



*Restaurant Enterprise Solution  
(RES) Version 5.1  
Read Me First*

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**About This Document**

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ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 5.0 release of the MICROS Restaurant Enterprise Solution (RES) software.

This document contains updates for the Version 5.1 release of the MICROS Restaurant Enterprise Solution (RES) software.

\*\*\*\*\***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.

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\*\*\*\*\***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.

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## Upgrading RES

The following versions of RES databases can be upgraded to RES 5.1.

- ◆ 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 MR9 (4.9 GR \*\*\*)
- ◆ 4.10 and 4.10 MR1, MR2
- ◆ 4.11 and 4.11 MR1, MR2, MR3
- ◆ 5.0 and 5.0 MR1 through MR4

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**Warning** *Any RES version not listed here cannot be upgraded to RES 5.1.*

*\*\*\* These databases must have a pre-convert script run against them prior to upgrading to 5.1.*

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

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**Note**



*For known limitations, please refer to the RES Version 5.1 Installation Guide in the Before You Begin: Tips, Traps, and Precautions section.*

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**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 section, 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.

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## **Declarations**

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## 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	CR ID/ SCR	Page
CA / EDC	Added Support for Google Wallet with the ViVOtech 4800 Device	N/A/ 38848, 39017	6
	Added Support for Point-to-Point (PtP) Encryption with the MagTek® IPAD Device	N/A/ 39671	12
	Added Support for PtP Encryption with MerchantLink and MICROS Integrated EMSR	N/A/ 39686	16
Common - Apps Starter	Port Code Changes from RES v4.x to v5.1	N/A/ 39414	18
Devices	Drive-Thru Display Controller	N/A/ 39520	18
Manager Procedures	Support Added for CM by Revenue Center	N/A/ 39423	19
MICROS PCWS 2015	MICROS PC Workstation 2015 Now Supported and Certified for Scale Use	N/A/ 39465, 39477	20

**New Features  
Detailed**

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**CA / EDC**

***Added Support for Google Wallet with the ViVOtech 4800 Device***

CR ID #: N/A

SCR #: 38848, 39017

With this release, support has been added for Google Wallet with the ViVOtech 4800 device. The Google Wallet is an application that customers may use on their smart phone to submit coupons and payments to a RES Point-of-Sale system.



**Hardware**

A ViVOtech 4800 payment terminal attaches to the serial port of the MICROS workstation. Only one payment terminal may be configured for each workstation. The 4800 is an RFID reader and supports contactless credit cards as well as Near Field Communication (NFC) capable smart phones (e.g. Samsung NEXUS).



In order to accept offers (discounts) from Google Wallet, the terminal must be injected with the merchant's MID key and Secret key. This injection is typically performed by ViVOtech. Customers may use one of several Google Wallet capable smart phones. The phone must support NFC. Refer to the [Google Wallet](#) web site for more information.

## POS

During a transaction, a customer may tap their Google Wallet enabled phone to the ViVOPay 4800 to redeem a discount stored in the Wallet and pay a check. A single tap of the phone may contain one or more discounts, credit card account information, or both discounts and account information.



The discount is applied immediately to the check without interrupting the cashier. When tapped, the ViVOPay 4800 will beep and its lights will flash, indicating a receipt from the phone. After accepting the discount, POS Operations will display 'Discount sent by customer' in the POS.

Discount sent by customer		
SUPERUSE	Chk 2179	Gst 3
DEMO		
1 MN ORIG	1.99	▲
1 SM CHOC	3.49	
1 MD CRML	4.49	
10 %		
GOOGLE 10%	-1.00	

When tapped, the reader will sound a single beep along with flashing four lights to indicate a good receipt from the phone; two beeps with one light indicates a failure reading from the phone and the customer should retry.

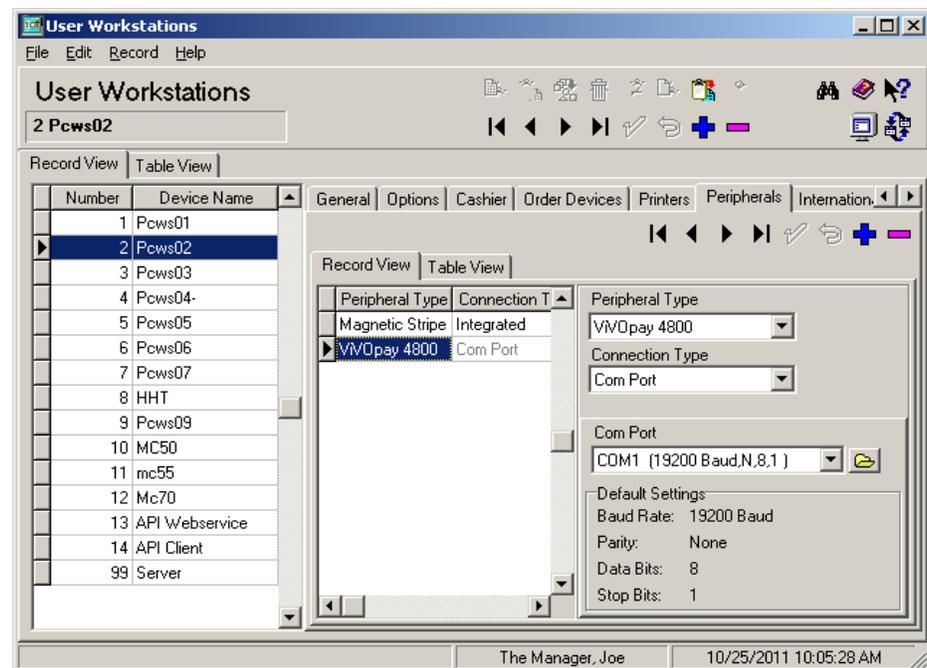
If the customer chooses an inappropriate discount or if the system is not properly configured to accept the discount, an error will be displayed in the POS. Additional information will appear in the 3700d.log about the failed discount. After completing the authorization, a credit card payment is added to the check.



## Configuration

### 1. Devices | User Workstations.

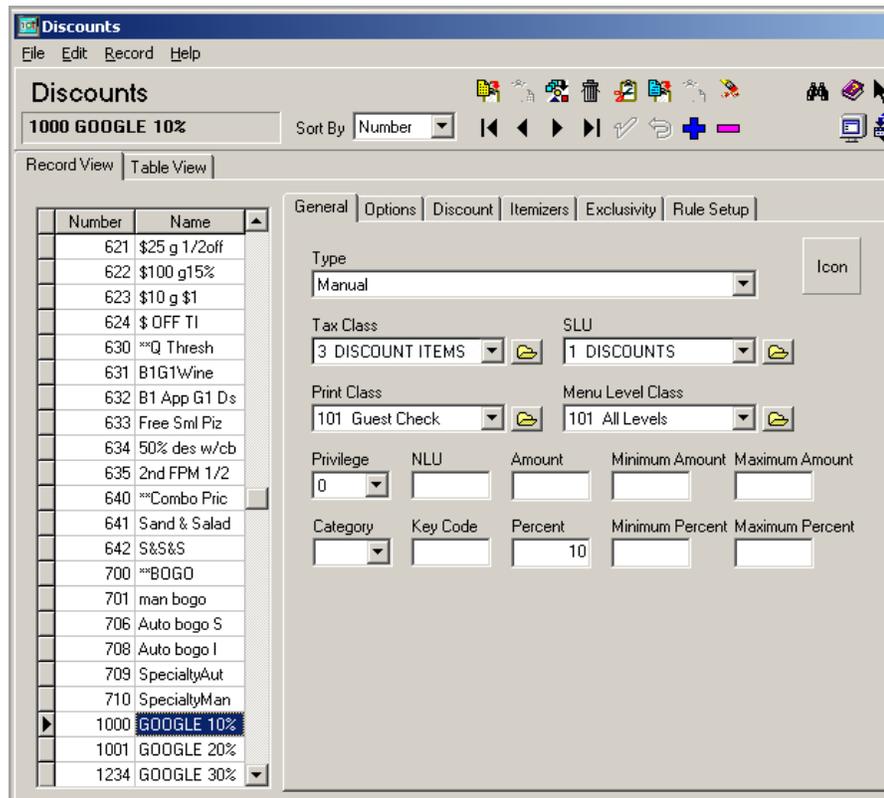
The ViVOpay 4800 peripheral device is configured through POS Configurator. By default, the device is configured with a baud rate of 19,200 but other baud rates are supported. The ViVOpay terminal may not be used on the same workstation as a Protégé. After configuring the peripheral, the RES database must be reloaded and the workstation must be restarted.



**Note:** For Win32 Clients, set the Windows® corresponding Com Port to the same Baud Rate and Parity settings as the POS Configurator Com Port settings (19,200/N/8/1). From the Win32 client, in Windows navigate to: My Computer | Properties | Hardware | Device Manager | Ports. Reboot the PCWS after making any changes to re-initialize the Com Port.

## 2. Sales | Discounts

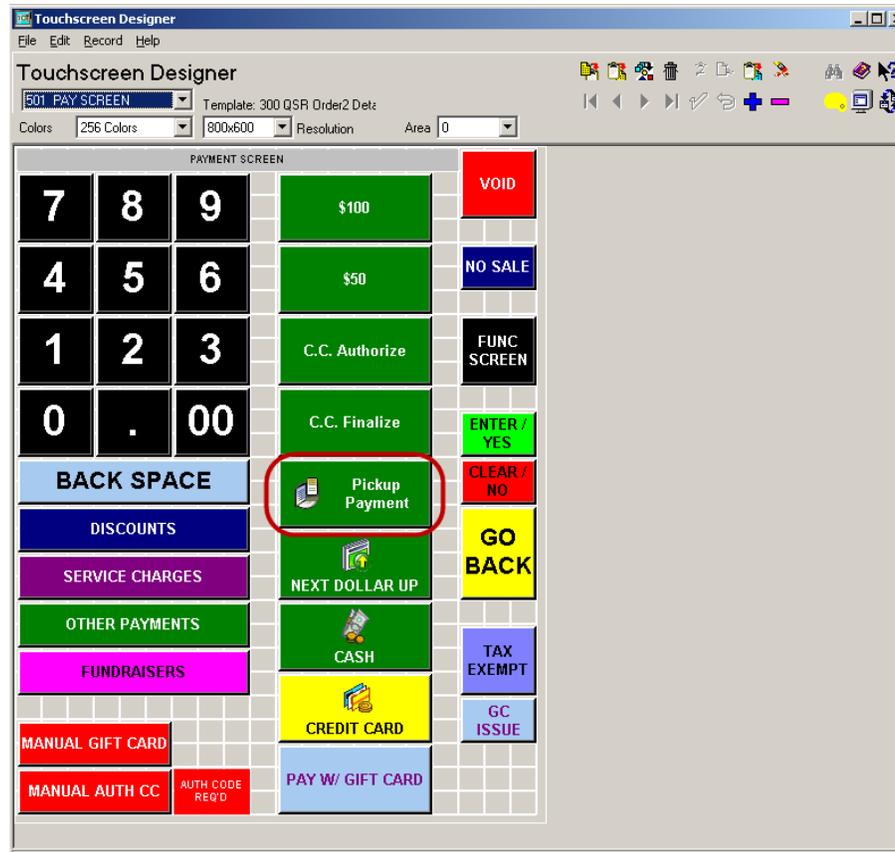
Each Google Wallet discount must be programmed in the RES application. The discount number must correspond to the number that will be supplied to the POS by the Google Wallet. The Google Wallet may submit one or more discounts during a single tap.



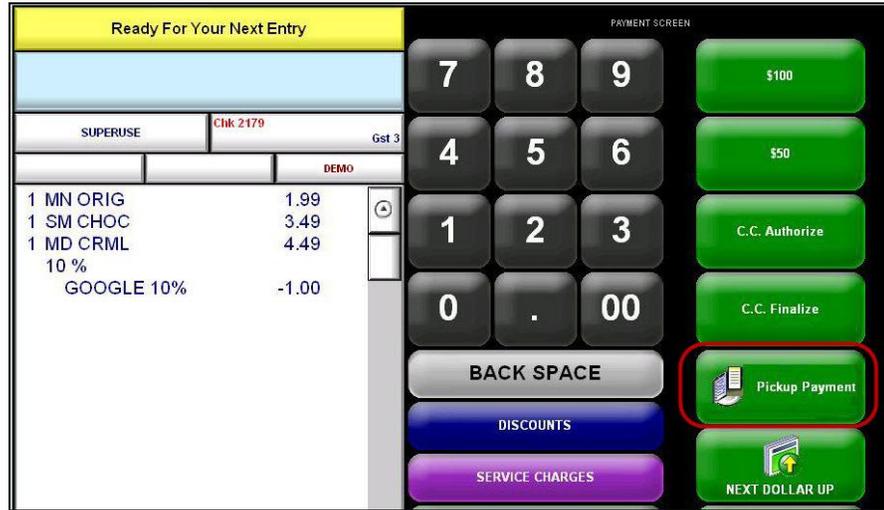
**Important Note:** Google Wallet Discounts are designed for speed of service. The attributes of discounts should allow for it to be applied to a check without restrictions. Therefore, discounts **cannot** prompt for Reference entries nor require any Manager approval.

### 3. Devices | Touchscreen Designer

A 'Pickup Payment' touchscreen key should be added to the POS payment screen. The 'Pickup Payment' key is used to retrieve account information that has been supplied to the workstation through an external device (such as the ViVOPay 4800).



The 'Pickup Payment' key is similar to 'Auth and Pay' and is used for a cashier environment; Google Wallet support is not recommended in a full service restaurant.



### ***Added Support for Point-to-Point (PtP) Encryption with the MagTek® IPAD Device***

*CR ID #: N/A*

*SCR #: 39671*

RES v5.1 supports the new TransactionShield Credit Card Feature. This feature requires enabling a new option to engage Encrypted Magnetic Card Mode (EMSR), when the new MagTek IPAD PINpad devices are used. TransactionShield™ provides a means to eliminate cardholder data at the customer system level and now encrypts the data as the card is swiped through the external MagTek IPAD device. The data is then stored in a secure, hosted 'vault' via transmission to Merchant Link. This feature utilizes cloud-based decryption, so the merchant no longer has decrypted data on site and protects the cardholder's personal information.

For more information about the MagTek IPAD device, see [Appendix A: MagTek® IPAD Reader Installation](#).

