

Oracle® Hospitality Suites Management
Release Notes
Release 3.5

March 2017

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Preface

Oracle Hospitality Suites Management is a suites management system targeted towards sports and special event venues. It is integrated with Oracle Hospitality Symphony First Edition and Oracle Hospitality Symphony for guaranteed order accuracy, revenue management, faster response times, and easy account billing. Suites Management streamlines the daily management of suite operations and provides a comprehensive view of all your suite requirements.

Purpose

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

Audience

This document is intended for all users of Suites Management version 3.5.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Date	Description of Change
Mach 2015	<ul style="list-style-type: none">• Initial publication
March 2017	<ul style="list-style-type: none">• Added the supported POS applications to supported systems

1 Features and Updates

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

Install

CR ID#: N/A

TP ID#: 92479

A new Suites Management Interface Scripting Language (ISL) file has been added to help make it easier to add site-specific environmental settings after a new installation of Suites. During a fresh install of the Suites Service (not applicable for upgrades), the installation setup wizard prompts you to add several settings that are configured in the Point of Sales (POS) application. If you do not have the POS application completely configured prior to installing the Suites Service, this new .ISL file is where these settings need to be added once the service installation has completed. The Suites Service installation continues if you use the default settings or leave the fields blank. The new .ISL file name is **SuiteEnv.isl** and is located in the following path:

<Drive letter>:\Micros\LES\Suites\Suites\SUITESSERVICE\SIMScripts\SuiteEnv.isl

The SuiteEnv.isl file contains an environmental configuration section that formerly resided in the SuiteMgt.isl file. With this release, you no longer need to edit the SuiteMgt.isl file.

The section that could require editing is located at the very top of the SuiteEnv.isl file and is called the **start user configuration section**. This section contains settings that identify the Suites interface, revenue center, tender media and touchscreen keys. See the *Oracle MICROS Suites Management version 3.5 Installation Guide* for more information.

Related article: [*Oracle MICROS Suites Management version 3.5 Installation Guide*](#)

Licensing

CR ID#: N/A

TP ID#: 90137

Licensing for Suites Management has undergone several changes. Each is reviewed here.

- The Suites Management website has a new field named **Number of Suites Licensed**. This field is located in Suites website, System Setup, System Parameters, Licensing Settings section. The value entered in this field establishes the maximum number of licensed suites that a property can activate and establishes a threshold that is subsequently tracked by the system as additional suites are added.
- As suites are added to the system, the number of active suites is tracked and compared to the value entered in the **Number of Suites Licensed** field. Upon activating a suite, a message appears with a running total of active suites vs. the number of suites licenses.

See below:

<input type="checkbox"/>	106	106
<input type="checkbox"/>	107	107
<input type="checkbox"/>	108	108-109
<input type="checkbox"/>	110	110
<input type="checkbox"/>	111	111
<input type="checkbox"/>	112	112
<input type="checkbox"/>	113	113-114
<input type="checkbox"/>	115	115
<input type="checkbox"/>	116	116-117
<input type="checkbox"/>	118	118-119

Active Suites count is: 198. Number of Suites Licensed is: 200. Additional 2 Suites can be added.

- When the suites licensing threshold is reached, you are prompted by the system with the following message prompt: **You are about to add the last Suite. Would you like to continue?** Click **OK** or **Cancel**.
- Once the number of active suites limit is reached, you receive the following message: **Active Suites count is: 200. Number of Suites Licensed is: 200. Please don't add additional Suites.**
- Suites does not prevent you from exceeding the threshold of suites that can be activated, however upon doing so, you receive the following warning message: **LICENSING ISSUE: Active Suite count is: 201 Number of Suites Licensed is: 200**
- You can also view the current count of active suites by accessing the **About** page on the Suites website. See below:

Micros Suites Management

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LSMCustomControls Version 3.0.0.0
 LSMDataBaseAccess Version 3.0.0.0
 LSMDataHandler Version 3.0.0.0
 LSMEntity Version 3.0.0.0
 LSMManager Version 3.0.0.0
 LSMUtility Version 3.0.0.0
 LSMWeb Version 3.0.0.0
 LSMWeb.XmlSerializers Version 3.5.0.144
 LSMWebUtils Version 3.0.0.0
 LSM9700 Version 3.0.0.0
 LSMSim1x Version 3.0.0.0
 ASP.NET 2.0

Suites Management Licensing
 Number of Suites Licensed 220 Suites Used 201

-
- Suites licensing activities are logged in the LSMWeb logs. This log file identifies the Username and User ID of the person making suites licensing configuration changes.

Suites Management

CR ID#: N/A

TP ID#: 41592

Suites Management's Order Confirmation Report has been enhanced to show the entire amount of an events transaction on the report. **Service Charges** and **Taxes** now post to the report's **Total** line and each has a summary detail line on the report.

- This enhancement is only compatible with Symphony environments.

A new option has been added named **Calculate service charges and tax totals when saving an order**. This option is located in the Suites website, System Parameters, Location Options, Operational Settings section.

