

Oracle® Hospitality Symphony First Edition
Release Notes
Release 1.7.1 and Later
E73175-03

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Preface

Oracle Hospitality Symphony First Edition is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

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 Symphony First Edition'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 customers using Release 1.7.1 and later.

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/>

Beginning with Symphony First Edition Release 1.7.2, all ReadMe files are attached to the patch sets and interim patches on My Oracle Support (MOS) at <https://support.oracle.com/>.

Revision History

Date	Description of Change
September 2016	<ul style="list-style-type: none">• Initial publication
May 2017	<ul style="list-style-type: none">• Added details for the support of the Oracle MICROS Tablet 720
June 2017	<ul style="list-style-type: none">• Updated the KDS Enhancements and Updates section

January 2018	<ul style="list-style-type: none">Updated the System Requirements, Supported Systems, and Compatibility section for Symphony First Edition version 1.7.3 (support for Workstation 310 and Bluetooth printer).
February 2018	<ul style="list-style-type: none">Updated Chapter 1 about unsupported Oracle MICROS Compact Workstation 310 configurations and the required SPP-R200II Bluetooth Printing configuration in Chapter 2's Supported Peripheral Devices section

1 Features and Updates

This chapter lists the features and functionality added for Release 1.7.1. Chapter 2 provides a list of supported systems and compatibility.

Added Support

Simphony First Edition now supports the following:

- **Transport Layer Security (TLS) 1.2 Secure Communication with VisaD Payment Driver**

The VisaD credit card payment driver now uses the TLS 1.2 protocol to encrypt transmitted data.

- **Identifying Concession Workstations**

You can now distinguish workstations that are configured for concession revenue centers by identifying the workstations used for concession sales in the Enterprise Management Console (EMC). The EMC includes a new Offline/Miscellaneous option in the Workstations module called **59 - Concessions terminal**. You can also view the total number of concession workstations in your Enterprise from the Licensing tab in the Enterprise Parameters module.

- **Suppressing Printing of the Tokenized Alias**

By default, Simphony First Edition now suppresses tokenized credit card numbers from printing on credit card vouchers, customer receipts, and guest checks. The EMC includes a new credit card option on the CA/EDC tab in the RVC Parameters module called **23 - Print Token/Alias on voucher when using tokenization**. To print tokenized credit card numbers, select this option for a revenue center.

- **Automatically Reprocess Checks That Fail to Replay**

Simphony First Edition now automatically replays checks that fail to replay the first time due to errors or the workstation being offline (for example, from a network connection failure or errors when saving records to the OTF file on the Check and Posting workstation). The records that failed are now saved in the database and reprocessed automatically. This enhancement eliminates the need for customer service or technical support to manually reprocess failed records using the EMC or the OTFEdit tool.

- **Microsoft Windows 10 Operating System**

The Microsoft Windows 10 operating system is now supported with SAROps, Service Hosts, and the EMC application. Oracle Hospitality Simphony First Edition does not support Microsoft Windows 10 on the Enterprise application server.

- **Epson TM-P60II Serial Printer**

Simphony First Edition now supports the Epson TM-P60II Serial Printer with the following workstation models:

- Oracle MICROS Keyboard Workstation 270 (wired connection only)
- Oracle MICROS Tablet R-Series
- Oracle MICROS Tablet E-Series 8-inch and 11-inch
- DT Research DT430
- Zebra (Motorola) MC55A

The *Oracle Hospitality Simphony First Edition 1.7 Documentation Library* contains instructions on configuring the Oracle MICROS Keyboard Workstation 270 (KW270) for the Epson TM-P60II Serial Printer.

- **Updated Scale Certification Numbers in Workstation Property Management Console (PMC)**

The PMC Diagnostics Certifications tab shows updated National Type Evaluation Program Certificate of Conformance (NTEP CC) numbers for the Oracle MICROS Workstation 6 Series (610, 620, and 650 configurations) and the Oracle MICROS Tablet E-Series 8-inch and 11-inch models.

- **Oracle MICROS Tablet 720**

Simphony First Edition now supports the Oracle MICROS Tablet 720.

- Simphony First Edition 1.7.1 and later supports the Tablet 720 with Microsoft Windows 10.
- Simphony First Edition 1.6.10 and later supports the Tablet 720 with Microsoft Windows 8.1.

Configuring the MICROS Tablet 720 Barcode Scanner and Mag Stripe Reader contains details on configuring the barcode scanner and MSR.

