



*Restaurant Enterprise Solution
(RES) Version 4.11
Maintenance Release 3*

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 3 for Version 4.11. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

Within each section, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised
- ◆ What's Known

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 (and lower), can be upgraded to 4.11 MR3 without losing any fixes from those previous releases:

- ◆ 4.0 HF3
- ◆ 4.1 HF3
- ◆ 4.3 MR3
- ◆ 4.4
- ◆ 4.5 MR1
- ◆ 4.6 MR1
- ◆ 4.7 MR4
- ◆ 4.8 MR7
- ◆ 4.9 MR9
- ◆ 4.10 MR2 ***

*** See Appendix O in the *RES411_Install_rmf.pdf* for steps to successfully update a RES 4.10 MR2 database to RES 4.11.

Declarations

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Maintenance Release 3

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.11 (build 4.11.1.3618) or 4.11 Maintenance Release 1 or 2 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_411_MR3.exe to the temp folder on your RES Server.
2. Double-click on RES_411_MR3.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_411_MR3

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 4.11 Maintenance Release 3'. The 'db_service_pak_desc' column will be the same as the RES row. The db_build_num will be the build number of the Maintenance Release.

***** 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.

***** Reminder *****

Using Database Manager to upgrade a database with the same major version as the server will return the message "*Database is current, no update needed.*" The database and the server are the same major version because Maintenance Releases do not change from the General Release version.

After restoring a database with a lower Maintenance Release than the server, the user must re-run the higher Maintenance Release patch, which will successfully update the database.

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
Devices	Drive-Thru Display Controller	N/A/ 39520	7

New Features
Detailed

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 H of the RES 4.11 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.

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	Enhancements	CR ID/SCR	Page
ISL	SIM Barcodes Increased to 38 Characters	N/A/ 39732	9
TMS	TMS Enabled by Workstation	33089/ 39719	10

Enhancements
Detailed

ISL

SIM Barcodes Increased to 38 Characters

CR ID #: N/A

SCR #: 39732

Previously, the maximum number of barcode characters that could be scanned in through SIM was 19. This value has been increased to 38. This is true for both 1d and 2d barcodes.

Configuration:

In *POS Configurator / Devices / User Workstations / Peripherals*, the **Scanner Format** should be set to Custom with all data fields blank. If a standard barcode format will be used in conjunction with the Custom format, then the standard format should be in the **Scanner Format 1** field and Custom should be in **Scanner Format 2**. This configuration will allow new barcodes of the standard format type to be added through Manager Procedures.

Barcodes of greater than 38 characters are not supported. If a barcode of greater than 38 characters is scanned, it will exceed the allowed buffer size and the NLU dialog may appear as a result.

Sample ISL script:

```
Event barcode
  If @BARCODEPROCESSED = "N"
    var data : A255
    data = @UserEntry
    infomessage data
    @BARCODEPROCESSED = "Y"
  endif
endevent
```

TMS

TMS Enabled by Workstation

CR ID #: 33089

SCR #: 39719

With this release, the ability to enable/disable the Table Management System on individual workstations has been added. The option **Enable TMS** (*POS Configurator / Devices / User Workstations / Options / General*) has been added. This option is enabled by default.

Previously, when enabling the TMS, it would be enabled for all workstations. As of 4.11 MR3, for Table Management functionality to be used, both of the following options must be enabled. The option **TMS Enabled** (*POS Configurator / Table Management / Table Management / General*) is for the Restaurant level. The option **Enable TMS** (*POS Configurator / Devices / User Workstations / Options / General*) is for the individual workstation.

If both options are enabled, the workstation will use Table Management functionality. If either option is disabled, then no Table Management functionality will occur for the selected workstation. This allows a restaurant to enable TMS for the workstations that need the functionality (Hostess workstation) but it can be disabled at workstations that do not need it.

Having the user workstation option enabled can impact the performance of various functions in POS Operations.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.11 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	POS Operations displays an Arrow instead of text	N/A/ 39743	12
Printing	Barcodes Printing Incorrectly	N/A/ 39771	12
TMS	TMS Functions Optimized	33089/ 39715	12

**Revisions
Detailed**

POS Operations

POS Operations displays an Arrow instead of text

CR ID #: N/A

SCR #: 39743

Previously, POS Operations could incorrectly display an icon depicting an 'Arrow' on a touchscreen key instead of the text. This has been corrected.

Printing

Barcodes Printing Incorrectly

CR ID #: N/A

SCR #: 39771

Previously, a menu item's barcode could print on the guest check or remote printer even when the option to print the barcode was not enabled. If the option to print the barcode to the remote order printer was enabled, the barcode could print twice. (*POS Configurator / Sales / Menu Item Classes / Print*) Both of these issues have been corrected.

