p>	32091
17498	<p>Issue: Bitmap files were not working as expected for any of the Touchscreen Design module's -> 'Background File', 'Media File' or 'Idle Media File' locations</p> <p>Resolution: Previously, the use of Bitmap files were not working when assigned to touchscreens from the Touchscreen Design module. The Touchscreen Design module's Context Sensitive Help (CSH) files have been updated to outline the supported formats for the 'Background File', 'Media File' or 'Idle Media File' fields. Currently, the 'Background File' field is the only field that should be configured using a .bmp format. Bitmaps will now display as expected when assigned from the 'Background File' field. The 'Media File' and Idle 'Media File' fields support either a .wmv or .wav format. See the 'Touchscreen Design' article to view the updated CSH text for the Touchscreen Design module's fields.</p>	33068
20708	<p>Issue: Changing a Sub level Price using a Macro did not function as expected in Negative amount transactions</p> <p>Resolution: Previously, upon utilizing a Macro to change a Menu Items Sub level price, it would not apply the correct Sub level price on negative transactions, particularly when attempting to use the 'Transaction Void' function. Users would receive a 'Not allowed with Transaction Void' message on the Ops client display. This has been corrected by modifying SarOps*.exe.</p>	33395
PMC Procedures		
9195	<p>Issue: When editing an employee's Time Card entries from the PMC, the action was written to the Audit Trail, but did not write the employee number or the name of the employee making the edit</p> <p>Resolution: Previously, the Audit Trail displayed 'Employee 0 – None' upon performing Time Card edits. This has been corrected by modifying the SarOps*.exe. Currently, employee's who perform the Time Card edits are correctly reported in the Audit Trail module. This holds true for Clock-In and Clock-Out functions as well as Time Card adjustments.</p>	32159
PMC Reports		
6513	<p>Issue: The 'Report Group' option-> [4 - Do Not Display in Blind Drop Reports] was not working as expected</p> <p>Resolution: Configuring the 'Blind Drop' feature establishes the ability of users who can run Employee or Cashier Financial reports, the ability to view the Blind Drop tender amount on these reports. Previously, this feature wasn't functioning. This has been corrected by modifying the ReportService.dll and SarOps*.exe files.</p> <p>EMC Configuration</p>	24854

1. Add a **'Report Group'** record from the EMC-> Property level and name it accordingly. The example shown here is named **'Blind Cash'**. Enable the **[4 - Do Not Display in Blind Drop Reports]** option and **'Save'** all changes.

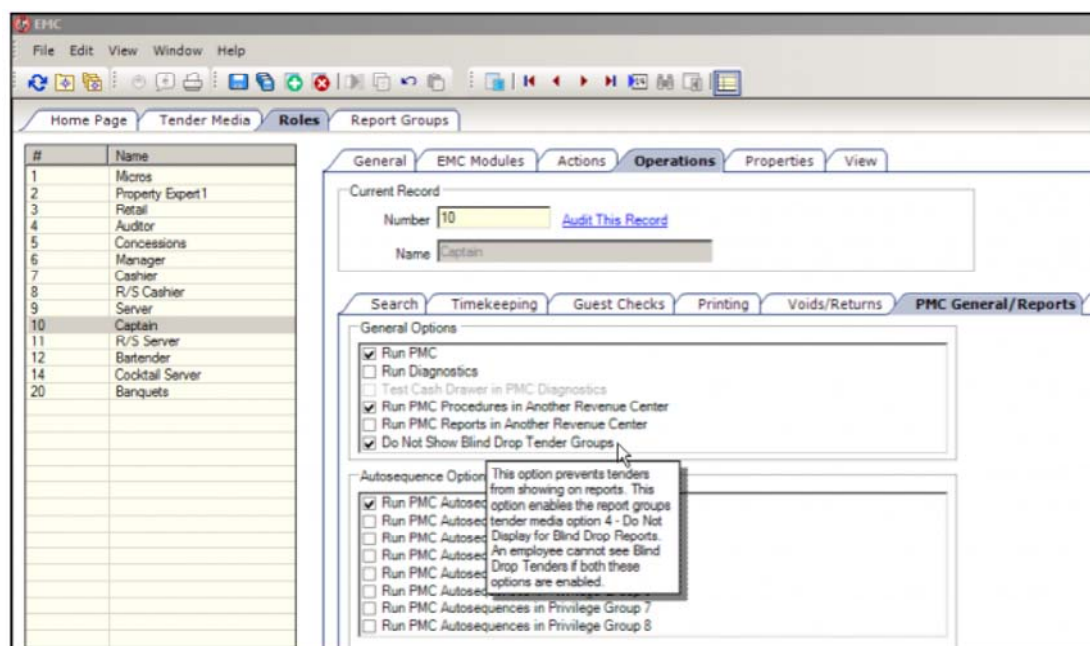


2. From the EMC-> Tender/Media module, typically using the 'Cash' tender, from the 'Report Group' field assign the desired Report Group name; **'5 - Blind Cash'** in the example shown here. **'Save'** all changes.



3. A new option was added to the EMC-> Employee Roles-> Operations tab-> PMC General/Reports-> General Options-> named [**Do Not Show Blind Drop Tender Groups**] (shown below).

- **Enable** this option on every Employee Role that has been deemed *not to allow* users to view the Blind Drop tender amount on Financial Reports.
- **Disable** this option on those Roles that have been deemed to *allow* users to view the Blind Drop tender amount.



This option's Context Sensitive Help (CSH) reads as follows:

This option prevents tenders from showing on reports. This option enables the Report Groups Tender Media option 4 – Do Not Display for Blind Drop Reports. An employee cannot see Blind Drop Tenders if both these options are enabled.

- The Role privilege being granted is for the employee running the report, not the employee whose sales totals the report is for. The Employee Financial Reports can be run for anyone (including yourself) as long as you have the privileges.
- The only reports affected by this change are the Employee and Cashier Financial Reports (both the Daily and Shift Report); Off-line versions of the reports are supported as well.
- The only section of the reports affected by this change is the Tender Media breakdown section.
- The new Role option works in conjunction with the existing 'Report Group' option [**4 - Do Not Display for Blind Drop Reports**]. For the 'Report Group' name not to display on the report, both options must be enabled.



Note: Since some users may have modified their Employee and Cashier report templates and will not wish to upgrade to the latest report files, ensure that the previous report templates will work with the latest version of the other Symphony components. Note that the reverse is not true: the new reports will *not* work with versions of Symphony prior to this release.

NewDTS

14461	<p>Issue: Menu Item (MI) Price changes updated an existing MI Price record in mymicros.net and did not create a new MI Price record and set the 'effectiveTo' date as expected</p> <p>Resolution: In legacy MICROS applications, changes made to MI Price records posted to mymicros.net as a new price record with the old MI Price record having an 'effectiveTo' value set. This allowed a customer to track the historical prices of MI's, which could be important when reviewing MI Sales reports. Symphony did not perform that way; instead it outright overwrote the existing MI Price record. This has been corrected by</p>	32763
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	modifying the NewDTS.exe. Currently, MI Price records in mymicros.net are not overwritten and an 'effectiveTo' date is placed within the old MI Price records.	
Reports		
10988	<p>Issue: Unable to view 'Rounding Total' values on mymicros.net Financial Reports</p> <p>Resolution: In legacy MICROS applications, 'Rounding Total' values would display on Financial reports. Previously, rounding totals were not displayed on Symphony v1.x mymicros.net financial reports. This has been corrected by modifying the Symphony financial report template *.xml's. A 'Rounding Total' line has been added to the financial reports. To enable rounding, refer to the Currency module and Tender/Media rounding options in the EMC.</p>	32440
SIM		
20494	<p>Issue: When the @GUID SIM script variable was utilized, it always returned the check's GUID in the wrong order</p> <p>Resolution: The SIM Manual describes the @GUID function as follows:</p> <p><i>This system variable returns a string array with the GUID of the current check.</i></p> <p>Previously, when the @GUID was used after a check was opened, it would return all the same digits that were in the check's GUID, but they would be out of order, in that two numbers did not match. This prevented the returned GUID data from being of any use. This has been corrected by modifying the SarOps.exe.</p>	33368
Workstation Clients		
7069	<p>Issue: The ServiceHost.xml never got updated when the last Service was removed from a previously configured ServiceHost</p> <p>Resolution: Previously, when a ServiceHost was configured to run several services and then all of the services were removed from that ServiceHost, its servicehost.xml file was not being updated and still had the old Service entries, causing the Workstation to believe it was still running these Services. This has been corrected by modifying the EMC.exe and DataTransferService.exe.</p>	29961

Simphony 1.6 Maintenance Release 1

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6 Maintenance Release 1**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

Simphony Version 1.6

General Release

Simphony 1.6 MR 1

Simphony 1.6 MR 2

Simphony 1.6 MR 4

Simphony 1.6 MR 5

Simphony 1.6 MR 6

Simphony 1.6 MR 7

Simphony 1.6 MR 8

Simphony 1.6 MR 9

Simphony 1.6 MR 10

Previous Version

Simphony 1.5

Next Version

Simphony 2.6

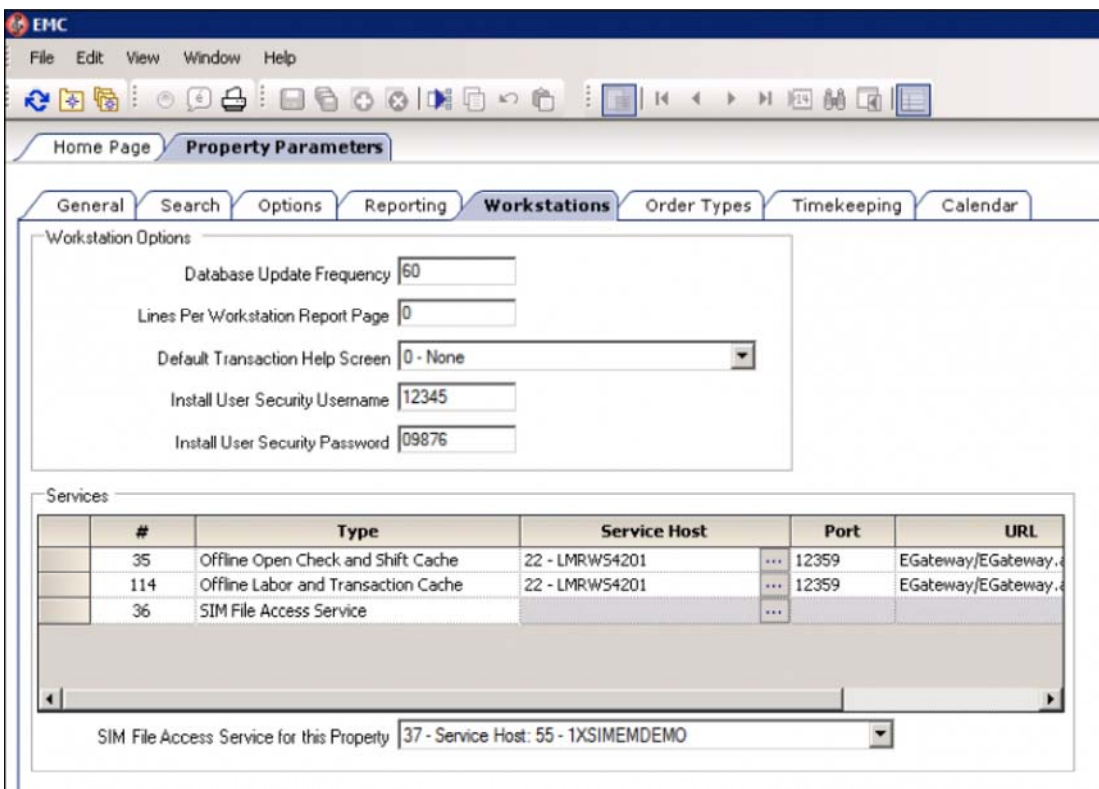
New Features

Fix ID	Feature	CR #
Reports		
1512	<p>Simphony v1.6 MR1 Financial Reports have been enhanced to lessen reporting discrepancies between Simphony and the legacy MICROS 9700 v3.x HMS products</p> <p>With this release, the Reporting Gaps feature has been implemented to address the discrepancies in reporting from 9700 HMS to Simphony v1.x. This feature is not intended to add reports that are exactly the same as they are in 9700 HMS, but it does bridge the gap between the two products reports.</p> <p>The following were modified as part of the Reporting Gaps feature:</p> <ul style="list-style-type: none"> ▪ Report Groups capabilities ▪ Report Template XMLs ▪ Report Mail functions <p>Service Charges and Discounts were added as a support type to Report Groups. This allows Report Groups to be created for Service Charges and Discounts and link them to individual Service Charges and Discounts, so that they are subtotaled on reports. This functionality was previously only supported for Tender Media records.</p> <p>Many report template XML files were modified to include Major Group and Family Group breakdowns on them. They have also been updated for use with the new Report Groups capabilities.</p> <p>Report Mail has been modified to allow reports to be generated in either a consolidated or individual manner for a range of records. See the Reporting Gaps article for more information.</p>	

Enhancements

Fix ID	Enhancement	CR #
Audit Trail		
11562	<p>For customers who had more than one application server, it was deemed necessary, for troubleshooting purposes, to update the Audit Trail module to identify which server processed a specific request or handled a specific operation.</p> <p>Previously, for multi-application server customers, there was no way to view which application server performed a specific operation through the EMC. This has been corrected by modifying the EMC.exe. The Audit Trail module has been enhanced to now display the application server's name that was the primary machine used to affect a system change. A new column named 'App Server' has been added to the Audit Trail search task results and will contain the name of the server which affected a database change on the system.</p>	
Install		
13451	<p>A new version of mymicros.net v7.2.0 has been incorporated into Simphony v1.6 MR1</p> <p>The installation of Simphony v1.6 MR1 now supports and includes the latest patches for mymicros.net version 7.2.0.</p>	

KDS		
7381, 16268	<p>A 'KDS Display Status' view from the EMC has been introduced</p> <p>The ability for users to view and filter the connectivity status of a Property's KDS Displays and Controllers has been introduced. This feature should assist users at larger Properties with many Revenue Centers in checking on the status of their KDS systems. See the KDS Display Status article for more information.</p>	
mymicros.net		
13773	<p>64-bit values will now be utilized for IDs generated by mymicros.net for Oracle® database locations</p> <p>All of the code which uses mymicros.net definitions will now use 64 integers instead of 32-bit integers. This allows the system to generate ID numbers up to 10 billion in an Oracle environment. Currently, this change only affects Oracle database locations. Limitations of the mymicros.net database will not allow Microsoft SQL Server® sites to utilize ID's greater than 2 billion. When using MS SQL Server, if numbers higher than 2 billion are used, totals will fail to post to mymicros.net.</p>	
OLC/OTC		
11245	<p>The Offline Labor Cache (OLC) and the Offline Transaction Cache (OTC) functions have been modified so that they may be configured to run from Ops clients or from separate non-Ops machines so they can run under IIS or from a Service Host</p> <p>With this release, the formerly named 'Offline Labor Cache' and 'Offline Transaction Cache' services have been renamed and had some of their functionality realigned. The names of the services are now:</p> <ol style="list-style-type: none"> Offline Open Check and Shift Cache Offline Labor and Transaction Cache <ul style="list-style-type: none"> For the Off-line Open Check report to be accurate, the Offline Open Check and Shift Cache must be on an Ops client that supports all of the Revenue Centers in the Property. <ul style="list-style-type: none"> Note: Technically, this works both ways. That is, if the 'Offline Open Check and Shift Cache' is linked to all of the RVC's or if all of the Workstations are linked to the RVC the 'Offline Open Check and Shift Cache' is located. For Off-line Employee and Cashier shift increments to operate correctly, the Offline Open Check and Shift Cache Workstation must be accessible to all of the clients in the Property. This is because the shift change is broadcast from the Offline Open Check and Shift Cache. 	





