



*Restaurant Enterprise Solution
(RES) Version 4.10
Maintenance Release 2*

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 2 for Version 4.10. 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.

Declarations

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Maintenance Release 2

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.10 (build 4.10.3.3355) or 4.10 MR 1 installed.

Before You Begin

1. Close ALL running MICROS applications, except Control Panel.
2. In the MICROS Control Panel, set the Restaurant to OFF.
3. Make sure all of the POS Clients are at System Closed.
4. Close the MICROS Control Panel

Installation

1. Copy the Maintenance Release, RES_410_MR2.exe to the temp folder on your RES Server.
2. Double-click on RES_410_MR2.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

Installation Notes

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

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

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

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

Installing a Maintenance Release will create a unique registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\NovaFix\RES_410_MR2

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

All maintenance releases will add a row to the database in db_version_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db_module_desc' will be 'RES 4.10 Maintenance Release 2'. 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 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**

No enhancements have been implemented in this version.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.10 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
KDS - Display APP	Menu Items without Remote Order Device appear on KDS	32286/ 39394	8
POS API	Cover Count Incorrect with Returns	32322/ 39412	8
POS Operations	Using "Void Check" Key on a Future Order API Check Fails, but no Message is Provided	N/A/ 39403	8
	API Orders Fired from Host Workstation Causes Outstanding Tax and Order Type Variance	32461/ 39499	9
	Voiding Current Round Item could Require Manager Authorization	32313/ 39409	9
	POS Operations Freezes Up or Closes Down on Handheld After Printing CC Voucher	N/A/ 39502	9
	MagTek IPAD Prompts Changed for Manual Entry of Gift Card Account Numbers	N/A/ 39438	10

Revisions Detailed

KDS - Display APP

Menu Items without Remote Order Device appear on KDS

CR ID #: 32286

SCR #: 39394

Previously, in certain scenarios, menu items with no Order Devices link to their Print Class would appear on the KDS Displays. This has been corrected.

POS API

Cover Count Incorrect with Returns

CR ID #: 32322

SCR #: 39412

Previously, when closing a check thru the API, if the check had a return the cover count could be incorrect. The API would not decrement the cover count when the option **Add to cover count** (*POS Configurator / Sales / Menu Item Classes / Price /Totals*) was enabled. This has been corrected.

POS Operations

Using "Void Check" Key on a Future Order API Check Fails, but no Message is Provided

CR ID #: N/A

SCR #: 39403

Previously, using the Void Check function on a future order from a POSAPI client would not void the items and close the Check. This has been corrected.

***API Orders Fired from Host Workstation Causes
Outstanding Tax and Order Type Variance***

CR ID #: 32461

SCR #: 39499

Previously, when a Future Order was rung via the API 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 API order was added to each check begun or table seated. This has been corrected.

***Voiding Current Round Item could Require Manager
Authorization***

CR ID #: 32313

SCR #: 39409

Previously, in certain scenarios, a manger's authorization could be required when voiding a menu item in the current round. This could happen when the option **Void current round items** (*POS Configurator / Employees / Employee Classes / Void / Return*) was enabled. This has been corrected.

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

CR ID #: N/A

SCR #: 39502

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

MagTek IPAD Prompts Changed for Manual Entry of Gift Card Account Numbers

CR ID #: N/A

SCR #: 39438

Updates were made to the POS Operations executable file and the PinPAD.dll file to change the data prompting on the MagTek IPAD device for manually entered Gift Card Account Numbers. Previously, Gift Card Redemption prompted for three lines of data:

- ◆ Account Number
- ◆ Expiration Date
- ◆ Card Verification Code

With this release, one line of data prompts:

- ◆ Account Number

The Expiration Date and Card Verification Code have been removed.

