Restaurant Enterprise Solution (RES) Version 4.9 Maintenance Release 1

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 1 for Version 4.9. 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

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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Trademarks

Maintenance Release 1

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.9 (build 4.9.3.2824) 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_49_MR1.exe to the temp folder on your RES Server.

2. Double-click on RES_49_MR1.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_49_MR1

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 4.9 Maintenance Release 1'. The 'db_service_pak_desc' column will be the same as the RES row.

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	Revision	CR ID/ SCR	Page
Hardware	Scale Certification Updated to Include Workstation 5A	N/A/ 38213	5

New Features Detailed

Hardware

Scale Certification Updated to Include Workstation 5A
CR ID #: N/A
SCR #: 38213

With this release the ScaleAPI.dll has been updated to retrieve Scale Certification numbers to include the Workstation 5A.

Enhanced

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
RES DBS	Cardholder Name Unmasked	N/A/ 38308	7
POS Operations	Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For API POS Printing	N/A/ 38233	8
ISL	SIM Support Added for Future Orders	N/A/ 38229	13
	Barcode SIM Event	N/A/ 38230	13

RES DBS

Cardholder Name Unmasked
CR ID #: N/A
SCR #: 38308

With this release, it is now possible to print cardholder name on credit card vouchers. Previously, tenders that required credit card authorizations required the option bit 'Mask Cardholder Name' enabled for POS Operations to start. This has been amended.

Note   *The Transaction Vault driver will still enforce masked cardholder name.*

Configuration

Disable the following option bits to print cardholder name on credit card vouchers:

Navigate to the *POS Configurator | Sales | Tender/Media | CC Tender*

◆   Mask Cardholder Name

Navigate to the *POS Configurator | Revenue Center | RVC Credit Cards | Printing*

◆   Do not print customer name on voucher

POS Operations

Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For API POS Printing
CR ID #: N/A
SCR #: 38233

With this release remote order device printing will now support Print Group Sections, and Print Group Sub-Sections.

Print Group Sections will print prior to the start of a new set of menu items in the configured print group.

Sub-Sections will print prior to each item in the configured print group, starting at one.

The following table has been added to the database:
Print_grp_def.

A column, 'ob_rod_print_requires_POS' has also been added to the 'UWS_def' table. When editing this column to 'T' for the API workstation, it will cause that workstation to always print the remote order device output to a POS client.

Three new ISL events have been added to support this:

◆ Event print_detail_header

◆ Event print_detail

◆ Event print_detail_trailer

Using the print_detail event and adding at least 1 line will stop the native detail area output from displaying. Some developers will want to keep the native output, so they would only utilize the print_detail_header and/ or print_detail_trailer events.

To support these printing events, we have added ISL variables:
@Print_Link - The print type that is the target of the print job
NOTE: Only the Order Device Output are currently valid.
@Print_Width - The width of the current print job
@Print_Lines - The number of ISL lines currently set to print
@Print_Text - The actual data to print. This is index [1..N] where N is
@Print_Lines

Note   *Setting the value of @Print_Text[N+1] will effectively add a new line of text.*

@Dtl_Print_Grp[1..N] where N is @NUMDTLT

Note   *This is intended to allow the condiments to be sorted by their Print Group.*

Example ISL Code using the new functionality (except the @Dtl_Print_Grp)

Var PL_CUST_RCPT : N2 = 1
Var PL_LCL_ORDR : N2 = 2
Var PL_JOURNAL : N2 = 3

Var PL_REPORT : N2 = 4

Var PL_GST_CHK : N2 = 5

Var PL_FCR : N2 = 6

Var PL_RMT_ORDR_1 : N2 = 9

Var PL_RMT_ORDR_32: N2 = 40

Event print_detail_header

Var line : a40

Var offset : N4

//Use the @Print_Link to control the formatting for the various print devices

If (@Print_Link >= PL_RMT_ORDR_1 and @Print_Link <= PL_RMT_ORDR_32)

//Use the @Print_Lines value to avoid writing over the contents of a previous script

offset = @Print_Lines

//NOTE: You add a new print line by setting the contents of the next available line.

