Oracle® Hospitality RES 3700
Release Notes
Version 5.4 Maintenance Release 3

May 2017

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Preface

This document describes the features and changes included in this RES 3700 (RES) release.

Audience

This document is intended for all RES 3700 technicians, administrators, and users.

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
May 2015	• Initial publication.
May 2017	• Support for Oracle Hospitality MICROS Tablet 720.

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.

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`

New Kitchen Display System Chit Layout

CR ID#: N/A

TP ID#: 83590

You can select the new Layout #17 for Kitchen Display chits to include the Check ID and Check Number as shown in the following example:

```
    Drink Only          VIP
          Tray: 2B
Chk ID                00:00
Stall(Tbl)#     Chk Number
```

Support for the Oracle MICROS Tablet E-Series

CR ID#: N/A

TP ID#: 82521, 80623

This release adds support for the following Oracle MICROS Tablet E-Series versions and peripherals:

- Oracle MICROS Tablet E-Series 8
    - Sleeve for Tablet E-Series 8 with magnetic stripe card reader (MSR).
    - Sleeve for Tablet E-Series 8 with MSR and 2D image/scanner. The scanner sends all digits of a barcode to POS Operations. You cannot configure the scanner to parse the barcode using the POS Configurator Scanner Format settings.
- Oracle MICROS Tablet E-Series 11
    - Sleeve for Tablet E-Series 11 with MSR.
    - Oracle MICROS E-Series Base Station.
    - 1D/2D image/scanner with remote capability for E-Series Base Station.

This release does not support:
- Using the MSR in encrypted mode.
- Sharing the MSR with POS Operations and Manager Procedures. This prevents assigning Employee Cards in Manager Procedures.

- Finger Print Scanning.
- Testing with the MICROS Confidence Test utility.
- Scales: not certified for use by the National Conference on Weights and Measures.

Configuring the E-Series MSR

1. In the POS Configurator, select the **Devices** tab and click **User Workstations**.
2. On the Peripherals tab:
   a. Click the **Add** button to add a new peripheral device.
   b. Select Magnetic Stripe Reader from the **Peripheral Type** drop-down list.
   c. Select OPOS from the **Connection Type** drop-down list.
   d. Enter MSRE23x in the **Device Name** field. This field is case sensitive.

Configuring the E-Series Scanner

1. In the POS Configurator, select the **Devices** tab and click **User Workstations**.
2. On the Peripherals tab:
   a. Click the **Add** button to add a new peripheral device.
   b. Select Scanner from the **Peripheral Type** drop-down list.
   c. Select OPOS from the **Connection Type** drop-down list.
   d. Enter ScannerE23x in the **Device Name** field. This field is case sensitive.

Docking the 11" Tablet E-Series to the Base Station

When docking the Tablet to the Base Station, you must wait while POS Operations shows the Reinitializing Peripherals dialog box. If you attempt to ring a transaction before POS Operations stops showing the dialog box, certain devices may not resume normal operations.

If one or more devices fail to operate after docking the Tablet, you must un-dock and re-dock the Tablet and then wait for POS Operations to complete initialization.

Resetting Check Numbers When Setting the Business Date

CR ID#: N/A

TP ID#: 75275

You can now configure an option to automatically reset check numbers when the restaurant automatically increments the business date. If you do not enable the option and the End Of Day autosequence fails to run by the specified time, POS Operations automatically increments the business day but does not reset check numbers. This causes the new business day to not begin with Check #1.

To configure this option:

1. In the POS Configurator, select the **System** tab and then click **Restaurant**.
2. On the Options tab, select or deselect **Auto reset check number**.

Tracking Totals by Individual Split Checks

CR ID#: 35499

TP ID#: 72786

You can now configure POS Operations to post split checks to individual checks in reports using the **Post split total to new check** option. This allows POS Operations to track totals by individual split checks.

If you enable the **Post split total to new check** option, POS Operations posts the total amount split from the parent check to the Credit Total value for Sales Reports. This results in a Change in Grand Total value and Grand Total value that increases at a significantly faster rate than with the option disabled.

For example, if an operator splits a 20$ check to two 10$ checks:

When the option is disabled, POS Operations posts 20$ to the Sales report and shows the following values:

- Credit Total: 0
- Change in Grand Total: 20
- Grand Total: 20

When the option is enabled, POS Operations posts 20$ as the parent check, creates a new check totaling the split value of 10$, and subtracts the split 10$ from the parent total, then shows the following values:

- Credit Total: -10
- Change in Grand Total: 30
- Grand Total: 30

To enable this option:

1. In the POS Configurator, select the **Revenue Center** tab and then click **RVC Posting**.
2. On the Options tab, select or deselect **Post split total to new check**. By default, RES does not enable this option when you perform an upgrade or when you create a new revenue center.

