



*Restaurant Enterprise Solution*  
*Version 4.3*  
*Hot Fix 1 Documentation*

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## **About This Document**

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This document contains updates to the Version 4.3 release of the MICROS Restaurant Enterprise Solution (RES) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 1 only.

This release contains significant security enhancements implemented to satisfy the Visa PCI Credit Card Security Standard. These changes will impact all sites. **Please take time to read and understand the security enhancements** as documented in the following locations:

- ◆ **Database Manager Security Enhancements** page 20. This includes changes to how Database Passphrases are changed, and complex password requirements for MICROS and DBA passwords.
- ◆ **System Verifies PCI Compliance at Startup** page 2. With this release, POS Operations will not start if the site is not PCI compliant and credit cards are used.

## 3700 POS New Features and Enhancements

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Module	Feature
PCI	<p data-bbox="441 445 993 478"><b>Check for PCI Compliance at Startup</b></p> <p data-bbox="441 504 1370 646">The system will now verify that the site is compliant with the PCI Credit Card Data Security Standard upon starting POS Operations or using Transaction Services to process a transaction. This will occur if the following conditions are met:</p> <ul data-bbox="441 684 1097 785" style="list-style-type: none"><li data-bbox="441 684 922 718">◆ The site is not in demo mode, and</li><li data-bbox="441 751 1097 785">◆ At least 1 tender is linked to a non-demo driver.</li></ul> <p data-bbox="441 823 1409 966">If the site is not compliant, POS Operations will not start and an error message will appear. The text in the log will indicate the reason why the site was deemed to be non-PCI compliant. All error messages and steps to correct them are listed in the <i>Error Messages</i> section on page 4.</p> <p data-bbox="441 1003 1416 1037">The system uses the following criteria to determine a site's PCI-compliance:</p> <ul data-bbox="441 1075 1253 1318" style="list-style-type: none"><li data-bbox="441 1075 1107 1108">◆ DBA database password is not set to the default.</li><li data-bbox="441 1146 1162 1180">◆ MICROS database password is not set to the default.</li><li data-bbox="441 1218 1253 1251">◆ Database file encryption passphrase is not set to the default.</li><li data-bbox="441 1289 1117 1323">◆ Sensitive data passphrase is not set to the default.</li></ul>

Module	Feature
PCI	<ul style="list-style-type: none"> <li>◆ Complex Security enabled at the site.</li> <li>◆ Security is configured as specified in the <i>RES Version 4.3 Payment Application Best Practices Implementation Guide, MD0003-117</i>. These settings include: <ul style="list-style-type: none"> <li>◆ <b>Days Until Password Expires</b> (<i>POS Configurator / System / Restaurant / Security</i>). This field specifies the number of days that a password may remain active before it must be changed. This value cannot be greater than 90 days.</li> <li>◆ <b>Minimum Password Length</b> (<i>POS Configurator / System / Restaurant / Security</i>). Enter the minimum number of characters required for the password length. This field must be set to a minimum of 7.</li> <li>◆ <b>Password Repeat Interval</b> (<i>POS Configurator / System / Restaurant / Security</i>). Enter the number of different passwords that must be used before an old password can be repeated. This option must be set to a minimum of 4.</li> <li>◆ <b>Require AlphaNumeric Passwords</b> (<i>POS Configurator / System / Restaurant / Security</i>). Select this option to require passwords to contain letters and numbers. This option must be enabled.</li> <li>◆ <b>Maximum Failed Logins</b> (<i>POS Configurator / System / Restaurant / Security</i>). Enter the number of failed logins that may occur before locking the user out of his/her account. This value cannot be greater than 6.</li> <li>◆ <b>Maximum Idle Time in Minutes</b> (<i>POS Configurator / System / Restaurant / Security</i>). Enter the number of minutes an administrative application will remain idle before the application will undo any saved changes and exit, requiring the user to login again. This setting cannot be more than 15 minutes.</li> </ul> </li> </ul>

Module	Feature
<p><b>PCI</b></p>	<ul style="list-style-type: none"> <li>◆ <b>Mask Credit Card Number</b> (<i>POS Configurator / Sales / Tender/Media / CC Tender</i>). This option must be enabled to mask all credit card numbers in the database.</li> <li>◆ <b>Mask expiration date</b> (<i>POS Configurator / Sales / Tender/Media / CC Tender</i>). This option must be enabled to mask all credit card expiration dates in the database.</li> <li>◆ <b>Mask Cardholder Name</b> (<i>POS Configurator / Sales / Tender/Media / CC Tender</i>). When enabled, the cardholder name is masked in all displays, logs, reports, journals, and printouts. This option must be enabled.</li> </ul> <p><b>Error Messages</b></p> <p>In the event that a site is not PCI-compliant, POS Operations will fail to start, and the user will be prompted with an error message indicating that the site is not PCI-compliant.</p> <div data-bbox="435 1024 1209 1377" style="border: 1px solid blue; padding: 5px;"> <p style="background-color: #0056b3; color: white; padding: 2px;"><b>PCI Security Settings are NOT in Place</b> <span style="float: right; color: white;">✖</span></p> <p style="text-align: center;">One or more of the following violations have been detected:</p> <ul style="list-style-type: none"> <li>Default DBA/MICROS database password(s) in use</li> <li>Default Sensitive Data/Database encryption passphrase(s) in use</li> <li>Tender/Media masking options not properly configured</li> <li>Complex Security not properly configured</li> </ul> <p style="text-align: center;">Refer to the MICROS Security Event Log and/or the 3700d.log for more details</p> <p style="text-align: center; margin-top: 10px;"><input type="button" value="OK"/></p> </div> <p>To determine the specific reason why the system is not PCI-compliant, the user should reference the <b>3700d.log</b> file or the MICROS Security Event Log. A list of potential messages can be found in the <i>Error Messages Logged in the 3700d.log File</i> section on page 5.</p>

Module	Feature
PCI	<p data-bbox="488 338 1068 369"><a href="#">Error Messages Logged in the 3700d.log File</a></p> <p data-bbox="488 386 1455 457">If the database verbosity is set to 1 or higher, the following messages will be written to the <b>3700d.log</b> and the MICROS Security Event log.</p> <p data-bbox="488 495 1398 604">If Demo Mode is in use, or credit cards are not used, then the following messages will be written to the log, and POS Operations will start successfully.</p> <ul data-bbox="488 642 1409 793" style="list-style-type: none"> <li data-bbox="488 642 1409 705">◆ DbCheckPCICompliance: system in demo mode, skipping PCI verification</li> <li data-bbox="488 730 1409 793">◆ DbCheckPCICompliance: CA/EDC not in use, skipping PCI verification</li> </ul> <p data-bbox="488 827 1455 970">If the database is configured for production credit cards, and the database is not PCI-compliant, then POS Operations will not start and the following messages will appear in the log. These messages will appear regardless of the verbosity setting.</p> <p data-bbox="488 1008 1446 1117"><b>WARNING! Before Changing the Data Key or the Database Key, all credit card transactions should be batched and settled. The server and clients must be rebooted after changing the key.</b></p> <ul data-bbox="488 1155 1455 1713" style="list-style-type: none"> <li data-bbox="488 1155 1455 1318">◆ Error msg - PCI Security Error: Sensitive data passphrase set to default. The sensitive data passphrase must be changed from the default settings. Go to Database Manager   <i>Encryption Keys</i> and select the Data key and press the [<b>Change Encryption Keys</b>] button. The system will automatically select a key.</li> <li data-bbox="488 1344 1455 1507">◆ Error msg - PCI Security Error: Database passphrase set to default. This message indicates that the default passphrase must be changed. Go to <i>Database Manager</i>   <i>Encryption Keys</i> and select the Database key and press the [<b>Change Encryption Keys</b>] button. The system will automatically select a key.</li> <li data-bbox="488 1533 1455 1713">◆ Error msg - PCI Security Error: DBA password set to default. This message indicates that the DBA password should be changed from the default settings. This password must be complex, containing a minimum of 7 characters with both alpha and numeric characters.</li> </ul>

Module	Feature
PCI	<ul style="list-style-type: none"> <li>◆ Error msg - PCI Security Error: MICROS password set to default. This message indicates that the MICROS password should be changed from the default settings. This password must be complex, containing a minimum of 7 characters with both alpha and numeric characters.</li>   <li>◆ Error msg - PCI Security Error: One or more tenders not set to mark sensitive data. One or more of the option bits to mark card number, expiration date, and customer name must be enabled for any tender linked to a production credit card driver in POS Configurator.</li>   <li>◆ Error msg - PCI Security Error: Complex security not enabled (POScfg   System   Restaurant   Security, Disable "Use Micros Class Security." Enhanced security must be enabled in POS Configurator, follow the path listed in the error message to make this change.</li>   <li>◆ Error msg - PCI Security Error: Password expiration setting exceeds maximum allowed (not greater than 90). The Days Until Expiration field contains a value that exceeds 90 days.</li>   <li>◆ Error msg - PCI Security Error: Minimum password length less than minimum allowed (at least 7). The Minimum Password Length field must be set to a value of 7 or greater.</li>   <li>◆ Error msg - PCI Security Error: Password repeat interval less than minimum (at least 4). The Password Repeat Interval field should be set to a value of 4 or greater.</li>   <li>◆ Error msg - PCI Security Error: Alphanumeric passwords not required (must be enabled). The Require Alphanumeric Passwords field must be enabled.</li>   <li>◆ Error msg - PCI Security Error: Maximum failed login attempts exceeds maximum allowed (not greater than 6). The Maximum Allowed Failed Logins field must be set to a value of 6 or lower.</li>   <li>◆ Error msg - PCI Security Error: Maximum idle time exceeds maximum allowed (no more than 15 minutes). The Maximum idle time field must be set to a value of 15 minutes or less.</li> </ul>

