



*Restaurant Enterprise Solution
(RES) Version 4.9
Maintenance Release 9*

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 9 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.

Upgrading RES

The following versions of RES 4.x (and lower), can be upgraded to 4.9 MR9 without losing any fixes from those previous releases:

- ◆ 4.0 HF3
- ◆ 4.1 HF3
- ◆ 4.3 HF2
- ◆ 4.4
- ◆ 4.5 MR1
- ◆ 4.6 MR1
- ◆ 4.7 MR4
- ◆ 4.8 MR7
- ◆ 4.9 MR8

Example: Any released 4.9 build from 4.9 thru 4.9 MR8 can be upgraded to 4.9 MR9.

Declarations

Warranties

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Maintenance Release 8

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, 4, 5, 6, 7 or 8 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_MR9.exe to the temp folder on your RES Server.
2. Double-click on RES_49_MR9.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_MR9

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

***** Reminder *****

It is recommended that custom applications be re-installed and tested after applying any upgrade to a RES system. This includes, SQL scripts that add or alter custom stored procedures.

***** Reminder *****

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

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

Maintenance Release 9

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
POS API	Enhanced Error Reporting with Transaction Web Service	N/A/ 39612	7

Enhancements Detailed

POS API

Enhanced Error Reporting with Transaction Web Service

CR ID #: N/A

SCR #: 39612

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

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

[ErrorCode] Error Text

What's Revised?

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Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
POS Operations	Min\Max Condiments not Working Correctly with COM	32703/ 39583	8

Revisions Detailed

POS Operations

Min\Max Condiments not Working Correctly with COM

CR ID #: 32703

SCR #: 39583

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

Maintenance Release 8

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**Enhancements
Summarized**

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Revisions Summarized

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Module	Revision	CR ID/ SCR	Page
MDSHTTP Service	MDSHTTPService could Stop Unexpectedly	N/A/ 39536	12
POS Operations	Partial CC Payment via API Web Client Closes Check	N/A/ 39483	12
	POS Operations Freezes Up or Closes Down on Handheld After Printing CC Voucher	N/A/ 39501	12
	API Orders Fired from Host Workstation Causes Outstanding Tax and Order Type Variance	32461/ 39494	13
TMS	Database Deadlock Issues	N/A/ 39481	13

Revisions
Detailed

MDSHTTPService

MDSHTTPService could Stop Unexpectedly

CR ID #: N/A

SCR #: 39536

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

POS Operations

Partial CC Payment via API Web Client Closes Check

CR ID #: N/A

SCR #: 39483

Previously, when making a partial Credit Card payment via the API Web Client on a re-opened closed Check, the Check was prematurely closed without full payment. Therefore, this check could not be accessed to make the final payment. This has been corrected.

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

CR ID #: N/A

SCR #: 39501

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

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

CR ID #: 32461

SCR #: 39494

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

TMS

Database Deadlock Issues

CR ID #: N/A

SCR #: 39481

Previously, with Table Management enabled, it was possible to get database deadlocks related to the sptms_refresh_table_status and sp_postsaleEx procedures. With this release, Table Management has a dedicated connection to the database instead of opening and closing the connection each time an action is required. This dedicated connection, along with other changes made to stored procedures and views, will both avoid deadlocks and improve the speed performance on Table Management functions.

Maintenance Release 7

What's New?

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New Features Summarized

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Revisions Summarized

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Module	Revision	CR ID/ SCR	Page
Database	Last Item Voids Post Differently than Touch Voids	31572/ 39130	18
KDS	KDS Controller Could Randomly Close	N/A/ 39234	19
POS Operations	POS Operations Closed Unexpectedly When Finalizing a Credit Card When Using the Tendering Request Driver (CaTR)	31141/ 39179	19
	POS Operations Always Consolidates Condiments	29613/ 39183	19
	POS Operations can slow Down When Other Clients are getting a Database Download	N/A/ 39181	20

Module	Revision	CR ID/ SCR	Page
POS API	Order Device Output Contained Extra Blank Lines When Submitted From the API	N/A/ 39193	20
	Condiment Override Order Device Output not Working When Submitted From the API	N/A/ 39210	20
	Cover Counts can be Incorrect When Submitted from the API	N/A/ 39202	21
Printing	Employee Check Name with Accents Causes Printing Error with Sales Recording Module (SRM)	N/A/ 39174	21
Reports	Touch Void of a Return Can Inflate Change Grand Ttl on Daily Reports	19213/ 26402	21
Report Viewer	Report Viewer Does Not Enforce Maximum Failed Logins	N/A/ 39050	22
TMS - Service	Database Reload Causes TMS Communication Failure	31578/ 39188	22
	TMS Service Could Deadlock	31542/ 39186	22

