



*Restaurant Enterprise Solution  
(RES) Version 4.11  
Maintenance Release 4*

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## **About This Document**

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This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 4 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.

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## Upgrading RES

The following versions of RES 4.x (and lower), can be upgraded to 4.11 MR4 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.

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## Declarations

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## Maintenance Release 4

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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 4.11 (build 4.11.1.3618) or 4.11 Maintenance Release 1, 2 or 3 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\_MR4.exe to the temp folder on your RES Server.
2. Double-click on RES\_411\_MR4.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

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#### 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\_MR4**

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 4'. 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.

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\*\*\*\*\* 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.

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## Maintenance Release 4

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### What's New?

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

### New Features Summarized

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

Module	Feature	CR ID/ SCR	Page
POS Operations	Visa POS Offers Redemption Platform	N/A/ 39895	7

**New Features  
Detailed**

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**POS Operations**

***Visa POS Offers Redemption Platform***

*CR ID #: N/A*

*SCR #: 39895*

With this release, RES introduces preliminary support for the Visa POS Offers Redemption Platform.

To support this, a new Discount Type (*POS Configurator / Sales / Discounts / General / Type*) has been added called **Payment Enabled Automatic**.

This new discount type is only used with Credit Card Drivers that support this type of discounting. At this time, no Credit Card Drivers are available to do this.

For more information, the customer should contact their Account Manager.

## 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
POS Configurator	Added Four Discount Triggers	N/A/ 39922	9
	Warning Message Added to Credit Card Configuration	N/A/ 39938	9
POS Operations	POS Waste Reason Codes Print on Waste Chit	N/A/ 39772	9
	Auto Return from Build Screen	N/A/ 39921	10



**Enhancements**  
**Detailed**

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**POS Configurator**

***Added Four Discount Triggers***

*CR ID #: N/A*

*SCR #: 39922*

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*.

***Warning Message Added to Credit Card Configuration***

*CR ID #: N/A*

*SCR #: 39938*

With this release, if either of the **CA Driver** or **EDC Driver** (*POS Configurator / Sales / Tender / Media / Credit Auth*) fields are NOT filled in but the other one is, a warning message will be displayed when the user tries to save the record. Either both or neither of the driver fields must be filled in or the record cannot save.

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**POS Operations**

***POS Waste Reason Codes Print on Waste Chit***

*CR ID #: N/A*

*SCR #: 39772*

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*.

### ***Auto Return from Build Screen***

CR ID #: N/A

SCR #: 39921

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.

## 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	Cash Management on Client could error with Deposits	N/A/ 39875	15
Delivery Dispatch	Closed Check Search Displays AM instead of PM	32803/ 39616	15
HHT	MC55 and MC70 cannot Connect to PMProcedures	N/A/ 37679	16
POS Configurator	Discount not Applied with Blank Trigger	N/A/ 39928	16

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
POS Operations	Unavailable Menu Items can be Ordered in COM	N/A/ 39774	17
	Auto Combo Recognition does not work with Quantity Keys in COM	33143/ 39746	17
	Returns do not Trigger Automatic Discounts	32164/ 39345	17
	Error Correct Macro does not work with Required Condiments	33464/ 39833	17
	NLU# Should not Print to Guest Check or Remote Order Printer	N/A/ 39822	18
Printing	Printing Filtered Checks Sends Multiple Chits to Remote Order Devices	33367/ 39805	18
Product Management	Incorrect Inventory Item Usage Cost	29246/ 39807	19
Reports	KDS Tracking Posting Fails After Transferring Check Over RVC	33397/ 39910	19
	Inactive Price Records Omits Menu Items from Reports	33382/ 39811	19
	Combo Sides not on Return/Void Reason Code Report	33364/ 39804	20
	Discount Reports Twice when Check left open Between Business Dates	32126/ 39320	20
TMS	Reservation Time Changes to Invalid Time when Updating PM to AM via Keyboard	33115/ 39729	20
Transaction Analyzer	Amount Range not Working	33386/ 39813	21

Module	Revision	CR ID/ SCR	Page
Transaction Services	Orders Paid via Transaction Services do not Print Multiple Receipts	32048/ 39291	21
WinCE Clients	WinCE Clients Updating Time Zone when not Needed	N/A/ 32865	22

## Revisions Detailed

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### Cash Management

#### *Cash Management on Client could error with Deposits*

CR ID #: N/A

SCR #: 39875

Previously, Cash Management could error when trying to deposit a till when the option **Use Physical Till ID** (*Cash Management Back Office / Configuration / Options / Others*) was enabled. Also, adjusting a deposit would error if there were no reasons configured (*Cash Management Back Office / Configuration / Reasons / Adjust Deposit*). Both issues have been corrected.

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### Delivery Dispatch

#### *Closed Check Search Displays AM instead of PM*

CR ID #: 32803

SCR #: 39616

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.

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## HHT

### ***MC55 and MC70 cannot Connect to PMProcedures***

CR ID #: N/A

SCR #: 37679

Previously, when using an MC55 or MC70 to open PMProcedures the user was prompted to install component then received the error 'Could not connect to server'. This has been corrected.

