



*Restaurant Enterprise Solution  
(RES) Version 4.9  
Maintenance Release 5*

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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 5 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
- ◆ 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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## Maintenance Release 5

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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 4.9 (build 4.9.3.2824) or RES 4.9 Maintenance Release 1, 2, 3 or 4 installed.

#### Before You Begin

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

#### Installation

1. Copy the Maintenance Release, RES\_49\_MR5.exe to the temp folder on your RES Server.
2. Double-click on RES\_49\_MR5.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\_49\_MR5**

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

All maintenance releases will add a row to the database in db\_version\_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db\_module\_desc' will be 'RES 4.9 Maintenance Release 5'. The 'db\_service\_pak\_desc' column will be the same as the RES row.

\*\*\*\*\* 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 5

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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
Dashboard	Reporting by the Hour	N/A/ 38163	7
POS Operations	Support Default Service Total for Timed Orders	31321/ 39018	7

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## Dashboard

### *Reporting by the Hour*

*CR ID #: N/A*

*SCR #: 39010*

Previously, Dashboard reporting would only show in 15 minute increments.

With this release, the Dashboard sales and labor totals can be set to report in either 15 or 60 minute intervals. If the new option bit is enabled, reporting will be by the hour. If the option is disabled (default) then reporting will remain in 15 minute increments.

Labor alerts, KDS alerts, and KDS information will still display in 15 minute intervals.

### Configuration

Enable the new option:

Navigate to *POS Configurator / System / Dashboard / General*

- ◆ Dashboard totals by hour

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## POS Operations

### *Support Default Service Total for Timed Orders*

*CR ID #: 31321*

*SCR #: 39018*

Previously, if the option 'Print check on Expo done' (Devices | Order Devices | KDS | Options) is enabled and the option 'Do not clear screen after transaction' (Devices | User Workstations | Options) was disabled, when future orders were bumped from KDS, they would print the check, but without summary totals or the trailer.

With this release, the issue has been corrected in two ways. One, a new Tender Media option '*Default service total for timed orders*' can be enabled for one service total tender. The system will then automatically use that tender's print options when those Future or Delayed orders get printed. The second part of this solution is that if the new option bit is not enabled for any service total tender, then the system will automatically print the summary totals and trailer on Future and Delayed orders.

### **Configuration**

Enable the new option for one service total tender only:

Navigate to *POS Configurator / Sales / Tender / Media / Service TTL*

- ◆ Default service total for timed orders



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## 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
Interface	ISL Functions do not Display Correctly	31303/ 39010	10
OPS API	Enhanced Discounts Not Applied to API Orders	31215/ 39012	10
POS Operations	Consolidation Issue with Quantity Keys in Order Module then Auto Combo	31349/ 39025	10
	VOIDS Could Cause Enhanced Discounts to not Calculate Correctly	30767/ 38969	11

**Revisions  
Detailed**

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**Interface**

***ISL Functions do not Display Correctly***

CR ID #: 31303

SCR #: 39010

Previously, the ISL functions @TREMPLNAME and @TREMPLFNAME would only display in POS Operations after a check was started. Now they display when a check has not been started as well.

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**OPS API**

***Enhanced Discounts Not Applied to API Orders***

CR ID #: 31215

SCR #: 39012

Previously, when applying an enhanced discount to an API check in POS Operations the price was not adjusted. Both automatic and manually enabled automatic discounts were affected. This has been corrected.

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**POS Operations**

***Consolidation Issue with Quantity Keys in Order Module then Auto Combo***

CR ID #: 31349

SCR #: 39025

Previously, using a quantity key within the Order Module, and then using auto combo recognition could cause items to consolidate incorrectly. This has been corrected.

***Voids Could Cause Enhanced Discounts to not Calculate Correctly***

CR ID #: 30406

SCR #: 38565

Previously, enhanced discounts could be calculated incorrectly if there were multiple items from the Award MI Set on the check and one of those was direct voided. This has been corrected.

## **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**

No new features have been implemented in this version.

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## 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 new 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 4.9 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
POS Operations	Base Floor Limits Interfering with Second Floor Limit	30767/ 38969	14
	Incorrect 'Prompt for Check Employee' Function	31104/ 38970	15
TMS User Interface	Unable to Assign Tables to Sections Using Multiple Touchscreens if Host Mode is Enabled	31172/ 38966	15

## Revisions Detailed

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### POS Operations

#### *Base Floor Limits Interfering with Second Floor Limit*

CR ID #: 30767

SCR #: 38969

When both a Base Floor limit and a Secondary Floor limit are defined, a secondary authorization would be performed even if the amount were below the secondary limit. This has been corrected.

### ***Incorrect 'Prompt for Check Employee' Function***

CR ID #: 31104

SCR #: 38970

Previously, when using the function 'Prompt for Check Employee', the user was displayed with a list of employees that required employee object number instead of employee ID. This has been corrected.

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## **TMS User Interface**

### ***Unable to Assign Tables to Sections Using Multiple Touchscreens if Host Mode is Enabled***

CR ID #: 31172

SCR #: 38966

Previously, the user would only be allowed to assign tables to a section in multiple touchscreens if host mode was disabled. 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**

No new features have been implemented in this version.



