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Restaurant Enterprise Solution Version 4.1 Hot Fix 3 Documentation

About This Document

This document contains updates to the Version 4.1 release of the MICROS Restaurant Enterprise Solution (RES) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 3 only.

This release includes all changes made in RES Version 3.2 SP7 HF5 and below. For additional information see the RES Version 3.2 documentation.

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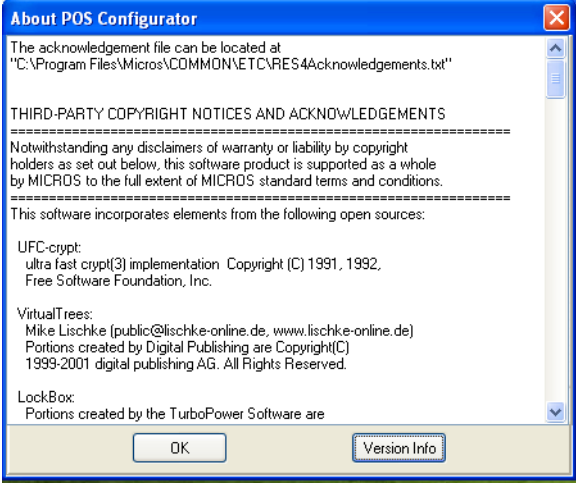
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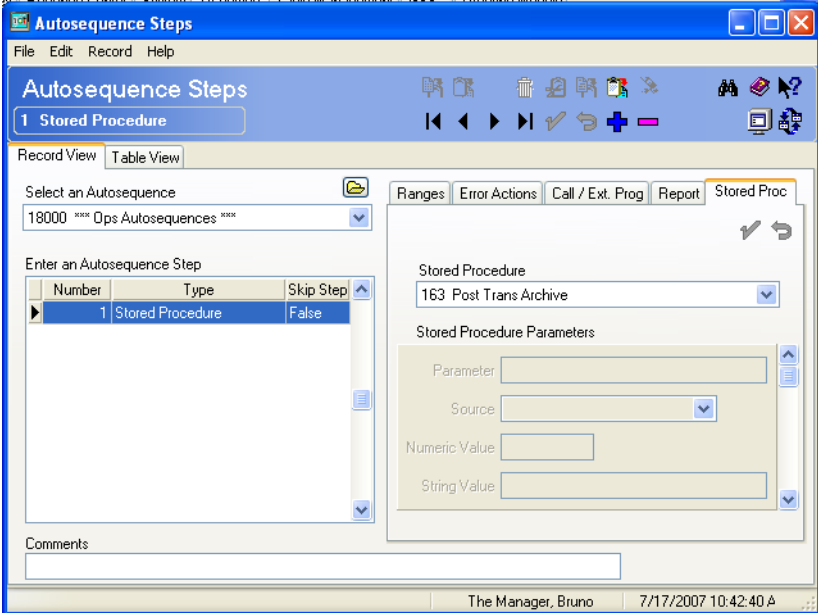All other trademarks are the property of their respective owners.

3700 POS New Features and Enhancements

Module	Feature
Devices	**Workstation 4 LX (WS4 LX)** The Workstation 4 LX (WS4 LX) is MICROS's latest addition to the workstation family. The inexpensive and durable WS4 LX is equipped with the Microsoft© Windows© CE 6.0 operating system, can be easily integrated into an existing RES system running 4.1 HF3 or higher. Similar in appearance to the **MICROS PCWS**, the low profile WS4 LX adds an Active Color LCD, 10/100/1000 Ethernet interface, and additional peripheral USB ports. The WS4 LX shifts easily from network to stand-alone device, providing a near plug-n-play functionality. Units are largely interchangeable and can be swapped in and out with a minimum user-driven configuration. WS4 LX is a POS appliance designed specifically for the hospitality industry. It is supported in RES for the purpose of running POS Operations, Kitchen Display System, and Manager Procedures.

Module	Feature

Devices Cont'd	**Supported Devices**
	
	This section identifies the printers and hardware peripherals supported by the Workstation 4 LX.
	