Unsupported Workstation 310 Configurations

For the Simphony First Edition version 1.7.3 release, the configuration of an Oracle MICROS Compact Workstation 310 as a Property Client Application Loader (CAL) Service Host, is not supported. The following peripheral devices are also not supported on this workstation:

- Mini Roll Printers
- USB Barcode Scanners

Kitchen Display System (KDS) Enhancements and Updates

KDS version 2.2 is available with this release and includes the following enhancements and updates for the KDS Display and Controller.

Enhancements

- Added support for Oracle MICROS Kitchen Display Controller 210 with Microsoft Windows 10.
- The Recall button now recovers non-dispatched orders that were accidentally bumped from the KDS.
- The following tool bar buttons now act as an alternate OK button when clicked twice:
 - **Recall**
 - **Review**
 - **Summary Condensed**
 - **Summary Expanded**
 - **Production Summary**
 - **Push Order**

Updates

- All Expo and Prep displays in a revenue center now receive alerts for menu items without performing a database download.
- The Production count now changes accurately when 3 - Single Item Per Sub-Order is disabled.
- The 6 - Enable Item Started Timings option no longer causes the KDS Controller Service to fail when a workstation operator sends an order.

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- The KDS Display no longer deselects all chits and suborders when you deselect a chit or suborder on the Remote Display Controller (RDC).
 - The KDS Controller runs on Microsoft Windows Server 2012 Service Host with EMC running on Microsoft Windows Server 2008.
 - The KDS Controller no longer repeatedly sends statistic update requests when:
 - The first request is not processed quickly.
 - Dynamic Order Mode (DOM) is set to Fire on Fly.
 - Checks are now cleared from Expo Displays when bumped.
 - Expo Displays now show the correct order device statuses.
 - The Home and End bump bar buttons now work from within the Summary Condensed screen without error.
 - Orders now route to the correct display when revenue centers share a KDS Controller.
 - Using Fire on Fly as the DOM type no longer causes the system to duplicate orders on the KDS when a check is closed.
 - The EMC can now control KDS posting when the EnablePosting registry key is absent in the KDS Controller ServiceHost.
 - All chit layout styles now show the check number in the header.
 - Cancelled checks are now denoted on DOM KDS Displays.

For detailed information on the updates that were done in this release, log in to MyOracle Support to see the list of issues resolved in this release.

Expanded Check Reference Entry to 32 Characters

You can now enter a maximum of 32 alphanumeric characters for reference text. This prevents the POS client from truncating gift card numbers greater than 19 digits and rejecting the card.

Loyalty Points Issuance Enhancements

When issuing points, the POS client now allows the workstation operator to:

- Redeem a gift card award.
- View a list of coupons (if applicable) and select a coupon.

To perform these actions, all of the following conditions must exist:

- The Oracle Hospitality Gift and Loyalty program is configured to allow Prompt for Redeem Prior to Issue Points and Prompt for Accept Coupon on Issue Points.
- The loyalty account is associated with a Points to Dollars program.
- The customer reaches the threshold to award dollars to the stored value program.

The *Oracle Hospitality Symphony First Edition 1.7 Documentation Library* contains more information.

Increased Minimum Database Pass Phrase Characters to 15

When creating a pass phrase using the Key Manager module, you must use a minimum of 15 characters (maximum of 24) and you cannot use dictionary words.

The *Oracle Hospitality Symphony First Edition Security Guide* (specifically the Key Manager Manual section) contains information about pass phrase configuration and generating data encryption keys.

Reporting and Analytics

Simphony First Edition version 1.7.1 is compatible with Reporting and Analytics version 8.5.1 Patch 1.

Beginning with Simphony First Edition version 1.7.1, the Simphony installation no longer distributes Reporting and Analytics. You must install Reporting and Analytics separately from Simphony First Edition. The *Oracle Hospitality Simphony First Edition Version 1.7.1 and Later Installation Guide* contains more information.

Updated System Interface Module (SIM) Command to Send Raw Data to Remote Printers

The `FormatRaw` command allows a SIM script to send up to 2 Kilobytes of unmodified (raw) data to Integrated Device Network (IDN), serial, Internet Protocol (IP), and Bluetooth printers.

Examples of raw data include:

- Barcodes
- Quick Response (QR) codes
- Simple text (alphanumeric characters)
- URLs and email addresses

The raw data can appear on guest checks and customer receipt headers or trailers.

The *Oracle Hospitality Simphony SIM Manual* contains information about using the `FormatRaw` command.

Configuring the MICROS Tablet 720 Barcode Scanner and Mag Stripe Reader

The Oracle MICROS Tablet 720 comes with a built-in OPOS Barcode Scanner and a built-in OPOS Mag Stripe Reader (MSR).