VAT Tax Rate Columns in micros.sale_dtl

CR ID#: 35499

TP ID#: 72786

The micros.sale_dtl table now includes eight columns named Vat_by_ttl_itmzr_01 through Vat_by_ttl_itmzr_08. Each column corresponds to a tax rate. POS Operations posts the itemizer total of VAT taxes configured with the **VAT Tax By Total** method to the respective column.

Tax Rate Indicator for Guest Checks

CR ID#: N/A

TP ID#: 32204

This feature adds compliance with regulations that require showing tax rate information on customer receipts. This feature:

- Prints the tax rate label next to each:
  - Menu item, discount, and service charge. If there is no applicable tax for an item, the guest check prints NT. If more than one tax rate applies, the guest check prints the labels below the item.
  - Tax rate line before the guest check trailer.

- Overrides the **Print Separate Tax Lines** revenue center option.
- Excludes taxes from the guest check Subtotal.
- Ignores the **Roll up Combo Meal Prices** combo meal option.

You cannot use this feature to print tax rate indicators to the journal file. If you configure guest checks or customer receipts to print to a disk file, this feature prints the tax rate indicators to the disk file.

For example, the following guest check shows the tax rates, as highlighted:

```
---------------------------------------
Tbl 10/1        Chk 941        Gst  0
          Apr17'15 09:29AM
---------------------------------------
  1 Soup Of Day          3.00  T1
  1 Onion Soup           5.00  T2
  1 Clam Chowder         4.50
    T1 T2
  1 Lobster Bisque       5.25  NT
    Cash                20.00

    Subtotal            16.89
    Tax                  1.61
    Payment             18.50
    Change Due           1.50

 T1 0.75 Food 10%         7.50
 T2 0.86 Bevg % Incl      8.64
--------101 Check Closed 09:30AM--------
```

This feature requires outputting in 40-column format. Make sure you enabled 40-column formatting for:

- The guest check/receipt for user workstations.
- The local backup printer.

To enable the tax rate indicator:

1. In the POS Configurator, select the **Revenue Center** tab and then click **RVC Print Design**.
2. On the Guest Checks tab, select **Print tax rate indicator**.

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

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

Supported Win32 Devices

- MICROS PC Workstation 2015
- MICROS Workstation 6
- MICROS Tablet E-Series and MICROS E-Series Base Station
  (uses Microsoft Windows 8.1 Industry Edition)
  - Make sure to set Tablet E-Series as a **Workstation** Workstation Type in the POS Configurator.
- MICROS Tablet 720

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 MR3 Upgrade Version Compatibility

You can upgrade the following versions to RES 5.4 MR3:

- 5.4
- 5.4 MR1
- 5.4 MR2

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**.

Issues

This chapter describes the issues resolved and known in this release.

Resolved

Table 1 - Resolved Issues

Module	CRID	TPID	Description
POS Operations	N/A	95941	When using tray totals, POS Operations no longer: • Prints receipts for incorrect seats. • Posts incorrect totals. • Posts incorrect outstanding balances.
POS Operations	36333	94767	When ringing a combo meal with a default selection based on the order type, POS Operations now correctly uses the active order type instead of the default order type set on the user workstation.
POS Operations	36209	92609	With RES Enterprise Management Corporate, you can now correctly add Linked Condiments to a Component Set on a central database.
POS Operations	N/A	91822	POS Operations no longer incorrectly calculates the tax on inclusive service charges.
POS Operations	40195	90647	The Most Expensive Section pricing method in the Ordering Module now correctly prices the menu item based on the condiments applied to the most expensive section in the order. The option previously incorrectly combined the condiments for all sections, which resulted in the same pricing as the Actual Value.
POS Operations	36039	86620	The Enhanced FO Interface no longer stops POS Operations when tendering on the MC55, MC75, and MC55A HHT devices.
POS Operations	36033	86359	When running a SIM script containing the TMED event, POS Operations no longer fails after it executes the input/inputkey or displayinput command and the operator enters a value.
POS Operations	N/A	79940	The RES API now correctly computes taxable sales.
POS Operations	38565	79292	When you perform a Direct Void operation that triggers an Amount Off automatic discount, POS Operations now correctly applies the Amount Off value instead of the full price.
POS Operations	35782	76807	When you select a previous order from the Guest