#### **Feature Requirements:**

- RES v 5.1
- MagTek® IPAD Secure Card Reader<sup>1</sup>

- Transaction Vault Credit Card Driver (CaTVCA v4.13.0.2468 or higher)

MICROS workstations will be enhanced to replace its current Magnetic Stripe Reader (MSR) with one that provides encrypted and masked Credit Card (CC) information to the POS. In order to continue to process CC transactions, RES was enhanced to interact with the Encrypted MSR (EMSR) and process transactions using the encrypted account information provided by the EMSR. Currently, only the MagTek IPAD device is supported for this feature.

WS4 support has been added for the MagTek® IPAD PINpad device. The MagTek® IPAD can be used with either of the two available USB ports on the WS4.

### Connection

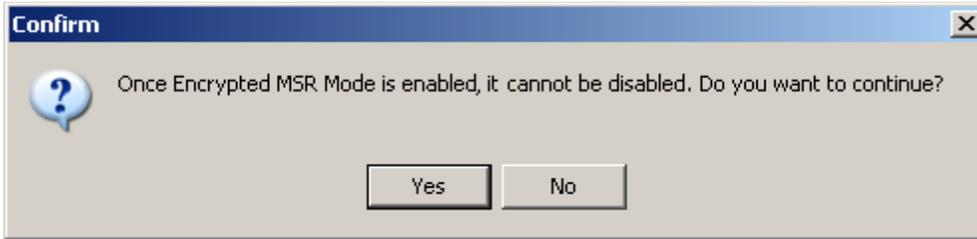
- ◆ When POS Operations is loading, the PINpad device is initialized. It will first check for the presence of a MagTek IPAD device and will try to open it. If it is successful, then it will ignore any other PINpad device that may be configured in POS Configurator.
- ◆ The connection of the MagTek IPAD device may be tested using the MICROS Confidence Test by navigating to the MICROS Confidence Test | PINpad | MagTek IPAD section.

### Configuration

1. Navigate to *POS Configurator* | *System* | *Restaurant* | *Security* | **‘Encrypted MSR Mode’**. By default, this option is disabled.

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1. The MagTek® IPAD Secure Card Reader can be ordered using the following Part Number information: PN# 700293-570 - MagTek IPAD Encrypting MSR/Keypad, Featuring Merchant Link Key Injection, USB HID Interface.

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2. Prior to enabling this feature, users will receive the following confirmation prompt. Select 'Yes' to continue or 'No' to close the prompt.

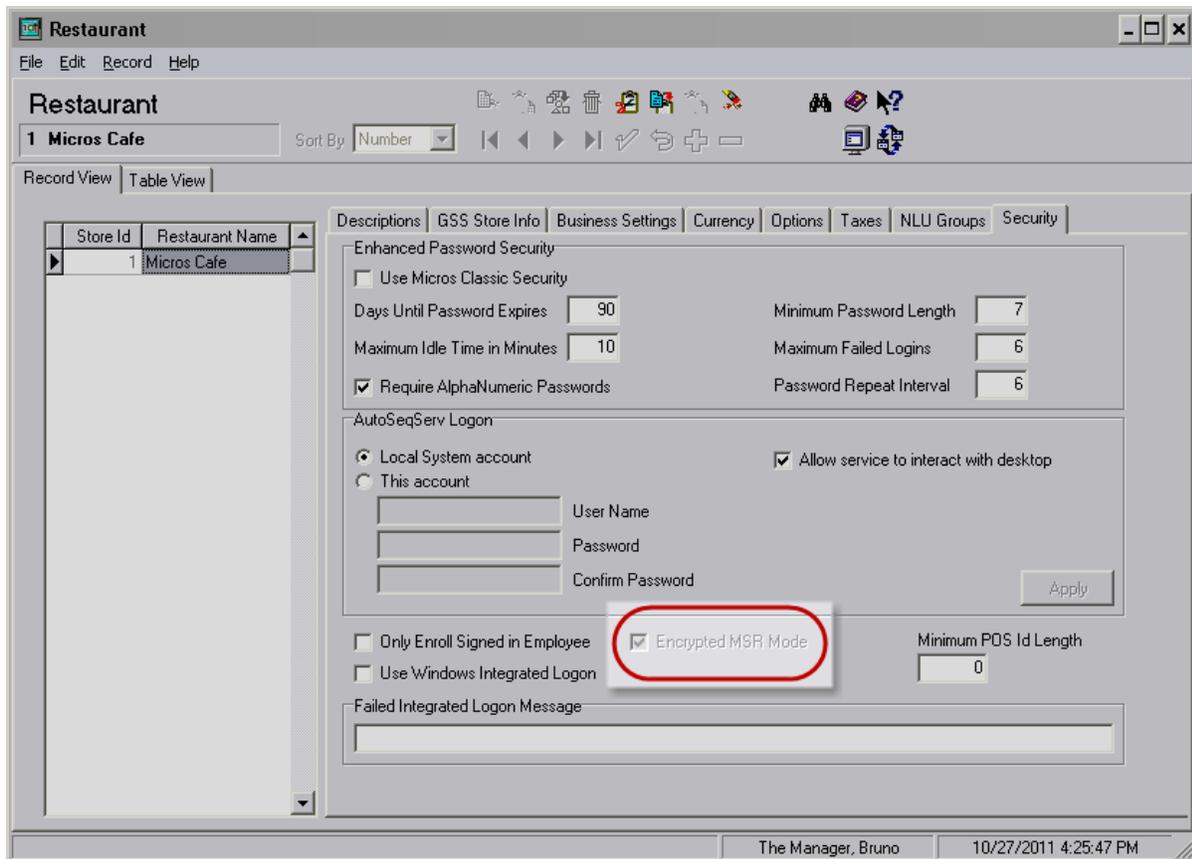


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- 
3. A new function key was added (Functions: Non-Sales/Sign in PINpad swipe) to allow prompting the EMSR to swipe an Employee ID card for sign in purposes. If desired, the Mag Card Reader on the workstation may still be used for Employee ID cards only.



**Note:** Once the 'Encrypted MSR Mode' option is enabled, the option is grayed out and out of focus so that a user cannot change or reverse it. If accidentally enabled, users should be directed to contact their MICROS support representative. The only way to change it is with DBA authority in the database.

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## Functionality

- ◆ Bank card data will not be accepted on anything else except the MagTek IPAD EMSR device if the system is running EMSR mode.
- ◆ POS Operations has been enhanced to accept card swipes on the MagTek IPAD for not only bank-issued cards, but for employee ID cards as well.

## POS Operations

- ◆ POS Operations will error if an attempt is made to swipe a card for a CC Authorization on the integrated PCWS MSR. It displays a “Not Allowed, Please Use Encrypting Mag Reader” message.

## Known Limitations

- ◆ GSS support - when EMSR mode is enabled, it will no longer allow GSS Function keys that require a card swipe. By design, if an attempt is made to use GSS Credit Card related Touch Screen function keys (i.e., GSS Auth Card and GSS Store Credit Card), users will receive an error message 'Not available with EMSR mode enabled.'

## *Added Support for PtP Encryption with MerchantLink and MICROS Integrated EMSR*

*CR ID #: N/A*

*SCR #: 39686*

The MICROS workstations have been enhanced to replace the Magnetic Stripe Reader (MSR) with the new Point to Point (PtP) encrypted MSR (EMSR). The EMSR provides encrypted and masked credit card information to the POS. RES 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. The EMSR is not accessible on Windows Mobile devices. Sites using RES v5.1 with Win 7 workstations must manually reboot them after changing the EMSR Mode setting. This is a KNOWN LIMITATION.

## Configuration

1. Navigate to *POS Configurator / System / Restaurant / Security* | **‘Encrypted MSR Mode’**. By default, this option is disabled.

### Manual Entry

If a credit card cannot be read with the magnetic stripe reader (MSR), the ID TECH SecureKey device can be used to manually enter the account number. The POS Operations touch screen cannot be used to enter credit card data when EMSR mode is enabled. If EMSR is enabled and either a non-encrypting keyboard or non-encrypting MSR is used to enter credit card data, the following message will be returned:

NOT ALLOWED. PLEASE USE ENCRYPTING MAG READER

The new integrated magnetic stripe readers have been shipping with new workstations since Fall 2012. The WS5A and 2015 clients that have a serial number equal to or greater than the following are shipped with the encrypting magnetic stripe reader installed.

- ◆ WS5A = 2167105845
- ◆ PCWS2015 = 2166004747



***Note:** Read the latest hardware releases or visit the hardware portal for information regarding platform upgrades needed to support these new Encrypting MSRs and also for information on purchasing just the EMSR part to install on an existing workstation.*

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These new MSRs and SecureKey devices can be used alone, or in the same restaurant as the existing MagTek IPAD devices.



***Note:** When EMSR Mode is first enabled, all XP and POS Ready workstations running POS Operations and having the latest API files from hardware will pop up a message saying the device will reboot in 30 seconds. This is necessary for the Encryption to begin working on Win32 workstations. CE workstations do not need to be rebooted*

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### **Known Limitation**

Windows 7 workstations must be manually rebooted after EMSR mode is enabled in order for the encrypting readers to work correctly.



***Note:** The MagTek IPAD devices function the same in RES v5.1 as they did in RES v4.10 MR1 and later. See the appendix at the back of this document for more information on MagTek IPADs. There are no platform upgrades needed to support the MagTek IPAD device in RES v5.1.*

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### **Common - Apps Starter**

#### ***Port Code Changes from RES v4.x to v5.1***

*CR ID #: N/A*

*SCR #: 39414*

All code fixes from RES v4.11 MR3 have been included in RES v5.1.

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### **Devices**

#### ***Drive-Thru Display Controller***

*CR ID #: N/A*

*SCR #: 39520*

With this release, RES supports the new MICROS Drive-Thru Display Controller. Currently only the Workstation 2015 with POSReady and the WS5A with POSReady are capable of running the new MICROS Drive-Thru Display Controller.

The Drive-Thru Display is an application that displays order information on a customer facing screen. The Drive-Thru Display application runs on the workstation and directs its output to the customer facing display.

POS Operations can run on the Workstation while the device is being used as the Drive-Thru Display Controller.

For information on installing the Drive-Thru Display Controller, please refer to “Appendix F: Order Confirmation Board (OCB)” in the RES 5.1 Installation Guide.

### **Alert Manager**

The Drive -Thru Display Controller will provide status updates to enable the Alert Manager to detect connection problems and send an alert to the staff.

For information on the Alert Manager, please refer to the MICROS Alert Manager Version 1.2 ReadMe First.

For information on the Drive-thru Display Alerts, please refer Drive-thru Display Alerts ReadMe First. These are located on MICROS Member Services.

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## **Manager Procedures**

### ***Support Added for CM by Revenue Center***

*CR ID #: N/A*

*SCR #: 39423*

A new option has been added to support Cash Management by Revenue Center. With the option **Cash Management By Revenue Center** enabled in *Cash Management Back Office (CMBO) | Configuration | Options | Others*, then when logging in to CM on the Client, a drop-down will list all Revenue Centers. After selecting a Revenue Center, the user will see only the tills, server banks, and deposits that are specific to the selected Revenue Center.

## Configuration

### **Enable CM By Revenue Center Option**

1. Navigate to *Cash Management / Back Office (CMBO) / Configuration / Options / Others*.
  - **Cash Management By Revenue Center**

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## MICROS PCWS 2015

### ***MICROS PC Workstation 2015 Now Supported and Certified for Scale Use***

*CR ID #: N/A*

*SCR #: 39465, 39477*

With this release, the MICROS PC Workstation 2015 has been certified for scale use with RES version 5.1 and higher. The NTEP CC certification value for the 2015 is '12-041'.

## **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.

<b>Module</b>	<b>Enhancement</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Ops Transaction Services	Enhanced Error Reporting with Transaction Web Service	N/A/ 39622	22
	Transaction Services Menu Level Printing Support Added	N/A/ 38998	22
	Transaction Services Supports Enhanced Discounting	N/A/ 39595	23
POS Operations	Added Ability to Add/Xfer Check Function for API Only Checks	N/A/ 39597	23
	Allow Transaction Services Checks to be Added Without Authorization and with Different Order Types	N/A/ 39591	24
	SIM/ISL Printing Support for Transaction Services Checks	N/A/ 39588	25

**Enhancements  
Detailed**

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**Ops Transaction Services**

***Enhanced Error Reporting with Transaction Web Service***

*CR ID #: N/A*

*SCR #: 39622*

The enhanced error reporting that is in the RES Transaction Services COM Client has been added to the RES Transaction Services Web Client. The MICROS-specific error codes, text messages and error text messages forwarded from external devices (e.g., Credit Card Server, Property Management System, etc.) will now be available to the Web Transaction Services programmer as a SoapException message in the following format:

[ErrorCode] Error Text.

***Transaction Services Menu Level Printing Support Added***

*CR ID #: N/A*

*SCR #: 38998*

Previously, when ringing Ordering Module menu items from Transaction Services, the size prefix was not being sent. This has been corrected. Now, in order for this to work, the third-party Transaction Services application must send a reference of

`<omType>1</omType>`

with the base menu item (*POS Configurator | Ordering Module | OM Base | General*).

This lets the system know that it needs to look up the Ordering Module size prefix and send it.

### ***Transaction Services Supports Enhanced Discounting***

*CR ID #: N/A*

*SCR #: 39595*

Transaction Services has been modified to support Enhanced Discounting. This includes manual, automatic and manually enabled automatic discounts. An issue was also fixed where transferring a check with an automatic discount on it could have the discount disappear. This only occurred when transferring a check, not when adding to another check. This has been corrected.

This release also enforces privilege level settings for Manual discounts applied through the Transaction Services client. If the employee ringing the transaction has a high enough privilege level, the discount will be applied, otherwise it will not. Automatic and Manually Enabled Automatic discounts will not enforce privilege levels when rung from Transaction Services.

For more information on Enhanced Discounting please refer to the RES v4.3 RMF starting on page 131.

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## **POS Operations**

### ***Added Ability to Add/Xfer Check Function for API Only Checks***

*CR ID #: N/A*

*SCR #: 39597*

Previously, there was no way to use an Open Check SLU that would only display API checks. With this release, we have added a new Touchscreen Function key '**Add/Xfer Check SLU - API Only**'. This will work exactly like the original '**Add/Xfer Check SLU**' function except it will only display checks from the Transaction Services workstation. If a specific Revenue Center is linked to the touchscreen key, then only Transaction Services checks from that Revenue Center will display. If no Revenue Center is linked to the key, then the user will be prompted to select a Revenue Center.

## ***Allow Transaction Services Checks to be Added Without Authorization and with Different Order Types***

CR ID #: N/A

SCR #: 39591

Previously, an employee without the '**Add check**' (*POS Configurator / Employees / Employee Classes / Guest Checks / Guest Check Control*) privilege would be prompted for authorization if they attempted to add any two checks together. Also, we did not allow checks with different Order Types to be added together if the check had any detail.

