

**Oracle® Restaurant Enterprise Solution  
(RES)**

Release Notes

Version 5.4 Maintenance Release 2

May 2017

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# Preface

This document describes the features and changes included in Oracle Restaurant Enterprise Solution (RES) Version 5.4 Maintenance Release 2.

## Audience

This document is intended for all users of RES.

## Related Documents

For more information, see the following documents in the Restaurant Enterprise Solution (RES) Version 5.4 Maintenance Release 2 documentation set:

- MICROs RES 5.4 ReadMe First
- MICROs RES 5.4 Maintenance Release 1 ReadMe First
- MICROs RES Version 5.0 or Higher Payment Application-Data Security Standard (PA-DSS) Implementation Guide

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.3) or a later patch release (for example, 13.3.1). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

## Revision History

Date	Description of Change
February 2015	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>
April 2015	<ul style="list-style-type: none"><li>• Page 9: Added Kiosk Selection Mode</li></ul>
May 2017	<ul style="list-style-type: none"><li>• Support for Oracle Hospitality MICROs Tablet 720.</li></ul>

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## Important Information

If you are upgrading to this version of RES, see "Installation and Upgrade" for version compatibility information and to ensure that there are no other outstanding issues for upgrading to this version.

For hardware and software compatibility, see "System Requirements, Supported Systems, and Compatibility" for the list of clients that are compatible with this version, and see the associated *Oracle RES Installation Guide* for the latest hardware and software recommendations.



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# Features and Updates

This chapter describes the features and changes included in this release.

## Oracle MICROS Tablet 720 Support

RES 5.4.2 and later support Oracle MICROS Tablet 720 using Microsoft Windows 8.1.

Tablet 720 uses an OPOS scanner, which returns full barcode data. This differs from natively supported scanners, which support barcode format options.

When configuring these OPOS devices, use the following device names:

- MSR: IDTECH\_SECUREMAG\_USBHID
- Scanner: Honeywell

## Added the ability to prorate combo items by cost

CR ID#: N/A

TP ID#: 83730, 83733

This feature adds compliance with a new law in Germany regarding prorating revenue and tax in Combos by individual menu item food cost. To enable this feature:

- In the POS Configurator, select the **Sales** tab and then click **Menu Items**. Select a menu item and then enter a **Food Cost** on the Prices tab.
- In the POS Configurator, select the **Sales** tab and then click **Combo Meals**. On the Revenue Center Options tab, select **Prorate Items by Food-Cost**.

You must enter a Food Cost for all items in the combo meal. If you do not, POS Operations prorates the full combo meal amount to the meal items with costs.

For example, if a restaurant prices a burger combo at \$10.00 and it contains a hamburger set with a \$3.00 cost and fries set with a \$2.00 cost, POS Operations prorates the full cost of the combo meal to those menu items as shown in the following example:

1	1	Burger Combo	0.00
	1	HamburgerQS	6.00
	1	Fries	4.00
	1	Drink	0.00

You can use this feature with POS Operations and Transaction Services.

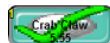
## Added an Ordered Item indicator

CR ID#: N/A

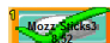
TP ID#: 80692

This feature allows you to configure the following indicators to revenue center touchscreen:

- An icon to indicate whether a menu item has been ordered.



- An icon to indicate whether a menu item has been selected.



- The amount of a menu item that has been ordered.
- The price of a menu item.



To configure these options:

1. In the POS Configurator, select the **Revenue Center** tab and then click **RVC Touchscreens**.
2. Select the **Menu Item Keys** tab.
3. To configure and show an icon to indicate ordered menu items:
  - a. In the **Ordered** group, click the **Indicator Icon** and select an icon.
  - b. Select or deselect **Stretch to Fit**. When selected, POS Operations stretches the selected icon to fit the menu item button. This can force the icon out of proportion.
  - c. Select the position of the icon relative to the menu item button from the **Icon Pos** drop-down list.
4. To configure and show an icon to indicate the menu item currently being edited:
  - a. In the **Current** group, click the **Indicator Icon** and select an icon.
  - b. Select or deselect **Stretch to Fit**. When selected, POS Operations stretches the selected icon to fit the menu item button. This can force the icon out of proportion.
  - c. Select the position of the icon relative to the menu item button from the **Icon Pos** drop-down list.
5. To show the amount ordered for a menu item, select **Show Ordered Count**.
6. To show the price of a menu item, select **Show Price**.
7. To show the currency symbol next to a price, select **Show Currency Symbol**.
8. Click **Save**.
9. In the MICROS Control Panel, click **Database Reload**.