TMS

TMS Functions Optimized

CR ID #: 33089

SCR #: 39715

Previously, some functions in POS Operations could take too long when the restaurant was using Table Management, i.e. employee sign in. Table Management functions have been optimized to improve the times.

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 implemented in this version.

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	Enhancements	CR ID/SCR	Page
ISL	SIM Variables Added	29306/ 37699	15
POS Operations	Enhance the Add/Xfer Check SLU - API Only function	N/A/ 39687	16
	Support Added for Point-to-Point Encryption with the MagTeK® IPAD Device on WS4	N/A/ 39670	17

Enhancements Detailed

ISL

SIM Variables Added

CR ID #: 29306

SCR #: 37699

Previously, if a check was split or menu items were shared, the SIM variable @dtl_qty could return incomplete information for determining menu item count.

This occurred because the variables used by POS Operations to handle fractions were not available to SIM. With this release we have added two new ISL variables to expose the shared_numerator and shared_denominator.

- ◆ @dtl_shared_numerator
- ◆ @dtl_shared_denominator

The ISL script needs to check if both the shared_numerator and shared_denominator are different than 0, and if so use them as shared_numerator / shared_denominator instead of cnt.

Example:

```
event final_tender
var filenum1 : n2
var transfile : a120
var dtl_cnt : n3
var strMenuItemCnt: A10

format transfile as "c:\MenuItemCountReport.txt"
fopen filenum1, transfile, write and append
SetSignOnLeft
for dtl_cnt = 1 to @numdtl
  if @dtl_type[ dtl_cnt ] = "M"
    if ( @dtl_shared_numerator[dtl_cnt] > 0) and ( @dtl_shared_denominator[dtl_cnt] > 0)
      Format strMenuItemCnt as @dtl_shared_numerator[dtl_cnt], "/",
@dtl_shared_denominator[dtl_cnt]
    else
      Format strMenuItemCnt as @dtl_qty[dtl_cnt]
    endif
```

```
        fwrite filenum1, @cknum, @dtl_name[dtl_cnt], strMenuItemCnt
    endif
endfor
fclose filenum1
endevent
```

The result of the script will be in the following format:

```
710,"Grilled Shrimp","2"
711,"Grilled Shrimp","2"
712,"Buffalo Wings","3/2"
713,"Buffalo Wings","3/2"
```

POS Operations

Enhance the Add/Xfer Check SLU - API Only function

CR ID #: N/A

SCR #: 39687

Previously, the `chk_dtl.last_uws_seq` value was used to determine whether a check would show on the API check SLU or not. As of this release, a new column **'ob_is_api_chk'** has been added to the `chk_dtl` table to determine which checks will display on the API check SLU. If a check is begun from Transaction Services the **'ob_is_api_chk'** will be set to true and it will never change. This means that checks that are picked up at a workstation and then serviced totaled (whether menu items were added or not), will continue to appear when **Add/Xfer Check SLU - API Only** is used. If a Transaction Services check is added to an existing check that was not begun in Transaction Services, the combined check will now have an **'ob_is_api_chk'** value of false. Therefore, applying a tender from Transaction Services to that check will not cause it to appear when **Add/Xfer Check SLU - API Only** is used.

***Support Added for Point-to-Point Encryption with the
MagTek® IPAD Device on WS4***

CR ID #: N/A

SCR #: 39670

With this release, 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.

Please refer to the RES 4.10 RMF for more information on Point-to-Point encryption.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.11 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	Authorizations Take too long to Respond	N/A/ 39511	20
Guest Service Solutions	Invalid Magnetic Card when Selling Employee ID Card	33018/ 39689	20

Module	Revision	CR ID/ SCR	Page
POS Operations	Combo Meal Price not used with Prorate by A-la Carte Price	N/A/ 39691	21
	Add/Transfer Menu Items on Hold do not Fire to Kitchen	32937/ 39664	21
	Cannot Void Closed Check with Tender Rounding Enabled	32711/ 39592	22
	Check Transfer Request causes Sign In to be Slow	N/A/ 39675	22
	NLU Numbers not Printing	N/A/ 39678	22
Printing	Cyrillic Characters not Printing	32136/ 39326	22
Reports	Splitting Inclusive Tax can Cause Outstanding Balance	29531/ 37908	23
Setup	Receive Version Mismatch Errors on the Server	N/A/ 39706	23
TMS Service	TMS Service does not Start	33001/ 39683	23

**Revisions
Detailed**

Credit Card Service

Authorizations Take too long to Respond

CR ID #: N/A

SCR #: 39511

Previously, the Micros Credit Card Service (CCS) 'back channel thread' would get blocked preventing notifications from CCS to POS Operations clients. This would result in an error if the notification did not arrive and POS Operations would log 'No response from CCS, reinitializing'. This has been corrected. CCS handling of 'back channel' has been changed so that client updates are sent out in parallel and limited in their time to complete.

