

Oracle® Hospitality Symphony First Edition

Release Notes

Release 1.7

Document Part Number: E68680-01

December 2015

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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 all users of Oracle Hospitality Symphony First Edition version 1.7.

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 all 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>.

Revision History

Date	Description of Change
November, 2015	<ul style="list-style-type: none">• Initial publication
December, 2015	<ul style="list-style-type: none">• Minor edits

1 Features and Updates

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

Combo Meals

Support for entering combo meals

Workstation operators can now:

- Use the auto-combo functionality to identify and then enter combo meals
- Enter a combo meal by selecting a primary menu item or by selecting each menu item separately
- Enter multiple combo meals in a single action
- Change the size of a combo meal order or a side item
- Substitute side items in a combo meal

Reporting and Analytics Advanced (formerly called mymicros.net) users can now:

- Run the new Combo Items Summary report to view combo meal sales details.

Combo Meals in the Symphony First Edition 1.7 Documentation Library contains more information.

Gift and Loyalty Advanced Interface

Support for gift and loyalty with new interface

Symphony First Edition now includes an iCare interface type that allows you to use the latest Gift and Loyalty Advanced functionality and drivers. The new iCare interface type:

- Supports multiple loyalty and stored value programs per account
- Supports enhanced Gift and Loyalty Advanced settings

Gift and Loyalty Programs in the Symphony First Edition 1.7 Documentation Library contains more information.

Install

Support for Microsoft Windows 8.1

You can now install remote Enterprise Management Console (EMC) and Service Host on Microsoft Windows 8.1 operating systems.

Support for Microsoft Windows Server 2012 and Microsoft SQL Server 2012

You can now install Symphony First Edition on the Microsoft Windows Server 2012 (64-bit) operating system. In addition, Symphony First Edition can run on the Microsoft SQL Server 2012 database server.

Support for Client User Interface Themes

You can now copy Operations Client User Interface Theme files, Theme Designer Utility, and related documentation from the Oracle MICROS Symphony First Edition version 1.7 installation media.

Licensing

Removed license codes from Symphony First Edition

With this release, you no longer need license codes to activate features, and to add workstations, Kitchen Display Systems (KDS), and Transaction Service clients to Symphony First Edition. You now only have to configure the number of licenses that you have purchased.

License Configuration in the Symphony First Edition 1.7 Documentation Library contains more information.

Menu Item Waste

Support for tracking menu item waste

You can now track the menu items that are consumed but not sold to customers by adding them to a waste check.

Menu Item Waste in the Symphony First Edition 1.7 Documentation Library contains more information.

Reporting and Analytics Advanced

Added support for Reporting and Analytics Advanced version 8.4.3

Reporting and Analytics Advanced (formerly called mymicros.net) version 8.4.3 is now supported with Symphony First Edition. The installation of Symphony First Edition version 1.7 now distributes Reporting and Analytics Advanced version 8.4.3.

Reports

Enhanced support for Property Management Console (PMC) credentials

You must now configure the Property Management Console (PMC) username and password using the EMC Languages module before running PMC Reports at a workstation on a new installation. These credentials do not change when you perform an upgrade.

SIM

Added support for a new system interface module (SIM) command

A new SIM command has been added to support the Epson L90 label printer. This new command feeds printed labels to the label peeling position for the ease of use for operators. The name of the new SIM Command is `LabelFeedToPeel`.

Refer to the *Symphony SIM Manual* for more information about interface scripting language (ISL) functions and commands.

Transaction Services

Enhanced support for Transaction Services

You can now configure Transaction Services to:

- Run on the same hardware device as a Symphony First Edition POS client (SarOps)
- Support up to eight revenue centers

Transaction Services in the Symphony First Edition 1.7 Documentation Library contains more information.

Workstations

Support for peripheral devices with Oracle MICROS Workstation 6

Simphony First Edition now supports the Oracle MICROS Workstation 6. You can use the following peripheral devices with the Oracle MICROS Workstation 6:

- Barcode Scanner
- Cash Drawer
- Coin Changer
- Customer Display
- External Radio Frequency Identification (RFID) Reader
- Integrated Magnetic Stripe Reader (MSR)
- Printers – Ethernet, Intelligent Device Network (IDN), and Serial
- Serial Scale

Support for Oracle MICROS E-Series Base Station

Simphony First Edition now supports the Oracle MICROS E-Series Base Station. You can attach (dock) the Oracle MICROS Tablet E-Series 11-inch model (connected to the sleeve with the magnetic card reader) to the Base Station.

The Oracle MICROS Tablet E-Series must use platform version 1.4 to connect to the Base Station. The **Error! Reference source not found.** section in this document provides more information.

