



*Restaurant Enterprise Solution  
(RES) Version 4.7  
Maintenance Release 1*

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## **About This Document**

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This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 1 for Version 4.7. 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.

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## Maintenance Release 1

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### Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.7 (build 4.7.1.2284) 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\_47\_MR1.exe to the temp folder on your RES Server.
2. Double-click on RES\_47\_MR1.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

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#### Installation Notes

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

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

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

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

Installing a Maintenance Release will create a unique registry key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\MICROS\NovaFix\RES\_47\_MR1**

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

## Revisions

### Whats Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.5 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.

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Autosequences & Reports	Autosequences that Took Longer than 'Max Idle Time' Would be Cancelled	27870/ 37017	9
Cash Management	Could Not Assign Till While in SAR	N/A/ 37046	9
Database	Clients Were Getting Stuck While Waiting for MdsHost.xml File	N/A/ 36911	10
Delivery Dispatch	General Functionality Changes	N/A/ 36907	10
	Delivery Dispatch Now Retains the Last Operator Selected View	N/A/ 36916	11
	Promise Time Dialog Keyboard Issues	N/A/ 36917	11

**Revisions**  
**Whats Revised?**

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<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
Delivery Dispatch Cont.	The Ability to Hook into Custom Procedures to Calculate Delivery Time Has Been Added	N/A/ 36932	12
Guest Services Solutions	General Functionality Changes	N/A/ 36907	12
	Address Finder Functionality Exceeded Memory Capacity of WS4	N/A/ 36890	13
	Check Status and Collection Status Dialog Would Not Show Time at Prep Done	N/A/ 36927	13
	GSS Promise Time Prompting Issue	N/A/ 36928	13
	GSS Data Service Has Been Added to the Windows Firewall Exception List	N/A/ 37028	14
	GSS Data Service Will Not Run if GSS is Not Enabled	N/A/ 37050	14
Kitchen Display System	Display New Order Notification Would Not Work Properly	28330/ 37105	14
Labor Management	Changing an Employee's Job While They Were Clocked In Would Result In Incorrect Tip Share Report Totals	27949/ 36805	15
Menu Board	Menu Board Would Exit or Remain on Blank Screen	27886/ 37185	15
	Menu Board Would Exit Due to Memory Leak	27886/ 37281	15

<b>Module</b>	<b>Revision</b>	<b>CR ID/ SCR</b>	<b>Page</b>
MX870	MX870 Would Not Allow for Custom Payment Confirmation Form	N/A/ 36922	16
POS Configurator	Weight in Ounces is Now Supported	N/A/ 37282	16
POS Operations	Could Not Cancel a Check After a Declined Authorization	28109/ 36888	17
	Unable to Scroll Down When Condiments Would Span More Than One Page on the Build Screen	82195/ 36955	17
	Tax Shift Would Not Work if the Parent Menu Item was Modified	28223/ 36969	17
	Voiding a Discount Would Leave a Partial Discount	28457/ 37004	18
	Display Would Not Revert to Default Touchscreen When Revenue Center was Configured to Print Receipts on Demand	28281/ 37015	18
	Reopen Closed Check Would Cause Backup Server Mode Prompting	28295/ 37024	18
	Selecting Next Tray on Workstation 5 Would Cause POS Operations to Shut Down	28194/ 37043	19
	SLU Items Would Overlap Other Touchscreen Objects	28181/ 37044	19
	Warning 'Memory Low' Would Display on Workstation 5	28328/ 37048	19
	POS Operations Would Fault When Doing a Database Reload	28458/ 37049	19

Module	Revision	CR ID/ SCR	Page
POS Operations Cont.	Auto Sign Out While Using ISL Inputkey Function Would Corrupt Internal State	N/A/ 37108	20
	Check Detail Would Not Update if the Menu Item Key Had a Next Screen Programmed that was the Current Screen	28513/ 37177	20
	Promise Time Would Affect Fire Time	N/A/ 37196	21
	Menu Items that Trigger Automatic Discounts Would Display a Build Screen	28599/ 37274	21
	Check Number Would Show Up as Zero on the Add/Transfer Slu Screen	N/A/ 37309	21
POS Operations API	Parent Menu Items and Condiments Would Not Properly Consolidate	N/A/ 37290	22
Report Viewer	Support to Change Passwords Has Been Added	N/A/ 36971	22
Reports	Consolidated SYS Time Period Summary w/Graph, TP_S204.rpt, figures were incorrect.	16637/ 36987	22
	Return/Void Reason Code' Report Would Show the Employee's Name Who Transferred the Check	28023/ 36899	23
	Discounts Would Show Up for the Wrong Employee After a Check Transfer	28024/ 36900	23