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**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 new 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 4.9 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
Printing	Sales Recording Module Printing Failures	N/A/ 38889, 38890	19
	Ordering Module Failed to Consolidate	N/A/ 38855	19
TMS Service	TMS Default Timeout Setting Too Short	31059/ 38831	20
	TMS Service Unable to Table Suggest	30705/ 38702	21
POS Operations	Keyboard Output Period (.) Fails to Display	30940/ 38790	21
	POS Operations Could Close When Drawing TMS Legends	N/A/ 38920	21
Reports	Consolidated Revenue Center Menu Item Sales Summary Report Errors When Sales Quantity is Zero	30990/ 38844	21
OPS API	Runner Chit Failed to Print When Configured as DOM Using the API	N/A/ 38854	22

Module	Revision	CR ID/ SCR	Page
KDS - Display APP	Incorrect Combo Meal Sorting on KDS	29869/ 38919	22
KDS - Controller	Incorrect Sorting on KDS with Fire on Next Enabled	31097/ 38897	22

## Revisions Detailed

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### Printing

#### *Sales Recording Module Printing Failures*

CR ID #: N/A

SCR #: 38889,38890

Previously, the Sales Recording Module (SRM) device could fail to print if configured to backup to a CE client when directed from a Win32 client. Also Win32 clients failed to auto cut customer receipts and reports. Additionally 40-column reports as well as User Workstation (UWS) reports could fail to print. These issues have been corrected.

#### *Ordering Module Failed to Consolidate*

CR ID #: N/A

SCR #: 38855

Previously, when selecting *RVC Print Design / Guest Checks* Consolidation Mode drop down, 'Consolidate all items' and 'Consolidate like items', like items ordered from the Ordering Module would fail to consolidate. This has been corrected.

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## TMS Service

### *TMS Default Timeout Setting Too Short*

*CR ID #: 31059*

*SCR #: 38831*

The TMS default timeout setting could cause errors when the system was under duress.

1. To extend the timeout setting, the following registry change can be made:
2. From the run line enter, regedit.exe (Registry Editor). (An administrative password is required.)
3. Navigate to Computer | HKEY\_LOCAL\_MACHINE | Software | MICROS | 3700 | OPS
4. Right click to add new DWORD Value.
5. Enter in TMSRequestTimeout as New Value #1.
6. Highlight new DWORD and right click.
7. Select Modify.
8. Select Decimal.
9. Enter in desired timeout setting for Value data.

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**Note** *This registry setting must be completed for each client as well as the server.*

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### ***TMS Service Unable to Table Suggest***

CR ID #: 30705

SCR #: 38702

The TMS Service was failing to suggest a table if a server was not assigned to a table. This has been corrected.

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## **POS Operations**

### ***Keyboard Output Period (.) Fails to Display***

CR ID #: 30940

SCR #: 38790

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

### ***POS Operations Could Close When Drawing TMS Legends***

CR ID #: N/A

SCR #: 38920

Under certain circumstances, POS Operations could close unexpectedly when trying to draw TMS legends. This has been corrected.

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## **Reports**

### ***Consolidated Revenue Center Menu Item Sales Summary Report Errors When Sales Quantity is Zero***

CR ID #: 30990

SCR #: 38844

The 'Consolidated Revenue Center Menu Item Sales Summary Report' would error with 'Division by zero' if the Sales Quantity column total was zero. This has been corrected.

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## **OPS API**

### ***Runner Chit Failed to Print When Configured as DOM Using the API***

*CR ID #: N/A*

*SCR #: 38854*

Previously, when an API employee sends an order to the KDS while in Dynamic Order Mode (DOM) and the order is bumped, the configured runner chit failed to print. This has been corrected.

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## **KDS - Display APP**

### ***Incorrect Combo Meal Sorting on KDS***

*CR ID #: 29469*

*SCR #: 38919*

Previously, when using the 'Combo It' function in POS Operations, the main combo item would fail to sort to the top of the KDS chit. This has been corrected.

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## **KDS - Controller**

### ***Incorrect Sorting on KDS with Fire on Next Enabled***

*CR ID #: 31097*

*SCR #: 38897*

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

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## 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

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

Module	Revision	CR ID/ SCR	Page
Printing	Sales Recording Module (SRM) Now Supported	N/A/ 38365	23
PINpad.dll	Support Added for Protégé	N/A/ 38396	30
OPS API	Support Added For Allowed Condiments From API	N/A/ 38410	31

### New Features Detailed

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#### Printing

##### *Sales Recording Module (SRM) Now Supported*

CR ID #: N/A

SCR #: 38365

Starting in November 2011 all restaurants in the province of Quebec must use a Sales Recording Module (SRM) for every printer that prints a customer's receipt. To connect this device you will need to have the Quebec SRM, an Epson TM88 serial print (this is the only printer at this time that is supported), a female to female db9 null modem, and a db9 to db25 serial cable.

For more information about the SRM please visit the Revenue Quebec web site at:

[http://www.revenu.gouv.qc.ca/en/ministere/evasion\\_fiscale/restauration/mev/mev.aspx](http://www.revenu.gouv.qc.ca/en/ministere/evasion_fiscale/restauration/mev/mev.aspx)

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**Note**



*RES 4.9 MR2 or higher must be installed to be able to use the SRM device.*

*Please upgrade to version 4.9 MR2 or higher if currently on a previous version prior to connecting the SRM device.*

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**Note**



*The option 'Suppress Guess Check Printing' is not compatible when SRM is enabled.*

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To configure the SRM device please refer to the documentation at the following address:

<http://www.revenu.gouv.qc.ca/en/sepf/publications/in/in-577.aspx>

Once the SRM device is configured, powered on and the software is at least at version 4.9 MR2, the following changes will need to be made within Configurator.