## Added Kiosk Selection Mode

CR ID#: N/A

TP ID#: 80692

The Kiosk Selection Mode feature allows you to prevent operators from selecting multiple items in a check detail at the same time when using a specific user workstation. This option is the same as the single item selection functionality in Conversational Ordering Mode.

To configure this option:

1. In the POS Configurator, select the **Devices** tab and click **User Workstations**.
2. On the Kiosk Support tab, select or deselect **Kiosk Selection Mode**.

## Added support for MICROS Workstation 6

CR ID#: N/A

TP ID#: 80624

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This release adds support for using the MICROS Workstation 6 with RES. This feature allows you to configure and use point to point encryption on the Workstation 6.

## Added Oracle licensing compliance

CR ID#: N/A

TP ID#: 79451

This release adds compliance with Oracle licensing guidelines. You no longer need to install the RES 5.x License Compliance Patch when installing or upgrading to this and later RES 5.x releases.

## Added the ability to unmask the first six digits of credit card numbers

CR ID#: N/A

TP ID#: 74388

By default, POS Operations enables an option to mask credit card number to comply with PCI and security guidelines. This option causes displays and vouchers to show only the last four digits.

This feature adds a Tender/Media option to unmask the first six digits of the credit card number in addition to the last four digits.

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**Note:** POS Operations continues to comply with PCI and security guidelines if you do not mask the first six digits.

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When you enable this option, POS Operations:

- Stores the credit card number with masking rules applied in the `cc_acct_num_ex` column of the `micros.cc_auth_dtl` table.
- Shows the stored credit card number with masking rules on the Credit Card Batch Detail report.
- Does not print the first six digits of the credit card number on credit card vouchers given to customers. POS Operations continues to print the last four digits of the credit card number on the vouchers.

To enable or disable the new masking rule:

1. In the POS Configurator, select the **Sales** tab and then click **Tender/Media**.
2. On the **CC Tender** tab:
  - a. Make sure you selected the **Mask Credit Card Number**.
  - b. Select or deselect **Do not mask the first 6**.
3. Click **Save**.

## Added the local computer name and RES server name to the startup splash screen

CR ID#: N/A

TP ID#: 73610

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This feature adds the local computer name and RES server name to the RES Operations startup splash screen, as shown in the following screenshot:



Figure 1 - POS Splash Screen

## Added the ability to suppress table numbers

CR ID#: N/A

TP ID#: 69734

This feature adds the ability to enable or disable the Suppress table printing option for toggling whether the table number prints on the guest check or receipt.

1. In the POS Configurator, select the **Revenue Center** tab and then click **RVC Print Design**.
2. On the Options tab, select or deselect **Suppress table printing**.

## Added the Beverage Only indicator

CR ID#: N/A

TP ID#: 69733, 69734

This feature adds the ability to enable or disable the Beverage Only indicator option for toggling whether the indicator prints on the remote order device info lines, the table status dialog box, the guest check receipt, and the remote order device print chit.

1. In the POS Configurator, select the **Revenue Center** tab and then click **RVC Print Design**.
2. On the Guest Checks tab, select or deselect **Beverage only indicator**.

You can also configure the Beverage Only indicator using the OPSTEXT.txt configuration file.

## Added compliance with the Australian National Measure Institute for printing weight information

CR ID#: N/A

TP ID#: 63905

This feature adds a new text field for adding or modifying a net weight label for weighted menu items. This adds compliance for measured quantities that have been automatically adjusted, for example by the mass of packaging.

To add or modify the net weight of a menu item:

1. In the POS Configurator, select the **System** tab and then click **Restaurant**.

2. Select the **Options** tab and then select the **Others** tab.
3. Enter a **Net weight label**. POS Operations shows the net weight label when the menu item includes a tare weight or when the **Print tare weight** revenue center option is enabled.
4. Click **Save**.