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Module	Feature
PCI	<p data-bbox="488 338 1024 369"><b>PCI Compliance and Table Pay Service</b></p> <p data-bbox="488 386 1438 457">Please keep the following issues in mind after upgrading a system running Table Pay Service (TPS):</p> <ul data-bbox="488 499 1455 961" style="list-style-type: none"><li data-bbox="488 499 1455 642">◆ If the system is not PCI-compliant at the time of upgrade, and is later updated to be compliant, then the user must restart TPS. If not, then the device running TPS will continue to indicate that it is “NOT PCI compliant,” even after the system is compliant.</li><li data-bbox="488 680 1455 823">◆ To become PCI-compliant, sites must change the DBA and MICROS passwords from the Defaults. If <b>TPS_Configuration.exe</b> was set to connect to the DB using either the DBA or MICROS user, then the TPS device will be unable communicate until the defaults are changed.</li><li data-bbox="488 861 1455 961">◆ If the system is not PCI-compliant, the TPS device will print a receipt saying “Not PCI Compliant”, however, it will not log the reason(s) why to either the Event viewer or 3700d.log.</li></ul>

Module	Feature
<b>CA/EDC</b>	<p data-bbox="440 342 1089 373"><b>Co-branded Credit Card Drivers Supported</b></p> <p data-bbox="440 401 1409 541">With this release, RES supports co-branded credit cards. A co-branded credit card is associated with two different accounts, providing the customer with additional flexibility when using their card. With a co-branded credit card, the customer can:</p> <ul data-bbox="440 583 1414 758" style="list-style-type: none"><li data-bbox="440 583 1414 615">◆ Select between the two associated accounts at the time of the transaction.</li><li data-bbox="440 653 1414 758">◆ Draw funds from both accounts during the course of a single transaction. For example, if the funds in the Military Star account are exhausted, the remaining amount can be charged to the Master Card account.</li></ul> <p data-bbox="440 793 1403 934">When swiped, the system will automatically recognize the credit card as a co-branded card. This recognition applies only to Auth 'N Pay transactions. A co-branded card will not be recognized when used for pre-authorizations and initial authorizations.</p> <p data-bbox="440 982 1403 1192">Currently, this feature is only supported by the AAFES credit card driver using a Co-branded MasterCard account number. By default, the AAFES driver will charge the Military Star account first, until the available balance is exhausted. If desired, an authorized employee may override this default setting, and apply the entire amount against the customer's MasterCard account.</p>



Module	Feature
CA/EDC Cont'd	<p data-bbox="488 338 613 369"><b>Use Case</b></p> <p data-bbox="488 386 1430 457">The customer presents their co-branded credit card to pay their \$25.00 check. The customer has \$10.00 remaining on their Military Star account.</p> <p data-bbox="488 495 1455 716">When the employee swipes the credit card, an authorization for the Military Star account for \$10.00 is sent to the driver. The driver returns the approval to POS Operations. The employee is then prompted to apply the remaining amount to the MasterCard account. The employee selects <b>[Ok]</b> to the prompt, and a second authorization request is sent to the driver for \$15.00 for the MasterCard.</p> <p data-bbox="488 758 1382 905">In the event that the Military Star account denies authorization for any reason, POS Operations will prompt the employee to apply the full transaction amount to the MasterCard account. In this situation, the employee does not have to be privileged to perform this operation.</p> <p data-bbox="488 957 683 989"><b>Configuration</b></p> <p data-bbox="488 1005 1455 1077">To support this feature, the following options have been added to POS Configurator. This section describes the location and functionality for each:</p> <ul data-bbox="488 1115 1455 1436" style="list-style-type: none"> <li data-bbox="488 1115 1455 1297">◆ <b>Always Prompt for Co-branded</b> (<i>Revenue Center / RVC Credit Cards / General</i>). When enabled, the operator will be prompted to force the authorization amount to the co-branded MasterCard accounts. If enabled, the co-branded prompted defaults may be overridden by the employee's selection.</li> <li data-bbox="488 1335 1455 1436">◆ <b>Co-branded Credit Card</b> (<i>Sales / Tender/Media / CC Tender</i>). Enable this option if the selected tender supports co-branded credit card. This option is required to used a co-branded credit card.</li> </ul>

Module	Feature
<b>CA/EDC Cont'd</b>	<p>♦ <b>Override Co-branded Credit Card</b> (<i>Employees / Employee Classes / Transactions / Transaction Control</i>). By default, the credit card driver will charge one account first (e.g., Military Star account), until the available balance is exhausted. This option allows a privileged employee class to override this default, and to apply the total to a second account before the first account is exhausted.</p> <p>If this option is enabled, a separate Master Card Tender Key must be configured on the Payment screen. This key is needed to allow a privileged user to force the authorization onto the Master Card.</p> <p>Follow these steps to add this key:</p> <ol style="list-style-type: none"><li>1. Open <i>POS Configurator / Devices / Touchscreen Designer</i> and select the Payment screen.</li><li>2. Add a new Master Card Tender key (e.g., Override Co-branded).</li><li>3. Use the <b>Category</b> drop-down to select <i>Tender/Media Number</i>.</li><li>4. Use the <b>Tender Media</b> drop-down to select <i>Master Card</i>.</li><li>5. Save all changes.</li></ol>

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CA/EDC Cont'd	<p>If a co-branded transaction is overridden, then an <b>O</b> will be recorded in the Credit Card Batch Detail Report under the column <i>Flags</i>. This flag will appear any time that the default processing for a co-branded credit card is overridden by an employee.</p> <p style="text-align: center;"><b>Credit Card Batch Detail</b> AAFES -FOODCOURT - CHANGE ME</p> <p style="text-align: right;">Micros Micros Expert</p> <p>Thursday, Feb 21, 2008 - 09:18 <span style="float: right;">Printed on Thursday, February 21, 2008 - 2:10 PM</span></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>count #</th> <th>Exp Date</th> <th>Trans Key</th> <th>Chk #</th> <th>Employee</th> <th>Auth Code/Amount</th> <th>Auth Date/Time</th> <th>Flags</th> <th>Chg Tip</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="10">Business Date: Thursday, Feb 21, 2008 - Settlement Driver: CCSET Merchant Name: BK Rest. STF</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>89</td> <td>10001 -BKAM</td> <td>299321 15.00</td> <td>02/21/08 08:48</td> <td>M S</td> <td>0.00</td> <td>15.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>90</td> <td>10001 -BKAM</td> <td>299321 50.00</td> <td>02/21/08 08:50</td> <td>M S</td> <td>0.00</td> <td>50.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>91</td> <td>10001 -BKAM</td> <td>299321 50.00</td> <td>02/21/08 08:52</td> <td>M S</td> <td>0.00</td> <td>50.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>92</td> <td>10001 -BKAM</td> <td>299321 50.00</td> <td>02/21/08 08:53</td> <td>M S</td> <td>0.00</td> <td>50.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>93</td> <td>10001 -BKAM</td> <td>299321 25.00</td> <td>02/21/08 08:55</td> <td>M S <b>O</b></td> <td>0.00</td> <td>25.00</td> </tr> <tr> <td colspan="8" style="text-align: right;"><b>Mastercard Total</b></td> <td><b>5</b></td> <td><b>0.00</b></td> <td><b>190.00</b></td> </tr> <tr> <td>XXXX2605</td> <td>XX/XX</td> <td></td> <td>87</td> <td>10001 -BKAM</td> <td>LOCAL 25.00</td> <td>02/21/08 08:36</td> <td>S</td> <td>0.00</td> <td>25.00</td> </tr> <tr> <td>XXXX2605</td> <td>XX/XX</td> <td></td> <td>88</td> <td>10001 -BKAM</td> <td>299321 25.00</td> <td>02/21/08 08:37</td> <td>S</td> <td>0.00</td> <td>25.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>89</td> <td>10001 -BKAM</td> <td>299321 10.00</td> <td>02/21/08 08:48</td> <td>M S</td> <td>0.00</td> <td>10.00</td> </tr> <tr> <td>XXXX1318</td> <td>XX/XX</td> <td></td> <td>94</td> <td>10001 -BKAM</td> <td>299321 50.00</td> <td>02/21/08 08:59</td> <td>M S</td> <td>0.00</td> <td>50.00</td> </tr> <tr> <td colspan="8" style="text-align: right;"><b>MilitaryStar Total</b></td> <td><b>4</b></td> <td><b>0.00</b></td> <td><b>110.00</b></td> </tr> <tr> <td colspan="8" style="text-align: right;"><b>BK Restaurant Total</b></td> <td><b>9</b></td> <td><b>0.00</b></td> <td><b>300.00</b></td> </tr> <tr> <td colspan="8" style="text-align: right;"><b>Batch Total</b></td> <td><b>9</b></td> <td><b>0.00</b></td> <td><b>300.00</b></td> </tr> </tbody> </table> <p><b>NOTE:</b> A legend has been added to the Credit Card Batch Detail Report. This legend lists the following flags:</p> <ul style="list-style-type: none"> <li>◆ U/D = Omitted by (U)ser/(D)river</li> <li>◆ K = Keyed Account Entry (This flag has been changed. In the past it was listed as "M").</li> <li>◆ A = Manual Auth</li> <li>◆ F = Floor Limit Auth</li> </ul>	count #	Exp Date	Trans Key	Chk #	Employee	Auth Code/Amount	Auth Date/Time	Flags	Chg Tip	Total	Business Date: Thursday, Feb 21, 2008 - Settlement Driver: CCSET Merchant Name: BK Rest. STF										XXXX1318	XX/XX		89	10001 -BKAM	299321 15.00	02/21/08 08:48	M S	0.00	15.00	XXXX1318	XX/XX		90	10001 -BKAM	299321 50.00	02/21/08 08:50	M S	0.00	50.00	XXXX1318	XX/XX		91	10001 -BKAM	299321 50.00	02/21/08 08:52	M S	0.00	50.00	XXXX1318	XX/XX		92	10001 -BKAM	299321 50.00	02/21/08 08:53	M S	0.00	50.00	XXXX1318	XX/XX		93	10001 -BKAM	299321 25.00	02/21/08 08:55	M S <b>O</b>	0.00	25.00	<b>Mastercard Total</b>								<b>5</b>	<b>0.00</b>	<b>190.00</b>	XXXX2605	XX/XX		87	10001 -BKAM	LOCAL 25.00	02/21/08 08:36	S	0.00	25.00	XXXX2605	XX/XX		88	10001 -BKAM	299321 25.00	02/21/08 08:37	S	0.00	25.00	XXXX1318	XX/XX		89	10001 -BKAM	299321 10.00	02/21/08 08:48	M S	0.00	10.00	XXXX1318	XX/XX		94	10001 -BKAM	299321 50.00	02/21/08 08:59	M S	0.00	50.00	<b>MilitaryStar Total</b>								<b>4</b>	<b>0.00</b>	<b>110.00</b>	<b>BK Restaurant Total</b>								<b>9</b>	<b>0.00</b>	<b>300.00</b>	<b>Batch Total</b>								<b>9</b>	<b>0.00</b>	<b>300.00</b>
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Module	Feature
CA/EDC Cont'd	<ul style="list-style-type: none"><li>◆ S = Settled</li><li>◆ C = Cash Back</li><li>◆ O = Co-branded Override</li><li>◆ R = Corrective Auth</li></ul> <p>Additionally, a line will print on the credit card voucher indicating that the co-branded transaction was overridden.</p> <div data-bbox="451 730 906 1346" style="border: 1px solid black; padding: 5px;"><p>MIKE ROSE RESTAURANT &amp; GRILL 7031 COLUMBIA GATEWAY DR. COLUMBIA, MD 21046 410.285.8000 www.MICROS.com</p><p>Chk 219                      Gst 0 28 Gordon                    Dinning 4 CF                      23 CC 0TC 0 Trn 203      Feb20'08 03:41PM</p><hr/><p>Dine In Date:      Feb20'08 03:41PM Card Type: Mastercard Acct #:      XXXXXXXXXXXX1318* Card Entry: KEYED <b>Trans Type: PURCHASE</b> <b>Cobrand: OVERRIDDEN</b> Exp Date:      XXXXX Auth Code: 299321 Check:      181 Server:      10000 Sarah</p></div>

