Oracle® MICROS Enterprise Back Office

Release Notes

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Oracle MICROS Enterprise Back Office Release Notes, Release 9.0

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Preface

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

- Reporting and Analytics
- Forecasting and Budget
- Gift and Loyalty
- Inventory Management
- Labor Management

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 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

Oracle MICROS Enterprise Back Office documentation applies to the following users:

- Users who perform day-to-day operations with Enterprise Back Office and who typically do not have permissions to configure applications.
- Administrators who configure and maintain Enterprise Back Office. Administrators can also have permissions to configure applications.
- System Administrators or Super Administrators who maintain Enterprise Back Office servers and configuration files, implement initial application settings and configurations, and maintain back-end processes such as automated jobs and data interfaces with third-party applications.

Important Information

The Release Notes and product documentation describe the features and functionality in the Advanced Cloud Services version of Oracle MICROS Reporting and Analytics and Oracle MICROS Gift and Loyalty. If you purchased the Standard versions, you may not have access to some of the described features and functionality.

Customer Support

To contact Oracle Customer Support, access the Support Portal at the following URL:

https://iccp.custhelp.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 MICROS product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/food-beverage/.

Revision History

Date	Description of Change
March 2017	Initial Publication
June 2017	• Corrected Gift and Loyalty application server requirements for Oracle WebLogic 11g.
June 2017	• Updated Java compatibility information with the exact version tested at the time of release. • Corrected Inventory Management server requirements.
November 2017	• Improvements and corrections to information regarding the Legacy Back Office Export interface.
December 2017	• Removed Java Runtime Environment from Application Compatibility due to the deprecation of MyTasks. • Updated statement about Enterprise Back Office and Red Hat JBoss.
September 2018	• Updated Application Compatibility with RTA information, and added the Oracle MICROS Tablet 700 Series information to Mobile Compatibility
November 2018	• Updated statement about Enterprise Back Office and Red Hat JBoss.
March 2019	• Updated Database Server Compatibility and Application Server Compatibility with Windows Server 2016 information.
August 2020	• Updated Database Server Compatibility and Requirements • Updated Application Server Compatibility and Requirements • Updated Application Compatibility
December 2020	• Added Translations section. • Updated Database Server Compatibility and Requirements
September 2023	• Updated guide title.

1

Features and Updates

This chapter describes the features and updates contained in this release.

Reporting and Analytics

This release contains the following features and changes for Reporting and Analytics:

Oracle Business Intelligence Enterprise Edition

This release introduces integration with Oracle Business Intelligence Enterprise Edition (OBIEE) for reports and business analytics. The *Oracle MICROS Reporting and Analytics User Guide* contains information and instructions for using the OBIEE features. As a result, this release includes architectural changes that affect installation, configuration, and data maintenance.

Analysis Reports

Analysis Reports replace the legacy Interactive and Ad Hoc reports, and allow you to create, customize, and share reports that include:

- Custom labels and user input prompts.
- Business analytics algorithms.
- Data visualizations.

Legacy Reports

You can no longer create Interactive Reports and Ad Hoc reports. You can continue to use ReportMail to asynchronously send the report by email. If you are using Reporting and Analytics Cloud Services:

- You can access a legacy portal instance to run existing reports.
- You can use the report metadata to create a version of the report in the OBIEE Analysis Reports.

Oracle WebLogic

Enterprise Back Office 9.0 and higher now installs and runs on Oracle WebLogic application servers and is no longer compatible with Red Hat JBoss.

Support for Installation on Server Clusters

Reporting and Analytics can now be installed in a server cluster maintained by the Oracle WebLogic Administration Server.

Aggregation

This release implements aggregation to enhance performance. Aggregation:

- Enforces required configurations, such as default financial calendars, day parts, and item alignment.
- Prompts you for whether to re-aggregate historical data after making changes to these configurations.

In certain cases, such as when deleting pre-live totals for a location or after re-posting data from a Point-of-Sale application, system administrators can use the **OBI Re-aggregation** page to configure an aggregation job to remove or re-aggregate totals for certain business dates.