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
CAL Server	Support for the Protégé on Win32 Clients	N/A/ 39262	13
Confidence Test	Two Commands Added for MagTek IPAD Device	N/A/ 39278	13
Peripherals	Raw Barcode Format Processed Through SIM	N/A/ 39219	14
POS API	Ordering Module Prefix Sent from API	N/A/ 39097	16

Enhancements
Detailed

CAL Server

Support for the Protégé on Win32 Clients

CR ID #: N/A

SCR #: 39262

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

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

Confidence Test

Two Commands Added for MagTek IPAD Device

CR ID #: N/A

SCR #: 39278

With this release, two new MagTek IPAD device commands, **Cancel Operation** and **Set Idle**, were added to the MICROS Confidence Test to work in conjunction with the 'Swipe Card' command.

Example 1:

In Confidence Test, press **Swipe Card**, and then press **Cancel Operation** and the diagnostic window displays:

"Cancel Operation queued.

User cancelled or operation has timed out"

Example 2:

In Confidence Test, press **Swipe Card**, and then press **Set Idle** and the diagnostic window displays:

“Idle Operation queued.
User cancelled or operation has timed out”

Example 3:

In Confidence Test, press **Swipe Card**, and then press **Cancel Operation**, followed by **Set Idle** and the diagnostic window first displays:

“Cancel Operation queued.
User cancelled or operation has timed out”

Then displays the second confirmation prompt to Set Idle:

“Idle Operation queued.”

Peripherals

Raw Barcode Format Processed Through SIM

CR ID #: N/A

SCR #: 39219

Only two barcode formats can be configured in *POS Configurator / Devices / User Workstations / Peripherals / Peripheral Type*. With this release, we now support a ‘Raw’ format that can be used with a SIM event to pass the entire barcode.

The periphs.exe will try to match a predefined format first, then if the new ‘Raw’ format is configured, the SIM event will pass the entire barcode through. This will allow more than two scanner formats to be used at the same time.

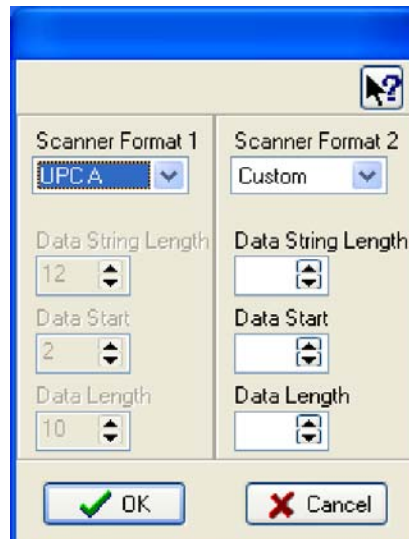
For further information on the Barcode SIM Event please see the RES 4.9 MR 7 document starting on page 78

Configuration

To configure 'Raw' format:

Navigate to *POS Configurator / Devices / User Workstations / Peripherals / Peripheral Type*

- ◆ Set Scanner Format 1 or Scanner Format 2 to Custom.
- ◆ Set the following fields to blank:
 - Data String Length
 - Data Start
 - Data Length



POS API

Ordering Module Prefix Sent from API

CR ID #: N/A

SCR #: 39097

Previously, when ringing Order Module menu items from the API, the size prefix was not being sent. This has been corrected.

Now, in order for this to work, the 3rd-party API application must send a reference of <omType>1</omType> with the base menu item (*POS Configurator / Ordering Module / OM Base / General*). This lets the system know that it needs to look up the Ordering Module size prefix and send it.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.10 software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
Autosequences & Reports	Autosequences Could Deadlock and Not Complete	N/A/ 39194	19
Database	Last Item Voids Post Differently than Touch Voids	31572/ 39191	20
Delivery Dispatch	Begin Elapse Time Incorrect with Certain Time Zones	30516/ 38627	20