Module	Revision	CR ID/ SCR	Page
TMS - User Interface	Delay in Adding Waitlist Entries	31527/ 39182	23
	Show Next Table not Working	31520/ 39185	23
	Invalid Entry When Seating Table	31637/ 39189	23
	No TMS Employee Colors Could Cause POS Operations Exception	N/A/ 39222, 39225	23
	Sorting Waitlist Could Cause POS Operations to Close Unexpectedly	31650/ 39187	24

**Revisions
Detailed**

Database

Last Item Voids Post Differently than Touch Voids

CR ID #: 31572

SCR #: 39130

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

KDS

KDS Controller Could Randomly Close

CR ID #: N/A

SCR #: 39234

Previously, the KDS Controller could stop unexpectedly when the database was modifying the Item Timings List. This has been corrected.

POS Operations

POS Operations Closed Unexpectedly When Finalizing a Credit Card When Using the Tendering Request Driver (CaTR)

CR ID #: 31141

SCR #: 39179

Previously, POS Operations closed unexpectedly if Credit Card transactions were finalized, when using the Canadian CaTR driver. This problem occurred when POS Operations tried to format a second voucher buffer in order to send it to a remote Kitchen Display device. This has been corrected.

POS Operations Always Consolidates Condiments

CR ID #: 29613

SCR #: 39183

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

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

CR ID #: N/A

SCR #: 39181

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

POS API

Order Device Output Contained Extra Blank Lines When Submitted From the API

CR ID #: N/A

SCR #: 39193

Previously, with certain settings, when orders were submitted via the API, Order Device output could display extra blank lines after the chit header. This has been corrected.

Condiment Override Order Device Output not Working When Submitted From the API

CR ID #: N/A

SCR #: 39210

Previously, on orders rung from the API, if a condiment menu item had the option **Condiment override order device output** (*POS Configurator / Sales / Menu Item Classes / Print*) enabled, the Print Class associated with the condiment would not override the Print Class of the parent menu item. This has been corrected.

Cover Counts can be Incorrect When Submitted from the API

CR ID #: N/A

SCR #: 39202

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

Printing

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

CR ID #: N/A

SCR #: 39174

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

Reports

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

CR ID #: 19213

SCR #: 26402

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

Report Viewer

Report Viewer Does Not Enforce Maximum Failed Logins

CR ID #: N/A

SCR #: 39050

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

TMS - Service

Database Reload Causes TMS Communication Failure

CR ID #: 31578

SCR #: 39188

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

TMS Service Could Deadlock

CR ID #: 31542

SCR #: 39186

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

TMS - User Interface

Delay in Adding Waitlist Entries

CR ID #: 31527

SCR #: 39182

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

Show Next Table not Working

CR ID #: 31520

SCR #: 39185

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

Invalid Entry When Seating Table

CR ID #: 31637

SCR #: 39189

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

No TMS Employee Colors Could Cause POS Operations Exception

CR ID #: N/A

SCR #: 39222,39225

Previously, if an employee were assigned to a section, and no employee colors had been defined (*POS Configurator / Table Management / Table Management / Employee Colors*), POS Operations could hang or experience an exception. This has been corrected. Now, if no employee colors are defined, each employee assigned to a section will be given the default color of black. When new colors are created, they will automatically be assigned to employees with sections.

Sorting Waitlist Could Cause POS Operations to Close Unexpectedly

CR ID #: 31650

SCR #: 39187

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

Maintenance Release 6

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?

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Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancements	CR ID/ SCR	Page
Peripherals	Raw Barcode Format Processed Through SIM	N/A/ 38968	26

Enhancements Detailed

Peripherals

Raw Barcode Format Processed Through SIM

CR ID #: N/A

SCR #: 38968

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

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

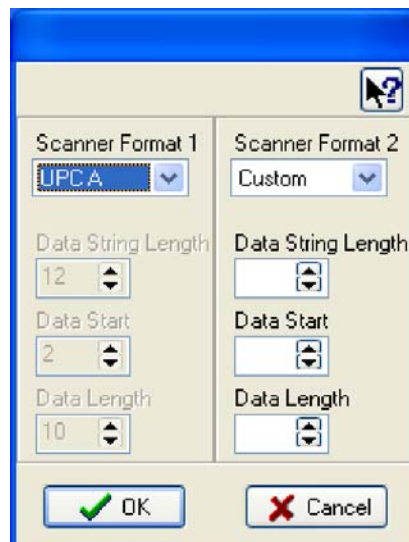
For further information on the Barcode SIM Event please see page 86.