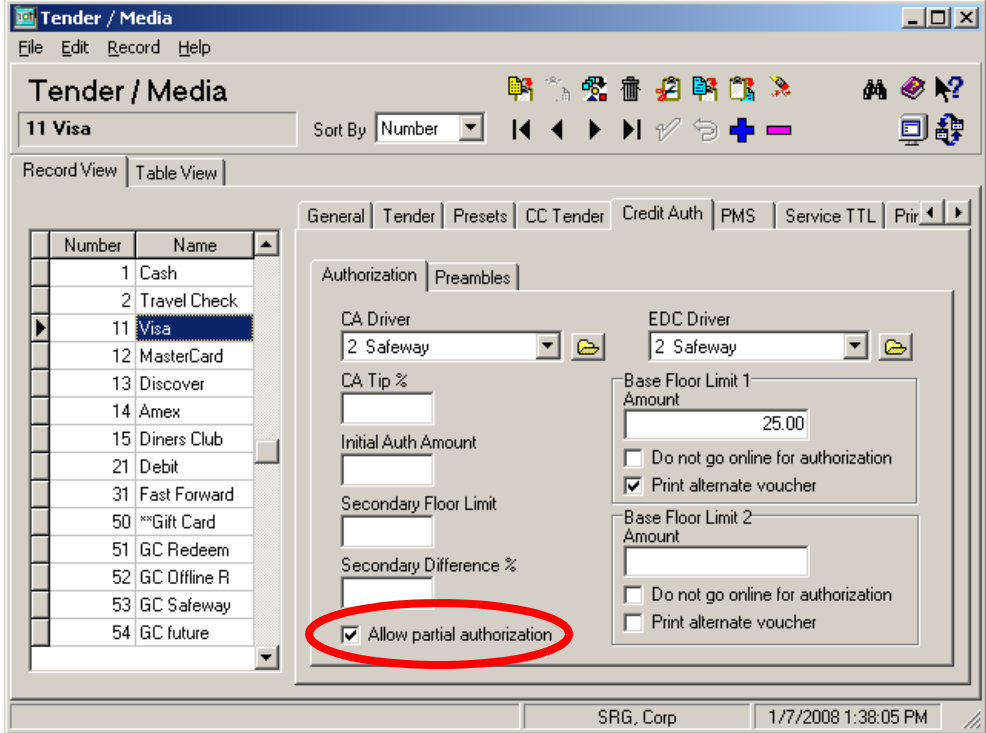
Module	Feature
CA/EDC Cont'd	<p data-bbox="488 342 1179 373"><b>Mark Credit Card Batch as Settled/ Un-Settled</b></p> <p data-bbox="488 405 1463 541">A site could encounter a situation where a settlement was processed successfully by the POS, and is marked as settled in the RES database, but was not processed at the host. When this occurs, the batch may be set as non-transferred and settled again.</p> <p data-bbox="488 590 1455 726">To support this functionality, the [<b>Mark as Non-Transferred/ Mark as Transferred</b>] button has been added to the <i>Credit Card Batch Utility / Edit</i> screen. The label on this button alternates depending on the status of the currently selected batch.</p> <p data-bbox="488 774 1455 873">Selecting this button when a batch is not yet marked as transferred will cause the batch to be marked as transferred. Selecting this button when a batch is marked as transferred will cause the batch to be marked as non-transferred.</p> <p data-bbox="488 921 1463 1100">This new functionality is available for user that are privileged to edit a batch (<i>Credit Card Batch section of the POS configurator / Employees / Employee Classes / Privileges / Privilege Options / Credit Card Batch / Edit</i>). When a batch has been marked as non-transferred and re-sent, the Batch Transfer Status Report will display the following message:</p> <p data-bbox="488 1148 1349 1205">Batch Marked as (Non-)Transferred By Credit Card Batch Utility.</p> <p data-bbox="488 1253 1414 1310"><b>NOTE:</b> This function should only be undertaken with the supervision of support personnel.</p>

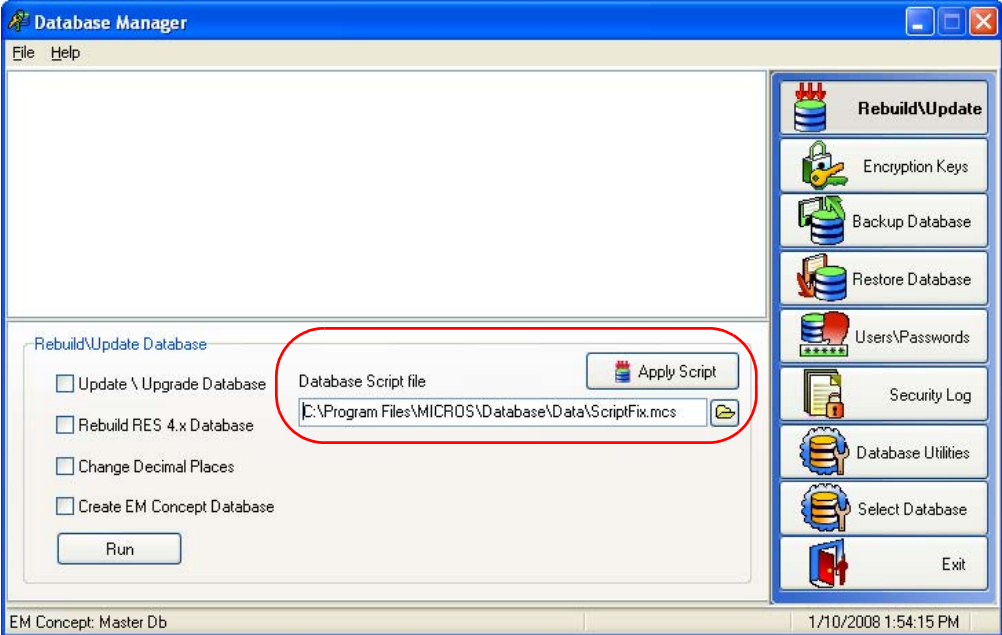
Module	Feature
CA/EDC Cont'd	<p data-bbox="440 342 935 373"><b>Partial Credit Card Authorization</b></p> <p data-bbox="440 401 1409 541">The partial credit card authorization feature supports the ability to approve a prepaid credit card for an amount less than the full amount requested during authorization. For example, if the check total is for \$40.00, the user may authorize a card for \$10.00.</p> <p data-bbox="440 585 1409 877">This feature is useful when redeeming gift cards issued by a credit card company (e.g., Visa Gift Card). Previously, if the amount of the credit authorization was higher than the amount available on the prepaid card, the user would receive an error message, and the cashier would have to ask for another form of payment. For example, if the balance on the card was \$10.00, the customer could not use the card toward payment of a \$40.00 check. An error, “<i>Exceeds Amount Available</i>” would display and the cashier would have to request another form of payment.</p> <p data-bbox="440 921 1386 1173">The partial authorization feature permits the user to apply the value on the card (e.g., \$10.00) toward the check total (e.g., \$40.00). Now, when the driver returns a partial authorization, POS prompts the operator with the message, “<i>Partial Authorization for XX.XX Has Been Applied.</i>” This message is designed to call attention to the fact that this is a partial authorization for the amount available on the card, and the operator must press the [OK] button to acknowledge the message.</p>

Module	Feature
<b>CA/EDC Cont'd</b>	<p>This feature will only function if used in conjunction with a credit card driver that supports partial authorizations. Please note that not all credit card processors have the ability to approve a partial credit card authorization. For driver-specific information consult the ReadMe First for your driver.</p> <p><b>Using the Feature</b></p> <p>Currently this feature is only supported when doing an Auth and Pay transaction in a quick service environment.</p> <p>To enter a partial authorization amount, enter the amount to be authorized (e.g., 10.00) and select the [<b>Auth 'n Pay</b>] key (e.g., CC Lookup). If the card is authorized for an amount less than the amount of the initial authorization, then the system will prompt the user with the following message:</p> <p>Partial Authorization for [Total \$'s Authorized] Has Been Applied.</p> <p>The user must select [<b>Ok</b>] to clear this message. The credit card voucher is then printed for the partially authorized amount and the remaining balance is displayed. The user may then request a secondary method of payment to cover the remaining balance.</p> <p>If the Partial Authorization option is not enabled and the authorization amount exceeds the available balance on the prepaid card, then the system will display the following error message:</p> <p>Exceeds Amount Available.</p> <p>The user must clear this message and request a secondary form of payment. Should this occur, a reversal is sent to the Credit Card Processor to cancel the partial authorization request.</p>

Module	Feature
<b>CA/EDC Cont'd</b>	<p><b>Caveats</b></p> <p>At this time, only retail credit card tenders are supported. The Auth 'n Pay (CC Lookup Key) is supported for Partial Authorizations.</p> <p>Keep in mind that Credit Authorize and Initial Auth function keys are not supported with this feature and will treat a partial authorization as a decline. If these keys are used, the user will receive the following error message and a reversal will be sent to the credit card processor:</p> <p>Exceeds Amount Available</p> <p>The partial authorization feature is not supported in the following environments:</p> <ul style="list-style-type: none"><li>◆ Verifone VX670 Table Pay Device is not supported at this time.</li><li>◆ Web and Call Center orders are not supported at this time.</li></ul>