## **Configuration**

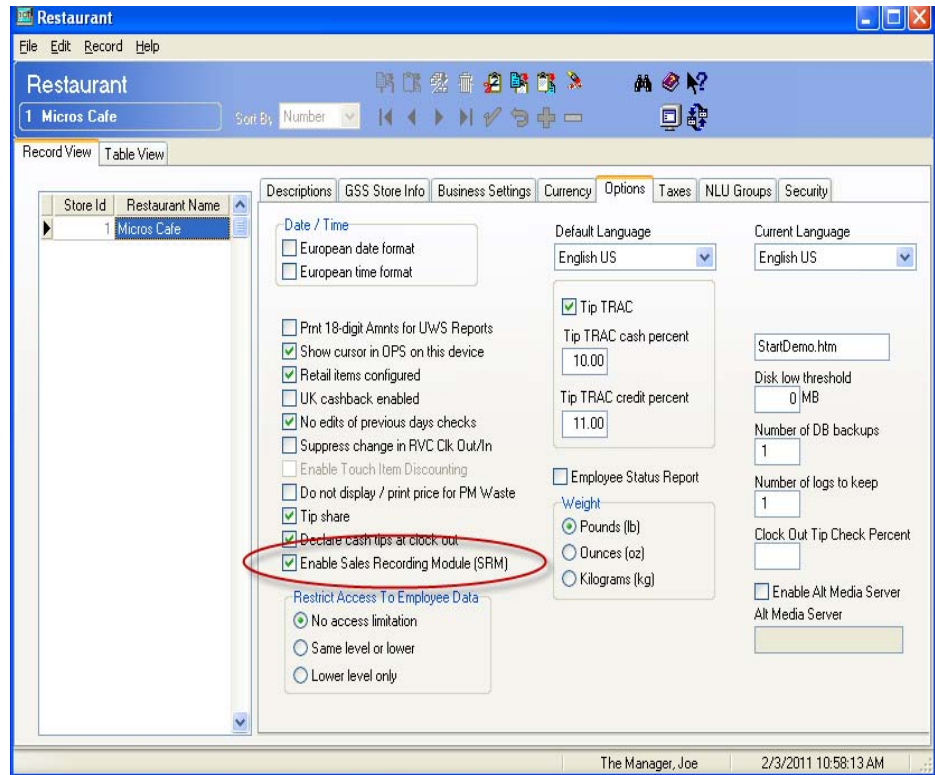
### **1. Enable the New Sales Recording Module Option**

Setup the recording of the references for the entire system.

Navigate to the *POS Configurator / System / Restaurant / Options*

- ◆ Enable Sales Recording Module (SRM)





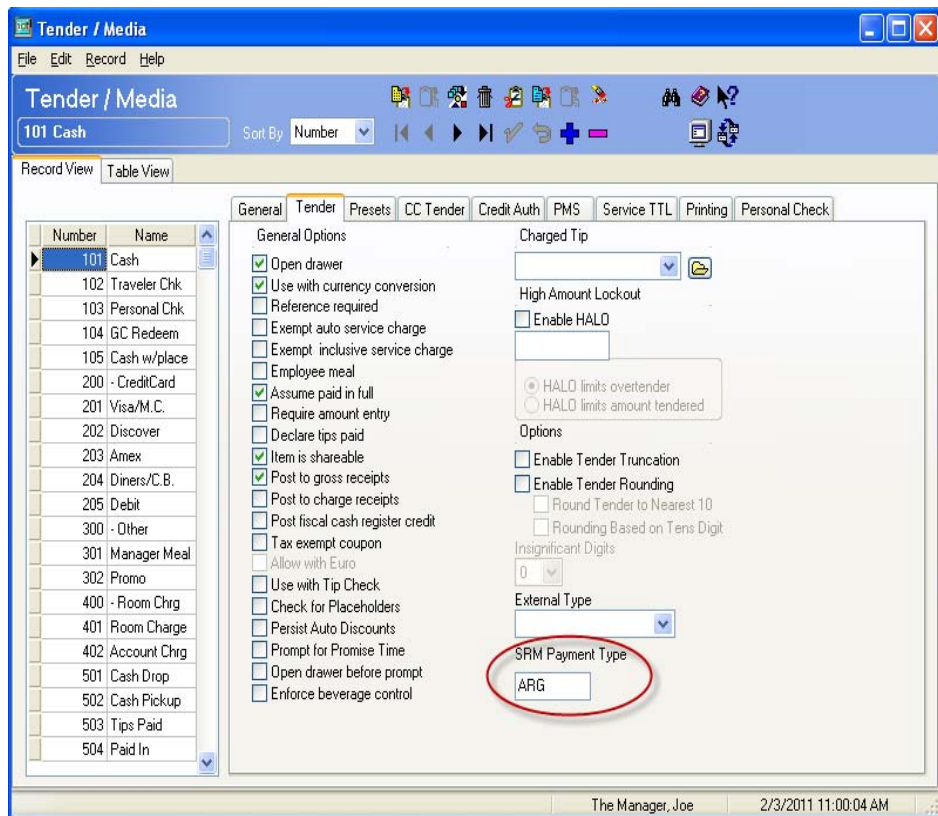
## 2. Define SRM Payment Type

For each tender type, a defined SRM payment type is required. Once a tender is accepted at the POS, the SRM device will record the configured code.

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

- ◆ Enter one of the following abbreviations for each tender:
  - ARG - Cash
  - AUT - Other
  - CRE - Credit
  - DEB - Debit

**Note** All abbreviation must be done in caps.  
If a payment type is accepted at the POS and the SRM device does not recognize the tender, then the code 'SOB' will be recorded to the SRM device.  
If multiple tenders are accepted at the POS, the SRM device will record the payments as a 'MIX'.



- ◆ All payment types must have the following options enabled:
  - Print Summary Total
  - Print Check Trailer
  - Print Check

- Print Memo Check
- ◆ All service total types must have the following options enabled:
  - Print Summary Totals
  - Print Check Trailer

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**Note** *All other options at site discretion.*

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### 3. Duplicate Check

Create a new tender with the same properties as *Print Check*. Enable the *Duplicate check* option to allow the user to print checks that will not be turned over to the customer.