Configuration

To configure 'Raw' format:

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

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



What's Revised?

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Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
POS Operations	Barcodes Display Twice for Menu Items	31392/ 39118	28

Revisions Detailed

POS Operations

Barcodes Display Twice for Menu Items

CR ID #: 31392

SCR #: 39118

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

Maintenance Release 5

What's New

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New Features Summarized

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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	31
POS Operations	Support Default Service Total for Timed Orders	31321/ 39018	31

Enhancements
Detailed

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

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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Revisions Summarized

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Module	Revision	CR ID/ SCR	Page
Interface	ISL Functions do not Display Correctly	31303/ 39010	34
OPS API	Enhanced Discounts Not Applied to API Orders	31215/ 39012	34
POS Operations	Consolidation Issue with Quantity Keys in Order Module then Auto Combo	31349/ 39025	34
	VOIDS Could Cause Enhanced Discounts to not Calculate Correctly	30767/ 38969	35

**Revisions
Detailed**

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.

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.

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

What's New

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New Features Summarized

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Revisions Summarized

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Module	Revision	CR ID/ SCR	Page
POS Operations	Base Floor Limits Interfering with Second Floor Limit	30767/ 38969	38
	Incorrect 'Prompt for Check Employee' Function	31104/ 38970	39
TMS User Interface	Unable to Assign Tables to Sections Using Multiple Touchscreens if Host Mode is Enabled	31172/ 38966	39

Revisions Detailed

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.

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

What's New

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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	43
	Ordering Module Failed to Consolidate	N/A/ 38855	43
TMS Service	TMS Default Timeout Setting Too Short	31059/ 38831	44
	TMS Service Unable to Table Suggest	30705/ 38702	45
POS Operations	Keyboard Output Period (.) Fails to Display	30940/ 38790	45
	POS Operations Could Close When Drawing TMS Legends	N/A/ 38920	45
Reports	Consolidated Revenue Center Menu Item Sales Summary Report Errors When Sales Quantity is Zero	30990/ 38844	45
OPS API	Runner Chit Failed to Print When Configured as DOM Using the API	N/A/ 38854	46

Module	Revision	CR ID/ SCR	Page
KDS - Display APP	Incorrect Combo Meal Sorting on KDS	29869/ 38919	46
KDS - Controller	Incorrect Sorting on KDS with Fire on Next Enabled	31097/ 38897	46

**Revisions
Detailed**

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.

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.

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

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.

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.

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.

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.

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.

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.

Maintenance Release 2

What's New

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

New Features Summarized

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	47
PINpad.dll	Support Added for Protégé	N/A/ 38396	54
OPS API	Support Added For Allowed Condiments From API	N/A/ 38410	55

New Features Detailed

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

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.

Note



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

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.