1. Log in to Reporting and Analytics using the `M` organization and system administrator credentials.
2. Click **System**, click **OBI Re-aggregation**, and then click **OBI Re-aggregation**.
3. Select your organization, select a location, add or remove dates for re-aggregation, and then click **Save**.

Java Runtime Environment Packaged with Remote Transfer Agent

The Remote Transfer Agent now installs the compatible version of Java Runtime Environment (JRE). You no longer need to install and maintain JRE updates for downloading the store.

Inventory Management

This release contains the following features and changes for Inventory Management:

Par and Net Sales for Suggested Ordering

This release adds the **Par + Net Sales** quantity method for calculating a suggested order for an item group.

The following table describes an example soda machine that has two Bag-in-Box (BIB) on hand, but requires a minimum of four to function and is forecasted to sell three for the day.

- The Par quantity method suggests an order of two BIBS, but this only allows the machine to function and does not account for the forecasted sales.
- The Net Sales quantity method suggests an order of one BIB, but this does not allow the machine to reach the minimum requirement and does not ensure the machine stays functional over the day.
- The Par + Net Sales quantity method suggests an order of five BIBs, to allow the machine to reach the minimum requirement for functioning and to account for stock consumption based on the forecasted sales.

Table 1-1 Suggested Order Quantity Example

Machine	BIB Stock-On-Hand (SOH)	Minimum BIB Requirement (Par)	BIB Requirement for Forecasted Sales (Net Sales)	Suggested Par Quantity	Suggested Net Sales Quantity	Suggested Par + Net Sales Quantity
Soda Machine	2	4	3	2 (4-2)	1 (3-2)	5 (4+3-2)

Legacy Back Office Export

This release deprecates the legacy thick client Back Office interfaces used with Inventory Management. Customers that used thick client for financial export with Inventory Management can use the Legacy Back Office Export interface to:

- Create and edit booking entries.
- View, re-open, and re-book exported booking records.
- Define export parameters for each interface type.

WARNING:

- Do not use Legacy Back Office Export if you did not use the thick client Back Office export. New interfaces and interfaces for customers converting from Oracle MICROS Materials Control must be re-created and integrated into Close Financial Period.
- The Legacy Back Office Export interface does not port jobs created when using the thick client Back Office Export function. You must recreate the job as a **Legacy BO Export** job in the Inventory Management Scheduler. For more information, refer to the **Oracle MICROS Inventory Management Legacy Back Office Export User Guide (Doc ID 2243756.1)** on https://support.oracle.com/.

Poland Fiscal Inventory Export

You can now configure and run the **Fiscal Export – Poland** job to create fiscal inventory data outputs for legal compliance. The *Oracle MICROS Inventory Management Poland Fiscal Inventory Export User Guide* contains configuration instructions and references for the exported data.

Performance Enhancements

This release includes the following performance enhancement options:

- You can enable multi-threading for Inventory Count Cycle jobs to improve inventory creation performance if your environment either contains a large number of inventory items or uses more than 50 cost centers.

In Inventory Management, click **Settings**, click the **Inventory** tab, and then enter the number of cost centers in the **Start Count Cycle Multithreading** field upon which Inventory Management begins to use multi-threading.

- You can configure a maximum date range for generating Transfer on Sales records.

  In Inventory Management, click **Configurations**, click **Names**, and then set the *SYSTRSFONSALESDAYS* parameter to the maximum number of days that the Transfer on Sales job checks.

Configuration Parameters

This release adds the following configuration parameters:

- To configure external-facing connection security for the Inventory Management web application, navigate to *root*`\Inetpub\wwwroot\myinventory\`, open `web.config` in a text editor, and then add or set the following keys:
  - `<add key=”myMicrosURL” value=”public exposed URL for Oracle Hospitality Reporting and Analytics, such as https://www.example.net/login.jsp” />`
  - `<add key=”MyMicrosProtocol” value=”network communication protocol for Reporting and Analytics, such as https” />`
  - `<add key=”SecureCookies” value=”set as true if HTTPS is used for the exposed URL, otherwise set as false” />`
  - `<add key="myMicrosAllowedDomains" value="comma-separated list of acceptable domains" />`: The application rejects URLs in HTTP POST requests that do not belong to the listed domains. For example, if you enter `domain1.org,domain2.com`, the application does not start for an HTTP POST passing a URL from `domain3.net`.
- To configure custom error pages, navigate to *root*`\Inetpub\wwwroot\myinventory\`, open `system.web` in a text editor, and then create or find the following element:

  ```
  <customErrors mode="On" defaultRedirect="~/Common/Forms/
  Err.html">
  ```

