



*Restaurant Enterprise Solution
Version 4.3
Hotfix 2 Documentation*

About This Document

This document contains updates to the Version 4.3 Hotfix 1 release of the MICROS Restaurant Enterprise Solution (RES) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 2 only.

Note *The RES Version 4.3 Hotfix 2 software was released after RES 4.4, and contains functionality not present in RES 4.4. As a result, RES 4.4 does not support upgrading from RES 4.3 HF2. A site running RES 4.3 HF2 will be able to upgrade to RES 4.5 or later.*

For clarity, information is divided into self-contained chapters, reflecting the additions and modifications made to the following RES products:

- ◆ 3700 Point-of-Sale (POS) System
- ◆ Kitchen Display System (KDS)
- ◆ Guest Service Solutions (GSS)
- ◆ Cash Management (CM)
- ◆ Labor Management (LM)
- ◆ Product Management (PM)

- ◆ Financial Management (FM)
- ◆ RES Platform

Within each section, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, available from the MICROS website.

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3700 POS

What's New

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

New Features Summarized

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

| Module | Feature | Page |
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| CA/EDC | Credit Card Voucher Updated to Adhere to New MasterCard Security Standards | 5 |
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| Interface Script Language (ISL) | Add Item Discount and GetMaxDiscount Functions Added | 6 |
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New Features Detailed

CA/EDC

Credit Card Voucher Updated to Adhere to New MasterCard Security Standards

With this release, credit card vouchers have been updated to adhere to the new MasterCard security standards. The expiration date has been removed from the guest check and credit card vouchers.

To satisfy this requirement, the functionality of the **Mask expiration date** option on the *POS Configurator / Sales / Tender/Media / CC Tender* tab has been changed. When this option is enabled, the expiration date is completely removed from guest checks, customer receipts, and credit card vouchers. The POS Operations display and the journal will continue to show XX/XX in the check detail.

Additionally, on the guest check the tender reference line will show XXXXXXXXXXXXXXX1234, where in the past, it would display XXXXXXXXXXXXXXX1234 XX/XX.

Swiped Account Entry Always Available to the Driver

Normally, the initial authorization is a swiped entry, while additional authorizations are not swiped. At settlement, the driver will now use the authorization associated with the swiped card entry.

CaEDC currently sends three auth records to the settlement driver as part of the settlement record. In the past, if there were multiple authorizations associated with a single payment, RES would submit these authorizations to the driver in reverse chronological order. If more than three authorizations were performed, then the initial authorization would not be included. As a result, the driver would not always send the auth code associated with the swiped card entry at settlement.

Now, the first authorization is sent at settlement so that the swiped entry is available to the driver.

Interface Script Language (ISL)

Add Item Discount and GetMaxDiscount Functions Added

With this release, RES introduces two new ISL functions that facilitate the addition of item discounts to a check. One possible use for these new functions is the ability to write an ISL script that will apply discounts to the menu items with the highest tax rate first.

To facilitate the addition of item discounts to a check via ISL, the following new functions are now supported:

- ◆ **ItemDiscount Command.** This command is used to apply a list of discount amounts to the corresponding list of detail index values. The GetMaxDiscount function will be used to help the ISL developer determine how much can actually be discounted for each menu item.

When this command is processed, the discount object number, array size, detail index array, discount amount array, and optionally, a discount reference string, will be used to apply the discount amounts to the applicable menu items using the discount object number.

Syntax (entered as a single line)

- ◆ ItemDiscount obj_num, array_size, detail_array[], amount_array[]
- ◆ ItemDiscount obj_num, array_size, detail_array[], amount_array[], ref_num

Argument/Description

- ◆ obj_num – An integer expression evaluating to the discount definition object number used to apply the discount.
- ◆ array_size – An integer expression evaluating to the intended number of discount items to be added.
- ◆ detail_array[] – An array of integer values corresponding to the detail index numbers to be discounted.

- ◆ amount_array[] – An array of monetary values corresponding to the discount amounts to be applied to each detail.
- ◆ ref_num – A string value that can optionally be used as the reference number if the discount definition requires a reference entry.
- ◆ **GetMaxDiscount Function.** This function will return the remaining amount of a menu item that can be discounted for a particular discount definition.