The following customer receipt contains an example of the NET label:

```

MICROS DEMO SYSTEM
MICROS System, Inc.
7031 Columbia Gateway Drive
Columbia, MD 21046
443-285-6000
www.micros.com

101 Sally S
-----
Tbl 60/1      Chk 168      Gst  0
Station 6      Jan01'15 08:37PM
-----

Manually Weighed
      5.00 lb Gross
-    0.75 lb Tare =
4.25 lb NET @
28.50/lb

Lobster              121.13
Cash                 134.89
Food                 122.63
Tax                  12.26
Payment              134.89
Fd Tax Coll          12.26
----101 Check Closed 08:39PM----
```

Thank you for joining us today.  
THIS IS A CHECK

## Added support for mTablet R-series devices that use COM port 10 or greater

CR ID#: N/A

TP ID#: 63770

The mTablet R-series now supports COM ports 10 and greater. For example, the integrated Bar Code Scanner requires COM port 10.

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## Added a fail-safe for resetting check numbers by a certain time

CR ID#: N/A

TP ID#: 63146

If the EOD for a site fails to run the autosequence that includes resetting the check numbers for the next business date, the business date automatically increments but the check numbers do not reset. As a result, the business date does not start with check #1.

This feature adds a fail-safe that resets the check numbers at the same time that the business date increments if the action has not already been performed.

1. In the POS Configurator, select the **System** tab and then click **Restaurant**.
2. Select the **Options** tab and then select the **General** tab.
3. Select or deselect **Auto reset check number**.
4. Click **Save**.

## Added Conversational Ordering Mode (COM) functionality to support pizza ordering

CR ID#: N/A

TP ID#: 32467

This feature adds functionality to Conversational Ordering Mode (COM) to handle the limitations faced by the current Pizza Ordering module with regards to QSR marketing strategies. COM now includes extended support for handling base selections.

Users can change the base option for a menu item at any stage of the transaction, and the base type follows beneath the menu item on both the check detail and any order output devices. You can also configure the base type to show on the same line as the specialty and attach a price for gourmet base up-charges, such as a stuffed crust.

Previously, you could configure enhanced prefixes to satisfy the requirement, but there was no convenient method for forcing the base selection to print directly after the specialty selection and without the Add modifier.

This feature also allows you to configure condiment groups to roll up condiments after selection and to automatically close selection when the maximum number of allowed items has been reached.

To enable this feature:

1. In the POS Configurator, select the **Sales** tab and then click **Condiments**.
2. On the Condiment Selection tab, select **Roll up**.
3. Click **Save**.

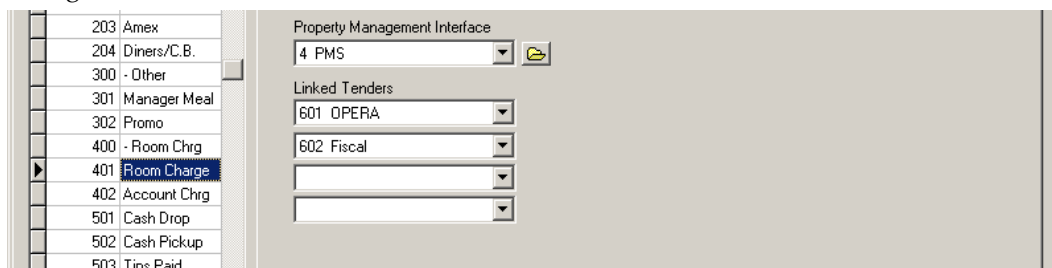
## Added support for posting a tender to multiple Property Management Systems (PMS)

CR ID#: N/A

TP ID#: 32348

This feature supports certain fiscal solutions requirements by adding the ability to post the value of a tender to multiple Property Management Systems (PMS). The main tender contains the traditional value, and POS Operations creates linked tenders that contain no value but retrieve the value from the main tender during PMS Posting. This ensures that posting a tender to more than one PMS does not affect reporting or other tender-related systems. Linked tenders are also suppressed from the ISL system, but you can configure the execution of multiple ISL evens as a consequence of the linked tender PMS interface. If PMS Posting for a main or linked tender fails, POS Operations voids all instances of the tender.

