



*Restaurant Enterprise Solution
(RES) Version 4.8
Maintenance Release 3*

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 3 for Version 4.8. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

Listed in this document are the revisions that have been implemented within this 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.

Declarations

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Maintenance Release Installation

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.8 (build 4.8.3.2655) or RES v4.8 Maintenance Release 1 or 2 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_48_MR3.exe to the temp folder on your RES Server.
2. Double-click on RES_48_MR3.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_48_MR3

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 4.8 Maintenance Release 3'. The 'db_service_pak_desc' column will be the same as the RES row.

Maintenance Release 3

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 |
|----------------|--|---------------|------|
| POS Operations | Check Detail Lists All Error Corrects by RVC | N/A/ 37746 | 5 |

New Features Detailed

POS Operations

Check Detail Lists All Error Corrects by RVC

CR ID #: N/A

SCR #: 37746

POS Operations will now support the ability to add all error corrects to check detail. This option can be enabled by revenue center.

When this option is enabled Last Item Void details will be written to the Micros.dtl table with a Void_Type of E and a Record_Type of S.

If this option is disabled, Last Item Void details will not be written to the Micros.dtl table.

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Posting /*

Options

- ◆ Post Last Item Void Detail

Note *This option is to support Datavantages XBR product.*

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.8 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 | Default SLU for Touchscreens is Not Working with Auto Menu Levels | 29383/ 37813 | 8 |
| | PinPad.dll Reports PIN Capability on the Verifone mx870 Device | N/A/ 37816 | 8 |
| | Tendering When Using Filter Seat Causes Breakpoint Error | 29501/ 37898 | 8 |
| | Incorrect Cover Count After Changing Order Types | 28943/ 37425 | 9 |

| Module | Revision | CR ID/ SCR | Page |
|----------------------------|--|-----------------------|-------------|
| PINPad.dll | Too Much Card Data Results in ViVOpay Error | N/A/ 37817 | 9 |
| Backoffice GUI | Cannot Transfer a Cash Pull Over \$1000 with Separator | 29291/ 37687 | 9 |
| | CM Not Always Translating Correctly | N/A/ 37871 | 9 |
| Reports | Time Period Report Duplicates Order Type Information | 29113/ 37820 | 10 |
| | Print Engine Does Not Log | N/A/ 37818 | 10 |
| Delivery Dispatch | Incorrect Time Available for Drivers | 29235/ 37821 | 10 |
| Guest Service Solutions | 'Validate Block Numbers' Option Can Prompt That Address is Outside the Delivery Area | 29195/ 37822 | 11 |
| | Customer Search Results Have Changed | 29180/ 37823 | 11 |
| Manager Procedures | Unable To Edit Time Clock | 29298/ 37723 | 11 |
| Setup | Unable To Clock In or Out After Rebuilding the Database With Any 4.8 MR Patch | N/A/ 37904 | 12 |

**Revisions
Detailed**

POS Operations

Default SLU for Touchscreens is Not Working with Auto Menu Levels

CR ID #: 29383

SCR #: 37813

Previously, when having the default touchscreen configured to have a default SLU it caused the wrong menu items to show up for Auto Menu Levels. This has been corrected.

PinPad.dll Reports PIN Capability on the Verifone mx870 Device

CR ID #: N/A

SCR #: 37816

Previously, when the Verifone MX870 device was connected to a POS Operations client, the TVCA credit card driver was detecting that the terminal was PIN capable during an authorization request. This has been corrected due to current functionality does not support debit on the Verifone MX870.

Tendering When Using Filter Seat Causes Breakpoint Error

CR ID #: 29501

SCR #: 37898

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.

Incorrect Cover Count After Changing Order Types

CR ID #: 28943

SCR #: 37425

Previously, when selecting the option to 'Post all check totals to current order type', reports would show cover counts incorrectly if the user changed order types. This has been corrected.

PINPad.dll

Too Much Card Data Results in ViVOpay Error

CR ID #: N/A

SCR #: 37817

Previously, when the ViVOpay Drive Thru device returned with a larger buffer than 128 bytes in length, an unpredictable application error occurred. This has been corrected.

Backoffice GUI

Cannot Transfer a Cash Pull Over \$1000 with Separator

CR ID #: 29291

SCR #: 37687

Previously, zero decimal databases could not transfer a cash pull over \$1,000 to a deposit in Cash Management. This has been corrected.