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**Note**      *When upgrading from RES 4.x to RES 5.x or downgrading from RES 5.x to RES 4.x, the **Symbol Managed Class Libraries** must be uninstalled first. Please refer to the RES 5.1 Installation Guide for the proper uninstall procedures.*

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## POS Configurator

### ***Discount not Applied with Blank Trigger***

CR ID #: N/A

SCR #: 39928

Previously, if a discount was configured to use a higher trigger field (Trigger 4), but a lower trigger field (Trigger 1), was left blank, the discount might not apply. This has been corrected. Now, when a discount is saved, POS Configurator will automatically move used triggers to the lowest trigger fields possible so that there are no blanks. This change will not affect existing discounts that already have blank triggers, until that discount is edited and saved again in RES 4.11 MR4.



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## **POS Operations**

### ***Unavailable Menu Items can be Ordered in COM***

*CR ID #: N/A*

*SCR #: 39774*

Previously, when using COM, it was possible to mark menu items as unavailable through Manager Procedures, 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 #: 39746*

Previously, when using COM, the Auto Recognition does 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 #: 39345*

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

### ***Error Correct Macro does not work with Required Condiments***

*CR ID #: 33464*

*SCR #: 39833*

Previously, POS Operations would allow an error correct Macro (Void-Void) to run even if the menu item had a required condiment. As of RES 4.8 this would result in an error. This has been corrected and the macro will run.

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

CR ID #: N/A

SCR #: 39822

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

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

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

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## **Printing**

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

CR ID #: 33367

SCR #: 39805

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

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## Product Management

### *Incorrect Inventory Item Usage Cost*

CR ID #: 29246

SCR #: 39807

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

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## Reports

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

CR ID #: 33397

SCR #: 39910

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

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

### *Inactive Price Records Omits Menu Items from Reports*

CR ID #: 33382

SCR #: 39811

Previously, if a menu item had an inactive price record (i.e. effective to in the past) and the current price record had the effective from blank, the view 'v\_R\_sys\_menuitem' would omit the menu item. This has been corrected.

***Combo Sides not on Return/Void Reason Code Report***

*CR ID #: 33364*

*SCR #: 39804*

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.

***Discount Reports Twice when Check left open Between Business Dates***

*CR ID #: 32126*

*SCR #: 39320*

Previously, when a check containing a discount is closed on a different business date than when it was opened, it would appear on the Daily RVC Discount Detail report for both the day the check was opened and closed. This has been corrected. The discount will only appear on the report for the day the check was opened.

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**TMS**

***Reservation Time Changes to Invalid Time when Updating PM to AM via Keyboard***

*CR ID #: 33115*

*SCR #: 39729*

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.

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## Transaction Analyzer

### *Amount Range not Working*

CR ID #: 33386

SCR #: 39813

Previously, when using *Transaction Analyzer / Special Conditions / Advanced / Amount*, the radio buttons for the 'From' and 'To' Amount Range would both open the 'From' dialog box. This has been corrected.

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## Transaction Services

### *Orders Paid via Transaction Services do not Print Multiple Receipts*

CR ID #: 32048

SCR #: 39291

Previously, when an order is paid through Transaction Services, orders are 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.

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## **WinCE Clients**

### ***WinCE Clients Updating Time Zone when not Needed***

*CR ID #: N/A*

*SCR #: 32865*

When the MDSHTTPService starts on a WinCE client, it retrieves time and time zone information from the RES server and every seven minutes afterwards. This is so all workstations have the exact same time as the RES server. If a difference is discovered, the workstation time is adjusted.

Previously, the client was not correctly comparing its time zone information to the information retrieved from the RES server. This resulted in the client updating the time zone and logging a message in the 3700d.log. This has been corrected.

## Maintenance Release 3

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### What's New?

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

### New Features Summarized

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	24

## New Features Detailed

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## Devices

### *Drive-Thru Display Controller*

*CR ID #: N/A*

*SCR #: 39520*

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

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

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

For information on installing the Drive-Thru Display Controller, please refer to Appendix 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	26
TMS	TMS Enabled by Workstation	33089/ 39719	27