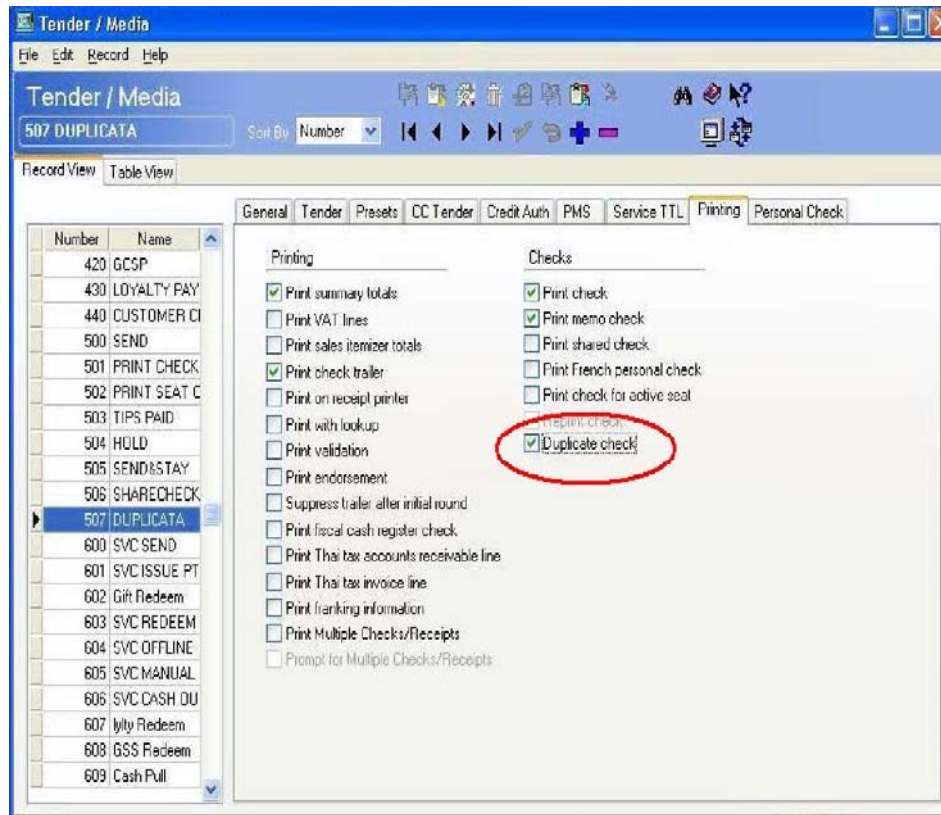
Navigate to the *POS Configurator / Sales / Tender/Media / Printing*

- ◆ Duplicate check

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**Note** *Duplicate and Reprint check should not both be enabled.*

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Navigate to the *POS Configurator / Devices / Touchscreen Designer*

Add the new *Duplicate* tender to touchscreens.

Category = Function: Tender/Media Number

Function = 'Duplicate'

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**Note** *The Duplicate tender key is typically configured near all print check buttons.*

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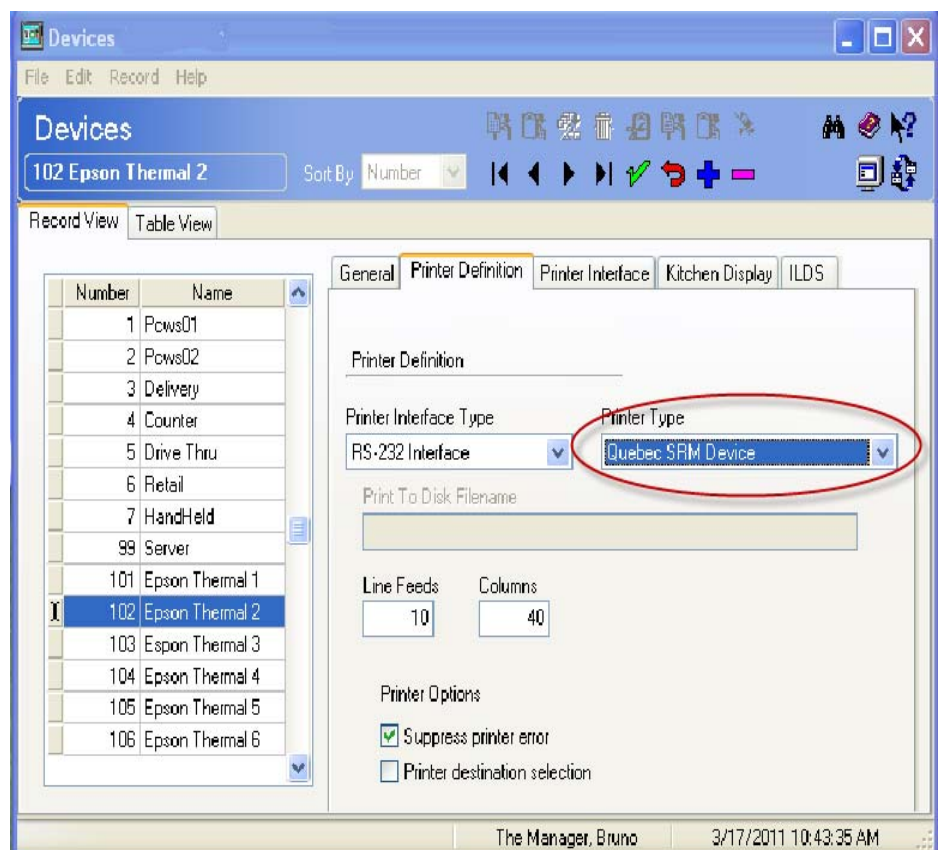
#### 4. Define New Printer Type

For each User Workstation that has a Customer Receipt Printer, Guest Check Printer or Memo Check Printer the printer type must be configured to *Quebec SRM Device*.