Note: The Offline Open Check and Shift Cache can only be configured on an Ops client running on Port **12359**. The Offline Labor and Transaction Cache can be configured running on either Port **12359** (if using an Ops client) or **8080** (if using a Service Host without Ops).

Additionally, in order for the Offline Check and Shift Cache to allow shift increments, the Workstation designated as the cache needs to be in an Off-line state. Otherwise, users will receive an '**Offline Server Unavailable**' message when they attempt to increment a shift from the PMC Procedure.

Reports

14715 Support for 64 Tax Rates has been added to User Workstation (UWS) reports

With this release, support for up to 64 Tax Rates has been added. This includes posting 64 Tax Rates to an Opera PMS and to 3rd Party interfaces as well. Additionally, a new '**Tax Summary Report**' has been added to the UWS reports listing. In order for Employees to be able to run the 'Tax Summary Report' the report must be added to the Workstation Autosequences. To enable this report, navigate to the EMC-> Property level-> Reporting header-> Workstation Autosequences module. Insert a new report and set the report number to **[4 – Tax Summary]**.


The following report templates were modified to include a breakdown of the newly supported Tax Rates:

- Property Financial Report
- Revenue Center Financial Report
- Serving Period Financial Report

To enable printing of the Tax Rate breakdown on the above reports, navigate to the EMC-> Property Level-> Property Information header-> Property Parameters-> Reporting tab. Enable the **[15 – Print Tax Breakdown Section on Financial Rpts]** option. The Context Sensitive Help (CSH) for this option reads as follows:

Select this option to print the Tax Breakdown Section on Property Financial, Revenue Center Financial and Serving Period Financial Reports.

Revisions

Fix ID	Revision	CR #
CAL		
13687	<p>Issue: The CAL update packages for the Windows CE version for the Motorola MC55A Mobile MICROS Handheld (MMH) device was not included in the install media</p> <p>Resolution: Previously, in Simphony v1.6, the CAL update packages for the Motorola MC55A MMH devices did not include the Windows CE version. This has been corrected by adding the Windows CE version to the correct CAL packages for those MMH devices in the installation files.</p>	32727
13715	<p>Issue: When configuring a Win32 client as a new Service Host, the EGateway Package failed to install</p> <p>Resolution: Previously, when performing a fresh installation of Simphony v1.6, if the user decided not to install the mymicros.net databases, then this reported issue could occur. When a new Service Host was configured, the Installer program ran a search for the mymicros.net database file path. This has been corrected by modifying the Installer so that this search is no longer performed when a new Service Host is added. Currently, if the mymicros.net databases haven't been installed yet, the Service Host can still be added without error.</p>	32935
Credit Card Batch Process		
14089	<p>Issue: It was possible to create Credit Card (CC) batches with duplicate records if multiple batch creation requests were received</p> <p>Resolution: Previously, it was possible to create CC batches with duplicate records if a create batch request came in more than once during an ongoing batch creation attempt. This could occur both if the creation request came in via the Sequencer Service or manually from the EMC. This has been corrected by modifying the EMC.exe. Currently, CC batch generation is prevented from creating more than one batch while currently batching for the same Property or for a Revenue Center from the same Property.</p> <div>  <p>Warning: Users should <i>not</i> attempt to create CC batches from multiple EMC clients while a CC Service Host is in the process of rebooting as this can cause duplicate CC batches to generate.</p> </div>	32708

17678	<p>Issue: VisaD – Credit Card Batch settlement failed with an Exception encountered! [Index was outside the bounds of the array.] message</p> <p>Resolution: Previously, when the VisaD Credit Card Driver was in use, all of the records in the batch must be successfully processed in order for the whole CC batch to succeed. Should one record fail or produce an error, the whole batch would fail. When an expiration date did not get converted to the correct four digit format for the Settlement message, it would cause the batch settlement to halt and write the 'Exception encountered! [Index was outside the bounds of the array]' message to the EGateway log file. This has been corrected by modifying the VisaD.dll.</p>	33090
Credit Card Driver		
10764	<p>Issue: Authorized Credit Card (CC) transactions on systems with Tokenization enabled as well as a having the Tip amount exceed the Secondary Authorization limit setting; ultimately failed to transfer and settle for the authorized amount</p> <p>Resolution: Previously, recent changes were made to correct how CC Lookups would write its records to a CC Batch. After these changes were made, regular CC Authorization Tokenized transactions would write incorrectly to the batch; where each authorization would be written as a separate CC batch Detail record, rather than showing all of the CC authorizations on the same record with multiple entries in the CCBATCH_AUTH_DETAIL database table. This caused the failure of a CC Batch to successfully transfer. This has been corrected by modifying the SarOpsXXX.exe.</p>	32413
13128	<p>Issue: Credit Card - CAPMS – A Tokenized Credit Card (CC) system using the CC Lookup function had such transactions not formed correctly and ultimately settled for 0.00</p> <p>Resolution: Previously, when a CC Driver option bit to enable Tokenization was in use, the CC number is swapped out for a token for the remainder of the transaction and is also used during settlement. When the CC Lookup function was used (Authorization and Pay in one step, usually used in a Retail or Quick Service environment), the CC number returned from the authorization was truncated to 10 digits where the last 4 digits displayed on the Workstation screen as small squares. This caused the CC record to be included in the CC batch, but would display with a Sub-total, Tip and Payment total of 0.00. Additionally, when the CC Batch was settled, the record would seem to successfully settle, but the amount of the transaction was for 0.00. This has been corrected by modifying the PosLib.dll and the CAPMS CC Driver.</p>	32599
14385	<p>Issue: When 'Shift4' messaging was enabled, the CA_REQ command sent the 'Shift4' date in an incorrect format</p> <p>Resolution: Previously, when the CAPMS driver [Enable Shift 4 Messaging] option was enabled, a number of additional pieces of information were sent with a Credit Card (CC) authorization (CA_REQ command), such as the check number and the date and time of the authorization. Each of these fields should have been in a specific format in order to be recognized. The Shift 4 'Info - Authorization Date' field was populated with an incorrect format, displaying 'YYMM' instead of 'MMDD'. This incorrect date format caused an attempted authorization to fail. This has been corrected by modifying the ECCServer.dll.</p>	32750
Database Download		
7045	<p>Issue: DBDownload improperly truncated Tax Class Object Numbers greater than 255</p> <p>Resolution: Previously, DBDownload on Workstation clients truncated any Tax Classes Object Number if it exceeded 255. This has been corrected by modifying the PosLib.dll. With this release, the Object Number range limit has been increased so that the EMC will allow for a maximum value of up to 999999999 for Tax Class Object Numbers.</p>	26984
Database Conversion		
13452	<p>Issue: Unable to stop SDATA Database(DB) instances/databases until the KEY_DB_INFO table was cleared</p> <p>Resolution: After performing an upgrade to Symphony v1.6 and running the Key Manager Tool, there's no longer a need for the SDATA DB's. Regardless of the database platform, users should be able to shut down the SDATA DB's to save system resources. However, if the SDATA DB's were shut down, the Workstations would go Off-line and there would be a flood of messages written to the EGateway log file. This was occurring because after the use of the Key Manager Tool, the EGateway was still checking if the SDATA DB's were up and running. This has been corrected by modifying the EGateway service. EGateway will no longer check on the SDATA DB's status. Currently, when getting the DB status, the EGateway will only check the Transactional and MCRSCACHE DB's to ensure that they're up and running.</p>	32880
Data Transfer Service		
6856	<p>Issue: An original check's Journal detail entries were lost when a check was re-opened; only the actions performed after re-opening the check remained on the Journal as seen in Audit & Analysis</p> <p>Resolution: This reported issue was previously addressed in Symphony v1.5 MR3, however it was determined that an option located in the EMC-> Revenue Center-> Revenue Center Parameters-> Options tab-> General-> [37 – Keep The Same Check Number When a Check is Reopened] was not being taken into account where the Journal entries were concerned in such instances. This has been corrected by modifying the NewDTS.exe and</p>	25678

	DirectPostingServices.exe. Now Journals for checks that have been reopened correctly reflect the check detail including any changes made while the check was reopened.	
14002	<p>Issue: Employee Time Card adjustments failed to post if the UID_GENERATOR exceeded a 32-bit value</p> <p>Resolution: Previously, Employee Time Card adjustments failed to post once the UID_GENERATOR was sufficiently high. Once the UID_GENERATOR value reached its threshold limit, an 'ERROR - 3240 - Labor - Exception thrown writing Timecard Detail Adjustment' message would be written to the Data Transfer Service (DTS) log. This has been corrected by modifying the NVPDBWriter.dll and TranslationServiceUtils.dll files.</p>	32701
Direct Posting Service		
7082	<p>Issue: Checks with items that totaled up to 10 digit amount values could be rung up, Service Totalled, Cancelled or Tendered and would cause Direct Posting Service 'Arithmetic Overflow' errors</p> <p>Resolution: Previously, larger valued transactions would get stuck in the Transactional database Que_Checks and Que_Checks_Retry tables. This has been corrected by modifying mymicros.net v7.2.0.</p>	31487
13423	<p>Issue: Unable to post checks once Employee ID's reached 2,147,483,647</p> <p>Resolution: Previously, once the Employee ID's in mymicros.net became sufficiently large (2,147,483,647), the Direct Posting Service (DPS) was no longer able to post checks. This issue occurred because DPS tried to insert and convert Employee ID's from Int64 to Int32 when inserting them into the POS_JOURNAL_LOG table. This has been corrected by modifying the DirectPostingService.exe.</p>	32673
14555	<p>Issue: Menu Item totals were incorrectly applied with Discounts when the ORDERTYPEID exceeded Int32 in the mymicros.net database</p> <p>Resolution: Previously, the Direct Posting Service (DPS) could not identify records in the MENU_ITEM_DAILY_TOTAL table after converting from a 64-bit ORDERTYPE value to a 32-bit value and subsequently did not apply sales for that record. This caused report imbalances. This has been corrected by modifying the DirectPostingService.exe.</p>	32777
14662	<p>Issue: Checks that included a Discount with a 'Reference Entry' were no longer searchable in the Audit & Analysis report by the text of the Reference Entry</p> <p>Resolution: Previously, prior to Symphony v1.5 MR 5, a check with a Discount that required a 'Reference Entry' would post a GUEST_CHECK_LINE_ITEM row with a DETAILTYPE 2 that would contain the reference entry text previously entered in the reference information field. This reference information would also post to DETAILTYPE 5. After an upgrade to Symphony v1.5 MR5, the 'Reference Entry' information would post to DETAILTYPE 5 and DETAILTYPE 1; but no longer posted to DETAILTYPE 2. This has been corrected by modifying the DirectPostingService.exe.</p>	32785
17309	<p>Issue: When the Direct Posting Service (DPS) posted items that were assigned an Inclusive Value Added Tax (VAT) and if a Discount was used, the prorated Discount's forgiven tax amount(s) were not posted to mymicros.net</p> <p>Resolution: Previously, when the DPS posted menu items with inclusive VAT tax to mymicros.net, the tax would be broken out by a prorated amount and posted to the Transactional database. When a Discount was used, the Discount would post, but not the discounted tax amount that was forgiven. This has been corrected by modifying the DirectPostingService.exe.</p>	33036
EGateway		
13656	<p>Issue: Checks rung up on a Windows CE client that served as the Service Host running the KDS Controller, would be seen on other Workstations when users attempted to pick them up as 'Check Owned by an Offline WS' and required authorization to override the checks</p> <p>Resolution: Previously, in Symphony v1.5 MR5 and above, when both WS's were online to the Enterprise and each other, but one ran WebServer in order to be the KDS Controller's Service Host, any check created on the WebServer WS would be seen as owned by an Off-line WS when an attempt was made to pick up a check on another WS. Other WS's in the same RVC would be able to pick up each other's checks with no issue, and all of the WS's would send their orders successfully to the KDS. If the WebServer was started after SarOps, the checks could all be shared normally. This has been corrected by modifying the Printing.dll (Win32), Printing.dll (CE), KdsToPosServ.dll (Win32) and KdsToPosServ.dll (CE) files.</p>	32677
EMC		
11626	<p>Issue: Menu Items (MI's) added from the Menu Item Maintenance module would not display from the Property level in the EMC until the toolbar refresh button was selected</p> <p>Resolution: Previously, newly added MI's would not display automatically from the Property level after being configured and saved. This has been corrected by modifying the EMC.exe. Currently, newly added MI's will display automatically in the EMC.</p>	32556
13841	<p>Issue: Unable to edit Tax Rates when the UID_GENERATOR exceeded a 32-bit value</p>	32696