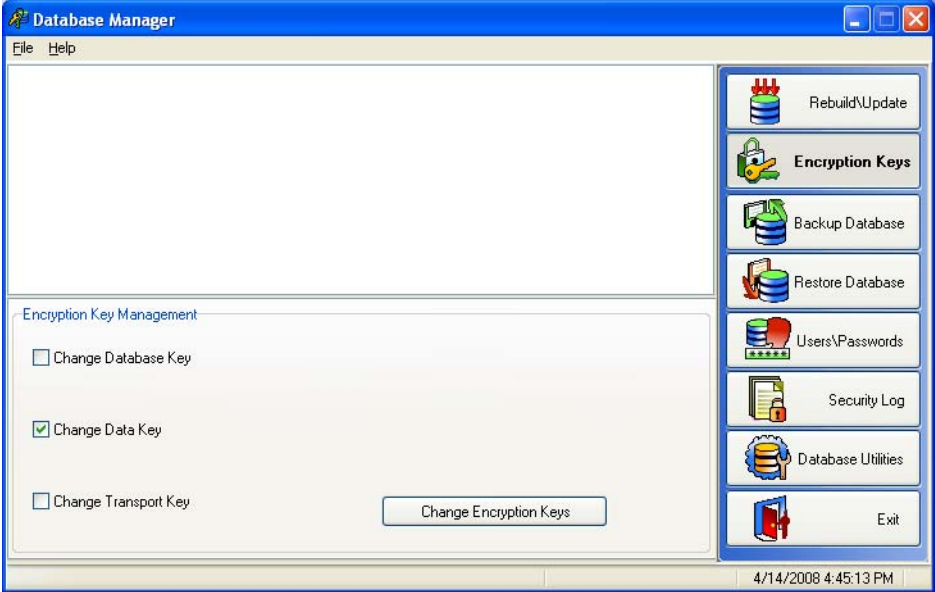


Module	Feature
<p><b>CA/EDC Cont'd</b></p>	<p><b>Configuration</b></p> <p>To support this feature, the Allow Partial Authorization option has been added to the <i>Sales / Tender/Media / Credit Auth</i> tab in POS Configurator. This option should be enabled for all applicable tenders.</p>  <p>The screenshot shows the 'Tender / Media' configuration window. On the left is a list of tender types with '11 Visa' selected. The main area has tabs for 'General', 'Tender', 'Presets', 'CC Tender', 'Credit Auth', 'PMS', and 'Service TTL'. The 'Credit Auth' tab is active, showing fields for 'CA Driver' and 'EDC Driver' (both set to '2 Safeway'), 'CA Tip %', 'Initial Auth Amount', 'Secondary Floor Limit', and 'Secondary Difference %'. On the right, there are sections for 'Base Floor Limit 1' (Amount: 25.00) and 'Base Floor Limit 2' (Amount: blank). Both sections have checkboxes for 'Do not go online for authorization' (unchecked) and 'Print alternate voucher' (checked). At the bottom of the 'Credit Auth' section, the checkbox 'Allow partial authorization' is checked and circled in red.</p> <p>When this option is disabled, credit authorization will authorize for the entire amount of the check. Split tenders may still be used, even if this option is disabled.</p>

Module	Feature
<p><b>Database Manager</b></p>	<p><b>Added Ability to Apply Scripts to a Database</b></p> <p>Database Manager now supports the ability to apply a script to a database. The script must be in a format that is proprietary to MICROS. These scripts have a file extension of .mcs (MICROS Compressed Script). They are generally created to address a specific customer support issue.</p> <p>This feature is similar to the existing functionality in DbUpdate.exe. DbUpdate is used to apply database scripts in the form of a “database update set,” which is another proprietary format that consists of a pair of files that have an extension of .dat.</p> <p>This feature is different from DbUpdate in that it can be used to apply a script to an EM Concept database. EM Concept databases are not supported by DbUpdate.</p> <p>This feature should be used only as directed by MICROS support personnel.</p> <p>To support this functionality, the <b>Apply Scripts</b> button has been added to the <i>Rebuild/Update</i> area of the Database Manager application.</p> 

Module	Feature
<b>Database Manager Cont'd</b>	<p>Follow these steps to apply a script:</p> <ol style="list-style-type: none"> <li>1. Open Database Manager to the <i>Select Database</i> form</li> <li>2. If you are running in an EM Concept environment, select the desired database from the list of available concepts.</li> <li>3. Go to the <i>Rebuild/Update</i> form.</li> <li>4. Use the <b>Database Script file</b> path to navigate to the desired .mcs file. The .mcs file used to update the database will be provided by MICROS.</li> <li>5. Select the <b>[Apply Script]</b> key to apply this script to the concept database.</li> </ol> <p>All logging will be recorded to the <b>DM.log</b>.</p> <p>The user may also apply a script to a database using the <b>-MCS</b> command line option. For example:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;filename.mcs&gt; -EM 2</pre> <p>In an EM Corporate environment, the <b>-EM</b> switch can be used to designate a specific EM Concept database. For example:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;filename.mcs&gt; -EM2</pre> <p>If the selected EM concept database is designated as Unavailable, the command line will fail.</p> <p>In an EM Corporate environment, the <b>-EM</b> switch can be used with a new <b>ALL</b> parameter to designate that the script should be applied to all concept databases:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;path\filename.mcs&gt; -EM ALL</pre>

Module	Feature
<p><b>Database Manager Cont'd</b></p>	<p>EM Concept databases that are designated as Unavailable will be skipped when –EM ALL is used.</p> <p>The ALL parameter can only be used with the –EM switch when the –MCS switch is also used.</p> <p>For assistance with command lines, go to <i>Start / Run</i> and enter <b>DM/?</b>. This will display all applicable command line information.</p> <p><b>NOTE:</b> A compressed .mcs file may be included with a Novafix. When running a Novafix that includes a database update in the form of a .mcs file, it will be applied automatically to all available concept databases.</p> <hr/> <p><b>Security Enhancements</b></p> <p>Database Manager has been enhanced to satisfy the new Visa PCI Credit Card Security Data Standard. The PCI standard ensures a greater degree of security at the site and protects against credit card fraud. For additional information regarding the standard please see the <i>RES Version 4.3 Payment Application Best Practices Implementation Guide, MD0003-117</i>.</p> <p>The following security enhancements have been made to Database Manager:</p> <ul style="list-style-type: none"> <li>◆ <b>Database Passphrases are automatically generated by the system and are unknown to the user.</b> The third PCI requirement (3.6.6) mandates, “split knowledge and establishment of dual control keys (so that it requires two or three people, each knowing only their part of the key, to reconstruct the whole key).” Database Passphrases present in Database Management qualify as control keys, and have been enhanced to satisfy this PCI requirement.</li> </ul>

Module	Feature
<p><b>Database Manager Cont'd</b></p>	<p>The user will no longer know the database passphrase. The <i>Encryption Keys</i> form has been changed so the user is no longer able to enter an encryption key. When keys are changed, the user will select the appropriate key and press the [<b>Change Encryption Keys</b>] button. The system will automatically select a key.</p>  <p><b>Passphrases MUST be changed at least once a year to maintain PCI compliancy.</b> All sites should be knowledgeable of the PCI security standard, and the steps necessary to be compliant. For additional information, see the <i>RES Version 4.3 Payment Applications Best Practices Implementation Guide, MD0003-117</i>.</p>

Module	Feature
<b>Database Manager Cont'd</b>	<ul style="list-style-type: none"><li>◆ All MICROS and DBA passwords must be complex, containing a minimum of 7 characters with both alpha and numeric characters. The user will receive an error message if the password does not satisfy these minimum requirements.  Please note that passwords for other types of users (e.g., custom, and support) are not required to be complex. Although MICROS recommends that all users generate complex passwords.  A detailed discussion of password security and creating a complex password is contained in the <i>RES Version 4.3 Payment Application Best Practices Implementation Guide, MD0003-117</i>.</li><li>◆ The user is no longer required to provide the passphrase via the command line. For backwards compatibility, if one is provided, it will be ignored.</li></ul>

Module	Feature
<b>Database Manager Cont'd</b>	<p data-bbox="488 342 1360 373"><b>Unable to Create Unsupported Passwords or User Names</b></p> <p data-bbox="488 401 1458 541">Database Manager does not support passwords or user names that contain some special characters. However, in the past the user was not prompted with a warning message when attempting to create an unsupported password or user name.</p> <p data-bbox="488 590 1442 653">Now, the user will receive the following error message when attempting to create a password with unsupported characters:</p> <p data-bbox="488 701 740 722">Invalid User ID.</p> <p data-bbox="488 770 1458 833">The user will receive the following error message when attempting to create a password with unsupported characters:</p> <p data-bbox="488 882 899 903">Invalid database password.</p> <p data-bbox="488 951 1450 972">A password or user name is unsupported if it contains any of the following:</p> <ul data-bbox="488 1020 984 1255" style="list-style-type: none"><li>◆ Begins or ends with a white space.</li><li>◆ Contains a double quote (e.g., “).</li><li>◆ Begins with a single quote (e.g., ‘).</li><li>◆ Contains a semicolon (e.g., ;).</li></ul>

Module	Feature
<p><b>Database Manager Cont'd</b></p>	<ul style="list-style-type: none"> <li>◆ Is a User ID containing more than 128 characters or a password containing more than 20 characters</li> <li>◆ Contains a control character (any character less than 0x20), which equals (Alt + 0 through Alt + 32). Attempting to use any of these characters can cause unexpected results.</li> <li>◆ Contains double backslashes (e.g., \\).</li> <li>◆ Contains a \x.</li> <li>◆ The user name contains a % character.</li> </ul> <p>Additional rules:</p> <ul style="list-style-type: none"> <li>◆ Passwords and user names must be composed of 7-bit ASCII (American Standard Code for Information Interchange) characters.</li> </ul> <p><b>NOTE:</b> The ASCII character Alt + 127 should not be used for passwords or user names.</p>
<p><b>Delivery Dispatch</b></p>	<p><b>Able to View Checks Assigned to an Unavailable or An Out of Store Driver</b></p> <p>A privileged user may now select an unavailable or an out of store driver and view that driver's check information. In the past, a user could not view information about an unavailable driver or an out of store drivers if the <b>Assign checks to out of store drivers</b> option was disabled.</p> <p>Now, the user may view a driver's check information by double-clicking on their name. Check information will appear, even if they are unavailable or out of store drivers and the <b>Assign checks to out of store drivers</b> option is disabled.</p>
<p><b>POS Configurator</b></p>	<p><b>Field Name Change</b></p> <p>The name of the Modifiers box on the <i>Devices / Touchscreens / Conversational Ordering</i> tab has been changed to Prefixes.</p>