if (@Print_Width = 32)

format line as @DWON, "Customer DtlHdr", @DWOFF

@Print_Text[offset+1] = line

else

format line as @DWON, " Customer DtlHdr ", @DWOFF

@Print_Text[offset+1] = line

endif

EndIf

EndEvent

Event print_detail

Var line : a40

Var offset : N4

Var sandwich_count : N4 = 0

Var i : N4

//Use the @Print_Link to control the formatting for the various print devices

If (@Print_Link >= PL_RMT_ORDR_1 and @Print_Link <= PL_RMT_ORDR_32)

//Use the @Print_Lines value to avoid writing over the contents of a previous script

offset = @Print_Lines

//NOTE: You add a new print line by setting the contents of the next available line.

if (@Print_Width = 32)

format line as @REDON, @DWON, "Customer Items", @DWOFF, @REDOFF

@Print_Text[@Print_Lines+1] = line

For i = 1 to @NUMDTLT

If @DTL_TYPE[i] = "M"

If NOT bit(@DTL_TYPEDEF[i], 38) //MI_ITM_IS_BVG

sandwich_count = sandwich_count + 1

format line as @REDON, @DWON, "Sandwich #", sandwich_count, @DWOFF, @REDOFF

@Print_Text[@Print_Lines+1] = line

format line as @DWON, @DTL_NAME[i], @DWOFF

@Print_Text[@Print_Lines+1] = line

EndIf

EndIf

EndFor

else

@Print_Text[offset+1] = "12345678901234567890123456789012345 67890"

format line as @REDON, "123456789012345678901234567890123456 7890", @REDOFF

@Print_Text[offset+2] = line

endif

EndIf

EndEvent

Event print_detail_trailer

Var line : a40

Var offset : N4

Var i : N4

//Use the @Print_Link to control the formatting for the various print devices

If (@Print_Link >= PL_RMT_ORDR_1 and @Print_Link <= PL_RMT_ORDR_32)

//Use the @Print_Lines value to avoid writing over the contents of a previous script

offset = @Print_Lines

//NOTE: You add a new print line by setting the contents of the next available line.

if (@Print_Width = 32)

format line as @REDON, @DWON, "Customer Drinks", @DWOFF, @REDOFF

@Print_Text[@Print_Lines+1] = line

For i = 1 to @NUMDTLT

If @DTL_TYPE[i] = "M"

If bit(@DTL_TYPEDEF[i], 38) //MI_ITM_IS_BVG

format line as @DWON, @DTL_NAME[i], @DWOFF

@Print_Text[@Print_Lines+1] = line

EndIf

EndIf

EndFor

else

format line as @REDON, @DWON, " Customer DtlTrl ", @DWOFF, @REDOFF

@Print_Text[offset+1] = line

endif

EndIf

EndEvent

ISL

SIM Support Added for Future Orders
CR ID #: N/A
SCR #: 38229

With this release, support has been added to allow future orders and custom printing through SIM. CAutofire class has been altered to accommodate ISL scripts to process check related information during header and trailer printing events.

Barcode SIM Event
CR ID #: N/A
SCR #: 38230

With this release a new BARCODE event can be added to an ISL script to intercept a barcode scan.The event should review the @UserEntry data to determine if the barcode is one of the items that it should be handling. If it chooses to handle the barcode, it should set the new @BarCodeProcessed value to 1 so that native processing of the barcode does not proceed.

A new @BarCodeProcessed value will allow the ISL script to determine if a previous script has handled the barcode or to set the value if it was able to be processed. These changes will allow a site to use an ISL script to intercept barcode scans and initiate specific processing such as adding a menu item or discount to a check. The example code below will intercept the scan of a retail item and ring a Soda to the check instead.