- 9700 environments should always set this option to **No**.

Setting this option to **Yes**, enables Transaction Services (POSAPI) clients (via the Transaction Services **Calculate Totals** operation) to save service charge and tax amount values on every completed event order. When enabled, it increases the system messaging as each order is saved, as well as the amount of time that it takes to generate the Order Confirmation report.

Setting this option to **No**, causes the Order Confirmation report to not show the service charge and tax total amount values on the report if Transaction Services goes down.

2 System Requirements, Supported Systems, and Compatibility

Suites Management version 3.5 is compatible with the following platforms:

Supported POS Applications

- Oracle Hospitality Symphony First Edition version 1.0 to version 1.6

Supported Operating Systems

- Microsoft Windows Server 2008 64-bit (with 32-bit applications enabled)
- Microsoft Windows Server 2008 R2 64-bit (with 32-bit applications enabled)

Supported Databases

- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2

3 Resolved Issues

The following issues have been fixed since the last release.

Table 1 – Resolved Issues

Module	CRID	TPID	Description
Database	N/A	12830	Key counters no longer get exhausted in a multiple stadium environment as the field key length for the Order Header table has been increased to 6. Please note that the key length for the Standard Order Header table is set to 5 while the key length for the Pantry, Suites, Events, and Owners tables are set to 4.
Install	34937	46957	Event Orders page no longer requires an IIS certificate to load.
Licensing	N/A	12747	You can now see the number of active suites in the About Suites Management page.
OPS: Check Handling	N/A	12797	You can now split tender a check and create a new check using seat filtering without any error.
Ops	N/A	12716	You can now edit and save the unit price of menu items with open prices in a new order without any error.
Reports	N/A	12802	You can now generate the Order Confirmation Report without any errors.
Suites	N/A	89125	On Suites Management version 3.5, the Get Configuration Data service cannot export database NLU values that exceed 10 digits in length (for either Symphony or 9700).
Suites	N/A	86529	The requirement to have SDelete installed prior to installing Suites or running the Key Manager utility has been removed.
Suites	N/A	83998	You can now create new Suite orders after deleting a credit card order without any error.
Suites	N/A	81812	You can now generate the Account Receivable Report for closed events.
Suites	N/A	79064	You can no longer create suite owners without setting the default menu level.
Suites	N/A	76391	LSMWinService logs are now rotated after reaching the size of 10 MB. Number of logs retained in the LSMSimServiceSetup folder is now limited to 10.
Suites	N/A	73766	If the Go Live operation encounters an issue with a failed order or Transaction Services, the Go Live screen now displays a message.
Suites	N/A	73758	LSMWebConfigUpdate and LSMWeb log files now rotate when they reach the maximum size of 10 megabytes.

Module	CRID	TPID	Description
Suites	35476	71240	Print view of the Check Regeneration Report now accurately calculates the subtotal for menu items with quantities.
Suites	N/A	38712	The Go Live operation now transfers all the orders to the POS, when there are more than 99 orders.
Suites	N/A	23539	When picking up a Suites check using the Suites SIM, operators now see the Alphanumeric screen for 2-3 seconds instead of the Begin Suites screen before seeing the Suites Owners dialog.
Suites	N/A	16724	You can now simultaneously delete all menu items in Event Orders without any error.
Suites	N/A	16224	The No check details found message is now only shown when there are no check details for the corresponding check.
Suites Service	N/A	88614	During the installation of the Suites Service for a 9700 version 4.x site, the install wizard no longer prompts users for a Workstation ID. Instead, after the installation of the Suites Service has been completed, users need to enter the POSAPI client name in the Suites website, System Setup, System Parameters, Point of Sale Interface Settings, and POS Interface Client Name field.
Suites Service	N/A	88612	When installing the Suites Service, the Install wizard allows you to choose between using 9700 or Symphony as the Point of Sales (POS) application.
Suites Service	35847	78755	Suites now supports discount names with more than 16 characters.
Suites Service	N/A	78643	LSMClosedCheckClient no longer stops posting checks if Transaction Services encounters an error.
Suites Service	NA 35535 NA	76867 70179 12832	SIM function or Transaction Services failures no longer create a zero kilobyte database file in the import folder.
Suites Service	35379 35374	64851 64755	Suites no longer requires preexisting folders to run the Go Live or Get Configuration operations.
Suites Service	35317	63305	You can now install Micros Suites Management on 64-bit operating systems.
Suites Service	34968	47744	If a check contains tax exemptions and tips, check regeneration now shows the correct admin fee amount.
Suites Service	N/A	24331	The SQLite drive letter is now written to the LSMWinService.exe.config file.
Suites Service	N/A	17653	Operators no longer see an erroneous message when tendering a non-Suites check from a Suites dedicated workstation.

Module	CRID	TPID	Description
Transaction Services	34823	43289	When a large number of suites attempt to authorize credit cards at the same time, the Go Live operation does not time out.