<b>Module</b>	<b>Feature</b>
<b>POS Operations</b>	<p><b>Barcode NLU Now Supports 13 Digits</b></p> <p>In the past the POS would allow a 13 digit barcode to be scanned but would not allow more than a 12 digit barcode to be manually entered with the Barcode NLU function key. The user is now able to manually enter a 13 digit barcode.</p> <p>If scanning a 13-digit Barcode, and the system is unable to locate the barcode, the system will incorrectly display the error message, “Entry too large,” rather than display, “Menu Item not found.” However, if a 12-digit barcode is scanned, then the system will correctly display, “Menu Item not found.”</p>

Module	Feature
<b>POS Operations Cont'd</b>	<p data-bbox="440 342 1408 415"><b>Display Double-Byte Characters on a Workstation LCD and Pole Display</b></p> <p data-bbox="440 438 1398 583">With this release, POS Operations has been updated to display double-byte characters on a workstation LCD display as well as on the pole display. To use this feature, run the appropriate language platform (e.g., the Japanese Platform) on the workstation.</p> <p data-bbox="440 625 1408 770">The rear display/ pole display may show either the Name 1, the Name 2, or both names for each menu item. This functionality is programmed using the <b>Display on Rear/Pole Display</b> option (<i>Sales / Menu Item Classes / Print/ Display</i>). The following options are available:</p> <ul data-bbox="440 812 1408 1129" style="list-style-type: none"><li data-bbox="440 812 1408 877">◆ <b>Name 1 Only.</b> Displays menu items in the selected class by their first name on the rear/pole display.</li><li data-bbox="440 919 1408 1024">◆ <b>Name 2 Only.</b> Displays menu items in the selected class by their second name on the rear/pole display. If a Name 2 has not been programmed, then Name 1 will display.</li><li data-bbox="440 1066 1408 1129">◆ <b>Both Names.</b> Displays menu items in the selected class by both their first and second names on the rear/pole display.</li></ul> <p data-bbox="440 1171 1408 1308">Please note that the <b>Name 1</b> field has a maximum length of 16 characters, and the <b>Name 2</b> field has a maximum length of 12 characters. The Display has a maximum length of 16 characters which includes pricing information. The name of the item will truncate when necessary.</p>

Module	Feature
<b>POS Operations Cont'd</b>	<p>The <b>Both Names</b> setting for the <b>Display on Rear/Pole Display</b> feature will display differently depending upon the language used.</p> <ul style="list-style-type: none"> <li>◆ Most languages (including English), will display Name 1 and then Name 2 on one line with no space between names. If there is not enough room to show all of Name 2, then it will be truncated. In most cases, only one line will display.</li> <li>◆ In the case of some languages (e.g., Hebrew, Russian, Mainland Chinese, Korean, Hong Kong, Macau, Singapore, Chinese Taiwan), both the Name 1 and Name 2 will display. Name 2 will display directly at the end of Name 1. If needed, text will wrap to the second line.</li> </ul> <p><b>Currency Display</b></p> <p>The rules for determining what (if any) currency symbol will be used in the display are as follows:</p> <ul style="list-style-type: none"> <li>◆ Japanese (local ID 0x0411) uses the HAN currency symbol 0x897E following the amount.</li> <li>◆ Chinese Mainland (local ID 0x0804) and Singapore (0x1004) use the symbol 0xA3A4 prior to the amount and 0xD4AA following the amount. These values are all hard-coded, and can not be changed.</li> <li>◆ All other languages omit the currency character.</li> </ul>

<b>Module</b>	<b>Feature</b>
<b>POS Operations Cont'd</b>	<b>SWAP Function Now Supports Combo Meals</b> With this release the POS function Swap will now allow a combo meal to be swapped for another item.
	<b>US Scale Regulation Enhancement</b> In order to be Weights and Measures compliant, as of January 2008, OPS display and printer output has been updated for weighted menu items. Electronic and Manual Scale entries will now display a lower-case <b>lb</b> to denote weight in pounds. A space will also be present between the unit weight value and the measurement (e.g., 1.00 lb). In the past, pounds would display as an upper-case LB with no preceding space.
<b>Setup</b>	<b>Running a RES Hotfix Will Shutdown Portal Integration Services</b> When running a hotfix for RES versions 3.2 SP7 HF6 or higher, the mymicros Integration Server portal service will be shut down and restarted.

## 3700 POS Revisions

Module	Feature	CR ID
CA/EDC	<p><b>POS Corrective Authorization Function Would Only Work in Certain Scenarios</b></p> <p>Previously, if a corrective authorization was performed, it would only function properly if there were no previous authorizations present on the check. Attempting a corrective authorization when an authorization was present would incorrectly prompt the operator to choose a new or an existing card. The correct behavior is to prompt the user for the TransactionVault Key. This has been corrected.</p>	N/A
Database Manager	<p><b>Known Issue: The Number of DB Archives Field Will not Work Properly if Databases Located in the \Micros\Database\Backup\Archive Directory are Not Named Correctly</b></p> <p>The configured value in the <b>Number of DB Archives</b> field will be disregarded if any of the databases located in the <i>\Micros\Database\Backup\Archive</i> folder are not named using the database naming conventions (e.g., <b>micros_yyyy_mm_dd_hh_mm.mbz</b>). As a result, a new.mbz file will be created each time a Concept or Master Database backup occurs.</p> <p>Do not store databases that you do not want to be overwritten, or databases that do not share this naming convention in the <i>\Backup</i> or the <i>\Archive</i> folders. If desired, sub-folders may be created to store these databases.</p>	N/A

Module	Feature	CR ID
<b>Delivery Dispatch</b>	<b>The Delivery Dispatch Configurator Would Have Three Tabs With Option Bits Cut Off the Right Side of the Screen When Using a Workstation 5 with XPE</b>  Previously, if using a Workstation 5 running XPE to access the Delivery Dispatch Configurator, then three of the tabs would have option bits cut off the right side of the screen. This has been corrected.	N/A
	<b>Transferring a Check Tendered to a Credit Card to a Driver May Cause Check to be Excluded from Batch</b>  Previously, transferring a check that was tendered as a credit card to a driver could result in that check being excluded from the Credit Card Batch. This has been corrected.	25532
<b>Ordering Module</b>	<b>Editing a Quantity of Menu Items Would Cause Both the Edited and Original Item to Appear on the Check</b>  Making a change to an OM menu item with a quantity greater than 1 would fail to void the original item from the check. As a result, both the edited and the original item would be present on the check, and both would be sent to the kitchen. This has been corrected.	N/A
	<b>If ATC is set to 0, Ordering Module Would Incorrectly Charge for Toppings</b>  Previously, if the Allowed Topping Count (ATC) was set to 0, then the Ordering Module could incorrectly charge for toppings added by the operator, even when the total amount of toppings did not change. This has been corrected.	25223

Module	Feature	CR ID
Peripherals	<p><b>ILDS Can Send the Wrong Check Employee ID to ILDS</b></p> <p>When posting a transaction to the ILDS, POS Operations sends the ID of the employee associated with the transaction (“transaction employee”). When a manager is ringing a transaction on an employee's check, the “transaction employee” is the manager and therefore, the transaction is posted to the ILDS with the manager's ID.</p> <p>The <b>Current round posts to transaction employee</b> option (<i>POS Configurator / Revenue Center / RVC Posting</i>) allows the user to determine which employee (the “check employee” or the current “transaction employee”) should be used for posting a transaction. In the past, ILDS ignored this option and the 'transaction employee' ID was always used when posting to the ILDS.</p> <p>Now, POS Operations will consider the <b>Current round posts to transaction employee</b> option when sending a transaction to ILDS. If the option is enabled, the 'transaction employee' ID will be sent to ILDS regardless of the 'check employee' ID. If this option is disabled, the 'check employee' ID will be used</p>	24702
	<p><b>Scale Could Display the Error Message “Scale Under Capacity” When the Item’s Weight Was Actually Over Capacity</b></p> <p>Previously, a scale attached to a workstation could display the error message, “Scale Under Capacity” when the item on the scale was actually over capacity (e.g., weighed more than 30 pounds). This has been corrected.</p>	N/A

Module	Feature	CR ID
POS Configurator	<p><b>Custom Themes Would Not Display</b></p> <p>Previously, if a custom theme was configured, and the theme was not installed onto the Server in the <code>\MICROS\Res\Pos\Themes</code> folder, then it would not display on the <i>Devices / User Workstations / Options / Display</i> tab. This has been corrected.</p>	N/A
	<p><b>Error Condition Would Occur When Changing an Employee's Date of Birth</b></p> <p>Previously, editing an employee's date of birth using the calendar and then closing the <i>Employee / Employees / Personal</i> form without closing the calendar first could result in an error condition. This has been corrected.</p>	N/A
	<p><b>Error Condition When Using the Undo Function</b></p> <p>Previously, the user would receive the following error message when attempting to undo an action when the status drop-down was open on the <i>Employees   Employees   Employee Status</i> tab:</p> <p>Cannot focus a disabled or invisible window.</p> <p>This has been corrected.</p>	24794
POS Operations	<p><b>Able to Void Fixed Price Meal Main Course Item and Leave Child Items on the Check</b></p> <p>It was possible to void a Fixed Price Meal's main course item that was linked to the price, and leave the child items on the check with a balance of \$0.00. This could occur when ringing multiple Fixed Price Meals. This issue has been fixed.</p>	25149
	<p><b>Changing the State of a Default Condiment Would Cause Items to Sort Incorrectly</b></p> <p>Previously, when a user changed the state of a default condiment by using a condiment prefix, then the order of the condiments would change. This has been corrected.</p>	N/A