With this release, those two restrictions have been relaxed for Transaction Services checks. Now, even employees without the '**Add check**' privilege will be able to add a Transaction Services check (with or without detail), to another check without requiring authorization.

### **Example 1:**

Starting a POS Operations check and adding a Transaction Services check to it will not require authorization.

These enhancements work with the following touchscreen functions:

- ◆ Add/Xfer Check by Check ID
- ◆ Add/Xfer Check by Number
- ◆ Add/Xfer Check by Table
- ◆ Add/Xfer Check SLU
- ◆ Add/Xfer Check SLU - API Only

This enhancement does NOT support using the '**Table Number w/ Merge**' function to add a Transaction Services check.

With this release, any action that changes the Transaction Services check's 'chk\_dtl.last\_usw\_seq' value prior to it being added to the new check will mean that normal authorization and rules will be enforced.

**Example 2:**

Picking up a Transaction Services check directly from a different workstation will change the last\_uws\_seq and, therefore, invalidates this enhancement. If this is done in error, pressing the Transaction Cancel button will exit the Transaction Services check and still keep the last\_uws\_seq of the Transaction Services workstation.

***SIM/ISL Printing Support for Transaction Services Checks***

*CR ID #: N/A*

*SCR #: 39588*

With this release, it is now possible to re-route Guest Check printing from a Transaction Services client to a workstation that supports SIM/ISL files. The option Guest Check printing at POS only (*POS Configurator / Devices / User Workstations / Options / General*) has been added.

This option affects Guest Check printing only and has no effect on Remote Order Device printing. When this option is enabled, checks rung from Transaction Services may take up to 30 seconds before printing.

## 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	CR ID/ SCR	Page
Autosequence	Void Reason Report Does Not Show Authorizing Employee on a Returned Item	29066/ 37532	35
CC Batch Utility	Credit Card Data Remains in Database when Auto Offline Auth is Enabled and Check is Tendered to Cash	N/A/ 39582	35
Common - Autosequence Server	Autosequence Scheduler Status Form Flickers and Resets Scrollbar	N/A/ 38917	36
	Autosequence Service Stops Unexpectedly	33302/ 39792	36
Common - CalSrv	Product ID Could Display in Error on Hand Held Devices	N/A/ 39332	36

<b>Module</b>	<b>Feature</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Common - Database	Enable Views After Applying DB Scripts	N/A/ 39054	37
	SQL Server Service Unexpectedly Terminates	N/A/ 38798	37
	Stored Procedure 'Repost All Labor Seven Days' Takes a Long Time to Complete	33357/ 39803	37
Common - Database Manager	Greek Characters with Latin DB Collation do not Upgrade Correctly	31988/ 39270	38
Common - DB Setup	Check Count Not Set in Shift Employee Total Table	28951/ 37429	38
Common - HHTConfig	Keyboard Wedge Application Causes Issues on Hand Held Workstations	N/A/ 38932	38
	RES Shortcut Added to Hand Held Workstations	N/A/ 38927	39
Common - Peripherals	Protégé Does Not Support Special Characters	31064/ 39035	39
	Win32 Clients Did Not Get Peripheral Devices Information	32195/ 39358	39
Common - Report Viewer	Using Save As with a Report May Cause Gray Screen	N/A/ 39788	40
Common - Reports	Employee Open/Closed Check Reports Contain Blank Data After Changing Time Zone	31468/ 39085	40
Common - Setname Utility	Setname 5.0 Does Not Update Win32RES Setup.dat with new Server Name	N/A/ 39356	41

<b>Module</b>	<b>Feature</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Electronic Journal	Validation Chit Fails to Print without Error	32026/ 39279	41
ISL	BY DESIGN: SIM Scripts Provide Access to Device-Specific Directories	N/A/ 39475	42
	WS5A Not Reading Track 3 Data to SIM Script	30160/ 38474	43
Manager Procedures	Dashboard Total Labor Dollars and Cost Show Zero	N/A/ 39800	43
	Manager Procedures Icon Issues	N/A/ 39160	43
	Simplified Chinese Fonts Display Issues	31719/ 39176	43
MDS HTTP Service	MDS HTTP Service Could Stop Unexpectedly	N/A/ 39546	44
Menu Item Info	Auto Combo Menu Items from Previous Round Credits Availability Counts	30066/ 38392	44
OPOS	Serial Cash Drawer does not Function with RES v5.0 on Win32 Client	32500/ 39498	44

<b>Module</b>	<b>Feature</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Ops Transaction Services	Condiment Override Order Device Output not Working When Submitted From Transaction Services	29271/ 37678	45
	Manual Discount of 5% or Less is not Applied to Check	31449/ 39067	45
	SIM Function @@CC_TIP Displays on Voucher through Transaction Services	29367/ 37780	46
	Transaction Services Charged Incorrect Authorized Amount for Redemption	N/A/ 38614	46
	Transaction Services Client Faults with 'Get Printed Check'	N/A/ 39778	46
	Transaction Services Displays Discounts by Seats	N/A/ 39596	47
	Transaction Services Prints Wrong MI Name on Check	N/A/ 37895	47
Pizza dll/SIM	OM Does Not Charge Correctly for Toppings When Modifying Most Expensive Section	31941/ 39264	47

<b>Module</b>	<b>Feature</b>	<b>CR ID/ SCR</b>	<b>Page</b>
POS Configurator	Changing Employee Definition Reverts Override Pay Rate to Default	28567/ 38944	48
	Device Type Drop-down Issues	31452/ 39068	48
	Some Options Disabled on Clients	29023/ 37494	48
	SLU Group Form Displays Incorrect Category After Adding New	32043/ 39289	49
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**Revisions  
Detailed**

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**Autosequence**

***Void Reason Report Does Not Show Authorizing Employee  
on a Returned Item***

*CR ID #: 29066*

*SCR #: 37532*

Previously, the Return/Void Reason Code Report did not always show the employee that authorized the return. This has been corrected.

---

**CC Batch Utility**

***Credit Card Data Remains in Database when Auto Offline  
Auth is Enabled and Check is Tendered to Cash***

*CR ID #: N/A*

*SCR #: 39582*

Previously, when '**Enable Auto Offline Auth**' was enabled (*POS Configurator / RVC / RVC Credit Cards / General*), and a Credit Card was authorized, and then the Check was tendered to Cash, the database would still contain the Credit Card Account Number and Expiration Date, in hashed format. This has been corrected and now that information is not in the database at all.

---

## **Common - Autosequence Server**

### ***Autosequence Scheduler Status Form Flickers and Resets Scrollbar***

*CR ID #: N/A*

*SCR #: 38917*

Previously, if there were more than twelve (12) autosequences the Autosequence Scheduler Status form flickered every few seconds and constantly reset the scroll bar to the top left. This has been corrected so that the screen refreshes only if there is something new in the queue of the autosequence server.

### ***Autosequence Service Stops Unexpectedly***

*CR ID #: 33302*

*SCR #: 39792*

Previously, if an autosequence was linked to a Schedule Class with a Schedule Date Type of 'First Day of Fiscal Period', the Autosequence Service could stop and prevent the SchedulerStatus utility from working. (This option is located under *System / Restaurant / Business Settings / Fiscal Year Start Date.*) This has been corrected.

---

## **Common - CalSrv**

### ***Product ID Could Display in Error on Hand Held Devices***

*CR ID #: N/A*

*SCR #: 39332*

Previously, assigning the Product ID name (PPCRES or DT430RES) early in the CAL process could cause the original value to be overwritten with the incorrect package name. This has been corrected.

---

## **Common - Database**

### ***Enable Views After Applying DB Scripts***

*CR ID #: N/A*

*SCR #: 39054*

Previously, it was possible for some database views to be disabled after the database update process was complete. This has been corrected.

### ***SQL Server Service Unexpectedly Terminates***

*CR ID #: N/A*

*SCR #: 38798*

Previously, there was a parameter value that limited the stack size of the SQLserverName service to 64K (-gss 64K). This limit could lead to the SQLserverName service terminating unexpectedly. This issue has been corrected by removing the stack size limit so that the larger operating system default value can be used.

### ***Stored Procedure 'Repost All Labor Seven Days' Takes a Long Time to Complete***

*CR ID #: 33357*

*SCR #: 39803*

Previously, in certain circumstances, the stored procedure 'Repost All Labor Seven Days' took too long to complete. This has been corrected.

---

## **Common - Database Manager**

### ***Greek Characters with Latin DB Collation do not Upgrade Correctly***

CR ID #: 31988

SCR #: 39270

Previously, upgrading a foreign language database with a DB collation codepage of 1252Latin1 from RES 4 to RES 5 would result in the foreign characters displaying incorrectly in POS Configurator. As of this release, performing a database rebuild will automatically change the codepage collation of the DB to match the regional settings of the server. This results in the foreign characters displaying correctly.

---

## **Common - DB Setup**

### ***Check Count Not Set in Shift Employee Total Table***

CR ID #: 28951

SCR #: 37429

Previously, the database column shift\_emp\_ttl.chk\_cnt was not getting updated. This has been corrected.

---

## **Common - HHTConfig**

### ***Keyboard Wedge Application Causes Issues on Hand Held Workstations***

CR ID #: N/A

SCR #: 38932

Previously, the Keyboard Wedge application included as part of the DT Platform could cause POS Operations to error on the DT415 and DT430 hand held workstations. This has been corrected.

### ***RES Shortcut Added to Hand Held Workstations***

*CR ID #: N/A*

*SCR #: 38927*

Previously the DT410, DT415, and DT430 hand held workstations did not have a shortcut to manually launch MICROS applications. Now there is a Start RES shortcut in the Programs folder.

---

## **Common - Peripherals**

### ***Protégé Does Not Support Special Characters***

*CR ID #: 31064*

*SCR #: 39035*

Previously, the Protégé device was not showing special characters correctly. Many special characters and unicode characters would display as a question mark. Also, menu item names that contained the €(Euro) character would not display at all. This has been corrected.

### ***Win32 Clients Did Not Get Peripheral Devices Information***

*CR ID #: 32195*

*SCR #: 39358*

Previously, Win32 clients did not get their peripheral devices information written to the registry. Although the peripherals continued to work in POS Operations without the registry information, there could have been issues with other applications, such as Manager Procedures. This has been corrected.

---

## Common - Report Viewer

### *Using Save As with a Report May Cause Gray Screen*

CR ID #: N/A

SCR #: 39788

After running a report and then trying to save it, the Save As dialog could be hidden behind the report with no way to bring this dialog to the front. After pressing the 'Run' button again, the screen turns gray instead of showing the report. This is a KNOWN LIMITATION in Adobe Reader X and Delphi.

### **Workaround**

1. Downgrade to Adobe Reader 9.5. (Some features of Adobe Reader X will be lost, such as Convert PDF file to .doc, .xlsx, .rtf, etc.) The Save As dialog will then pop up.

---

## Common - Reports

### *Employee Open/Closed Check Reports Contain Blank Data After Changing Time Zone*

CR ID #: 31468

SCR #: 39085

Previously, after changing the Windows Time Zone, the Employee Open or Closed Check Report showed blank values for the current business date. In order to correct this issue, the user needs to reboot the system after changing the time zone. This is a KNOWN LIMITATION.

---

## **Common - Setname Utility**

### ***Setname 5.0 Does Not Update Win32RES Setup.dat with new Server Name***

*CR ID #: N/A*

*SCR #: 39356*

Previously, the Win32RES setup.dat did not get updated with the new server name. Also, setname.exe could prompt for reboot before it was completely finished, which could result in the Win32RES setup.dat being deleted.

Both of these issues have been corrected.

---

## **Electronic Journal**

### ***Validation Chit Fails to Print without Error***

*CR ID #: CR ID#: 32026*

*SCR #: SCR#: 39279*

Previously, if a validation printer linked in *POS Configurator / Devices / User Workstation* form was the same as any of the other printers linked and it had a DTEN greater than 255, the validation chits did not print (Device\_Def.dvc\_tbl\_seq >255). This issue also persisted with new Jnl devices which were linked to a validation printer. This has been corrected.

---

## ISL

### ***BY DESIGN: SIM Scripts Provide Access to Device-Specific Directories***

CR ID #: N/A

SCR #: 39475

The DT430 Hand Held devices install MICROS to the ResidentFlash. The following System Variables have been added so that SIM scripts can determine where the \MICROS root path is located on any particular device.

- ◆ @micros\_dir\_common
- ◆ @micros\_dir\_common\_bin
- ◆ @micros\_dir\_common\_etc
- ◆ @micros\_dir\_pos
- ◆ @micros\_dir\_pos\_bin
- ◆ @micros\_dir\_pos\_etc
- ◆ @micros\_dir\_root

Use of these variables will return the platform-specific paths to the script.

#### **Example:**

The variable @micros\_dir\_common\_bin will return:

```
DT430 = \ResidentFlash\MICROS\BIN  
WS4 = \CF\MICROS\BIN  
Win32 = C:\MICROS\COMMON\BIN
```

### ***WS5A Not Reading Track 3 Data to SIM Script***

*CR ID #: 30160*

*SCR #: 38474*

In some previous RES versions the WS5A client was not able to read track 3 data using SIM. This has been corrected.

---

## **Manager Procedures**

### ***Dashboard Total Labor Dollars and Cost Show Zero***

*CR ID #: N/A*

*SCR #: 39800*

Previously, the Dashboard Total Labor showed zero for dollars and cost after a scheduled autosequence that included a labor report failed. This has been corrected.

### ***Manager Procedures Icon Issues***

*CR ID #: N/A*

*SCR #: 39160*

Previously, some icons in manager procedures could display as a red X. A ten millisecond delay has been added to allow the icons time to render correctly.

### ***Simplified Chinese Fonts Display Issues***

*CR ID #: 31719*

*SCR #: 39176*

Previously, Simplified Chinese fonts could be displayed as question marks in some manager procedures fields. This has been corrected.

---

## **MDS HTTP Service**

### ***MDS HTTP Service Could Stop Unexpectedly***

*CR ID #: N/A*

*SCR #: 39546*

Previously, the MDS HTTP Service would stop unexpectedly when attempting to close a socket connection, following a socket connection failure. This has been corrected.

---

## **Menu Item Info**

### ***Auto Combo Menu Items from Previous Round Credits Availability Counts***

*CR ID #: 30066*

*SCR #: 38392*

Previously, when the option '**Allow auto-combo recognition of previous round menu items**' was used, the Menu Item Inventory Count was correctly decremented when the single item was rung in the first round, but then it got incremented when it was turned into a combo meal in a later round. This has been corrected.