Possible Usage

Food is taxed at 5% and Liquor is taxed at 8%. The Customer has a \$5.00 off coupon. The check contains \$10.00 in food and \$10.00 of liquor. This feature could be used in conjunction with the Item Discount Command to automatically apply the \$5.00 off to the Liquor items because that will reduce the over all tax burden the most.

Syntax

- ◆ GetMaxDiscount(detail_index, disc_obj_num)

Argument/Description

- ◆ detail_index – The index of the menu item that is to be checked.
- ◆ disc_obj_num – The object number of the discount definition to be used. The discount definition used will control the tax class, discount itemizer, discount restrictions by check and item, cover count restrictions, seat filtering restrictions, till assignment restrictions, and transaction state restrictions.

- ◆ **ReapplyAutoDiscounts.** When this command is added to the ISL file, it will remove automatic discounts prior to executing each ISL event and reapply the automatic discounts after each ISL event completes. This was added to facilitate the usage of the ItemDiscount Command and GetMaxDiscount Function.

This command is global, meaning that it will remain in affect until the script file has been changed (i.e., until a new script is downloaded to the UWS). The default action is to leave the automatic discounts alone with each event.

Sample

This section contains a sample script containing the new functions.

ReapplyAutoDiscounts

Var DISC_OBJ : N3 = 207

Event INQ : 1

Var index : n3

Var dtl_index_list[100] : n5

Var disc_amount_list[100] : \$12

Var list_size : n3 = 0

Var overflow : n1 = 0

If @cknum = 0

 exitwitherror "Begin a check and try again"

EndIf

For index = 1 To @numdtl

 If @Dtl_Type[index] = "M" And GetMaxDiscount(index,
DISC_OBJ) > 0.0

 If list_size < 100

 list_size = list_size + 1

 dtl_index_list[list_size] = index

 disc_amount_list[list_size] = GetMaxDiscount(index,
DISC_OBJ)/2

 Else


```
        overflow = 1
    EndIf
EndIf
EndFor

If list_size > 0
    If ( overflow = 0 )
        ItemDiscount DISC_OBJ, list_size, dtl_index_list,
disc_amount_list
    Else
        InfoMessage "Unable to apply discount", "Detail Limit Exceeded"
    EndIf
EndIf

ReapplyAutoDiscounts

//A reference entry can be included with the call,
//it will only be used if the discount is configured
//to require a reference entry.
// ItemDiscount DISC_OBJ, list_size, dtl_index_list, disc_amount_list,
";)"
EndEvent
```

The sample SIM file will discount 50% of the amount of the check. It will recalculate the available amount to discount each time it is run.

Notes *There will be some rounding in the discount calculations, so a discount may be off by as much as 1 cent per menu item discounted.*

The ISL script will use the discount itemizer info from Discount obj_num 207, but will NOT actually ring the discount configured in 207. It will apply the discount configured in the ISL script file.

Caveats

Keep the following information in mind when using this feature.

This feature will function correctly if the following conditions are met:

- ◆ The discount that the function is linked to is:
 - ◆ A Manual Discount
 - ◆ Rule Setup Page is blank

Configuration

Before you begin, read the *Caveats* section to understand the limitations of this feature. These limitations impact configuration.

1. Insert the ISL file (e.g., pms1.isl) into the \POS\ETC folder.
2. Go to *POS Configurator / Devices / Interfaces* and configure the ISL file. All that is required is to have a *name* configured for the record (e.g., GetMaxDiscount) and the **SIM Interface** option must be enabled.
3. Add a button on the Payment screen that calls the appropriate SIM interface record and Inquire number.
4. Make sure that the discount referenced in the isl file matches the correct discount object number configured in POS Configurator. This value can be altered on the first line of the ISL file, if desired.
5. Configure the appropriate discount on the *Sales / Discounts* form. This step shows a sample discount configuration.
6. Select the appropriate Menu Item Class from the *Sales / Menu Item Classes / Price / Totals* tab and enabled the **Allow item discount** option.

POS Operations

Partial Auth Support for Prepaid Credit Cards

With this release, support has been added for partial authorization, which is a feature that permits a site to process prepaid credit cards more conveniently. Unlike traditional gift cards, all prepaid cards issued by credit card companies (e.g., the Visa and American Express) are processed as credit cards.

In a situation where the amount of the check exceeds the balance remaining on the prepaid credit card, or when the balance of the card is unknown, the site can approve the credit card authorization for an amount that is less than the total amount originally requested by the credit card driver.