Module	Feature	CR ID
POS Operations Cont'd	<p><b>Condiment Prefixes Were Consolidating on the KDS Display</b></p> <p>Previously, condiment prefixes would consolidate on KDS displays. For example, if a Sandwich was rung with No Tomato and No Lettuce, then both condiments would display as:</p> <p>Sandwich 2 No Tomato Lettuce</p> <p>This has been corrected as the same example will now display as:</p> <p>Sandwich No Tomato No Lettuce</p>	N/A
	<p><b>Deleting or Changing a Theme on a WinCE Platform that Supports Double-byte Characters Would Cause Buttons to Display with Missing Spaces</b></p> <p>Downloading a theme to a WinCE platform that supports double-byte characters, deleting or changing the theme, then restarting POS Operations would cause buttons to display with missing spaces. This has been corrected.</p>	N/A
	<p><b>Editing Seat Using a Screen with a SLU Key Would Cause POS Operations to Close Unexpectedly</b></p> <p>Previously, attempting to edit a seat using a touchscreen with a SLU key on it would cause POS Operations to produce the following error message and to close unexpectedly:</p> <p>int divide by zero</p> <p>This has been corrected.</p>	N/A

Module	Feature	CR ID
<p>POS Operations Cont'd</p>	<p><b>Enabling Both Names for the Display on Touchscreen Option Could Cause Duplicate Discounts</b></p> <p>When <i>Both Names</i> was selected for the <b>Display on Touchscreen</b> option (<i>POS Configurator / Sales / Menu Item Classes / Print/Display</i>), duplicate discounts could be applied to the check. This has been corrected.</p>	<p>N/A</p>
	<p><b>Failed Fingerprint Logons Are Not Logged</b></p> <p>Previously, a failed attempt to log into the system by scanning a fingerprint was not recorded in the MICROS Security Log. This issue has been resolved, and now one of the following messages will be recorded if login fails:</p> <ul style="list-style-type: none"> <li>◆ <b>Employee ID not found.</b> An incorrect number is manually entered on the touch screen at login. This same message will appear if an invalid mag card is swiped.</li> <li>◆ <b>Finger print scan failed to find a match.</b> This message appears if a finger print is used to log into the system but is not found in the database.</li> <li>◆ <b>There are no Finger prints in the database.</b> This message will appear if no finger print templates have been configured.</li> </ul> <p><b>NOTE:</b> Logging on a Windows XP Client may encounter an issue if Simple File Sharing is enabled on the Server. Follow these steps to disabled Simple File Sharing:</p> <ol style="list-style-type: none"> <li>1. Open Windows Explorer.</li> <li>2. Go to <i>Tools / Folder Options / View</i>.</li> <li>3. Scroll to the bottom of the screen and disable the <b>Simple File Sharing</b> option.</li> </ol>	<p>N/A</p>

Module	Feature	CR ID
POS Operations Cont'd	<p><b>Menu Board Would Not Function Correctly if Upgrade from RES 4.1 HF3 to 4.3</b></p> <p>If a system was upgraded from RES Version 4.1 HF3 to 4.3, then the Digital Menu Board feature would not function correctly. This issue has been resolved.</p>	25045
	<p><b>Moving a Service Charge From One Seat to Another Could Cause POS Operations to Error</b></p> <p>Attempting to move a service charge from one seat to another could cause POS Operations to error. When a service charge with reference was added to a check, the seat number was not being recorded in the reference detail.</p> <p>As a result, POS Operations encountered the following issues. These issues would not occur if the original seat was Seat 1.</p> <ul style="list-style-type: none"> <li>◆ On a PC Workstation 2010, POS Operations would close unexpectedly.</li> <li>◆ On a Workstation 4, the user would encounter an error condition after service totalling the check and attempting to reopen it.</li> </ul> <p>These issues have been resolved.</p>	24719
	<p><b>Not Prompted to Reprint Credit Card Voucher When Option is Turned Off</b></p> <p>Previously, when the <b>Reprint Credit Card Voucher</b> option was not enabled, and the user attempted to print a secondary credit card voucher, the system would fail to prompt for authorization. This has been corrected.</p>	N/A

Module	Feature	CR ID
<p><b>POS Operations Cont'd</b></p>	<p><b>Repeating an Item Would not Repeat the Same Condiments as the Original Item</b></p> <p>Repeating a menu item would not repeat its associated condiments correctly. Instead, condiments could be entered randomly for the repeated item. This has been corrected.</p>	<p><b>N/A</b></p>
	<p><b>The Require Mag Card Emp ID Employee Class Option Not Functioning Correctly</b></p> <p>If the <b>Require mag card emp ID</b> option was enabled for an employee class (<i>Employees / Employee Classes / Clock In/ Sign In</i>), and a member of that class attempted to sign in using a mag card, then an error condition would occur, and the employee would not be signed in. This has been corrected.</p>	<p><b>25256</b></p>
	<p><b>A Transaction Voided Check that was Reopened Caused Reports to be Out of Balance</b></p> <p>Previously, if the operator reopened a check that was closed using the Transaction Void function, rung items in, tendered the check, and then voided that tender, the check would correctly close with an amount of \$0.00. However, reports would incorrectly show that an outstanding amount remained for the closed tender/media. This has been corrected.</p>	<p><b>24690</b></p>
	<p><b>Unable to Change the Combo Meal's Size if the Order Type Had Been Declared</b></p> <p>The user was unable to change the combo meal's size if they had already selected an order type. This has been corrected.</p>	<p><b>N/A</b></p>

Module	Feature	CR ID
POS Operations Cont'd	<p><b>The Void Last Item Only Option was Not Functioning Correctly</b></p> <p>Previously, if the Conversational Ordering Module was enabled and the Void Last Item Only option (<i>POS Configurator / Employees / Employee Classes / Void/Return</i>) was enabled, the user would still be able to void any item on the check. This issue has been corrected, however, the Void Current Round Items option should not be enabled simultaneously with the Void Last Item Only option.</p>	N/A
	<p><b>Voiding a Menu Item May Cause a Negative Commission Amount in Some Circumstances</b></p> <p>Previously, the system could register negative commission sales if a menu item with associated commissions was touch voided in the same round that it was added to the check. This has been corrected.</p>	19886
Printing	<p><b>Slip Printers May Print Incorrectly</b></p> <p>When both the Special by Round (<i>POS Configurator / Employees / Employee Class / Printing</i>) and the Print previous balance on check (<i>POS Configurator / Revenue Center / RVC Print Design / RVC Guest Checks</i>) options were enabled, slip printers would print the balance of the previous check on top of the menu items in the current check. This has been corrected.</p>	25208

Module	Feature	CR ID
<p><b>Reports</b></p>	<p><b>Deleting a Record with Premium Pay via Payroll Processing Would Cause Payroll Totals to be Incorrect</b></p> <p>Previously, when a record containing Premium Pay was deleted via Payroll Processing, the Premium Pay portion of the record would not be deleted from the payroll totals. Therefore, the payroll totals were incorrect. To correct this issue, the stored procedure to delete prem_pay_ttl has been updated.</p>	<p><b>24657</b></p>
	<p><b>Discount Reports Do Not Report Discounts Based on Business Date</b></p> <p>Previously, opening a check after midnight, applying a discount, and then tendering the check would cause the discounted amount to be applied to the wrong business date on the Daily Revenue Center Discount (dly_rvc_dsc.rpt) and the Daily Revenue Center Discount Detail (dly_rvc_dtl.rpt) reports. This is because both reports filtered results by the time that the check was opened and not the business date. This has been corrected.</p>	<p><b>24536</b></p>
	<p><b>Revenue Center Menu Item Reports Running Slowly</b></p> <p>Previously, some Revenue Center Menu Item Reports would take a long time to run. This included the following reports:</p> <ul style="list-style-type: none"> <li>◆ mi_r002.rpt</li> <li>◆ mi_r101.rpt</li> <li>◆ mi_r102.rpt</li> </ul> <p>This issue was caused by Crystal reports attempting to load all rows for that report and then filtering out the rows selected by the user. To improve performance, the <b>sp_R_svc_menuitem_fam_grp</b> stored procedure will be used instead of a view.</p>	<p><b>17217</b></p>

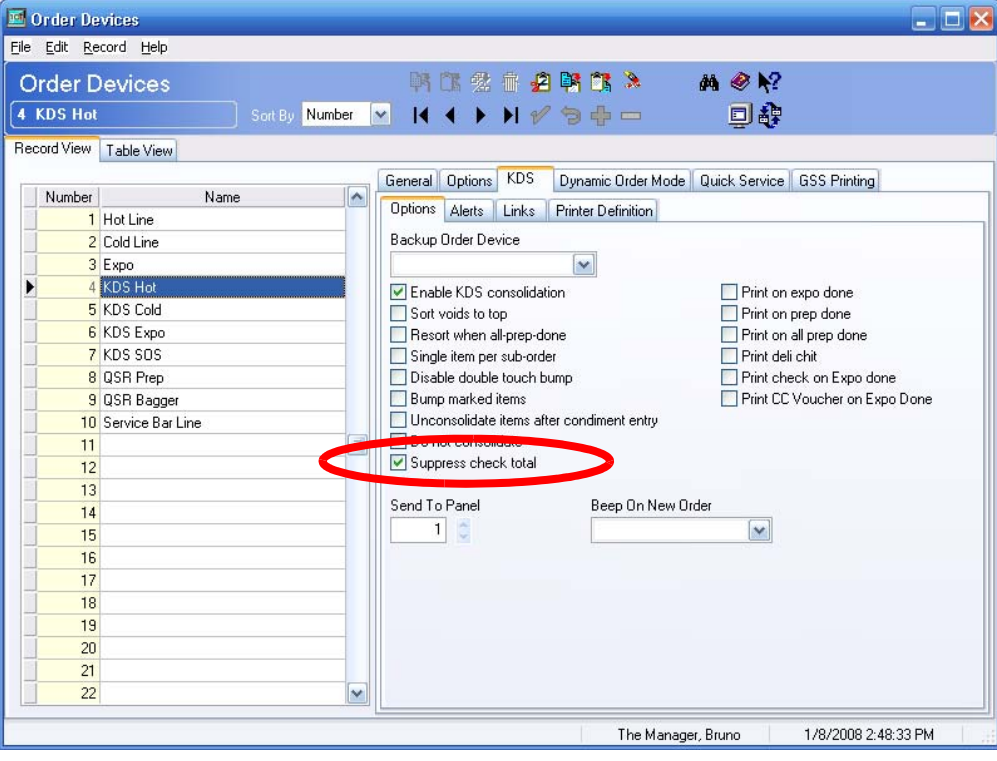
Module	Feature	CR ID
Setup	<p><b>During a Patch Upgrade Client May Fail to Upgrade</b></p> <p>Previously, when upgrading a client, installation may fail upon reaching the step to close the application and reboot. This has been corrected.</p>	N/A
	<p><b>SetName Utility Does Not Rename the SQL Service</b></p> <p>Previously, running the SetName Utility would properly change the name of the computer, however, the name of the SQL service would not change. This issue has been corrected.</p> <p>However, running SetName a second time and right-clicking on the SQL service will result in an error condition. This is a known issue.</p>	N/A
SIM	<p><b>Running the @Dtl_Majgrp_ObjNum Variable in a Script Would Cause POS Operation to Close Unexpectedly</b></p> <p>Previously, running the @Dtl_Majgrp_ObjNum SIM Variable in an ISL script would cause POS Operations to close unexpectedly. This has been corrected.</p>	N/A