	<p>Resolution: Previously, it was not possible to edit Tax Rates on a system once the UID_GENERATOR had exceeded a 32-bit value. When this issue occurred the operation would fail and an 'EMCHandler failed: Value was either too large of too small for an Int32' message would be written to the EGateway log. This has been corrected by modifying the EMCHandler.dll and EMCDData.dll files.</p>	
14203	<p>Issue: The Application Server's Time Zone could not be set to '225 – Perth' from the EMC as it would revert to the '255 – Canberra' Time Zone upon refreshing the configuration module</p> <p>Resolution: Previously, on Microsoft Windows Server® 2008 R2 systems, the '225 – Perth' Time Zone could not be successfully saved under the Enterprise Parameters > Miscellaneous tab. Upon refreshing the same module or if a new Enterprise Parameters tab was opened, it would revert to the '255 – Canberra' Time Zone. This has been corrected by modifying the EMC.exe.</p>	32717
15270	<p>Issue: 'Sorting and Display' options for the 'Format' tab needed to have the Context Sensitive Help (CSH) updated</p> <p>Resolution: From the EMC-> RVC Parameters-> Format tab Options, it was requested to improve the CSH text in order to provide better descriptions about the functionality for all of the available options there. Previously, upon right-clicking on the 'Sorting and Display' section header, nothing displayed. This has been corrected by modifying the EMCText.xml file. Currently, the 'Sorting and Display' CSH displays as follows:</p> <p><i>There are three sort criteria for use on WS displays and checks: seat number, print group, and consolidation.</i></p> <ul style="list-style-type: none"> <i>-Seat Number will show the items in order by the seat number assigned to that item.</i> <i>-Print Group will show the items in order by the print group assigned to that item.</i> <i>-Consolidation combines identical items on a single line with a numeric entry. In the instance of an item and its void, the count would equal 0 and neither the item nor the void of the item would be displayed on the check or receipt where a consolidated sort type was in use.</i> <p><i>The following types of menu item entries do not consolidate:</i></p> <ul style="list-style-type: none"> <i>-Menu items with condiments or modifiers</i> <i>-Menu items with Item Discounts</i> <i>-Open priced menu items</i> <i>-Weighed menu items</i> <i>-Menu items with a decimal amount entry.</i> <p><i>Transaction items print on the journal in the order in which they were posted. Sort options do not affect the journal.</i></p>	32847
Install		
10084	<p>Issue: A machine running Microsoft Windows Server® 2008 R2 (64-bit) had the EGateway run fine until it had an interface assigned to it; then the EGateway crashed repeatedly</p> <p>Resolution: Previously, a machine running Windows Server® 2008 R2 with no modifications would not run any services or interfaces beyond the EGateway without crashing. This has been corrected by modifying the Installer and EGatewayHandlers files.</p>	32283
15242	<p>Issue: The installation media for Simphony v1.6 did not include the auto-installation of a mmServer folder for the NewDTS folder</p> <p>Resolution: A clean installation of Simphony v1.6 didn't include the creation of an mmServer folder within the NewDTS folder. Previously, the Simphony v1.5 installation media manually copied a pre-built folder from the installation media. When the Installer program was re-worked to utilize the mymicros.net Installer in v1.6; the mymicros.net response file didn't install the 'Posting Server' component. Users had to manually re-run the Installer on the disk to install the Posting Server component and then had to manually configure the folder and files to mimic the mmServer folder. This has been corrected by modifying the application Simphony and mymicros.net Installer programs.</p>	32851
17533	<p>Issue: Credit Card batch creation in Simphony v1.6 was not backwards compatible with records rung up in previous versions</p> <p>Resolution: Previously, an upgrade to Simphony v1.6 would not throw any errors, but checks tendered with Credit Cards prior to an upgrade would be unable to be included in a CC batch after the upgrade was completed. This has been corrected by modifying the EGatewayHandlerUtils.dll file. Currently, legacy CC checks are allowed to be batched after an upgrade to Simphony v1.6 GR or MR1.</p> <p>See the Key Manager article (Simphony v1.6 section) for more information about some recommended steps to take prior to upgrading to Simphony v1.6.</p>	33076
KDS		

Symphony 1.6 Maintenance Release 1

13293	<p>Issue: When ringing up transactions, the Workstation ID (WSID) was no longer being included on Order messages to the KDS Controller after a Symphony v1.5 MR5 upgrade</p> <p>Resolution: Previously, in earlier versions, the WSID was included on Order messages to the KDS Controller. After performing an upgrade to Symphony v1.5 MR5, it was reported that if two orders were sent to the KDS Controller simultaneously, the orders could become combined as one order on the KDS Display. This caused operational problems with keeping orders organized. Incorrect items could not be split off to different orders once they were inserted into KDS in this fashion. This has been corrected by modifying the SarOpsXXX.exe.</p>	32641
13710	<p>Issue: For those sites running KDS, beginning with the Symphony v1.6 GR release, the Restaurant Display Controllers (RDC) are required to undergo an upgrade of the device platform</p> <p>Resolution: See the Upgrading a Restaurant Display Controller (RDC) for KDS v2.1 article for instructions about the RDC upgrade process.</p>	32681
14077	<p>Issue: When a KDS Controller was run on a Windows CE device and a 'Runner Chit Printer' was configured, eventually new orders would fail to appear on the KDS display</p> <p>Resolution: Previously, when a KDS Controller was run on a Windows CE device and a 'Runner Chit Printer' was configured, eventually new orders would fail to appear on the KDS display. This has been corrected by modifying the KdsHandler.dll. Currently, KDS runner chits print, however the runner chits only print correctly from the 'Expo Done' display.</p>	32706
14078	<p>Issue: An IDN Order Device would only print orders from the local controller when the local controller was running a service (KDS) through WebService</p> <p>Resolution: Previously, when a Windows CE device was acting as a SarOps client, the KDS Controller and the Print Controller for a locally connected Intelligent Device Network (IDN) Printer; where that printer is both a receipt printer and an Order Device, other Workstations (WS) would fail to print to the device, but the WS that was the Print Controller would successfully print. This has been corrected by modifying the Printing.dll (Win32), printing.dll (CE), KdsToPosServ.dll (Win32) and KdsToPosServ.dll (CE) files.</p>	32707
Mobile MICROS		
19171	<p>Issue: When attempting to re-CAL a Mobile MICROS Handheld (MMH) to another application server, the MMH would not point to the new server</p> <p>Resolution: Previously, after a MMH (MC70 or MC55) had been pointing to an application server and received updates, if the same handheld was re-CAL'ed to another application server, it retained the configuration from the first application server. Currently, a "Clean Boot" is required before CAL can configure a MMH to a new application server. A clean boot occurs after StartupLdr.exe is run on the handheld and restores it to the original factory settings. At this time, CAL must be reinstalled to the handheld using an Active-Sync session to install the CAL installation program. See the Handheld's owner's manual for specific instructions on how to perform a 'Clean Boot' for specific devices.</p>	
mymicros		
5832	<p>Issue: Needed to support the 'Maximum Number of days' setting for the Move History procedure in mymicros.net</p> <p>Resolution: Previously, the 'maxMoveHistDays' procedure was not working as expected in mymicros.net. This has been corrected by modifying mymicros.net v7.2.0. Currently, the Move History procedure is working as expected.</p>	
6898	<p>Issue: Transactions were delayed in posting to mymicros.net due to cancelled checks with large amount due totals being stuck in the Que_Checks and Que_Checks_Retry database tables</p> <p>Resolution: Previously, when a check was cancelled that had a 9 or 10 digit amount due figure, these checks were not able to be posted to mymicros.net via the Direct Posting Service (DPS). This has been corrected by modifying the DirectpostingService.exe and a mymicros.net v7.2.0 database schema change.</p>	31234
7235	<p>Issue: Error Correct values of over 99,999,999.99 caused checks to fail to post to mymicros.net</p> <p>Resolution: Previously, it was possible to ring up transactions for large amounts (exceeding 99,999,999.99), then 'Void' the items from the check (Error Correct), tender the check and then note that the check would not post to mymicros.net. This has been corrected by modifying the DirectPostingService.exe and by upgrading to mymicros.net v7.2.0.</p>	30324
14090	<p>Issue: The size of the POS_AUTH_LOG.CONTEXTTEXT column was 32 in the mymicros.net database, and 50 in the Transactional database</p> <p>Resolution: Previously, there was a Database Schema mismatch of sorts between the mymicros.net and Transactional databases in the POS_AUTH_LOG.CONTEXTTEXT column size. This has been corrected by modifying the NewDTS.exe. Both databases now support a CONTEXTTEXT column size of 50. This fix is compliant with mymicros.net v7.2.0.</p>	32060
15571	<p>Issue: There's no section called 'Currencies in Bank' on the Revenue Center Financial report</p>	32876

	<p>Resolution: There's a section called 'Currencies in Bank' on the Property and Employee Financial reports, but not on the Revenue Center Financial report. It was requested to add this section on the Revenue Center Financial report as well. This has been corrected by modifying the applicable *.xml report templates.</p>	
15572	<p>Issue: The 'Currencies in Bank' section did not display any configured Currency amounts for 'Child' Revenue Center's (RVC) on financial reports</p> <p>Resolution: Previously, the 'Currencies in Bank' section was not displaying a Child RVC's Currency amount (including Alternate Currencies) on Property or Employee financial reports. This has been corrected by modifying all of the applicable report .xml's.</p>	32877
Ops		
6505	<p>Issue: In certain instances, Off-line checks could be started and posted to a date prior to the last accurately recorded closed check</p> <p>Resolution: Previously, if a Workstation's (WS) CMOS battery went bad (after years of prior use), the Date and Time settings on the WS may have reset to a much earlier date upon powering it up. This could have resulted in Off-line transactions being posted to the earlier and incorrect business day and perhaps have appeared to be lost altogether. This has been corrected by modifying the SarOpsXXX.exe. Now, if the WS's CMOS battery fails and reverts to a date prior to 1/1/2008, the SarOps client will generate an error message during its loading phase:</p> <p>System time should not set before: Jan. 1, 2008</p> <p>Current system date/time: <whatever time WS clock set to></p> <p>Please check the workstation date/time settings!!</p> <p>When the message is acknowledged, users will receive another message: Workstation is shutting down!! ...followed by SarOps closing.</p> <p>If the WS's Date/Time is later than 1/1/2008, but before the current business date, the following message appears after SarOps loads and a transaction is started:</p> <p>Workstation time is wrong: [WS time listed], Business Date: (business date listed). The battery may need replacing.</p> <p>This message displays each time a transaction is started until corrected.</p> <p>Note: Newer WS's (i.e. 4LX, 5, and 5A) will pull up the correct time provided they have an Internet Connection (even if they cannot connect to the Symphony database). These WS's have their time sync initiated by Windows CE (in the newer versions) and syncs with the time.windows.com web-site.</p> <p>Additionally, new functionality now has the WS check the Transactional database for the most recent Date/Time of On-line check closure prior to replaying transactions and then replays them to that date thus preventing posting to a past date (i.e. 2008 that may have been partitioned).</p> <p>There is an option bit located in the EMC-> Property Parameters-> Options-> [6 - Post Offline transactions with actual transaction time]. If this option is enabled, the system will not allow checks to be created if the Date/Time of the WS is Before the WS's business date. This measure is in place to prevent the Off-line transactions from getting around the last closed check Date/Time that Ops does when the sync occurs.</p>	30481
6708	<p>Issue: The Revenue Center Parameters-> Posting and Control option #6 Context Sensitive Help (CSH) description was misleading as to how the option was meant to perform</p> <p>Resolution: Previously, there was some confusion caused by the CSH explanation for a sales posting option. The option in question can be located by accessing the EMC-> Revenue Center level-> RVC Information-> Revenue Center Parameters -> Posting and Control tab-> Posting option-> [6 - Post Totals and Tender to Transaction Operator]. It's been determined that the option is currently performing as designed, however the CSH text needed to be updated to provide users a visual example to better explain option #6's function.</p> <p>The option's new CSH text and financial report output example is shown below:</p>	30838

EMC

File Edit View Window Help

Home Page RVC Parameters

General Search Options Format **Posting and Control** Order Types Menu Levels Interfaces Taxes Autofire CA/EDC Calendar

Options

Number of Checks Printed Before Authorization

Automatic Operator "Popup" Interval (min:sec)

Closed Checks

Number of Days to Save Closed Checks

Number of Days to Adjust Closed Checks

Number of Days to Reopen Closed Checks

Select this option to post sales totals, tenders, and tips to the transaction operator's report totals. Disable this option to post sales totals, tenders, and tips to the check operator. The check operator is only ever the employee who started the check. The transaction operator is any operator that picks up the check (or for whom it was begun), or rings sales to the check. If the operator who began the check also rings sales to the check, that operator is both the check operator and the transaction operator for that round.

Example: In a room service environment in a hotel, there are order takers and food runners. The order takers begin the check and add the menu items ordered to the check. The food runners add the tip and tender the check. In this example, when the order taker begins the check, they are both the check operator and the transaction operator for that round. When the food runner picks up the check, adds the tip, and tenders the check, they are now the transaction operator for that round. With this option enabled, the sales totals from the order taker will post to the order taker, since they were the transaction operator for the round that the menu items were added to the check. The tip and tender totals from the food runner will post to the food runner, since they were the transaction operator during the round that the tip and tender were added to the check.