	◆ **Serial Printers**
	
	    ◆ Epson TM-T80 Roll
	
	    ◆ Epson TM-T85 Roll
	
	    ◆ Epson TM-T88 Roll
	
	    ◆ Epson TM-200 Roll
	
	    ◆ Epson TM-300 Roll
	
	    ◆ Express Thermal
	
	◆ **IDN Printers**
	
	    ◆ AutoCut Roll
	
	    ◆ Express Thermal
	
	    ◆ Epson TM-T88 Roll
	
	    ◆ Epson TM-200B Roll
	
	    ◆ Epson TM-200D Roll
	
	Caveat
	
	When attempting to access help for Manager Procedures on a Workstation 4 LX, the help box would display as transparent. This issue is a known limitation for this release.

Module	Feature

Devices Cont'd	◆ **Peripherals**
	
	    ◆ 2 Cash Drawers (standard DIN)
	
	    ◆ Coin Dispenser (RS232)
	
	    ◆ External Keyboard (USB)
	
	    ◆ External Magnetic Card Reader (RS232)
	
	    ◆ External Mouse (USB)
	
	    ◆ External Pole Display
	
	    ◆ Integrated Magnetic Card Reader
	
	    ◆ Rear Display
	
	    ◆ Scale (RS232)
	
	    ◆ Scanner (RS232)
	
	    ◆ Touchscreen

Module	Feature
POS Configurator	**Copyright/ Acknowledgement File Accessible Via POS Configurator** The Open Source Compliance documentation is now installed as part of the standard RES installation and can be accessed in the following ways: ◆ Installed as the **RES4Acknowledgements.txt** file in the *MICROS\RES\Common\Et*c folder. ◆ Opening *POS Configurator	Help	About POS Configurator	Legal Notices*. The following window will display:

Module	Feature
POS Configurator Cont'd	**Post Transaction Archive Procedure Available as an Autosequence Step** The Post Transaction Archive stored procedure is now available and can be added as a step to an autosequence. This step can be selected from the **Stored Procedure** drop-down as **163 Post Trans Archive**. This procedure is used to update transactions for Transaction Analyzer check viewer. A user would set this up via an autosequence if they want to the database to be updated but have no plans to use Transaction Analyzer. Once the procedure is run, an integrator could query the database for the information needed.

Module	Feature
POS Operations	**Open Check SLU Enhancement** RES has enhanced the open check SLU to include the check detail within the box for each open check. This allows the user to see the menu items ordered without opening the check. This feature is helpful in expediting food and drinks in a drive-thru environment. The cashier can expedite orders by gathering drinks and food items before the customer arrives. When the customer pulls up, their order is ready. **Use Case** The following example demonstrates how this feature helps expedite Drive-thru ordering. A customer arrives in the Drive-thru and places their order. The cashier uses the Drive-thru order taking workstation to place the order and the presses the Service Total key.

Module	Feature
POS Operations Cont'd	The cashier goes to the Drive-thru pay workstation to see all of the orders displayed on the screen. The screen will display the orders vertically with the traditional check info, as well as the items ordered. If the items ordered cannot fit on the screen, then the last item will indicate that there are more items on the check. The cashier will have to open the check to view all of the items listed on that check. The cashier can prepare the items necessary for the order. Once the car pulls up, the order is ready; the cashier only needs to touch the order and continue with payment. **POS Configurator Options** The following two new options have been added in POS Configurator to support this enhanced functionality: ◆ **Show MI on open check SLU** (*Revenue Center | RVC Display Design*). Enable this option to display the menu item on the open check SLU for this RVC display design type (e.g., Drive-thru). ◆ **Show on open check SLU** (*Sales | Menu Item Classes | Print/Display*). Enable this option to display the names of the menu items on an open check SLU for this menu item class.

Module	Feature
RES Products	**Functionality Supported by Clients** The following tables list the RES features and functions that are supported by each client platform. An **X** indicates that the functionality is supported on the hardware platform. If no **X** appears, then it is not supported on the client platform in RES Version 4.1 HF3.

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
MICROS Documentation	X	X	X	X	X				
Export Utility	X		X	X	X				
MICROS Desktop	X	X	X	X	X				
Version Info	X		X	X	X				
OPS/GSS Text Translator	X		X	X	X				
Language Administrator	X		X	X	X				
Rotatelog.exe	X	X	X	X	X				
Log Viewer.exe	X		X	X	X				
LogMan.exe	X		X	X	X				
Control Panel	X	X	X	X	X				
Local Control Panel	X	X	X	X	X				
Command Line Control Panel	X	X	X	X	X				
Database Validation Utility	X								
Database Update Utility	X								
Database Backup Utility	X								
Database Rebuild Utility	X								

