



Restaurant Enterprise Solution (RES) Version 5.4

Read Me First

General Information

About This Document

This document contains updates for the Version 5.4 release of the MICROS Restaurant Enterprise Solution (RES) software. RES 5.4 encompasses the migration of features, options and functionality of: RES 5.2, Res 5.2 MR1, Res 5.2 MR2, and RES 5.3. There are also additional enhancements and bug fixes added in RES 5.4. These are described in detail in this Read Me First document.

*******IMPORTANT: New PreReq*******

As of RES 5.2 MR1, a new prerequisite patch is required. Be sure to read the RES 5 Generation 2 (RES 5 Gen2) Prerequisite Patch Installation instructions located in the RES5_Gen2_Prereq_Patch_MD.pdf prior to upgrading.

*******REMINDER*******

It is recommended that custom applications be re-installed and tested after applying any upgrade to a RES system. This includes SQL scripts that add or alter custom stored procedures.

*******IMPORTANT*******

Occasionally, report requests from AutoSequence & Reports and Report Viewer may be slow to display a report (i.e., between 40 to 90 seconds). This does not occur on all systems. If this problem is encountered, refer to Clarify Change Request number 31114 for a solution. This solution provides instructions on how to load a configuration file (that works in conjunction with 'ReportExporter.exe') to address this report speed issue.

Upgrading RES

The following versions of RES databases can be upgraded to RES 5.4.

- ◆ 3.2 ***
- ◆ 4.3 HF1, 4.3 HF2, and 4.3 MR3 ***
- ◆ 4.4 ***
- ◆ 4.5 and 4.5 MR1 ***
- ◆ 4.6 and 4.6 MR1 ***
- ◆ 4.7 and 4.7 MR1 through MR4 ***
- ◆ 4.8 and 4.8 MR1 through MR7 (4.8 MR3 and lower ***)
- ◆ 4.9 and 4.9 MR1 through MR10 (4.9 GR ***)
- ◆ 4.10 and 4.10 MR1, MR2
- ◆ 4.11 and 4.11 MR1 through MR6
- ◆ 4.12 and 4.12 MR1
- ◆ 5.0 and 5.0 MR1 through MR6
- ◆ 5.1 and 5.1 MR1 through MR4
- ◆ 5.2 and 5.2 MR1, MR2
- ◆ 5.3

Warning *Any RES version not listed here cannot be upgraded to RES 5.4.*

**** These databases must have a pre-convert script run against them prior to upgrading to 5.4.*

All Enterprise Management databases not already at RES 5.x must run the pre-convert script.

Note *For known limitations, please refer to the RES Version 5.4 Installation Guide in the Before You Begin: Tips, Traps, and Precautions section.*



Document Organization

For clarity, information is divided into self-contained chapters, reflecting the additions and modifications made to the following RES products:

- ◆ 3700 Point-of-Sale (POS) System
- ◆ Kitchen Display System (KDS)
- ◆ Guest Service Solutions (GSS)
- ◆ Cash Management (CM)
- ◆ Labor Management (LM)
- ◆ Product Management (PM)
- ◆ Financial Management (FM)
- ◆ RES Platform

Within each chapter, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, available from the MICROS website.

Declarations

© 2014 MICROS Systems, Inc.
All rights reserved

Warranties

Although the best efforts are made to ensure that the information in this document is complete and correct, MICROS Systems, Inc. makes no warranty of any kind with regard to this material, including but not limited to the implied warranties of marketability and fitness for a particular purpose.

Information in this document is subject to change without notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information recording and retrieval systems, for any purpose other than for personal use, without the express written permission of MICROS Systems, Inc.

MICROS Systems, Inc. shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this document.

Trademarks

Adobe FrameMaker is a registered trademark of Adobe Systems Incorporated.

The following are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries.

Operating Systems - Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows Server 2008 R2, Microsoft Windows Server 2008, and Microsoft Windows Server 2003.

Database Platforms - Microsoft SQL Server 2008 R2, Microsoft SQL Server 2008 and Microsoft SQL Server 2005.

Other products - Microsoft Excel, Microsoft Win32 and Microsoft Windows CE.

All other trademarks are the property of their respective owners.

3700 POS

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Revision	TP ID/ CR ID	Page
CA / EDC	Support for PtP Encryption with MerchantLink and MICROS Integrated Encrypted MSR has been added	47304/ N/A	7
POS Configurator	The ability to break down Menu Item Components and send them to prep stations has been added	32297/ N/A	8
	“Fixed Orientation” by Touchscreen and by Workstation has been introduced for the mTablet E-Series	47309/ N/A	12
POS Operations	Support has been added for Active Taxes for Service Charges	48756/ N/A	15
	mTablet E-series updates ‘Trans_Dtl’ with Radio Frequency Signal and Battery Strength information	64620/ N/A	15
Setup	Support for Motorola MC40 has been introduced	47303/ N/A	16
	Support for Windows 8.1 POS Clients has been introduced	47309/ N/A	17

Revision A

August 27, 2014

Page 6 of 74

New Features
Detailed

CA / EDC

Support for PtP Encryption with MerchantLink and MICROS Integrated Encrypted MSR has been added

Target Process ID#: 47304

CR ID #: N/A

RES v5.4 supports the TransactionShield Credit Card feature. This feature requires enabling an option to engage Encrypted Magnetic Stripe Reader (EMSR) Mode on a designated workstation or using a MagTek IPAD PINpad device. TransactionShield™ provides a means to eliminate cardholder data at the customer system level and now encrypts the data as the card is swiped through either an internal Magnetic Stripe Reader (MSR) or an external MagTek IPAD device. This is referred to as Point-to-Point (PtP) encryption. The data is then stored in a secure, hosted “vault” via transmission to MerchantLink. This feature utilizes cloud-based decryption, so the merchant no longer has decrypted data on site and protects the cardholder’s personal information.

EMSR mode is enabled in the POS Configurator under *System / Restaurant / Security* (enable ‘**Encrypted MSR Mode**’). This security option provides encrypted and masked credit card information to the POS. RES v5.4 has been enhanced to interact with the EMSR and process transactions using the encrypted account information provided by the EMSR. The EMSR is compatible with Win32 and WinCE workstations.



Note: The EMSR is not accessible on Windows Mobile devices. Sites using RES v5.4 with Windows 7 workstations must manually reboot them after changing the EMSR Mode setting. This is a KNOWN LIMITATION.

Please refer to the [RES51_RMf.pdf](#) on page 16 for details about Configuration and Manual Entry.

POS Configurator

The ability to break down Menu Item Components and send them to prep stations has been added

Target Process ID#: 32297

CR ID #: N/A

With this release, support has been added to independently fire Menu Item components to the appropriate prep stations with their appropriate prep times. This feature allows the system to break down the component parts (e.g., hamburger patty, bun, side salad) that make up a Menu Item and fire these components to their relevant prep stations with the associated prep times. Prior to this release, the parent Menu Item was sent to all prep stations at once.