You can set up to five Linked Tenders on the PMS tab of the Tender / Media configuration interface.



**Figure 2 - Linked Tenders**

## Added support for fiscal detail information lines

CR ID#: N/A

TP ID#: 32347

This feature complies with changes in fiscal legislation for certain regions by adding the ability to store fiscal detail information in RES and to post the information to mymicros for retrieval. The fiscal detail record is comprised of a 2000 string data field to hold the fiscal information, an integer application id to identify the origin of the information, an 80-character data name to describe the contents of the record, and a 200-character display name. Customers can use the following SIM variables and commands:

**Table 1 - Fiscal Detail SIM Variables**

Variable	Description
@chk_extensibility_count	Number of extensibility records for the current check.
@dtl_extensibility_count[index]	Number of extensibility records for the detail record at the given index.

**Table 2 - Fiscal Detail SIM Commands**

Command	Description	Parameters
GetChkExtensibilityInfo	Retrieve the string data for the check extensibility info record at the given index.	int index, char[2000] string_data

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GetExtensibilityInfo	Retrieve the string data for the extensibility info record at the given index.	int dtl_id, int index, char[2000] string_data
InsertChkExtensibilityInfo	Add a new info record for the current check.	char[2000] string_data, int application_id, char[80] data_name, char[200] display_name
InsertExtensibilityInfo	Add a new info record for the dtl_id provided within the current check.	int dtl_id, char[2000] string_data, int application_id, char[80] data_name, char[200] display_name
UpdateChkExtensibilityInfo	Update an existing check extensibility info record for the current check.	int dtl_id, int index, char[2000] string_data, int application_id, char[80] data_name, char[200] display_name
UpdateExtensibilityInfo	Update an existing info record for the dtl_id provided for the current check.	int dtl_id, int index, char[2000] string_data, int application_id, char[80] data_name, char[200] display_name

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# System Requirements, Supported Systems, and Compatibility

This chapter describes the handheld devices supported by RES.

## Supported Handheld Devices

- Motorola MC55
- Motorola MC55A
- Symbol MC70
- Symbol MC75A
- DT Research WebDT 410
- DT Research WebDT 415
- DT Research WebDT 430

## Supported Microsoft Windows CE Devices

- Workstation 4
  - Workstation 4 has known memory issues with RES Operations and is not recommended for use. You can continue to use Workstation 4 as a KDS Display without encountering issues.
- Workstation 4LX
- Workstation 5
- Workstation 5A
- MICROS mTablet R-Series (uses Windows Embedded Compact 7)
  - Make sure to set mTablet R-Series as an **mTablet** Workstation Type in the POS Configurator.

## Supported Win32 Devices

- PCWS 2015
- MICROS Workstation 6
- MICROS Tablet 720

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# Installation and Upgrade

See the *Oracle RES 5.4 Installation Guide* for instructions and information pertaining to installing or upgrading to RES 5.4 on a deployment environment.

## RES 5.4 MR2 Upgrade Version Compatibility

You can upgrade the following versions to RES 5.4 MR2:

- 5.4
- 5.4 MR1

## Activating new features

Perform the following steps to activate newly purchased features for your system:

1. Run License Manager.
2. For each Installed Product (POS 3700, Kitchen Display System, RES Platform, Enterprise Office, Enterprise Management, Guest Services Solution):
  - a. Select the product tab.
  - b. Select the Product/Features tab under the Activation group.
  - c. Select all **Product Activation** items.
  - d. Select the purchased features in the **Feature Activation** group.
  - e. Click **Reload**.
  - f. Verify the selected features show a check mark under the product tab.
3. Click **Close**.

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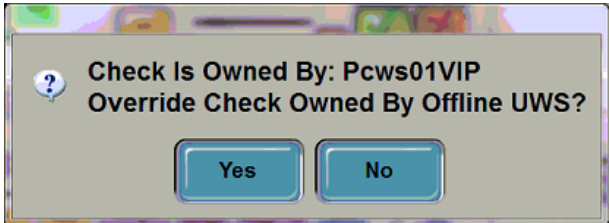
# Issues

This chapter describes the issues resolved in this release.