ORDER TAKER (Check Operator):

Net Sales	64.50
Service Charge	0.00
Tax Collected	8.99
TTL Revenue	73.49

CHECKS

Begun	1	73.49
Paid	0	0.00

FOOD RUNNER (Transaction Operator):

Net Sales	0.00
Service Charge	14.51
Tax Collected	0.00
TTL Revenue	14.51

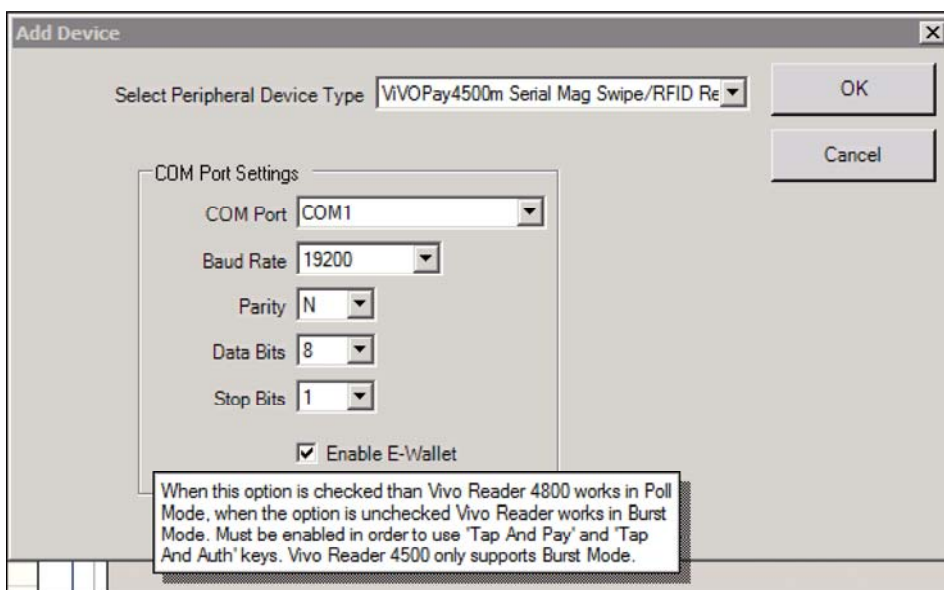
CHECKS

Begun	0	14.51
Paid	1	88.00

*If the ORDER TAKER starts the check and rings sales to the check, then the ORDER TAKER is both the check operator and transaction operator.

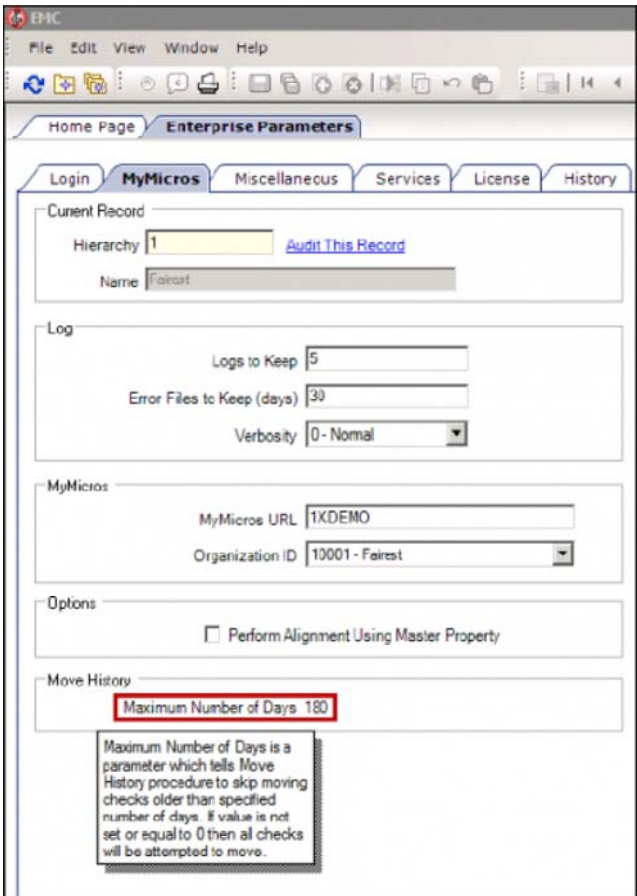
6862	<p>Issue: Coupons that were Automatically applied to orders by users (using 'Combination Pricing') did not allow users to Service Total the check</p> <p>Resolution: Previously, after users applied a Coupon (as described above), they would receive a 'Service Total is not allowed with Automatic Discounts. Check must be paid in full' message.</p> <p>Note: With this release, Coupon Discounts now must be removed using a touch 'Void' key. The Function 11 - [658 - Remove Coupon] has been removed from the Touchscreen Design list. In case there was a previously configured 'Remove Coupon' button prior to the upgrade; an error message, 'This method is obsolete. Use the void key to remove a coupon discount.' is displayed upon its selection. This change has been affected by modifying the Sarops*.exe, EMC.exe, DbUpgrade.exe, EMCHandler.dll, Totalposting.dll, SimSVCHandler.dll and DirectPostingService.dll files.</p>	25978
6961	<p>Issue: There were Off-line reporting issues if a Workstation (WS) had an incorrect Local business date</p> <p>Resolution: Previously if a WS went Off-line for a significant period of time (during a Start-of-Day) and was then brought back On-line, the PMC Off-line reports would sometimes be on an incorrect business date. Off-line checks would have the correct date, but the PMC Reports would not be able to report on them as the WS remained on an incorrect business date due to not being automatically updated from the Application Server. Once the WS was brought back On-line, the business date would remain incorrect until a forced DBDownload (or a WS reboot) was performed. This has been corrected by modifying the SarOpsXXX.exe. Currently, Ops will now automatically look for any database updates as part of the process of coming back On-line.</p>	29644
7280	<p>Issue: No data displayed on WS client's Check Detail when users rang up Menu Items that required a Reference Entry and then attempted to swipe a Hotel Magnetic card to capture and display the Line 3 data</p> <p>Resolution: Previously, this functionality existed, but currently is no longer supported for PCI compliancy security reasons. The recommended work-around is to create an Interface Scripting Language (ISL) script that reads a Mag Cards Track 3 data and displays that data on the Guest Check Info lines on Guest Checks. Program a touchscreen button to allow users to invoke the script.</p> <p>Users need to enable option bits for displaying the Guest Check Info lines on Guest Checks.</p> <p>Access the EMC-> Revenue Center-> RVC Information-> RVC Parameters-> Format tab-> Print Output section-> enter the desired 'Number of Guest Check Information Lines'</p> <p>Access the EMC-> Revenue Center-> RVC Information-> RVC Parameters-> Format tab-> Format Options-> Check Info lines on the Guest Check -> options 24-29.</p> <p>Access the EMC-> Revenue Center-> RVC Information-> Order Devices-> Options tab-> Check Info lines on the Guest Check -> options 13-15.</p>	31776

	<p>Here is a sample ISL script that would read a card's Track 3 data:</p> <pre> //////////////////////////////////// // // Swipe Room Card and Store in Check Header //////////////////////////////////// var MagCardTrack : A80 //////////////////////////////////// Event Inq : 1 // read track 3 input MagCardTrack {m3, *}, "Swipe Room Card" ClearChkInfo SaveChkInfo MagCardTrack EndEvent </pre>	
13229	<p>Issue: The Menu Item Classes Default Menu Level setting was not being honored for Fast Transactions</p> <p>Resolution: Previously, when a Menu Item Class was set to automatically utilize a Default Menu Level setting, it appeared that for Fast Transactions, that it was treating the incorrect Menu Level it was started under as the Default and ignoring the configured Default Menu Level. This has been corrected by modifying the SarOpsXXX.exe file.</p> <p>Note: Menu item Classes that allow for a Menu Level change (Main Level Pop-Up / Sub Level Popup set to a value other than 'Stay-Down') will still ring in the initial item under the current Menu Level; all subsequent rung up items will be on the Menu Level the item is set to 'Pop-Up' to. This is by design.</p>	32623
13235	<p>Issue: Intermittently, a manually entered numeric Sign-In command would be non-responsive if the Workstation Display option 'Do Not Clear Screen After Transaction' was enabled</p> <p>Resolution: Previously, it was reported that a numeric Sign-In would be non-responsive if the Workstation Display option 'Do Not Clear Screen After Transaction' was enabled. Notably, if a DBDownload was performed during one of these non-responsive times, the numeric Sign-In would work. Additionally, if the 'Clear' key was used prior to attempting Sign-In, the issue was also not seen. This has been corrected by modifying the SarOpsXXX.exe file.</p>	32627
14115	<p>Issue: Ops became non responsive (frozen) after stressing a ViVOpay® 4800 Reader using the 'Tap 'n Pay' functions</p> <p>Resolution: Previously, in some instances, a ViVOpay® 4800 Reader switched between 'Poll mode' and 'Burst mode' and slowed the payment process and caused Ops to lockup or crash when the device was tapped again while it was switching between modes. This has been corrected by modifying the EMC.exe and SarOpsXXX.exe.</p> <p>A new option has been added to the EMC-> Property level-> Property Hardware-> Workstations-> Devices tab-> under the 'Peripheral Device Configuration' header and select the 'Add' link. The option is named 'Enable E-Wallet' and should be enabled to set the ViVOpay® 4800 Reader to exclusively 'Poll mode' in order to help avoid an approximate 20 second delay reported by users. This option must also be enabled in order to use the 'Tap And Pay' and 'Tap And Auth' function keys.</p>	32738



See the ViVOPay 4800 Reader Setup article for more information.

14858	<p>Issue: The void of a Discount in the same round as Seat edits followed by Splitting a check resulted in the incorrect posting of the Void to the mymicros.net transaction detail</p> <p>Resolution: Previously, a Discount that was voided in the same round as Seat edits followed by Splitting the check posted only the Discount amount for the item(s) left on the check but posted the Void for the entire amount, which caused a report imbalance. This has been corrected by modifying the SarOps.exe.</p>	32813
14860	<p>Issue: Shared items with a Voided Discount and Seat edits caused an imbalance in mymicros.net reports</p> <p>Resolution: Previously, in a transaction that had Shared items, a Discount Void and Seat edits caused mymicros.net reports imbalances because the Shared item(s) posted the full item Discount for each item, inflating the reported Discount amount. This has been corrected by modifying the SarOps.exe.</p>	32814
16412	<p>Issue: When using the CCard Lookup function on a KWS270, it caused SarOps to exit unexpectedly</p> <p>Resolution: Previously, when using the CCard Lookup function on a KWS270, it caused SarOps to exit unexpectedly. A Credit Card (CC) Authorization was sent, but SarOps exited with no error message. This has been corrected by modifying the CxImage.dll, McrsUtils.dll, MicrosDevices.dll, Printing.dll, SarOpsXXX.exe, SPC.dll, EGatewayClientWin32CPP.dll, and Security.dll files.</p>	32993
17308	<p>Issue: Large checks with hundreds of ordered items had Sales posting issues.</p> <p>Resolution: Previously, a timeout on the Workstation (WS) could occur when larger checks (with hundreds of items rung up) attempted to post to the Server. After timing out, if the Workstation subsequently went Off-line, the replay of the check details would not successfully complete and the WS would appear "stuck". This has been corrected by modifying the SarOps.exe. The WS to Server timeout limit will now automatically increase for every 200 items that require posting. Currently, for checks with hundreds of ordered items, Ops will now display a progress bar when posting items to the Server.</p>	28408
NewDTS		
11033	<p>Issue: The NewDTS did not account for the new 'Move History' stored procedure in mymicros.net v7.2.0</p> <p>Resolution: Previously, a new 'Move History' Stored Procedure was added to mymicros.net v7.2.0 called 'sp_move_loc_date_check_history'. This functions similarly to the older procedure "sp_move_location_check_history", but allows for an extra parameter to be set for the 'Maximum Number of Days' to look back before moving the check history. Users may view, but not edit, the current 'Maximum Number of Days' setting from the EMC. A script (provided below) must be manually run against the Transactional database to enable the new mymicros.net stored procedure.</p> <p>Execute this script (where 180 equals the 'Maximum Number of Days' setting as it can be seen from the EMC-> Enterprise Parameters-> MyMicros tab-> Move History header):</p> <pre>insert into microsdB.GLOBAL_PARAMETER(ParamCode, ParamType, IntVal) values ('MM_MOVE_HIST_MAX_DAYS','I',180)</pre>	32450

		
12836	<p>Issue: The Credit Card Purging job was running two full table scans of the CCBATCH_DETAIL table during the query</p> <p>Resolution: Previously, two full table scans were being run against the CCBATCH_DETAIL table during the CC Purge job that were very resource expensive. When there were a very large number of records, this could lock up the table during CC settlement or affect performance during the CC batch creation process. This has been corrected by adding the new index CCBATCH_DETAIL.XIF_CCBATCH_DETAIL_2 and a new column AUDIT_TRAIL.AppServer, which changed full table scans to index scans.</p>	32657
15873	<p>Issue: The Transactional database XFER_DB_RVC table was populated with incorrect values if the UID_GENERATOR exceeded 32-bit values</p> <p>Resolution: Previously, if the nextIntValue and nextInt64Value columns for the location_activity in the UID_GENERATOR table of the mymicros.net database exceeded 32-bit values, the XFER_DB_RVC table would be populated with an incorrect value on newly created Revenue Centers. This caused reports to not work as expected for these new Revenue Centers. This has been corrected by modifying the NewDTS.exe.</p>	32918
16165	<p>Issue: MC55 Mobile MICROS Handhelds (MMH) crashed when starting SarOpsMM.exe</p> <p>Resolution: Previously, when using an MC55 as a Workstation, it must be CAL'd to the Application server. When this was done in Simphony v1.6, the CAL process would move all the files down, but once SarOps tried to start; it would crash after trying to initialize communication with the following message:</p> <p style="text-align: center;">'A problem has occurred with SarOpsMM.exe'</p> <p>This has been corrected by modifying the SarOpsXXX.exe files.</p>	32959
Reports		
6532	<p>Issue: Cashier Financial reports did not display 'Void', 'Discount', or 'Returns' 'Counts' or 'Totals'</p> <p>Resolution: Previously, the Cashier Financial report template did not include 'Counts' or 'Totals' for Voids, Discounts or Returns. This has been corrected by modifying the MMCashierFinXtra.xml report template to now include these values on a Cashier Financial report.</p>	23876
6606	<p>Issue: Employee Tip reports did not display the percentage figure of the Tips claimed by the Employee as they do when run on legacy MICROS applications</p> <p>Resolution: Previously, MICROS 8700 HMS and 9700 HMS Employee Tip reports included a '%' amount which reflected the percentage of the check that was entered as a tip. This same percentage breakdown was not displayed on the</p>	24494