Module	Revision	CR ID/ SCR	Page
POS Operations	Barcodes Display Twice for Menu Items	31392/ 39220	21
	POS Operations Always Consolidates Condiments	29613/ 37997	21
	POS Operations can slow Down When Other Clients are getting a Database Download	N/A/ 39051	21
	POS Operations Could Error with Certain AMEX Cards in EMSR Mode	N/A/ 39235	22
	Unable to do Manually Keyed Gift Cards in EMSR Mode	N/A/ 39247	22
	Unable to do an Offline Redeem with Gift Cards in EMSR Mode	N/A/ 39242	23
POS API	Cover Counts can be Incorrect When Submitted from the API	N/A/ 39203	23
	Cannot Void Future Order in API	31465/ 39071	24
Printing	Employee Check Name with Accents Causes Printing Error with Sales Recording Module (SRM)	N/A/ 39178	24
	Tendering Filtered Checks Fail to Print on Remote Order Devices	31885/ 39244	24
Reports	Touch Void of a Return Can Inflate Change Grand Ttl on Daily Reports	19213/ 39209	25
Report Viewer	Report Viewer Does Not Enforce Maximum Failed Logins	N/A/ 39180	25

Module	Revision	CR ID/ SCR	Page
TMS - Service	Database Reload Causes TMS Communication Failure	31578/ 39132	25
	TMS Service Could Deadlock	31542/ 39122	26
TMS - User Interface	Delay in Adding Waitlist Entries	31527/ 39114	26
	Show Next Table not Working	31520/ 39110	26
	Invalid Entry When Seating Table	31637/ 39148	26
	Sorting Waitlist Could Cause POS Operations to Close Unexpectedly	31650/ 39126	27

**Revisions
Detailed**

Autosequences & Reports

Autosequences Could Deadlock and Not Complete

CR ID #: N/A

SCR #: 39194

Previously, when multiple autosequences were called within a single scheduled event, a deadlock could occur. When this happened, not all autosequence steps would complete and the Autosequences and Reports application would appear to be locked up. This has been corrected.

Database

Last Item Voids Post Differently than Touch Voids

CR ID #: 31572

SCR #: 39191

Previously, with the option **Post Last Item Void Detail** (*POS Configurator / Revenue Center / RVC Posting / Options*) enabled, a last item void (void void) would post differently than a touch void of the same menu item. The touch void would result in two rows being added to the micros.dtl table with one row having a positive rpt_ttl value and the other a negative. Doing a last item void would only post the positive rpt_ttl row. This caused discrepancies in totals when posting to mymicros because the negative sale was never entered. This has been corrected. Now a last item void posts both a positive and a negative row, just like the touch item void does.

Delivery Dispatch

Begin Elapse Time Incorrect with Certain Time Zones

CR ID #: 30516

SCR #: 38627

Previously, the **Begin Elapsed Time** field in Delivery Dispatch would add an hour for all GMT+10:00 time zones. This has been corrected.

POS Operations

Barcodes Display Twice for Menu Items

CR ID #: 31392

SCR #: 39220

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

POS Operations Always Consolidates Condiments

CR ID #: 29613

SCR #: 37997

Previously, condiments were always consolidated on the POS Operations display, even when consolidation was disabled in *POS Configurator / Revenue Centers / RVC Display Design*. This has been corrected.

POS Operations can slow Down When Other Clients are getting a Database Download

CR ID #: N/A

SCR #: 39051

Previously, POS Operations could slow down if another client was getting a database download. This could occur when a workstation was turned on and POS Operations was loading. This has been corrected.

POS Operations Could Error with Certain AMEX Cards in EMSR Mode

CR ID #: N/A

SCR #: 39235

Previously, with the option **Encrypted MSR Mode** (*POS Configurator / System / Restaurant / Security*) enabled, swiping certain American Express cards on the MagTek IPAD device could result in an 'Invalid Credit Card Number' error. This has been corrected.

Unable to do Manually Keyed Gift Cards in EMSR Mode

CR ID #: N/A

SCR #: 39247

Previously, with the option **Encrypted MSR Mode** (*POS Configurator / System / Restaurant / Security*) enabled, when manually entering a gift card on the MagTek IPAD device, an error would be returned from the Host Processor. The user was unable to manually key enter the gift card account number into the MagTek IPAD device. This has been corrected.

Currently the IPAD device prompts for Gift Card Expiration Date and CVV number, this must be entered to complete the transaction. Simply enter a valid Expiration Date (e.g. 12/12) and any 4-digit CVV Number (e.g. - 1234) to process a keyed entry.