  You can then add error redirects by adding the following line:

  ```
  <error statusCode="error number" redirect="error page URL">
  ```

  For example, a redirect for the 500 error could be: `<error statusCode="500" redirect="~/Common/Forms/500_Err.html">`

2

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 and Requirements

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

Table 2-1 Database Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Database	• Oracle Database Enterprise Edition 12c R1 Enterprise Back Office does not support pluggable databases. • Microsoft SQL Server 2012 Enterprise Edition	• Microsoft SQL Server 2012 Enterprise Edition	• Oracle Database Server Enterprise Edition 12c R1 Enterprise Back Office does not support pluggable databases. • Microsoft SQL Server 2014 Enterprise Edition or Standard Edition • Microsoft SQL Server 2012 Enterprise Edition or Standard Edition
Operating System	• Microsoft Windows Server 2012 R2	• Microsoft Windows Server 2012 R2	• Microsoft Windows Server 2016 (Supports both Server Core and Server with Desktop Experience. Applications require Desktop Experience.) • Microsoft Windows Server 2012 R2 • Oracle Linux 7.0 • Oracle Linux 6.7 • Oracle Linux 6.5

Table 2-1 (Cont.) Database Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Java (Java Development Kit or Java Runtime Environment)	The installation wizard requires a compatible Java version. Enterprise Back Office was tested for the following version at the time of release: • 1.7 update 80 If you are installing the database server through a network connection, you do not need to install Java on the database server.	The installation wizard requires a compatible Java version. Enterprise Back Office was tested for the following version at the time of release: • 1.7 update 80 If you are installing the database server through a network connection, you do not need to install Java on the database server.	• Not Applicable

Application Server Compatibility and Requirements

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

Table 2-2 Application Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Operating System	• Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012	• Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012	• Microsoft Windows Server 2016 with Desktop Experience and Internet Information Server 10 • Microsoft Windows Server 2012 R2 with Internet Information Server 8.5 • Microsoft Windows Server 2012 with Internet Information Server 8.0
Application Server	• Oracle WebLogic 11g	• Oracle WebLogic 11g	• Not Applicable
Business Intelligence	• Oracle Business Intelligence Enterprise Edition 11g	• Not Applicable	• Not Applicable
Mail Server	• IceWarp Mail Server	• IceWarp Mail Server	• Not Applicable

Table 2-2 (Cont.) Application Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Java Development Kit	Enterprise Back Office was tested for the following version at the time of release: • JDK 1.7 update 80	Enterprise Back Office was tested for the following version at the time of release: • JDK 1.7 update 80	• Not Applicable
Microsoft .NET Framework	• Not Applicable	• Not Applicable	• Microsoft .NET Framework 4.5.1
Microsoft Visual C++ Redistributable Package	• Not Applicable	• Not Applicable	• Microsoft Visual C++ 2010 Redistributable Package

Hardware Requirements

The following table lists the recommended configuration for the Enterprise Back Office servers for approximately 500 users and 30 concurrent sessions:

Table 2-3 Hardware Compatibility Requirements

Server	RAM	CPU	Disk Space
Enterprise Back Office, Gift and Loyalty, and Inventory Management Database Servers	16 GB	Quad Core	32 GB
Reporting and Analytics Cluster Hardware requirements for Oracle Business Intelligence, Reporting and Analytics, and the Aggregation Service depend on your deployment environment.	32 GB	Quad Core	100-150 GB
Gift and Loyalty Application Server	8 GB	Dual Core	32 GB
Inventory Management Application Server	3 GB	Quad Core	32 GB

Use RAID Disk System for fault tolerance on disk drives. Do not use Software RAID.