To configure the barcode scanner:

1. In EMC, select **Property**, **Workstation**, and then **Devices**.
2. In the **Peripheral Device Configuration** section, click **Add**, and then enter the following information:
 - a. For **Select Peripheral Device Type**, enter **OPOS Barcode Reader**.
 - b. For **Configuration**, enter **Honeywell**.
3. **Save** the new device.

To configure the MSR:

1. In EMC, select **Property**, **Workstation**, and then **Devices**.
2. In the **Peripheral Device Configuration** section, click **Add**, and then enter the following information:
 - a. For **Select Peripheral Device Type**, enter **OPOS Mag Stripe Reader**.
 - b. For **Configuration**, enter **IDTECH_SECUREMAG_USBHID**.
3. **Save** the new device.

The *Oracle MICROS Tablet 720 Setup Guide* contains more information on setting up and using the Tablet 720.

2 System Requirements, Supported Systems, and Compatibility

This section describes the supported enterprise server operating systems, databases, and devices by Symphony First Edition Release 1.7 and later.

Supported Enterprise Server Technology

Simphony First Edition supports the following operating systems:

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2008 R2

Simphony First Edition supports the following databases:

- Oracle Database 11g Enterprise Edition
- Microsoft SQL Server 2008 R2 Enterprise Edition
- Microsoft SQL Server 2012

Supported Win32 Tablets and Workstations

- Oracle MICROS Compact Workstation 310 with graphical OLED display (67mm x 17mm and 256 x 64 resolution (pixel pitch 0.26mm))
- Oracle MICROS Workstation 6 Series (610, 620, and 650)
- Oracle MICROS Tablet E-Series 8-inch and 11-inch models with operating system image v1.4 or later
- Oracle MICROS PC Workstation 2015
- Oracle MICROS Workstation 5A

Supported MICROS Tablets and Workstations

- Oracle MICROS Tablet 720
- Oracle MICROS Tablet R-Series
- Oracle MICROS Workstation 5A
- Oracle MICROS Workstation 5
- Oracle MICROS Workstation 4LX
- Oracle MICROS Keyboard Workstation 270 (KW270) (wired connection only supported)

Supported Handheld Devices

- Zebra (Motorola) MC55A (Microsoft Windows CE 6.0)
- DT Research DT430 (Microsoft Windows CE 6.0)

Supported Peripheral Devices

- Barcode Scanners:
 - Sleeve for Oracle MICROS Tablet E-Series 8-inch
 - Sleeve for Oracle MICROS Tablet E-Series 11-inch
 - Motorola LS9208, LS2208, DS9208, and DS2208 models
- Cash Drawers
- Coin Changer: Telequip T-Flex (requires 8 wire serial dongle (PN 300319-103) for Oracle MICROS Workstation 6)
- Customer Displays: Rear base 240x64 and 2x20 LCD display units
- Printers
 - Bluetooth: Epson TM-P60, TM-P60ii, and Bixolon SPP-R200II
For the Symphony First Edition version 1.7.3 release, specifically Bixolon SPP-R200II Bluetooth printers, the **IOS Enable Mode** must be disabled to avoid potential workstation crashes. Per Bixolon instructions:
How to enable and disable MFi mode:
 1. Turn on the printer.
 2. Open the paper cover and press the power button and paper feed button at the same time for longer than two seconds.
 3. Close the cover when the buzzer sound is heard.
 4. Reboot the printer when the following message is printed.
 - ios mode enable!! Please Reboot Printer!
 5. Repeat the above procedure to disable MFi mode.
 - Ethernet: Epson TM-88 (II, III, IV, V), and TM-U220B models
 - Intelligent Device Network (IDN): Epson TM-88 (II, III, IV, V), and TM-U220B models
 - Serial Printers (RS232): Epson TM-P60II, Epson TM-88 (II, III, IV, V), and Epson TM-U220B models
- Magnetic Stripe Readers (MSR)
 - Oracle MICROS workstation integrated MSRs
 - Sleeve for Oracle MICROS Tablet E-Series 8-inch
 - Sleeve for Oracle MICROS Tablet E-Series 11-inch
 - MagTek DynaPro Audio Jack Reader
 - MagTek DynaPro Mini Card Reader
- External RFID Readers: ViVOPay 4500, 4500m, and 4800 models
- Serial Scales: Mettler-Toledo Viva and Ariva models

3 Installation and Upgrade

The Oracle Hospitality Symphony First Edition Version 1.7.1 and Later Installation Guide contains information about installing and upgrading Symphony First Edition.

4 Resolved Issues

The following issues have been fixed since the last release.