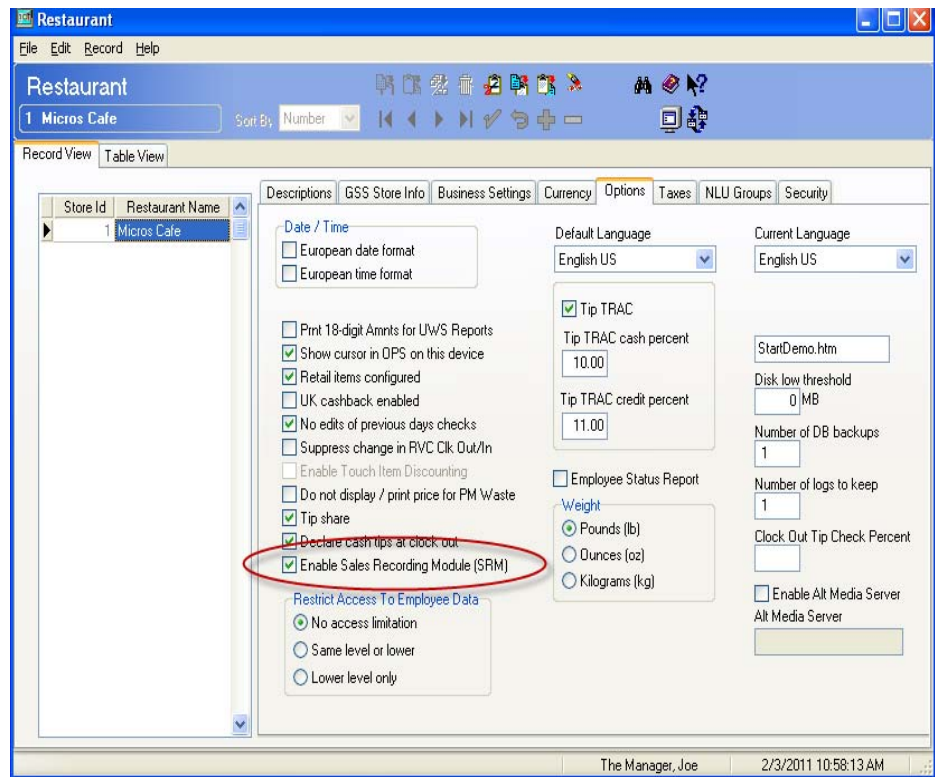
Configuration

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)