To use this feature, the site must use a credit card driver that supports partial authorizations. A driver that supports this functionality is also able to return the available card balance in the authorization approval. When the available balance is known, it is added to the credit card voucher.

Additionally, it is possible to perform a balance inquiry on a prepaid credit card, if the credit card host supports a balance inquiry. The balance inquiry function supports a request to the credit card issuer to return the available balance on the prepaid card. If the credit card driver does not support a balance inquiry, then the operator will receive an `Unknown Error Submitting Request` error message.

Balance inquiry does not require any special employee privilege, and will be allowed any time that an employee is signed into POS Operations. When the credit card issuer returns an available balance, POS Operations will display the following popup message: Available Balance: XX.XX and will print an abbreviated voucher with the available balance, but without the authorization amount and trailer.

Note *At this time, the POS Transaction Services does not support this functionality.*

This feature must be used in conjunction with a credit card driver that supports partial authorizations for prepaid credit cards.

Use Cases

This section contains some basic use cases to illustrate the partial pay feature used in conjunction with a prepaid credit card.

Example 1: Check Total is Less Than Balance on the Card

The Check Total is \$35.00 and the Card Balance is \$50.00.

1. Employee uses the Credit Authorization key to authorize the prepaid credit card.
2. The credit card processor returns an approval for \$35.00 and an available balance of \$15.00.
3. POS Operations prints a standard credit card voucher with an additional Available Balance: \$15.00 line.

Example 2: Check Total is More Than Balance on the Card

The Check Total is \$35.00 and the Card Balance is \$25.00.

1. Employee uses the Credit Authorization key to authorize the prepaid credit card.
2. The credit card processor returns a partial approval for \$25.00 and an available balance of \$0.00.

3. POS Operations prints a standard credit card voucher for \$25.00 showing an available balance of \$0.00. The voucher will not contain a tip line since the remaining balance is zero.

Example 3: Initial Authorization is More than the Card Balance

The customer wishes to run a bar tab. The Initial Authorization is \$50.00 and the card balance is \$25.00.

1. Employee uses the Initial Authorization key to request an authorization for \$50.00.
2. The credit card processor returns a partial approval for \$25.00 and an available balance of \$0.00.
3. When the customer is ready to leave, the operator can print a voucher for up to \$25.00.

How it Works

When enabled, POS Operations will send a flag to the credit card driver indicating that it supports partial authorizations.

If the transaction is partially approved, the credit card host will send a notification to the credit card driver, including the amount of the authorization.

If the partial authorization occurred during an Initial Authorization request, then the amount entered cannot exceed the Initial Authorization amount.

Any time a partial authorization occurs, POS Operations will display the following message intended to draw the operator's attention:

```
Partial Authorization of XX.XX Has Been Applied.
```

When the driver returns an available balance, POS Operations will store that balance as part of the authorization detail. The remaining balance will print on the credit card voucher.

If the credit card driver does not support partial authorization then it will decline the authorization even if the tender is configured to support partial authorizations.

Configuration

To configure this functionality, the user must enable the **Allow partial authorization** option on the *POS Configurator / Sales / Tender/Media / Credit Auth* form for all applicable tenders.

The user must also configure a merchant and a customer zero balance trailer that will appear when the remaining balance on the card is \$0.00. This trailer should be configured to print without a tip line, as a tip does not apply for a zero balance transaction. Use the **Merchant Zero Bal Trailer** and the **Customer Zero Bal Trailer** options on the *POS Configurator / Revenue Center / RVC Credit Cards / Trailers* form to configure these trailers.

To configure Balance Inquiry, the user must add a new touchscreen key into the Payment screen on the *Devices / Touchscreen Designer* form. The following options must be programmed:

- ◆ **Category.** Select **Function: Transaction.**
- ◆ **Function.** Select **Credit Balance Inquiry.**

Second Level Encryption for Transaction Vault

With this release, RES has added a second level of encryption for the Transaction Vault Credit Card Driver.

In the past, the credit card number, expiration date, and track data was encrypted at the time of transmission. To provide an additional layer of security, the second level encryption feature allows the site to encrypt data from the moment the card is swiped. This encrypted data then passes through all layers of the software and is encrypted a second time, as though it were still sensitive data.

This feature can only be used in conjunction with the Transaction Vault Credit Card Drivers.