Guest Service Solutions

Invalid Magnetic Card when Selling Employee ID Card

CR ID #: 33018

SCR #: 39689

In version prior to RES 4.9 MR2, it was possible to perform **Initial Sale** and **Add Value** GSS functions with a standard Micros employee ID card. In newer versions, when the card is swiped, the error message 'Invalid Magnetic Card' is returned. This has been corrected.

This was impacting locations that purchased Gift Cards which could function as both as Employee Card or Loyalty Card.

POS Operations

Combo Meal Price not used with Prorate by A-la Carte Price

CR ID #: N/A

SCR #: 39691

Previously, with the **Prorate Items by A-la Carte price** (*POS Configurator | Sales | Combo Meals | Revenue Center Options*) option enabled, if the same menu item was used twice in a combo meal, then the full price for the menu items was used instead of the combo meal price. This has been corrected.

The following rules apply for the **Prorate Items by A-la Carte price** option:

- ◆ If the Prorate option is enabled then Bulk Combo Meals are not allowed for that Revenue Center.
- ◆ Cannot Add or Transfer a check with combo meals to another Revenue Center if that Revenue Center has a different Prorate setting.

Add/Transfer Menu Items on Hold do not Fire to Kitchen

CR ID #: 32937

SCR #: 39664

Previously, adding a check with menu items on hold to another check would result in the held menu items never getting sent to the kitchen. This has been corrected.

What has not been supported in the past and remains unsupported is transferring a check (not done from within an existing check), with menu items on hold to a different revenue center.

Cannot Void Closed Check with Tender Rounding Enabled

CR ID #: 32711

SCR #: 39592

Previously, after tendering a check with uneven sales using a Tender with the option **Round Tender to Nearest 10** (*POS Configurator / Sales / Tender / Media / Tender / Enable Tender Rounding*) enabled, the function **Void Closed Check** would return the error 'Unable To Void This Check'. This has been corrected.

Check Transfer Request causes Sign In to be Slow

CR ID #: N/A

SCR #: 39675

Previously, using the **Check Transfer Request** functionality (*POS Configurator / Revenue Center / RVC Touchscreens / Touchscreens*) could make the sign in process slow, particularly when the system had a large number of open checks. This has been corrected.

NLU Numbers not Printing

CR ID #: N/A

SCR #: 39678

Previously, NLU numbers were not printing to the Local Order Printer. This has been corrected.

Printing

Cyrillic Characters not Printing

CR ID #: 32136

SCR #: 39326

Previously, the Cyrillic characters 42F and 44F would not print and any characters that follow directly after them would not print. This has been corrected.

Reports

Splitting Inclusive Tax can Cause Outstanding Balance

CR ID #: 29531

SCR #: 37908

Previously, splitting a check three ways that included menu items with inclusive tax, would cause the Daily System Sales Detail report to have an outstanding balance. This has been corrected.

Setup

Receive Version Mismatch Errors on the Server

CR ID #: N/A

SCR #: 39706

Previously, there was a possibility of getting version mismatch errors on the server when running a patch. This was caused by a timing issue with the client CAL update process. This has been corrected by forcing the client to reboot before the client package is installed.

TMS Service

TMS Service does not Start

CR ID #: 33001

SCR #: 39683

Previously, if the TMS Service was stopped and restarted, it could fail to restart. This would cause Table Management to be unavailable. Now if the TMS Service fails to start, it will retry three times with a five second delay between starts.

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 implemented in this version.

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	Enhancements	CR ID/ SCR	Page
Database	Persist Most Recent Cashier	N/A/ 39584	26
	Persist Original UWS_SEQ in Database	N/A/ 39594	27
	Columns Added to LATAM Fiscal Tables	N/A/ 39542	27
	Prorate Combo Meal Items by A-la Carte Prices	N/A/ 39610	27
Transaction Services	Enhanced Error Reporting with Transaction Web Service	N/A/ 39623	28
POS Configurator	KDS Distribution Groups Included in Kitchen Themes	N/A/ 39491	28

POS Operations	Transaction Services Checks Displaying on Open Check SLU	N/A/39532	30
	Allow Transaction Services Checks to be Added Without Authorization and with Different Order Types	N/A/39532	30
	Transaction Services Supports Enhanced Discounting	N/A/39532	31
Printing	SIM/ISL Printing Support for Transaction Services Checks	N/A/39205	32
	Group Combination Pricing Automatic Discounts on Check	N/A/39534	32
Table Management	User Defined Fields Added to Reservation and Waitlist Entry	N/A/39530	34
	GSS Note Field Auto Populates Reservation Entry	N/A/39528	35
	Show in Host Mode Only	N/A/39527	36

**Enhancements
 Detailed**

Database

Persist Most Recent Cashier

CR ID #: N/A

SCR #: 39584

With this release, to ensure tenders added thru Transaction Services are associated with the correct cashier, the option **Persist most recent cashier** (*POS Configurator | Revenue Center | RVC Transactions | Cashier*) has been added.