Now, Menu Item components display the Menu Item condiments that are linked to them if those condiments were added to the Menu Item. If a component set is linked to a Menu Item that is rung in POS Operations, that component set will be sent to the kitchen (regardless of whether any condiment linked to the component set was rung or not).

Example:

- ◆ Component set “Burger patty” has condiments “Well Done” and “Rare” linked to it and is set to go to KDS1
- ◆ Menu Item Hamburger has component set “Burger patty” linked to it

If I ring Hamburger | Rare, KDS1 will get:

1 Burger patty
(Hamburger)
Rare

But if I ring Hamburger | Medium (medium is not linked to the Component set), I get:

1 Burger patty (Hamburger)	(This is the Component Set Display Name.) (Parent Menu Item) (There is no Linked Condiment.)
-------------------------------	--

This is by design.

If you did not have any “Display Name” for this Component Set, you would see:

(Hamburger)

This is by design.

Either don't send both the parent item and the component item to the same KDS display, or use SIPS. Otherwise, both parent and component will fire at same time, even if they have different prep times. This is by design.

The component with the longest preparation time will not fire immediately unless its preparation time is equal to or longer than the parent item's prep time, or if the parent item does not go to any prep station.

The Menu Item components do not work in Dynamic Order Mode (DOM); they are supported only in non-DOM.

The Menu Item components will print to the configured remote order devices—both KDS and physical printers.

Configuration

The POS Configurator has been updated with new options.

1. Navigate to the *POS Configurator / Sales / Component Sets*.
 - **Display All Condiments** – When this option is enabled, all condiments rung with the parent menu item will display with the Component Set. Condiments that are not part of the Component Set will be displayed in square [brackets]. This can help with plating the food correctly.
 - **Display Name** – This is the name that will display at the KDS for this Component Set. If left Blank, the appropriate condiments linked to that Component Set will still be sent to KDS, but the Component Set name itself will not.
 - **Preparation Time** – A component set must have a prep time or it will not show on the KDS displays
 - **Print Class** – Select the print class to which this Component Set and its condiments will print.
 - **Linked Condiment** – Select the condiments for this Component Set. No condiments will show in the drop box until the Component Set has been linked to a Menu Item (*Sales / Menu Items / Definition / Component Sets*) and this form has been re-opened.
2. Enter all fields for a new Component Set record, except for the Linked Condiments.
3. Save changes and close the Component Set form.
4. Navigate to the *POS Configurator / Sales / Menu Items / Definition / Components*.
5. Link the correct component set to the correct menu item.
6. Navigate to the *POS Configurator / Sales / Component Sets*.

7. Select the linked condiments to be a part of the Component Set.
(Only condiments that can be rung with the parent Menu Item will display in the drop box.)

Example:

Name = Meat Temp

Preparation Time = 1:00

Display All Condiments = Enabled

Print Class = Hot line

Display Name = Mtmp

- Component Set “Meat Temp” is linked to Hamburger, and has linked condiments of Rare and Well Done.
- Just as the preparation time of Rare and Well Done will affect the overall preparation time of the parent item Hamburger, they will also affect the overall preparation time of the component set.
- Prep Times:
 - Hamburger 2:00
 - Rare -0:45
 - Meat Temp 1:00
- Ring Hamburger, Rare, Fries, Horseradish.
- Result = Hamburger goes to its usual KDS display when the check is service totaled.

$2:00 - 0:45 = 1:15$ total prep time

Displays as:

1 Hamburger

- Mtmp goes to the Hot line KDS display 1:00 later.

1:00 – 0:45 = 0:15 total prep time

Displays as:

1 Mtmp

(Hamburger)

Rare

[Fries]

[Horseradish]

“Fixed Orientation” by Touchscreen and by Workstation has been introduced for the mTablet E-Series

Target Process ID#: 47309

CR ID #: N/A

The mTablet E-Series, like its predecessor the mTablet R-Series, can be configured to be locked into a specific touchscreen orientation.

The specific orientation that is configured indicates which position on the mTablet E-Series will be the reference point (Left, Right, Top, or Bottom). For the newer mTablet E-Series, the reference point varies based on the size of the tablet. For example, the larger 11” mTablet E’s touchscreen orientation is based upon the relationship to the Windows Start Menu ‘soft key’ (Windows logo on front of tablet case).

11" mTablet-E Series Touchscreen Orientation

- ◆ Landscape Right (Windows Start Menu 'soft key' at bottom center)
- ◆ Landscape Left (Windows Start Menu 'soft key' at top)
- ◆ Portrait Top (Windows Start Menu 'soft key' located on the right side)
- ◆ Portrait Bottom (Windows Start Menu 'soft key' located on the left side)

8" mTablet- E Series Touchscreen Orientation

The 8" mTablet-E does not have the Windows Start Menu 'soft key', like the 11" mTablet. Instead, it has a physical silver push button that is located to the left of the front camera lens. There is a Windows Start Menu logo etched on the casing just above this button. This is used as the reference point for the touchscreen orientation.

- ◆ Landscape Right (Windows Start Menu button located on left side)
- ◆ Landscape Left (Windows Start Menu button on right side)
- ◆ Portrait Top (Windows Start Menu button at bottom)
- ◆ Portrait Bottom (Windows Start Menu button at top)



***Note:** For the previous mTablet R-Series, the internal Magnetic Stripe Reader (MSR) is used as a reference point. For example, 'Landscape Left' means that the MSR is positioned on the left side when looking at the mTablet. If the user selects 'Portrait Top', the MSR is positioned at the top when looking at the mTablet R-Series.*

Configuration

This setting is used to “lock” the touchscreen orientation in place for all touchscreens for this particular workstation.

1. Navigate to *POS Configurator / Devices / User Workstations / Options / Display / Orientation*.
2. The following types of orientation are available for selection:
 - Automatic (default setting)
 - Landscape Right
 - Landscape Left
 - Portrait Top
 - Portrait Bottom



Note: With Portrait Bottom, where the MSR is at the bottom of the mTablet R-Series, the device must be configured for Wireless and the mTablet R-Series must be undocked (floating).

-
1. Navigate to *POS Configurator / Devices / Touchscreens / General / Orientation*. This setting is used to “lock” the touchscreen orientation in place for a particular touchscreen. This option overrides the setting in *Devices / User Workstations / Options / Display / Orientation* for that touchscreen.
 2. The following types of orientation are available for selection:
 - Automatic (default setting)
 - Landscape Right
 - Landscape Left
 - Portrait Top
 - Portrait Bottom

POS Operations

Support has been added for Active Taxes for Service Charges

Target Process ID#: 48756

CR ID #: N/A

Prior to this release, RES contained the tax types that were active when the corresponding Menu Item, Service Charge, or Discount Detail Item was ordered. However, the tax was not being updated for the Service Charge. This has been corrected.