This functionality must be enabled separately for credit and debit drivers:

- ◆ To enable for credit cards, enter a value in the **Credit Second Level Encryption Data** option on the *POS Configurator / Revenue Center / RVC Credit Cards / General* tab. This can include alphanumeric and special characters.
- ◆ To enable for debit cards, enter a value in the **Debit Second Level Encryption Data** option on the *POS Configurator / Revenue Center / RVC Credit Cards / General* tab. This can include alphanumeric and special characters.

Making an entry in this field will cause a prompt to appear, requiring the user to confirm the following message:

```
You must be configured for the Transaction Vault Credit/  
Debit Card Driver to enter a value in this field. Are you  
using TransVault (Yes/No)?
```

The user must select **[Yes]** to continue. If the site does not have Transaction Vault installed, select **[No]** to clear this field.

Enabling this functionality requires coordination with Merchant Link. At this time, it is not available for use by most merchants.

Manual Authorization

Second Level Encryption also supports Manual Authorizations. When a Manual Authorization is performed, the card number, and expiration date are encrypted using the second level encryption key. This data is then encrypted with the sensitive data encryption key and stored as part of the authorization detail.

At settlement, the encrypted card number and expiration date, are sent to the Transaction Vault Settlement Driver (TVCS). This data is then sent to Merchant Link for processing.

Printing

OPOS Printers Support Barcode Printing

OPOS printers now support barcode printing via a SIM script. The SIM script prints the check number as a barcode on the check so that the check can be picked up using a scanner. This functionality is already available for IDN and Serial printers.

This SIM event uses the print_trailer or the print_header event to print the barcode on the check. In order for OPOS barcode printing to work, the following items must be included in the SIM file:

Barcode format:

Barcode format is (0x07)(n)(abcdefghijkl)

where 0x07: begin barcode print directive

where n: 0x01 = suppress printing numbers under bar code

0x02 = print numbers under bar code

where a-l: twelve digit bar code

Sample:

0x07,0x01,0x30,0x30,0x30,0x30,0x30,0x30,0x30,0x30,0x32,0x32,0x32,
0x32

Caveat *When this feature is enabled, the OPOS printer will print at a noticeably slower rate on the first check following the reboot of a workstation.*

Follow these steps to configure this functionality:

1. Go to the *POS Configurator / Sales / Descriptors* and select either the *Header* or *Trailer* tab and select the header or trailer where the barcode will be printed.
2. Enter Add @@<id> to that header/trailer record, where id is defined as in the SIM file.
3. Save all changes.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

| Module | Feature | Page |
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| Hand Held Terminals | Memory Footprint Reduced on evc3 Devices | 20 |
| POS Operations | Refund with Co-branded Cards Prompts for Card Selection | 21 |
| Reports | Include VAT Tax in Net Sales Totals | 22 |

Enhancements Detailed

Database

Backing Up Database via a Command Line Does Not Require User Name and Password

With this release, RES will no longer require the entry of a user name and password when backing up a database via the command line (cmd).

Existing batch files with a User Name and Password defined do not need to be changed. In this situation, DM will ignore these.

Invalidated Databases Differentiated from Validated Databases

The conventions used to name a database have been enhanced to allow the user to differentiate between validated and invalidated database files.

In the past, regardless of whether database validation succeeded or failed, an archived copy of the bad database would be created (e.g., micros.mbz). The user would have no way to determine whether the database had succeeded validation based on the name of the file, as in both scenarios the file name would be the same.

Now, if a database fails validation the following will occur:

- ◆ An archived .mbz file will not be created for the invalid database.
- ◆ A MicrosKeyBackup.mbz file will not be created unless the user has selected the option to backup the passwords key in Database Manager.
- ◆ The archived .mbz file will not be deleted until database validation is successful.

Hand Held Terminals

Memory Footprint Reduced on evc3 Devices

To enhance performance, the memory footprint of all evc3 Hand Held Terminal (e.g., MC50) applications and binaries have been reduced. This will improve performance for these devices.

Additionally, RES will now add **CEPreload.exe** to the Core RES installation on all HHT, PPC, and PPC70 devices. If CEPreload was previously installed as a package (i.e., `\CAL\PPC\Packages\CEPreload folder`), it must be removed prior to upgrading to RES 4.3 HF2.

The PPCRES Package and **3700Client.ARM.CAB** file will now copy **CEPreload.exe** to the `\Micros\Bin` folder on the HHT devices. Additionally, a CE Preload shortcut will be placed in the `\Windows\StartUp` folder, so it will start automatically upon rebooting.