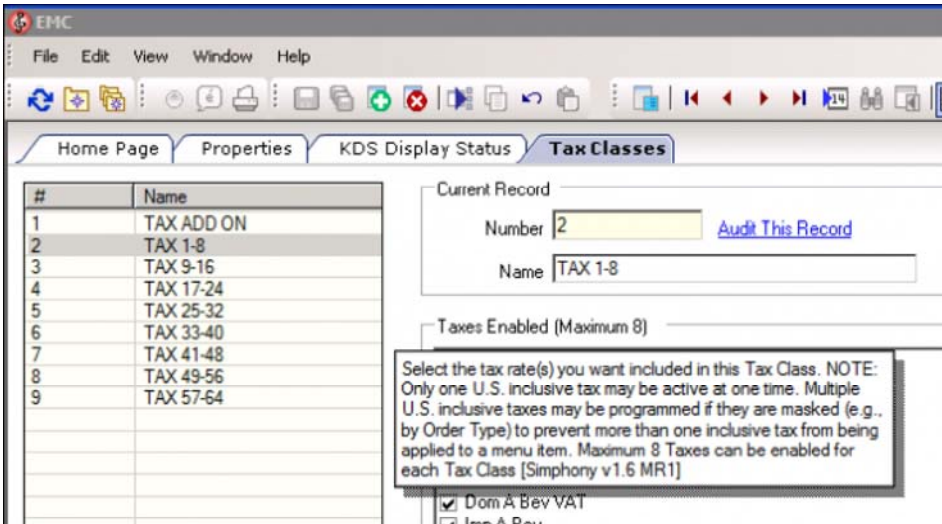
	<p>mymicros.net Employee Tip Report for Simphony v1.x since the Employee Tip report templates did not include the percentage value of tips claimed. This has been corrected by modifying the MMEmployeeTip.xml and MMEmployeeTipUWS.xml report templates to now include this value on an Employee Tip report run in mymicros.net or from the Workstation.</p>	
6739	<p>Issue: Report Mail e-mailed a JDOM error when Simphonized Financial reports were e-mailed to users</p> <p>Resolution: Previously, when a Simphonized Financial report was e-mailed using the Report Mail functionality in mymicros.net, an e-mail with the error 'The data 'null' is not legal for a JDOM attribute: A null is not a legal XML value.' was received. This was due to the Simphonized report templates not being compatible with Report Mail. This has been corrected by creating three new Report Mail specific report templates: MMRevCtrFin-ReportMail.xml, MMCashierFin-ReportMail.xml and the MMEmpFin-ReportMail.xml.</p>	29050
7006	<p>Issue: Gift Cards were not separated or otherwise identifiable on either mymicros.net or Workstation reports</p> <p>Resolution: Previously, there was no way to have Gift Cards display on reports in their own section. This caused Gift Card issuing functions to be grouped with all other Service Charges, since that was how they were required to be programmed. This has been corrected by adding 'Report Group' functionality for Service Charges. Report Groups Subtotal Service Charges are based off of the Report Group they are assigned to on reports.</p> <p>To configure Report Groups for Service Charges: In the EMC, navigate to the Property Level-> under the 'Reporting' header-> Report Groups</p> <ol style="list-style-type: none"> 1. Insert a new Report Group clicking on the green plus symbol icon located on the toolbar 2. Assign an Object Number for the new Report Group 3. Choose to use a template or not; if using a template, select the template 4. Assign a Record Name 5. Click 'OK' to add the Report Group 6. 'Save' all changes <p>There are now three options to choose from in the 'Type' drop-down field:</p> <ul style="list-style-type: none"> ▪ Tender/Media, ▪ Discount ▪ Service Charge <p>Select the 'Type' of Service Charge for the newly created Report Group To link a newly created Report Group to a Service Charge:</p> <ol style="list-style-type: none"> 1. In the EMC, navigate to Property Level-> under the 'Sales' header-> Service Charges 2. Now a 'Report Group' drop-down field should contain and display the configured Report Groups for Service Charges. 3. Select the Report Group of choice 4. 'Save' all changes 	26585
7019	<p>Issue: Revenue Center Financial reports e-mailed to a user via the Report Mail function in mymicros.net, did not send separate reports for each applicable Revenue Center</p> <p>Resolution: Previously, when attempting to send multiple Revenue Center (RVC) Financial reports to one user via Report Mail, that user did not receive a separate report for each RVC. They would receive one report that consolidated all sales data for that Property into a single report. This has been corrected by adding a new Report Mail specific template for RVC Financial reports. In order to receive separate reports for each RVC, the 'By Revenue Center' option on the report mail job must be enabled. Additionally, enabling the [Zip multiple files] option will have the system Zip up separate RVC Financial reports per RVC and import them into a single Zip file that's attached to the e-mails sent to users.</p>	28841
7020	<p>Issue: Individual Cashier Financial reports were unable to be sent using the Report Mail functionality in mymicros.net</p> <p>Resolution: Previously, it was not possible to e-mail an individual Cashier Financial report via Report Mail. It was only possible to receive a 'Cashier List'. This has been corrected by creating a new Report Mail specific report template: 'MMCashierFin-ReportMail.xml'. It is now possible to e-mail reports with breakouts of each Cashier by enabling the option bit [By Cashier ID] on the Report Mail job and then by selecting each applicable Cashier for whom a report is required.</p>	28839
7273	<p>Issue: Open Priced Menu Items without Sales 'Count' values were not displaying on either Family Group or Major Group reports despite having Sales totals</p> <p>Resolution: Previously, when Open Priced Menu Items were rung up and then subsequently voided; when the same Open Priced Item was rung up for a different price than the original, those items would not display on the Family Group or Major Group Sales reports. This has been corrected by modifying the queries in the MMFamGrpSales.xml and MMMAjGrpSales.xml report templates.</p>	30371

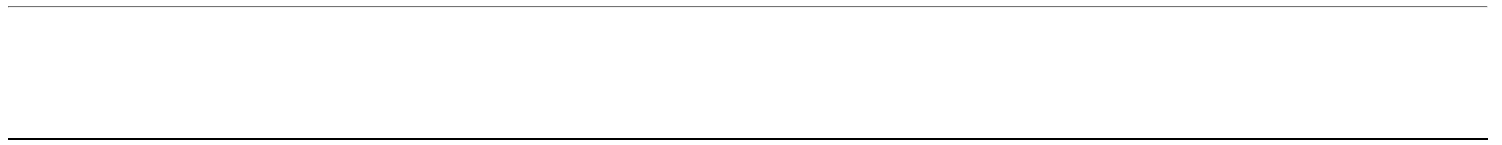
8704

SIM

16336	<p>Issue: SAROpsCE (on KWS270, HHT devices only) crashed when the 'queuemsg' function was used in SIM scripts</p> <p>Resolution: Previously, an 'Application SAROpsCE.exe encountered a serious error and must shut down' error message displayed on KWS270 and Mobile MICROS Handheld (MMH) devices when the 'queuemsg' function was used in SIM scripts. KWS270 Workstations crashed when the 'queuemsg' function was used in a script, either from a SIM Inquiry event or a TNDR event. MMH devices crashed only from a TNDR event. This has been corrected by modifying the SarOps.exe.</p>	32989
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Taxes

7282	<p>Issue: Tax Rates '9-64' could be enabled, but would not use those Tax Rates configured '%' value</p> <p>Resolution: Previously, Tax Rates 1-8 worked correctly, but Tax Rates 9-64 would not use the correct configured rate. Tax Rate #9 would use the Tax Rate% of Rate #1; Tax Rate #10 would use the Tax Rate% of #2, etc. This reported issue was occurring for either 'Add-On' or 'Inclusive' Tax Rates. This has been corrected by modifying the DirectPostingService.exe, NewDTS.exe and SarOpsXXX.dll files.</p>	28420
11137	<p>Issue: Tax Classes configuration allowed more Tax Rates to be assigned than could possibly post to mymicros.net</p> <p>Resolution: Previously, it was possible to enable more than 8 taxes per Tax Class (the limit is 8), even if they couldn't be posted to mymicros.net. The EMC needed to be limited to allow only 8 Tax Rates per class in order to align the tax configuration in Simphony to the available tax columns in the mymicros.net database tables. This has been corrected by modifying the EMC.exe.</p> <p>Additionally, the 'Taxes Enabled (Maximum 8)' heading's Context Sensitive Help (CSH) text has been updated as shown below:</p> 	32473



Simphony 1.6

IMPORTANT NOTICE

Prior to performing an **upgrade** from an earlier application version (e.g., from Simphony v1.5 to Simphony v1.6) *or* running the **Key Manager Tool**, it is *strongly* recommended that:

- All existing Credit Card records have been batched and settled.
- The existing database has been backed up.
- It is also recommended that all open checks be closed before performing the upgrade.

For those sites running KDS, please see the Upgrading a Restaurant Display Controller (RDC) for KDS v2.1 article for important information about Restaurant Display Controller update requirements after upgrading to Simphony v1.6.

This article is a quick reference guide to features, enhancements, and revisions for **Simphony 1.6**.

Contents

- 1 Prerequisite Knowledge
- 2 Document Overview
 - 2.1 Terminology
- 3 Obtaining/Installing the Software
- 4 New Features
- 5 Enhancements
- 6 Revisions
- 7 See also

Prerequisite Knowledge

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

- Understanding of basic network concepts
- Experience with Microsoft Windows platforms and terminology
- Familiarity with this product line and its hardware, software, and peripherals

Document Overview

For the printable collection for this version, see 1.6 Collection

This document includes the following sections:

What's New

Simphony Version 1.6
General Release
 Simphony 1.6 MR 1

This section describes new features in this software release. A new feature is one that provides capabilities that were not available in previous versions.

What's Enhanced

This section describes enhancements in this software release. An enhancement is a change made to improve or extend an existing feature, under the following criteria:

- The basic feature or functionality already exists in the previous release.
- The change adds to or expands on the current process — it does not replace it. This differs from a revision that corrects a problem.

Simphony 1.6 MR 2
 Simphony 1.6 MR 4
 Simphony 1.6 MR 5
 Simphony 1.6 MR 6
 Simphony 1.6 MR 7
 Simphony 1.6 MR 8
 Simphony 1.6 MR 9
 Simphony 1.6 MR 10

Previous Version

Simphony 1.5

Next Version

Simphony 2.6

What's Revised

This section describes issues that have been corrected. A revision is a correction made to an existing form, feature, or function, using the following criteria:

- The item must be part of the previous version.
- The change must replace the current item or remove it from the application.

Terminology

- A **Fix ID** is an internal tracking number used by R&D. This ID is primarily used by R&D personnel; it is helpful for mapping fixes to documented items.
- A **CR#** is a "Change Request ID" that is generated during the escalations process. When a case is started at the Support Center and the issue is determined to be an application defect, a Change Request is created, informing R&D that an issue needs to be fixed.

New Features

Fix ID	Feature	CR #
Peripheral Device		
10082	Added support for E-Wallet applications with the ViVOpay® 4800 Reader <p>With this release, support has been added for E-Wallet applications with the ViVOpay® 4800 Reader. The ViVOpay® 4800 is a Radio-frequency identification (RFID) reader and supports contactless Credit Cards (CC) as well as Near Field Communication (NFC) capable smart phones. Customers may use one of several capable smart phones to submit discount coupons and payments to the POS System. The customer's phone must support NFC. Only one ViVOpay® 4800 Reader may be configured as a peripheral device for each workstation. See the ViVOpay 4800 Reader Setup article for more information.</p>	30607

User Experience Report		
1365	<p>A customizable 'User Experience Report' is now available in the EMC</p> <p>There was a need for a tool in Simphony in order to identify potential bottlenecks in the system. The ability to collect timed statistics from the Workstations and post them to the Enterprise was integrated into the core product. Since everything is now being posted to the Enterprise, the data that is posted can be parsed, aggregated and analyzed.</p> <p>See the User Experience 1.6, User Experience Report and User Experience Report Settings articles for more information.</p>	

Enhancements

Fix ID	Enhancement	CR #
Direct Posting Service		
7262, 7511	<p>It was requested to allow for parallel posting from the Direct Posting Service (DPS) to allow for real-time depletions for MyInventory</p> <p>Parallel posting from the DPS will enhance its performance speed via multiple DPS services running concurrently. This feature will bring about faster totals posting on mymicros.net Reports and MyInventory real-time depletions. This change was brought about by modifying the EMCHandler.dll, TotalPosting.dll, MicrosPerformanceLibrary.dll and the DirectPostingService.exe.</p>	29360
KDS		
5697	<p>Requested support for Wrapping Condiments on Prep Screens – also known as Multiple Condiments Per Line</p> <p>Enabling the 'Multiple Condiments Per Line' option displays condiments in a continuous line on each order chit. Disabling the option to print each condiment on a separate line shows them on a separate line beneath the parent/referenced menu item. To enable the option, navigate to the EMC-> Revenue Center-> Setup tab-> under the RVC Information header-> Order Devices-> Options tab-> KDS Options-> [14 - Multiple Condiments Per Line].</p> <p>This option's Context Sensitive Help (CSH) reads as follows:</p> <p><i>Enable this option to display condiments in a continuous line on each order chit. Disable this option to print each condiment on a separate line beneath the referenced menu item.</i> <i>Note: To compress the condiments into a single line, the condiments must NOT be printed in red.</i></p>	
5699	<p>Have provided a way to configure Columns on KDS Prep Screens</p> <p>Previously, there were a limited number of list layouts which did not provide or support the needed configuration of columns on KDS Prep screens. The following list layout styles were added:</p> <ul style="list-style-type: none"> ▪ 203 List-Check Number ▪ 204 List-Table Number ▪ 205 List-ChkNum-OT 	

- 206 List-Tbl-OT
- 210 List-Std Row Num
- 211 List-Std OT Row Num
- 212 List-Chk# OT Row Num
- 214 List-Standard CookTime
- 215 List-Std-OT CookTime
- 217 List-Row Num CookTime
- 218 List-Chk# Row Num CookTime
- 401 List-DOM1
- 402 List-DOM2
- 403 List-DOM3
- 404 List-DOM Row Num
- 405 List-DOM3 CookTime

The following Chit Layout Styles were also added:

