Restaurant Enterprise Solution (RES) Version 4.3 Maintenance Release 3

About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 3 for Version 4.3. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

Within each section, product information is organized as follows:

◆ What's New

◆ What's Enhanced

◆ What's Revised

◆ What's Known

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

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

Declarations

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Maintenance Release 3

Installing a Maintenance Release

This Maintenance Release can only be installed on a system that has the released version of RES 4.3 HF2 (build 4.3.22.1824) installed.

Before You Begin

1. Close ALL running MICROS applications, except Control Panel.

2. In the MICROS Control Panel, set the Restaurant to OFF.

3. Make sure all of the POS Clients are at System Closed.

4. Close the MICROS Control Panel

Installation

1. Copy the Maintenance Release, RES_43_MR3.exe to the temp folder on your RES Server.

2. Double-click on RES_43_MR3.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

Installation Notes

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

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

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

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

Installing a Maintenance Release will create a unique registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\NovaFix\RES_43_MR3

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

All maintenance releases will add a row to the database in db_version_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db_module_desc' will be 'RES 4.3 Maintenance Release 3'. The 'db_service_pak_desc' column will be the same as the RES row. The db_build_num will be the build number of the Maintenance Release.

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

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*********************** Reminder ***********************
Using Database Manager to upgrade a database with the same major version as the server will return the message *"Database is current, no update needed."* The database and the server are the same major version because Maintenance Releases do not change from the General Release version.
After restoring a database with a lower Maintenance Release than the server, the user must re-run the higher Maintenance Release patch, which will successfully update the database.

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What's New

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

New Features Summarized

No new features have been implemented in this version.

What's Enhanced?

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

- The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancements	CR ID/ SCR	Page
POS Operations	API Checks Displaying on Open Check SLU	N/A/ 39382	7
	Allow API Checks to be Added Without Authorization and with Different Order Types	N/A/ 39359	7
	API Supports Enhanced Discounting	N/A/ 39411	8

Enhancements Detailed

POS Operations

API Checks Displaying on Open Check SLU
CR ID #: N/A
SCR #: 39382

Previously, there was no way to use an Open Check SLU that would only display API checks. With this release, we have added a new Touchscreen Function key '**Add/Xfer Check SLU - API Only**'. This will work exactly like the original '**Add/Xfer Check SLU**' function except it will only display checks from the API workstation. If a specific Revenue Center is linked to the touchscreen key, then only API checks from that Revenue Center will display. If no Revenue Center is linked to the key, then the user will be prompted to select a Revenue Center.

Allow API Checks to be Added Without Authorization and with Different Order Types
CR ID #: N/A
SCR #: 39359

Previously, an employee without the '**Add check**' *(POS Configurator | Employees | Employee Classes | Guest Checks | Guest Check Control)* privilege would be prompted for authorization if they attempted to add any two checks together. Also, we did not allow checks with different Order Types to be added together if the check had any detail.

With this release, those two restrictions have been relaxed for API checks. Now, even employees without the '**Add check**' privilege will be able to add an API check (with or without detail), to another check without requiring authorization.

Example 1:
Starting a POS Operations check and adding an API check to it will not require authorization.

These enhancements work with the following touchscreen functions:

 ◆   Add/Xfer Check by Check ID

◆ Add/Xfer Check by Number

◆ Add/Xfer Check by Table

◆ Add/Xfer Check SLU

◆ Add/Xfer Check SLU - API Only

This enhancement does NOT support using the '**Table Number w/ Merge**' function to add an API check.

With this release, any action that changes the API check's 'chk_dtl.last_usw_seq' value prior to it being added to the new check will mean that normal authorization and rules will be enforced.

Example 2:

Picking up an API check directly from a different workstation will change the last_uws_seq and therefore invalidates this enhancement. If this is done in error, hitting the Transaction Cancel button will exit the API check and still keep the last_uws_seq of the API workstation.

API Supports Enhanced Discounting
CR ID #: N/A
SCR #: 39411

The API has been modified to support Enhanced Discounting. This includes manual, automatic and manually enabled automatic discounts. An issue was also fixed where transferring a check with an automatic discount on it could have the discount disappear. This only occurred when transferring a check, not when adding to another check. This has been corrected.

