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Restaurant Enterprise Solution (RES) Version 5.1 Maintenance Release 2

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 2 for Version 5.1. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

********************************NOTE*********************************

Launching back office applications can be completed by an administrator or a user on a Microsoft Windows 7 client.

Launching back office applications must be completed by either a power user or an administrator on a Microsoft XP client. (This is the same functionality that existed in RES 4.x.)

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********************************NOTE*********************************

If upgrading an Enterprise Management corporate database to RES 5.1 MR2, the EM software must be upgraded to EM 5.1 MR1. Please refer to the EM 5.1 MR1 RMF for more details.

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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.

Upgrading RES

The following versions of RES databases can be upgraded to RES 5.1 Maintenance Release 2.

- 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 thru MR7 (4.8 MR3 and lower ***)

- 4.9 and 4.9 MR1 through MR10 (4.9 GR ***)

- 4.10 and 4.10 MR1, MR2

- 4.11 and 4.11 MR1 through MR5

- 5.0 and 5.0 MR1 through MR4

Warning *Any RES version not listed here cannot be upgraded to RES 5.1 Maintenance Release 2.*

*** 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.

Declarations

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Maintenance Release 2

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 5.1 (build 5.1.0004.0938) or 5.1 Maintenance Release 1 installed.

Before You Begin

1. Close ALL running MICROS applications, except Control Panel.

2. In the MICROS Control Panel, set the Restaurant to OFF.

3. Make sure all of the POS Clients are at System Closed.

4. Close the MICROS Control Panel

Installation

1. Copy the Maintenance Release, RES_51_MR2.exe to the temp folder on your RES Server.

2. Double-click on RES_51_MR2.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

Installation Notes

Installing the Maintenance Release on a RES server will stop all of the running MICROS services before installing the updated files. The RES server will reboot upon completion. The Maintenance Release may include updated files for the POS Clients. Once the server has rebooted, all of the clients will install the updated files. Once finished, the clients will then reboot.

Before installing updated files on your system, the Maintenance Release preserves the original files by appending .PrePatchRestore to the existing filename. **It is absolutely critical that these renamed files be left in place**, exactly as they are. The removal or modification of these archived .PrePatchRestore files will render your RES server un-patchable by future RES releases.

The same Maintenance Release may be installed more than once. This should not be needed, except in the rare case where an installation has failed. Multiple Maintenance Releases may be installed as needed.

Installing the Maintenance Release produces a log file named MicrosNovaPatch.log, which will be located in the *%windir%* folder.

Installing a Maintenance Release will create a unique registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\NovaFix\RES_51_MR2

Within this key, a value name 'Installed Date' is created. The data for this value will be the date the Maintenance Release was installed.

All maintenance releases will add a row to the database in db_version_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db_module_desc' will be 'RES 5.1 Maintenance Release 2'. The 'db_service_pak_desc' column will be the same as the RES row.

Maintenance Release 2

What's New?

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

New Features Summarized

No New Features have been added to this release.

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

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

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

Enhancements Summarized   The table below summarizes the enhancements included in this Maintenance Release.

Module	Enhancements	CR ID/ SCR	Page
POS Configurator	Added Four Discount Triggers	N/A/ 39989	9
POS Operations	POS Waste Reason Codes Print on Waste Chit	N/A/ 39982	9
	Added the ability to not display Menu Items	N/A/ 39992	9
	Auto Return from Build Screen	N/A/ 39988	10
SIM	Added the ability to update Prep Time for Menu Items from SIM	N/A/ 39993	12
	Added the ability for SIM to get Display in Touchscreen Detail Values	N/A/ 40020	13
Transaction Services	Allow Transaction Services to Post to PMS on Tenders	N/A/ 38033	13

**Enhancements
Detailed**

POS Configurator

Added Four Discount Triggers
CR ID #: N/A
SCR #: 39989

Previously, the 'Combination Pricing' and 'Multi Item Price Threshold' discounts could use up to four triggers. With this release, the number of triggers for these two Enhanced Discounts have been increased from four to eight. The triggers are configured in *POS Configurator | Sales | Discounts | Rule Setup*.

POS Operations

POS Waste Reason Codes Print on Waste Chit
CR ID #: N/A
SCR #: 39982

With this release, POS waste reason codes will be printed on the waste chit if POS Operations is configured to prompt for a reason. The reason code **Use with waste** is configured in *POS Configurator | System | Reasons*.