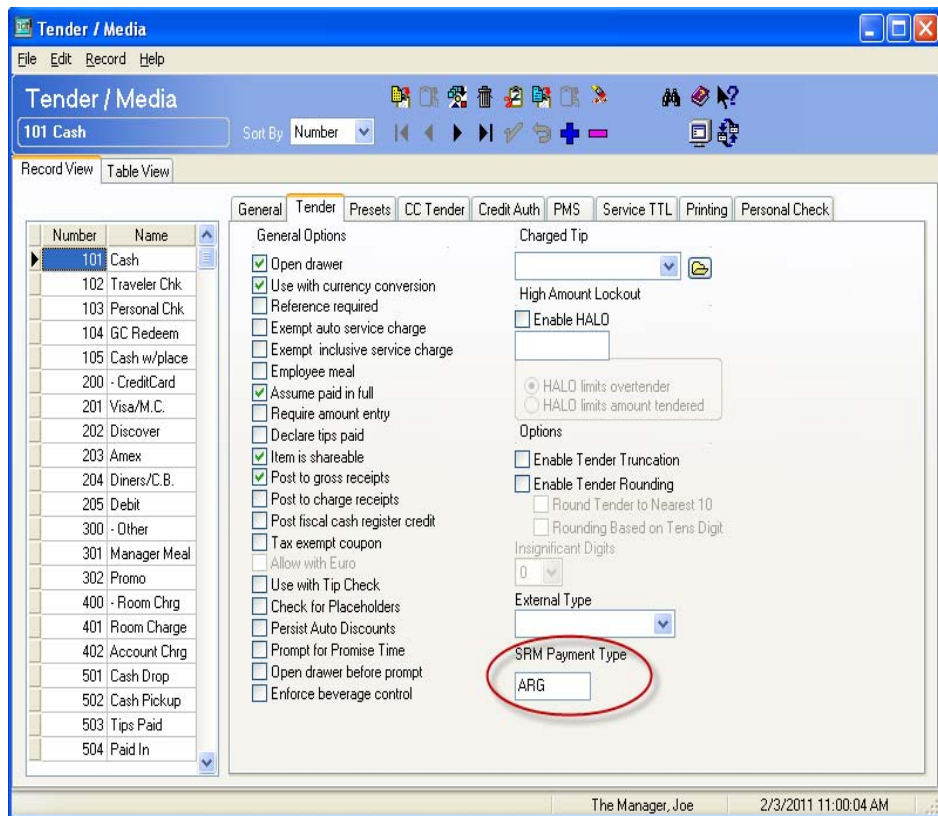
2. Define SRM Payment Type

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

Note *All other options at site discretion.*

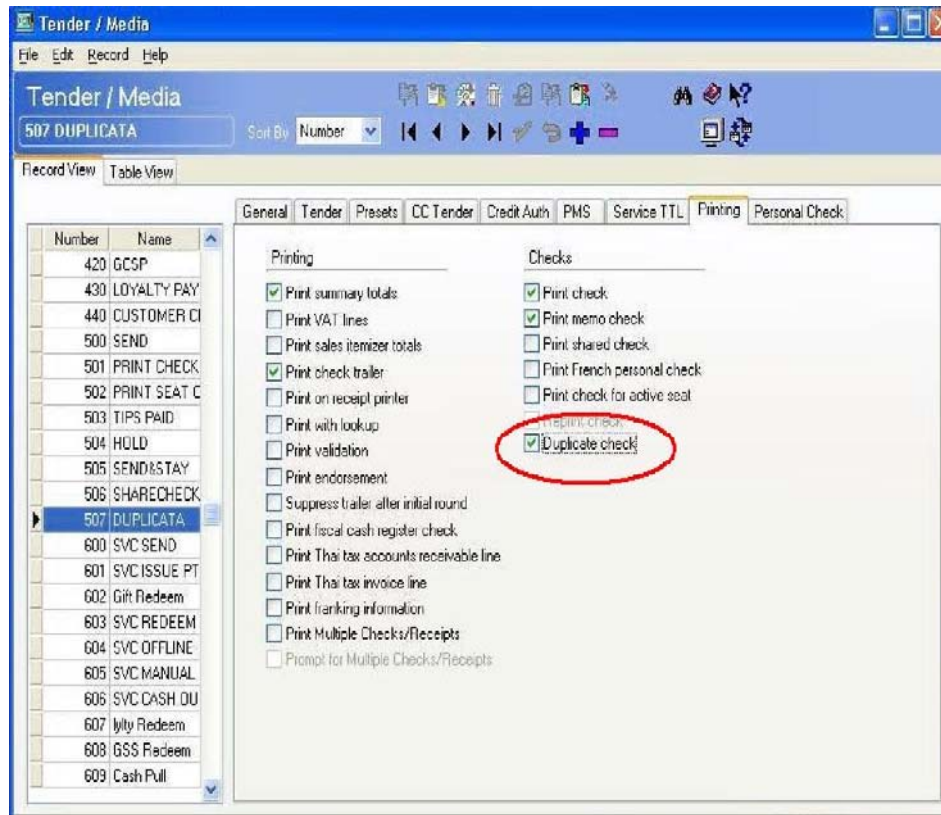
3. Duplicate Check

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

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



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

Add the new *Duplicate* tender to touchscreens.

Category = Function: Tender/Media Number

Function = 'Duplicate'

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

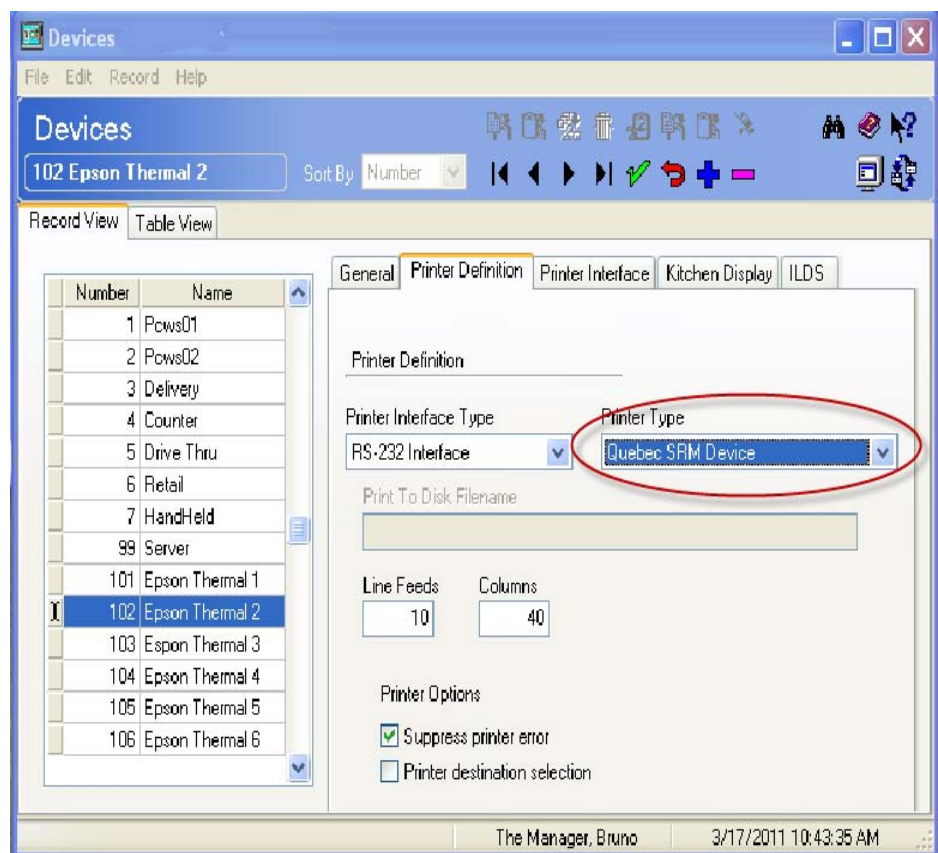
4. Define New Printer Type

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



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.