Module	Feature								
RES Products Cont'd									

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Remote Reboot Utility	X	X	X	X	X				
Peripherals Confidence Test	X	X	X	X	X	X	X		
License Manager	X		X	X	X				
OCB/SIM Interface	X	X	X	X	X	X	X	X	
DBMS Console	X		X	X	X				
Right to Left Character Sets (Hebrew)	X	X	X						CE.NET does not support right to left characters
Fiscal Cash Register Support	X	X	X	X	X	X	X	X	The POS FCS interface works on all client platforms. Country-specific customizations will need to be tested and possibly changed to support the WS4, WS4 LX, and

Module	Feature							
RES Products Cont'd	**BackOffice Applications**							
Functionality	**RES Server**	**Win NT UWS**	**Win 2000 UWS**	**Win 2003 UWS**	**Win XP UWS**	**WS4 UWS**	**WS4 LX UWS**	**Mobile MICROS UWS**	**Notes**
Financial Management	X		X	X	X				
Labor Management • Human Resources • Forecasting • Scheduling • Payroll Processing	X		X	X	X				
Cash Management BackOffice	X		X	X	X				
Cash Management - POS UWS Cashiering	X	X	X	X	X	X	X		
Cash Management – POS Client Server Banking	X	X	X	X	X	X	X	X	
Time Off Request Wizards	X	X	X	X					

Module	Feature							
RES Products Cont'd	**Front of House Applications**							
Functionality	**RES Server**	**Win NT UWS**	**Win 2000 UWS**	**Win 2003 UWS**	**Win XP UWS**	**WS4 UWS**	**WS4 LX UWS**	**Mobile MICROS UWS**	**Notes**
Transaction analyzer - Direct App Access	X	X	X	X	X				
Transaction Analyzer Via Autosequences Step	X	X	X	X	X	X	X	X	
Autosequences & Reports	X	X	X	X	X				
Autosequences Scheduler Status	X		X	X	X				
POS Configurator	X	X	X	X	X				
Credit Card Batch Settlement	X								
Manager Procedures	X	X	X	X	X	X	X	X	
EJ Print	X	X	X	X	X				
Delivery Dispatch POS Operations	X	X	X	X	X	X	X		
Delivery Dispatch Configurator	X	X	X	X	X	X	X		
GSS - POS Support	X	X	X	X	X	X	X		
GSS - BackOffice Support	X		X	X	X				
KDS - KDS Client Support	X	X	X	X	X	X	X		
KDS - KSD Controller Support	X		X	X	X				
KDS - OPS Client Support	X	X	X	X	X	X	X	X	
KDS Runner Chit Printing	X	X	X	X	X	X	X		Runner's chit printer can be attached to any supported client
Backup Server Mode – Server Mode				X	X				
Backup Server Mode – POS Client Support		X	X	X	X	X	X	X	

Module	Feature							
RES Products Cont'd								

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Stand-Alone Resiliency – POS client Support		X	X	X	X	X	X	X	
Interface Server Support	X	X	X	X	X	X	X	X	
SIM	X	X	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms.
NA Liquor Dispensing Interface	X	X	X	X	X				
Menu Item Information	X	X	X	X	X				
Pin Pad Support for Debit Cards	X	X	X	X	X	X	X		
UWS/40-Col Reports via Reports Module	X	X	X	X	X				
UWS/40-Col Reports via POS Autosequence	X	X	X	X	X	X	X	X	
SAR Dialogs		X	X	X	X	X	X	X	
SAR Reports		X	X	X	X	X	X	X	
Translate Print DLL	X	X	X	X	X				Needs to be updated for CE platform
OPSDisplayUserCfg	X	X	X	X	X				Current V3.1 files may need to be edited for version 3.2
Bitmaps	X	X	X	X	X	X	X	X	
Icons – MICROSIcons.DLL	X	X	X	X	X	X	X	X	
Icons – CustomIcons.DLL	X	X	X	X	X	X	X	X	There are 3 separate customicons. dll's available for each of the 3 platforms. Users will need to edit all 3 if they want to see a custom icon on all 3 platforms.

