



Restaurant Enterprise Solution (RES) Version 5.0

Maintenance Release 5

General Information

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 5 for Version 5.0. 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.)

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 4.x databases can be upgraded to RES 5.0 or any 5.0 Maintenance Release.

- ◆ 4.3 HF1 - This is the lowest Hotfix DB that can go to 5.0
- ◆ 4.3 HF2
- ◆ 4.3 MR3 - **CANNOT** be upgraded to 5.0
- ◆ 4.4
- ◆ 4.5 and 4.5 MR1
- ◆ 4.6 and 4.6 MR1
- ◆ 4.7 and 4.7 MR1, MR2, MR3
- ◆ 4.8 and 4.8 MR1 thru MR5
- ◆ 4.9 and 4.9 MR1
- ◆ 4.10 and 4.10 MR1 thru MR2
- ◆ 4.11 and 4.11 MR1 thru MR6
- ◆ 4.12 and 4.12 MR1
- ◆ 5.0 and 5.0 MR1 thru MR4

Warning *Any RES version not listed here cannot be upgraded to RES 5.0 or any 5.0 Maintenance Release.*

Declarations

Warranties

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Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 5.0 (build 5.0.0003.0416) or RES 5.0 Maintenance Release 1, 2, 3 or 4 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_50_MR5.exe to the temp folder on your RES Server.
2. Double-click on RES_50_MR5.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_50_MR5

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 5.0 Maintenance Release 5'. The 'db_service_pak_desc' column will be the same as the RES row.

Maintenance Release 5

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 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 enhancement included in this Maintenance Release.

Module	Enhancement	CR ID/ SCR	Page
Security	Security Enhancements	N/A/ N/A	7

Enhancements Detailed

Security

Security Enhancements

CR ID #: N/A

SCR #: N/A

Security enhancements have been implemented in Manager Procedures and Report Viewer.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.0 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
Credit Card Batch	Settlement would fail with zero dollar auths	34276/ 40216	8

Revisions Detailed

Credit Card Batch

Settlement would fail with zero dollar auths

CR ID #: 34276

SCR #: 40216

Previously, records for Zero Dollar Authorizations that did not have an Auth Code would cause the Credit Card Batch Utility to close during settlement. This occurred with or without omitting the records from the batch. This has been corrected.

Maintenance Release 4

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 features have been added to this release.

What's Enhanced?

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

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

**Enhancements
Summarized**

No enhancements have been added to this release.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.0 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
POS Operations	Menu Item Substitution Uses Incorrect Sub Menu Level	32726/ 39598	11
Report Viewer	Report Viewer Errors with Double Quote in Restaurant Name	N/A/ 39557	12

Revisions Detailed

POS Operations

Menu Item Substitution Uses Incorrect Sub Menu Level

CR ID #: 32726

SCR #: 39598

Previously, when a condiment was added to a menu item in a COM environment and then another condiment was added which caused a substitution, the Sub Level changed to match the Main Level. This could cause condiments to be priced incorrectly. This has been corrected.

Report Viewer

Report Viewer Errors with Double Quote in Restaurant Name

CR ID #: N/A

SCR #: 39557

Previously, if the **Restaurant Name** (*POS Configurator / System / Restaurant / Restaurant Name*) had a double quote as the first character, Report Viewer would return an error. This has been corrected.

Maintenance Release 3

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
MICROS PCWS 2015	MICROS PC Workstation 2015 is Now Certified for Scale Use	N/A/ 39477	13

New Features Detailed

MICROS PCWS 2015

MICROS PC Workstation 2015 is Now Certified for Scale Use

CR ID #: N/A

SCR #: 39477

With this release, the MICROS PC Workstation 2015 has been certified for scale use with RES version 5.0 MR 3 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**

No enhancements have been added to this release.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.0 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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Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
Cash Management	Cash Management could Error when Entering Counts	32304/ 39405	16
Credit Card Batch	Creating a Credit Card Batch could Error	N/A/ 39402	16
Database Manager	RES 4.x Database Upgrade could Fail	39450, 39471/ 32442	16
POS Operations	Cannot Assign Employee to Offline Till	32383/ 39444	17
	POS Operations Closes when Exiting SAR on a WS4	32227/ 39371	17
Report Viewer	Report Viewer Errors on CE 6.0 Clients	N/A/ 39517	17
Reports	Training Total Doubles when using Send and then Paid	32089/ 39308	18

Revisions
Detailed

Cash Management

Cash Management could Error when Entering Counts

CR ID #: 32304

SCR #: 39405

Previously, Cash Management would error if using the keypad within CM when entering a count for a Unit that has **Multiple Entries Allowed** (*CMBO / Configuration / Count Sheets*) enabled. This has been corrected.

Credit Card Batch

Creating a Credit Card Batch could Error

CR ID #: N/A

SCR #: 39402

Previously, under certain scenarios, the error 'Select returns more than one row' would occur when creating a Credit Card batch. This has been corrected.