EXAMPLE:
Event barcode
//If a previous script has processed this,
//then don't bother doing any more processing

```
If @BARCODEPROCESSED = "N"
//If this is the barcode of a Mtn Dew
If ( @UserEntry = "01208500" )
//Load the keyboard macro to Ring in a Coke
//NOTE: The object number of a Soda in the sample DB is 708107
LoadKybdMacro key(3, 708107)
@BARCODEPROCESSED = "Y"
EndIf
EndIf
EndEvent
```

Revisions

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.9 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
Guest Service Solution	Customer Search Results Have Changed	29180/ 37866	18
	'Validate Block Numbers' Options Can Prompt That Address is Outside the Delivery Area	29195/ 37867	19

Module	Revision	CR ID/ SCR	Page
POS Operations	Automatic Discounts Applying Incorrect Amount	29688/ 38194	19
	Manually Enabled Automatic Discounts Incorrectly Applying	29388/ 38231	19
	Quantity Threshold and Multi-Item Price Threshold Discounts Incorrect with Award Quantity Greater Than One	N/A/ 38234	19
	'Error Connecting to Autosequence PC' When Running Autosequence Through Operations	29046/ 37951	20
	Tendering When Using Filter Seat Causes Breakpoint Error	29501/ 37889	20
	'Unhandled Exception' When Using Filter Seat Function	29708/ 38083	20
	'Magnetic Card Required' When Using an External Card Reader With 'Require Mag Card Emp ID'	29748/ 38132	21
	Tax Exempt Tendering While in Tray Function Does Not Post to Check	29231/ 37650	21
	Service Charges and Discounts Are Not Truncating	29551/ 37922	21
	'Do Not Allow Menu Item Waste' Menu Item Class Incorrectly Updates Check Detail	29722/ 38104	22
	Recipe Mode May Cause 'Condiment Not Allowed' Error	26551/ 35849	22
	Service Totaling While Using Tray Total Function May Result in Negative Amount	N/A/ 38292	22

Module	Revision	CR ID/ SCR	Page
	Next Seat Incorrectly Tendering When Using Tray Total Function	N/A/ 38291	22
KDS	Previous Round Touch Voids Do Not Appear on KDS	29583/ 38232	23
	Orders Sent to KDS Sometimes Appeared Incorrectly with Void Status	27728/ 37401	23
Database Setup	RES 4.9 MR 1 Databases Can Now Be Upgraded to RES 5.0	N/A/ 38189	23
Reports	Time Period Report Duplicates Order Type Information	29113/ 37865	24
Backoffice GUI	CM Verify Count Translation	N/A/ 37885	24
Manager Procedures	Manager Procedures on an NT Client May Result in 'Unhandled Exception'	N/A/ 38295	24
Database	MICROS.struct_xref_cfgTable May Cause Upgrade Problems	N/A/ 38298	25
Menu Board	Menu Boards May White Screen	29858/ 38316	25
POS Configurator	Gray Out 'Table Object Alert Only When Seated' if 'Enable Table Object Alerts' is Off	N/A/ 37877	25
	Unable to Delete Tables From RVC Table Seating	29967/ 38333	26

Module	Revision	CR ID/ SCR	Page
Print Adapter	'The Print Job ID is Already in Use' May Occur	N/A/ 38046	26
	Changing Kitchen Themes May Cause Print Controller Issues on PCWS 2010	28786/ 37330	26
Printing	IDN Printing Did Not Work For Euro and Other Symbols	N/A/ 38014	27
PINpad.dll	POS Operations May Error With 'Unhandled Exception' on PINpad.dll	N/A/ 38319	27
Translation	Japanese Translation Label Issues in POS Configurator	29646/ 38023	27

Revisions Detailed

Guest Service Solutions

Customer Search Results Have Changed
CR ID #: 29180
SCR #: 37866

Previously when the user performed a search for a customer in the main dialog box, the search would include every name that came close in the database. For example, the search for Di resulted in the customer name Eddie first, rather than Dimitiri. This has been corrected.

'Validate Block Numbers' Options Can Prompt That Address is Outside the Delivery Area
CR ID #: 29195
SCR #: 37867

Prior to the release of RES Version 4.7, when the option bit 'Validate Block Number' was disabled the user was able to enter in a new customer through GSS by street name only. With the release of RES 4.7, the user receives a prompt that the address is outside the delivery area and is unable to enter in new customers by street name only. This has been corrected.