The CEPreload Application gives the user the ability to load dll files into memory before other processes begin, to reduce memory fragmentation. It should be used only in the event of memory failures during normal operations (e.g., "Failure loading GSSOps.dll" at Ops startup).

The default configuration will copy the application and shortcut to the HHT, but does not install the **CEPreload.cfg** file used to determine which dll files will load, and in what order. By default, the application will simply exit with nothing to do.

By default, the CEPreload.cfg configuration file is installed into the `\Micros\Res\Pos\Scripts` folder. In order to utilize the CEPreload feature, the user must copy the CEPreload.cfg file from the *Scripts* folder into the appropriate CAL "Files" folder for the appropriate PPC or HHT device requiring the preload process.

For example, to implement the dll preload process on the Symbol MC50, copy the **CEPreload.cfg** into `..\CAL\PPC\Files\Micros\Etc`. If any custom dll files are used with SIM, they may be added to the bottom of the **CEPreload.cfg** file.

To implement the dll preload process on earlier Symbol HHT's (8800), copy the **CEPreload.cfg** file into `..\CAL\HHT\Micros\Etc` and make any modifications required.

POS Operations

Refund with Co-branded Cards Prompts for Card Selection

The operator will now be prompted to make a selection when performing a refund in a situation where a Co-branded credit card is used (e.g., Military Star). In these cases, the operator will be prompted to select between the two accounts associated with that card (e.g., Military Star and MasterCard).

When performing a refund with a Co-branded card, the operator is now prompted with the following message:

```
Force processing as MilitaryStar?
```

Selecting **[No]** will refund the Master Card account, and selecting **[Yes]** will refund the MilitaryStar account.

Once a selection is made, the cashier will receive the Manager Authorization prompt including the amount that will be refunded:

```
Apply -2.79 to MilitaryStar?
```

Select **[Yes]** to proceed with the transaction.

This enhancement applied to all transactions with a negative balance (e.g., the use of the VOID key).

In the past, POS Operations would default refunds to the Military Star line of credit, as long as the account is in good standing.

This feature is only available with the CaAAFES credit card driver.

Reports

Include VAT Tax in Net Sales Totals

In RES versions 3.2 SP6 and lower, when using VAT by round, the VAT tax was included in some sales totals. This was found to be incorrect for certain customers. To support all customers, RES has added a new option to allow a site to be configured correctly.

To configure this functionality, enable the **Include VAT in Net Sales Totals** option on the *POS Configurator / System / Restaurant / Taxes* tab.

This option does not affect order type totals in reports. POS Operations must be restarted on all workstations after enabling this option. This option is disabled by default.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

| Module | Feature | CR ID/ SCR # | Page |
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| CA/EDC | Card Expiration Dates Issue | N/A/ 35083 | 26 |
| | Unable to Create a Batch if Two Checks With Same Credit Card are Combined | N/A/ 35008 | 26 |
| | Unable to Re-Authorize Check for Smaller Amount than Original Authorization | 26003/ 35381 | 26 |
| Database | EO End Of Day Stored Procedure Would Not Update Theoretical Cost Properly | N/A/ 35176 | 27 |
| | Using the DBA and Default Password to Change the Data Key Would Cause Database Manager to Encounter an Error | N/A/ 35363 | 27 |
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| Module | Feature | CR ID/ SCR # | Page |
|------------------------|---|-----------------|------|
| Installation/ Setup | Possible for Hand Held Client Upgrade to be Unsuccessful | N/A/ 34704 | 28 |
| Menu Board | Menu Board Would Not Work if Regional Settings Were Set to Something Other Than English | 25585/ 34959 | 28 |
| | Menu Board Would Not Start When Opened via the Start Menu on RDC | N/A/ 35510 | 29 |
| POS Configurator | Setting Peripheral Values to Null in Record View Would Save Value of 1 | N/A/ 35268 | 29 |
| POS Operations | Attempting to Re-open a Closed Check on a UWS When the Check was Originally Closed through Transaction Services Caused POS Operations to Close Unexpectedly | 25448/ 34746 | 29 |
| | Authorizing a Negative Amount Using a Co-Branded Auth-N-Pay Tender Treats Amount as Positive | N/A/ 34728 | 30 |
| | CC Lookup Not Working with Transaction Voids | 25422/ 34713 | 30 |
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| | A Suspended Credit Authorization Would Not Print a Trailer When the Print Voucher in Background Option is Disabled | N/A/ 34940 | 31 |

