

# Oracle<sup>®</sup> Hospitality Enterprise Back Office

## Release Notes



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Oracle Hospitality Enterprise Back Office Release Notes, Release 8.5.0

E66667-06

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# 1

## Preface

This document describes the features and changes included in this Oracle Hospitality Enterprise Back Office release, which is comprised of:

- Reporting and Analytics Advanced
- Gift and Loyalty Advanced
- Inventory Management
- Labor Management

The Release Notes and product documentation describe the features and functionality in the Advanced version of the product. If you purchased the Standard version, you may not have access to some of the described features and functionality.

- [Purpose](#)
- [Audience](#)
- [Customer Support](#)
- [Documentation](#)
- [Revision History](#)

## Purpose

These Release Notes provide an overview of additions, enhancements, and corrections implemented in this software release. Review Enterprise Back Office'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 for all Enterprise Back Office users.

## 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
- Screen shots of each step you take

## Documentation

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

## Revision History

Date	Description of Change
September 2015	Initial Publication
September 2015	In Application Server Compatibility: <ul style="list-style-type: none"><li>• Removed IIS requirement from the Reporting and Analytics/Gift and Loyalty column.</li><li>• Added Microsoft Windows 2012 R2 to the Inventory Management column.</li></ul>
January 2016	Added information about deprecating support for Microsoft Internet Explorer 8.
February 2016	Corrected database server, application server, and application server requirements.
June 2016	Updated the Inventory Management Application Server requirement for Microsoft .NET Framework. <a href="#">Inventory Management</a> contains more information about the change.
January 2017	Clarified requirement for Oracle Database Enterprise Edition, the lack of support for pluggable databases, clarified edition compatibility for Microsoft SQL Server, and the lack of support for TLS 1.1 and 1.2 by mobile Microsoft operating systems.
April 2017	Corrected duplicate links in this document.
December 2017	Updated Application Compatibility with MyTask deprecation.
September 2018	Updated Application Compatibility with RTA information, and added the Oracle MICROS Tablet 700 Series information to Mobile Compatibility.

# 2

## Features and Updates

This release includes the following user interface updates to Enterprise Back Office products:

- Re-designed login pages
- Simplified component structure
- Fewer user interface elements for improved navigation and usability

The following topics provide more information on module-specific features and updates:

- [Enterprise Back Office](#)
- [Reporting and Analytics Advanced](#)
- [Gift and Loyalty Advanced](#)
- [Inventory Management](#)

### Enterprise Back Office

#### **User Interface Updates**

This release includes user interface updates to Enterprise Back Office products. Changes include:

- Re-designed login pages
- Simplified component structure
- Fewer user interface elements for improved navigation and usability

#### **Support for Internet Explorer 8 Deprecated**

This release deprecates support for the Microsoft Internet Explorer 8 browser.

### Reporting and Analytics Advanced

#### **New and Updated Cash Management Reports**

This release added the following new reports to the Cash Management Reports portlet:

- Server Bank Report
- Bank Deposit Adjustments Report
- Petty Cash Report

This release updated the following reports:

- Count Adjustments Report: now shows server bank and petty cash activities.

- Starting Amount Adjustments Report: now shows server bank activities.
- Over/Short Report and Activity Report: now shows petty cash activities.
- Paid In/Paid Out Report: now shows till, server bank, and petty cash activities.

### Increased Security for Viewing Passwords for Downloading the RTA Client

You can configure permissions for viewing passwords in customer organizations using the **RTA Admin** portlet or in some environments the **.Connect Admin** portlet. You can no longer view the password for downloading the RTA client using the Download Password Report.

To configure the permissions for displaying passwords for a user role:

1. On the navigation menu, select **Admin**, select **Portal**, select **Roles**, and then select **Portlet**.
2. Select the role for which you want to add or configure the RTA Admin portlet and click **Edit**.
3. Configure the RTA Admin portlet:
  - If the list contains the RTA Admin portlet, select **RTA Admin** and click **Configure**.
  - If the list does not contain the RTA Admin portlet, click **Add**, select RTA Admin from the **Portlet** dropdown, and then fill out the portlet configuration form.
4. Select or deselect **Can View Download passwords** to enable or disable the privilege for the role, then click **Save**.