CM Not Always Translating Correctly

CR ID #: N/A

SCR #: 37871

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

Reports

Time Period Report Duplicates Order Type Information

CR ID #: 29913

SCR #: 37820

Previously, when the option bit was set to post previous rounds to the current order type and the user in operations changed order types, the Consolidate System Time Period Total Report would show sales for both order types. This has been corrected.

Print Engine Does Not Log

CR ID #: N/A

SCR #: 37818

Previously, PrintEngine.exe would not write to the 3700d.log. This has been corrected. Now PrintEngine.exe will write to the 3700d.log at verbosity 1 or higher.

Delivery Dispatch

Incorrect Time Available for Drivers

CR ID #: 29235

SCR #: 37821

Previously, if a driver had made a delivery and then clocked out, they could clock in later and the 'Time-In' would be based upon the driver return time instead of the driver clock in time. This would cause the drivers to be listed in the wrong order in the Delivery Dispatch module. This has been corrected.

Guest Service Solutions

'Validate Block Numbers' Option Can Prompt That Address is Outside the Delivery Area

CR ID #: 29195

SCR #: 37822

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.

Customer Search Results Have Changed

CR ID #: 29180

SCR #: 37823

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.

Manager Procedures

Unable To Edit Time Clock

CR ID #: 29298

SCR #: 37723

After upgrading to 4.8 MR1, if you attempt to edit the clock out time through Manager Procedures for an employee that was clocked in the edit box will be grayed out. This has been corrected.

Setup

Unable To Clock In or Out After Rebuilding the Database With Any 4.8 MR Patch

CR ID #: N/A

SCR #: 37904

Previously, Nova Fixes and Maintenance Releases that made changes to the database did not install a new ConvertDB.mbz. This meant that doing a database rebuild would over write the database changes made by the Nova Fix or Maintenance Release. This has been corrected. Now if a database change is made, a new ConvertDB.mbz will be installed and the original will be renamed to ConvertDB.mbz.PrePatchRestore.

This means that doing a database rebuild or update will apply the changes made in the Nova Fix or Maintenance Release. As with all .PrePatchRestore files, the ConvertDB.mbz.PrePatchRestore must be left in place or the system will not be upgradable to future RES versions.

Maintenance Release 2

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.8 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 | IP Printing Loses Orders | 29227/ 37649 | 14 |
| POS Operations | Using Quantity Keys in Conjunction With Combo Functionality Results in Improper Consolidation | 29223/ 37661 | 14 |

**Revisions
Detailed**

Printing

IP Printing Loses Orders

CR ID #: 29227

SCR #: 37649

Previously, Epson Printers TM 200 and TM 220B configured as IP would only print some of the orders. This was due to the PrintController.dll. This has been corrected.

POS Operations

***Using Quantity Keys in Conjunction With Combo
Functionality Results in Improper Consolidation***

CR ID #: 29223

SCR #: 37661

Previously, when an menu item was rung up with a quantity of more than one and is converted to a combo meal, the main menu items within the combo are separated. While the side items and drinks are properly consolidated. This has been corrected.

If the quantity is decreased, the main menu item would appear as a zero quantity. The customer would be charged for the original decreased menu items amount and the remote devices would not reflect the order. This has been corrected.

Maintenance Release 1

What's Revised?

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Revisions Summarized

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| Module | Revision | CR ID/ SCR | Page |
|-----------------|---|-----------------|------|
| CAL | CAL Version 21 Does Not Work with Force Update Packages | N/A/ 37557 | 17 |
| | CAL Client List Blank on WS5 | N/A/ 37556 | 17 |
| Cash Management | Till Adjustment With Negative Amount Not Working | 29192/ 37608 | 17 |
| Database | MyLabor Does Not Work With RES v4.8 | N/A/ 37570 | 18 |

| Module | Revision | CR ID/ SCR | Page |
|-------------------|---|-----------------------|-------------|
| POS Operations | POS Operations Can Error When Multiple Tenders Require References | 29131/ 37569 | 18 |
| | Combo Meals Rung With Quantity Key in Non-COM Ring Too Many | 29148/ 37579 | 18 |
| | Applying Discount Could Give "No sales to discount" Error With COM | 29163/ 37589 | 19 |
| | Touchscreens Not Updating Correctly After Changing Menu Levels With COM | 29160/ 37587 | 19 |
| | ViVopay DTc Auth Request Message Does Not Include RFID Capable | N/A/ 37583 | 19 |
| | POS Operations Can Error with 'Magnetic Card Entry Required' | N/A/ 37603 | 20 |
| | Pickup Open Check SLU Not Displaying Correct Message | 29152/ 37601 | 20 |
| | 'Item Price Substitution' Discount Rule Type Not Working as Expected | 29191/ 37607 | 20 |
| Reports | Daily RVC Discounts Detail Report Could Have Incorrect Authorizing Employee | 28493/ 37590 | 21 |