To change the tax class, navigate to *POS Configurator / Sales / Service Charges*.

mTablet E-series updates 'Trans_Dtl' with Radio Frequency Signal and Battery Strength information

Target Process ID#: 64620

CR ID #: N/A

The mTablet E-series now updates the same two columns in 'trans_dtl' that are used by the mTablet to update RF Signal and Battery Strength. This column data is available for users to query by writing SQL statements to gather the information.

TRANS_DTL table for new columns:

- ◆ rf_signal_strength
- ◆ battery_life

Setup

Support for Motorola MC40 has been introduced

Target Process ID#: 47303, 64454, 64924

CR ID #: N/A

RES v5.4 supports the Motorola MC40 Handheld Mobile Computer. The MC40 handheld provides bar code scanning and a magnetic stripe reader.

Motorola MC40 General Information

- ◆ 4.3" touch only display
- ◆ 800 MHz dual-core processor
- ◆ Microsoft Windows Embedded 7 Operating System
- ◆ Integrated MSR
- ◆ Omni-directional scanning of 1D and 2D bar codes
- ◆ 802.11a/b/g/n dual band capable WiFi

User Tips

- ◆ Manager Procedures will work with ~~either 480 x 800 or 240 x 480~~ resolution on the MC40 and can launch the Dashboard application. The Dashboard shortcuts have been removed from the MC40 with the lower resolution setting of 240 x 400.
- ◆ Swipe with a finger to scroll left, right, up, and down.
- ◆ Double-tap in a field to expand the MC40 screen.

Example: Open Manager Procedures | Menu Items, and double-tap on Coke (or any menu item). The text will become much larger.

- ◆ Clicking **Back**, **OK**, or **Exiting** the screen returns to the original higher resolution.

Configuration

1. Navigate to *POS Configurator / Devices / Network Node / Network* tab.
2. Select the Workstation Type '**Hand-Held**' from the drop-down list.
3. Navigate to *POS Configurator / User Workstations*. Add a peripheral with the following settings:
 - Peripheral Type: Scanner
 - Connection Type: Integrated
4. The MC40 has a new CAL folder, located on the RES Server under: `\RES\CAL\MC40CE\Packages\MC40CERES`.

Support for Windows 8.1 POS Clients has been introduced

Target Process ID#: 47309

CR ID #: N/A

RES v5.4 supports the mTablet E-series tablet devices (POS Clients) running the Windows 8.1 Operating System.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancement	TP ID/ CR ID	Page
POS Configurator	The ability to configure Menu Item Preparation Times by 1 second increments has been added	32314/ N/A	19
	Enhanced the search capability of Component Sets form	63038/ N/A	19
	'Display Name' option has been added	67552/ N/A	20
POS Operations	Support has been enhanced for Quantity Based Modifier Substitution	47308/ N/A	21
	CA Voucher now prints in 40 column format	68415/ N/A	22
	RES logo and splash screen graphics have been updated with new format	73079/ N/A	23

Enhancements Detailed

POS Configurator

The ability to configure Menu Item Preparation Times by 1 second increments has been added

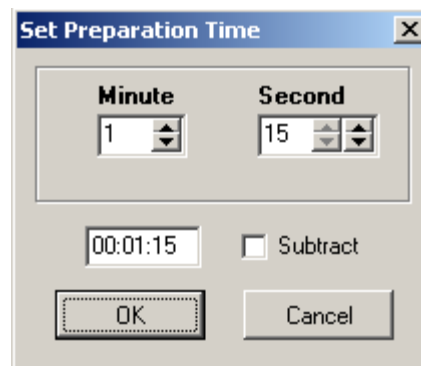
Target Process ID#: 32314

CR ID #: N/A

The Menu Item Preparation Time can now be incremented by 1 second. Prior to this release, it could be changed only by 15 second intervals.

Configuration

1. Navigate to *POS Configurator / Sales / Menu Items / Definitions / Preparation Time*.
2. The Set Preparation Time dialog can now be altered to allow for the seconds to be changed in 1 second intervals or 15 second intervals using the up/down arrows.



Enhanced the search capability of Component Sets form

Target Process ID#: 63038

CR ID #: N/A

The search ability in *POS Configurator / Sales / Component Sets* | **Linked Condiment** field has been enhanced. Searching can now be performed using the exact object number.

Setting up Menu Item Component

1. Create the components that you intend to use. Specify the Prep Time, Print Class, Display Name and Display All Condiments option. Do not link in any condiments yet!
2. Link the components to the appropriate Menu Items.
3. Return to the Menu Item components and add the appropriate condiments. Because you have linked the components to various Menu Items, the system will provide a list of required and allowed condiments that are used by those Menu Items.



Note: If you alter a Menu Item or its condiments such that a components linked condiment is no longer orderable for any Menu Item that is linked to that component, the system will show that linked condiment record as blank.

'Display Name' option has been added

Target Process ID#: 67552

CR ID #: N/A

A Display Name has been added to allow the system to control what (if anything) will display for the component name at the KDS. If the Display Name is blank, the component set name will not display; instead, the condiment will display at the KDS.

1. Navigate to *POS Configurator / Sales / Menu Items / Definition / Components*.
 - **'Display Name'**

POS Operations

Support has been enhanced for Quantity Based Modifier Substitution

Target Process ID#: 47308

CR ID #: N/A

When the option '**Allow substitution**' is enabled (in *POS Configurator / Sales / Condiments / Condiment Membership*) and you are using *Sales / Menu Items / Substitution Mapping*, you can now add one condiment to make it into a new Menu Item, and all condiments in that Condiment Membership will be included in the Menu Item.

Example Configuration

1. Navigate to *POS Configurator / Sales / Condiments / Condiment Membership* and enable '**Allow substitution**' for 72 CheeseCM.
 - 72 CheeseCM belongs to the Condiment Group 72 CheeseCG.
 - Condiment Selection 501 SandwichCS has Condiment Group 72 Cheese CG linked
2. Navigate to *POS Configurator / Sales / Menu Items*, and link 700501 HamburgerQS as follows in **Substitution Mapping**:

<u>Condiment Set</u>	<u>Substitute Menu Item</u>
101 American	700503 Cheeseburger

3. Link 700503 Cheeseburger as follows in **Substitution Mapping**:

<u>Condiment Set</u>	<u>Substitute Menu Item</u>
100 American NO	700501 HamburgerQS
101 American	700507 Double Chz Burg

4. Link 700507 Double Chz Burg as follows in **Substitution Mapping**:

<u>Condiment Set</u>	<u>Substitute Menu Item</u>
----------------------	-----------------------------

100 American NO	700503 Cheeseburger
-----------------	---------------------

5. Both Condiment Sets 100 American NO and 101 American are linked to 710006 American (non-priced Cheese).

6. 700507 Double Chz Burg has the following links in **Default Condiments**:

1 - 16-Burger Top w/c

2 - 2-American



Note: Both of these groups must have American in order to go from Double Cheeseburger back to Cheeseburger. The same American (or other cheese) cannot be used twice from just one linked Condiment Set.