**Note** *Backup printers configured for customer receipt printing are required to be SRM devices.*

Navigate to the *POS Configurator / Devices/ Device / Printer Definition / Printer Type*

- ◆ Quebec SRM Device



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## POS Configurator

### *Support Added for Protégé*

*CR ID #: N/A*

*SCR #: 38396*

With this release, support for the Protégé has been added. The Protégé provides a color marketing display, and order confirmation device. The Protégé functions as an extension of the workstation in order to make ringing transactions more efficient. During a transaction, the operator will ring items into their workstation. The Protégé will display items as they are rung.

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**Notes** *Only one of the following peripherals can be assigned to a workstation:*

- 1. Verifone MX870*
- 2. Protégé*
- 3. PINpad*
- 4. ViVOpay*

*At this time the following clients support the Protégé:*

- 1. Workstation 4LX*
- 2. Workstation 5*
- 3. Workstation 5A*

*The Win32 client will support the Protégé at a later time.*

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For configuration instructions refer to the *Protégé Setup Guide MD0003-166*.

Located on Member Services: *Product Support / MICROS Products / RES / Protégé*

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## OPS API

### *Support Added For Allowed Condiments From API*

*CR ID #: N/A*

*SCR #: 38410*

With this release, support has been added for allowed condiments to be entered from the API correctly. Previously, the API treated all condiments as required condiments. This caused print groups to incorrectly print. Now the API correctly sorts condiments on remote printing chits.

## 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
CC -TR Driver	Increase Number of Vouchers Printed	N/A/38423	33
POS Operations	Support Added to Print Multiple Copies of a Memo Check	N/A/38661	33
	Table Suggestion Process Will Now Change Screens if Table is on a Different Screen	N/A/38581	33
	Dirty Icon Will Persist After Payment	N/A/38580	34
	Dining Course Icons and Dining Course Colors Remain After Check Has Been Printed	N/A/38580	34



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## CC - Tender Request Driver

### *Increase Number of Vouchers Printed*

CR ID #: N/A

SCR #: 38423

With this release, the Tender Request Credit Card Driver now allows up to four vouchers to be printed. Previously it could only print two vouchers.

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#### **Note**

*This is a requirement for Europay, MasterCard and VISA (EMV).*



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## POS Operations

### *Support Added to Print Multiple Copies of a Memo Check*

CR ID #: N/A

SCR #: 38661

With this release, support has been added for multiple copies of a memo check to print when the feature 'Print multiple checks/receipts' is enabled. Previously only guest checks and customer receipts would print multiple copies if this option was enabled.

### *Table Suggestion Process Will Now Change Screens if Table is on a Different Screen*

CR ID #: N/A

SCR #: 38581

With this release, support has been added to allow the 'Table Suggestion Process' to change screens if the next table is on a different screen. This is conducive for a multiple floor establishment.

***Dirty Icon Will Persist After Payment***

*CR ID #: N/A*

*SCR #: 38580*

With this release, support has been added to allow the dirty icon to remain on the table object even if payment has been rendered.

***Dining Course Icons and Dining Course Colors Remain After Check Has Been Printed***

*CR ID #: N/A*

*SCR #: 38580*

With this release, support has been added to allow Dining Course Icons and Colors to remain on the table object after the guest check has been printed.

## 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
API	WebAPI Client Unable to Refresh Status When Sent to Front of House	N/A/ 29215	39
	Transaction API Unable to Order Combo Side Items With Quantity Greater Than One	30174/ 35671	39

Module	Revision	CR ID/ SCR	Page
POS Operations	Unable to Touch Refill Multiple Menu Items	30148/ 38466	40
	Returns Do Not Decrement Guest Count	29732/ 38406	40
	Changing Quantity of Menu Item Without a Build Screen Causes Return to RVC's Default Screen	29610/ 38407	40
	Delayed Orders Don't Remote Print if Original Client is Unavailable	N/A/ 38394	40
	Hard Coded Credit Card Tender Causes 'Invalid Card Type'	30266/ 338531	41
	Void Close Check Causes a Service Totaled Check	25866/ 35249	41
	Cover Entry Prompted Twice	29946/ 38398	41
	Service Totaling Can Bypass Required Condiments	29927/ 38399	41
	Loss of Calibration in Check Detail if 'Display prefix on condiment's line' is Not Enabled	29917- 1/ 38400	42
	Incorrect Truncation of Service Charges and Discounts	N/A/ 38458	42
	Updating Quality Produced a Void Validation Chit	30170/ 38486	42
	Build Screens Fail to Display When Default SLU are Linked to a Touchscreen	30161/ 38479	42
	Split Check Could Result in Require Condiments Failing to Prompt	30203/ 38501	43