To view passwords:

1. Navigate to the **RTA Admin** portlet.
2. Select a location and click **Display Password**.

### FTP Security Recommendation

For security best practices, use the Secure FTP (SFTP) protocol for Export operations instead of the FTP protocol.

## Gift and Loyalty Advanced

### Location Reconciliation Report Modifications

The Location Reconciliation report:

- No longer factors revenue center details when calculating the Totals so that the results correctly reflect location-to-location reconciliation.
- Always runs for all locations to allow location managers to view all transactions pertaining to their location. After updating to this release, evaluate permissions for publishing this report because you can no longer apply location-level security.

# Inventory Management

## **Microsoft .NET Framework 4.5.2 Requirement**

Due to a third-party browser recognition issue, Inventory Management 8.5.0 now requires installing or updating to Microsoft .NET Framework 4.5.2 or later.

## **Limited Support for Oracle MICROS Tablet R-Series**

You can now access the following modules from Oracle MICROS Tablet R-Series workstations:

- Stock on Hand
- Recipes
- Production
- Ordering
- Receiving
- Waste
- Transfer
- Inventory

## **Moved Acknowledgement Configurations to a Single Location**

Configuration settings for order, item catalog, and receipt acknowledgements now reside on the B2B Acknowledgments tab in the Vendors module in Master Data.

# 3

## Self-Hosting Features and Updates

This chapter describes the features and updates contained in this release that affect self-hosted installations.

- [Reporting and Analytics Advanced](#)
- [Inventory Management](#)

### Reporting and Analytics Advanced

#### Server Identification

You can now view the Reporting and Analytics version number and the Server ID for your installation by clicking the  button next to your login name.

**Figure 3-1 Screenshot of the Server Version and Identification Information**



You can perform a server lookup in the `PORTAL_INSTANCE` table using the Server ID. This allows you to identify the correct server when troubleshooting a specific portal in a multi-tenant environment.

#### Support for Oracle 12c Release 1

You can now install Reporting and Analytics Advanced on the Oracle 12c Release 1 database server.

### Inventory Management

#### Performance Enhancements

- You can configure and run multiple instances of the `Export Menu Item Cost` and `Calculate Average Usage` jobs in parallel.
- You can now enable load balancing for the Automation Service by installing the service on multiple servers and configuring each instance to connect to the same master database.
- Booking Sales jobs now process concurrently. You can set the database option `AUTOMATION/BOOKINGSALESJOBMAXCONCURRENT` to define the maximum number of Booking Sales jobs that can be run concurrently by an organization.

#### Tool for Monitoring and Analyzing the Jobs Queue

The Automation Service Activity Monitor allows you to:

- Activate or deactivate Automation Service instances and organizations.
- Temporarily exclude organizations from a job.
- View the current and past workload for each organization.
- View program errors, server messages, and database connection errors.
- View SQL queries of jobs that took longer to execute.

### Support for Oracle 12c

You can now install Inventory Management on Oracle 12c database servers.

### Require a Company Name for Desktop Login

You can configure the Mobile Solutions application to require that users enter their company name when logging in using the desktop client.

To enable or disable this feature:

1. Browse to and open `Drive:\inetpub\wwwroot\POSWebServiceDirectory\web.config`
2. Set the value for the `ConnectToMaster` key to `false` to require a company name entry.

For example:

```
<add key="ConnectToMaster" value="false"/>
```

# 4

## System Requirements, Supported Systems, and Compatibility

This chapter describes the supported systems and requirements of each Enterprise Back Office component and module.