CA Voucher now prints in 40 column format

Target Process ID#: 68415

CR ID #: N/A

Previously, credit authorization vouchers printed in 32 column format. They now print in 40 column format.

Note that the CA voucher may print a shorter receipt, using less paper. Due to this closer vertical spacing, some customers may want to add an additional blank line above the tip or signature lines.

This shorter CA voucher only occurs if a Win32 workstation is driving the CA Voucher Printer, and both the CA Voucher Printer and the Local Backup Printers are set to use 40 columns.

RES logo and splash screen graphics have been updated with new format

Target Process ID#: 73079

CR ID #: N/A

The MICROS logos and bitmaps have been updated throughout all RES applications.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	TP ID/ CR ID	Page
Database	Some RES v5.x builds were unable to restore Micros.mbz4g2 or Micros.mbz4g3 database	28619/ N/A	28
	Decimal place conversion failed	54860/ N/A	28
	Employee Payroll Summary Report logged a "Value out of range for destination" error	60472/ N/A	28
	Time Card Report was blank when running the Scheduled vs Actual report for a single date range	74580/ N/A	28
	Database update rules and solutions provided with Sybase 16	74649/ N/A	29
Manager Procedures	Dashboard Totals and Overtime did not display until sales were rung	57676/ N/A	29

Module	Feature	TP ID/ CR ID	Page
	Closed Tills were missing in Manager Procedures	66647/ 35417	30
MDS HTTP Service	mTablet-R network communications were slow	64610/ N/A	31
Peripherals	MC40 with resolution 400x240 requires CAL 127 or later	72773/ N/A	31
PINpad.dll	VivoPay 4800 message was incorrectly parsed when AmEx was tapped	58840/ N/A	32
POS Configurator	Hand-Held Payment screen drop-down did not display the correct hand-held touchscreen selections	64619/ N/A	32
	Use of Required Condiment after reload caused POS Operations to stop unexpectedly	67552/ N/A	33
	Use of Required Condiment after reload caused POS Operations to stop unexpectedly	68432/ N/A	33
POS Operations	Payment Tenders did not close check or sign out employee	38899/ N/A	33
	Fingerprint scanner and MCR did not work after rebooting in SAR mode	48759/ N/A	33
	POS Operations failed to load, displaying "Fatal Error: Invalid Workstation Revenue Center Programmed"	53221/ N/A	34
	Condiment Area did not properly paint when dialog was displayed	55412/ N/A	34

Module	Feature	TP ID/ CR ID	Page
	No warning given when POS Operations started without Encrypted reader present and in EMSR mode	56689/ N/A	35
	WS4 does not run POS Operations in RES 5.4 and higher	62837/ N/A	35
	POS Operations closed unexpectedly on Auto-Combo with Required Reference Condiments	64449/ 35363	35
	Discount Engine updated to remove hard coded A-la-carte pricing with discounts	64596/ N/A	36
	Buttons were missing from COM build screens on mTablet R-series at resolution 1024x600	69028/ N/A	36
	Press and Hold function allowed user to minimize or close POS Operations	70814/ N/A	36
	mTablet hung on "Waiting For MDS Host File"	74165/ 35680	37
	Begin Check by ID showed incorrect touchscreen without a Next Screen configured	74472/ N/A	37
	Clear key did not exit Touchscreen popup window	74485/ N/A	37
	Removal of 'NO' Condiment Prefix did not restore price level with default condiments	75437/ N/A	37

Module	Feature	TP ID/ CR ID	Page
Printing	Chained IDN printers, connected to an mTablet R-series device, could result in an error and orders not printing	63733/ 35329	38
Reports / Autosequence	Printing Consolidated RVC Menu Item Sales Detail before previewing resulted in Autosequences and Reports becoming unresponsive and displaying error	53874/ 35115	38
	By Design: Previewing report output never times out	66202/ N/A	39
	KDS Amnesia command locked cm-environment-cfg table	67609/ N/A	39
	Major Group Reports linked to Family Group Report templates in v5.2 Maintenance Releases	67726/ 35436	39
	Incorrect Date Format was shown when selecting Business Date	67907/ 35445	40
Setup	Grace period ended prematurely after License Manager reloaded	69550/ 35507	40
	Database update failed during RES patch upgrade	73209/ N/A	40
Transaction Services	Get Open Checks function created Cancel Check value on Sales Reports	66643/ 35416	41

**Revisions
Detailed**

Database

Some RES v5.x builds were unable to restore Micros.mbz4g2 or Micros.mbz4g3 database

Target Process ID#: 28619

CR ID #: N/A

Some previous RES 5.x builds were not able to restore a compressed MICROS database with the extensions of .mbz4g2 or .mbz4g3. This has been corrected. The method of restoring any database other than one with the same extension that the current server uses (.mbz5g2) is from a command line using DM -U <path to compressed DB>.

Decimal place conversion failed

Target Process ID#: 54860

CR ID #: N/A

Previously, the decimal place conversion failed in Database Manager. This has been corrected.

Employee Payroll Summary Report logged a “Value out of range for destination” error

Target Process ID#: 60472

CR ID #: N/A

Previously, when running an autosequence with the Employee Payroll Summary Report, the 3700d.log file showed a “Value out of range for destination” error. This has been corrected.

Time Card Report was blank when running the Scheduled vs Actual report for a single date range

Target Process ID#: 74580

CR ID #: N/A

Previously, when running the Scheduled vs. Actual Time Card report (PPSchedvsActual.rpt) for a single date range, the report was blank. This has been corrected.

Database update rules and solutions provided with Sybase 16

Target Process ID#: 74649

CR ID #: N/A

The db_build_num value for the 'database' row of the db_version_cfg table is now updated by RES Maintenance Release patches that use Sybase 16. Previous versions of Sybase did not update the database row with Maintenance Releases. This is significant because the db_build_num value is compared to the MICROS version in the registry when Database Manager determines whether it should update a DB or not.

When manually restoring and updating a database, you could receive a message saying it "Cannot Update" the DB, even if that database is already at the correct version or a version that needed to be updated.

Example: "Cannot update a version 1714 database on a version 1327 system"

This scenario is rare, has always existed, and is only possible when manually restoring and updating a database. RES patches and setup always update the database.

The RES 5.4 Installation Guide, Appendix O contains more information and solutions on this topic.