You can use the following peripheral devices with the Oracle MICROS Tablet E-Series (docked and undocked):

- Barcode Scanner
- Cash Drawer
- Coin Changer
- Customer Display – 2x20 LCD Pole Display
- Printers – Bluetooth, Intelligent Device Network (IDN), Internet Protocol (IP), and Serial
- Serial Scale

2 System Requirements, Supported Systems, and Compatibility

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

Caution: After you upgrade an enterprise server to Symphony First Edition version 1.7 you can still use the unsupported devices listed in this section. However, you must replace unsupported devices with supported devices before upgrading property servers to Symphony First Edition version 1.7. After you upgrade a property server to this version, you can no longer use unsupported devices at that property.

Supported Enterprise Server Technology

Symphony First Edition supports the following operating system:

- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2

Symphony First Edition supports the following databases:

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

Unsupported Enterprise Server Technology

The following operating systems are no longer supported:

- Microsoft Windows Server 2003
- Microsoft Windows Server 2003 R2

The following databases are no longer supported:

- Microsoft SQL Server 2000
- Microsoft SQL Server 2005
- Oracle Database 9i
- Oracle Database 10g

Supported Handheld Devices

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

Supported Microsoft Windows CE Tablets and Workstations

- Oracle MICROS Tablet R-Series
- Oracle MICROS Workstation 5A
- Oracle MICROS Workstation 5
- Oracle MICROS Workstation 4LX
- Oracle MICROS Keyboard Workstation 270 (KW270)

Supported Win32 Tablets and Workstations

- Oracle MICROS Workstation 6
- Oracle MICROS Tablet E-Series 8-inch and 11-inch models
 - Operating system image v1.4 or later is required for Oracle MICROS E-Series Base Station support
- Oracle MICROS PC Workstation 2015
- Oracle MICROS Workstation 5A

Supported Peripheral Devices

- Barcode Scanners:
 - Motorola LS9208, LS2208, DS9208, and DS2208 models
 - Sleeve for Oracle MICROS Tablet E-Series 8-inch
 - Sleeve for Oracle MICROS Tablet E-Series 11-inch
- Cash Drawers
- Coin Changer:
 - Telequip T-Flex
- Customer Display(s):
 - Rear base 240x64 and 2x20 LCD display units
- Bluetooth Printers:
 - Epson TM-P60 and TM-P60ii
- Receipt Printers:
 - 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-88 (II, III, IV, V), and TM-U220B models
 - Slip printer
- Magnetic Stripe Readers (MSR):
 - Oracle MICROS workstation integrated MSRs
 - MagTek DynaPro Audio Jack Reader
 - MagTek DynaPro Mini Card Reader
 - Sleeve for Oracle MICROS Tablet E-Series 8-inch
 - Sleeve for Oracle MICROS Tablet E-Series 11-inch

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- External RFID Readers:
 - ViVOPay 4500, 4500m, and 4800 models
 - Serial Scales:
 - Mettler-Toledo Viva and Ariva models

Unsupported Hardware Devices

- Oracle MICROS Workstation 4 (Microsoft Windows CE 4.2)
- Oracle MICROS Keyboard Workstation 4 (Microsoft Windows CE 4.2)
- Oracle MICROS PC Workstation 2010 (Microsoft Windows XP)
- Motorola MC50 (Microsoft Windows Mobile 2003) and other Pocket PC C2003 Handheld Devices
- Motorola MC55 (Microsoft Windows Mobile 6.1/Microsoft Windows CE 5.2)
- Motorola MC70 (Microsoft Windows CE 5.2)
- Acuative VIP 4000 Kiosk

3 Resolved Issues

Table 1 shows a list of issues that have been fixed since the last release.

Table 1 – Resolved Issues

Module	CR ID	TP ID	Description
Credit Card Batch Process	35830	78489	Failed credit card batch settlements are no longer marked as transferred.
Credit Card Driver	35876	79665	When a CAPMS credit card authorization returns an authorization referral, the token ID and card number are now written to the database.
Data Transfer Service (DTS)	31337	6938	The database server names entered during installation and update are now written to the configuration files. Jobs that use these configuration files now execute as expected.
DTS	35610	71984	The system purges credit card batches with only omitted records after the number of days defined in the Enter the number of days to retain Credit Authorization batch files and log files field elapses.
DTS	36024	86040	The new DTS no longer fails to post credit card batches that are created but settled later to Reporting and Analytics Advanced (formerly called mymicros.net) if a batch that was created later is settled first.
DTS	N/A	87262	The new DTS purge jobs now run efficiently.
Database	N/A	86645	When you run the CAL application after wiping the workstation memory, security key values now update.
Direct Posting Service (DPS)	36004	84829	The Direct Posting Service no longer posts duplicate checks to the Reporting database when replaying checks after an outage.
Enterprise Management Console (EMC)	35901	80538	Discount effectivity start date and end date now include components for defining the time.
EMC	35919	81063	Key Rotation no longer shows the erroneous duplicate key error message when users attempt to change the database encryption passphrase.
EMC	N/A	85525	You can no longer assign multiple credit card drivers to the same service host.
EMC	N/A	86352	Workstation option 39 - Floating Tablet has been renamed to 39 - Base Not Required to reflect its correct behavior.