Important *This fix to POS Operations also requires CaTVC Driver v4.10.21.2390 or higher.*

Unable to do an Offline Redeem with Gift Cards in EMSR Mode

CR ID #: N/A

SCR #: 39242

Previously, with the option **Encrypted MSR Mode** (*POS Configurator / System / Restaurant / Security*) enabled, when trying to do a gift card offline redeem, a communication error would occur and the account number could not be entered. Now, if decrypting of gift card account data fails (e.g. - Host Processor is down), POS Operations will prompt the user again with the numeric screen to rekey the account number.

Swiping of a Gift Card Offline is still not allowed on the integrated MSR or external non-encrypting device.

POS API

Cover Counts can be Incorrect When Submitted from the API

CR ID #: N/A

SCR #: 39203

Previously, cover counts on remote order devices could display as 0 when the option **Negative checks do not add to cover count** (*POS Configurator / Revenue Centers / RVC Posting / Options*) was enabled. This option is only supposed to control the cover count on reports, not on remote order devices. This has been corrected.

Cannot Void Future Order in API

CR ID #: 31465

SCR #: 39071

Previously, when voiding a future order API check, the system would return the following error message:

‘The future order may not have certain detail added, including payments and credit authorizations,’

This has been corrected.

Printing

Employee Check Name with Accents Causes Printing Error with Sales Recording Module (SRM)

CR ID #: N/A

SCR #: 39178

Previously, an employee’s Check name containing accents would cause printing errors with the SRM device. Guest checks and receipts would not print the barcode, instead the error J3-02152E_MES would print. This has been corrected.

Tendering Filtered Checks Fail to Print on Remote Order Devices

CR ID #: 31885

SCR #: 39244

Previously, when tendering a check using the Function ‘Filter Seat’ in the same round menu items were rung, menu items were not sent to the remote order devices. This has been corrected.

Reports

Touch Void of a Return Can Inflate Change Grand Ttl on Daily Reports

CR ID #: 19213

SCR #: 39209

Previously, touch voiding a returned menu item would cause the Change Grand Ttl field on Daily Reports to be inflated by the amount of that menu item. This has been corrected.

Report Viewer

Report Viewer Does Not Enforce Maximum Failed Logins

CR ID #: N/A

SCR #: 39180

Previously, Report Viewer would not enforce the option **Maximum Failed Logins** (*POS Configurator / System / Restaurant / Security*). Now if the user unsuccessfully logs into Report Viewer, their account will be disabled when they exceed the configured Maximum Failed Logins.

TMS - Service

Database Reload Causes TMS Communication Failure

CR ID #: 31578

SCR #: 39132

Previously, during a database reload, TMS became un-usable. The waitlist and table layouts would disappear and a new waitlist entry could not be added. This has been corrected.

TMS Service Could Deadlock

CR ID #: 31542

SCR #: 39122

Previously, a deadlock could occur if certain Table Management operations were performed at the same time. This has been corrected.

TMS - User Interface

Delay in Adding Waitlist Entries

CR ID #: 31527

SCR #: 39114

Previously, there could be a delay when adding a waitlist entry or greeting a guest. This could occur if multiple waitlists and reservations were added at the same time. This has been corrected.

Show Next Table not Working

CR ID #: 31520

SCR #: 39110

Previously, the TMS function **Toggle Show Next Table** would not display the next table if the employee status was 'Clocked In with Schedule'. This has been corrected.

Invalid Entry When Seating Table

CR ID #: 31637

SCR #: 39148

Previously, the user could get an 'Invalid Entry' when seating a table. This could be caused by the transaction state not being reset properly. This has been corrected.

Sorting Waitlist Could Cause POS Operations to Close Unexpectedly

CR ID #: 31650

SCR #: 39126

Previously, sorting the waitlist by arrival time could cause POS Operations to close unexpectedly. This could happen if there were more than one waitlist entry without an arrival time. This has been corrected.