Added the ability to not display Menu Items
CR ID #: N/A
SCR #: 39992

With this release, the ability to not display a menu item in the POS Operations detail area has been added. When the option **Do not display** (*POS Configurator | Sales | Menu Item Classes | Display | Display in Touchscreen Detail*) is enabled, the menu items will not be displayed in the touchscreen detail area.

The option will only be available to select when the option **Condiments** (*POS Configurator | Sales | Menu Item Classes | General Options*) is enabled.

Auto Return from Build Screen
CR ID #: N/A
SCR #: 39988

With this release, a new option **Scan for Condiment Placeholders After Order** (*POS Configurator | Sales | Menu Item Classes | General Options*) has been added that gives additional flexibility to how a menu item can be configured and still auto return to its original screen when done.

The existing **Suppress Build Screen** option (*Sales | Menu Item Classes | General Options*) will cause POS Operations to auto return from a build screen if it was forced to go there by either a **Forced Condiment** (*Sales | Condiments | Condiment Selection*) or a placeholder. But prior to this release there was no way to scan for a non Combo Meal placeholder. Now there is.

This new Menu Item Class option does not affect Combo Meals. There is already an existing option **Scan For Placeholder After Order** (*Sales | Combo Meals | General*) that handles this functionality for Combo Meals.

Configuration:

1. In *Revenue Center | RVC Transactions | General,* enable **Conversational ordering mode**.

    The new option **Scan for Condiment Placeholders After Order** only applies in COM revenue centers.

2. In *Revenue Center | RVC Transactions | General*, enable **Use Condiment Placeholders**.

    This option causes a Min/Max condiment to be treated as a placeholder.
    This option does affect both regular menu items and Combo Meals.

3. In *Sales | Menu Item Classes | General Options*, enable **Suppress Build Screen**.

    This causes POS Operations to auto return to the original screen when all condiment placeholders, and or forced condiments are satisfied.

4. In *Sales | Menu Item Classes | General Options*, enable **Scan for Condiment Placeholders After Order**.

    This causes POS Operations to go to a build screen if a condiment placeholder is found. When all placeholders are satisfied, POS Operations will auto return to the original screen.

    Previously, having a Min/Max condiment would take you to a build screen, but it would not auto return to the original screen unless **Forced Condiment** was also enabled and that was not always desired.

Further explanation of both existing and new COM functionality.

The following assumes Suppress Build Screen is enabled:

1. In *Sales | Condiments | Condiment Selection*, **Use Min - Max** = **ON**.

    If Min/Max is enabled, then it is treated as a 'required condiment' in COM. This is true whether it is linked to either the **Required Condiments** or **Allowed Condiments** field in *Sales | Menu Items | Definition | Groups*.

    During the initial ordering of a menu item, the build screen will be suppressed if the menu item does not have required condiments.

2. In *Revenue Center | RVC Transactions | General*, **Use Condiment Placeholders** = **ON**.

    This means that for each condiment set that is configured to use Min/Max, a placeholder will be added when ordering the menu item. The purpose of a placeholder is to allow the user to skip ordering that item for the moment and come back to it later in the round. Since it is now a placeholder, it no longer makes the screen jump to a build screen. Meaning, the build screen will be suppressed unless there is at least

one condiment selection that is configured as Forced (*Sales | Condiments | Condiment Selection*, **Forced Condiment** enabled).

If the customer wants the build screen to be displayed in the above scenario, but does not want to use the **Forced Condiment** option, the new option **Scan for Condiment Placeholders After Order** should be enabled.

3. In *Sales | Menu Item Classes | General Options*, **Scan for Condiment Placeholders After Order** = **ON**.

Once a condiment placeholder gets satisfied (usually the min value is ordered), the build screen will be dismissed and the original touchscreen/menu item SLU will be displayed.

SIM

Added the ability to update Prep Time for Menu Items from SIM
CR ID #: N/A
SCR #: 39993

With this release, a menu item **Preparation Time** (*POS Configurator | Sales | Menu Items | General*) can now be updated from a SIM script. Any prep time value entered in SIM (**@dtl_prep_time**) will now modify the prep time in *POS Configurator | Menu Items* for that menu item. A new column, mi_prep_time_modify, has been added to the mi_dtl table to store the new value from the SIM script in the database. The standard logic in POS Operations to adjust the prep time by adding condiment prep time is now suppressed. This also allows condiments to print/ display without parent item on the KDS display.

Added the ability for SIM to get Display in Touchscreen Detail Values
CR ID #: N/A
SCR #: 40020

With this release, the option **Display in Touchscreen Detail** (*POS Configurator | Sales | Menu Items Classes | Display*) can now read the current value using a SIM script.