Revisions
Detailed

CAL

CAL Version 21 Does Not Work with Force Update Packages

CR ID #: N/A

SCR #: 37557

Version 21 (1.0.3.21) of CALsrv.exe would not install the Force Update packages to clients. The Force Update packages are used by nova fixes and maintenance releases to force clients to upgrade even though the RES version has not changed. This has been corrected

CAL Client List Blank on WS5

CR ID #: N/A

SCR #: 37556

Previously, when reconfiguring CAL from a WS5, no clients would display in the client list dialog. This has been corrected.

Cash Management

Till Adjustment With Negative Amount Not Working

CR ID #: 29192

SCR #: 37608

Previously, when making a negative adjustment to a till in Cash Management, the adjustment would save as 0.00. This has been corrected.

Database

MyLabor Does Not Work With RES v4.8

CR ID #: N/A

SCR #: 37570

In RES v4.8, the MICROS.sp_UpdateTmClkInfo stored procedure was changed to support employee break enhancements. The change caused MyLabor to not function properly due to the addition of new non-defaulting parameters. The new parameters have now been moved to the end of the parameter list and set to default to null. This has corrected the error.

POS Operations

POS Operations Can Error When Multiple Tenders Require References

CR ID #: 29131

SCR #: 37569

Previously, if using multiple tenders per seat with reference required on each tender it was possible for POS Operations to experience an unhandled exception. This has been corrected.

Combo Meals Rung With Quantity Key in Non-COM Ring Too Many

CR ID #: 29148

SCR #: 37579

Previously, in Non-COM mode, selecting 4 @ for a combo meal would result in 4 combos then 3 combos then 2 combos then 1 combo being rung in. This has been corrected.

Applying Discount Could Give “No sales to discount” Error With COM

CR ID #: 29163

SCR #: 37589

Previously, the ability to select discount items when using Conversational Ordering Mode (COM) when processing Quantity Threshold and Total Price Threshold based discounts would error with “No sales to discount”. This has been corrected

Touchscreens Not Updating Correctly After Changing Menu Levels With COM

CR ID #: 29160

SCR #: 37587

Previously, changing menu levels when using Conversational Ordering Mode (COM), would not update the touchscreen correctly. The touchscreen could display incorrect menu items. This has been corrected.

ViVopay DTc Auth Request Message Does Not Include RFID Capable

CR ID #: N/A

SCR #: 37583

Previously, if a ViVOPay DTc device was used, the authorization request message did not include that the POS workstation was RFID capable. This has been corrected.

POS Operations Can Error with 'Magnetic Card Entry Required'

CR ID #: N/a

SCR #: 37603

Previously, if an employee was required to use a magnetic card (*Employees / Employee Classes / Clock In/Sign In / Require mag card emp ID*) and the user workstation does not allow keyed ID entry (*Devices / User Workstations / Options / General / Allow keyed ID entry*) the 'One Touch Sign In' key would not work properly. POS Operations would error with the 'Magnetic Card Entry Required' message. This has been corrected

Pickup Open Check SLU Not Displaying Correct Message

CR ID #: 29152

SCR #: 37601

In RES versions prior to 4.8, if the 'Pickup Open Check SLU' or the 'Open Check SLU With No Table' keys were selected and there were no open checks, the message 'No Open Checks Found' would be displayed. In RES version 4.8 the Open Check SLU screen would be displayed but the touchscreen would be blank. The functionality has been restored to show the error message 'No Open Checks Found'

'Item Price Substitution' Discount Rule Type Not Working as Expected

CR ID #: 29191

SCR #: 37607

In previous RES versions, when applying a discount that had a rule type 'Item Price Substitution' and the option 'Trigger Items must be selected' enabled, POS Operations would display the dialog box 'Please Select the Items to Discount'. Rather than the item selected being discounted, the most expensive item listed in the dialog box would be discounted. This has been corrected.

Reports

Daily RVC Discounts Detail Report Could Have Incorrect Authorizing Employee

CR ID #: 28493

SCR #: 37590

Previously, if an employee picked up another employee's check and then applied a discount that required manager approval, the Daily RVC Discounts Detail report would show the transaction employee as the authorizing employee. This has been corrected.