## Enhancements Detailed

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### 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
```

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## 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	29
Printing	Barcodes Printing Incorrectly	N/A/ 39771	29
TMS	TMS Functions Optimized	33089/ 39715	29

**Revisions  
Detailed**

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**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.

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**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.

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**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**

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### **What's New?**

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

### **New Features Summarized**

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	32
POS Operations	Enhance the Add/Xfer Check SLU - API Only function	N/A/ 39687	33
	Support Added for Point-to-Point Encryption with the MagTeK® IPAD Device on WS4	N/A/ 39670	34

## Enhancements Detailed

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### 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	37
Guest Service Solutions	Invalid Magnetic Card when Selling Employee ID Card	33018/ 39689	37

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
POS Operations	Combo Meal Price not used with Prorate by A-la Carte Price	N/A/ 39691	38
	Add/Transfer Menu Items on Hold do not Fire to Kitchen	32937/ 39664	38
	Cannot Void Closed Check with Tender Rounding Enabled	32711/ 39592	39
	Check Transfer Request causes Sign In to be Slow	N/A/ 39675	39
	NLU Numbers not Printing	N/A/ 39678	39
Printing	Cyrillic Characters not Printing	32136/ 39326	39
Reports	Splitting Inclusive Tax can Cause Outstanding Balance	29531/ 37908	40
Setup	Receive Version Mismatch Errors on the Server	N/A/ 39706	40
TMS Service	TMS Service does not Start	33001/ 39683	40

**Revisions  
Detailed**

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**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**

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### **What's New?**

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

### **New Features Summarized**

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	43
	Persist Original UWS_SEQ in Database	N/A/ 39594	44
	Columns Added to LATAM Fiscal Tables	N/A/ 39542	44
	Prorate Combo Meal Items by A-la Carte Prices	N/A/ 39610	44
Transaction Services	Enhanced Error Reporting with Transaction Web Service	N/A/ 39623	45
POS Configurator	KDS Distribution Groups Included in Kitchen Themes	N/A/ 39491	45

POS Operations	Transaction Services Checks Displaying on Open Check SLU	N/A/39532	47
	Allow Transaction Services Checks to be Added Without Authorization and with Different Order Types	N/A/39532	47
	Transaction Services Supports Enhanced Discounting	N/A/39532	48
Printing	SIM/ISL Printing Support for Transaction Services Checks	N/A/39205	49
	Group Combination Pricing Automatic Discounts on Check	N/A/39534	49
Table Management	User Defined Fields Added to Reservation and Waitlist Entry	N/A/39530	51
	GSS Note Field Auto Populates Reservation Entry	N/A/39528	52
	Show in Host Mode Only	N/A/39527	53

**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 refired 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:



---

## 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	58
	Cannot Enable Option on EM Corporate Database	N/A/ 39513	58
	Some Fields not Translated	N/A/ 39472	59
Credit Card Batch	Credit Card Batch Missing Transactions	32760/ 39601	59
Database	Obsolete Trigger Removed	N/A/ 39626	59
Database Manager	Database Rebuild Fails	32737/ 39555, 39600	60

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Human Resources	Changing Employee Definition Reverts Override Pay Rate to Default	28567/ 39504	60
	Employee Setup not Enforcing all Security	N/A/ 39516	60
KDS Controller	Production Count could be Incorrect	N/A/ 39496	61
MDSHTTP Service	MDSHTTPService could Stop Unexpectedly	N/A/ 39537	61
Payroll Preprocessing	Tip Totals do not Match Employee Summary Report	32651/ 39563	62

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Transaction Services	Menu Item Price not Displayed Correctly in Transaction Services	N/A/ 39446	62
	Transaction Services Displays Discounts by Seats	N/A/ 39532	62
	Shared Menu Items do not Display Correctly	N/A/ 39532	63
	Voided Menu Items not Excluded with Automatic Discounts	N/A/ 39577	63
	Menu Items not Sorting Correctly	N/A/ 39562	63
	Tax Exempt Checks show Taxes when Printed	N/A/ 39581	63
	Condiments not Printing Correctly	N/A/ 39558	64
	Condiments not Printing after Check Tendered to Cash	N/A/ 39559	64
	Using Second Level Encryption and Transaction Services Could Cause Settlement to Fail	N/A/ 39564	64
	Automatic Discount could cause Transaction Services to Error	N/A/ 39649	64
POS Configurator	Could not Change Order Device without Closing Form	N/A/ 39493	65
	Micros Security Log Contains Incorrect Entries	32656/ 39568	65



<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
POS Operation	POS Operations Freezes Up or Closes Down on Handheld After Printing CC Voucher	N/A/ 39503	65
	Min\Max Condiments not Working Correctly with COM	32703/ 39609	66
	POS Operations Displays Incorrect Error on Handheld with EMSR Mode Enabled	N/A/ 39556	66
	Check Detail Could Disappear when Adding Checks to Existing Checks	N/A/ 39532	66
	Cannot use Check Transfer SLU if Check has Auto or Manually Enabled Discount	N/A/ 39532	66
	Transaction Cancel Reverts Transaction Services Check to Previous last_uws_seq	N/A/ 39532	67
	Transaction Services Check Added to POS Operations Check Could Change Order Type	N/A/ 39532	67
	Transaction Services Orders Fired from Host Workstation Causes Outstanding Tax and Order Type Variance	32461/ 39500	68
	TMS Reservation Screen has Incorrect Date Format	31583/ 39134	68
	POS Operations could Error when printing using SIM	N/A/ 39647	68

Module	Revision	CR ID/ SCR	Page
Printing	Cannot Print Bitmap using SIM Print Command	N/A/ 39604	69
	Checks Show Reprint when they should not	N/A/ 39639	69
Reports	Reopen Closed Check could cause Employee Tip Totals Report to be Incorrect	32896/ 39648	69
	Reopen Closed Check could cause Order Type Check Count to be Incorrect	25366/ 34617	70

**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.

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## **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.

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## 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.

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## 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.



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## 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.

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## 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.

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## 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.

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## 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	71

## What's Known Detailed

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### 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.