Table 4-1 – Symphony Version 1.7.1 Resolved Issues

Module	CRID	TPID	Description
Credit Card Batch Processing	36605	102617	Symphony no longer creates duplicate credit card batches for the same property.
Database	N/A	104388	When revenue centers across properties use the same logo for guest checks and customer receipts, changing the print logo at one revenue center no longer affects the other properties that use the same logo.
Data Transfer Service (DTS)	36720	106089	The new DTS now waits until the system completely settles a credit card batch before transferring the batch to the Reporting database. This prevents batch transfers from failing when a batch exceeds the Maximum Batch Size.
DTS	34627 30445	38300 6498	The new DTS now posts menu levels to Reporting and Analytics Advanced. Additionally, if a menu item has multiple price records active on different menu levels, you now see only the checks relevant to that menu item definition and menu level, when you drill down into the All Checks Report from the Sales Mix by Price Report in the portal.
DTS	32954	16134	The new DTS now posts valid menu item definitions successfully in Oracle systems when a large number of other definitions that cannot post exist.
DTS	N/A	16046	The new DTS now sets the Reporting and Analytics Advanced manualEntry flag to 1 and populates the customer name only for transactions where the credit card number was manually entered.
Direct Posting Service (DPS)	36678 34758	104707 41765	The DPS now posts menu item price levels greater than 8 accurately to Reporting and Analytics Advanced.
DPS	36627 34425	103188 103675	The DPS now posts large-value checks without error, regardless of the decimal places configured for the base currency. Additionally, a new DPS log folder called PostingErrors is now available. If a check has any values capped, the system creates a log file for that check and names it accordingly with the timestamp and the check number.
DPS	35907	80855	The check posting speed no longer drastically slows down when you have a significant number of cashier records configured in the EMC.
DPS	35860	79287	Reporting and Analytics Advanced now gets updated when you override the price of an item using the Price Override function key.

Module	CRID	TPID	Description
DPS	35628	72550	Open checks containing an automatic gratuity now post the correct business date to Reporting Analytics and Advanced.
DPS	33815	24368	When posting checks with VAT inclusive tax, the DPS now posts the tax rate corresponding to the tax used on the check.
DPS	32947	16099	If you use multiple tax exempt coupons for a single guest check, the sum of all tax exempt values now post accurately to Reporting and Analytics Advanced.
DPS	29815	7015	The DPS now posts menu item prep cost and weight to the correct columns in the Reporting database. This prevents reports from showing incorrect values.
Enterprise Management Console (EMC)	36636	103523	If a workstation's name is translated to more than one language, the Playback Exceptions module no longer shows an error when you attempt to search for a record.
EMC	36507	99175	The EGateway Log now includes more comprehensive messages to help troubleshoot check replay issues.
EMC	35502	69401	Menu items now distribute with the price records defined in the source location when option Overwrite records if they exist is disabled.
EMC	35147	56110	The following KDS chit layout styles now show the check number in their headers: 112 - Chit-Header-OT w/Chk 117 - Chit-Standard-OT-3 121 - Chit-Standard CookTime
EMC	35124	54428	The VAT total on guest checks and customer receipts no longer shows only the price of the first menu item with tax when: There is more than one VAT tax on the check You select 5 - Print Consolidated VAT Line on Checks and Customer Receipts and 6 -Print VAT Net Totals on Guest Checks and Customer Receipts from the RVC Parameters module It now shows the consolidated price of all menu items with tax.
EMC	34889	45349	Symphony no longer times out when you attempt to delete multiple menu item definitions that are not in any open guest checks simultaneously from the Menu Item Maintenance module.
EMC	34158	29018	When copying records between properties, the system now distributes report groups before distributing tender media records. This prevents tender media records having report groups in the original property from showing none in the new property.