Enabling this option will cause tenders posted from Transaction Services to report using the same cashier as the most recent tender on the check with the same revenue center.

Persist Original UWS_SEQ in Database

CR ID #: N/A

SCR #: 39594

With this release, to better track detail posted to the database, the new column **origin_uws_seq** has been added to the **micros.dtl** table. This column can be used to keep track of which workstation took a specific action on a check, such as where the credit card authorization originated.

Columns Added to LATAM Fiscal Tables

CR ID #: N/A

SCR #: 39542

To comply with new requirements with Latin America's fiscal regulations, new columns have been added to existing fiscal database tables.

Prorate Combo Meal Items by A-la Carte Prices

CR ID #: N/A

SCR #: 39610

When the menu items in a combo meal have different tax rates, it is necessary to prorate the price of each item as a percentage of the total combo meal in order to apply the correct amount of tax to each item.

The option Prorate Items by A-la Carte prices (POS Configurator | Sales | Combo Meals | Revenue Center Options) has been added. This option was designed to work with VAT taxes but if enabled will apply to any type of tax rate.

Note *All Combo Meal Parent, main and side items must have a-la carte prices (Sales | Menu Items | Prices) if this option is enabled.*

Transaction Services

Enhanced Error Reporting with Transaction Web Service

CR ID #: N/A

SCR #: 39623

The enhanced error reporting that is in the RES POS Transaction Services COM Client has been added to the RES POS Transaction Services Web Client.

The micros-specific error codes, text messages and error text messages forwarded from external devices (i.e. Credit Card Server, Property Management System, etc.) will now be available to the Transaction Services Web programmer as a SoapException message in the following format:

[ErrorCode] Error Text

POS Configurator

KDS Distribution Groups Included in Kitchen Themes

CR ID #: N/A

SCR #: 39491

With this release, the ability to include KDS Distribution Groups in Kitchen Themes has been added. Kitchen Themes are common sets of order device configurations that are stored in a separate table in the database.

When a change is made to the KDS Distribution Groups form while a Kitchen Theme is active, a dialog box is displayed asking if the change should be included in the active theme.

- ◆ If **YES** is selected, the system will change the current configuration and update the record in the Kitchen Themes table.

- ◆ If **NO** is selected, the configuration is changed but not the Kitchen Themes record. The system will continue to use the modified theme until the current theme is re-fired or another theme is activated.

If a change is made that affects the membership of KDS Distribution Groups, then all themes using those KDS Distribution Groups will be affected. Therefore a good way to insulate changes made in one theme from affecting other themes would be to have different KDS Distribution Groups for each kitchen theme.

Example:

Lunch theme Cold
Lunch theme Hot
Dinner theme Cold
Dinner theme Hot

***Note** Any change made that affects the membership of a KDS Distribution Group will result in all Themes using that Group getting updated.*

POS Operations

Transaction Services Checks Displaying on Open Check SLU

CR ID #: N/A

SCR #: 39532

Previously, there was no way to use an Open Check SLU that would only display Transaction Services 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 #: 39532

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, hitting the Transaction Cancel button will exit the Transaction Services check and still keep the last_uws_seq of the Transaction Services workstation.

Transaction Services Supports Enhanced Discounting

CR ID #: N/A

SCR #: 39532

The 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.

For more information on Enhanced Discounting please refer to the RES 4.3 RMF starting on page 131.

Printing

SIM/ISL Printing Support for Transaction Services Checks

CR ID #: N/A

SCR #: 39205

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.

When this option is enabled, checks rung from Transaction Services may take up to 30 seconds before printing.

This option affects Guest Check printing only and has no effect on Remote Order Device printing.

Group Combination Pricing Automatic Discounts on Check

CR ID #: N/A

SCR #: 39534

A new option has been added to support the ability to group and sort menu items on a check when using the Discount Rule Type **Combination Pricing**. With the option **Group Combination on Guest Check** (*POS Configurator / Sales / Discounts / Rule Setup*) enabled, the discount will be listed first with the menu items that are included with the discount listed directly below. The menu items will be sorted by their Print Group. This option only affects the printed check, it does not change the POS Operations display.

Note *The user cannot ring items with the Quantity key for the Group Combination on Guest Check to print as desired.*

The following options are affected by the **Group Combination on Guest Check** option:

- ◆ If this option is enabled, the **Subtract Discount amount from MI's Price** (*POS Configurator / Sales / Discounts / Rule Setup*) option will be disabled.
- ◆ If this option is enabled, the **Item Discount** (*POS Configurator / Sales / Discounts / Discount*) option will be disabled.
- ◆ If this option is enabled, the option **Print discount after subtotal** (*POS Configurator / Revenue Center / RVC Print Design / Guest Checks*) must be disabled for the discount to be printed above the menu items included with the combination pricing auto discount.