- 107 Chit-Std. w/Item Status
- 108 Chit-Header w/Chk
- 109 Chit-Header w/Tbl
- 110 Chit-Items Only
- 111 Chit-Std-OT w/Item Status
- 112 Chit-Header-OT w/Chk
- 113 Chit-Header-OT w/Tbl
- 114 Chit-Items-OT Only
- 116 Chit-Standard-OT-1
- 117 Chit-Standard-OT-3
- 121 Chit-Standard CookTime
- 122 Chit-Items Only CookTime
- 123 Chit-Standard w/Hdr
- 127 Chit-Standard-OT - Gst
- 128 Chit-Standard-OT w/Seat - Gst
- 129 Chit-Std-OT w/Item Status - Gst
- 130 Chit-Header-OT w/Chk - Gst
- 131 Chit-Header-OT w/Tbl - Gst
- 301 Chit-Std-DOM
- 302 Chit-Std-DOM2
- 303 Chit-Std-DOM3
- 306 Chit-Std-DOM-11
- 307 Chit-Std-DOM-12
- 308 Chit-Std-DOM-13
- 311 Chit-Std-DOM3-3
- 312 Chit-Std-DOM-11-3
- 313 Chit-Std-DOM-12-3
- 314 Chit-Std-DOM-13-3
- 318 Chit-Std-DOM2 w/Hdr
- 501 SE-Standard
- 502 SE-Standard-OT
- 503 SE-Standard-3
- 504 SE-Standard-OT-3
- 505 SE-Standard-2
- 506 SE-Standard-OT-2
- 602 SE-Std-DOM-1
- 604 SE-Std-DOM-2

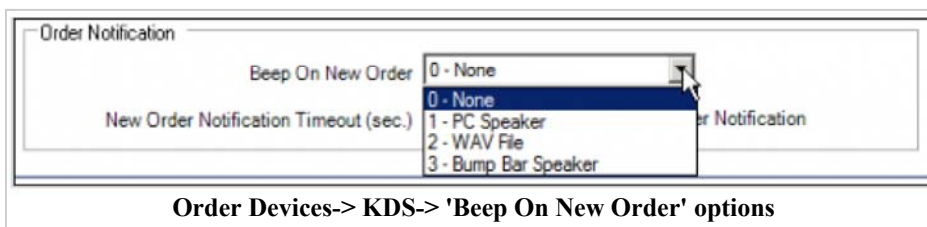
	<ul style="list-style-type: none"> ▪ 605 SE-Std-DOM-3 ▪ 608 SE-Std-DOM-1-3 ▪ 610 SE-Std-DOM-2-3 ▪ 611 SE-Std-DOM-3-3 ▪ 614 SE-Std-DOM-1-2 ▪ 616 SE-Std-DOM-2-2 <p>The layout styles can be accessed from the EMC-> Property level-> under the Property Hardware header-> KDS Displays module-> Chit Display Options-> KDS Chit Layout Style.</p>	
5703	<p>'Single Item Per Sub-Order' is now supported</p> <p>Support has been added for 'Single Item per Sub-Order' for KDS Displays. The [3 - Single Item Per Sub-Order] option allows the system to split an order sent to the KDS prep station into individual suborders. This option is typically enabled for prep stations and works in both table service and quick service restaurant environments where KDS operators need to bump items individually off the screen. To enable this option bit, navigate to the EMC-> Revenue Center level-> under the RVC Information header->Order Devices-> Options tab-> KDS Options-> and enable the [3 – Single Item Per Sub-Order] option.</p> <p>Note: It is recommended that the Expo station(s) be set up to display orders using one of the chit or list mode layouts that show the menu item status. This will cause the status to update on the Expo station when each item is bumped from its respective prep station. Additionally, this option <i>must</i> be enabled for KDS 'Menu Item Prep Timing' to function properly.</p>	
5707	<p>'Dynamic Speed of Service' is now supported</p> <p>Added support for Dynamic Speed of Service (SOS) KDS functionality. This feature makes the KDS Display more customizable and helps streamline operations. The KDS Speed of Service (SOS) feature allows employees to view the status of each table and in turn improves food service.</p> <p>The following option bits are now fully supported:</p> <p>EMC-> Property Level-> under Property Hardware header-> KDS Displays-> Display tab-> Display Screen Options-> Display Type-> set to [1 – SOS]</p> <p>EMC-> Property Level-> under Property Hardware header-> KDS Displays-> General tab-> Options-> [3 – Dynamic Display]</p> <p>This option's Context Sensitive Help (CSH) reads as follows:</p> <p><i>Enable this option to turn on the Dynamic Display feature on an SOS display.</i></p> <p>EMC-> Property Level-> under Property Hardware header-> KDS Displays-> Display tab-> SOS Display Options-> Configure option bits to site specifications</p>	
5709	<p>A 'Menu Item Prep Countdown Timer' is now supported</p> <p>Added support for Menu Item Prep Countdown Timer. This feature allows Item start times to be adjusted based on when the menu item with the longest prep time is started, not when it was fired from the POS. With this feature, KDS can manage the orders that are sent to the kitchen based on when the cook starts the first item on the order versus when the POS sent the order. This allows the kitchen to maintain</p>	

	<p>efficiency even when extremely busy. This feature only affects item timings for menu items in the same Course.</p> <p>The following option bits should be enabled to configure this feature:</p> <p>EMC-> Property level-> under Property Hardware header-> KDS Controllers-> General tab-> Option [6 – Enable Item Started Timings].</p> <p>This option's Context Sensitive Help (CSH) reads as follows:</p> <p><i>Check this option to have the system recalculate an order's target done time (TDT) when the item with the longest prep time is started. Once the TDT is recalculated, the system will adjust all of the fire times for the remaining items (based on individual prep times) to ensure that all items are completed at the new TDT. Note: This option is limited to non-DOM mode with 'Single Item Per Suborder' (Devices-> Order Devices-> KDS-> Options) enabled. An [Order Started] button must also be programmed on the KDS toolbar or bump bar.</i></p> <p>EMC-> Property level-> under Property Hardware header-> KDS Tool Bars-> Add an [Order Started] button to the tool bar.</p> <p>EMC-> Property level-> under Property Hardware header-> KDS Displays-> Display tab-> Select a KDS Chit Layout Style that includes CookTime.</p> <p>EMC-> Property Level-> Menu Item Maintenance-> Set menu item definitions to have a KDS Prep Time</p>	
5711	<p>'Item Started Border' is now supported</p> <p>Added support for an 'Item Started' Border. This feature allows the KDS Display to show chits that have been started with a Blue colored border. This feature makes it easier for the kitchen to identify chits that have been started and to track their progress as they prepare an order. To use this feature, the [3 - Single Item Per Sub-Order] option must be enabled. If this option is disabled, the items will not display with a Blue border.</p> <p>To enable the 'Single Item Per Sub-Order' option, navigate to EMC-> Revenue Center level-> under the RVC Information header-> Order Devices-> Options tab-> KDS Options-> and enable the [3 – Single Item Per Sub-Order] option.</p>	
5713	<p>KDS: 'New Item Notification' is now supported</p> <p>Added support for 'New Item Notification'. This feature will produce a sound to provide audible notification that an order is "New", or a visual indication (flashing) where the order is toggled between normal and inverse colors for a configurable duration of time (in seconds). To enable this feature, navigate to EMC-> Revenue Center level-> under the RVC Information header-> Order Devices module-> KDS tab-> 'Order Notification' settings. The New Item Notification options are shown below:</p> <div data-bbox="267 1734 1188 1944" data-label="Form"> <p style="text-align: center;">Order Devices-> KDS-> Order Notification settings</p> </div> <p>The Context Sensitive Help (CSH) text for this field is as follows:</p>	

Beep On New Order

From the Beep on New Order drop-down list, select the sound type that will be emitted when an order is received on this order device. If the WAV file option is selected, the system will use the default WAV file set for the operating system.

The choices for the 'Beep On New Order' dropdown menu are as shown below:



New Order Notification Timeout (sec.)

The Context Sensitive Help (CSH) text for this field is as follows:

Use this value to determine the length of time in seconds that the newly added items will flash on the screen. Once this threshold is reached, items will display normally.

5716

'New Order Flash' Function has been added

This feature will produce a visual indicator that an order is "New". The New Order Flash function will cause new orders on the KDS Displays to flash, toggling the order between normal and inverse colors for a configurable duration of time (in seconds). To enable this functionality, navigate to: EMC-> Revenue Center level-> under RVC Information header-> Order Devices-> KDS tab

Display New Order Notification



The Context Sensitive Help (CSH) text for this field is as follows:

Enable this option for new orders to flash when they appear on the KDS Display.

5720

'Expo Only Item Status' is now supported

Added support for Expo Only Item Status feature. This feature automatically changes the status color of Expo only items to the bumped color status. This allows users to easily determine which orders have a completed status at a glance. To enable this feature, navigate to EMC-> Property Level-> Setup tab-> under the Hardware/Interfaces header-> under the KDS sub-header-> KDS Controllers module-> option [4 – Expo-only Items Display as Done].

This option's context sensitive help (CSH) reads as follows:

When this option is enabled, any items displaying ONLY on the Expo display (not destined for a Prep device) will have the Item Status set to DONE immediately when fired.

5722	<p>“Fired” Flag has been added to set an order 'Started' status color</p> <p>Added support for set status started color. The KDS Display System now allows the flagging of a menu item as 'preparing' on a local KDS display. When the item status is changed to 'Started', the item's background color will change based on the configuration. This option works in conjunction with the existing 'Started Status Indicator', indicated by an open circle to the left of the menu item on the chit. The color and icon change will not affect any other Prep Stations, but will be reflected on Expo devices, to indicate that at least one Prep station is 'preparing' an item. Note that this feature will only function with KDS Prep stations, in non-Dynamic Order Mode (DOM), and with 'Item Started Timings' disabled, and thus, will not affect any item timings. Also, if no 'Start Color' is configured, only the status icon will be changed, but no background colors will change.</p> <p>To enable this feature, navigate to EMC-> Property Level-> under Property Hardware header-> KDS Controllers module-> Item Status Colors tab-> Set the Item Status Colors according to site specifications</p>	
5725	<p>'Outside/Inside Expo' is now supported</p> <p>Added support for Outside and Inside Expo stations. This feature allows An Expo Station to be configured to not bump a sub-order when it is bumped on another Expo station. This feature streamlines kitchen operations by allowing a site to configure and manage multiple expediter stations. This will improve speed of service and increase guest satisfaction. To enable this feature, navigate to EMC-> Revenue Center level-> under RVC Information header-> Order Devices module-> Options tab-> KDS Options-> and enable the [16 – Expo Done Exempt] option.</p> <p>This options Context Sensitive Help (CSH) reads as follows:</p> <p><i>Enable this option to configure an Expo Station to NOT done a sub-order when it is done on another Expo station.</i></p>	
5727	<p>'Recall/Review List Styles' is now supported</p> <p>Previously, information displayed in the Recall or Review List Dialogs were populated with a Check #, Table #, RVC and Time (Done Time) with fixed data and column widths. Added support that now allows the Recall or Review List Dialogs to be configurable with up to 6 columns, with any of 9 specific types of data, and configurable widths. To configure this feature, navigate to the EMC-> Property level-> under Property Hardware header-> KDS Displays module-> Recall/Review List tab.</p>	
5730	<p>'Item Highlight' is now supported</p> <p>Added support for the KDS 'Item Highlight' function. This feature will allow the user the ability to bump or mark single items in Chit or List mode without using the 'Single Item Per Sub-Order' option. This feature works in Dynamic Order Mode (DOM).</p> <p>To configure this feature, navigate to: EMC-> Property level-> under Property Hardware header-> KDS Display module-> General tab-> enable the [1 – Enable Item Select] option.</p> <p>This option's Context Sensitive Help (CSH) reads as follows:</p> <p><i>Enable this option to select an item on the chit. Once the item is “Item Selected”, the selected items can be set as “Item Prep Done” and hidden from the display. It can also be “Item Marked” and displayed with a different background color.</i></p>	

	Also access the EMC-> Property level-> under the Hardware/Interfaces header-> under the KDS sub header-> KDS Tool Bar module-> and add the desired functions related to an Item – Select Next Item, Select Previous Item, Done Item, Recall Item or Mark Item.	
5732	<p>'Course Timing' is now supported</p> <p>Added support for the 'Course Timing' functionality. This feature is used in table service restaurants as a way to control the order in which menu items are prepared and served during a meal. Course preparation times (minimum and maximum) can also be specified using this feature. Maximum prep times ensure that the next course of items is sent to the kitchen, in the event that the KDS operator fails to bump the current course selections. Minimum prep times are generally not used unless the system is also programmed for item timings. Otherwise, the minimum prep times simply extend the maximum number of minutes that the system will wait before sending the next course, if the current course is not bumped from the KDS Display.</p> <p>To enable this functionality, navigate to and configure the following settings:</p> <p>EMC-> Revenue Center level-> under RVC Information header-> RVC Parameters module-> Options tab-> option [50 – Enable Dynamic Order Mode (DOM)] – verify that this option is DISABLED.</p> <p>EMC-> Revenue Center level-> under RVC Information header-> Order Devices module-> Options tab-> KDS Options-> enable options [3 – Single Item Per Sub-Order] and [17 – Print Course Header].</p> <p>EMC-> Property level -> under Property Hardware header-> KDS Controller-> General tab-> set the 'Wait for Prep Suborder' setting to = 2.</p> <p>EMC-> Property level-> under Property Hardware header-> KDS Controller-> General tab-> enable the [2 – Display Next Course after Previous Course Complete] option.</p> <p>EMC-> Any level-> Descriptors tab-> under the Groups header-> Dining Courses module-> Set a 'Min and Max Prep Time' for each course.</p> <p>EMC-> Revenue Center level-> under the Menu Items header-> Menu Item Classes module-> Options tab-> enable the [45 – Use KDS Course Number] option.</p> <p>EMC-> Revenue Center level-> under the Menu Items header-> Menu Item Classes module-> General tab-> set the 'KDS Course'.</p>	
5735	<p>'Routing by Order Type' is now supported</p> <p>Added functionality to allow orders to be routed to specific order devices depending on what their Order Type is.</p> <p>To enable this functionality, navigate to: EMC-> Revenue Center Level-> under the RVC Information header-> RVC Parameters module-> Order Types tab-> General Options-> [8 - Enable Routing Order by Order Type]</p> <p>This option's Context Sensitive Help (CSH) reads as follows:</p> <p><i>Select this option to control order routing by the order type. The workstation order devices must be set for all possibilities and use this as an override to disable order devices.</i></p> <p>If this option is enabled, the order will be routed using the Order Types' Order Device settings.</p>	

Order Device Output-> enable the order devices to print to based on the order type.