---

## **OPOS**

### ***Serial Cash Drawer does not Function with RES v5.0 on Win32 Client***

*CR ID #: 32500*

*SCR #: 39498*

Previously, the OPOS serial cash drawer failed to open when ringing Tender/Media with the '**Open Drawer**' option enabled. To correct this issue, use the drivers provided by the hardware supplier when using RES v5.x. This is a KNOWN LIMITATION.

---

## Ops Transaction Services

### *Condiment Override Order Device Output not Working When Submitted From Transaction Services*

CR ID #: 29271

SCR #: 37678

Previously, on orders rung from Transaction Services, if a condiment menu item had the option '**Condiment override order device output**' (*POS Configurator / Sales / Menu Item Classes / Print*) enabled, the Print Class associated with the condiment would not override the Print Class of the parent menu item. This has been corrected.

### *Manual Discount of 5% or Less is not Applied to Check*

CR ID #: 31449

SCR #: 39067

Previously, when applying a manual discount of 5% or less to a check containing a menu item with a negative price, the discount was not applied. This occurred in calculations where the tenths digit was an odd number, and the hundredths digit was anything but zero. This has been corrected.

### ***SIM Function @@CC\_TIP Displays on Voucher through Transaction Services***

CR ID #: 29367

SCR #: 37780

Previously, when performing a credit auth through Transaction Services, the SIM function @@CC\_TIP displayed in the trailer of the CC voucher. This has been corrected so that Transaction Services displays a blank line instead of @@CC\_TIP.



***Note: Transaction Services does not support SIM events, so if there is an '@@' in the header or trailer a blank line will be substituted for that SIM event.***

---

### ***Transaction Services Charged Incorrect Authorized Amount for Redemption***

CR ID #: N/A

SCR #: 38614

Previously, when performing a Redeem Auth through Transaction Services for an amount greater than the available balance on a gift card, the Partial Payment field in Transaction Services showed the amount of the requested Auth, not the authorized Amount. Now, if a Redemption is attempted for a higher value than is on the gift card, Transaction Services will charge only the amount authorized to the card, and finish the transaction, leaving the remaining balance due.

### ***Transaction Services Client Faults with 'Get Printed Check'***

CR ID #: N/A

SCR #: 39778

Previously, the Transaction Services client could fault when executing the '**Get Printed Check**' command. This has been corrected.

### ***Transaction Services Displays Discounts by Seats***

*CR ID #: N/A*

*SCR #: 39596*

Previously, some discounts would display per seat instead of consolidating when using Transaction Services. This has been corrected.

### ***Transaction Services Prints Wrong MI Name on Check***

*CR ID #: N/A*

*SCR #: 37895*

Previously, when a check was printed from or through a Transaction Services client and it was set to print Name 2 Only, (*POS Configurator / Sales / Menu Item Classes / Print*), name 2 would print twice. Or if the check was set to print Both Names, only name 1 would print. Both of these issues have been corrected.

---

## **Pizza dll/SIM**

### ***OM Does Not Charge Correctly for Toppings When Modifying Most Expensive Section***

*CR ID #: 31941*

*SCR #: 39264*

Previously, when using the pricing method 'Most Expensive Section' and building a pizza in the Ordering Module (OM) with priced condiments added, if a default topping was changed to 'No' in just one section of the pizza, the OM would not charge for the priced toppings. Now, the toppings prices are not reset in a parent section when a child section is edited.

---

## POS Configurator

### ***Changing Employee Definition Reverts Override Pay Rate to Default***

CR ID #: 28567

SCR #: 38944

Previously, if the employee override pay rate was lower than the default rate for the job, any change to the employee record would cause the override rate to revert back to the default. This has been corrected.

### ***Device Type Drop-down Issues***

CR ID #: 31452

SCR #: 39068

Previously in *POS Configurator | Devices | Devices and User Workstations*, the drop-downs were blank if the Default Language for both the Restaurant and signed in employee were not assigned. This has been corrected.

### ***Some Options Disabled on Clients***

CR ID #: 29023

SCR #: 37494

The following fields are saved to the server's registry and therefore can only be edited on the server.

- ◆ Autostart Level (*POS Configuration | System | Restaurant | Descriptions*)
- ◆ Number of DB backups (*POS Configuration | System | Restaurant | Options*)
- ◆ Number of logs to keep (*POS Configuration | System | Restaurant | Options*)

### ***SLU Group Form Displays Incorrect Category After Adding New***

*CR ID #: 32043*

*SCR #: 39289*

Previously in POS Configurator, adding a new SLU Group or changing the category of another group caused the wrong categories to display in all groups. This has been corrected.

### ***New Discount Rule Setup Option 'Amount off of Trigger Total'***

*CR ID #: 31571*

*SCR #: 39131*

Previously in POS Configurator, when setting the 'Max Award Quantity' to 0 or blank, the entire check amount was discounted rather than the programmed Discount Amount when the 'Award Type' was set to Amount Off. This discount type did not function as explained in the CSH Help.

A new Discount Rule Setup option 'Amount off of Trigger Total' has been added to resolve this specific discount calculation issue. The CSH Help has also been updated. This option works in conjunction with a 'Manually Enabled Automatic Discount' with Rule Type 'Total Price Threshold'.

- ◆ If the 'Max Award Quantity' is not used, then the system will base the discount on the current Subtotal.
- ◆ If the 'Max Award Quantity' is 1 or higher, the system will award as many items that qualify as awards (that match the max award quantity in the discount definition up to the configured discount amount).

### **Main Configuration Options**

1. Navigate to *POS Configurator / Sales / Discounts / General* tab.

- **'Manually Enabled Automatic'** = Discount Type

2. *Rule Setup* tab:

- **'Rule Type'** = Total price Threshold



*Note: See detailed examples and configuration settings below.*

---

A MANUALLY ENABLED AUTOMATIC Discount, using the new 'Amount Off of Trigger Total' option, is calculated based on three criteria:

- Criteria [ 1 ] = 'Trigger 1' Subtotal / 'Trigger Total'
- Criteria [ 2 ] = 'Award MI Set' Subtotal / Discount 'Amount'
- Criteria [ 3 ] = 'Max Award Quantity' value

Note: '/' represents 'divided by'.

The Discount Engine looks at each of these three criteria, calculates the value, and determines which of the three criteria end up the lowest/smallest of the three to base the award count that will be deducted from the check as the discount.

**Example:**

The discount 'Trigger 1' is different from the 'Award MI Set' (i.e., Buy Appetizer get discounted Dessert).

[SCENARIO 1 \(Max Award Quantity = NULL or 0\)](#)

1. *POS Configurator / Sales / Discounts / Test / General*
  - a) Type: Manually Enabled Automatic
  - b) Tax Class: All Taxes
  - c) SLU: Food Discounts

- d) Menu Level Class: All levels
  - e) Print Class: guest check
  - f) Privilege: 0
  - g) Amount: 2.00
2. *POS Configurator / Sales / Discounts / Options*
- a) Enable 'Preset'
  - b) Enable 'Amount'
3. *POS Configurator / Sales / Discounts / Discount*
- a) Enable 'One discount of this type per check'
4. *POS Configurator / Sales / Discounts / Itemizers*
- a) Select All
5. *POS Configurator / Sales / Discounts / Exclusivity*
- a) Clear All
6. *POS Configurator / Sales / Discounts / Rule Setup*
- a) Rule Type: Total Price Threshold
  - b) Priority: 1
  - c) Amount: 2.00
  - d) Trigger 1: All Appetizers
  - e) Award MI Set: All Desserts
  - f) Max Award Quantity: 0 or blank
  - g) Award Type: Amount Off

- h) Constraint Type: No Constraint
- i) Trigger Total: 35.00
- j) \*Amount off of Trigger Total = enabled

Using the (3) Discount Criteria for a Manually Enabled Automatic Discount, the Award Count criteria chosen is 2 (see detailed calculation below).

In POS Operations:

1. Ring up (6) Crab Cakes Appetizer @ 5.50 = \$33.00
2. Ring up (1) Tiramisu Dessert = \$4.00
3. Subtotal = \$37.00
4. Press the Discount key and it deducts \$2.00 = correct

#### DISCOUNT CALCULATION:

- Criteria [ 1 ] = [ 'Trigger 1' Subtotal (Appetizers = 33.00) / 'Trigger Total' (10.00) = 3 ]
- Criteria [ 2 ] = [ 'Award MI Set' Subtotal (Dessert = 4.00) / Discount 'Amount' (Disc = 2.00) = 2 ]
- Criteria [ 3 ] = 'Max Award Quantity' value = NULL; so this is not taken in consideration for Award Count.

In this case, 2 is less than 3, so the Discount Engine uses the smallest of the calculated values from Criteria 1, 2, and 3 above, which is 2 from Criteria 2's formula above.

#### SCENARIO 2 (Max Award Quantity = still NULL or 0)

1. Tiramisu Dessert price changed to higher price of \$8.00 in POS Configurator
2. Change trigger total to \$10.00
3. Max Award Quantity = NULL (or blank)

Using the (3) Discount Criteria for a Manually Enabled Automatic Discount, the Award Count chosen in this second scenario is 2 based on Criteria for Formula 1 ('Trigger 1' Subtotal = 27.50 / 'Trigger Total' (10.00) = 2).

In POS Operations:

1. Ring in (5) Crab Cakes Appetizer @ 5.50 = \$27.50
2. Ring in (1) Tiramisu Dessert = \$8.00
3. Subtotal = \$35.50
4. Press the Discount key and it deducts \$4.00 (which is the determined Award Count as 2 x 2.00 disc 'Amount') = correct

DISCOUNT CALCULATION:

- Criteria [ 1 ] = [ 'Trigger 1' Subtotal (Appetizers= 27.50) / 'Trigger Total' (10.00) = 2 (2.75 is rounded down to 2)]
- Criteria [ 2 ] = [ 'Award MI Set' Subtotal (Dessert = 8.00) / Discount 'Amount' (Disc = 2.00) = 4]
- Criteria [ 3 ] = 'Max Award Quantity' value = NULL; so this is not taken into consideration for Award Count.

In this case, 2 is less than 4, so the Discount Engine uses the smallest of the calculated values from Criteria 1, 2, and 3 above, which is 2 from Criteria 1's formula above.

SCENARIO 3 (Max Award Quantity = 2)

1. Using the same POS Configurator Discount programming from Scenario 2 and just adding a 'Max Award Quantity' = 2
2. Tiramisu Dessert price still at higher price of \$8.00 in POS Configurator
3. Trigger Total still = \$10.00

Using the (3) Discount Criteria for a Manually Enabled Automatic Discount, the Award Count chosen in this third scenario is 1 and is based on Criteria for Formula 3 ('Max Award Quantity'). This is the smallest of the 3 formula values calculated, so the discount engine uses 1 (1 x 2.00 = 2.00 total discount amount).

In POS Operations:

1. Ring up (6) Crab Cakes Appetizer @ 5.50 = \$33.00
2. Ring up (1) Tiramisu Dessert = \$8.00
3. Subtotal = \$41.00
4. Press the Discount key and it deducts \$4.00 (which is the determined Award Count as 2 x 2.00 disc 'Amount' based on the Max Award Quantity programmed for the discount) = correct

#### DISCOUNT CALCULATION:

- Criteria [ 1 ] = [ 'Trigger 1' Subtotal (Appetizers = 33.00) / 'Trigger Total' (10.00) = 3 ]
- Criteria [ 2 ] = [ 'Award MI Set' Subtotal (Dessert = 8.00) / Discount 'Amount' (Disc = 2.00) = 4 ]
- Criteria [ 3 ] = [ 'Max Award Quantity' value = 2 ], so this is now used in consideration for Award Count.

In this case, 2 is less than 3 and also less than 4, so the Discount Engine uses the smallest of the calculated values from Criteria 1, 2, and 3 above, which is 2 from Criteria 3's formula above.

---

## POS Operations

### *Address Truncated with AVS Format*

CR ID #: N/A

SCR #: 37926

Previously, when prompting for full address with AVS, POS Operations would truncate the data passed to the credit card driver. This has been corrected.

### *Changes in Menu Item Sets do not Update in POS Operations Automatically*

CR ID #: 30469

SCR #: 38605

Previously, when making a change to an existing Menu Item Set, the POS Operations client did not receive the update automatically. This has been corrected.

***Discounts Not Applied Using a Macro with More Than Six Menu Items on Check***

CR ID #: 31892

SCR #: 39248

Previously, when more than six menu items were rung on a check and one of the menu items had a negative price, the discount was not applied when using Macro to apply a discount. This has been corrected.

***DSR Voids and Charge Tips Unbalanced***

CR ID #: 28381

SCR #: 37072

Previously, when re-opening a closed check and voiding a charged tip, the Daily Sales Report could show a negative amount in charged tips. This has been corrected.

***Error Correct Macro (Void - Void) Does not Work with Required Condiments***

CR ID #: 33464

SCR #: 39858

Previously, users were unable to perform an error correct / last item void via MACRO on Menu Items with a Required Condiment. This has been corrected.

***Function "Menu Level Select Main Lvl" Closes POS Operations***

CR ID #: 33489

SCR #: 39845

Previously, attempting to change the menu level of a menu item that was not configured to allow it could cause POS Operations to close. This has been corrected. Now the message "Invalid Detail Selected For Desired Function" is returned when the menu level cannot be changed.

### ***Future Order Not Allowed After Voiding Limited Availability Menu Item***

CR ID #: N/A

SCR #: 39660

Previously, when a Menu Item with limited availability was rung and then Future Order was selected, the message “Not Allowed With Decrementing Specials” was correctly displayed. But, if the limited availability menu item was then voided from the check, a Future Order was still not allowed. The user had to start a new check to successfully process a Future Order transaction. This has been corrected.

### ***Menu Item Count Macro not Always Printing on Trailer***

CR ID #: 31888

SCR #: 39589

Using the menu item count macro (^MICNT) in a check trailer rung from Transaction Services will not correctly display as many characters as POS Operations can.

For example, a trailer line of ‘Item Count ^MICNT’ with the ‘**Wide**’ option (*POS Configurator / Sales / Descriptors / Trailers*) enabled, will print as ‘Item Count ^MIC’ if rung from Transaction Services. Ringing the same items from POS Operations will correctly print as ‘Item Count 12’.

The work around for this is to either shorten the text that comes before ^MICNT, (i.e., ‘Item Cnt’ instead of ‘Item Count’), or to turn off the ‘**Wide**’ option bit. Enabling the ‘**Red**’ option bit instead of ‘**Wide**’ also works.