| Module | Feature | CR ID/ SCR # | Page |
|-----------------------------|---|-----------------|------|
| POS Operations Cont'd | Touch Re-Fill Operation Would Not Produce Error if Item Not Refillable | N/A/ 35138 | 31 |
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| | Touch Reordering When No Item Selected Would Not Display Error | N/A/ 35142 | 31 |
| | Touch Reordering Would Not Charge Price at Current Menu Level | N/A/ 35154 | 32 |
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| | Secondary Printing Produced Unusual Characters | 24784/ 35520 | 33 |
| SIM | SIM Functions @CHKNUM and @CHKSEQNUM Retain Last Reported Check | N/A/ 35289 | 33 |
| | Unable to Print Barcode on IDN Printer | N/A/ 35188 | 34 |
| Transaction Services | Check Printed Through Transaction Services Displays Incorrect Closed Seats | N/A/ 35089 | 34 |
| | POS Transaction Services May Incorrectly Post Detail to a Closed Seat, Causing Incorrect Transaction Totals | 25450/ 34759 | 34 |

**Revisions
Detailed**

CA/EDC

Card Expiration Dates Issue

CR ID #: N/A

SCR #: 35083

In the past, cards followed the rule that any two digits with a date of 39-99 corresponded to the years 1939-1999 respectively. As a result, cards with expiration dates between 2039-2099 were incorrectly read as being expired.

This issue has been corrected, and the expiration dates on credit and debit cards are now supported through the year 2079.

Unable to Create a Batch if Two Checks With Same Credit Card are Combined

CR ID #: N/A

SCR #: 35008

Previously, the user would receive an error during settlement, 'Select Returns More Than One Row', if the batch contained two checks tendered with the same credit card number were combined. This has been corrected by preventing multiple partial tenders to the same credit card when adding checks.

Unable to Re-Authorize Check for Smaller Amount than Original Authorization

CR ID #: 26003

SCR #: 35381

Previously, the user was unable to re-send an authorization for an amount less than the original authorization amount. This has been corrected.

Database

EO End Of Day Stored Procedure Would Not Update Theoretical Cost Properly

CR ID #: N/A

SCR #: 35176

Previously, the EO End of Day Stored Procedure would not update theoretical cost. This stored procedure calls `speo_update_mi_theo_cost` and this would not update the `mi_product_status.theo_cost` column in the database. This resulted in the data not being posted to the database. This has been corrected.

Using the DBA and Default Password to Change the Data Key Would Cause Database Manager to Encounter an Error

CR ID #: N/A

SCR #: 35363

Previously, attempting to change the data key from the Command line using the DBA and the default password would cause Database Manager to encounter an error and to close unexpectedly. This has been corrected.

Enterprise Management

Unable to Change Data Encryption Key on EM Concept Database

CR ID #: N/A

SCR #: 35364

Previously, attempting to change the data encryption key on an EM Concept database would change the key for the incorrect database. This has been corrected.

Installation/Setup

Possible for Hand Held Client Upgrade to be Unsuccessful

CR ID #: N/A

SCR #: 34704

Previously, attempting to upgrade a hand held client to a new version of RES could be unsuccessful if the device was running the manually installed CEpreload files. To correct this issue, setup will remove any shortcuts referencing CEpreload from the hand held device's Windows Startup folder prior to upgrading.

As a result of this change, any site using CEpreload files will need to copy and paste a shortcut to the CEpreload.exe file into the hand held device's Windows Startup folder after upgrading their version of RES.

Warning! *If the actual CEpreload.exe file is copied, rather than creating a shortcut, it will not be deleted, and the RES upgrade will be unsuccessful.*

Menu Board

Menu Board Would Not Work if Regional Settings Were Set to Something Other Than English

CR ID #: 25585

SCR #: 34959

Previously, attempting to use the Digital Menu Board feature with regional settings other than English would cause the board to display a blank white screen. This has been corrected.

Menu Board Would Not Start When Opened via the Start Menu on RDC

CR ID #: N/A

SCR #: 35510

Previously, attempting to start the menu board on a Remote Display Client (RDC) could result in the following error message:

This page cannot be displayed.

This has been corrected.