Module	Feature	CR ID
<b>Table Management System</b>	<p><b>Pager Column Can Display Wrong Pager Number</b></p> <p>Previously, if displaying pager numbers in the Waitlist module in TMS, a reservation with no pager number would incorrectly use the pager number from the record listed above it. Now, the Waitlist module will display the pager column when it is added to a custom template OpsDisplayUser.cfg file.</p> <p>For information/instructions, refer to the support document: Restaurant Enterprise Solution, Editing the <i>OPS Display User Configuration File, MD0003-064, Revision A</i>, April 2006, available on the MICROS website.</p>	<b>N/A</b>
	<p><b>Pager Column Does not Display with Header</b></p> <p>The pager number column in the Waitlist module would display without a header. Now, the Waitlist module will display the pager column when it is added to a custom template OpsDisplayUser.cfg file.</p> <p>For information/instructions, refer to the support document: Restaurant Enterprise Solution, Editing the <i>OPS Display User Configuration File, MD0003-064, Revision A</i>, April 2006, available on the MICROS website.</p>	<b>N/A</b>
	<p><b>The System May be Slow When Attempting to Add a Waitlist or Reservation Entry, Potentially Resulting in an Error Condition</b></p> <p>Previously, the system could be slow when attempting to add either a waitlist or a reservation entry. Sometimes this would result in an error condition. This issue has been corrected.</p>	<b>24789</b>
	<p><b>The Table Object Screen Would Cause POS Operations to Close unexpectedly When TMS was Enabled</b></p> <p>Previously, when TMS was enabled, opening the Table Object Screen would cause POS Operations to close unexpectedly. This has been corrected.</p>	<b>24651</b>

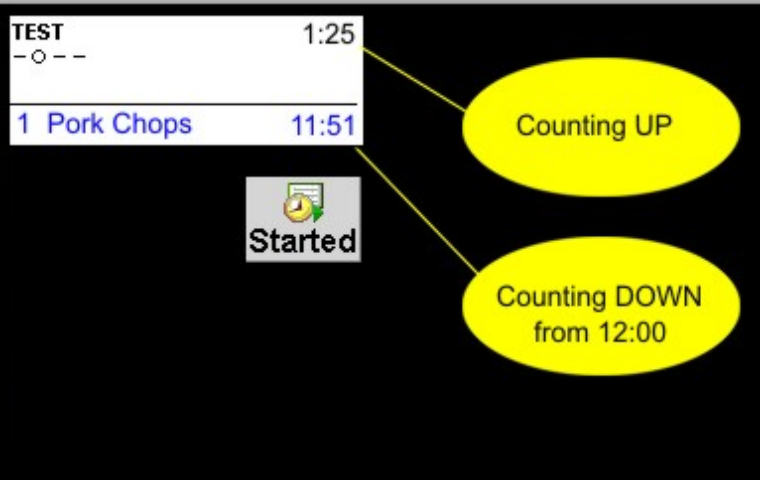


Module	Feature	CR ID
<b>Table Management System Cont'd</b>	<p><b>Table Request Detail Purge Stored Procedure Not Available Via an Autosequence</b></p> <p>The MICROS.sptms_nightly stored procedure to purge table request detail was not available as an autosequence. To correct this issue, it has been added to the Autosequence Steps form as stored procedure #165 TMS Nightly.</p>	<b>N/A</b>
<b>Transaction Analyzer</b>	<p><b>VAT Taxes Display with \$0.00 in Check View</b></p> <p>Certain VAT tax types do not post tax to the database and would show tax as 0.00 on checks in Check View. Now, when VAT is enabled and there is no tax posted, the TAX line will not show in Check View.</p>	<b>N/A</b>
<b>Version Information</b>	<p><b>KNOWN ISSUE: Attempting to View Version Info on NT Client Produces an Error</b></p> <p>The following error message will appear when attempting to view version information on an NT client:</p> <p>Invalid argument to date encode</p> <p>Selecting <b>[Ok]</b> to this message will cause the Version Info to appear. This is a known issue.</p>	<b>N/A</b>

## KDS New Features and Enhancements


Module	Feature
Controller	<p><b>Suppress Check Total Option Added</b></p> <p>The user can now suppress the appearance of total and subtotal amounts for a specified KDS display. Enable the <b>Suppress check total</b> option (<i>POS Configurator / Devices / Order Devices / KDS / Options</i>) for the desired device to suppress both total and subtotal amounts on all chits where the <i>POS Configurator / Devices / Order Devices / Dynamic Order Mode</i> option display subtotal is enabled.</p>  <p>The screenshot shows the 'Order Devices' application window. On the left, a list of devices is shown, with '4 KDS Hot' selected. On the right, the 'Options' tab for 'KDS' is open. The 'Suppress check total' checkbox is checked and circled in red. Other options include 'Enable KDS consolidation', 'Sort voids to top', 'Resort when all-prep-done', 'Single item per sub-order', 'Disable double touch bump', 'Bump marked items', 'Unconsolidate items after condiment entry', 'Do not consolidate', 'Print on expo done', 'Print on prep done', 'Print on all prep done', 'Print deli chit', 'Print check on Expo done', and 'Print CC Voucher on Expo Done'. The 'Send To Panel' is set to 1 and 'Beep On New Order' is also visible.</p>

Module	Feature
<p><b>Display</b></p>	<p><b>Menu Item Preparation Time Counter</b></p> <p>The KDS Menu Item Preparation Time Counter allows the user to display the amount of time required to prepare a menu item on a KDS chit, and to count down from that number.</p> <p>This feature makes the kitchen staff aware of the amount of time remaining in the preparation of a menu item, and to gauge their time accordingly. By showing all menu items and their preparation times, the kitchen can also better prioritize preparation based on prep times remaining.</p> <p>Once the preparation time has expired, the time on the KDS chit will change color to red, and the time will begin counting into the negatives.</p> <p>Upon initially firing an order, the first menu item with the longest prep time is displayed. That item's time will remain stationary, and will not begin counting down until the item is started in the kitchen. Items on the order with shorter prep times will display when fired.</p> <p><b>Using the Feature</b></p> <p>The example contained in this section is intended to illustrate how the Menu Item Preparation Time Counter functions in a realistic situation.</p> <ol style="list-style-type: none"> <li>1. The server rings in the following menu items. Associated preparation times are listed along side each menu item. <ul style="list-style-type: none"> <li>Penne Portabella = 8 minutes preparation time</li> <li>Chicken Alfredo = 11 minutes preparation time</li> <li>Pork Chops = 12 minutes preparation time</li> </ul> </li> <li>2. The server sends the order to the kitchen.</li> </ol>

Module	Feature
<p><b>Display Cont'd</b></p>	<p>3. The Pork Chops will be sent to the KDS first since this item has the longest prep time.</p> <p>4. The cook uses the Item Started function to start this item. The item will begin counting down from 12 minutes.</p>  <p>5. Once the time for the Chicken Alfredo is reached, this item will be automatically fired to the KDS. This will occur 1 minute after the start of the Pork Chops. The Chicken Alfredo will count down from 11 minutes.</p>

Module	Feature
<p><b>Display Cont'd</b></p>	<p>6. Once the time for the Penne Portabella is reached, this item will be automatically fired to the KDS. This will occur 3 minutes after the start of the Chicken Alfredo. The Penne Portabella will count down from 8 minutes.</p> <div data-bbox="480 487 1295 1207" style="border: 1px solid black; padding: 5px;"> <p>The screenshot shows a list of menu items on a black background. Each item has a 'TEST' status bar with a timer and a prep time. Item 1 is '1 Pork Chops' with a prep time of 8:00 and a status of 'Counting UP'. Item 2 is '2 Chicken Alfredo' with a prep time of 8:00 and a status of 'Counting DOWN from 12:00'. Item 3 is '3 Penne Portabella' with a prep time of 8:00 and a status of 'Counting DOWN from 11:00'. A yellow oval highlights the 'Counting DOWN from 8:00' status for the Penne Portabella.</p> </div> <p>7. The countdown will continue until the items are completed and bumped off. In the event that the items are not completed before the prep time expires, then the prep time counter will turn red and begin counting in negatives to indicate how late the item's prep is.</p>

Module	Feature
<b>Display Cont'd</b>	<p data-bbox="440 338 695 369"><b>New KDS Layouts</b></p> <p data-bbox="440 386 1235 417">To support this feature, the following KDS layout were added:</p> <ul data-bbox="440 459 997 905" style="list-style-type: none"><li data-bbox="440 459 906 491">◆ 600 - Chit-Standard RCookTime</li><li data-bbox="440 527 935 558">◆ 601 - Chit-Items Only RCookTime</li><li data-bbox="440 594 898 625">◆ 604 - List Standard RCookTime</li><li data-bbox="440 661 883 693">◆ 605 - List-Std-OT RCookTime</li><li data-bbox="440 728 902 760">◆ 607 - List-OT Zone RCookTime</li><li data-bbox="440 795 919 827">◆ 608 - List-Row Num RCookTime</li><li data-bbox="440 863 997 894">◆ 609 - List-Chk# Row Num RCookTime</li></ul> <p data-bbox="440 940 1386 1045">These layouts are identical to pre-existing KDS layouts ranging from 500-509, however, the Remaining Cook Time element has replaced the Cook Time element.</p>