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
	Using the Same Combo Group Multiple Times in Side Items May Cause Error	30153/ 38468	43
	Using Multiple Floor Plans Could Cause Key Redrawing Issues	N/A/ 38674	43
	Quick Seat By Double Tap Feature Could Be Ignored	N/A/ 38580	43
	Show Next Available Table Will Not Allow a Table Suggestion When Tables Are Unavailable	N/A/ 38580	44
POS Configurator	Protégé Devices Unable to Have Duplicate IP Addresses	N/A/ 38540	44
	Ordering Module Fails to Apply Automatic Discount When Using Quantity Keys	29884/ 38403	44
	Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For POSAPI Printing	N/A/ 38395	44
Desktop	Red Dot Causes User To Be Stranded On Secure Prompt	29907/ 38401	46
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Module	Revision	CR ID/ SCR	Page
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	Reprint Closed Check Doesn't Print Menu Items When 'Special on Demand' is Enabled	30233/ 38518	47
	Discounts and Inclusive Tax Resulted Incorrect Sales Tax Amount	30123/ 38444	48
Peripherals	Biometric Fingerprint Reader Could Cause Error on WS4	29792/ 38404	48
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Module	Revision	CR ID/ SCR	Page
KDS - Controller	List Mode Fails to Display Numbered Ordered	N/A/ 38635	51
KDS - Reports	Error May Occur When Menu Item Posting Overlaps Time Periods	30109/ 38436	51
ISL	SIM May Cause Condiments to Void Once Service Totaled	30045/ 38386	52
TMS - User Interface	Joint Table Function Doesn't Persist After Service Totaling	30208/ 38503	52
TMS - TMS Service	Table Suggestion Process Could Cause Error	30626/ 38670	52

## Revisions Detailed

---

### API

#### *WebAPI Client Unable to Refresh Status When Sent to Front of House*

CR ID #: N/A

SCR #: 29215

Previously, when an order was rung at a web API client while the restaurant status was off, the API status would correctly report closed. When the restaurant was changed to Front of House and another web API order was rung, it would still report closed. This has been corrected.

#### *Transaction API Unable to Order Combo Side Items With Quantity Greater Than One*

CR ID #: 30174

SCR #: 35671

Previously when the user performed an order with a combo side item with a quantity greater than one through the transaction API, the order would only show a quantity of one. This has been corrected.

---

## **POS Operations**

### ***Unable to Touch Refill Multiple Menu Items***

*CR ID #: 30148*

*SCR #: 38466*

Previously when the user performed a touch refill on multiple menu items on a previous round, only the first menu item highlighted would refill. This has been corrected.

### ***Returns Do Not Decrement Guest Count***

*CR ID #: 29732*

*SCR #: 38406*

Previously, when using the return key on a menu item that increments guest count, the guest count would not decrement. This has been corrected.

### ***Changing Quantity of Menu Item Without a Build Screen Causes Return to RVC's Default Screen***

*CR ID #: 29610*

*SCR #: 38407*

Previously, when using the quantity key in a COM database, operations would return to the RVC's default screen if the menu item did not have a build screen assigned to it. This has been corrected.

### ***Delayed Orders Don't Remote Print if Original Client is Unavailable***

*CR ID #: N/A*

*SCR #: 38394*

Previously, delayed orders would not fire to remote printers at the designated time if the client ordered from was unavailable. This has been corrected.



***Hard Coded Credit Card Tender Causes 'Invalid Card Type'***

CR ID #: 30266

SCR #: 38531

Previously, using a hard coded credit card tender key would result in an 'Invalid Card Type' when processing credit cards. This has been corrected.

***Void Close Check Causes a Service Totalled Check***

CR ID #: 25866

SCR #: 35249

Previously, when using the *Void Close Check* function during a transaction, the check would remain opened without menu items. This has been corrected.

---

***Note*** *Now the Void Close Check function can only be used if a transaction has not been started.*

---

***Cover Entry Prompted Twice***

CR ID #: 29946

SCR #: 38398

Previously, when enabling the employee class options, 'Cover entry required' and 'Check ID entry required' operations would prompt for cover entry twice. This has been corrected.

***Service Totaling Can Bypass Required Condiments***

CR ID #: 29927

SCR #: 38399

Previously, it was possible to service total a check without fulfilling a menu items required condiments. This has been corrected.

***Loss of Calibration in Check Detail if 'Display prefix on condiment's line' is Not Enabled***

CR ID #: 29917-1

SCR #: 38400

Previously, in COM if the revenue center option 'Display prefix on condiment's line' was not enabled, the check detail could lose calibration after entering condiments to a menu item. This has been corrected.

***Incorrect Truncation of Service Charges and Discounts***

CR ID #: N/A

SCR #: 38458

Previously, on a zero decimal database, truncation of service charges and discounts will incorrectly round up. This has been corrected.

***Updating Quality Produced a Void Validation Chit***

CR ID #: 30170

SCR #: 38486

Previously, when the RVC Print Design option 'Print void / return validation chit' is enabled and the function 'Update Quantity' is performed on a pervious round check, a void validation chit would print. This has been corrected.

***Build Screens Fail to Display When Default SLU are Linked to a Touchscreen***

CR ID #: 30161

SCR #: 38479

Previously, in POS Operations, when using a display that allows menu items, build screens and SLU groups to appear on the same touchscreen, the result is that the build screens do not appear after the first menu item has been selected. This has been corrected.

***Split Check Could Result in Require Condiments Failing to Prompt***

CR ID #: 30203

SCR #: 38501

Previously, after splitting a check it was possible that menu items could fail to prompt for required condiments. This has been corrected.

***Using the Same Combo Group Multiple Times in Side Items May Cause Error***

CR ID #: 30153

SCR #: 38468

Previously, when a combo meal is configured to have the same combo group multiple times as a side item, it was possible that the items would fail to display or incorrectly add condiments. This has been corrected.

***Using Multiple Floor Plans Could Cause Key Redrawing Issues***

CR ID #: N/A

SCR #: 38674

Previously, when using multiple floor plans with touchscreens with multiple areas, it was possible for the POS Operations to redraw touchscreen keys randomly when changing screens. This has been corrected.

***Quick Seat By Double Tap Feature Could Be Ignored***

CR ID #: N/A

SCR #: 38580

Previously, when using the 'Quick Seat' feature it was possible that the double tap function could be ignored. This has been corrected.