For more information on Enhanced Discounting please refer to the RES 4.3 RMF starting on page 131.

What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 4.3 software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

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

Module	Revision	CR ID/ SCR	Page
POS Operations	Check Detail Could Disappear when Adding Checks to Existing Checks	N/A/ 39366	10
	Cannot use Check Transfer SLU if Check has Auto or Manually Enabled Discount	N/A/ 39365	11
	Transaction Cancel Reverts API Check to Previous last_uws_seq	N/A/ 39369	11
	API Check Added to POS Operations Check Could Change Order Type	N/A/ 39381	11

Module	Revision	CR ID/ SCR	Page
POS API	Enhanced Discounts Could not be Applied to API Orders	31215/ 39360	12
	API Displays Discounts by Seats	N/A/ 39417	12
	Using Second Level Encryption and Transaction Services Could Cause Settlement to Fail	N/A/ 39319	12
	Shared Menu Items do not Display Correctly	N/A/ 39415	12
	Shared Menu Items not Reported Correctly	N/A/ 39433	13
	Unable to Discount a Fixed Price Meal	N/A/ 39424	13

Revisions Detailed

POS Operations

Check Detail Could Disappear when Adding Checks to Existing Checks
CR ID #: N/A
SCR #: 39366

Previously, when adding a check to an existing check and the user clicked 'No' to the system prompt 'Add this check?', the current check detail would disappear. This has been corrected.

Cannot use Check Transfer SLU if Check has Auto or Manually Enabled Discount
CR ID #: N/A
SCR #: 39365

Previously, if a check had either an automatic or a manually enabled discount on it, attempting to use the **Add/Txfr Check SLU** button would return *'Cannot add after entering Sales'*. That would occur even if no sales had been entered in the current round. This has been corrected.

Transaction Cancel Reverts API Check to Previous last_uws_seq
CR ID #: N/A
SCR #: 39369

Previously, picking up an API check at a different workstation and then hitting Transaction Cancel would result in the check having a chk_dtl.last_uws_seq value belonging to the new workstation. With this release, for API checks only, if they are picked up from another workstation and then Transaction Cancelled, the last_uws_seq will revert to that of the API workstation. Nothing else can be done to the check before hitting Transaction Cancel or the last_uws_seq value will be changed. This was implemented to help customers using the other new POS Operations/API enhancements in this release that depend upon the last_uws_seq value. If the API check is picked up in error, the user can hit Transaction Cancel to correct the mistake and the new enhanced add check functionality will remain for that check.

API Check Added to POS Operations Check Could Change Order Type
CR ID #: N/A
SCR #: 39381

Previously, if an API check was added to a POS Operations check with a different order type and no detail, the combined check's order type would change to match that of the API check. This has been corrected.

POS API

Enhanced Discounts Could not be Applied to API Orders

CR ID #: 31215
SCR #: 39360

Previously, menu items rung in via the API could not get Enhanced discounts applied to them when the check was picked up in POS Operations. This has been corrected.

API Displays Discounts by Seats

CR ID #: N/A
SCR #: 39417

Previously, some discounts would display per seat instead of consolidating when using Transaction Services. This has been corrected.

Using Second Level Encryption and Transaction Services Could Cause Settlement to Fail

CR ID #: N/A
SCR #: 39319

Previously, doing a Credit Authorization via Transaction Services, while also using Second Level Encryption and Transaction Vault, could cause credit card settlement to fail. This has been corrected.

Shared Menu Items do not Display Correctly

CR ID #: N/A
SCR #: 39415

Previously, shared menu items did not display their fractions correctly when using **'Get Printed Check'** in Transaction Services. This has been corrected.

Shared Menu Items not Reported Correctly

CR ID #: N/A
SCR #: 39433

Previously, when using the **'Get Printed Check'** function from Transaction Services, shared menu items were not always reported accurately. This has been corrected.

Unable to Discount a Fixed Price Meal

CR ID #: N/A
SCR #: 39424

Previously, the user would receive an error message when attempting to discount a Fixed Price Meal. This has been corrected.