Module	Revision	CR ID/ SCR	Page
Scheduling	Access Violation When In Module Scheduling.exe	26997/ 37179	23
Transaction Services	Updating the Check ID via the POS API was not Possible	N/A/ 37184	24

**Revisions  
Detailed**

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**Autosequences & Reports**

***Autosequences that Took Longer than 'Max Idle Time' Would be Cancelled***

*CR ID #: 27870*

*SCR #: 37017*

Previously with Enhanced Security enabled, if an autosequence took longer than the configured Max Idle Time and was executed interactively from the Autosequences & Reports application, the application would timeout and the autosequence would be aborted. This has been corrected so that the application will not timeout during the execution of the autosequence.

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**Cash Management**

***Could Not Assign Till While in SAR***

*CR ID #: N/A*

*SCR #: 37046*

Previously, while POS Operations was in SAR mode a till could not be assigned. This has been corrected.

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## Database

### *Clients Were Getting Stuck While Waiting for MdsHost.xml File*

CR ID #: N/A

SCR #: 36911

Previously, after running a RES patch, some of the clients would be left 'waiting for host file' making the job fail. This has been corrected.

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## Delivery Dispatch

### *General Functionality Changes*

CR ID #: N/A

SCR #: 36907

With this maintenance release, the Delivery Dispatch form has been updated to show the number of delivery/Takeout orders in the heading and Delivery/Takeout buttons.

Delivery Dispatch and POS Operations have both been updated to allow for the Driver Availability to be altered from the Delivery Dispatch Driver Status dialog.

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**Note** *The new button on the Driver Status dialog will display as 'Driver Available' or 'Driver busy' depending on the state of the driver. If the driver is currently busy, the button will display as 'Driver Available'. If the driver is currently available, the button will display as 'Driver Busy'.*

*If the 'Driver Available' button is pressed, the system will require that the driver enter their ID number, swipe their mag card, or use the finger print scanner. This is to prevent a manager from setting a driver as available even though they have not yet arrived back at the store. The use of 'Driver Busy' does not require the driver to be present.*

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### ***Delivery Dispatch Now Retains the Last Operator Selected View***

*CR ID #: N/A*

*SCR #: 36916*

With this maintenance release, after Delivery Dispatch executes, it will remember the last display configuration and use it until the operator manually changes it.

When Delivery Dispatch is first executed for a particular workstation, the following will be displayed:

- ◆ If the columns are configured to show for Delivery and Takeout, then the default will be to 'Display All'
- ◆ If the columns are configured to show for Delivery, then the default will be to 'Display Delivery'
- ◆ If the columns are configured to show for Takeout, then the default will be to 'Display Takeout'

### ***Promise Time Dialog Keyboard Issues***

*CR ID #: N/A*

*SCR #: 36917*

With this maintenance release, issues with the Promise Time and the get Delivery Time dialogs have been corrected. They now properly handle:

- ◆ Operator Prep Time Adjustment
- ◆ Hour/Minute Edit Control - highlighting when the Hour/Minute information is not valid
- ◆ Only display the promise time in the dialog title area if the promise time information is valid

### ***The Ability to Hook into Custom Procedures to Calculate Delivery Time Has Been Added***

CR ID #: N/A

SCR #: 36932

With this maintenance release, the ability to use a Database Custom hook when calling MICROS.sp\_UpdateEmplDDAvailStatus () procedure was added. This allows a restaurant to determine their own method for setting the MICROS.chk\_dispatch\_dtl'approx\_delv\_tm' when a driver returns after making a delivery.