- [Database Server Compatibility](#)
- [Application Server Compatibility](#)
- [Application Compatibility](#)
- [Mobile Compatibility](#)
- [Peripheral Hardware Compatibility](#)

### Database Server Compatibility

The following table lists the supported databases and operating systems for the servers hosting the respective Enterprise Back Office databases:

Component	Compatible Versions
Database	<ul style="list-style-type: none"><li>• Oracle Database Enterprise Edition 12c R1 Enterprise Back Office does not support pluggable databases.</li><li>• Oracle Database Enterprise Edition 11g R1, R2</li><li>• Microsoft SQL Server 2014 (Inventory Management only) Enterprise Edition Standard Edition</li><li>• Microsoft SQL Server 2012 Enterprise Edition Standard Edition (Inventory Management only)</li><li>• Microsoft SQL Server 2008 R2 Enterprise Edition Standard Edition (Inventory Management only) Gift and Loyalty only runs on Microsoft SQL Servers.</li></ul>
Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2008 R2</li><li>• Oracle Linux 6.5 (Inventory Management only)</li></ul>

### Application Server Compatibility

The following table lists the supported operating systems and the required environment frameworks for the servers hosting the respective Enterprise Back Office applications.

Component	Reporting and Analytics Advanced, Labor Management	Inventory Management
Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2012 R2</li> <li>Microsoft Windows Server 2012</li> <li>Microsoft Windows Server 2008 R2</li> <li>Microsoft Windows Server 2008</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2012 R2 with Internet Information Server 8.5</li> <li>Microsoft Windows Server 2012 with Internet Information Server 8.0</li> <li>Microsoft Windows Server 2008 R2 with Internet Information Server 7.5</li> <li>Microsoft Windows Server 2008 SP2 with Internet Information Server 7.0</li> </ul>
Java Development Kit	<ul style="list-style-type: none"> <li>JDK 1.6</li> </ul>	Not Applicable
Microsoft .NET Framework	Not Applicable	<ul style="list-style-type: none"> <li>Microsoft .NET Framework 4.5.2</li> </ul>

## Application Compatibility

The following table lists the supported client-side operating systems and web browsers, and the software tested and required for using Enterprise Back Office features:

Component	Compatible Versions
Client Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows 8.1</li> <li>Microsoft Windows 8</li> <li>Microsoft Windows 7</li> <li>Microsoft Windows Vista</li> </ul>
Remote Transfer Agent (RTA) Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows 10</li> <li>Microsoft Windows 7</li> <li>Microsoft Windows Server 2016</li> <li>Microsoft Windows Server 2012 R2</li> <li>Microsoft Windows Server 2008 R2</li> </ul>
Web Browser	<ul style="list-style-type: none"> <li>Microsoft Internet Explorer 11</li> <li>Microsoft Internet Explorer 10</li> <li>Microsoft Internet Explorer 9</li> <li>Mozilla Firefox (Not compatible with the RTA download.)</li> </ul>
Microsoft Excel (for iQuery)	<ul style="list-style-type: none"> <li>Microsoft Excel 2013</li> <li>Microsoft Excel 2010</li> </ul>
PDF Reader	<ul style="list-style-type: none"> <li>Adobe Reader</li> </ul>
Java Runtime Environment (JRE) (RTA only)	<p>JRE is required for downloading and using the RTA. It does not apply to Inventory Management.</p> <p>Enterprise Back Office was tested for the latest versions at the time of release:</p> <ul style="list-style-type: none"> <li>JRE 1.8 (32-bit)</li> <li>JRE 1.7 (32-bit) (Microsoft Windows Server 2016 supports JRE 1.7 Update 80)</li> </ul>

## Mobile Compatibility

The following table lists the supported mobile operating systems and devices for Enterprise Back Office:

Component	Compatible Versions
Mobile Web Browsers	<p>The mobile versions of the Enterprise Back Office web applications have been tested with the following mobile browsers:</p> <ul style="list-style-type: none"> <li>• Apple Safari 6 and later</li> <li>• Google Android Browser 4.4 and later</li> <li>• Google Chrome 28 and later</li> <li>• Mozilla Firefox 39 and later</li> </ul>
Mobile Devices	<p>Inventory Management supports the following mobile devices:</p> <ul style="list-style-type: none"> <li>• Oracle MICROS Tablet 700 Series (Not compatible with legacy Think Client and MCweb.)</li> <li>• Zebra MC75A with Windows Mobile 6.5</li> <li>• Zebra MC55A with Windows Mobile 6.5</li> <li>• Zebra MC70 with Windows Mobile 6.1</li> <li>• Zebra MC55 with Windows Mobile 6.1</li> <li>• Zebra MC40 with Windows CE7</li> </ul> <p>Microsoft Windows Mobile 6.5, Microsoft Windows Mobile 6.1, and Microsoft Windows Embedded Compact 7 do not support Transport Layer Security 1.2 and 1.1.</p>