### ***Menu Item Substitutions Do Not Retain Menu Level***

*CR ID #: 32726*

*SCR #: 39635*

Previously, when using Menu Item Substitutions and Function 'Menu Level Select Main Lvl x', the base menu item returns to the default menu level instead of maintaining the selected menu level. This occurs with or without '**Do not pop up to main level**' enabled (*POS Configurator / Revenue Center / RVC Transactions / Menu Levels*). When substituting an item, the menu level of the item should be maintained.

### ***NLU# Should not Print to Guest Check or Remote Order Printer***

*CR ID #: N/A*

*SCR #: 39842*

Previously, a menu item's NLU number either did not get printed to the Local Order chit or, if it did, it would also print to the Guest Check and Remote Order Printer. Both of these issues have been corrected. There are now two new option bits that will control whether an NLU number will print to the Remote Order Printer or Guest Check.

- ◆ Print NLU on Guest Check (*POS Configurator / Sales / Menu Item Classes / Print*)
- ◆ Print NLU on Remote Order Device (*POS Configurator / Sales / Menu Item Classes / Print*)



**Note:** *The 'Print NLU on Remote Order Device' option only controls printing, not KDS displays. If a menu item is configured to go to a KDS display and it is rung in by NLU number, the NLU number will always display beneath the menu item on the KDS display, regardless of how this option bit is set.*

---

### ***POS Operations Freezes or Closes on Handheld After Printing CC Voucher***

*CR ID #: N/A*

*SCR #: 39490*

Previously, POS Operations could close unexpectedly when obtaining a credit card authorization on a hand held workstation. This has been corrected.

### ***Prompt for Guest Count Twice with Begin Check by Number***

*CR ID #: 29007*

*SCR #: 37487*

Previously, when the options 'Table entry required' and 'Cover entry required' were set for an employee class, and the user selected 'Begin check by number', the guest count prompt appeared twice. This has been corrected.

### ***Service Total Before CC Auth Complete Leads to \$0.00 Auth on WS4***

*CR ID #: N/A*

*SCR #: 39192*

Previously, if a credit card was authorized at a WS4 client, and then that check was picked up at a different type of workstation, the credit auth could be for \$0.00 instead of the check amount. This has been corrected.

### ***Show Menu Item on Open Check SLU Allows POS Operations to Close***

*CR ID #: 32097*

*SCR #: 39313*

Previously, when a check contained an unknown threshold of menu items, condiments, and references; accessing the Open Check SLU caused POS Operations to close unexpectedly. This has been corrected.

***Substituting Default Condiment for Allowed Condiment  
Allows POS Operations to Close Unexpectedly***

*CR ID #: 32615*

*SCR #: 39550*

Previously using COM, when substituting an Allowed Condiment for a Default Condiment for a Side Menu Item in a Combo Meal, POS Operations could close unexpectedly. This has been corrected.

***Tip TRAC: Tip Added by Another Employee not Tracked***

*CR ID #: 31696*

*SCR #: 39166*

Previously, when Tip TRAC was enabled in *POS Configurator / System / Restaurant / Options*, the tip was not tracked when a different employee added the tip and tendered the check. This has been corrected.

***Void Combo Meal with Qty not Replacing Original  
Placeholder Item***

*CR ID #: 32024*

*SCR #: 38651*

Previously, the use of Void and Quantity keys for a Combo Meal did not replace the original Placeholder item. The Placeholder remained on the Check as well as the new combo side item and was multiplied by the absolute value. This has been corrected.

***Void Partial Tender from Check Causes Sales in Sale Detail  
to be Incorrect***

*CR ID #: N/A*

*SCR #: 33901*

Previously, when voiding a partial payment of Cash, the Gross Receipts and Charged Receipts in the Sale Detail table was incorrect. This has been corrected.

---

## Printing

### ***Changing Side in Combo Meal does not Print Void on Order Printer***

CR ID #: 29828

SCR #: 38243

Previously when using COM, when a combo meal's side item from the first round was changed during the second round, the order chit did not contain the voided menu item details on the second round. This has been corrected.

### ***Print Barcode ID Not Working***

CR ID #: 31393

SCR #: 39045

Previously, the two options '**Print Barcode Id on Guest Check**' and '**Print Barcode Id on Remote Order Device**' (*POS Configurator | Sales / Menu Item Classes / Print*) did not work correctly. If selected, the barcode might print twice and if not selected, it could still print once. This has been corrected for both options.



**Note:** '*Print Barcode Id on Guest Check*' will have no effect unless '*Print condiments on menu item line*' (*Revenue Center / RVC Print Design / Options*) is disabled.

---

### ***Printing Filtered Checks Sends Multiple Chits to Remote Order Device***

CR ID #: 33367

SCR #: 39841

Previously, when using seat filtering it was possible for two of each menu item to get sent to remote order devices. This has been corrected.

### ***Promise Time Print Issues with GSS Customer***

*CR ID #: 30883*

*SCR #: 38759*

Previously, Promise time only printed on an order chit when a GSS Customer was added to the check. This has been corrected so that Promise time now prints properly after the header regardless of whether a GSS Customer is on the check.

### ***Win7 Cannot Print IDN in Confidence Test***

*CR ID #: 31735*

*SCR #: 39333*

IDN printing will only work in Confidence Test on a Windows 7 system if you right-click and select "Run as administrator". This is true regardless of which user is logged into Windows. This is a KNOWN LIMITATION.

---

## **Reports**

### ***Consolidated Food Cost Report Issues***

*CR ID #: N/A*

*SCR #: 39787*

Previously, the Consolidated Food Cost Report sorted incorrectly. In addition, the Item Cost did not show on the report. Both of these issues have been corrected.

### ***Consolidated RVC and SYS Tax Totals Reports Show Incorrect Value for Net Sales***

*CR ID #: 29304*

*SCR #: 37695*

Previously, the Consolidated RVC Tax Totals and the Consolidated SYS Tax Totals reports would show an incorrect value for net sales when run for a range of days. This has been corrected.

### ***Custom Report Title Does Not Display in v5.0***

*CR ID #: 31853*

*SCR #: 39238*

Previously, the custom title value (*POS Configurator / Reporting / Autosequence Steps / Report tab / Title*) was not displayed in the Report Viewer. This has been corrected.

### ***Employee Detail Totals Report Order Type Totals Blank***

*CR ID #: 31106*

*SCR #: 38902*

Previously, the order type line of the Employee Detail Totals report could be blank. This could occur when the option '**Post all check totals to current order type**' (*POS Configurator / Revenue Center / RVC Posting / Options*), was enabled and a check was begun by one employee, but closed by another. This has been corrected.

### ***Employee Sales and Tips Totals by RVC Returns all RVC's***

*CR ID #: 32590*

*SCR #: 39541*

Previously, the Employee Sales and Tip Totals by Revenue Center Report did not filter the revenue center(s) based on the user's selection. All revenue centers would always display or print. This has been corrected.

### ***First Report After Reboot is Slow***

*CR ID #: N/A*

*SCR #: 39141*

After rebooting the RES server, the first report will take longer to generate than usual, and this is expected behavior. However, this delay will be even longer if the RES server does not have an outbound connection to the internet, because Microsoft.Net Framework will attempt to verify file versions and will have to time out before the report can begin. Doing an IIS reset will also cause this delay for the first report if the server does not have internet access.

If a site wants the first report to run more quickly after a server reboot or an IIS reset, the machine.config file can be edited to skip the step of attempting to verify files on the internet, thereby reducing the time for the first report by approximately 1 minute. Administrator privileges are required to make this change.

**Steps:**

1. On the RES server, open Windows Explorer and make a copy of C:\Windows\Microsoft.NET\Framework\v2.0.50727\CONFIG\machine.config.
2. Paste the copied machine.config to C:\Temp.
3. Paste a second copy of machine.config into C:\Temp and rename it machine.config\_ORIG as a backup.
4. Open C:\Temp\machine.config, and do a search for “<runtime />”.
5. Replace the line:

`<runtime />`

with:

`<runtime>`

`<generatePublisherEvidence enabled="false"/>`

`</runtime>`

6. Save changes, close the file and copy C:\Temp\machine.config to C:\Windows\Microsoft.NET\Framework\v2.0.50727\CONFIG\ and allow it to overwrite the original.

***Future Order Discounts Double on Daily RVC Discounts  
Detail***

CR ID #: 32660

SCR #: 39572

Previously, the discount amount in Daily Revenue Center Discounts Detail did not match with the Daily Consolidated System Sales Detail when a discount was applied to a future order guest check. This has been corrected.

***Incorrect Cover Counts for Order Types Appear on Reports  
After Changing Order Types***

CR ID #: 31256

SCR #: 38982

Previously, when selecting the option to '**Post all check totals to current order type**' (*POS Configurator | Revenue Center | RVC Posting | Options*), the SYS and RVC reports would show cover counts incorrectly if the user picked up the check and changed the order type in the next round. This has been corrected.

***KDS Tracking Posting Fails After Transferring Check Over  
RVC***

CR ID #: 33397

SCR #: 39817

Previously, if a check contained two transactions that crossed employee shift periods, KDS posting counted the transaction twice. This has been corrected.

A second issue was found that could cause an error when running sp\_postall. This has also been corrected.

***Menu Item Reports Sort by Family when Major Group is Selected***

CR ID #: 32427

SCR #: 39464

Previously, Menu Item reports would sort by Family Group even when Major Group or Menu Item Group was selected in the 'Group By' drop box. This has been corrected.

***Report Viewer Fails when Czech OS is Installed***

CR ID #: 31202

SCR #: 38959

Previously, the Report Viewer failed with the error "Set Formula Failed" when the Czech Operating System was installed. This has been corrected.

***Table Management and Remoting Services may not Start after .NET Framework Updates***

CR ID #: N/A

SCR #: 39668

Previously, changes made to Dot Net Framework by the June 2012 Microsoft updates could cause the Table Management and Remoting services to not start if the server could not reach the internet. This has been corrected.

***Time Card and Job Detail Missing Job Totals in RES v5.0***

CR ID #: 31795

SCR #: 39211

Previously, the Employee Time Card and Job Detail report was missing the 'Job Totals' section in RES v5.0. This has been corrected.

***Timed Fire Causes Auto Service Charge to Duplicate on Daily SYS Sales***

CR ID #: 33171

SCR #: 39759

Previously, when timed orders were fired for delayed orders, POS Operations posted the sales totals again (they were already posted when the check was created and serviced). This has been corrected.

***Void Weighted Item Remains in Report Column Weight Total***

CR ID #: 24509

SCR #: 33555

Previously, when voiding an item with weight posted, the actual weight remained in the report column Weight Total. This issue has been corrected.

---

**Setup**

***Patches Not Stopping Micros Guest Survey Module Service***

CR ID #: N/A

SCR #: 39094

Previously, RES patches did not stop the Micros Guest Survey Module service. This has been corrected.

### ***RES v5.1 Requires Backup of any Web.config Files Prior to Running Cumulative or Incremental Patches***

*CR ID #: N/A*

*SCR #: 39724*

As of RES v5.1, the cumulative patch always replaces the web.config files.

If any of the following web.config files are modified after installation, they will be overwritten and thus, any user modifications will need to be copied and saved in a temporary location until after the patch has completed. Then the new web.config files need to be edited with desired changes:

- ◆ \MICROS\Common\ManagerProcsASP\web.config
- ◆ \MICROS\CommonManagerProcsDT430\web.config
- ◆ \MICROS\Common\ManagerProcsPPC\web.config
- ◆ \MICROS\Common\MenuBoard\web.config
- ◆ \MICROS\Common\ReportViewer\web.config
- ◆ \MICROS\Common\ResPosApiWeb\web.config

### ***Regsvr32.exe Faults on RES v5 Patches***

*CR ID #: N/A*

*SCR #: 39793*

Previously, when running a RES v5 patch on a Windows 7 32-bit server, it was possible for regsvr32.exe to fault while registering DLLs. This has been corrected.

### ***Updated CALSrv to Prevent Memory Leaks***

*CR ID #: N/A*

*SCR #: 39677*

CALSrv Version 1.0.3.30 is now installed with RES v5.1. This version fixes a memory leak.

### ***Win32 Starts Old POS Operations During RES Upgrade***

*CR ID #: N/A*

*SCR #: 39824*

Previously, it was possible for POS Operations to start on a Win32 workstation while that workstation was upgrading to a newer version of RES. This has been corrected.

---

### **Text Translator**

#### ***OPStext and GSStext Files Invalid After Translation***

*CR ID #: 31385*

*SCR #: 39040*

Previously, after using the Translator application to translate OPStext or GSStext files, these files were then invalid and POS Operations would not load. This has been corrected.

---

### **Transaction Analyzer**

#### ***Analyzer Does Not Display Credit Card Payment Reference Data Properly on Reports***

*CR ID #: 31819*

*SCR #: 39226*

Previously, Transaction Analyzer (TA) would display the first line of reference data, even if it did not contain the credit card number. Some reference detail related to the customer card number would update up to three (3) lines of data. This resulted in the TA Payment Report displaying data other than the actual desired card account number requested. This has been corrected.

### ***Authorizing Employee Blank in TA Report for Manually Keyed Auth***

CR ID #: 31469

SCR #: 39086

Previously, when a manager approval was required for a keyed auth (*POS Configurator* | *Employees* | *Employee Classes* | *Options* | '**Manual credit card entry**' (disabled)), the auth employee was not displayed in the Transaction Analyzer Report. This has been corrected.

### ***Chinese Font Does Not Display Correctly When Exporting Reports to File***

CR ID #: 31760

SCR #: 39198

Previously, Chinese fonts did not display correctly when exporting reports to a file within Transaction Analyzer. This is a KNOWN LIMITATION in Quick Report component 4.0.

#### **Workaround**

1. Export the file to HTML and then encode the file using gb18030 or gb2312. (GB stands for "Guojia Biaojun"; it means National standard, which is widely used in PRC.)
2. Use PDF Complete to print to a PDF file.