## Resolved

**Table 3 - Resolved Issues**

Module	CRID	TPID	Description
System	N/A	81056	DM.exe now accurately determines whether the existing database can be converted.  Previously, the RES installer compared the db_build_num column for the Database row in the db_version_cfg table to the last four digits of the Version registry key to determine update suitability, but this could result in an error even in the correct circumstance. See <i>Restaurant Enterprise Solution (RES) Installation Guide Version 5.4</i> .
System	N/A	79688	The CMSC.exe process now correctly releases handles.
POS Operations	N/A	89304	When you set POS Operations verbosity to level 7 or higher and execute ISL files, POS Operations no longer performs excessive logging and shows improved responsiveness.
POS Operations	N/A	87954	The Workstation 6 now correctly displays text entered by an operator when using the native 1920x1080 resolution.
POS Operations	N/A	87169	Void operations no longer encounter an issue that voided incorrect items or removed automatic discounts from closed trays when used with Tray Totals and Automatic Discounts.
POS Operations	N/A	82343	POS Operations now correctly fires SIM void events to mark extensibility records as voided and no longer duplicates extensibility records.
POS Operations	N/A	81551	POS Operations no longer handles refills as a zero value transaction. Servers can now perform a refill for a customer without requiring either manager authorization or the <b>Zero Value Changes to a Previous Round Item</b> privilege enabled for their employee class.
POS Operations	35933	81476	The Table Management System employee section layout screen now refreshes quickly when changing revenue centers.
POS Operations	35929	81377	You can now correctly exit the SVC screen after ringing a menu item with a condiment using the MIN/MAX

			setting.
POS Operations	35898	80408	<p>In Dynamic Ordering Mode, when you perform a VOID CLOSED CHECK operation using a check number with more than one matching entry, POS Operations now adds the character V to the kds_order_id value in the micros.chk_dtl table for the check you select and void.</p>
POS Operations	N/A	76347	<p>If you select a new condiment to replace a default condiment in a group configured with a MIN=1/MAX=1 setting, POS Operations shows the replaced default condiment with the NO prefix to clarify its removal. You can no longer unselect a condiment if it would cause the group count to become less than the minimum setting for the condiment group. For example, if the condiment group "Side Dishes" has the MIN=1 MAX=1 settings, you can no longer unselect the default side dish "Seasoned Fries" because the "Side Dishes" group count (0) would become less than the allowed minimum (1).</p> <p>You can select a different condiment in the same group to unselect the current condiment. For example in the above example, you can select "Sweet Potato Fries". POS Operations then unselects "Seasoned Fries" to meet the MIN/MAX conditions of the "Side Dishes" group and shows "NO Seasoned Fries".</p> <p>If you want to allow an operator to unselect the condiment, you must change the condiment group MIN setting from 1 to 0.</p>
POS Operations	N/A	74586	<p>When a mTablet E-Series enters Sleep mode, POS Operations no longer treats the device as having entered Stand-Alone Resiliency mode and does not require authorization to access checks owned by the device.</p> <p>When you attempt to access a check owned by the mTablet E-Series in Sleep mode, POS Operations shows the following dialog box:</p>  <p>If you click <b>No</b> and decline to override check ownership, you can use the clear check ownership</p>

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feature to give permissions to a selected workstation.

To configure the clear check buttons:

1. In the POS Configurator, select the **Devices** tab and then click **Touchscreen Designer**.
2. Click the **Insert** button and place the button on the touchscreen.
3. Select Function: Check Access from the **Category** drop-down list.
4. Select one of the following options depending on the button you want to use:
  - Clear Check Ownership (Current WS): this button allows the operator to clear ownership for checks that were created by the current workstation.
  - Clear Check Ownership: this button allows the operator to select a workstation. POS Operations clears ownership for checks created by the selected workstation.
5. Click **Save**.

POS Operations	N/A	72127	The API no longer ignores the <b>Prorate by ala Carte</b> option when the <b>Apply Mixed Size Upcharge</b> option is enabled.
POS Operations	N/A	72048	API transactions now correctly update the Service Period Sequence in <code>micros.trans_DTL:srv_period_seq</code> based on the current service period configuration.
POS Operations	N/A	70096	The Open check SLU now correctly shows all open checks after an operator presses the Functions key and then presses Back.
POS Operations	N/A	62828	On Windows CE workstations, POS Operations no longer stops when it tries to load into BSM before the BSM node loads OPS.