Note *This option is grayed out unless the Rule type is Combination Pricing.*

The following shows how the check may appear:

MIKE ROSE RESTAURANT & GRILLE Columbia, MD 21046		
101 Sally S		
Tbl 50/1	Chk 101	Gst 1
May25'12 01:18PM		

1 Crab Cakes		6.95
1 Fried Calamari		4.50
1 Potato Skins		5.95
Pick3For1199		5.41-

Subtotal		11.99
Tax		1.05
Total		13.04
Thank you for joining us today.		

MIKE ROSE RESTAURANT & GRILLE Columbia, MD 21046		
101 Sally S		
Tbl 50/1	Chk 101	Gst 1
May25'12 01:18PM		

1 Pick3For1199		11.99
Crab Cakes		
Fried Calamari		
Potato Skins		

Subtotal		11.99
Tax		1.05
Total		13.04
Thank you for joining us today.		

Table Management

User Defined Fields Added to Reservation and Waitlist Entry

CR ID #: N/A

SCR #: 39530

With this release, it is possible to make fields required when adding a reservation or waitlist entry. There are two different ways to make the field required.

The option **Required** (*POS Configurator / Table Management / Table Properties*) has been added. With this option is enabled, when a new Reservation or Waitlist entry is added, the required field will be red and must be resolved before the form can be saved.

The OPSDisplayUser.cfg file can be update for the Dialog box definitions. A new attribute for the template object type KeyboardBox called **Required** has been added for the ReservationDialogBox and the WaitlistDialogBox. The following is a sample of setting the Phone number to be required for a reservation:

```
Text 70, 172, left, PhoneLabel, "ARIAL", 12, BOLD
```

```
KeyboardBox  
DialogControlId Phone  
Rectangle 90, 170, 30, 200  
TextRectangle 5, 5, 20, 190  
Font "ARIAL", 12, BOLD  
Required T  
End
```

Required preferences can be saved with the **Save Preferences** button on the Reservation and Waitlist entry form. The **Save Preference** button will only be available if a GSS customer was looked up. Once saved, each time the customer is selected in the Reservation or Waitlist form, the saved preferences will automatically be selected.

Waitlist entry preferences will not be checked against assigned table properties and no warning message will be shown if the flag **Exclusive Property** (*POS Configurator | Table Management | Table Properties*) is disabled and the slider **Non-Exclusive Property Importance** is set to the far left.

***Note** For more information on editing the `OPSDisplayUser.cfg` file please refer to the *Restaurant Enterprise Solution Editing the OPS Display User Configuration File*.*

GSS Note Field Auto Populates Reservation Entry

CR ID #: N/A

SCR #: 39528

With this release, any note added in the GSS Back Office **Notes** field will always show in Table Management and print on the following:

- ◆ Reservation confirmation chits
- ◆ Wait confirmation chits
- ◆ Seating information chits

Only notes of 45 characters or less (and all on line 1) will show in all Table Management forms and notes correctly.

If the Note is edited from the “Customer Selection/View/Modification Screen” and the Update button is hit, then the change will be written to the GSS Database and the future Reservations and Waitlists for that customer will show the changed note.

If a Note is added or altered in either the “Add Waitlist Entry” or “Add Reservation” forms, then that note will only be in effect for that one Reservation/Waitlist. The next time a Reservation/Waitlist is taken for that customer, the note saved in GSS Backoffice will again show.

Show in Host Mode Only

CR ID #: N/A

SCR #: 39527

With this release, we have added the ability to only display Employee Table Lines and Next Suggested Table on touchscreens with the option **Host Mode** (*POS Configurator / Devices / Touchscreens*) enabled.

When the option **Show Employee Table Lines In Host Mode** (*POS Configurator / Table Management / Table Management / Display*) is enabled, the employee lines that connect the tables in a server's section will only be visible on the touchscreens with Host Mode enabled.

When the option **Show in Host Mode only** (*POS Configurator / Table Management / Table Management / Display / Next Available Table Settings*) is enabled, the suggested next table icon will only be visible on the touchscreens with Host Mode enabled.

Note *This change refers only to the next suggested table that is displayed when using the 'Show Suggested Table' button. Selecting a guest on the waitlist will still show a recommended table for the wait list guest.*

Both options are disabled by default.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.11 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
Cash Management	Cannot Deposit Till from Manager Procedures	N/A/ 39544	41
	Cannot Enable Option on EM Corporate Database	N/A/ 39513	41
	Some Fields not Translated	N/A/ 39472	42
Credit Card Batch	Credit Card Batch Missing Transactions	32760/ 39601	42
Database	Obsolete Trigger Removed	N/A/ 39626	42
Database Manager	Database Rebuild Fails	32737/ 39555, 39600	43

Maintenance Release 1
What's Revised?