## 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	CR ID/ SCR	Page
Common - Peripherals	DT430 Scanner Must Use Custom Format for UPC-A Barcodes	N/A/ 38639	71

## What's Known Detailed

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### Common - Peripherals

#### ***DT430 Scanner Must Use Custom Format for UPC-A Barcodes***

*CR ID #: N/A*

*SCR #: 38639*

The DT430 scanner must be set to use “Custom” format for UPC-A barcodes. Follow these steps to set the custom format:

1. Navigate to *POS Configurator / Devices / User Workstations / Peripherals / Scanner* formats.
2. Set the Custom format as listed below:
  - String length = 13
  - Data Start = 3
  - Data Length = 10

For UPC-E, set the scanner to use the “Standard” default format for these barcodes:

- ◆ String length = 8

- ◆ Data Start = 2
- ◆ Data Length = 6

## 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

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

Module	Feature	CR ID/ SCR	Page
KDS Display	KDS Load Balancing	N/A/ 39364	73
	Start Hides Other Preps	N/A/ 39164	78

### New Features Detailed

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#### KDS Display

##### *KDS Load Balancing*

*CR ID #: N/A*

*SCR #: 39364*

##### **Dynamic KDS Load Balancing**

With this release, RES now supports the ability to distribute new orders to KDS prep stations based on which station has the fewest number of currently active menu items. Prep stations are linked to a Primary Distribution Group and orders are routed to the prep station with the fewest un-bumped menu items within that order device's Primary Distribution Group.

An example of how this might be used is a restaurant that has 3 cold KDS prep stations and wants to be sure an even number of cold items goes to each of them. The cold menu items would be configured to go to just KDS01. But the items would then be distributed evenly to the other members of the Primary Distribution Group that KDS01 is linked to. Each time another cold item is fired, the KDS Controller determines which member of that Primary Distribution Group has the fewest active items, and sends the order to that station.

For the most equal distribution of menu items the **Single Item Per Suborder** option should be enabled. If SIPS is not enabled, then an entire round of cold items will go to the single KDS Cold prep station with the fewest items on screen.

### Manual KDS Load Balancing

There are now two new buttons that can be used on KDS tool bars and bump bars. The **Pull Order** button will pull the most recent order from that KDS prep station's Primary Distribution Group. That chit will disappear from its original prep station and simultaneously appear on the station that pulled it. If the most recent order is already Claimed, Marked, or Started, then the next most recent order will be pulled instead. Chits with voided items on them cannot be pulled. If no item can be pulled, a message will be presented on the KDS screen that explains why. Orders cannot be pulled from outside of a prep station's Primary Distribution Group.

The **Push Order** function can be used to send a chit from the current KDS prep station to any other prep station in the restaurant. Primary Distribution Groups are not required or considered when using Push Order. To use this feature, a specific order on the KDS prep station is selected and the **Push Order** button is pressed. A dialog will then be presented with every Prep station in the restaurant to choose from.



**Note:** Since **Push Order** allows a cold item to be sent to a hot prep station and vice versa, it might be useful to name the KDS prep stations in a way that makes it clear which is hot and cold (e.g., KDS01 Cold, KDS04 Hot).

---



*Note: Manual KDS load balancing requires the 'Enable Load Balancing' option to be turned on. Using the **Push Order** and **Pull Order** buttons without having 'Enable Load Balancing' turned on will have unpredictable results and is not supported.*

---

## Configuration

Enable the following options in POS Configurator.

1. Navigate to *System / Kitchen / Options*.
  - **Enable load balancing**
2. Navigate to *System / KDS Distribution Groups*, create Distribution Groups and then link KDS Prep devices.

Only KDS Prep stations may be a part of a KDS Distribution Group.

**Example:** Create a 'COLD Group 3' that includes KDS01, KDS02, and KDS03.

3. Navigate to *Devices / Order Devices / KDS / Options*, and link KDS Order Devices to a Primary Distribution Group.

An order device may only be linked to a specific 'Primary Distribution Group' if it is already a member of that 'KDS Distribution Group'. Not every KDS order device is required to have a Primary Distribution Group, but in general each prep station that was a part of a KDS Distribution Group would likely also have that group linked as its Primary Distribution Group.

**Example:** Link order devices KDS01, KDS02, and KDS03 to COLD Group 3.



***Note:** In this example, if masking is used to send cold menu items to only KDS01 and it has a 'Primary Distribution Group' of 'COLD Group 3', then menu items will be load balanced to KDS02 and KDS03 even if those two order devices do NOT have any primary distribution group linked. However, without a 'Primary Distribution Group' link, those two prep stations will not be able to use the 'Pull Order' function.*

---

4. Navigate to *Devices / User Workstations / Order Devices*.
- 



***Note:** You can use either the Devices | User Workstation | Order Devices tab, and/or the Print classes form to (mask) keep a menu item from going to more than one member of a distribution group. You are not prevented from sending the same menu item to more than one member of a Distribution Group, but that would be improper configuration and is not supported.*

---

**Example:** If you have a Chicken Caesar salad that needs lettuce from a cold prep and chicken from a hot prep, then have that menu item go to one member of both the COLD Distribution Group and the HOT Distribution Group.

**Example:** Link each workstation to KDS01 Cold, KDS04 Hot, and KDS07 Expo, but not to KDS02 Cold or KDS03 Cold. The Load Balancing will take care of sending items to those displays.

5. Navigate to *Devices / KDS Bump Bars*, and create **Push Order** and **Pull Order** buttons (if desired).
6. Navigate to *Devices / KDS Tool Bars*, and create **Push Order** and **Pull Order** buttons (if desired).



*Note: Do Not put Pull Order or Push Order buttons on Expo or SOS bump bars and tool bars. The Pull Order won't work, since it does not have a Primary Distribution Group, and pushing an order from an Expo/SOS would not make sense.*

*Changing an existing KDS prep station into any other type of device in either the Devices or the Order Devices forms will also remove any existing KDS Distribution Group and Primary Distribution Group links. When such a change occurs, the user will be notified with the message:*

*"This order device will be removed from KDS Distribution Groups."*

*For this reason, KDS order device configurations should remain consistent, especially when KDS Themes are being used.*

---

**By Design:** When using Dynamic Order Mode (DOM) and not using Single Item Per Suborder (SIPS), unpaid Checks are not allowed to be moved with either the Push Order or Pull Order functions. If this is attempted, the following message will display:

“Order cannot be moved until it is paid”.

### **Load Balancing and Kitchen Themes**

1. Once you have your system configured correctly, navigate to *Devices / Kitchen Themes*, and select *File / Import Current Configuration / Import to New Theme*.
  2. Give the theme an intuitive name.
- 



*Note: There is also a new **Primary Distribution Group** field in *Kitchen Themes | Order Devices | KDS Options*, if you wish to configure a theme directly instead of importing it.*

---

If '**Enable load balancing**' is turned on in *POS Configurator / System / Kitchen*, it can be turned off for a specific KDS Theme by not having any 'Primary Distribution Group' linked to the KDS order devices in *Devices / Kitchen Themes / Order Devices / KDS Options*. With no primary distribution group, the manual load balancing function 'Pull Order' is not supported, but 'Push Order' is supported.

**WARNING!** As always when using kitchen themes, it is critical that the configured KDS prep stations are not changed from a KDS device into any other type of device. Nor should a KDS prep station be changed into an Expo or SOS and vice versa. If these types of changes are required, then any existing kitchen themes should be deleted and re-created once the configuration changes are complete.

### ***Start Hides Other Preps***

*CR ID #: N/A*

*SCR #: 39164*

A new KDS feature has been added, called '**Start hides other preps**'. When this option is enabled, starting a menu item at one KDS prep station will make that item disappear from all other prep stations. The order will not be removed from expo or SOS displays.

As an example of this feature, we'll use a restaurant that sends all menu items to four different prep stations; each kitchen staff member can make every menu item, but only one person should make any particular item. With a screen full of orders, confusion may arise over who is or should be making a specific order. With this new option enabled, there is no need to look at the display and select any specific menu item. Instead, the assigned kitchen staff member presses the **Order Started First** button on the KDS toolbar or bumpbar. The oldest order, or order in the top left corner of the KDS display, will then be marked as 'Started' and it will automatically be removed from every other KDS prep station. Now the assigned kitchen staff member sees the 'Started' order in the top left corner of their KDS display. No other display will have that same order. It is recommended that a custom 'Start' color is selected to make this even clearer.

### Configuration

Enable the following options in POS Configurator to allow this feature.

1. Navigate to *POS Configurator* | *System* / *Kitchen* / *Options*.
  - **Start hides other preps**
2. Select the *Colors* tab / *Item Status Colors*.
3. Enable the **Use Custom** option for 'Start'.
4. Click the icon to the left of 'Start' and select a color.

---

**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

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/ SCR	Page
Controller	KDS Unable to Post to KDS_dtl	31584/ 39135	82
Display APP	Combo Meals Display Incorrectly in DOM Mode	29469/ 37859	82
	Media Viewer Shows all Media Files Twice	N/A/ 39144	83
	Push Order and Pull Order Icons Missing	N/A/ 39753	83

**Revisions**  
**Detailed**

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**Controller**

***KDS Unable to Post to KDS\_dtl***

*CR ID #: 31584*

*SCR #: 39135*

Previously, when using dynamic order mode (DOM), voiding a closed check before that check's menu items had been bumped from the KDS display would cause detail to stop posting to the kds\_dtl table. This meant that KDS reports would not have data.

This release will NOT get a system already in that non-posting state out of it. It will prevent a working system from getting into that state again.

Any restaurant with this issue will need to correct it manually either before or after upgrading to RES v5.1. Follow these steps to manually correct the non-posting issue:

1. Stop the Micros KDS Controller service.
2. Open Windows Explorer to Micros\RES\KDS\Etc, and delete the KdsPost.dat and KdsRealTimePost.dat files.
3. Start the Micros KDS Controller service.

---

**Display APP**

***Combo Meals Display Incorrectly in DOM Mode***

*CR ID #: 29469*

*SCR #: 37859*

Previously, when menu items were rung in separately, and then the 'Combo It' key was used, the combo meal main item was displaying last (rather than first) on the KDS display. This has been corrected.

***Media Viewer Shows all Media Files Twice***

*CR ID #: N/A*

*SCR #: 39144*

Previously, the KDS Display Media selection window would show each available media file twice. This has been corrected.

***Push Order and Pull Order Icons Missing***

*CR ID #: N/A*

*SCR #: 39753*

In KDS v2.2.0, the Push Order and Pull Order icons were missing from the KDS Prep display toolbar. 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

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

Module	Feature	CR ID/SCR	Page
POS Interface	Refuse Order Feature (Hoax Address)	N/A/ 38571	84

### New Features Detailed

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#### POS Interface

##### *Refuse Order Feature (Hoax Address)*

*CR ID #: N/A*

*SCR #: 38571*

A new feature has been added to help reduce the number of hoax callers. A new option has been added to flag a customer in the GSS database as a 'Hoax Address'. The verification procedure uses Address Line 1, Address Line 2, and/or Postal Code to find a match in the database. As long as there is a matching hoax address in the database, the warning will be displayed. This new feature does NOT use Abbreviations in *GSS Back Office / Edit / Delivery Area Street Mapping / Abbreviations*. The new stored procedure specifies new matching rules for Hoax Address.

When a hoax address match is found and the warning is displayed, there will be an audit record created in the SQL Table `micros.chk_event_dtl`. This is tracked when a transaction is cancelled because of a hoax address, or when (despite the warning that the address is hoax) the user continues with the order. This new event type is defined as:

ECHK\_EVENT\_GSS\_HOAX = 3. When the POS configuration option **Use Hoax Address Validation** is enabled, then in a transaction-- regardless of whether a customer is selected (**Accept** in *Customer* dialog) or not (**Cancel** in the *Customer* dialog)--a record will be added in *micros.chk\_event\_dtl* with the current check seq, check event type = 3 and the current time.



*Note: If your operation requires the check to be closed, when cancelling from the Select Customer screen, you will need to use the GSS Function 'Customer Force Main Hist Dlg' or 'Customer Force Alt Hist Dlg'. This is defined in POS Configurator | System | Macros for the Begin Delivery key in POS Operations.*

---

In POS Operations, when selecting a customer from the *GSS Customer* dialog, the following warning message is displayed to the user if the address is a hoax:

“The address is a hoax. Would you like to accept the customer anyway? (Yes/ No)”.

- YES= Override
- NO = Cancel

Support has been added to the Caller ID bar for this new hoax address feature. If the caller has a hoax address, a notification icon will display on the Caller ID bar (similar to the hoax caller icon). Any hoax address related callers will appear and flash with the

- ◆ Red (!) Exclamation Point to indicate that this is a hoax address.
- ◆ Yellow (!) Exclamation Point to indicate that this is a hoax caller.



*Note: If only one checkbox has been enabled, then either the 'Red (!)' or the 'Yellow (!)' appears over the Customer Name. If both 'Hoax Caller' and the newer 'Hoax Address' checkboxes have been enabled for that customer calling in, then both red and yellow icons will flash simultaneously in the Caller ID bar: Yellow (!) on left and Red (!) on right of customer name/phone.*

---

### Important Note

Hand-held devices are not supported by this new feature.

### General Rules

This new feature does NOT use Abbreviations in *GSS Back Office / Edit / Delivery Area Street Mapping / Abbreviations*. The new stored procedure 'spgss\_is\_hoax\_address.sql' specifies new matching rules for Hoax Address.

### Address Matching

**Example 1** - The following address is marked as a hoax in *GSS BackOffice / Customers* (gss\_customer\_def table):

- line\_1 = "123 Main Street"
- line\_2= "Unit 1"
- postal\_code = "123456"

**Example 2** - Now have a new customer and the user enters the following in the customer form:

- line\_1 = "123 Main Str"

The system will identify the words "street" and "str" for verification consideration; the other words will be ignored. In addition, the check should will only happen using the alphanumeric characters and no special chars, such as “,.-\_><!\"'§\$%&/()=?\*’#+~@”.

### Configuration

Enable the following options in POS Configurator and GSS Back Office to allow this feature:

1. Navigate to *POS Configurator / GSS / Delivery*.
  - **Use Hoax Address Validation**
2. Navigate to *GSS Back Office / Screen Designs*.

3. Select the form(s) that need this new 'Hoax Address' field. Highlight this new field on the form and right-click. Un-hide this new field by selecting 'Show'.

- **Hoax Address**

---

**What's Enhanced**

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- ◆ 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**

The table below summarizes the revisions included in this version.

<b>Module</b>	<b>Feature</b>	<b>CR ID SCR</b>	<b>Page</b>
Accounts Receivable	Creating and Saving New AR Account Causes Issues with GSS.exe	32690/ 39330	90
Configurator	Bonus Method Unavailable if Employee Language does not Match Default Language	32655/ 39565	90
Delivery Plus	Cancelled Orders Displayed with DOM Enabled	30597/ 38667	90
	Reprint Check Reopens Check in Delivery Dispatch	31070/ 38886	91
Gift Certificates	Cannot Sell Gift Card on Leap Day with Expiration Set to One Year	32274/ 39388	91
	Gift Cards Cannot be Sold if they Contain Non-numeric Data in RES v5.0	32614/ 39549	91

**Revisions**  
**Detailed**

---

**Accounts Receivable**

***Creating and Saving New AR Account Causes Issues with GSS.exe***

*CR ID #: 32690*

*SCR #: 39330*

Previously, creating and saving a new Accounts Receivable account in GSS Back Office caused GSS.exe to close unexpectedly. This has been corrected.