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.

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

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

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	57
POS Operations	Support Added to Print Multiple Copies of a Memo Check	N/A/38661	57
	Table Suggestion Process Will Now Change Screens if Table is on a Different Screen	N/A/38581	57
	Dirty Icon Will Persist After Payment	N/A/38580	58
	Dining Course Icons and Dining Course Colors Remain After Check Has Been Printed	N/A/38580	58

**Enhancements
Detailed**

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.

Note

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



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	63
	Transaction API Unable to Order Combo Side Items With Quantity Greater Than One	30174/ 35671	63

Module	Revision	CR ID/ SCR	Page
POS Operations	Unable to Touch Refill Multiple Menu Items	30148/ 38466	64
	Returns Do Not Decrement Guest Count	29732/ 38406	64
	Changing Quantity of Menu Item Without a Build Screen Causes Return to RVC's Default Screen	29610/ 38407	64
	Delayed Orders Don't Remote Print if Original Client is Unavailable	N/A/ 38394	64
	Hard Coded Credit Card Tender Causes 'Invalid Card Type'	30266/ 338531	65
	Void Close Check Causes a Service Totaled Check	25866/ 35249	65
	Cover Entry Prompted Twice	29946/ 38398	65
	Service Totaling Can Bypass Required Condiments	29927/ 38399	65
	Loss of Calibration in Check Detail if 'Display prefix on condiment's line' is Not Enabled	29917- 1/ 38400	66
	Incorrect Truncation of Service Charges and Discounts	N/A/ 38458	66
	Updating Quality Produced a Void Validation Chit	30170/ 38486	66
	Build Screens Fail to Display When Default SLU are Linked to a Touchscreen	30161/ 38479	66
	Split Check Could Result in Require Condiments Failing to Prompt	30203/ 38501	67

Module	Revision	CR ID/ SCR	Page
	Using the Same Combo Group Multiple Times in Side Items May Cause Error	30153/ 38468	67
	Using Multiple Floor Plans Could Cause Key Redrawing Issues	N/A/ 38674	67
	Quick Seat By Double Tap Feature Could Be Ignored	N/A/ 38580	67
	Show Next Available Table Will Not Allow a Table Suggestion When Tables Are Unavailable	N/A/ 38580	68
POS Configurator	Protégé Devices Unable to Have Duplicate IP Addresses	N/A/ 38540	68
	Ordering Module Fails to Apply Automatic Discount When Using Quantity Keys	29884/ 38403	68
	Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For POSAPI Printing	N/A/ 38395	68
Desktop	Red Dot Causes User To Be Stranded On Secure Prompt	29907/ 38401	70
	Logging Off the MICROS Desktop Will Not Respond if Human Resources Forms are Minimized	28988/ 38408	71

Module	Revision	CR ID/ SCR	Page
Printing	Item Discount Fails to Print to Journal When Done in a Separate Round	29900/ 38402	71
	Reprint Closed Check Doesn't Print Menu Items When 'Special on Demand' is Enabled	30233/ 38518	71
	Discounts and Inclusive Tax Resulted Incorrect Sales Tax Amount	30123/ 38444	72
Peripherals	Biometric Fingerprint Reader Could Cause Error on WS4	29792/ 38404	72
	Combo Meals Last Default Condiment Appears On Rear Display	29705/ 38079	72
Reports	Void Reason Report Does Not Include Combo Meals Voided with Numeric Entry	29778/ 38405	73
Menu Board	Menu Boards May White Screen and Not Reconnect	29858/ 38409	73
CAL	BY DESIGN, McrsCAL will Not Install Package if NAME in Setup.dat Does Not Match Folder	N/A/ 38411	73
Enterprise Management	EM Concept Database Decimal Conversion Fails if Executed More Than Once	30351/ 38546	74
	Menu Item Price Sequence Number Expanded	30245/ 38520	74
Credit Card Settle	Add/Transfer Check Post Credit Card Detail Twice	30522/ 38632	74
Manager Procedures	Manager Procedures Fails to Show Accurately on WS5A CE	N/A/ 37752	75