Manager Procedures

Dashboard Totals and Overtime did not display until sales were rung

Target Process ID#: 57676

CR ID #: N/A

Previously, dashboard totals and overtime did not display until the first sale of the day. This has been corrected.

Closed Tills were missing in Manager Procedures

Target Process ID#: 66647

CR ID #: 35417

Previously, the Manager Procedures | Cash Management form failed to display more than six closed Tills. The 'Next Records' button did not display Till 7 and higher. This has been corrected.

MDS HTTP Service

mTablet-R network communications were slow

Target Process ID#: 64610

CR ID #: N/A

Previously, performance was slow on the mTablet-R for interface inquiry and other functions. This especially impacted Romanian customers using fiscal printers, which is a SIM interface. This has been corrected.

MDS HTTP Service was modified to handle persistent connections to clients. mTablet-R network communications are now faster for Wireless and Ethernet connections. Speed and time to 'Start RES' (load POS Operations on the mTablet-R) and general POS Operations performance are improved.

Peripherals

MC40 with resolution 400x240 requires CAL 127 or later

Target Process ID#: 72773

CR ID #: N/A

The MC40 defaults to a resolution of 800 x 480, which is the optimal resolution for CAL. With CAL version 127 and higher, RES supports two resolutions on the MC40 device: 800 x 480 and 400 x 240.

PINpad.dll

VivoPay 4800 message was incorrectly parsed when AmEx was tapped

Target Process ID#: 58840, 58045

CR ID #: N/A

Reliability fixes were made for the VivoPay RFID payment device. The VivoPay 4800 message was incorrectly parsed when an American Express card was tapped. When attempting to use Tap and Pay with an American Express card, Ops displayed the error “Credit Card Type Not Found” and all subsequent attempts to Tap and Pay were ignored.

POS Configurator

Hand-Held Payment screen drop-down did not display the correct hand-held touchscreen selections

Target Process ID#: 64619

CR ID #: N/A

Previously, the Hand-Held Payment Screen drop-down (in the *POS Configurator | Revenue Center | RVC Touchscreens | Hand-Held tab*) did not display the correct hand-held touchscreen selections. This has been corrected. The lookup values in the Hand-Held Payment Screen field are hand-held touch screens.



Note: The RVC Touchscreens ‘Payment Screen’ option is not currently supported for Hand-Held devices.

Use of Required Condiment after reload caused POS Operations to stop unexpectedly

Target Process ID#: 67552

CR ID #: N/A

Previously, after performing a Reload or a configuration change to the condiment selection (Min/Max in COM), POS Operations stopped unexpectedly. This has been corrected.

Cannot convert 'M' to a numeric error message displayed

Target Process ID#: 68432

CR ID #: N/A

Previously, with releases using Sybase 16 it was possible to get a "Cannot convert 'M' to a numeric" error message while configuring peripherals using COM ports in the User Workstations form. This has been corrected.

POS Operations

Payment Tenders did not close check or sign out employee

Target Process ID#: 38899

CR ID #: N/A

Previously, payment tenders did not close the check or sign out an employee. This has been corrected.

Fingerprint scanner and MCR did not work after rebooting in SAR mode

Target Process ID#: 48759

CR ID #: N/A

Previously, after a system restarted from Stand Alone Remote (SAR) mode, the magnetic card reader (MCR) and fingerprint scanner did not work. This has been corrected.

POS Operations failed to load, displaying “Fatal Error: Invalid Workstation Revenue Center Programmed”

Target Process ID#: 53221

CR ID #: N/A

Previously, when at least 512 revenue centers were configured in RES v4.x and 513 revenue centers were configured in RES v5.x, POS Operations failed to load and displayed the error message “Fatal Error: Invalid Workstation Revenue Center Programmed”. This has been corrected.



Note: *The number of Revenue Centers that can be successfully loaded during database download is limited to the amount of memory available in each workstation type. The UWS4 has noticeably less memory available for database download, and an “Insufficient Memory” error may occur during startup of POS Operations.*

Condiment Area did not properly paint when dialog was displayed

Target Process ID#: 55412

CR ID #: N/A

Previously, when a dialog or other program was displayed over the Condiment Area, it was not redrawn and blanked out portions of the area. This has been corrected. POS Operations now paints the condiment area while maintaining the display performance.

No warning given when POS Operations started without Encrypted reader present and in EMSR mode

Target Process ID#: 56689

CR ID #: N/A

Previously, if POS Operations started with EMSR mode enabled, but no encrypted reader was present, the user was not warned that the magnetic stripe reader would not work for credit cards. This has been corrected. Now, the following message displays.

“Unencrypted magnetic card reader cannot be used with EMSR mode enabled”

This message does not display when POS Operations detects an encrypted magnetic card reader.

WS4 does not run POS Operations in RES 5.4 and higher

Target Process ID#: 62837

CR ID #: N/A

The WS4 will not run POS Operations in RES v5.4 and higher. However, the WS4 can still operate as a KDS display. This is a known limitation.

POS Operations closed unexpectedly on Auto-Combo with Required Reference Condiments

Target Process ID#: 64449

CR ID #: 35363

Previously, when the Revenue Center option ‘Prorate Items by A-la-Carte price’ was enabled (in *POS Configurator / Sales / Combo Meals / RVC Options*), and Menu Items with a condiment with a required reference belonging to a Combo Meal were rung and then the Auto Combo transaction function (either Combo or Auto Combo Recognition) was applied, POS Operations presented an exception error and closed. This has been corrected.

Discount Engine updated to remove hard coded A-la-carte pricing with discounts

Target Process ID#: 64596

CR ID #: N/A

In RES 5.3 the discount engine was hard coded to use the alacarte combo meal menu item prices when computing discounts. This has been corrected. Now, those previously hard coded changes will only apply if both Revenue Center Combo Meal options for 'Prorate Items by A-la Carte price' and 'Apply savings as a discount' are enabled.

Buttons were missing from COM build screens on mTablet R-series at resolution 1024x600

Target Process ID#: 69028

CR ID #: N/A

Previously, some buttons were missing from COM build screens on the mTablet R-series at resolution 1024x600. This has been corrected.

Press and Hold function allowed user to minimize or close POS Operations

Target Process ID#: 70814

CR ID #: N/A

Previously, users could press and hold down a finger for three seconds and then see the menu that allowed them to minimize or close POS Operations. This has been corrected.

The press and hold functionality can be changed using the Elo Touchscreen settings in the Windows Control Panel.

1. Navigate to *Start / Control Panel / Elo Touchscreen, Properties 1 tab.*
2. Click the **Advanced** button.
3. Enable the '**Right click on hold**' check box.

mTablet hung on “Waiting For MDS Host File”

Target Process ID#: 74165

CR ID #: 35680

Previously, when performing a Reboot All with multiple mTablet devices, POS Operations would hang on the “Waiting For MDS Host File” message upwards of 10 minutes before proceeding with the POS Operations download. This has been corrected. Now upon reboot, mTablet devices do not hang on waiting for MDS Host File.