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:

Table 2-4 Application Compatibility and Requirements

Component	Compatible Versions
Client Operating System	• Microsoft Windows 10 • Microsoft Windows 8.1 • Microsoft Windows 8 • Microsoft Windows 7 • Microsoft Windows Vista
Remote Transfer Agent (RTA) Operating System	• Microsoft Windows 10 • Microsoft Windows 7 • Microsoft Windows Server 2016 • Microsoft Windows Server 2012 R2
Web Browser	• Microsoft Edge (Not compatible with Inventory Management) • Microsoft Internet Explorer 11 • Microsoft Internet Explorer 10 • Microsoft Internet Explorer 9 • Mozilla Firefox (Not compatible with Enterprise Maintenance Services and Labor Management Advanced Scheduler)
Microsoft Excel (for iQuery)	• Microsoft Excel 2013 • Microsoft Excel 2010
PDF Reader	• Adobe Reader
Java Runtime Environment (JRE)	JRE is not required to download and run the RTA. It does not apply to Inventory Management. JRE is no longer required. Enterprise Back Office was tested for the latest versions at the time of release. • JRE 1.8 (32–bit) • JRE 1.7 (32–bit) (Microsoft Windows Server 2016 supports JRE 1.7 Update 80)

Mobile Compatibility

The mobile versions of the Enterprise Back Office web applications have been tested with the following mobile browsers:

Table 2-5 Mobile Compatibility and Requirements

Component	Compatible Versions
Mobile Web Browsers	• Apple Safari 6 and later • Google Android Browser 4.4 and later • Google Chrome 28 and later • Mozilla Firefox 39 and later

Table 2-5 (Cont.) Mobile Compatibility and Requirements

Component	Compatible Versions
Mobile Devices	Inventory Management supports the following mobile devices: • Oracle MICROS Tablet 700 Series (Not compatible with legacy Think Client and MCweb.) • Zebra MC75A with Windows Mobile 6.5 • Zebra MC55A with Windows Mobile 6.5 • Zebra MC70 with Windows Mobile 6.1 • Zebra MC55 with Windows Mobile 6.1 • Zebra MC40 with Windows CE7 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.

Peripheral Hardware Compatibility

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

Table 2-6 Peripheral Hardware Compatibility and Requirements

Hardware	Compatible Versions
Label Printer	• Epson TM-L60II • Epson TM-L90P

3
Installation and Upgrade

This release contains architecture changes that impact the installation and upgrade process. The *Oracle MICROS Enterprise Back Office Installation Guide* contains instructions that must be followed when performing new installations and upgrades.

Set Up Oracle Business Intelligence in Reporting and Analytics

Enterprise Back Office enables and assigns the Oracle Business Intelligence (OBI) Analysis Report portlet based on roles and privileges for Interactive Reports and Ad Hoc Reports.

For new installations and environments that did not previously use Interactive Reports or Ad Hoc Reports, an administrator must configure and assign the OBI portlet to initialize end user access to Analysis Reports and dashboards.

4

Resolved Issues

This chapter describes the issues resolved in this release:

Inventory Management

The following Inventory Management issues were resolved in this release:

Table 4-1 Inventory Management Resolved Issues

BugDB	JIRA	Description	Module
25038971	HIM-408	Corrected an issue that caused the Booking Sales job to double-book revenue.	Booking Sales
24822601	HIM-380	DBMaintenance now resumes upgrades after failure to prevent inconsistent database schema installation.	DB Maintenance
23304947	HIM-267	Corrected an issue that caused jobs scheduled to run at a time earlier than the present time ran using the present time instead of the configured time. For example, if the present time is 1:30 p.m. and you schedule a job to run daily at 9:30 a.m., this issue caused the job to run daily at 1:30 p.m.	Scheduler

5 Translations

The following information is available in English only:

- Documentation, including online help, release notes, interface specifications, and product guides
- Online support (My Oracle Support) articles (for example, knowledge base articles, patch and patch set ReadMe files)
- Batch programs and messages
- Log files
- System tools
- Demonstration data
- Training Materials
- Installation Media

Translations into other languages are not available.