Module	Revision	CR ID/ SCR	Page
KDS - Controller	List Mode Fails to Display Numbered Ordered	N/A/ 38635	75
KDS - Reports	Error May Occur When Menu Item Posting Overlaps Time Periods	30109/ 38436	75
ISL	SIM May Cause Condiments to Void Once Service Totaled	30045/ 38386	76
TMS - User Interface	Joint Table Function Doesn't Persist After Service Totaling	30208/ 38503	76
TMS - TMS Service	Table Suggestion Process Could Cause Error	30626/ 38670	76

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 Totaled 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	77

What's Known Detailed

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	78

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	80
POS Operations	Remote Order Device Printing To Include Print Group Sections, Print Group Sub-Sections and Support For API POS Printing	N/A/ 38233	81
ISL	SIM Support Added for Future Orders	N/A/ 38229	86
	Barcode SIM Event	N/A/ 38230	86

Enhancements
Detailed

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_TTYPEDEF[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_TTYPEDEF[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	91
	'Validate Block Numbers' Options Can Prompt That Address is Outside the Delivery Area	29195/37867	92

Module	Revision	CR ID/ SCR	Page
POS Operations	Automatic Discounts Applying Incorrect Amount	29688/ 38194	92
	Manually Enabled Automatic Discounts Incorrectly Applying	29388/ 38231	92
	Quantity Threshold and Multi-Item Price Threshold Discounts Incorrect with Award Quantity Greater Than One	N/A/ 38234	92
	'Error Connecting to Autosequence PC' When Running Autosequence Through Operations	29046/ 37951	93
	Tendering When Using Filter Seat Causes Breakpoint Error	29501/ 37889	93
	'Unhandled Exception' When Using Filter Seat Function	29708/ 38083	93
	'Magnetic Card Required' When Using an External Card Reader With 'Require Mag Card Emp ID'	29748/ 38132	94
	Tax Exempt Tendering While in Tray Function Does Not Post to Check	29231/ 37650	94
	Service Charges and Discounts Are Not Truncating	29551/ 37922	94
	'Do Not Allow Menu Item Waste' Menu Item Class Incorrectly Updates Check Detail	29722/ 38104	95
	Recipe Mode May Cause 'Condiment Not Allowed' Error	26551/ 35849	95
	Service Totaling While Using Tray Total Function May Result in Negative Amount	N/A/ 38292	95

Module	Revision	CR ID/ SCR	Page
	Next Seat Incorrectly Tendering When Using Tray Total Function	N/A/ 38291	95
KDS	Previous Round Touch Voids Do Not Appear on KDS	29583/ 38232	96
	Orders Sent to KDS Sometimes Appeared Incorrectly with Void Status	27728/ 37401	96
Database Setup	RES 4.9 MR 1 Databases Can Now Be Upgraded to RES 5.0	N/A/ 38189	96
Reports	Time Period Report Duplicates Order Type Information	29113/ 37865	97
Backoffice GUI	CM Verify Count Translation	N/A/ 37885	97
Manager Procedures	Manager Procedures on an NT Client May Result in 'Unhandled Exception'	N/A/ 38295	97
Database	MICROS.struct_xref_cfgTable May Cause Upgrade Problems	N/A/ 38298	98
Menu Board	Menu Boards May White Screen	29858/ 38316	98
POS Configurator	Gray Out 'Table Object Alert Only When Seated' if 'Enable Table Object Alerts' is Off	N/A/ 37877	98
	Unable to Delete Tables From RVC Table Seating	29967/ 38333	99

Module	Revision	CR ID/ SCR	Page
Print Adapter	'The Print Job ID is Already in Use' May Occur	N/A/ 38046	99
	Changing Kitchen Themes May Cause Print Controller Issues on PCWS 2010	28786/ 37330	99
Printing	IDN Printing Did Not Work For Euro and Other Symbols	N/A/ 38014	100
PINpad.dll	POS Operations May Error With 'Unhandled Exception' on PINpad.dll	N/A/ 38319	100
Translation	Japanese Translation Label Issues in POS Configurator	29646/ 38023	100

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 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.

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 Report will 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.