Begin Check by ID showed incorrect touchscreen without a Next Screen configured

Target Process ID#: 74472

CR ID #: N/A

Previously, a button calling a macro that declared an order type and Begin check by ID would not return to the previous screen once the ID was entered, unless that button had a Next screen configured. This has been corrected. It now works with or without a Next screen linked to the button that calls the macro.

Clear key did not exit Touchscreen popup window

Target Process ID#: 74485

CR ID #: N/A

Previously, in some situations the Clear key would not exit a Touchscreen popup window. This has been corrected.

Removal of ‘NO’ Condiment Prefix did not restore price level with default condiments

Target Process ID#: 75437

CR ID #: N/A

Previously, clearing the ‘No’ prefix from a COM item prevented it from getting the correct price. This has been corrected.

Printing

Chained IDN printers, connected to an mTablet R-series device, could result in an error and orders not printing

Target Process ID#: 63733

CR ID #: 35329

Previously, when sending an order to two “daisy chained” IDN printers connected to an mTablet R-series device, the second printer failed to complete the print job and a “Printer Communications Failure” error displayed in POS Operations. After pressing OK to the error and sending another order, the second device completed the previous print job by cutting the chit paper and then failed to complete the cutting job again. This has been corrected. The closing and re-opening of COM ports has been updated to prevent the COM port from being closed during IDN chained printing.

Reports / Autosequence

Printing Consolidated RVC Menu Item Sales Detail before previewing resulted in Autosequences and Reports becoming unresponsive and displaying error

Target Process ID#: 53874

CR ID #: 35115

Previously, attempting to print the Consolidated RVC Menu Item Sales Detail report before previewing caused the Autosequences and Reports application to become unresponsive and to display the following Application Error:

Exception ESOAHTTPException in module
ReportPlugInAdapter.DLL at 00076662

Attempting to preview any reports thereafter resulted in the error “Code 1: Report services reported: Failed.”. This has been corrected.

By Design: Previewing report output never times out

Target Process ID#: 66202

CR ID #: N/A

When previewing a report in (*POS Configurator / Reporting / Autosequence Steps / Report / 'Preview report output'*), the Autosequence Step does not finish until the Report Viewer window is closed. Once a report is running, the timeout feature is disabled; if no autosequence or report is running, the timeout will still work. Only one report will run at a time. This is by design.

KDS Amnesia command locked cm-environment-cfg table

Target Process ID#: 67609

CR ID #: N/A

Previously, after running the KDS Amnesia command (ExecKDSCmd.exe -A) the "micros"."cm_environment_cfg" table was locked, preventing it from being reorganized using the REORGANIZE TABLE command. The database had to be stopped and restarted to release the lock on the table and allow the command to complete. This has been corrected.

Major Group Reports linked to Family Group Report templates in v5.2 Maintenance Releases

Target Process ID#: 67726

CR ID #: 35436

Previously in v5.2 Maintenance Releases (MR1 and MR2), the Major Group Reports were linked to the Family Group Report template. This has been corrected in v5.4. The Major Group Reports now link to the Major Group Report template.

Incorrect Date Format was shown when selecting Business Date

Target Process ID#: 67907

CR ID #: 35445

It was reported that the date was incorrect in regions using the date format 'dd/mm/yyyy'. For example, today's date is June 10, 2014. In Australia, this is formatted as 10/06/2014. When attempting to change the Starting or Ending Business Date, the calendar displayed October 6, 2014. Currently, this issue cannot be reproduced in the MICROS system test environment.

Setup

Grace period ended prematurely after License Manager reloaded

Target Process ID#: 69550

CR ID #: 35507

Previously, after reloading License Manager, the grace period was terminated before the expiration date. This has been corrected.

Database update failed during RES patch upgrade

Target Process ID#: 73209

CR ID #: N/A

Previously, during the RES patch upgrade it was possible for the database update to fail. Looking in the Micros\common\Etc\DM.log showed the following error message:

```
Could not execute statement. Deadlock detected SQLCODE=-306,  
ODBC 3 State="40001" File: "CreateTriggers.sql" on line 375, column 1  
1:56:09 AM **Error Updating Database**, Database Update  
Failed!"CreateTriggers.sql on line 375"
```


The work around in this case was to click OK to the error message, which allowed the patch to exit. Then open a command prompt and type: DM - U (and press Enter). The Database would then update successfully. This has been corrected.

Transaction Services

Get Open Checks function created Cancel Check value on Sales Reports

Target Process ID#: 66643

CR ID #: 35416

Previously, the Get Open Checks function posted the current Open Checks total to the Cancel total in Sales Reports. This has been corrected.

What's Known

What's Known is defined as what needs to be completed for a successful version upgrade for certain modules.

What's Known Summarized

The table below summarizes What's Known in this version.

Module	Feature	TP ID/ CR ID	Page
Manager Procedures	Manager Procedures and PM Procedures must be launched through POS Operations on MC40 and DT430	64924, 72779/ N/A	42
Peripherals	Magnetic Stripe Reader does not work on MC40	64175/ N/A/	43

What's Known Detailed

Manager Procedures

Manager Procedures and PM Procedures must be launched through POS Operations on MC40 and DT430

Target Process ID#: 64924, 72779

CR ID #: N/A

Manager Procedures and PM Procedures can only be used on the MC40 and DT430 if those applications are launched from within POS Operations.

Peripherals

Magnetic Stripe Reader does not work on MC40

Target Process ID#: 64175

CR ID #: N/A

If the MC40 battery completely drains, the Magnetic Stripe Reader (MSR) will no longer work, until the battery is removed and reconnected. Keep the MC40 batteries charged. If the MSR stops functioning, remove the battery for 3 seconds and then reinsert it.

Kitchen Display System (KDS)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

No new features have been added to this release.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

No enhancements have been added to this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	TP ID/ CR ID	Page
KDS Controller	SIPS caused incorrect KDS course alert times	55937/ N/A	47
	Large order sent to KDS caused KDS Controller to stop working	62186/ N/A	47
	Condiments with prep times linked to components did not increase prep time of component, but of parent	63688/ N/A	47
	Load Balancing option caused KDS Controller to stop	64714/ 35370	48
	KDS Controller did not log messages correctly when print job failed	72672/ N/A	48

Revisions
Detailed

KDS Controller

SIPS caused incorrect KDS course alert times

Target Process ID#: 55937

CR ID #: N/A

KDS Alerts were not always correct when using menu item prep times, dining courses and single item per sub-order (SIPS). This has been corrected.