POS Operations

Automatic Discounts Applying Incorrect Amount
CR ID #: 29688
SCR #: 38194

Previously, when using quantity keys within a transaction and applying an automatic discount, it could result in an incorrect discount amount. This has been corrected.

Manually Enabled Automatic Discounts Incorrectly Applying
CR ID #: 29388
SCR #: 38231

Previously, discounts would not function properly if items were ordered with the quantity of more than one. This has been corrected.

Quantity Threshold and Multi-Item Price Threshold Discounts Incorrect with Award Quantity Greater Than One
CR ID #: N/A
SCR #: 38234

Previously, the Quantity Threshold and Multi-Item Price Threshold

discount engine rule types would incorrectly apply a discount when the Award Quantity was set to anything other than one. This has been corrected.

'Error Connecting to Autosequence PC' When Running Autosequence Through Operations
CR ID #: 29046
SCR #: 37951

Previously, when running an autosequence that takes longer then eighty nine seconds to complete through operations, the message 'Error Connecting to Autosequence PC' would appear. This has been corrected.

Tendering When Using Filter Seat Causes Breakpoint Error
CR ID #: 29501
SCR #: 37889

Previously, when tendering at least one seat in filter seat mode and clearing the functionality to service total, the following error could occur in certain circumstances.

'Unhandled Exception - BREAKPOINT'

This has been corrected.

'Unhandled Exception' When Using Filter Seat Function
CR ID #: 29708
SCR #: 38083

Previously, when using the filter seat function and voiding items from previous rounds it could cause an 'Unhandled Exception', in POS Operations. This has been corrected.

'Magnetic Card Required' When Using an External Card Reader With 'Require Mag Card Emp ID'
CR ID #: 29748
SCR #: 38132

Previously, when using an external card reader and enabling the employee class option 'Require Mag Card Emp ID', the error 'Magnetic Card Required' could appear in POS Operations. This has been corrected.

Tax Exempt Tendering While in Tray Function Does Not Post to Check
CR ID #: 29231
SCR #: 37650

Previously, when using a tender that had an exempt tax class and using the tray totals function to filter the check, it could result in the tender not posting to the check. Tray totals are not allowed with tax exempt tenders. That is by design. Now a proper message will pop up and let the user know they should use the split check function instead. The filter seat function will also work with tax exempt tenders.

Service Charges and Discounts Are Not Truncating
CR ID #: 29551
SCR #: 37922

Previously, service charges and discounts would not tuncate correctly in POS Operations when enabled in POS Configurator. This has been corrected.

'Do Not Allow Menu Item Waste' Menu Item Class Incorrectly Updates Check Detail
CR ID #: 29722
SCR #: 38104

Previously, in certain situations in Conversational Order Mode, non-wasteable items would display in check detail; this has been corrected.

Recipe Mode May Cause 'Condiment Not Allowed' Error
CR ID #: 26551
SCR #: 35849

Previously, while in recipe mode and selecting a menu item with a condiment set assigned to it, may result in 'Condiment Not Allowed' to appear when closing the recipe mode window. This has been corrected.

Service Totaling While Using Tray Total Function May Result in Negative Amount
CR ID #: N/A
SCR #: 38292

Previously, when using tray totals and paying the check a 'Service 0.01-' message could display. This was due to a rounding error. It has been corrected.

Next Seat Incorrectly Tendering When Using Tray Total Function
CR ID #: N/A
SCR #: 38291

Previously, when using the tray total function and the first seat has been tendered, the next seat would incorrectly tender. An undesired refund may occur to the first seat or the tender of the second seat may not apply to the check. This has been corrected.

KDS

Previous Round Touch Voids Do Not Appear on KDS
CR ID #: 29583
SCR #: 38232

Previously, when executing a touch void of a menu item from a previous round, the voided menu item did not appear on the KDS. This has been corrected.