Module	Feature
<p><b>Display Cont'd</b></p>	<p><b>Started Chits Display With a Blue Border</b></p> <p>With this release, the KDS will display chits started with a blue border. This feature makes it easier for the kitchen to identify chits that have been started, and to track their progress as they prepare an order.</p>  <p>To use this feature, the <b>Single item per sub-order</b> option must be enabled (<i>POS Configurator / Devices / Order Devices / KDS / Options</i>). If this option is disabled, then the items will not display in blue.</p> <p>This feature is supported for all KDS devices except the OASys KDS device.</p>

## Kitchen Display System (KDS) Revisions

Module	Feature	CR ID
Controller	<p><b>KDS Function Summary Expanded Would Always Show a Condiment Quantity of 1</b></p> <p>Previously, the KDS function Summary expanded dialog would always display a condiment quantity of 1, even if the quantity was more than 1. This has been corrected.</p>	N/A
	<p><b>KDS Controller Causing Memory Leak Issues</b></p> <p>The KDS Controller could potentially cause a memory leak when Dynamic Order Mode and Single Item Per Suborder was turned on. This has been corrected.</p>	N/A
	<p><b>The Option No Expo Done Before Paid Was Not Working Properly</b></p> <p>Previously, when attempting to expo done an unpaid chit when the <b>No expo done before paid</b> option was enabled (<i>Devices / Order Devices / Dynamic Order Mode</i>), the feature would correctly prohibit the user from executing an expo done, but would not display a warning message. This could result in user confusion. Now, the following error message will display:</p> <p>Order Currently Cannot Be Completed.</p>	N/A
Display	<p><b>KDS Highlight Would Not Work Correctly When the Unconsolidate Items After Condiment Entry Option Was Enabled</b></p> <p>Previously, when the <b>Unconsolidate items after condiment entry</b> option was enabled (<i>POS Configurator / Devices / Order Devices / KDS / Options</i>), KDS would not highlight menu items when a quantity change occurred. This has been corrected.</p>	N/A



<b>Module</b>	<b>Feature</b>	<b>CR ID</b>
<b>Layouts</b>	<b>KDS Layout #504 Could Block the Orders at the Bottom</b>  Previously, KDS Layout #504 could block orders listed at the bottom of the screen. This could result in difficulty viewing orders. This issue has been fixed.	<b>24403</b>

## Guest Services Solutions (GSS) Revisions

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Module	Feature	CR ID
<b>Documentation</b>	<b>Invalid GSS Caller ID Settings Listed in RES 4.3 Installation Guide</b>  The example listed in Appendix C: Installing Caller ID with Rochelle Box in the RES 4.3 Installation Guide, contained an incorrect example of a Caller ID registry string. The example incorrectly contained semicolons. The semicolons have been removed from the example, and the text now appears as follows:  Baud = 2400 Parity = N Data = 8 Stop = 1	<b>N/A</b>
<b>POS Interface</b>	<b>Changing the MICROS Password in DM Could Disable GSS</b>  Changing the MICROS password in Database Manager (DM) could cause the GSS database to become disabled on the clients.  To resolve this issue, the RES Server and all clients should be rebooted after changing the MICROS database password.	<b>N/A</b>

## Cash Management (CM) New Features and Enhancements

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Module	Feature
<b>Reports</b>	<p><b>Two New Till Over Short Reports Added</b></p> <p>With this release, two new CM reports have been added.</p> <ul style="list-style-type: none"><li>◆ CM Till Over Short by Open Date.</li><li>◆ CM Till Over Short Detail by Open Date.</li></ul> <p>These two new reports provide the same information as the existing CM Till Over Short and the CM Till Over Short Detail Reports; however, the new reports filter totals using the date that the Till was opened rather than the date that the till was counted.</p> <p>For example, if the till was opened on January 1st, but counted after the business date incremented to January 2nd, then the CM Till Over Short report would show for January 2nd. If you ran the CM Till Over Short by Open Date report, then the date would show for January 1st.</p> <p>The new reports can be run by going to <i>Autosequences and Reports / Reports / Cash Management</i>.</p>

## Enterprise Management (EM) New Features and Enhancements

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Module	Feature
<b>Database Manager</b>	<b>Added Ability to Run Scripts on an EM Concept Database</b> Database Manager now supports the ability to apply a script to a database. For more information on this feature see the <i>Added Ability to Apply Scripts to a Database</i> section beginning on page 18.

Module	Feature
Database Manager Cont'd	<p>Follow these steps to apply a script:</p> <ol style="list-style-type: none"> <li>1. Open Database Manager to the <i>Select Database</i> form</li> <li>2. If you are running in an EM Concept environment, select the desired database from the list of available concepts.</li> <li>3. Go to the <i>Rebuild/Update</i> form.</li> <li>4. Use the <b>Database Script file</b> path to navigate to the desired .mcs file. The .mcs file used to update the database will be provided by MICROS.</li> <li>5. Select the <b>[Apply Script]</b> key to apply this script to the concept database.</li> </ol> <p>All logging will be recorded to the <b>DM.log</b>.</p> <p>The user may also apply a script to a database using the <code>-MCS</code> command line option. For example:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;filename.mcs&gt;</pre> <p>In an EM Corporate environment, the <code>-EM</code> switch can be used to designate a specific EM Concept database. For example:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;filename.mcs&gt; -EM2</pre> <p>If the selected EM concept database is designated as Unavailable, the command line will fail.</p> <p>In an EM Corporate environment, the <code>-EM</code> switch can be used with a new <code>ALL</code> parameter to designate that the script should be applied to all concept databases:</p> <pre>DM -UID &lt;user ID&gt; -PWD &lt;password&gt; -MCS &lt;path\filename.mcs&gt; -EM ALL</pre>

Module	Feature
<b>Database Manager Cont'd</b>	<p>EM Concept databases that are designated as Unavailable will be skipped when –EM ALL is used.</p> <p>The ALL parameter can only be used with the –EM switch when the –MCS switch is also used.</p> <p>For assistance with command lines, go to <i>Start / Run</i> and enter <b>DM/?</b>. This will display all applicable command line information.</p> <p><b>NOTE:</b> A compressed .mcs file may be included with a Novafix. When running a Novafix that includes a database update in the form of a .mcs file, it will be applied automatically to all available concept databases.</p>

## Enterprise Management (EM) Revisions

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Module	Feature	CR ID
Database	<p><b>Known Issue: Restoring an EM Corporate Database on a Non-EM Server Will Cause the Non-EM Applications to be Unable to Start the Database</b></p> <p>Taking an EM Corporate database and attempting to restore it on a non-EM server (e.g., a RES Server) will be unsuccessful because the non-EM applications are unable to start the database.</p>	N/A

## Guest Services Solution (GSS) New Features and Enhancements

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Module	Feature
Delivery	<p data-bbox="440 445 1089 478"><b>Specify Where the Promise Time is Printed</b></p> <p data-bbox="440 506 1409 646">The user may now configure where the Promise Time for delivery is printed on the remote order device printer and on the guest check/receipt in GSS. To support this functionality, the following options have been added in POS Configurator:</p> <ul data-bbox="440 684 1409 934" style="list-style-type: none"><li data-bbox="440 684 1409 793">◆ <b>Promise Time Print Format</b> (<i>Devices / Order Devices / GSS Printing</i>). Use the drop-down list to specify where the promise time should be printed on the remote order device.</li><li data-bbox="440 831 1409 934">◆ <b>Promise Time Print Format</b> (<i>Revenue Center / RVC Print Design / GSS Printing</i>). Use the drop-down list to specify where the promise time should be printed on the guest check in this revenue center.</li></ul> <p data-bbox="440 972 1393 1039">The Promise Time feature must be in use in order to take advantage of this functionality.</p>



## Guest Services Solution (GSS) Revisions

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Module	Feature	CR ID
Caller ID	<p><b>KNOWN ISSUE: User Can Access Windows Start Bar Without an Attached Mouse or Keyboard when Caller ID is Used on Windows XP Clients</b></p> <p>If Caller ID is enabled on an Windows XP Client and the <b>Keep the task bar on top of the other windows</b> option is enabled, then the user will be able to touch-select the Start and Task bars on the screen without using a keyboard or a mouse.</p> <p>To prevent employees from accessing the Start and Task bars in this situation without using a keyboard or a mouse, disable the <b>Keep the task bar on top of other windows</b> option.</p>	N/A

## Labor Management (LM) Revisions

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Module	Feature	CR ID
<b>Human Resources</b>	<b>May Receive an Error When Attempting to Save Employee Information</b>  Previously, the user could receive the following error message when attempting to save employee information on the Employee Setup form:  Cannot focus a disabled or invisible window.  This has been corrected.	<b>N/A</b>
<b>Scheduling</b>	<b>Possible to Create Duplicate Schedules</b>  Previously, it was possible to schedule the same individuals for the same hours twice (e.g., duplicate schedules). Now, the system will prohibit a user from inadvertently creating duplicate schedule(s).	<b>24441</b>

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## RES Platform Revisions

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Module	Feature	CR ID
Database Manager	<p><b>DM Provided No Check to Determine if an EM Concept was Valid</b></p> <p>Previously, DM provided no check to determine if an EM concept contained a valid concept ID or not. As a result, an invalid database may be backed up in EM, causing issues to occur. This has been corrected.</p>	N/A
Enterprise Management	<p><b>Able to Select the Master Database from the Selection Prompt when Creating a Concept Database</b></p> <p>When creating a concept database using Database Manager, the user was able to select the Master Database from the selection prompt drop-down. This has been corrected.</p>	N/A
Export Utility	<p><b>User Receives a Licensing Error When Using the Export Utility With Runtime Licensing</b></p> <p>A system licensed only for Export Runtime will receive an error if the export is run directly from the Export Utility application. Export Runtime licensing requires that all exports run from a command line. This is by design.</p> <p>Typically the user will program an External Program in <i>POS Configurator / System / External Programs</i>. An Autosequence is used to call the External Program that exports the data.</p> <p><b>Note:</b> For help on command line switch details and how to setup an External Program, go to <i>START / RUN</i> and type in “<b>Export Utility /?</b>” This will display a help box with the information needed.</p>	N/A