Large order sent to KDS caused KDS Controller to stop working

Target Process ID#: 62186

CR ID #: N/A

Previously, a large order with many condiments caused the KDS Controller to stop working. This has been corrected.

Condiments with prep times linked to components did not increase prep time of component, but of parent

Target Process ID#: 63688

CR ID #: N/A

When using the Menu Item Components feature to enhance menu item preparation timing, all menu items must have a prep time. If a Component Set does not have a positive Preparation Time, that component may not get sent to KDS displays. Also, Menu Items that have times but whose total time of positive and negative preparation values is either zero or negative will be sent to KDS immediately. Then the next menu item with the longest prep time will also be sent immediately.

Making KDS preparation times work has always required all menu items to have positive preparation time values. This has not changed.

Load Balancing option caused KDS Controller to stop

Target Process ID#: 64714

CR ID #: 35370

Previously, when KDS Load Balancing was enabled (in *POS Configurator / System / Kitchen / Options*), the KDS Controller service would stop unexpectedly when a menu item with a required reference condiment from a previous round was voided and the void was sent to the KDS order device. This has been corrected.

KDS Controller did not log messages correctly when print job failed

Target Process ID#: 72672

CR ID #: N/A

Previously, if a KDS runner chit failed to print, a blank line (_____) was logged instead of the failed check's table number and check number. This has been corrected.

Guest Service Solutions (GSS)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

No new features have been added to this release.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements
Summarized**

There are no enhancements in this version of software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

No revisions have been added to this release.

Cash Management (CM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

No new features have been added to this release.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancement included in this version.

Module	Feature	TP ID/ CR ID	Page
Cash Management	New options added for Petty Cash	47868/ N/A	53

Enhancements Detailed

Cash Management

New options added for Petty Cash

Target Process ID#: 47868

CR ID #: N/A

With this release, the Reference Document and Invoice Description are now required when Petty Cash is paid into or paid from. In addition, a new VAT value is available and can be marked as required when using the paid in function.

Configuration

Navigate to *Cash Management / Configuration / Options / Main*.

- **Require Invoice Description** - When checked, users must enter a description when inputting pay outs.
- **Require Reference Document** - When checked, users must enter a reference when inputting pay ins.
- **VAT Enabled** - When checked, users must enter the VAT amount in addition to the Invoice Amount when inputting pay outs. Note that the VAT amount is included in the Amount field, so a user enters the total amount of the invoice (£10.00) and then the amount of VAT (£1.66). The total amount of the invoice to pay remains at £10.00.

These three new options are disabled by default.

Reports

The CMPettyCashPaidInOut.RPT report has been updated to reflect the Reference and Description fields and if VAT is enabled, the VAT amount will be shown.

mymicros.net supports the addition of these columns for above property reporting.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revision included in this version.

Module	Feature	TP ID/ CR ID	Page
CMBO	New options are now supported when closing and counting on client	36885/ N/A	55

Revisions Detailed

CMBO

New options are now supported when closing and counting on client

Target Process ID#: 36885

CR ID #: N/A

The following options in *CMBO / Configuration / Options / Others* are now supported when closing and counting on the Client.

- ◆ **'Require Cash Pull Deposit Before Close'** — if enabled, the till cannot be closed if there is a cash pull

- ◆ **'View Report Before Finalizing Count'** — available on RES Server only

A cash pull can be transferred from an open till to a deposit.

A new screen has been added for Cash Pull Deposit. This is a lite version, which only allows the user to select a deposit. All Cash Pulls of the selected tills will be deposited when this feature is used.

Labor Management (LM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Labor Management application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements
Summarized**

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revision included in this version.

Module	Feature	TP ID/ CR ID	Page
Payroll Preprocessing	Unable to edit negative Cash Sales in Payroll Preprocessing	67614/ 35433	59

Revisions Detailed

Payroll Preprocessing

Unable to edit negative Cash Sales in Payroll Preprocessing

Target Process ID#: 67614

CR ID #: 35433

Previously, in Payroll Preprocessing a negative Cash Sales value could not be modified. The following error occurred: "Input value of <negative amount> is outside allowable range of 0.00 to 99,999,999.99." This has been corrected. Users can now edit a negative Cash Sales value in *Payroll Preprocessing / Time Cards* for an employee.

Product Management (PM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Product Management application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements
Summarized**

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Financial Management (FM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Financial Management application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements
Summarized**

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

RES Platform

Introduction

This chapter comprises changes made to the RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility
- ◆ System Security
- ◆ Database Manager

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current RES Platform application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

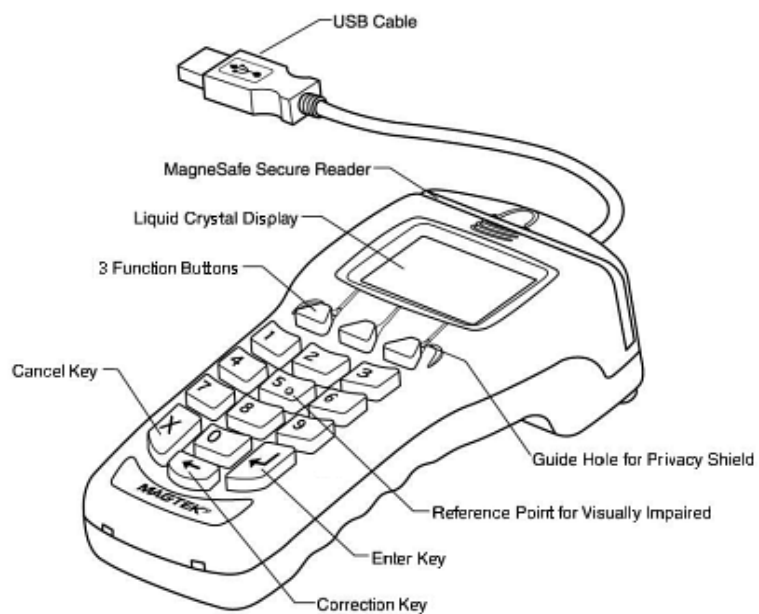
Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Appendix A: MagTek® IPAD Reader Installation

MagTek® IPAD Operations



General Information about the MagTek IPAD Card Reading Device:

The IPAD contains a MagneSafe® reader that encrypts card data at the point of swipe to protect the cardholder's personal information. The MagTek card reader securely reads, decodes, and encrypts card data within the head of the device. This technology secures the magnetic stripe data at the earliest point in the transaction chain—the initial swipe. As a card is swiped through the reader, it can be authenticated immediately by the Merchant Link Host Processor, to determine whether the card is counterfeit or has been altered.

Sample screen showing the IPAD is ready for the next transaction:



For Credit or Gift Card Swipe:

Use the secure reader slot. After pressing the Credit Authorization or desired Gift Card/ Loyalty Card key, the IPAD will display the 'Please Swipe Card' prompt (per the example shown below).