Module	CR ID	TP ID	Description
EMC	N/A	89145	The Printers module now supports the configuration of two additional COM ports.
EMC	N/A	96307	The Batch Number for the VISAD driver merchant group no longer defaults to zero.
Install	33546	21799	You can now access checks rung with secure details prior to upgrading to Symphony First Edition version 1.6 without getting an error.
Install	35976	83426	The V_MENU_ITEM_PRICE_EFFECTIVITY view has been removed from the database.
Install	36057	87178	The database server names entered during installation and update are now written to the configuration files. Jobs that use these configuration files now execute as expected.
Install	N/A	93850	You can now access the Roles module provided that you have the privileges to do so when you log in to an EMC with a blank database.
Install	12001925	10698	Database administrators need to maintain the privileges of custom users.
Install	N/A	17530	If the Symphony First Edition installer fails to copy files to the destination folders, the installer now shows an error message.
Ops	35864	79300	Ops no longer stops responding when trying to open the Service Host Status module on Microsoft Windows Server 2003 where Offline Transaction Cache (OTC) is configured to run under Internet Information Services (IIS).
Ops	35920	80952	Keyboard Workstation 270 (KWS270) no longer exits prematurely after upgrading to Symphony First Edition version 1.6 MR9.
Ops	35970	82974	When using Integrated Drivers, you must now enter the exact redemption amount when closing a check to a stored value card (SVC) tender with 3 - Assume Paid in Full enabled. If the customer's SVC does not have sufficient funds to cover the entire check, then the card's full balance is applied as a partial tender requiring the customer to pay the remaining check balance using another tender.
Ops	36005	85120	When using Value Added Tax (VAT) and a non-taxed automatic service charge, taxes are applied to only menu items on a check.
Ops	36012, 36197	85362, 92199	Credit Card transactions now settle as expected as the SecAuthKeyID is now stored in the PosInfo.ini file.

Module	CR ID	TP ID	Description
Ops	36035	86501	When SarOps is running on Win32 devices, context menus in other applications no longer fail to appear.
Ops	36077	88082	When a check has menu items, a service charge, and a discount that is linked to the same tax class, Ops now taxes the service charge that is recalculated based on the discounted menu item totals and not the original value of the service charge.
Ops	N/A	75175	Ops no longer stops responding when reading encrypted, non-Unicode ISL scripts.
Ops	N/A	75183	Ops no longer exits prematurely when multiple print jobs are sent to the same workstation.
Printing	35250	60078	Guest checks and receipts no longer print additional spaces around Unicode characters.
Reports	36397	97353	You no longer see an error when attempting to generate the Serving Period Financial Report for a business date other than the most recent after upgrading to Reporting and Analytics Advanced version 8.4.3.
Security	35558	70826	If the encryption key or the passphrase is not available in the MCRSCACHE database, the EMC now shows an error message.
Stored Value Card	35533	70164	When performing a balance inquiry or points issue, workstation operators can now exit the Select Program dialog box without selecting a program by clicking the Cancel button.
Stored Value Card	35542	70331	When performing a points inquiry, you are now first prompted to enter the loyalty card number before showing a list of programs associated with the card rule.
Stored Value Card	N/A	7115	Voiding a gift card issue, which was issued by swiping the card on the magnetic stripe reader, now properly reverses the card issue and transfers the card number in the reversal message.
Totals Posting	N/A	93691	Checks now replay without any error if the pending count is within the allowed data range.
Transaction Services	N/A	78082	Transaction Services clients now retain seven rotated log files and one active log file.
Transaction Services	N/A	80008	Tax exempted Suites checks are now reported accurately without any values in the tax and service charge fields.

Module	CR ID	TP ID	Description
Utilities	35938	81721	The OTFEdit tool can now replay offline transaction files (OTF) from previous Symphony First Edition versions and OtfXXX.bin files from Symphony First Edition version 1.6 Maintenance Release 9 and later versions.
Workstation Clients	N/A	69016	Options 2 - Workstation Client/mTablet E-Series and 6 - mTablet R-Series in the Types drop-down list are now named 2 - MICROS Tablet E-series or Workstation Client and MICROS Tablet R-series Client respectively in the Workstations module.

4 Known Issues

Table 2 shows a list of known issues.

Table 2 – Known Issues

Module	CR ID	TP ID	Description
Ops	N/A	81815	The Symphony First Edition version 1.7 Offline Transaction File (OTF) Edit tool only supports replaying checks that were created in Symphony First Edition version 1.6 Maintenance Release 9 and later versions.