Module	CRID	TPID	Description
EMC	33857	24954	When option 5 - Zero or Negative Transactions Do Not Add to Guest or Guest Check Counts is set, the check and guests counts in the Today's Service Performance Report in Reporting and Analytics Advanced no longer increment, unless the check total is a positive value greater than zero.
EMC	33696	23228	The EMC now restricts users from uploading touchscreen bitmaps that are greater than 1 MB. This prevents workstations and handheld devices from failing to download their database when large touchscreen images are used.
EMC	N/A	123055	<p>The Roles options Do not show Blind Drop Tender Groups (PMC General/Reports) and Do not Display for Blind Drop Reports (Report Groups) now function correctly.</p> <p>When both options are enabled, or when the Do not show Blind Drop Tender Groups option is enabled and the Do not Display for Blind Drop Reports option is disabled, an employee with the role cannot view blind drops in the PMC reports belonging to the Report Group.</p> <p>When the Do not Display for Blind Drop Reports option is enabled and the other is disabled, or when both options are disabled, users can view the Bank Due and Tender Breakdown in PMC reports belonging to the Report Group.</p>
Interfaces	36458	97892	Room transactions on Win32 and Workstation 6 clients now close successfully after prompting to enter a room number without any error.
Interfaces	35642	73094	The PMS report now posts the correct amount when you make a partial payment followed by the full payment for two items of different itemizers with a 100% discount applied to one of the two items ordered.
Inventory Management	30257	85146	<p>If you use Inventory Management:</p> <p>Changes made to the cost of an item now correctly reflects in the EMC.</p> <p>Preparation cost for a menu item in the Reporting and Analytics Advanced is no longer overwritten.</p> <p>Preparation cost for a menu item is now taken from Reporting and Analytics Advanced.</p> <p>Editing the preparation cost in the EMC is now disabled.</p>
Inventory Management	36592	101698	When creating checks, Symphony now posts the same Transaction ID per location for 15 minutes' worth of transactions to Data Posting Services.
Kitchen Display System (KDS)	35765	76348	Orders now route to the correct KDS Display, when multiple revenue centers use a single KDS Controller and share the same order device ID between KDS Displays.

Module	CRID	TPID	Description
KDS	35438	67766	The KDS Controller now marks all items with prep time as done when voided from a check before sending to the kitchen. This prevents the system from not allowing you to bump checks with voided items from the Expo display when Prevent Chit Bump on Expo Display if Chit Exists on Prep Display is enabled.
KDS	35517	69800	The Remote Display Controller (RDC) unit no longer becomes unresponsive when you press the Home or End buttons from within the Summary Condensed screen when there are no orders in the KDS.
KDS	35000	48503	Enabling KDS Display option 8 - Re-sort when All Prep Done no longer causes Expo Displays to show incorrect order device bump statuses when all prep items on the chit are bumped from their Prep Displays.
KDS	31419	96599	When using Dynamic Order Mode (DOM), KDS Displays now show a red X mark over cancelled checks.
KDS	28938	7051	You can now use the new KDS Controller option Enable Posting and the Verbosity drop-down list to control KDS posting when the EnablePosting DWORD registry key is absent in the KDS Controller Service Host.
KDS	N/A	120089	The KDS Controller runs on Microsoft Windows Server 2012 Service Host with EMC running on Microsoft Windows Server 2008.
Labor Posting Service (LPS)	36064	87449	When you update the automatic Start of Day (SOD) for a property, only one time entry now posts for employees that clock in before the old SOD and clock out after the old SOD but just before the new SOD begins.
LPS	35086	35247	Changing the clock out status in an employee's time card from on paid break to any other status now deletes the paid break entry from the Reporting database.
LPS	35034	49447	Employee time cards for new properties now post to Reporting and Analytics Advanced automatically without having to restart the Labor Posting Service.
POS Client	35382	65073	Workstation operators can now remove any type of automatic or coupon discount from a check using the Remove Auto Discount function key, when you select Tender/Media option 85 - Persist Auto Discounts . Additionally, if workstation operators attempt to use the Void function key to remove an automatic or coupon discount, a more informative message now appears providing instructions to complete the operation.
POS Client	33935	26100	An automatic discount coupon on priced condiments now only removes the configured discount value from the check total.
POS Client	N/A	127941	SAROps is not negatively impacted when the Workstation Status Control is in Live mode.

Module	CRID	TPID	Description
POS Client	N/A	126816	SarOps no longer malfunctions when broadcasting checks.
POS Client	N/A	106662	You no longer see random workstation malfunctions when making room payments.
POS Client	N/A	103766	If you are using Fire on Fly as the DOM type, closing a check already bumped from the KDS no longer resends the order to the display.
Printing	36677	104712	When you add four menu items with discounts, the receipt now prints the correct discount amount for the final item.
System Interface Module (SIM)	35520	69826	The @TtlDue SIM variable now accurately calculates the total due amount for the check. It now adds the price for the most recent menu item added to the check to the total before showing on the customer display.
SIM	35474	68619	If you use the SIM TMED event to post itemizer values and you void a partial payment on a check in the current round, SIM now posts the negative amount of the itemizer total and not the check total to the log.
SIM	34797	42850	Simphony no longer adds taxes that you exempt back on to checks when you call a SIM inquiry to tender the check in the same round that you applied the tax exemption.
SIM	N/A	66501	When using an ISL script to show open checks on Oracle MICROS Tablet R-Series devices, if the tablet cannot accommodate the configured number of open checks per window, Simphony now limits the number of checks to fit the event window. This prevents the POS client from exiting prematurely.