ISL variable name = @dtl_ts_detail_name
ISL variable type = integer

Possible values:
1 = DISPLAY_NAME_1_ONLY
2 = DISPLAY_NAME_2_ONLY
3 = DISPLAY_BOTH
4 = DISPLAY_NONE

Transaction Services

Allow Transaction Services to Post to PMS on Tenders
CR ID #: N/A
SCR #: 38033

With this release, Transaction Services clients can post to tenders linked to a Property Management System (PMS). If Transaction Services is unable to post to PMS, it will return the message "No response from PMS" and the sale will not be allowed to post to that tender.

Known Limitations:
Transaction Services does not support SIM and this includes SIM interfaces linked to PMS. If a tender linked to a PMS interface with the **SIM Interface** option enabled, is rung from Transaction Services, it will return the message "Enhanced PMS posting is not supported".

Note:
If **Do not require PMS reference** (*POS Configurator | Revenue Center \ RVC Interfaces | Property Management Systems (PMS)*) is disabled then both POS Operations and Transaction Services clients will be required to provide a reference entry, or the tender will fail with the message "Entry Required".

For POS Operations, this means the **Reference required** (*POS Configurator | Sales | Tender / Media | Tender*) option must be enabled.

Transaction Services clients will NOT be prompted for a reference, but will still have to enter one, or the tender will not post, and the "Entry Required" message will be returned.

Posting Reference Lines from Transaction Services to PMS:
Reference line 1 gets posted to the PMS "Account ID Information" field, and will post up to 16 characters. If **Allow 19 reference characters** (*POS Configurator | Sales | Tender / Media | PMS*) is enabled, then up to 19 characters will post to "Account ID Information:.

Reference line 2 gets posted to the PMS "Expiration Date" field, and will post up to 4 characters.

If more than 1 reference line needs to be posted to PMS, then 20 characters must be sent for each reference line, even though not all 20 will actually post to PMS. Use blank spaces to fill 20 characters before beginning a new reference entry, and to complete the final one.

> Example 1: Send just an account number = 1234567890123456 (No trailing spaces are needed.)

> Example 2: Credit Card number and exp date = 1234567890123456____1214_____
> (4 blank spaces after the CC#, and 16 blank spaces after the Exp date.)

For more information on posting to PMS, see the *PMS Interface Specification Manual*.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.1 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.

Revisions Summarized

The table below summarizes the revisions included in this Maintenance Release.

Module	Revision	CR ID/ SCR	Page
Autosequences & Reports	Date Range of Payroll Period could cause an Error	33538/ 39880	17
	Combo Sides not on Return/Void Reason Code Report	33364/ 39984	17
	Employee Detail Totals Report not showing Order Type Totals	33922/ 40046	18
Delivery Dispatch	Closed Check Search Displays AM instead of PM	32803/ 39994	18
Database Manager	Invalid Views after Converting Decimal Places	N/A/ 40076	18
EMSR	Windows 7 Client does not Reboot Automatically	N/A/ 39915	19
Manager Procedures	Manager Procedures Errors via MICROS Desktop	N/A/ 39912	19
	Dashboard not Displaying Guest Count and Check Count	33936/ 40052	19

Module	Revision	CR ID/ SCR	Page
POS Operations	Unavailable Menu Items can be Ordered in COM	N/A/ 39983	20
	Auto Combo Recognition does not work with Quantity Keys in COM	33143/ 39985	20
	Returns do not Trigger Automatic Discounts	32164/ 39981	20
	Auto Discount missing after using Seat Filter	33802/ 39991	20
	Non-Priced Menu Item as Discount Trigger not working with Combination Pricing	33774/ 39990	21
	Group Combination Printing not correct with Non-Priced Trigger Items and Priced Condiments	N/A/ 40018, 40065	21
	Credit Cards could error in EMSR mode with Offline Auth	N/A/ 39940	21
	Credit Card in EMSR mode not sending correct Voice Auth data	N/A/ 39919	22
Report Explorer	Back Office Reports Missing Titles and Filters	33363/ 39925	22
TMS	Reservation Time Changes to Invalid Time when Updating PM to AM via Keyboard	33115/ 39986	23
Transaction Analyzer	Could Receive Error when Printing to Disk File	33786/ 39969	23
	Sub-totals on Exported Menu Item Report could be Incorrect	33550/ 39896	23

Module	Revision	CR ID/ SCR	Page
Transaction Services	Auto Discount removed when check picked up on a Transaction Services Client	33808/ 39995	24
	Orders Paid via Transaction Services do not Print Multiple Receipts	32048/ 39987	24
	Transaction Services could error when no Cashier/Serving Period Linked	N/A/ 40013	25

Revisions Detailed

Autosequences & Reports

Date Range of Payroll Period could cause an Error
CR ID #: 33538
SCR #: 39880

In previous releases of RES 5.x, when running an autosequence through Autosequences & Reports that calls a report with a Start and/or End Date Range specific to Payroll Period, an error would occur. This has been corrected.