- ◆ Make sure that the Magnetic Stripe on the card is facing you and the card can be swiped in either direction (i.e., left to right or right to left).
- ◆ After the card has been swiped on the IPAD device, the screen displays 'PROCESSING'.
- ◆ The display then changes to 'APPROVED', and the PC Workstation confirms 'Authorized'.
- ◆ You can then Service Total or Credit Card Finalize to close the guest check.



***Note:** The integrated Mag Card Reader on the Workstation itself can still be used for all kinds of employee card swipes. If desired, the MagTek IPAD can read employee cards for Clock-In or Manager Authorizations without any further configuration. In order to use the MagTek IPAD for employee Sign-Ins, a new touchscreen button can be added (Function: Non-Sales/Sign in PINpad swipe).*

Manually Keyed Card Entry:

If there is something wrong with the Magnetic Stripe on a card, to manually enter the card number into the MagTek IPAD Device, press the 'Red X' key. This will display the required data that needs to be entered from the card:



- ◆ **Account Number** - press the 'Green' key to move down to the next line.
- ◆ **Expiration Date** - press the 'Green' key again.
- ◆ **CVV Number** - a 3 or 4 digit number on the back of the customer's card; press the 'Green' key again.
- ◆ The IPAD device will display 'Processing' and card will either be approved or declined.



***Note:** If a mistake is made while entering data, use the 'Yellow' key to backspace and re-enter.*

Error Handling with a MagTek IPAD:

- ◆ If a ‘Card Has Expired’ message is received, the IPAD device will display ‘CANCELLED’ and then return to the ‘Welcome’ screen.
- ◆ If a ‘* CHECK DIGIT ERR’ message is received, this means that the manually entered card account number is invalid. Re-enter the card number again (per instructions above).

**MagTek® IPAD
Device
Installation
Instructions**

From the Workstation(s) where the device(s) will be installed:

1. Stop POS Operations on the Workstation. You will need a keyboard or remote access (i.e., VNC) to do this.
2. Connect the MagTek device to one of the Workstation USB ports. *Not all USB ports work. See diagrams on page **73**.
3. Start POS Operations.
4. The MagTek IPAD will say ‘Initializing’ and then display ‘Welcome’.
5. To Test Device: Press the Clock-In Key and the MagTek device should sound a ‘beep’ tone, then prompt ‘Please Swipe Card’.
6. Clear the ‘Clock In’ dialog box and the MagTek IPAD device is ready for use.

IMPORTANT:

When EMSR Mode is enabled, no other PINPad Payment device type will be allowed. In *POS Configurator / Devices / User Workstation / Peripherals*, make sure that none of the following devices are configured under any clients: PINpad, Mx870 Terminal, ViVOPay, or ViVOPay 4800.

The Magtek IPAD does not require any UWS Peripheral configuration.

The Protégé (since it is not a payment device), could be configured and run on a workstation that did **not** have an IPAD connected, but it would have to be a cash only terminal as it would not be able to accept any kind of electronic payments.

Important USB Connection Instructions

Question:

What USB Ports can be used for connecting the MagTek IPAD device?

Answer:

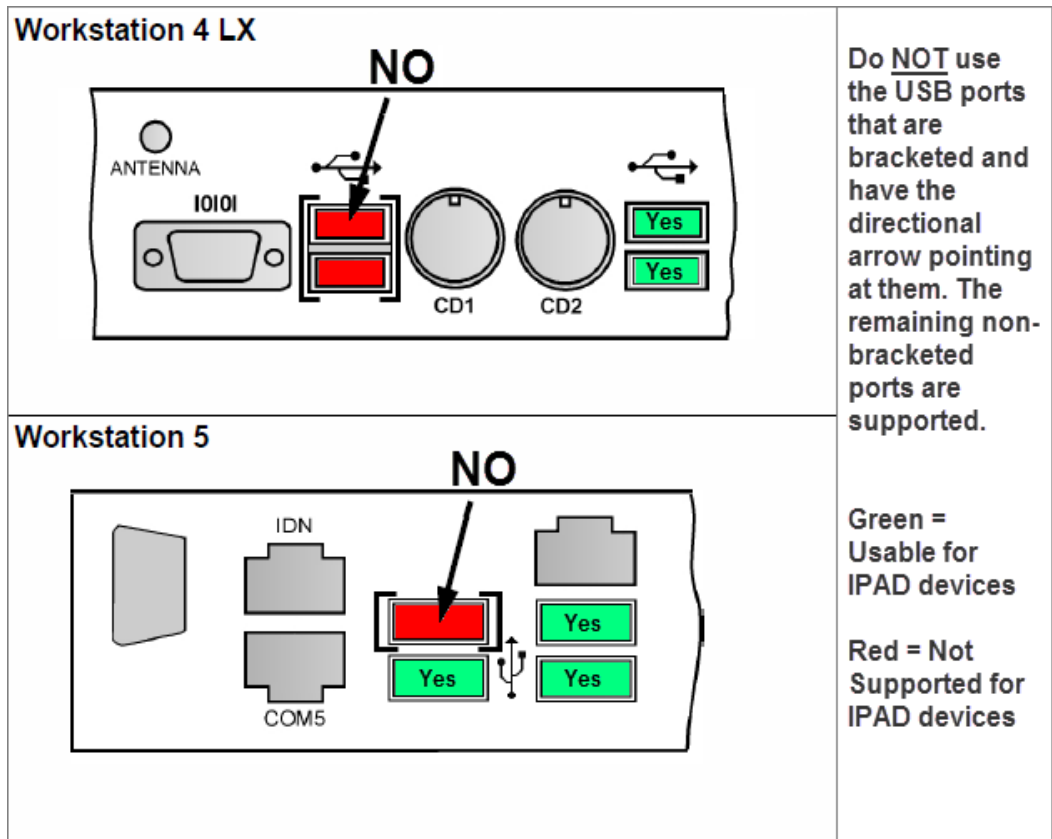
PCWS 2010 - All USB Ports

PCWS 2015 - All USB Ports

WS5A - All USB Ports

WS4 - All USB Ports

WS4 LX & WS5 - An IPAD device will *not* work after a reboot on some USB Ports. Please see the diagram below.



Troubleshooting

If for any reason the device stops working:

1. Power off the client, and then power it back on.
2. Press the 'Clock-In' key and the MagTek IPAD device should sound a 'beep' tone, then prompt 'Please Swipe Card'.
3. If the device does not respond, then stop POS Operations on the Workstation. You will need keyboard or remote access (i.e., VNC) to do this.
4. Disconnect the MagTek's USB connection for 10 seconds.
5. Re-connect the MagTek device to one of the Workstation USB ports.
6. Start POS Operations.