The options to configure the Order Device output for a specific Order Type are shown below:

Default Order Type
Select Default Order Type 1 - EAT IN

Configure Order Types
Select Order Type
1 - EAT IN
2 -
3 -
4 -
5 -
6 -
7 -
8 -

General Options: 1 - EAT IN
☒ Order Type Is Active
☐ 1 - Print on Customer Receipt and Guest Check
☐ 2 - Print on Order Printer
☐ 5 - Do Not Post Transactions to Tip Report Totals
☒ 8 - Enable Routing Order by Order Type

Active Tax Rates: 1 - EAT IN
☒ 1 - SALES TAX
☒ 2 - INCLUSIVE TAX
☒ 3 - MISC. TAX
☒ 4 - MISC. INCL TAX
☒ 5 -
☒ 6 -
☒ 7 -
☒ 8 -
☐ 9 - Tax Rate 9
☐ 10 - Tax Rate 10
☐ 11 - Tax Rate 11
☐ 12 - Tax Rate 12

Order Device Output
☐ Enable Order Device #1 - * Kitchen Hot Printer *
☐ Enable Order Device #2 - * Kitchen Cold Printer *
☐ Enable Order Device #3 - * Kitchen Expo Printer *
☐ Enable Order Device #4 -
☐ Enable Order Device #5 - * Service Bar Printer *
☐ Enable Order Device #6 - * Bar Printer *
☐ Enable Order Device #7 -
☐ Enable Order Device #8 -
☐ Enable Order Device #9 -
☐ Enable Order Device #10 -
☐ Enable Order Device #11 -
☐ Enable Order Device #12 -
☐ Enable Order Device #13 -
☐ Enable Order Device #14 -
☐ Enable Order Device #15 - * Bottled Wine Req Printer *
☐ Enable Order Device #16 - Order Device 16
☐ Enable Order Device #17 - Order Device 17
☐ Enable Order Device #18 - Order Device 18

'RVC Parameters-> Order Types tab-> [Enable Routing Order by Order Type]'

Mobile Micros

1616

'DT Research 430' and 'Motorola MC55A' Mobile MICROS Handhelds (MMH) are now supported

Support for both of these handheld devices has been added. There are a number of similarities between these handhelds as shown below:

- Both devices run Windows CE 6.0.
- The Processor types of both devices are ARMV4I

	<ul style="list-style-type: none"> Both devices support Mag Cards, Barcode Scanners and Bluetooth Printing Each device now supports 'Signature Capture' for Credit Card (CC) transactions The 'DT Research 430' MMH has a screen resolution of 272 x 480. Therefore, this resolution setting is also available for all other MMH devices. <p>See the Mobile MICROS article (specifically the MMH's supported in Simphony v1.6 section) for more information.</p>	
MyMicros		
1673	<p>A new version of mymicros.net v7.1.0 has been incorporated into Simphony v1.6.</p> <p>Support for upgrading the mymicros.net database has been introduced.</p>	
Offline Labor Cache		
1493, 6512	<p>The Offline Labor Cache and the Offline Transaction Cache can now be configured separately and are supported on Service Hosts</p> <p>On previous versions of Simphony v1.x, when a Workstation was programmed as the Offline Cache Service Host, its two primary functions were to act as both the Offline Labor Cache (OLC) and the Offline Transaction Cache (OTC). This release (v1.6) separates those functions (from the Ops clients too) so that the OLC and OTC can communicate separately to the Enterprise.</p> <p>The following changes have been made:</p> <ul style="list-style-type: none"> Changes were made to the EMC to allow users to configure the OLC and the OTC to run on different Service Hosts. The OLC can be configured to run on either a Service Host or a Workstation. The OLC has been removed from Ops and there is now an OLC Handler Service value in the ServiceHost.xml. The OLC Handler runs on a Service Host as an EGateway Handler using IIS. The OLC should run at the Property level. The OTC still requires Ops to run. <p>See the Offline Cache Service Host article (specifically the 'Simphony v1.6' section) for more information.)</p>	30607
Security		
2302	<p>The 'Key Manager' utility has been updated to incorporate a new Key Rotation scheme</p> <p>With this release, a new Key Rotation scheme will be in use. The SDATA1 and SDATA2 databases will no longer be used. The keys and passphrase will now be stored in MCRSCACHE. During an upgrade to Simphony v1.6, the Key Manager tool will be automatically run.</p> <p>It will perform the following operations:</p> <ul style="list-style-type: none"> Create the new key DB schema (in MCRSCACHE) Extract the encryption keys and passphrase from SDATAs (if they were formerly in use). <p>In order to run the Key Rotation, access the EMC (Enterprise level)-> Tasks-> 'Key Manager' utility to change the passphrase and perform a Key Rotation.</p>	

	<div data-bbox="284 94 365 157"></div> <p>Note: Users need to have the old passphrase in order to perform a Key Rotation from EMC. If they're coming from a system that did not use the SDATA databases, the default passphrase is DEFSIMP1 . 0.</p> <hr/> <div data-bbox="284 262 365 325"></div> <p>Warning: <i>Prior</i> to performing an upgrade from an earlier application version (e.g., from Simphony v1.5 to Simphony v1.6) or running the Key Manager Tool, it is strongly recommended that:</p> <ul style="list-style-type: none"> - All existing Credit Card records have been batched and settled. - The existing database has been backed up. - It is also recommended that all open checks be closed before performing the upgrade. <p>See the Key Manager article for more information.</p>	
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Revisions

Fix ID	Revision	CR #
Autofire		
10133	<p>Issue: When an Autofire order fired to the output devices, the 'Guest Count' value was always '0' on the order chits</p> <p>Resolution: Previously, in prior versions of Simphony 1.5, when the Autofire feature was in use, the Guest Count value that was printed on order device chits was always '0'. When an Autofire check was started, users would be prompted to input the number of guests, which correctly printed on the Guest Check. This has been corrected by modifying the PosLib.lib. Currently, Autofire order device chits print the correct number of guests that were originally entered when the order was placed.</p>	32291
CAL		
5891	<p>Issue: A Win32 CAL client did not allow for the selection of KDS displays</p> <p>Resolution: Previously, Win32 CAL clients only allowed users to select a Workstation or Service Host. This meant that the only way to get a KDS display working on a Win32 client was to copy the files manually or to configure the client as a KDS Controller, thereby downloading the KDS Display files. This has been corrected by modifying the Win32 CAL package. Currently, a Win32 Service Host can be configured to receive a KDS display package in CAL Packages. After the package has been installed, the KDS Display can be started and have orders sent to it from Property workstations.</p>	28818
9570	<p>Issue: The KDSDisplay.exe would not successfully start after upgrading to Simphony v1.6</p> <p>Resolution: Previously, after upgrading to Simphony v1.6, the KDSDisplay.exe would not successfully start and displayed the following message on the KDS Restaurant Display Controller (RDC):</p> <p>'Error: This application (KDSDisplay.exe) requires a newer version of the Microsoft .NET Compact Framework than the version installed on this device.'</p>	

	<p>It's been determined that in order to resolve this reported issue, users are required to manually update the KDS RDC to .NET Compact Framework 2.0 in order to run KDS v2.1. Moving forward, consider this .NET upgrade as a pre-requisite for future Symphony v1.6 upgrades for existing Symphony v1.x KDS installations. See the Upgrading a Restaurant Display Controller (RDC) for KDS v2.1 article for more information.</p>	
Credit Card Driver		
6319	<p>Issue: The backup Credit Card (CC) Authorization driver was not being used when the Primary CC Authorization service was unavailable</p> <p>Resolution: Previously, the configured backup CC Authorization driver was not performing as expected. This has been corrected by modifying the PosLib.lib file.</p> <p>The Ops CC Authorization process should perform as follows:</p> <ol style="list-style-type: none"> 1. If the primary CC driver fails, but the backup driver works, Ops starts a timer and at that point begins trying the backup CC driver first. The Ops log will contain the message, 'CCs Client connecting to secondary credit card server'. 2. After 10 minutes (actually the next time an authorization is attempted or after 10 minutes), the flags are reset and the primary CC driver is tried first. If the primary CC driver is still not available, the process repeats. When a driver fails there is a noticeable delay for it to time out, but if the driver is up and running, there's no timeout delay. When Ops goes back to try the primary CC driver the Ops log will contain the message, 'CCs Client re-attempting to connect to primary credit card server'. 3. If the backup CC driver is currently being used and it subsequently fails, the primary CC driver will be tried before failing. 4. If neither CC driver works, the flags are reset to try using the primary CC driver first. 5. Since these settings are all internal to Ops, resetting Ops reinitializes the process to try using the primary CC driver first. <p>For CC settlement, the primary CC driver is attempted first and if it fails, the secondary CC driver is tried. If another CC settlement is performed, again the primary CC driver is attempted first.</p>	28171
10377	<p>Issue: CAPMS: The BX_REQ message was not conforming to the documented messaging specifications during Credit Card Settlement</p> <p>Resolution: Previously, upon using the CAPMS Credit Card (CC) Driver, the CC Batch Settlement transfer request messaging (BX_REQ) was incorrectly populating the 'Guest Check Number' field with a truncated 'CheckID' value. This has been corrected by modifying the ECCServer and CGwCc.xml. Currently; the Guest Check Number is correctly supplied in the BX_REQ message instead of the truncated CheckID value.</p>	32341
Database		
8461	<p>Issue: DBUpgrade: Existence checks in Oracle® used "all" views; should use "user" views instead</p> <p>Resolution: Previously, an existence check in the DbUpgrade script used the "all" tables (for example, all_indexes or all_sequences). In multi-tenanted instances, some objects would not get created because their existence in another schema would be detected by DbUpgrade. This has been corrected by modifying the</p>	32050

	DbUpgrade.xml. Currently, a DbUpgrade can be run without error on the Oracle® database platform.	
Direct Posting Service		
6663	<p>Issue: Check Posting was notably slower when 'OraDbHelper' was being utilized</p> <p>Resolution: Previously, on larger databases and for those sites utilizing OraDbHelper, check posting was slower than expected. Upon further investigation, it was revealed that we were no longer using the businessdate information in indices; it appears that we use datetime objects in our code which had been previously handled by the Microsoft provider incorrectly as just date values. The new provider was parsing them as timestamps, which could not be used with the index. Now, OraDbHelper explicitly uses OracleDbType.Date with date type parameters.</p>	30747
6804	<p>Issue: 'Tax Exempt' amounts were posting as 'Charged Tip' amounts on mymicros.net reports</p> <p>Resolution: Previously, when the Tender Media-> Options-> Taxing Options-> Payment Tax Options-> [14 -Tax Exempt Coupon] option was enabled and a 'Charge Tip' was configured too, the mymicros.net Check Detail displayed the amount of the 'Tax Exemption' as the 'Charged Tip' amount. This has been corrected by modifying the DirectPostingService.exe.</p>	29184
7309	<p>Issue: Unexpected behavior occurred when adding a Service Charge to a check after reopening it</p> <p>Resolution: Previously, a reopened check with a Voided payment that had a prior Auto-Service Charge applied to it and then had another Service Charge added and then was tendered (closed) again; on the Audit & Analysis Transaction Detail report, the Auto-Service Charge line displayed as Check Number '0'. This has been corrected by modifying the DirectPostingService.exe.</p>	31826
10504	<p>Issue: The 'MaxRetryErrCount' value in the 'DirectPostingService.exe.config' was ignored, thus the default of 50 retries was always used</p> <p>Resolution: In Simphony v1.5 MR 5 Hot Fix (HF) 5, several changes to the DPS were introduced, one of which was a maximum number of times to retry posting a record. The 'DirectPostingService.exe.config' file was created or updated with the HF and a line was added to define the maximum error count; with a default setting of 50 retry attempts. If the 'MaxRetryErrCount' value was changed to anything greater than or less than 50, it still resulted in only 50 tries. This has been corrected by modifying the 'DirectPostingService.exe' to utilize the configured 'MaxRetryErrCount' value upon reading the 'DirectPostingService.exe.config' file.</p>	32359
11133	<p>Issue: The 'posTransRef' column was no longer populated in the GUEST_CHECK_LINE_ITEM table when the line item was a Discount</p> <p>Resolution: In the GUEST_CHECK_LINE_ITEM table, there is a column called 'posTransRef' which should be populated with various object numbers from the POS system. For Discounts, this is the object number in the EMC. Prior to upgrading to Simphony v1.5 MR 5, this field was successfully populated. After upgrading, this field was no longer populated. The 'recordID' column was still populated and allowed the unique Discount to be mapped to that line item, but not the 'posTransRef' column. This has been corrected by modifying the DirectPostingService.exe to set the guest check line item 'posRef' to a Discount's object number.</p>	32444
11134	<p>Issue: Tax 2 through Tax 8 amounts in the GUEST_CHECK_LINE_ITEM table, posted the entire check's discounted taxes for each line item with a Discount</p>	32451