## Peripheral Hardware Compatibility

The following table lists the peripheral hardware supported by Inventory Management:

Hardware	Compatible Versions
Label Printer	<ul style="list-style-type: none"> <li>• Epson TM-L60II</li> <li>• Epson TM-L90P</li> </ul>

# 5

## Resolved Issues

This chapter describes the issues resolved in this release:

- [Reporting and Analytics Advanced](#)
- [Inventory Management](#)
- [Labor Management](#)

### Reporting and Analytics Advanced

The following Reporting and Analytics Advanced issues were resolved in this release:

**Table 5-1 Reporting and Analytics Advanced Resolved Issues**

CRID	TPID	Description
N/A	102646	You must log out and then log back into the web application to see portlet changes. This corrects a security vulnerability that allowed you to refresh the web application to view changes.
36543	99908	When you unalign a tax definition, it now appears in the Unaligned Items tab in Tax Alignment.
36527	99517	This release adds the custom filter for changing the number of top items that appear back to the Top Items Summary and Top Cost of Goods Sold Summary Reports.
36499	98639	Audit-logging is now disabled for the following Business Intelligence modules to prevent a loading issue: <ul style="list-style-type: none"><li>• Dashboards</li><li>• Interactive Reports</li><li>• Ad Hoc Reports</li></ul>
36463	97868	When using the Danish (country code DA-DK) locale, calendars now show weeks as starting on Mondays instead of Sundays.
36462	97965	You can now generate the Time Card Detail Report for more than one location in your organization.
36480	98264	The Financial Calendar now supports having more than 7 days in a financial week. This prevents financial calendars from showing incorrect dates when using a manually-created 4/4/5 financial period.
36296	94223	You can now perform the <b>MI Dly Delta Adjust Sales</b> synchronization operation for a location when it has a virtual revenue center assigned. This corrects an issue where the operation encountered an SQLException error and failed.
N/A	93444	In accordance with Oracle security standards, the web application no longer stores login information. You must re-enter your username and company when logging in to the web application.

## Inventory Management

The following Inventory Management issues were resolved in this release:

**Table 5-2 Inventory Management Resolved Issues**

CRID	TPID	Description
36617	30092	Users that have their Default View Filter set to <code>Role</code> can now access the Invoicing module without any error.
36496	30032	You can now save different recipe versions. The <b>Save as New Recipes</b> button is now enabled in the Recipes module.
36487	30028	You no longer see an error when attempting to view a print preview or a booked order that has an item whose price has a large number of decimal places.
36038	29703	You can now approve a single CISBOX invoice without any error.
NA	29621	The Automation Service now checks the status of the Use Multiple Time Zones option during job execution. If Use Multiple Time Zones is disabled for an organization, it uses the local time of the Automation Service instance as the start time for executing the job.

## Labor Management

The following Labor Management issues were resolved in this release:

**Table 5-3 Labor Management Resolved Issues**

CRID	TPID	Description
NA	104416	Mobile reports with multiple tabs no longer show the totals for the business period that you last viewed in the default tab (Today) when you run the report again.
36556	100823	Employee time card details for revenue centers IDs greater than 2,147,483,647 now record without any error.
36526	99513	The Employee module no longer becomes unresponsive when you attempt to assign a new primary job to employees with future shifts scheduled for the current primary job.
36490 36489	98401 98399	Syncing employee details between Labor Management and Symphony no longer fails on a Microsoft SQL environment when: <ul style="list-style-type: none"> <li>You assign a magnetic card number greater than 2,147,483,647 for an employee</li> <li>You assign an employee to more than one location</li> </ul>
36511	96437	When you clock into the system through Labor Management and allow the timeclock updater process to run, the point-of-sales workstations no longer lock the magnetic stripe reader.