POS Configurator

Setting Peripheral Values to Null in Record View Would Save Value of 1

CR ID #: N/A

SCR #: 35268

Previously, if the user set a Peripheral value to null using the Record View on the *Devices / User Workstations / Peripherals* tab, the value would get saved as 1. This has been corrected.

POS Operations

Attempting to Re-open a Closed Check on a UWS When the Check was Originally Closed Through Transaction Services Cause POS Operations to Close Unexpected.

CR ID #: 25448

SCR #: 34746

Previously, tendering a check using a credit card payment through POS Transaction Services, and then attempting to re-open the check and edit the payment would cause POS Operations to close unexpectedly. This has been corrected.

Authorizing a Negative Amount Using a Co-Branded Auth-N-Pay Tender Treats Amount as Positive

CR ID#: N/A

SCR #: 34728

Previously, attempting to perform an Auth-N-Pay transaction to a Co-Branded tender with a negative tender amount would incorrectly close the amount as a positive value. This has been corrected.

CC Lookup Not Working with Transaction Voids

CR ID #: 25422

SCR #: 34713

Previously, performing a Transaction Void, and then tendering the check using the CC Lookup key, would cause the following error message to appear:

Item not previously entered.

This has been corrected.

Leading Zeros Truncated from Zip Codes and CVV Numbers

CR ID #: N/A

SCR #: 35407

Previously, POS Operations would truncate the leading zeros present in the zip codes and the CVV numbers when they were transmitted to the credit card driver. This has been corrected.

Macro Programmed to Begin a Table Caused Unexpected Results

CR ID #: N/A

SCR #: 35254

Previously, if a macro was configured as a begin table key, and a menu item was selected with a menu item class with Reference Required enabled, then the user would be returned to the begin table screen. The correct behavior is for the screen to stay at the Menu Item SLU screen. This has been corrected.

***A Suspended Credit Authorization Would Not Print Trailer
When the Print Voucher in Background Option is Disabled***

CR ID #: N/A

SCR #: 34940

Previously, when the **Print voucher in background** option was disabled (*POS Configurator / Revenue Center / RVC Credit Cards / Printing*), suspending a Credit Card Authorization, would cause the Credit Card Voucher Trailer Lines to not print once the check was picked up. This has been corrected.

***Touch ReFill Operation Would Not Produce Error if Item
Not Refillable***

CR ID #: N/A

SCR #: 35138

Previously, attempting to touch refill a menu item that was not available for refill would not produce an error message indicating that the operation is not permitted. This has been corrected.

Touch ReFill Performed Same Operation as Re-Ordering

CR ID #: N/A

SCR #: 35139

Previously, the Touch ReFill operation would fail to insert the REFILL descriptor next to the refilled menu item, and the refilled item would incorrectly be billed at the full menu item price. This behavior is consistent with the re-ordering operation. This has been corrected.

***Touch Reordering When No Item Selected Would Not
Display Error***

CR ID #: N/A

SCR #: 35142

Previously, selecting the touch reorder key without selecting a menu item would not produce an error. This has been corrected and a No Detail Entry error message will now display.

Touch Reordering Would Not Charge Price at Current Menu Level

CR ID #: N/A

SCR #: 35154

Previously, reordering a menu item in a subsequent round would not charge the reordered menu item at the current menu level. For example, ordering a Hamburger during Happy Hour, and then reordering the Hamburger when Happy Hour pricing ends would reorder the Hamburger at the Happy Hour price. This has been corrected.

Printing

KNOWN ISSUE: Epson TM-U220B Serial Printer Does Not Print From CE Clients If Buffer Set to 40 Bytes

CR ID #: N/A

SCR #: 35232

The Epson TM-U220B will not print from a CE client if the buffer is set to 40 bytes. To correct this issue, change the printer's buffer size from 40 bytes to 4K by setting dip switch 2 in bank 1 to Off.

Secondary Printing Produced Unusual Characters

CR ID #: 24784

SCR #: 35520

When Secondary Printing was enabled along with the option to print Both Names on Order Printer, unusual characters would print to the left of secondary menu item name 2. This has been corrected.

SIM

SIM Functions @CHKNUM and @CHKSEQNUM Retain Last Reported Check

CR ID #: N/A

SCR #: 35289

Previously, when using the @CHKNUM and @CHKSEQNUM SIM variables in conjunction with Delivery Dispatch, these variables would incorrectly send on the previously created check, rather than the most recent check. This has been corrected.