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Autosequence and Reports	N/A	83872	<p>The PRINT key now correctly prints Credit Card Batch Reports.</p> <p>You must configure a printer with a Default Printer Name in the Restaurant configurations, and the printer must be:</p> <ul style="list-style-type: none"><li>• Accessible from the server without requesting a username and password from the user.</li><li>• Either a local printer connected directly to the server or a shared printer located in the same workgroup or domain.</li></ul>
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Autosequence and Reports	35246	59851	Tax reports now correctly post and show Full Inclusive tax names.
Autosequence and Reports	35232	59533	On a Back Office Client, if you call an Autosequence from MICROS Desktop using an HTML link, you no longer receive the "Error executing Autosequence" error message.
Autosequence and Reports	N/A	29431	If you disable the option <b>Use seat count for cover count</b> , both the order taker and the dispatcher have a guest count of 0. If you enable the option, the order taker correctly has the guest count of 1 and the dispatcher correctly has a guest count of 0.
Cash Management	35538	70192	On the Welcome to Cash Management form, the till summary information now shows the correct data after the user accesses the Date Selection calendar.
Inventory	35456	68343	Receipts and packing slips that were suspended and then reconciled now properly update the database and post to myMicros.
KDS	N/A	88564	When you deselect a chit or suborder on a DC box containing a large number of orders, the KDS Display no longer encounters an Out of Memory error.
KDS	N/A	88561	The KDS Controller no longer repeatedly sends statistics update requests when the first request was not processed quickly. This corrects an issue where a busy KDS Controller could flood the queue with the same statistics update request.
KDS	33885	80424	When the KDS Display is in List mode, it now correctly applies KDS Highlight Schemes to the Order Type column.
KDS	35887	79986	<p>The <b>Enable Item Started Timings</b> option no longer causes the KDS Controller Service to fail when an operator sends an order.</p> <p>To configure this option:</p> <ol style="list-style-type: none"> <li>1. In the POS Configurator, select the <b>System</b> tab and then click <b>Kitchen</b>.</li> <li>2. On the Options tab, select or deselect <b>Enable Item Started Timings</b>.</li> </ol>
Manager Procedures	25949	82050	You can now log in to Manager Procedures on a Windows CE workstation by using the onscreen number pad.
Manager Procedures	35778	76658	When an operator modifies an existing employee time card record, the calendar in <b>Adjust Clock In Date/Time</b> and <b>Adjust Clock Out Date/Time</b> now correctly

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			highlights and indicates the saved date.
Manager Procedures	35677	74018	The mTablet R-series can now view the Dashboard Time Period Sales and Labor Graphs.
Utilities	35613	72043	Payroll Preprocessing no longer hangs or locks up while editing Time Card records.
Workstations	N/A	88593	Workstations using the 1920x1080 resolution no longer encounter text visibility issues when using the medium font size. RES does not support other font sizes when using this resolution.

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## Known

Module	CRID	TPID	Description
POS Operations	N/A	75448	<p>The touchscreen becomes unresponsive for 10 to 15 seconds when you change the theme in the POS Configurator for an mTablet E-series workstation.</p> <p><b>Workaround:</b> Wait for the program to respond while the workstation loads the new theme. You can resume operations when the workstation finishes loading the theme.</p>
Autosequence and Reports	N/A	77196	<p>Microsoft Excel does not import .csv files generated by Autosequences using the Print to Disk procedure in readable format.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Configure the autosequence to export to an XLS extension.</li> <li>2. Export the XLS to .csv format.</li> </ol>
Workstations	N/A	N/A	<p>If RES uses the Micros Classic Security setting and a workstation uses both the medium font size and a 1920x1080 resolution, the sign-in dialog box when accessing an administration application such as POS Configurator may show overlapping buttons.</p> <p><b>Workaround:</b></p> <p>The graphical issue does not interfere with operations, but you can configure the complex security authentication instead of Micros Classic Security to use a separate method of login.</p>

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