			Services Solution order history, POS Operations now shows the latest price for an Order Module item instead of the price at the time of the order.
POS Operations	35365	64509	When you apply a Manually Enabled Percentage Discount to a combo meal prorated by a-la-carte price, POS Operations now calculates and applies the correct discount amount.
Autosequence and Reports	36383	96031	POS Operations no longer incorrectly balances the transaction to produce an outstanding balance in specific cases that involve: • Item Discounts configured to report as Subtotal Discounts. • Ringing Menu items with a quantity. • Voiding the discount on an item.
Autosequence and Reports	36358	95851	The following scenario no longer causes an incorrect outstanding balance on system sales reports: 1. Tender a check with Tray Totals. 2. Re-open the check to void a payment from a tray. 3. Service and re-tender the check.
Autosequence and Reports	36096	88803	The Open Check Report no longer encounters the `Code 1: Service report failed` error if the RVC Object Number exceeds 999.
Credit Card Batch	N/A	82739	When using the Credit Card Batch Utility to create a credit card batch, the utility no longer incorrectly includes credit card tenders from old checks after you upgrade RES. This previously caused old transactions to fail to settle, prevented the system from purging check details, and interfered with settling current credit card batches.
Database	36032	86357	The Backup Transaction Log Only function (`DM -t`) now leaves a transaction log file in the \Micros\Database\Data\Backup\Archive\ folder with the MICROS_yyyy_mm_dd_hh_mm.log naming convention. Database Manager keeps the same number of backup log files as the number of backup database files.
Interfaces	35536	79999	SIM now executes void operations after running the current script. This change prevents the conflict in which the void operation triggers another ISL script. As a result, the @dtl_is_void variable no longer accurately provides immediate feedback on the void status of an item.

Peripherals	36314	94436	POS Operations no longer fails and displays the error message `Error: Exception out of memory, application will now terminate` in applications using a large number of bitmap images.
Peripherals	36305	94317	RES no longer fails to receive a response from the Ariva scale.
Peripherals	35601	71814	Delivery Dispatch now correctly accepts finger print authentication when set to the **Finger Print Only** authentication mode.
Printing	35704	80001	If a delivery order is paid before it is transferred to the driver, the driver receipt and check now correctly prints upon transfer.
Printing	35692	74323	When a Sales Recording Module is enabled and connected to a workstation, the receipt now prints when a customer makes a payment even if the receipt had been previously printed.
Transaction Services	35942	81913	The RES API now correctly applies order type masking when sending an order to the KDS or to printers.
Transaction Services	N/A	79914	The RES API now posts a transaction using the correct Sales Itemizer when handling a menu item with: • An applied inclusive service charge. • A different Sales Itemizer and Service Itemizer. For example, if a menu item belongs to Sales Itemizer 1 and Service Itemizer 2, the RES API no longer incorrectly posts the transaction to Sales Itemizer 2.
Transaction Services	35797	77781	When you apply a Touch Item Discount to an API order containing Menu Items with priced Required Condiments, POS Operations no longer shares the discount among the Menu Items and no longer places condiment entries into incorrect parent buckets.
Utilities	N/A	82763	The ActiveX List control and Ticker control for Table Management Services no longer encounter unexpected timeout issues.
Workstations	N/A	89948	The sign-in dialog box when accessing an administration application such as POS Configurator no longer shows overlapping buttons when: • RES uses the Micros Classic Security setting. • A workstation uses both the medium font size and a 1920x1080 resolution.
	39899	82225	After scanning a barcode using PM Procedures, you can now correctly select inventory items and unit of

measure on the Motorola MC55A and MC75A.

Known

Table 2 - Known Issues

Module	CRID	TPID	Description
POS Operations	36039	86620	The Enhanced FO Interface stops POS Operations when tendering on the 75A HHT device. You must restart the handheld device.
POS Operations	N/A	75448	The touchscreen becomes unresponsive for 10 to 15 seconds when you change the theme in the POS Configurator for an mTablet E-series workstation. **Workaround**: Wait for the program to respond while the workstation loads the new theme. You can resume operations when the workstation finishes loading the theme.
Autosequence and Reports	N/A	77196	Microsoft Excel does not import .csv files generated by Autosequences using the Print to Disk procedure in readable format. **Workaround**: 1. Configure the autosequence to export to an XLS extension. 2. Export the XLS to .csv format.