Database Manager

RES 4.x Database Upgrade could Fail

CR ID #: 32442

SCR #: 39450,39471

Upgrading some versions of RES 4.x databases directly to RES 5.0 MR2 will fail. This has been corrected with this release.

POS Operations

Cannot Assign Employee to Offline Till

CR ID #: 32383

SCR #: 39444

Previously, when attempting to assign an employee to an Offline Till, POS Operations would close unexpectedly. This has been corrected.

POS Operations Closes when Exiting SAR on a WS4

CR ID #: 32227

SCR #: 39371

Previously, when a WS4 replayed transactions after exiting SAR mode, POS Operations would close unexpectedly while displaying the message 'Uploading Standalone Transactions'. This has been corrected.

Report Viewer

Report Viewer Errors on CE 6.0 Clients

CR ID #: N/A

SCR #: 39517

Previously, workstations using CE 6.0 as the operating system (WS4LX, WS5 and WS5A), could not launch Report Viewer using an external program that called **Procedures.exe /R**. The system would return a message that said "A system error has occurred". This has been corrected.

Reports

Training Total Doubles when using Send and then Paid

CR ID #: 32089

SCR #: 39308

Previously, when a transaction done by an employee in Training Mode included a 'Send Order' service total and was then paid, the sales reports posted a Training Total that was double the value of the original transaction. This has been corrected.

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 version.

Module	Enhancement	CR ID/ SCR	Page
CAL Server	Support for the Protégé on Win32 Clients	N/A/ 39282	20
Peripherals	Support for DT Research HHT Integrated Scanner	N/A/ 38606	21

Enhancements Detailed

CAL Server

Support for the Protégé on Win32 Clients

CR ID #: N/A

SCR #: 39282

With this release, the CAL server files have been enhanced to support running the Protégé peripheral on Win32 clients. In addition to these new CAL Server files the RESProtegeSupportInstaller(1.2.0.0) package and a powered USB port are required. The 2015 workstation comes standard with two powered USB ports marked 'USB 5' and 'USB 6'. For more information, see the 'Protégé Setup Guide' available on the 'Customer Displays' tab of the MICROS Hardware Portal.

Warning! *The Protégé should NEVER be connected to the port marked 'Rear Display'. If it is, irreparable damage could occur.*

Peripherals

Support for DT Research HHT Integrated Scanner

CR ID #: N/A

SCR #: 38606

With this release, the DT410, DT415 and DT430 mobile clients can scan barcodes. The only modification necessary is when configuring the barcode format for UPC A. For these three workstation types only, the standard UPC A format of 12, 2, 10 will not work.

When configuring these three mobile clients (*POS Configurator / Devices / User Workstations / Peripherals / Peripheral Type*) to read UPC A barcodes, the following settings should be used:

Scanner Format: Custom

Data String Length: 13

Data Start: 3

Data Length: 10

What's Revised?

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Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
Manager Procedures	Dashboard Edit Contest Shows Red X and Search Not Working	N/A/ 39149	23
POS Configurator	Duplicate Rows for Each Language in Drop Down Lists	N/A/ 39208	23
POS Operations	POS Operations Faults with ILDS	31505/ 39105	24
	GSS On Screen Keyboard Closes POS Operations on WinCE Clients	31898/ 39255	24
	Menu Item Substitutions Do Not Retain Menu Level	31751/ 39197	24
	Barcode ID Displayed Twice for Menu Items	31392/ 39044	25
	POS Operations Closes Unexpectedly When Selecting Invalid Menu Level	31426/ 39060	25

Module	Revision	CR ID/ SCR	Page
Printing	Win32 Clients Cannot Print to IDN Printers	31735/ 39116	25
	Known Issue: IDN Printing in Confidence Test on Windows 7 Does Not Work	N/A/ 39117	26
Workstations	Some Win32 Clients Display an Incorrect Scale Certification Code	N/A/ 39286	26

Revisions Detailed

Manager Procedures

Dashboard / Edit Contest Shows Red X and Search Not Working

CR ID #: N/A

SCR #: 39149

Previously, WS4 clients would show a red X in the grids where contest items should have been displayed. Also, the search function did not work properly on the WS4 and workstations using CE 6.0 R3. These issues have been corrected.

POS Configurator

Duplicate Rows for Each Language in Drop Down Lists

CR ID #: N/A

SCR #: 39208

Previously, when the database contained multiple languages, several drop down boxes in the *POS Configurator / System / Kitchen* form would show choices in each language. This has been corrected. Now, just the selections from the language currently being used will show.

POS Operations

POS Operations Faults with ILDS

CR ID #: 31505

SCR #: 39105

Previously, having the server configured to run an 'International Liquor Dispensing System' (ILDS), could cause POS Operations to fault. This has been corrected.