Combo Sides not on Return/Void Reason Code Report
CR ID #: 33364
SCR #: 39984

Previously, when a transaction void was done on a combo meal in a COM revenue center, the side items were excluded from the Return/Void Reason Code report if the side items were Size 2 or higher. This has been corrected.

Employee Detail Totals Report not showing Order Type Totals
CR ID #: 33922
SCR #: 40046

Previously, after upgrading to RES 5.1, the Employee Detail Totals report (EMP_101.rpt) did not show the Order Type totals. This has been corrected.

Delivery Dispatch

Closed Check Search Displays AM instead of PM
CR ID #: 32803
SCR #: 39994

Previously, when using the Closed Check Search from the Delivery Dispatch module, orders that were taken between 12 PM and 1 PM appeared with an AM timestamp instead of PM. This has been corrected.

Database Manager

Invalid Views after Converting Decimal Places
CR ID #: N/A
SCR #: 40076

Previously, when converting the number of decimal places in a database some Views were left with a status of 'Invalid'. This would occur when converting a database from 2 to 3 decimals or from 2 to 0 decimal places. This has been corrected.

EMSR

Windows 7 Client does not Reboot Automatically
CR ID #: N/A
SCR #: 39915

Previously, when enabling **Encrypted MSR Mode** (*POS Configurator | System| Restaurant | Security*), Windows 7 clients would not reboot automatically. This has been corrected.

Manager Procedures

Manager Procedures Errors via MICROS Desktop
CR ID #: N/A
SCR #: 39912

Previously, an error would occur when accessing Manager Procedures via the MICROS Desktop on Windows Server 2008. This did not affect Windows 7 (32-bit or 64-bit) servers. This has been corrected.

Dashboard not Displaying Guest Count and Check Count
CR ID #: 33936
SCR #: 40052

Previously, after upgrading to RES 5.1, the Guest Count and Check Count on the *Dashboard | Employee* information screen did not display totals. This has been corrected.

POS Operations

Unavailable Menu Items can be Ordered in COM
CR ID #: N/A
SCR #: 39983

Previously, when using COM, it was possible to mark menu items as unavailable through Manager Procedures, and the 'crossed out' symbol appeared on the menu item in POS Operations, but it was still possible to select and sell the menu item. This has been corrected.

Auto Combo Recognition does not work with Quantity Keys in COM
CR ID #: 33143
SCR #: 39985

Previously, when using COM, Auto Combo Recognition did not work when the quantity keys were used to ring multiple menu items with the option **Match condiment quantity** (*POS Configurator | Sales | Menu Item Classes | General Options*) enabled. This has been corrected.

Returns do not Trigger Automatic Discounts
CR ID #: 32164
SCR #: 39981

Previously, automatic discounts were not applied to the check when performing a Transaction Return function. This has been corrected.

Auto Discount missing after using Seat Filter
CR ID #: 33802
SCR #: 39991

Previously, in certain scenarios, an Automatic Discount would not be displayed or be printed when the Filter Seat function was used in POS Operations. This has been corrected.

Non-Priced Menu Item as Discount Trigger not working with Combination Pricing
CR ID #: 33774
SCR #: 39990

Previously, when the option **Allow non-priced menu items as discount triggers** (*POS Configurator | Revenue Center | RVC Discount / Service*) was enabled, non-priced menu items would not trigger an Automatic Discount that had a **Rule Type** (*POS Configurator | Sales | Discounts | Rule Setup*) of **Combination Pricing**. This has been corrected.

Group Combination Printing not correct with Non-Priced Trigger Items and Priced Condiments
CR ID #: N/A
SCR #: 40018, 40065

Previously, under certain scenarios, if the print option **Group Combination on Guest Check** (*POS Configurator | Sales | Discounts | Rule Setup*) was enabled, and a non-priced item was used as one of the discount triggers, the printed check was incorrect. The non-priced trigger item was not printing under the Combination Discount Group name on the guest check and the priced condiment was printing the price. This has been corrected.