***Show Next Available Table Will Not Allow a Table Suggestion When Tables Are Unavailable***

CR ID #: N/A

SCR #: 38580

Previously, the 'Show Next Available Table' would suggest a table that was set as 'unavailable'. This has been corrected.

---

**POS Configurator**

***Protégé Devices Unable to Have Duplicate IP Addresses***

CR ID #: N/A

SCR #: 38540

Previously when multiple Protégé devices were used in one establishment, the internal IP Address of each device would need to be unique. This has been corrected.

***Ordering Module Fails to Apply Automatic Discount When Using Quantity Keys***

CR ID #: 29884

SCR #: 38403

Previously, when using the quantity keys within the ordering module, the automatic discount would fail to apply. This has been corrected.

***Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For POSAPI Printing***

CR ID #: N/A

SCR #: 38395

With this release, it is now possible to easily configure remote order device printing to include print group sections, print group sub-sections and support for POSAPI Printing.

## Configuration

### 1. Print Group Sections

Navigate to the *POS Configurator | Sales | Print Groups*

- ◆ Show print group section

Enable this option to have the Print Group name print on Remote Order chits.

The Section label prints just one time above the first menu item of that print group exactly as listed in the print group name fields.

### 2. Print Group Sub Sections

Navigate to the *POS Configurator | Sales | Print Groups*

- ◆ Show print group sub section

Enable this option to have the Print Group name print on Remote Order chits.

The Sub Section label prints above each menu item with a number incrementing by 1 for each menu item in that print group. The incrementing number does not go up by more than one when items are ordered in quantity.

---

**Note** *This option is not supported to work with combo meals.*

---

### 3. Printing at POS only

Navigate to the *POS Configurator | Devices | User Workstation | Options | General*

- ◆ Order device printing at POS only

This option applies only to POSAPI and POSAPI Web Service clients, because they do not support SIM code directly.

Enable this option bit to cause Remote Order Device printing to be re-routed from a POSAPI client to a workstation that supports SIM/ISL files.

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

#### **4. Print Group Labels**

Navigate to the *POS Configurator / Devices / Order Devices / Options / Sorting/Formatting*

- ◆ Show print group labels

Enable this option to have print group labels show on specific remote order printers.

The print group labels and options must also be configured in:

*POS Configurator / Sales / Print Group*

For more information on these features, please refer to RES 4.8 Maintenance Release 4 Readme First.

---

## **Desktop**

### ***Red Dot Causes User To Be Stranded On Secure Prompt***

*CR ID #: 29907*

*SCR #: 38401*

It is possible for the user to receive a red dot within the secure prompt for MICROS Desktop. The red dot indicates that a connection to the database could not be established. A green dot indicates a connection has been made to the database. The red dot can appear when a hard shutdown of the server with Secure Desktop enabled has occurred. This could result in the MICROS Desktop security prompt loading prior to a connection to the database.

Previously if a user received a red dot, the user could be stranded on the secure prompt.

With this release, if the user finds themselves presented with a red dot, the user can select the enter key and the MICROS Desktop will try to reconnect to the database.

***Logging Off the MICROS Desktop Will Not Respond if Human Resources Forms are Minimized***

CR ID #: 28988

SCR #: 38408

Previously, it was possible for the MICROS Desktop to not respond and force closure. This could occur when the user logged off the MICROS Desktop while a Human Resources form was minimized. This has been corrected.

---

**Printing**

***Item Discount Fails to Print to Journal When Done in a Separate Round***

CR ID #: 29900

SCR #: 38402

Previously, when applying a discount to an item rung in a previous round, the discount would not print to the journal. This has been corrected.

***Reprint Closed Check Doesn't Print Menu Items When 'Special on Demand' is Enabled***

CR ID #: 30233

SCR #: 38518

Previously, when reprinting a closed check with the 'Special on demand' feature enabled, the menu items would not print. Only the subtotal, tax and payment would print. This has been corrected.

***Discounts and Inclusive Tax Resulted Incorrect Sales Tax Amount***

CR ID #: 30123

SCR #: 38444

Previously, when applying a discount to a menu item with inclusive tax configured, the sales tax would be incorrect. This has been corrected.

---

**Peripherals**

***Biometric Fingerprint Reader Could Cause Error on WS4***

CR ID #: 29792

SCR #: 38404

Previously, on WS4 clients CAL would exclude the DigitalPersona folder causing the error 'Unidentified USB Device' to occur. This happened due to the name value of the setup.dat not matching the name of the folder that CAL is trying to pass. This has been corrected.

***Combo Meals Last Default Condiment Appears On Rear Display***

CR ID #: 29705

SCR #: 38079

Previously, when fulfilling a combo meal placeholder, the last default condiment of the menu item would appear on the rear display. The menu item name should have appeared on the rear display. This has been corrected.



---

## Reports

### ***Void Reason Report Does Not Include Combo Meals Voided with Numeric Entry***

CR ID #: 29778

SCR #: 38405

Previously, when voiding a combo meal with the numeric key pad greater than one, the void reason report would only show one combo as a void. This has been corrected.

---

## Menu Board

### ***Menu Boards May White Screen and Not Reconnect***

CR ID #: 29858

SCR #: 38409

Previously, menu boards could white screen and not reconnect if the application received an IIS status code of 201, caused by networking issues. With this release, menu boards will reconnect after thirty seconds if such network issues occur.

---

## CAL

### ***BY DESIGN, McrsCAL will Not Install Package if NAME in Setup.dat Does Not Match Folder***

CR ID #: N/A

SCR #: 38411

In RES 4.8 and later, if a CAL package's setup.dat does not have a PRODUCT value then McrsCAL compares the NAME string from the setup.dat with the package folder name. If these strings don't match, McrsCAL won't install the package. The work around for this is to make the folder name match the NAME in setup.dat.