Unable to Print Barcode on IDN Printer

CR ID #: N/A

SCR #: 35188

Previously, barcodes located in the print header or print trailer would not print on an IDN printer when a SIM script was used. This has been corrected.

Transaction Services

Check Printed Through Transaction Services Displays Incorrect Closed Seats

CR ID#: N/A

SCR #: 35089

Previously, closing a check using transaction services would cause the incorrect seat number to display. The seat number would display as one less than the actual seat number, and if the seat number was 1 it would not display at all. This has been corrected.

POS Transaction Services May Incorrectly Post Detail to a Closed Seat, Causing Incorrect Transaction Totals

CR ID #: 25450

SCR #: 34759

Previously, POS Transaction Services always posted detail to Seat 1. If seat 1 was closed then items posted through Transaction Services would not show on the check when viewed or picked up from a workstation. This caused incorrect check totals. Now, the POS Transaction Services will post detail to the next available seat number.

Kitchen Display System (KDS)

What's New

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

New Features Summarized

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

| Module | Feature | Page |
|---------|---|------|
| Display | Determine Alert Relative to Order Sent Time | 35 |

New Features Detailed

Display

Determine Alert Relative to Order Sent Time

KDS alerts change the color of the order chit to bring certain items and orders to the attention of the kitchen staff when they have exceeded a pre-configured time threshold.

In the past, the KDS alerts would not take into account the preparation times of specific items in an order. As a result, when the alert time for a single item was reached, the colors would change for all items in the order. Items with shorter prep times would appear on the screen already with the Alert 1 or 2 colors.

Now, the user may configure KDS alerts to take preparation time into account. To support this functionality the **Determine alerts relative to order sent time** option was added to the *POS Configurator / Devices / Order Devices / KDS / Alerts* tab.

- ◆ If this option is Enabled then the alerts ignore the menu item prep time.

- ◆ If this option is Disabled then alerts will take menu item prep times into account. When disabled, the system will base the Alert time calculations on the **Display next course after previous course done** option setting. If **Display next course after previous course done** is disabled, KDS will base the Alert times on the longest prep time for the items on the check (regardless of course).

If **Display next course after previous course done** is enabled KDS will base the FIRST COURSE Alert 1 and Alert 2 times on the longest prep time for the items of that course. KDS will base the OTHER COURSE Alert 1 and Alert 2 times on the longest prep time for the items of that course OR the Min Prep Time (from *Sales / Descriptors / Dining Courses*), whichever is greater.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

Guest Service Solutions (GSS)

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. This issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

| Module | Feature | CR ID/ SCR # | Page |
|---------------|---|-----------------|------|
| POS Interface | Reopening or Reprinting a non-GSS Check Showed Incorrect Customer Information | 25645/ 35024 | 40 |
| | SIM Variable @CustomerInfoLine[] Displayed Incorrect Information | N/A/ 35037 | 40 |

**Revisions
Detailed**

POS Interface

***Reopening or Reprinting a non-GSS Check Showed
Incorrect Customer Information***

CR ID #: 25645

SCR #: 35024

Previously, when reopening or reprinting a non-GSS check, the check would display the customer information associated with the previous GSS check. This has been corrected.

***SIM Variable @CustomerInfoLine[] Displayed Incorrect
Information***

CR ID #: N/A

SCR #: 35027

Previously, the **SIM variable @CustomerInfoLine[]** would display the incorrect array element. For example, if pulling information from @CustomerInfoLine[1], then the element pulled would be from line 2. This has been corrected.

Cash Management (CM)

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

Labor Management (LM)

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

Product Management (PM)

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

Financial Management (FM)

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

RES Platform

Introduction

This chapter comprises changes made to the RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility
- ◆ System Security
- ◆ Database Manager

What's New

There are no new features in this version of the software.

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. This issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

| Module | Feature | CR ID/ SCR # | Page |
|----------------|---|-----------------|------|
| MICROS Desktop | Locking MICROS Desktop Would Not Close Currently Open Forms | 26034, 35434 | 46 |

Revisions Detailed

MICROS Desktop

Locking MICROS Desktop Would Not Close Currently Open Forms

CR ID #: 26034

SCR #: 35434

Previously, if a MICROS form was open while using the MICROS Desktop, and then the Desktop was locked, then the form that was open would not be closed. This has been corrected.