---

**Configurator**

***Bonus Method Unavailable if Employee Language does not Match Default Language***

*CR ID #: 32655*

*SCR #: 39565*

Previously, when a user with a different language setting (*HR / Emp / POS*) than the default language (*System / Restaurant / Options*) attempted to add new Bonus Plan Definition(s) (*BO GSS / Bonus Plans / Add Definitions*), the Bonus Method drop-down was blank. This has been corrected.

---

**Delivery Plus**

***Cancelled Orders Displayed with DOM Enabled***

*CR ID #: 30597*

*SCR #: 38667*

Previously, cancelled orders were displayed in Delivery Dispatch when Dynamic Order Mode (DOM) was enabled. This has been corrected.

### ***Reprint Check Reopens Check in Delivery Dispatch***

*CR ID #: 31070*

*SCR #: 38886*

Previously, when selecting 'Edit Closed Check' to reprint a receipt, the distribution status in Check Detail changed and the check re-appeared in the delivery dispatch. This has been corrected.

---

## **Gift Certificates**

### ***Cannot Sell Gift Card on Leap Day with Expiration Set to One Year***

*CR ID #: 32274*

*SCR #: 39388*

Previously, a gift card could not be sold on Leap Day (February 29) with the expiration set to one year. This has been corrected.

### ***Gift Cards Cannot be Sold if they Contain Non-numeric Data in RES v5.0***

*CR ID #: 32614*

*SCR #: 399549*

In RES v5.0, when trying to sell or add value to a GSS gift card and entering any non-numeric value, an error occurred. This has been corrected.

## 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

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

Module	Feature	CR ID/ SCR	Page
CM Back Office (CMBO)	Support Added for Performing CM Declaration on Clients	N/A/ 39233	92
	Support Added for CM by Revenue Center	N/A/ 39423, 38967	100

### New Features Detailed

---

#### CM Back Office (CMBO)

##### *Support Added for Performing CM Declaration on Clients*

CR ID #: N/A

SCR #: 39233

Previously, the user could only open and close tills on a client. With this release, the user will be able to perform counts on tills and server banks, and create and finalize deposits.

## Configuration

### Set up an External Program

1. Navigate to *POS Configurator / System / External Programs*.
2. Add a new record and set the following options:
  - User Interface -- Windows
  - Run Style -- Normal
  - Command Line --  $\$(MICROS\_DIR\_POS)\bin\procedures.exe -Q$   
(the Q is not case sensitive)
  - Leave all other fields blank or options not enabled.

### Create a Button

1. Navigate to *POS Configurator / Devices / Touchscreen Designer*.

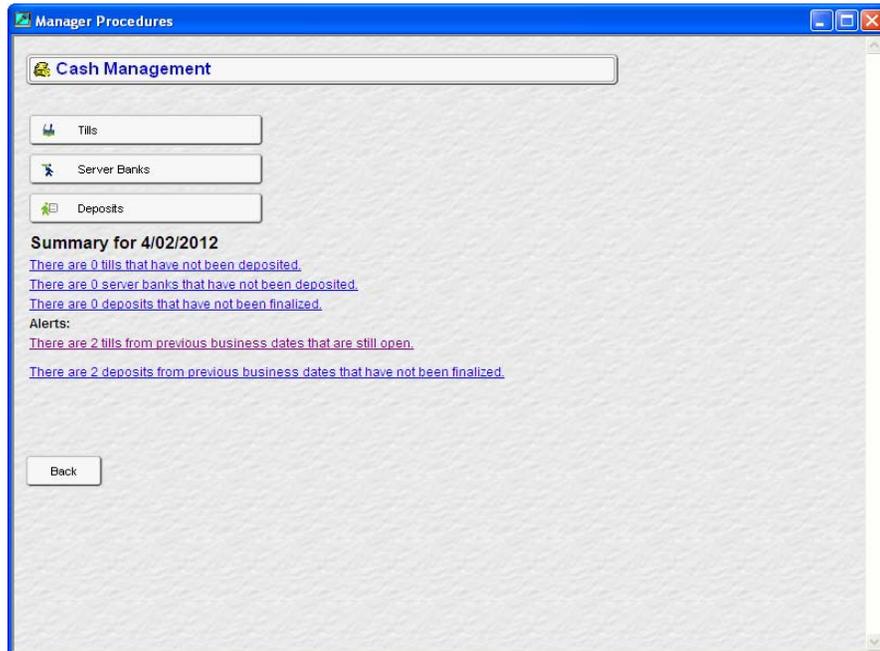
*As an alternative, you can navigate to Manager Procedures / Others / Cash Management.*

2. Select the appropriate touchscreen (Manager's function screen).
3. Add a button with the following attributes:
  - Category -- External Program
  - Program -- Select the record that was set up in the External Program

### Open CM on a Client

1. When CM is opened on a Client, the Cash Management screen will display the following:

- Tills
- Server Banks
- Deposits
- Summary (will display hyperlinks)
- Alerts (will display hyperlinks)



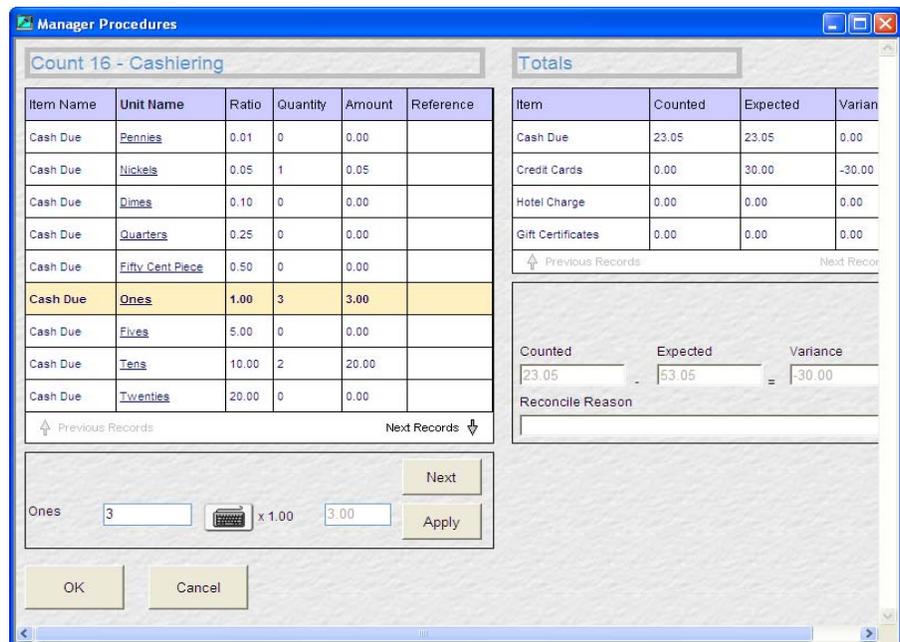
2. Select any of the buttons or links.

- When counting a till or server bank, a keyboard can be used.



*Note: If a keyboard is not available, click on the little keyboard icon, and an on-screen keyboard will pop up.*

- Select the Unit Name (in order to select a row, you must select the Unit Name), enter the number, and click the **Apply** button.



Item Name	Unit Name	Ratio	Quantity	Amount	Reference
Cash Due	Pennies	0.01	0	0.00	
Cash Due	Nickels	0.05	1	0.05	
Cash Due	Dimes	0.10	0	0.00	
Cash Due	Quarters	0.25	0	0.00	
Cash Due	Fifty Cent Piece	0.50	0	0.00	
Cash Due	Ones	1.00	3	3.00	
Cash Due	Fives	5.00	0	0.00	
Cash Due	Tens	10.00	2	20.00	
Cash Due	Twenties	20.00	0	0.00	

Item	Counted	Expected	Varian
Cash Due	23.05	23.05	0.00
Credit Cards	0.00	30.00	-30.00
Hotel Charge	0.00	0.00	0.00
Gift Certificates	0.00	0.00	0.00

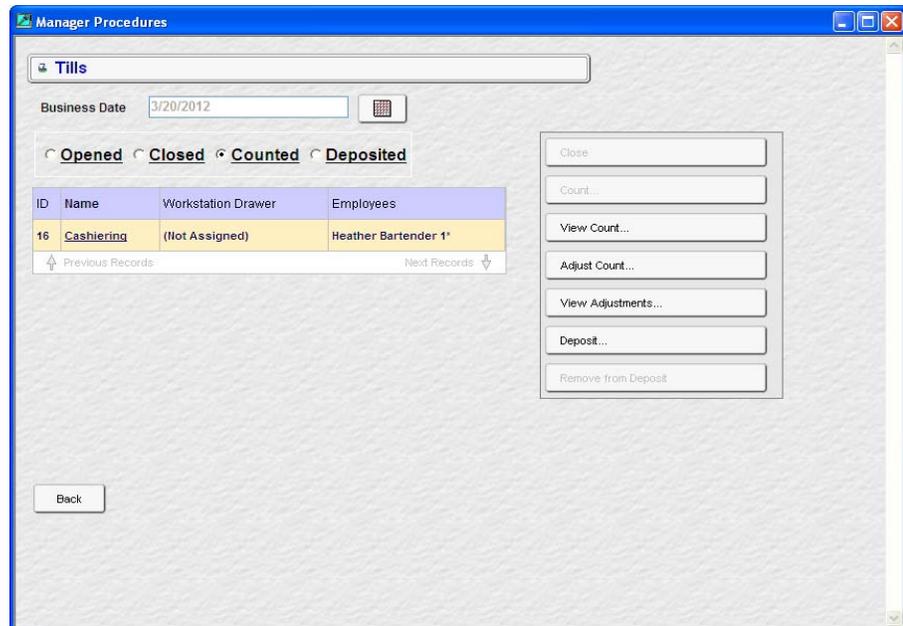
Counted: 23.05    Expected: 53.05    Variance: -30.00

Reconcile Reason:

Ones:  x 1.00 =     **Apply**

- When all items have been entered, click on the **OK** button to save the count.

6. On the Counted screen, you can View Count, Adjust Count or View Adjustments, or Deposit.



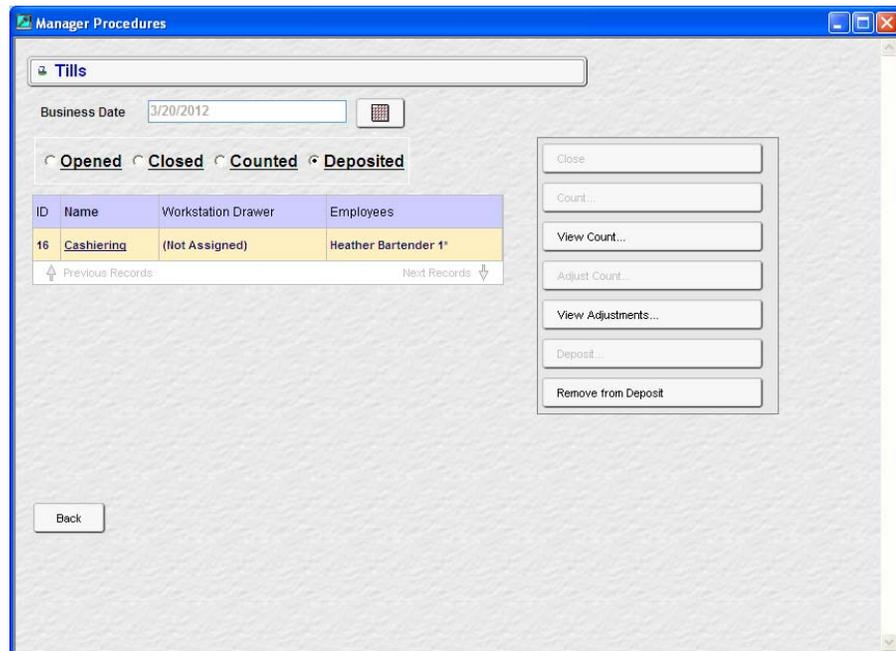
7. If there is no deposit opened, you will be prompted to open one. Add the count into the deposit.

The screenshot shows a software window titled "Manager Procedures" with a subtitle "Deposit 16 - Cashiering into 12 - Daily Deposit". It contains two dropdown menus: "Deposit" set to "12 - Daily Deposit" and "Till or Server Bank" set to "16 - Cashiering". Below these is a table with two columns: "Deposit Item" and "Amount".

Deposit Item	Amount
Credit Cards	30.00
Cash Due	23.05

Below the table are two buttons: "Previous Records" (with an up arrow) and "Next Records" (with a down arrow). At the bottom are "OK" and "Cancel" buttons.

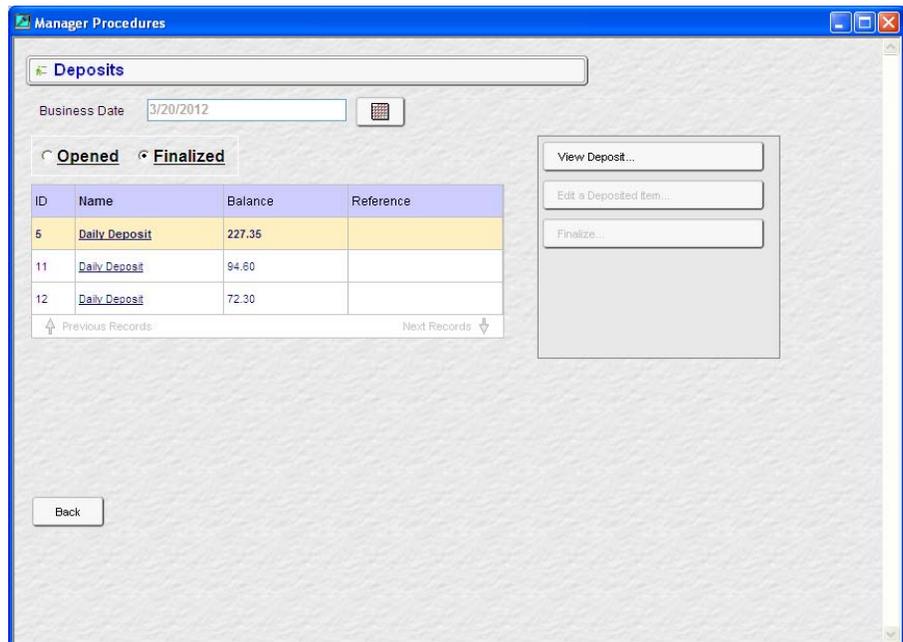
8. On the Deposited screen, click the **Back** button to return to the beginning.