GSS On Screen Keyboard Closes POS Operations on WinCE Clients

CR ID #: 31898

SCR #: 39255

Previously, on all WinCE workstations, when trying to use the on screen keyboard to search for or update a customer in the GSS form, POS Operations would close unexpectedly. This has been corrected.

Menu Item Substitutions Do Not Retain Menu Level

CR ID #: 31751

SCR #: 39197

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.

Barcode ID Displayed Twice for Menu Items

CR ID #: 31392

SCR #: 39118

Previously, with the option '**Display Barcode Id on Touchscreen**' (*POS Configurator / Sales / Menu Item Classes / Display*) enabled, the barcode would display twice; once above and once below the menu item, in the check detail area of POS Operations. In previous versions, with the option disabled the barcode would display once, above the menu item in the check detail area. This has been corrected. Now when the option is disabled, the barcode will not be displayed. When the option is enabled, the barcode will be displayed below the menu item.

POS Operations Closes Unexpectedly When Selecting Invalid Menu Level

CR ID #: 31426

SCR #: 39060

Previously, when a menu item was selected in POS Operations and then the user tried to change to an invalid menu level, POS Operations would error and close. Example: Menu level 1 was small, 2 was medium and 3 was large. The soda menu item was only configured for menu levels 2 and 3. If the soda was selected in POS Operations and the user tried to change it to small (menu level 1) POS Operations would error and close. This has been corrected.

Win32 Clients Cannot Print to IDN Printers

CR ID #: 31735

SCR #: 39116

In previous RES 5.0 releases, Win32 Clients could not print to IDN printers. This has been corrected.

Known Issue: IDN Printing in Confidence Test on Windows 7 Does Not Work

CR ID #: N/A

SCR #: 39117

When using MICROS Confidence test on a Windows 7 operating system, IDN printing will error with 'Device driver not installed'.

Workstations

Some Win32 Clients Display an Incorrect Scale Certification Code

CR ID #: N/A

SCR #: 39286

Previously, some of the newer win32 clients (2010, 2015, and WS5 WEPOS), displayed the scale certification value belonging to an Eclipse (02-054A1). This has been corrected. Now each workstation displays the correct scale certification value. The 2015 workstation's certification is still pending and so currently displays 'Not Available (PCWS 2015)'.

Maintenance Release 1

What's New?

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New Features Summarized

No new features have been added to this release.

What's Enhanced?

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**Enhancements
Summarized**

No enhancements have been added to this release.

What's Revised?

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Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
POS Configurator	Editing Menu Items Could Cause Errors	N/A/ 38975	30
	Copy Record and Block Copy/ Paste Errors	N/A/ 38974	30
POS Operations	Keyboard Output Period (.) Fails to Display	30940/ 38862	31
KDS - Controller	Incorrect Sorting on KDS with Fire on Next Enabled	31097/ 38910	31
	Error Messages in 3700d.log	N/A/ 38872	31
Manager Procedures	CE Clients have Overlapping Fields	N/A/ 38953	32
Report Viewer	Reports May be Slow to Display	31114/ 38091	32

Revisions
Detailed

POS Configurator

Editing Menu Items Could Cause Errors

CR ID #: N/A

SCR ID #: 38975

Previously, an error would occur when saving menu items if any of the following fields were changed:

SLU Access 2-8
Preparation Time
Workstation only
External Type
OM Topping type
OM Modifier type
Build Screen Style
HHT Build Screen Style
Prefix Override Level

This has been corrected.

Copy Record and Block Copy/Paste Errors

CR ID #: N/A

SCR ID #: 38974

Previously, when configuring menu items in POS Configurator, the user would receive errors when trying to use the copy record and block copy/paste function. This has been corrected.

POS Operations

Keyboard Output Period (.) Fails to Display

CR ID #: 30940

SCR #: 38862

When using the virtual or a physical keyboard the period character failed to display when entering a reservation using Table Management Services (TMS). This has been corrected.

KDS - Controller

Incorrect Sorting on KDS with Fire on Next Enabled

CR ID #: 31097

SCR ID #: 38910

Previously, when enabling the Dynamic Order Mode (DOM) feature 'Fire on Next', the sort order on the KDS display would be incorrect. If less than three items are ordered, the KDS chit will sort to the top. If three or more items are ordered, the KDS chit will jump to the bottom of the order queue. This has been corrected.

Error Messages in 3700d.log

CR ID #: N/A

SCR ID #: 38872

Previously, the KDS Controller would log messages to the 3700d.log when verbosity was set to 0. Now the messages will only log if the KDS Controller has the verbosity set to 6 or higher.

Manager Procedures

CE Clients have Overlapping Fields

CR ID #: N/A

SCR #: 38953

In Manager Procedures on CE clients, some fields would overlap or buttons and text would be missing. This has been corrected

Report Viewer

Reports May be Slow to Display

CR ID #: 31114

SCR ID #: 38091

Previously, AutoSequences & Reports and Report Explorer could be slow to display a report (i.e. - between 40 to 90 seconds). This did not occur on all systems. This has been corrected.