The CUSTOM procedure is responsible for setting the following three fields if it is implemented:

- ◆ MICROS.chk\_dtl 'distribution\_status'
- ◆ MICROS.chk\_dispatch\_dtl'driver\_return\_tm'
- ◆ MICROS.chk\_dispatch\_dtl'approx\_delv\_tm'

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**Note** *The creator of the CUSTOM procedure should review the CORE version for most of the functionality. For an example procedure, please contact your MICROS Representative.*

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## **Guest Services Solutions**

### ***General Functionality Changes***

CR ID #: N/A

SCR #: 36907

With this maintenance release, the GSSOps and Database have been updated to allow for a custom database script to be used when calculating the Promise Time.

### ***Address Finder Functionality Exceeded Memory Capacity of WS4***

CR ID #: N/A

SCR #: 36890

Previously, the GSS Address Database was taking up a large amount of memory, particularly when the Postal Address File (PAF) contained a large amount of address information. This would leave little room for other applications and would prevent some applications from loading, such as delivery Dispatch.

With this maintenance release, a GSSDataService.exe program that resides on the MICROS server has been implemented. This service hosts the GSS Address Database and responds to requests from each client using GSS.

### ***Check Status and Collection Status Dialog Would Not Show Time at Prep Done***

CR ID #: N/A

SCR #: 36927

Previously, the Delivery Dispatch Check Status and Collection Status dialogs were not displaying the timing information when the check was Prep Done. This has been corrected.

### ***GSS Promise Time Prompting Issue***

CR ID #: N/A

SCR #: 36928

With this maintenance release, the application was modified to consider if the operator has previously accepted a promise time. With this modification, it will not flow through the traditional delayed order dialog if a tender is used that is not configured to prompt for a promise time and the order is not configured to prompt for a promise time.

***GSS Data Service Has Been Added to the Windows Firewall Exception List***

*CR ID #: N/A*

*SCR #: 37028*

With this maintenance release, GSS Data Service is included in the windows firewall exception list.

***GSS Data Service Will Not Run if GSS is Not Enabled***

*CR ID #: N/A*

*SCR #: 37050*

With this maintenance release, if the system is not configured to use GSS, then the GSS Data Service will exit after the system achieves the Back of House state.

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**Kitchen Display System**

***Display New Order Notification Would Not Work Properly***

*CR ID #: 28330*

*SCR #: 37105*

Previously, when Menu Item Class color schemes and Background Highlight overrides were programmed, the New Order notification 'blinking' could change to a condition where the text and background colors were the same. This would cause an unreadable block of text in the menu item and modifier text fields. This has been corrected.

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## **Labor Management**

### ***Changing an Employee's Job While They Were Clocked In Would Result In Incorrect Tip Share Report Totals***

CR ID #: 27428

SCR #: 36988

Previously, if an employee's job type was changed while clocked in, the tip share report would have show incorrect information. With this maintenance release, a user is now prevented from making job type changes to a clocked in employee.

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## **Menu Board**

### ***Menu Board Would Exit or Remain on Blank Screen***

CR ID #: 27886

SCR #: 37185

Previously, when certain network or communication errors would occur, the application would stop functioning normally. This has been corrected. With this maintenance release, the application will now resume to its normal operation.

### ***Menu Board Would Exit Due to Memory Leak***

CR ID #: 27886

SCR #: 37281

Previously, the menu board application would shut down after 3 days due to a memory leak. This has been corrected.

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## **MX870**

### ***MX870 Would Not Allow for Custom Payment Confirmation Form***

*CR ID #: N/A*

*SCR #: 36922*

Previously, if the MX870 was configured to use a custom Payment Confirmation Screen, the system would not respond when the prompts were selected. This resulted in the transaction having to be canceled. This has been corrected.

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## **POS Configurator**

### ***Weight in Ounces is Now Supported***

*CR ID #: N/A*

*SCR #: 37282*

With this maintenance release, weight in ounces is now supported. A 'Weight' group box has been created in the *POS Configurator / System / Restaurant / Options* tab. Three radio button options are available: Pounds, Ounces, and Kilograms. Weight in Pounds will be the default unless configured otherwise.

In the Tare Weight field, located in the *POS Configurator / Sales / Menu Items / Price* tab, placement of the decimal point is determined by which weight is configured.