Orders Sent to KDS Sometimes Appeared Incorrectly with Void Status
CR ID #: 27728
SCR #: 37401

Previously, when an order was sent to a KDS with DOM enabled, and paid, after selecting void twice, the order appeared as voided on the KDS. This has been corrected. Now the message 'Last item void not allowed' will display.

Database Setup

RES 4.9 MR 1 Databases Can Now Be Upgraded to RES 5.0
CR ID #: N/A
SCR #: 38189

Changes have been made to support upgrading a RES 4.9 MR 1 database directly to RES 5.0, with no intervening steps.

Reports

Time Period Report Duplicates Order Type Information
CR ID #: 29113
SCR #: 37865

With the release of RES Version 4.7, when the option bit is set to post previous rounds to the current order type and the user in operations changes order types, the Consolidate System Time Period Total Reportwill show sales for both order types. This has been corrected.

Backoffice GUI

CM Verify Count Translation
CR ID #: N/A
SCR #: 37885

Previously, if configured to translate to a language other than English, CM would encounter issues translating Verify Count within CM. This has been corrected.

Manager Procedures

Manager Procedures on an NT Client May Result in 'Unhandled Exception'
CR ID #: N/A
SCR #: 38295

Previously, running Manager Procedures from POS Operations on an NT client could cause an 'Unhandled Exception', in POS Operations. This has been corrected.

Database

MICROS.struct_xref_cfgTable May Cause Upgrade Problems
CR ID #: N/A
SCR #: 38298

Previously, with the release of RES 4.8 MR4, the table MICROS.struct_xref_cfg was incorrectly updated with the 'struct_seq' value of 111 instead of 112. This may cause upgraded problems. This has been corrected.

Menu Board

Menu Boards May White Screen
CR ID #: 29858
SCR #: 38316

Previously, menu boards could white screen and not reconnect if the application receives a IIS status code of 201. With this release, menu boards will reconnect itself after thirty seconds if white screen occurs.

POS Configurator

Gray Out 'Table Object Alert Only When Seated' if 'Enable Table Object Alerts' is Off
CR ID #: N/A
SCR #: 37877

Previously, if the option 'Enable table object alerts' is not selected, the option 'Table object alert only when seated' can be selected. With this release, when 'Enable table object alerts' is not selected the option 'Table object alert only when seated' will now be grayed out.

Configuration

Navigate to the *POS Configurator | Revenue Center | RVC Touchscreen | Tables*

◆ Enable table object alerts

◆ Table object alert only when seated

Unable to Delete Tables From RVC Table Seating
CR ID #: 29967
SCR #: 38333

Previously, the error message 'Unable to Delete Record' may occur when deleting a new or existing table from RVC Table Seating. This has been corrected.

Print Adaptor

'The Print Job ID is Already in Use' May Occur
CR ID #: N/A
SCR #: 38046

Previously, the error message 'The Print Job ID is Already in Use.' may occur when running the same report simultaneously on two different workstations. This has been corrected.

Changing Kitchen Themes May Cause Print Controller Issues on PCWS 2010
CR ID #: 28786
SCR #: 37330

Previously, when the PCWS 2010 was configured to be the KDS controller, the print controller would need to be reset if a transaction was being entered within twenty to thirty seconds of the kitchen theme being

changed. This has been corrected.

Printing

IDN Printing Did Not Work For Euro and Other Symbols
CR ID #: N/A
SCR #: 38014

Previously, the print translation mechanism did not work properly with IDN printers. This has been corrected. Now with the use of translation files the Euro symbol and other symbols can print to IDN printers for both Win32 and CE clients.

PINpad.dll

POS Operations May Error With 'Unhandled Exception' on PINpad.dll
CR ID #: N/A
SCR #: 38319

Previously, it was possible for POS Operations to error with 'Unhandled Exception' on PINpad.dll. This has been corrected.

Translation

Japanese Translation Label Issues in POS Configurator
CR ID #: 29646
SCR #: 38023

Previously, there were some options that would not show the Japanese translation in POS Configurator. This has been corrected.