---

## Enterprise Management

### *EM Concept Database Decimal Conversion Fails if Executed More Than Once*

CR ID #: 30351

SCR #: 38546

Previously, when converting the decimal place in a Enterprise Management (EM) concept database more than once the change will be ignored and remain the same. This has been corrected.

---

**Note** *Decimal places for all EM corporate databases must match the Master database.*

---

### *Menu Item Price Sequence Number Expanded*

CR ID #: 30245

SCR #: 38520

Database updates would not work when a menu item price record had a mi\_price\_seq that exceeded 10,000,000. This has been corrected by changing the data type of columns involved from SEQ\_NUM to SEQ\_NUM\_EX.

---

## Credit Card Settle

### *Add/Transfer Check Post Credit Card Detail Twice*

CR ID #: 30522

SCR #: 38632

Previously, when reopening a closed check that has a credit card payment posted and performing an add/transfer will cause a double charge to the cardholder if the check is closed. This has been corrected.

---

## Manager Procedures

### *Manager Procedures Fails to Show Accurately on WS5A CE*

CR ID #: N/A

SCR #: 37752

Previously, the WS5A CE client and any other device running a CE 6.0 R3 platform could fail to display all forms in manager procedures. The user would have to tap the screen to get all forms to display. This has been corrected.

---

## KDS - Controller

### *List Mode Fails to Display Numbered Ordered*

CR ID #: N/A

SCR #: 38635

Previously, when KDS is configured to use list mode, only the first chit would be numbered. This has been corrected.

---

## KDS - Reports

### *Error May Occur When Menu Item Posting Overlaps Time Periods*

CR ID #: 30109

SCR #: 38436

Previously, when menu items are being posted between multiple time periods on the same check, an error would occur. This affected KDS reports. This has been corrected.

---

## ISL

### *SIM May Cause Condiments to Void Once Service Totaled*

CR ID #: 30045

SCR #: 38386

Previously, when using SIM to add menu items to check detail, selecting service total could result in the added menu item and it's required condiments being voided. This has been corrected.

---

## TMS - User Interface

### *Joint Table Function Doesn't Persist After Service Totaling*

CR ID #: 30208

SCR #: 38503

Previously, when using the 'Join table' function, it was possible for tables to be un joined after service totaling. This could occur if one workstation was used to join the tables and another workstation was used to service total the check. This has been corrected.

---

## TMS - TMS Service

### *Table Suggestion Process Could Cause Error*

CR ID #: 30626

SCR #: 38670

Previously, when using the 'Table Suggestion Process' it was possible to encounter the error 'TMS request failed'. This could occur when the OPS clients would send requests to the TMS Service and the response time is too long. 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 version.

Module	Feature	SCR	Page
Common - Database Manager	How to Update Concept Databases	N/A/ 38601	53

---

## Common - Database Manager

### *How to Update Concept Databases*

*CR ID #: N/A*

*SCR #: 38213*

With the release, a NovaFixRES\_49\_MR2.mcs file has been included in the Database\Data folder. This file is used to update Enterprise Management (EM) concept databases.

Steps to update concept databases:

1. Apply RES Version 4.9 Maintenance Release 2 to corporate.
2. Open Database Manager.
3. 'Select Database'
4. Select Concept from drop down.
5. Navigate to the NovaFixRES\_49\_MR2.mcs in the Database\Data folder.
6. Select 'Apply'

7. Repeat for all concepts.

## 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

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	55

### 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.

## 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	57
POS Operations	Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For API POS Printing	N/A/ 38233	58
ISL	SIM Support Added for Future Orders	N/A/ 38229	63
	Barcode SIM Event	N/A/ 38230	63



---

## 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] =
"1234567890123456789012345678901234567890"
format line as @REDON,
"1234567890123456789012345678901234567890", @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_TPEDEF[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
```



## 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	68
	'Validate Block Numbers' Options Can Prompt That Address is Outside the Delivery Area	29195/ 37867	69

Module	Revision	CR ID/ SCR	Page
POS Operations	Automatic Discounts Applying Incorrect Amount	29688/ 38194	69
	Manually Enabled Automatic Discounts Incorrectly Applying	29388/ 38231	69
	Quantity Threshold and Multi-Item Price Threshold Discounts Incorrect with Award Quantity Greater Than One	N/A/ 38234	69
	'Error Connecting to Autosequence PC' When Running Autosequence Through Operations	29046/ 37951	70
	Tendering When Using Filter Seat Causes Breakpoint Error	29501/ 37889	70
	'Unhandled Exception' When Using Filter Seat Function	29708/ 38083	70
	'Magnetic Card Required' When Using an External Card Reader With 'Require Mag Card Emp ID'	29748/ 38132	71
	Tax Exempt Tendering While in Tray Function Does Not Post to Check	29231/ 37650	71
	Service Charges and Discounts Are Not Truncating	29551/ 37922	71
	'Do Not Allow Menu Item Waste' Menu Item Class Incorrectly Updates Check Detail	29722/ 38104	72
	Recipe Mode May Cause 'Condiment Not Allowed' Error	26551/ 35849	72
	Service Totaling While Using Tray Total Function May Result in Negative Amount	N/A/ 38292	72

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
	Next Seat Incorrectly Tendering When Using Tray Total Function	N/A/ 38291	72
KDS	Previous Round Touch Voids Do Not Appear on KDS	29583/ 38232	73
	Orders Sent to KDS Sometimes Appeared Incorrectly with Void Status	27728/ 37401	73
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## Revisions Detailed

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### 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.

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**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 than 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 truncate 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.



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## **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.

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## **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.

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## 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 Report will show sales for both order types. This has been corrected.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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.

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## **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.

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## **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.

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## **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.