- ◆ If the weight is in pounds, then only two digits are allowed after the decimal point
- ◆ If the weight is in kilograms, then only three digits are allowed after the decimal point
- ◆ If the weight is in ounces, then only one digit is allowed after the decimal point.



Manual Weight Entry will also enforce the maximum number of decimals, per *System / Restaurant / Options / Weight* setting.

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## **POS Operations**

### ***Could Not Cancel a Check After a Declined Authorization***

*CR ID #: 28109*

*SCR #: 36888*

Previously if a Credit Card Authorization was declined, the user would be prevented from canceling the transaction or the check. This has changed with this maintenance release. Only approved authorizations will prevent users from canceling the transaction or the check.

### ***Unable to Scroll Down When Condiments Would Span More Than One Page on the Build Screen***

*CR ID #: 82195*

*SCR #: 36955*

Previously when using Conversational Order Mode, if a menu item had enough allowed condiments so that more than one page was required to view them, the next page would not display when selecting the down arrow button. Once in this state, the user could select condiments from the first page but it would not change to the 'selected' state and would not appear on the check. Selecting 'Everything' would clear this state so that more condiments could be added. This has been corrected.

### ***Tax Shift Would Not Work if the Parent Menu Item was Modified***

*CR ID #: 28223*

*SCR #: 36969*

Previously, applying a Tax Shift to a menu item that had condiments associated with it would result in the wrong tax amount. This has been corrected. With this maintenance release, the Tax Shift function can now be applied to the last item rung, even if the last item had condiments associated with it or was a Combo Meal.

***Voiding a Discount Would Leave a Partial Discount***

CR ID #: 28457

SCR #: 37004

Previously, attempting to void a discount (Open \$ Disc) from a check and choosing [Clear], [OK], or entering an invalid Authorization Code when prompted, would cause another Authorization prompt to occur. If a valid Authorization Code was entered for the subsequent prompt(s), only part of the discount would be voided. This has been corrected.

***Display Would Not Revert to Default Touchscreen When Revenue Center was Configured to Print Receipts on Demand***

CR ID #: 28281

SCR #: 37015

Previously, if a Revenue Center was configured to print customer receipts on demand, POS Operations would remain on the current screen when the guest check was final tendered instead of reverting to the default screen as defined in the POS Configurator. This has been corrected.

***Reopen Closed Check Would Cause Backup Server Mode Prompting***

CR ID #: 28295

SCR #: 37024

Previously, POS Operations would prompt to enter Backup Server Mode if reopening a closed check that had been closed to a credit card tender. Note, this prompt would occur after adding a menu item, performing an error correct, and then service totaling the check again. This has been corrected.

### ***Selecting Next Tray on Workstation 5 Would Cause POS Operations to Shut Down***

CR ID #: 28194

SCR #: 37043

Previously on a Workstation 5, if a user selected the [Tray Totals] button and then selected [Next Tray], POS Operations would receive an application error: 'Application ops.exe encountered a serious error and must shut down.' This has been corrected.

### ***SLU Items Would Overlap Other Touchscreen Objects***

CR ID #: 28181

SCR #: 37044

Previously, when declaring a ModifierArea or CondimentArea after the declaration of a TouchscreenArea that had a 'Tslid' of zero or no 'Tslid' specified, the display would miscalculate the number of columns and rows available for drawing the SLU keys causing SLU items to overlap other touchscreen objects. This has been corrected.

### ***Warning 'Memory Low' Would Display on Workstation 5***

CR ID #: 28328

SCR #: 37048

Previously when under certain conditions, switching screens would cause a memory leak that eventually led to displaying a warning message. This has been corrected.

### ***POS Operations Would Fault When Doing a Database Reload***

CR ID #: 28458

SCR #: 37049

Previously when under certain conditions, POS Operations would fault when doing a database reload. This has been corrected.

### ***Auto Sign Out While Using ISL Inputkey Function Would Corrupt Internal State***

CR ID #: N/A

SCR #: 37108

Previously, if an ISL script was prompting for user input and the auto sign out time had expired, the user would be signed out of POS Operations. When this would happen, the internal state of POS Operations would be corrupted and could lead to unexpected behavior. This could include the application performing an illegal operation and exiting unexpectedly. This has been corrected.