Module	Revision	CR ID/ SCR	Page
Human Resources	Changing Employee Definition Reverts Override Pay Rate to Default	28567/ 39504	43
	Employee Setup not Enforcing all Security	N/A/ 39516	43
KDS Controller	Production Count could be Incorrect	N/A/ 39496	44
MDSHTTP Service	MDSHTTPService could Stop Unexpectedly	N/A/ 39537	44
Payroll Preprocessing	Tip Totals do not Match Employee Summary Report	32651/ 39563	45

Module	Revision	CR ID/ SCR	Page
Transaction Services	Menu Item Price not Displayed Correctly in Transaction Services	N/A/ 39446	45
	Transaction Services Displays Discounts by Seats	N/A/ 39532	45
	Shared Menu Items do not Display Correctly	N/A/ 39532	46
	Voided Menu Items not Excluded with Automatic Discounts	N/A/ 39577	46
	Menu Items not Sorting Correctly	N/A/ 39562	46
	Tax Exempt Checks show Taxes when Printed	N/A/ 39581	46
	Condiments not Printing Correctly	N/A/ 39558	47
	Condiments not Printing after Check Tendered to Cash	N/A/ 39559	47
	Using Second Level Encryption and Transaction Services Could Cause Settlement to Fail	N/A/ 39564	47
	Automatic Discount could cause Transaction Services to Error	N/A/ 39649	47
POS Configurator	Could not Change Order Device without Closing Form	N/A/ 39493	48
	Micros Security Log Contains Incorrect Entries	32656/ 39568	48

Module	Revision	CR ID/ SCR	Page
POS Operation	POS Operations Freezes Up or Closes Down on Handheld After Printing CC Voucher	N/A/ 39503	48
	Min\Max Condiments not Working Correctly with COM	32703/ 39609	49
	POS Operations Displays Incorrect Error on Handheld with EMSR Mode Enabled	N/A/ 39556	49
	Check Detail Could Disappear when Adding Checks to Existing Checks	N/A/ 39532	49
	Cannot use Check Transfer SLU if Check has Auto or Manually Enabled Discount	N/A/ 39532	49
	Transaction Cancel Reverts Transaction Services Check to Previous last_uws_seq	N/A/ 39532	50
	Transaction Services Check Added to POS Operations Check Could Change Order Type	N/A/ 39532	50
	Transaction Services Orders Fired from Host Workstation Causes Outstanding Tax and Order Type Variance	32461/ 39500	51
	TMS Reservation Screen has Incorrect Date Format	31583/ 39134	51
	POS Operations could Error when printing using SIM	N/A/ 39647	51

Module	Revision	CR ID/ SCR	Page
Printing	Cannot Print Bitmap using SIM Print Command	N/A/ 39604	52
	Checks Show Reprint when they should not	N/A/ 39639	52
Reports	Reopen Closed Check could cause Employee Tip Totals Report to be Incorrect	32896/ 39648	52
	Reopen Closed Check could cause Order Type Check Count to be Incorrect	25366/ 34617	53

Revisions Detailed

Cash Management

Cannot Deposit Till from Manager Procedures

CR ID #: N/A

SCR #: 39544

Previously, with the option **Starting Amount Should Be Included in the Count** (*CMBO / Configuration / Till or Server Bank Templates*) enabled, a Till could not be added to a Deposit if using Manager Procedures. The Till could be added to a Deposit if using Cash Management Back Office. This has been corrected.

Cannot Enable Option on EM Corporate Database

CR ID #: N/A

SCR #: 39513

Previously, the option **Cash Management By Revenue Center** (*CMBO / Configuration / Options / Others*) could not be enabled on an Enterprise Management Corporate database. This has been corrected.

Some Fields not Translated

CR ID #: N/A

SCR #: 39472

Previously, there were fields that were not translating when using Cash Management through Manager Procedures. This has been corrected.

Credit Card Batch

Credit Card Batch Missing Transactions

CR ID #: 32760

SCR #: 39601

Previously, if a check containing a menu item with a commission was tendered via Seat Filter to a credit card, the transaction was not included in the Credit Card Batch. This has been corrected.

Database

Obsolete Trigger Removed

CR ID #: N/A

SCR #: 39626

The trigger taU1_encrypt_cc_value_dtl (micros.encrypt_cc_value_dtl) that was added in RES 4.3 MR3 will be removed from the database during the install of RES 4.11 MR1.

Database Manager

Database Rebuild Fails

CR ID #: 32737

SCR #: 39555,39600

Rebuilding the database in RES 4.11 would fail. Changing the Database Encryption Key requires rebuilding the database; therefore, the key could not be changed. This has been corrected.