	<p>Resolution: Previously, in Simphony v1.5 MR5, changes were made to the Direct Posting Service (DPS) to post Inclusive tax amounts that were prorated for each line item. This displayed correctly for menu items, but had mixed results when a line item was a Discount that also discounted the tax. When only Tax Rate 1 was in use in the tax class used for the items, and a discount applied to those items, the prorated tax amounts would display correctly. When Tax Rates 2-8 (or a combination including any or all of Tax Rates 2-8) were used, those discounted tax amounts would show the amount equal to the entire check on each line item that received the discount. This has been corrected by modifying the DirectPostingService.exe to prorate taxes for all 8 Tax Rates. This solution also includes a fix for a rounding error caused by tax proration.</p>	
11321	<p>Issue: It's been determined that the reporting database was using too many Transaction ID values in multiple tables which could eventually affect system totals posting performance</p> <p>Resolution: Previously, at site's utilizing Oracle® for their mymicros.net database platform, many of the totals and check tables in the mymicros.net database had a 'transactionID' column. For the mymicros.net posting server, this was used to identify an emailed result set, so it could be backed out later. For compatibility, the Direct Posting Service (DPS) also set this column, generating the numbers the same way as the posting server; doing it every time DPS ran. DPS also used up one number for every Property in the Enterprise every time it ran. This could eventually cause the 'transactionID' values to wrap around to negative numbers, since this value was only a 32-bit integer. This has been corrected (for Oracle® mymicros.net installations only) by modifying the DirectPostingService.exe to support 64-bit integers.</p>	28750
EGateway		
10244	<p>Issue: After an upgrade, newly added Employees were unable to Clock In and received either of two error messages</p> <p>Resolution: Previously, when an Enterprise upgraded the Simphony Application servers to v1.5 MR 5, but left the Ops clients on an earlier version (for example v1.5 MR 4) the Workstations were able to operate normally, but only for any previously existing employees. If an employee that was added <i>after</i> the upgrade attempted to Clock In, that employee would receive an Unspecified Gateway Error message if they were added to the EMC using an existing Employee as a template. If the new Employee was added without the use of a template, upon attempting to Clock In, they'd receive an Employee class definition not found message. It was determined that the errors were caused by changed error codes. The solution was to rollback the changes, and change the Ops.exe to understand both the original error codes and the changed error codes.</p>	32292
EMC		
6985	<p>Issue: For Oracle® sites, when Remote Distributing a large number of menu items, it was possible to receive an 'ORA-01460: unimplemented or unreasonable conversion requested' error message</p> <p>Resolution: Previously, when attempting to Remote Distribute up to 1000 menu items, users could receive the aforementioned Oracle® error message. This has been corrected by modifying the EMC.exe.</p>	31410
9586	<p>Issue: Remote Distribute failed and displayed a 'EMC EXCEPTION: SendSyncRequest returned with error code: RC_COMM_ERROR' message</p> <p>Resolution: After upgrading to Simphony v1.5 MR5, Remote Distribution no longer successfully completed. The items to be distributed could be selected and the target destination could be selected, but once the distribution began, it</p>	32202

	displayed an error message. This has been corrected by modifying the EMC.exe. With this release, Remote Distribute is performing as expected.	
10594	<p>Issue: Remote Distribution of Menu Item (MI) Definitions was not working as expected after deploying Simphony v1.5 MR5 Hot Fix (HF)6</p> <p>Resolution: Previously, after deploying Simphony v1.5 MR5 HF6, users were unable to Remote Distribute specific MI Definitions either individually or attached to a MI Master record. With this release, this reported issue has not been reproducible.</p>	32375
10646	<p>Issue: SRM: Tender Media option [84 – Quebec SRM Duplicate] had its Context Sensitive Help (CSH) text modified</p> <p>Resolution: It was recommended to edit the CSH for the option located along the following path: EMC-> Configuration tab-> Sales-> Tender Media-> option [84 - Quebec SRM Duplicate]. There needed to be a stronger warning to prevent users from enabling this option for every Tender Media, thus causing SRM Device reporting issues.</p> <p>The current CSH text reads as follows;</p> <p><i>Enable this option for this tender to print a receipt that the merchant keeps for themselves, and does not include a barcode. DO NOT enable for Key Type 'Payment'; ONLY use for Key Type 'Service Total'. This should be associated with a separate tender media that is exclusively used for printing merchant copies. This option bit is used alongside Quebec SRM Printer type.</i></p>	
Install		
6499	<p>Issue: Install was not completely installing the mymicros.net shell database</p> <p>Resolution: Previously, the Install was not successfully completing the installation of the mymicros.net shell database. This has been corrected with the addition of the mymicros.net v7.1.0 installer with this release.</p>	30466
6963	<p>Issue: For installations on Windows Server® 2008 R2, IIS v7.5 Application Pool privileges were not getting set correctly</p> <p>Resolution: Previously, the default web site was not being created by the NETWORK SERVER user anymore. This has been corrected by modifying the Installer to set the correct IIS Application Pool privileges. Additionally, the Registry permissions on the UserData key were adjusted to allow the 'Network Service' to have full permissions on the key.</p>	31431
7075	<p>Issue: When installing on Oracle®, the username and password were displayed in plain text</p> <p>Resolution: Previously, when installing on an Oracle® database platform, both the 'System Admin' user name and password were displayed in plain text on the screen as well as the SimphonyInstallLog file. This has been corrected by modifying the Oracle® database installation scripts.</p>	29990
7081	<p>Issue: For installations on 64-bit Operating Systems, when using the Import/Export (Imp/Exp) utility, the 'SiSecurity64.dll' was missing from multiple required installation folders</p> <p>Resolution: Previously, when using the Imp/Exp utility on a 64-bit machine, users received a 'Error - Unable to load DLL 'SiSecurity64.dll': The specified module could not be found.' message. This has been corrected by modifying the EGateway package for Win32 Clients.</p>	31484

7823	<p>Issue: The 64-bit Installer didn't install the required components during a clean install</p> <p>Resolution: Previously, during a clean install of Simphony v1.5 MR5 on a Windows Server® 2008 R2 Operating System using an Oracle® database platform, the response file was missing key Oracle® components that prevented the product from being installed. The missing components were SQLPLUS, IMP, TNSPING.</p> <p>This has been corrected by modifying the Installer for 64-bit Operating Systems.</p>	32000
9765	<p>Issue: The EGateway failed to load the CAPMS CC driver on machines running Windows Server® 2008 32-bit as a Service Host</p> <p>Resolution: Previously, when a machine running the Windows Server® 2008 32-bit Operating System was used as a Service Host, CAL could be loaded and would pull down the appropriate packages. The Gateway would seem to be running, and could be connected to from other machines, however the CAPMS Credit Card (CC) driver, if configured, would not start and errors were present in the EGateway log of the Service Host. Currently, this reported issue cannot be reproduced. A CAL deployment that worked for a Windows Server® 2003 32-bit machine has fully functional CAPMS CC's on a Windows Server® 2008 32-bit machine. The EGateway was deployed as well as the KDS handler files. A CC transaction could be run from a Workstation and sent to the Service Host. The transaction closed normally on the Workstation. CC Batching also worked when the Service Host accepted the batch.</p>	32239
KDS		
6861	<p>Issue: Intermittently, some Suborders would not show up on certain KDS Displays</p> <p>Resolution: Previously, on occasion, some Suborders would not show up on certain KDS Displays. With this release and the reworking of the KDS feature, this reported issue has not been reproducible.</p>	31157
MyInventory		
6940	<p>Issue: It was requested to update the MyInventory daily job to update the 'latestDefinitions' column in the 'location_hierarchy_item' table</p> <p>Resolution: Previously, when mymicros.net tried to run its inventory jobs for Simphony sites, it continually reflagged the jobs with a status to repost every hour. The reason that this occurred was because mymicros.net waited for the definitions flag prior to running the job. This has been corrected by modifying the NewDTS.exe.</p>	29627
7176	<p>Issue: The MyInventory cost changes were not used in the calculation of the 'Daily Cost of Goods' report from the Direct Posting Service (DPS) and the New Data Transfer Service (NewDTS)</p> <p>Resolution: Previously, the NewDTS did not post the prep cost for MyInventory properties; the DPS read the prep cost from directly from the mymicros.net database. This has been corrected by modifying the DirectPostingService.exe and NewDTS.exe.</p>	30257
MyMicros		
6595	<p>Issue: The 'Error Correct' totals drilldown on the 'Adjustments Report' was not working as expected</p> <p>Resolution: Previously, the drilldown capability on the 'Error Correct' totals in the 'Adjustments Report' returned no data. This has been corrected by modifying</p>	28874

	the DirectPostingService.exe. Currently, all applicable 'Error Correct' adjustments (i.e. Returns, Voids, Error Corrects and Cancels) display on the report as expected.	
6679	<p>Issue: The Drill down totals from the 'Daily' and 'Today's Ops' Sales/Service Performance Summary reports did not balance to the prior page</p> <p>Resolution: Previously, this reported issue was believed to be based upon the Simphony Serving Periods being written to the mymicros.net Day_Part database table. With this release and with the reworking of the mymicros.net database (now running v7.1.0); this reported issue has not been reproducible.</p>	28917
6682	<p>Issue: When upgrading mymicros.net from v5.22 to v6.22 an error message was received that indicated that the 'ORGANIZATIONID "100"' and 'REPORTCATEGORYID "21"' entries were not present in the Simphony Sample PortalDB.</p> <p>Resolution: Previously, the mymicros.net upgrade would fail without the aforementioned entries in the PortalDB. This has been corrected by modifying the mymicros.net installer.</p>	31034
7016	<p>Issue: The Standard Export failed due to a NULL 'businessDates' column in the GUEST_CHECK_HIST table</p> <p>Resolution: Previously, when the MoveHistory job ran, it created a copy of all of the open checks in the GUEST_CHECK_HIST table in addition to completely moving the closed ones. This caused the Standard Export to fail. This has been corrected by modifying mymicros.net. With this release, the updated version of mymicros.net is available (v7.1.0).</p>	29826
7140	<p>Issue: mymicros.net reports were showing incorrect values for the Day Parts</p> <p>Resolution: Previously, issues that seemed to be related to Serving Period changes in Simphony were causing incorrect values for the Day Parts to display on mymicros.net reports. This has been corrected by modifying the reports in mymicros.net v7.1.0. With this release, the mymicros.net version will be upgraded to v7.1.0.</p>	27706
Ops		
7129	<p>Issue: When a Workstation (WS) had Offline transactions, and a second WS tried to pick up one of those transactions while the first WS was in the process of coming back Online, the Offline Replay got hung up and displayed an 'Uploading 0%' message</p> <p>Resolution: Previously, the aforementioned message would display on the second WS until it was rebooted. This has been corrected by modifying the PosLib.lib. Currently, the secondary WS does not display the 'Uploading 0%' message as the check is either picked up correctly from the peer or, if closed offline, correctly displays the 'Check is already Closed' message. Additionally, no 'dead' check headers are now left in the Open Check Screen Lookup (SLU) after these actions.</p>	31544
7145	<p>Issue: The wrong employee's name was printing on Autofire Guest Checks</p> <p>Resolution: Previously, Autofire checks printed with the name of the employee currently signed onto the Autofire Workstation, not the employee who created the check. This has been corrected by modifying the PosLib.dll.</p>	31579
7221	<p>Issue: Tax Exempt Coupons did not calculate correctly with Canadian GST and PST taxes and Compound Rates</p> <p>Resolution: Previously, Tax Exempt transactions were not calculating correctly for sites utilizing Canadian GST and PST taxes in tandem with Compound Rates. This</p>	31683

	has been corrected. Currently, when using Canadian Tax with GST and PST, where Tax Rate 2 compounds on Tax Rate 1, tax is now being calculated correctly on checks with Tax Exempt coupon tenders. When the Tax Exempt coupon tender pays the full amount of the check, 100% of the taxes are forgiven. If only a portion of a check is paid with the Tax Exempt coupon tender, only a portion of the taxes are forgiven.	
7316	<p>Issue: Performing a [63 – Transaction Void] on a negative transaction with a Stored Value Card (SVC) function caused SAR to close unexpectedly</p> <p>Resolution: Previously, from a SAR client when there was a negative transaction and a 'Transaction Void' with a SVC function, users received a 'Application SarOpsCE.exe encountered a serious error and must shut down.' message and SAR crashed. This has been corrected by modifying the PosLib.lib. Currently, the reported scenario does not crash SarOps.</p>	30442
7899	<p>Issue: Tips Paid validation chits were not printing the name of the Employee who received the tip</p> <p>Resolution: Previously, when a Tips Paid Tender Media was configured to require a validation chit to print, it printed, but the Employee's name and Employee number was not printed. This has been corrected by modifying the PosLib.dll. Currently, the Tips Paid validation chits are correctly displaying the Employee's name (who received the tip) as well as their Employee number.</p>	31932
8083	<p>Issue: SarOps exited when trying to pick up a check with a menu item with a percent symbol (%) in the 'Name1' field</p> <p>Resolution: Previously, in Simphony v1.5 MR5, a menu item with a percent symbol (%) in its MI Definition 'Name1' field would cause SarOps to exit without error when trying to perform a pickup check function on a check that contained that menu item. This was seen to only happen when a SarOps Log file's verbosity setting was set to 6 or higher (where SRM check detail logging takes place). Setting the SarOps log file's verbosity to a setting of 5 or lower allowed the check to be picked up normally without crashing SarOps.</p>	
PMC Reports		
7897	<p>Issue: The PMC Tip Report could show an incorrect Revenue Center (RVC)</p> <p>Resolution: Previously, when configuring 'Workstation Autosequences', certain options were available depending on the previous configuration selections. With the 'View' set to 'Property', it should not be possible to select a RVC. This was behaving correctly in 'Table View', where 'Revenue Center' was grayed out. However, when the 'Configure' button was selected to open 'Form View', the Revenue Center drop down was available, which was incorrect. If a RVC was selected, then each time this report was run, it would always generate for that RVC as opposed to the signed in Employee's current RVC. This has been corrected by modifying the EMC.exe. Currently, the PMC Tip Report displays the correct RVC when it's selected or is included amongst the 'ALL' selection of the RVC's when the Tip Report is run for a Property.</p>	31934
Printing		
8844	<p>Issue: Guest Checks and Customer Receipts had more blank Trailer lines than expected which caused the use of more printer paper</p> <p>Resolution: Previously, particularly for site's utilizing the Sales Recording Module (SRM) feature, Guest Checks and Customer Receipts were too long because they were also printing the combined number of blank Guest Check and Canadian Tax Trailer lines. This has been corrected by modifying the PosLib.lib file.</p>	32308

Additionally, there are a few roll printer printing options throughout the EMC that can affect Guest Check and Customer Receipt receipt length.

The applicable printing output options are shown below:

- EMC-> Revenue Center-> RVC Information-> RVC Parameters-> Format-> Print Output-> [**Minimum Lines Per Roll Check/Receipt**].
 - This field allows users to establish the minimum length for printed Check/Receipt output.
- EMC-> Revenue Center-> RVC Information-> RVC Parameters-> Format-> Format Options-> [**6 – Eliminate Blank Lines from Guest Checks**].
 - It's recommended to enable this option to reduce printed output length.
- EMC-> Revenue Center-> RVC Information-> RVC Parameters-> Format-> Format Options-> [**24 - Skip Blank Lines When Print or Display Guest Check Info Lines**].
 - It's recommended to enable this option to reduce printed output length.