With this maintenance release, if the auto sign out time expires while an ISL script is prompting for user input, the prompt for input will be dismissed as though the user had pressed the [Clear] key.

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**Note** *It may be necessary to update existing ISL scripts to properly handle the user pressing the [Clear] key.*

*As a general guideline, and ISL script using the Inputkey function should handle the user pressing either the [Clear] key or the [Cancel] key. For more information on the Inputkey function, please refer to the SIMHelp.chm for me details.*

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Once the ISL script is dismissed, the auto sign out timer will be restarted. If the terminal remains idle, when the timeout expires for a second time the user will then be signed out.

### ***Check Detail Would Not Update if the Menu Item Key Had a Next Screen Programmed that was the Current Screen***

CR ID #: 28513

SCR #: 37177

This has been corrected.

### ***Promise Time Would Affect Fire Time***

*CR ID #: N/A*

*SCR #: 37196*

Previously, setting the promise time of a check to a time in the future would result in the check being automatically considered as a delayed order. When this happened, the menu items on the check would not fire to the order devices until the calculated time. With this maintenance release, this is now controlled by the option bit 'Disable Promise Time Delay' configured in the *POS Configurator / System / Order Types / General* tab.

### ***Menu Items that Trigger Automatic Discounts Would Display a Build Screen***

*CR ID #: 28599*

*SCR #: 37274*

Previously when using Conversational Order Mode, menu items that triggered an automatic discount would display a build screen even if the option 'Suppress Build Screen' was enabled. This has been corrected.

### ***Check Number Would Show Up as Zero on the Add/Transfer Slu Screen***

*CR ID #: N/A*

*SCR #: 37309*

Previously when transferring a check from one revenue center to another, the check number(s) would show up as zero on the add/transfer SLU screen repeatedly. This has been corrected.

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## **POS Operations API**

### ***Parent Menu Items and Condiments Would Not Properly Consolidate***

CR ID #: N/A

SCR #: 37290

Previously, when rung from the API, combo meals were not consolidating correctly on guest checks and remote order printers. This has been corrected.

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## **Report Viewer**

### ***Support to Change Passwords Has Been Added***

CR ID #: N/A

SCR #: 36971

Previously, if a user tried to log in to the Report Viewer and their password had expired, the user would have been unable to log in. With this maintenance release, the user will now be prompted to change their password.

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## **Reports**

### ***Consolidated SYS Time Period Summary w/Graph, TP\_S204.rpt, figures were incorrect.***

CR ID #: 16637

SCR #: 36987

Previously, the net sales figure on this report could be wrong. This has been corrected.

***Return/Void Reason Code' Report Would Show the Employee's Name Who Transferred the Check***

CR ID #: 28023

SCR #: 36899

Previously, the authorizing employee's name did not display in the 'Return/Void Reason Code' report. The employee's name who the check was transferred to incorrectly showed on the report. This has been corrected. Now, the authorizing employee's last name and the employee's object number display in the 'Return/Void Reason Code' report.

***Discounts Would Show Up for the Wrong Employee After a Check Transfer***

CR ID #: 28024

SCR #: 36900

Previously, a discount would show up for the wrong employee on the RVC Discount Reports after a check transfer had been made. The discount would show up on the 'Daily Revenue Center Discounts' and on the 'Daily Revenue Center Discounts Detail' reports for the employee who transferred the check, but not for the employee who applied the discount. This has been corrected.

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**Scheduling**

***Access Violation When In Module Scheduling.exe***

CR ID #: 26997

SCR #: 37179

In previous versions, right-clicking to activate a pop-up menu would result in the application crashing. This has been corrected.

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## Transaction Services

### *Updating the Check ID via the POS API was not Possible*

*CR ID #: N/A*

*SCR #: 37184*

In previous versions, it was possible that the check ID would not be able to be updated via the POS API. This would result in the following error in the 3700d.log

```
RESDBS | 0 | SQL Execution error [sp_AddIdToChk]: Open on System |
```

The code that set the check ID field was always appending a NULL, even when the check ID length was already at 16. When this would occur, the num\_check\_info\_entries field would also be set to NULL. This would cause the check detail read failure with checks in revenue centers with number of info lines greater than zero. This has been corrected.