9. Click the **Deposit** button or the link under Alerts.

10. On the opened deposits screen, click the **Finalized** radio button, and then click **Yes** when prompted with “Once a deposit is finalized it cannot be modified. Are you sure you would like to finalize this deposit?”

Only the **Maximum Deposit Amount** option is enforced when using CM on a client (*CMBO / Configuration / Options / Limits*).



### ***Support Added for CM by Revenue Center***

*CR ID #: N/A*

*SCR #: 38967*

With this release, Cash Management data can be stored by Revenue Center. After a user logs in to Cash Management, they will select a Revenue Center; the user will see details of only the selected Revenue Center.

A new option has been added to support Cash Management by Revenue Center. The option '**Cash Management By Revenue Center**' is set in *Cash Management Back Office (CMBO) | Configuration | Options | Others*. This option is disabled by default.

With **Cash Management By Revenue Center** enabled, when a user logs into Cash Management, a drop down with all revenue centers listed will be displayed. After selecting the RVC, the user will only see the revenue center tills, server banks and deposits that are specific to the selected revenue center. In addition, the selected RVC will be displayed in the bottom right beside the logged in user.

A new field, `rvc_seq`, was added to some of the CM detail tables in the database. When assigning a till in POS Operations, the till will have the `rvc_seq` of the revenue center for the workstation configured.

Just as server banks are started automatically on the server's first check, the `rvc_seq` on the workstation will be used for the server bank. Each revenue center will have its own safe and deposits.

When CMBO is opened, the user will select a revenue center. Once a revenue center is selected, the user will see only items in that revenue center (e.g., server banks, tills, deposits, safes).

When the new option '**Cash Management By Revenue Center**' is enabled, and the user selects a revenue center in CMBO, then when selecting the **View All** option, tills for only the selected revenue center will be displayed.



*Note: The Cash Management By Revenue Center feature supports the new CM on Client feature.*

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## Configuration

### Enable CM By Revenue Center Option

1. Navigate to *Cash Management Back Office (CMBO) | Configuration | Options | Others*.
  - **Cash Management By Revenue Center**

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**What's Enhanced**

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- ◆ 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 included in this version.

## 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	CR ID/ SCR	Page
Back Office GUI	Cannot Add Currency Symbol in Front of Value in CMBO	32971/ 39673	103

## Revisions Detailed

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### Back Office GUI

#### *Cannot Add Currency Symbol in Front of Value in CMBO*

*CR ID #: 32971*

*SCR #: 39673*

Previously, entering a "\$" or any currency symbol in Cash Management when counting a till, finalizing a deposit, entering cash pulls, or entering adjustments would result in an error. This has been corrected.

## **Labor Management (LM)**

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### **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.

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## **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**

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.
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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	CR ID/ SCR	Page
Human Resources	HR Reports Always Show All Employees	N/A/ 39751	107
Manual Scheduling	Access Violation in Scheduling and Human Resources	33264/ 39780	107
Reports	Stored Procedure Repost All Labor Seven Days Resets Daily Employee Job Code	31354/ 39026	107

**Revisions  
Detailed**

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**Human Resources**

***HR Reports Always Show All Employees***

*CR ID #: N/A*

*SCR #: 39751*

Previously, when the option 'Use Current Employee' was selected (*POS Configurator | Employees | Employees or HR | Employee Setup*), the reports still displayed all employees rather than the selected employee. This has been corrected.

---

**Manual Scheduling**

***Access Violation in Scheduling and Human Resources***

*CR ID #: 33264*

*SCR #: 39780*

In several situations, right-clicking to activate a pop-up menu would result in an access violation for Availability and Weekly Scheduling. This has been corrected.

---

**Reports**

***Stored Procedure Repost All Labor Seven Days Resets Daily Employee Job Code***

*CR ID #: 31354*

*SCR #: 39026*

Previously, with the option 'Weighted average overtime' (*POS Configurator | Employees | Employees | Time and Attendance | General*) enabled, the stored procedure Repost All Labor Seven Days would set the reg\_hrs in dly\_emp\_job\_code\_ttl to 0.00 for all days except the current business date. This has been corrected.

## 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

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

Module	Feature	CR ID/ SCR	Page
Reports	Added Ability to Print PM Reports at Client's Printer During Preview	31955/ 39268	108

### New Features Detailed

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#### Reports

#### *Added Ability to Print PM Reports at Client's Printer During Preview*

*CR ID #: 31955*

*SCR #: 39268*

In RES v5.0, reports printed through Product Management (PM) could only print to the Default Printer defined in *POS Configurator / System / Restaurant / Descriptions*. For restaurants with different Back Office Clients, it was not practical to print reports to only one location.

With RES v5.1, support has been added to allow the printing of PM reports while previewing them. The user is now able to select a specific printer while previewing the report. Therefore, when using PM on a Back Office Client, the user can select a local printer. Every 'Preview' button now allows the user to select a printer (not just the default printer).

- ◆ A 'Preview' button has been added to Print Count Sheets and the Print Bid Request Form.

- ◆ The Enter Counts, Modify Counts and Reconcile Counts already had a 'Preview' button.
- ◆ The Declare Allowance and Modify Allowance already had a 'Print' button that previewed the report first and then printed.

### **Configuration**

1. Navigate to *PM / Setup / PM Parameters*.
2. Enable the following options and save:
  - **'Print transfers upon creation'**
  - **'Print purchase orders upon creation'**
  - **'Print receipt / return upon saving'**
3. After saving, the system now prompts the user to preview.
  - If the user selects Yes to preview, they can select a local printer.
  - If the user does not preview, the Default Printer defined in *POS Configurator / System / Restaurant / Descriptions* will be used.

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**What's Enhanced**

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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

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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	CR ID/ SCR	Page
PM Procedures	MC55 Does Not Add Count to an Already Counted Item	29794/ 38180	112
PM Receiving	Modifying Receipt Quantity Also Modifies Item Cost	28613/ 37238	113
	Selecting Partially Received Purchase Order Causes Error	32205/ 39361	113

Module	Feature	CR ID/ SCR	Page
PM Reports	Date Formatting Issue for Different Regional Settings	32625/ 39553	113
	Incorrect Actual Revenue Shown on InvenPotentialRevenue Report	28389/ 37081	113
	Incorrect Inventory Item Usage Cost	29246/ 37656	114
	Inventory Variance Report Shows Incorrect Actual Usage Cost and Actual Usage Value	29320/ 37727	114
	Preview for Inventory Counts Shows No Data after Upgrading to RES v5.0	32070/ 39301	114
	Report Viewer Path for Reports was Incorrect	32175/ 39350	114
PM Setup	Recipe Ingredients Total Cost Incorrect	N/A/ 39766	115

**Revisions  
Detailed**

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**PM Procedures**

***MC55 Does Not Add Count to an Already Counted Item***

*CR ID #: 29794*

*SCR #: 38180*

Previously, when entering inventory via MC55 handheld using a bar code scanner, Product Management did not automatically add to the count of an already counted item without pressing [Enter] or [Save]. This has been corrected.

---

## PM Receiving

### *Modifying Receipt Quantity Also Modifies Item Cost*

CR ID #: 28613

SCR #: 37238

Previously, when a receipt was modified to a quantity of zero, the item cost was also set to zero if the inventory item had a negative stock on hand. This has been corrected.

### *Selecting Partially Received Purchase Order Causes Error*

CR ID #: 32205

SCR #: 39361

Previously, when attempting to select a partially received purchase order, PM displayed a “Translate Error. Value out of bounds” error message. This has been corrected.

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## PM Reports

### *Date Formatting Issue for Different Regional Settings*

CR ID #: 32625

SCR #: 39553

Previously, when previewing the PM Inventory Count with Region and Language Settings that use the Short Date Format ‘dd.MM.yyyy’ and Business Date greater than the 12th, an error occurred in the Report Viewer application. This has been corrected.

### *Incorrect Actual Revenue Shown on InvenPotentialRevenue Report*

CR ID #: 28389

SCR #: 37081

Previously, the PM Report did not calculate the tax correctly with VAT and a discount applied. This has been corrected.

### ***Incorrect Inventory Item Usage Cost***

*CR ID #: 29246*

*SCR #: 37656*

Previously, when the option '**Do not deplete from inventory**' (*POS Configurator / Sales / Menu Items / Definition / Options*) was enabled, the cost was incorrect for the inventory item following the 'NO' item modifier. This has been corrected.

### ***Inventory Variance Report Shows Incorrect Actual Usage Cost and Actual Usage Value***

*CR ID #: 29320*

*SCR #: 37727*

Previously, the Actual Usage Cost and Actual Usage Value appeared negative for some items on some dates in the Inventory Variance Report. This has been corrected.

### ***Preview for Inventory Counts Shows No Data after Upgrading to RES v5.0***

*CR ID #: 32070*

*SCR #: 39301*

Previously, when using the '**Preview**' option in *PM / Inventory / Enter Counts*, the report showed blank data fields. This has been corrected.

### ***Report Viewer Path for Reports was Incorrect***

*CR ID #: 32175*

*SCR #: 39350*

Previously, the PM reports running from the Back Office client did not work when the MICROS application was installed on a different drive than the server. This has been corrected.

---

## PM Setup

### *Recipe Ingredients Total Cost Incorrect*

*CR ID #: N/A*

*SCR #: 39766*

Previously in Recipes, when the '**Calculate Cost**' button was used, the numbers for each individual ingredient and the total cost of all ingredients did not add up correctly. Due to rounding, the ingredient cost fields now can display up to three decimal places.

## **Financial Management (FM)**

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### **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.

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**What's Enhanced**

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- ◆ 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.

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## 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:

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- ◆ 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**

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### **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 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**

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.
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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	CR ID SCR	Page
License Manager	License Manager Did Not Create Activation ID Values	33095/ 39721	121

## Revisions Detailed

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### License Manager

#### *License Manager Did Not Create Activation ID Values*

*CR ID #: 33095*

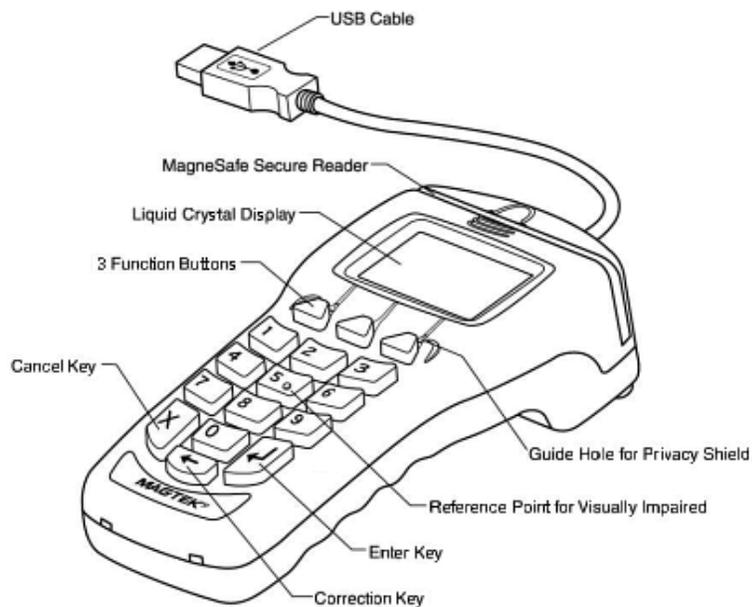
*SCR #: 39721*

Previously when License Manager created the registry keys, it did not create the Activation ID values. This has been corrected.

## Appendix A: MagTek® IPAD Reader Installation

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### 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).*

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### **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.*

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**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 [126](#).
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:**

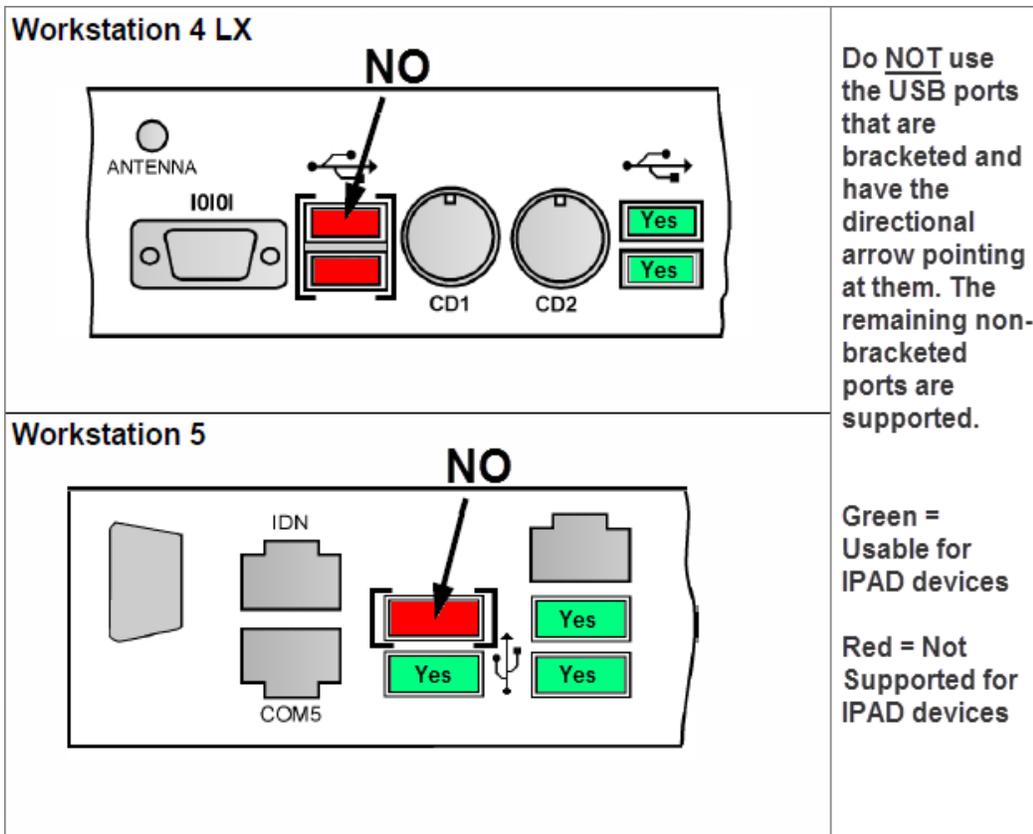
PCWS 2010 - All USB Ports

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.