Credit Cards could error in EMSR mode with Offline Auth
CR ID #: N/A
SCR #: 39940

Previously, with **Encrypted MSR Mode** (*POS Configurator | System | Restaurant | Security*) enabled, the user could receive an error if the original auth on a check was an offline auth, then another auth was needed and that auth was performed while online. This has been corrected.

Credit Card in EMSR mode not sending correct Voice Auth data
CR ID #: N/A
SCR #: 39919

Previously, with **Encrypted MSR Mode** (*POS Configurator | System | Restaurant | Security*) enabled, when the user performed a voice auth using the MagTek IPAD device, the credit card data sent to the processor always indicated the transaction was a swiped card. Now, the data sent to the processor will indicate whether the transaction was swiped or keyed.

Report Explorer

Back Office Reports Missing Titles and Filters
CR ID #: 33363
SCR #: 39925

In previous releases of RES 5.x, many of the Back Office reports when run through Report Explorer would be missing the Titles and Filters on the report. If the reports were run through Report Viewer, this was not an issue. This has been corrected.

TMS

Reservation Time Changes to Invalid Time when Updating PM to AM via Keyboard
CR ID #: 33115
SCR #: 39986

Previously, when entering a reservation time using a physical keyboard attached to the workstation, after setting the date to a time in the future, the time displayed was invalid. For example, type 11 with the physical keyboard with PM as the default. Enter Guest Name and change the time to 9:00AM by pressing the down arrow. This caused the time to change to 93:00AM. When pressing 'OK' this would error with 'Invalid Reservation Time'. This has been corrected.

Transaction Analyzer

Could Receive Error when Printing to Disk File
CR ID #: 33786
SCR #: 39969

Previously, an error would occur when printing to a disk file in Transaction Analyzer, if the option **Sub-totals on change** (*Transaction Analyzer | Format and Sort*) was selected for any column. This has been corrected.

Sub-totals on Exported Menu Item Report could be Incorrect
CR ID #: 33550
SCR #: 39896

Previously, when a Menu Item Report was exported from Transaction Analyzer to pdf, rtf, xls or htm file formats, an additional row was added to the first page. This only occurred if the option **Sub-totals on change** (*Transaction Analyzer | Format and Sort*) was selected for any column. This has been corrected.

Transaction Services

Auto Discount removed when check picked up on a Transaction Services Client
CR ID #: 33808
SCR #: 39995

Previously, an Automatic Discount would not be on the check if the check was picked up on a Transaction Services (RES POS API) client. This has been corrected.

Orders Paid via Transaction Services do not Print Multiple Receipts
CR ID #: 32048
SCR #: 39987

Previously, when an order was paid through Transaction Services, orders were not printing the additional checks configured in POS Configurator. The number of checks to be printed is **Number of Checks/Receipts to Print** (*Revenue Centers | RVC Printing | Options*).

The options are:

Print Multiple Checks/Receipts (*Sales | Discounts | Options*)

Print Multiple Checks/Receipts (*Sales | Service Charges | Options*)

Print Multiple Checks/Receipts (*Sales | Tender / Media | Printing*)

Print Multiple Checks/Receipts (*System | Order Types | General*)

Print Multiple Checks/Receipts (*Revenue Centers | RVC Printing | Options*).

This has been corrected.

Transaction Services could error when no Cashier/Serving Period Linked

CR ID #: N/A
SCR #: 40013

Previously, if Transaction Services sent a check to PMS, but there was no valid Cashier link or Serving Period link, it would cause an exception. Now, if configured to send the Serving Period to PMS but, there is no Serving Period link, the Cashier link will be sent instead. If there is no Cashier link either, then a '0' will be sent in place of a valid Cashier/ Serving Period link.

Maintenance Release 1

What's New?

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

New Features Summarized

No New Features have been added to this release.

What's Enhanced?

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

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

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

Enhancements Summarized

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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 RES Version 5.1 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.

Revisions Summarized   The table below summarizes the revisions included in this Maintenance Release.

Module	Revision	CR ID/ SCR	Page
Reports	Cannot Run Custom Reports After Upgrading to RES 5.1	33745/ 39961	28

Revisions Detailed

Reports

Cannot Run Custom Reports After Upgrading to RES 5.1
CR ID #: 33745
SCR ID #: 39961

After upgrading to RES 5.1 from RES 5.0, custom reports with the full path specified in the **Template Filename** field (*POS Configurator | Reporting | Report Templates*) would fail with the error 'Code 10: report template file not found'. This affected both 40-column and 80-column reports. This has been corrected.