Human Resources

Changing Employee Definition Reverts Override Pay Rate to Default

CR ID #: 28567

SCR #: 39504

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.

Employee Setup not Enforcing all Security

CR ID #: N/A

SCR #: 39516

Previously, on the *Labor Management | General | LM Access* form, if the **HR - Modify Salary Pay** option was set to 'View Only', the **Salaried** option (*Human Resources | Employee Setup | Salary Job*) could still be enabled. This has been corrected.

KDS Controller

Production Count could be Incorrect

CR ID #: N/A

SCR #: 39496

Previously, if a production count menu item was pushed or pulled to another KDS Prep station, the count would not decrement when the item was bumped from the Expo station. Also, if a production count menu item was pushed or pulled more than once, the count would increment erroneously. Both of these issues have been corrected.

MDSHTTPService

MDSHTTPService could Stop Unexpectedly

CR ID #: N/A

SCR #: 39537

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

Payroll Preprocessing

Tip Totals do not Match Employee Summary Report

CR ID #: 32651

SCR #: 39563

Previously, when the option **Declare cash tips only** (*Labor Management / Time and Attendance / Time and Attendance / General or POS Configurator / Employees / Time and Attendance / General*) was enabled, the tip totals in *Payroll Preprocessing / Time Cards / Tip summary* were including charged tips. This caused the Employee Payroll Summary Report and the Time Cards | Tip summary to not match. This has been corrected.

Transaction Services

Menu Item Price not Displayed Correctly in Transaction Services

CR ID #: N/A

SCR #: 3944

Previously, checks printed from Transaction Services would show the full menu item price and then the discount even though the discount was configured to **Subtract Discount amount from MI's Price** (*POS Configurator / Sales / Discounts / Rule Setup*). This has been corrected.

Transaction Services Displays Discounts by Seats

CR ID #: N/A

SCR #: 39532

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

Shared Menu Items do not Display Correctly

CR ID #: N/A

SCR #: 39532

Previously, shared menu items did not display their fractions correctly when using '**Get Printed Check**' in Transaction Services. This has been corrected.

Voided Menu Items not Excluded with Automatic Discounts

CR ID #: N/A

SCR #: 39577

Previously, voided menu items were not excluded when automatic discounts or manually enabled automatic discounts were applied to a check in Transaction Services. This has been corrected.

Menu Items not Sorting Correctly

CR ID #: N/A

SCR #: 39562

Previously, Transaction Services would not sort menu items correctly, by Print Group, if the option **Sort Menu Items** (*POS Configurator / Revenue Center / RVC Print Design / Guest Checks*) was enabled. This has been corrected.

Tax Exempt Checks show Taxes when Printed

CR ID #: N/A

SCR #: 39581

Previously, when Transaction Services printed a check that was tax exempt, it would show taxes anyway. This has been corrected.

Condiments not Printing Correctly

CR ID #: N/A

SCR #: 39558

Previously, with the option **Print condiments on menu item line** (*POS Configurator / Revenue Center / RVC Print Design / Options*) enabled, Transaction Services would format checks differently than POS Operations. This has been corrected.

Condiments not Printing after Check Tendered to Cash

CR ID #: N/A

SCR #: 39559

Previously, when consolidating menu items with condiments in Transaction Services, if the check was tendered to cash, it would not print the last condiment. This has been corrected.

Using Second Level Encryption and Transaction Services Could Cause Settlement to Fail

CR ID #: N/A

SCR #: 39564

Previously, doing a Credit Authorization via Transaction Services, while also using Second Level Encryption and Transaction Vault, could cause credit card settlement to fail. This has been corrected.

Automatic Discount could cause Transaction Services to Error

CR ID #: N/A

SCR #: 39649

Previously, in certain scenarios, the Transaction Services client would error when ringing combo meals or fixed priced meals with automatic discounts. This has been corrected.

POS Configurator

Could not Change Order Device without Closing Form

CR ID #: N/A

SCR #: 39493

Previously, changing a KDS order device (*POS Configurator / Devices / Order Devices / General / Device*) into some other type of device and then changing it back without closing the form was not allowed. This has been corrected.

Micros Security Log Contains Incorrect Entries

CR ID #: 32656

SCR #: 39568

Previously, when changes were made to options in *POS Configurator / Employee Classes* that log to the Micros Security log, the log would contain incorrect information. This has been corrected.

POS Operations

POS Operations Freezes Up or Closes Down on Handheld After Printing CC Voucher

CR ID #: N/A

SCR #: 39503

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

Min\Max Condiments not Working Correctly with COM

CR ID #: 32703

SCR #: 39609

Previously, when using Conversational Ordering Mode (COM) and Min - Max condiments, the condiment thresholds were not working correctly. This could result in condiments not being charged properly. This has been corrected.

POS Operations Displays Incorrect Error on Handheld with EMSR Mode Enabled

CR ID #: N/A

SCR #: 39556

Previously, POS Operations would display the error 'No Proper Track Data Provided' with a credit card authorization on a hand held workstation when Encrypted Magnetic Stripe Card (EMSR) was enabled. This has been corrected. Now POS Operations will display the correct error 'Not Allowed, Please Use Encrypted Mag Reader'.

Check Detail Could Disappear when Adding Checks to Existing Checks

CR ID #: N/A

SCR #: 39532

Previously, when adding a check to an existing check and the user clicked 'No' to the system prompt 'Add this check?', the current check detail would disappear. This has been corrected.

Cannot use Check Transfer SLU if Check has Auto or Manually Enabled Discount

CR ID #: N/A

SCR #: 39532

Previously, if a check had either an automatic or a manually enabled discount on it, attempting to use the **Add/Txfr Check SLU** button would return 'Cannot add after entering Sales'. That would occur even if no sales had been entered in the current round. This has been corrected.

Transaction Cancel Reverts Transaction Services Check to Previous last_uws_seq

CR ID #: N/A

SCR #: 39532

Previously, picking up a Transaction Services check at a different workstation and then hitting Transaction Cancel would result in the check having a chk_dtl.last_uws_seq value belonging to the new workstation. With this release, for Transaction Services checks only, if they are picked up from another workstation and then Transaction Cancelled, the last_uws_seq will revert to that of the Transaction Services workstation. Nothing else can be done to the check before hitting Transaction Cancel or the last_uws_seq value will be changed. This was implemented to help customers using the other new POS Operations/Transaction Services enhancements in this release that depend upon the last_uws_seq value. If the Transaction Services check is picked up in error, the user can hit Transaction Cancel to correct the mistake and the new enhanced add check functionality will remain for that check.

Transaction Services Check Added to POS Operations Check Could Change Order Type

CR ID #: N/A

SCR #: 39532

Previously, if a Transaction Services check was added to a POS Operations check with a different order type and no detail, the combined check's order type would change to match that of the Transaction Services check. This has been corrected.

Transaction Services Orders Fired from Host Workstation Causes Outstanding Tax and Order Type Variance

CR ID #: 32461

SCR #: 39500

Previously, when a Future Order was rung via the Transaction Services and the order fired from a POS Operations client, while the client was signed into a TMS Host Mode enabled touchscreen, the subtotal and tax from the Transaction Services order was added to each check begun or table seated. This has been corrected.

TMS Reservation Screen has Incorrect Date Format

CR ID #: 31583

SCR #: 39134

Previously, with **European date format** (*POS Configurator / System / Restaurant / Options*) selected, the Table Management reservation screen would not display the date properly. This has been corrected.

POS Operations could Error when printing using SIM

CR ID #: N/A

SCR #: 39647

Previously, when using the SIM variable **@customerinfo**, if a GSS customer was not added to the check, POS Operations would error when printing the check. This has been corrected.

Printing

Cannot Print Bitmap using SIM Print Command

CR ID #: N/A

SCR #: 39604

In versions of RES prior to v4.6, it was possible to output an image to a standalone (non-guest check) print job using the **startPrint @CHK** command. As of 4.11 MR1, it is once again possible to print an image in a standalone print job.

Checks Show Reprint when they should not

CR ID #: N/A

SCR #: 39639

Previously, with the options **Print REPRINT on reprinted check** (*POS Configurator | Revenue Center | RVC Print Design | Guest Checks*) and **Print Guest Check On Demand** (*POS Configurator | Employees | Printing*) enabled, *****REPRINT***** was printing on guest checks while using the 'On Demand' printing method. *****REPRINT***** should only print on checks when printing **By Round**. This has been corrected.

Reports

Reopen Closed Check could cause Employee Tip Totals Report to be Incorrect

CR ID #: 32896

SCR #: 39648

Previously, when a closed check with more than one credit card authorization was reopened, if both authorizations were used when closing the check a second time, the Employee Tip Totals report would not include all tips. This has been corrected.

Reopen Closed Check could cause Order Type Check Count to be Incorrect

CR ID #: 25366

SCR #: 34617

Previously, when a closed check was reopened and serviced totaled after voiding the tender, then picked up and tendered again; the Order type check count would be incorrect. This inflated the Order Type check count on all System Sales and Revenue Center Sales reports. This has been corrected.

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 the what's known included in this Maintenance Release.

Module	Feature	CR ID/ SCR	Page
Transaction Services	Menu Item Count Macro not always Printing on Trailer	31888/ 39246	54

What's Known Detailed

Transaction Services

Menu Item Count Macro not always Printing on Trailer

CR ID #: 31888

SCR #: 39246

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