Module	Feature
RES Products Cont'd	SIM support will be available on all three client platforms. With the following exceptions: ◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files. ◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, or Mobile MICROS and will require development work in order to be compatible. Existing SIM scripts should be tested on WS4, WS4 LX, and Mobile MICROS platforms prior to being deployed to a customer site

Module	Feature								
RES Products Cont'd	**Front of House Features**								
Functionality	**RES Server**	**Win NT UWS**	**Win 2000 UWS**	**Win 2003 UWS**	**Win XP UWS**	**WS4 UWS**	**WS4 LX UWS**	**Mobile MICROS UWS**	**Notes**
Line-by-Line Check/Receipt Printing	X	X	X	X	X	X	X		
Slip Printing	X	X	X	X	X	X	X		Automatic backup printing is supported on all clients
Backup Printing and Prompting (Supervised)	X	X	X	X	X	X	X	X	
Quick Counts	X								This is a part of manager procedures
QuickBooks Interface	X	X	X	X	X	X	X	X	
Autosequences – Support via POS	X	X	X	X	X	X	X	X	

Module	Feature							
RES Products Cont'd								
Functionality	**RES Server**	**Win NT UWS**	**Win 2000 UWS**	**Win 2003 UWS**	**Win XP UWS**	**WS4 UWS**	**WS4 LX UWS**	**Mobile MICROS UWS**	**Notes**
Credit Card Authorization	X	X	X	X	X	X	X	X	
Standard PMS Interface	X	X	X	X	X	X	X	X	
SIM PMS Interface	X	X	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms.
Language Translation for POS	X	X	X	X	X	X	X	X	Each client platform has its own set of text files that will need to be translated
Right to Left Characters Sets (Hebrew)	X	X	X	X	X				CE.NET does not support right to left cahracaters
Local Journal Printing	X	X	X	X	X	X	X	X	Not recommended on Mobile MICROS and Ws4 due to client's limited storage
Suspended CC Auth Status Activity Window	X	X	X	X	X	X	X		
Review Order	X	X	X	X	X	X	X		
Restaurant View	X	X	X	X	X	X	X	X	
Clock In and Out	X	X	X	X	X	X	X	X	
External programs	X	X	X	X	X	X	X	X	External Programs need to support a specific client platform
Logo Printing IDN Printers	X	X	X	X	X	X	X	X	

Module	Feature								
RES Products Cont'd									
Functionality	**RES Server**	**Win NT UWS**	**Win 2000 UWS**	**Win 2003 UWS**	**Win XP UWS**	**WS4 UWS**	**WS4 LX UWS**	**Mobile MICROS UWS**	**Notes**
Logo Printing Serial Printers	X	X	X	X	X	X	X	X	
Logo Printing IrDA Printers									Extech 3500 ford not support logo printing
OPOS Support	X	X	X	X	X				CE does not support the OPOS standard
Native Peripheral Hardware Support (without OPOS) • MICROS Cash Drawer • Scanner • Scale • Magnetic Card Reader • Pole Display • Rear Display • Coin Dispenser	X	X	X	X	X	X	X		
Native Roll Printing Support (IDN/Serial) • TMT-88 • TM-200B • TM-200D • TM-300 • TM-230	X	X	X	X	X	X	X		All printers listed can be used as order devices accessible by all client platforms
Slip Printing Support TM-295 (serial Only)	X	X	X	X	X	X	X		
Extech T3500								X	

Module	Feature
RES Products Cont'd	SIM support will be available on all three client platforms. With the following exceptions: ◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files. ◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, or Mobile MICROS and will require development work in order to be compatible. (This includes SIM ODBC.dll). ◆ Existing SIM scripts should be tested on WS4, WS4 LX, and Mobile MICROS platforms prior to being deployed to a customer site.
SIM	**The @PARENT_DTL_ID Exposes the Parent Detail ID for Transactions** POS Operations has a detail identification value (e.g., @DTL_ID) for each transaction detail. A transaction detail can have a parent detail identification value that is used to link the item to another item on the check. This is the case with discounts, touch refills, and touch returns. The @PARENT_DTL_ID SIM variable was added to expose the parent detail identification value associated with each transaction through SIM. This variable will return the detail identification value of the parent transaction detail entry. MICROS recommends that the SIM developer is as specific as possible when validating items and parent items.

Module	Feature

SIM Cont'd	**Two SIM Functions and one SIM Variable Added**
	
	SIM has been enhanced to allow SIM to interact with the Pole Display. To support the following two new SIM functions have been added.
	
	◆ **DisplayRearArea** – Command to display up to 40 characters in the rear display until the end of the event unless the @sustaincustomtext SIM variable is used.
	
	Sample:
	
	event SignIn
	    var msg: a80 = " "
	    @sustaincustomtext = 1
	    format msg as @tremp, "signed in"
	    DisplayRearArea msg
	endevent
	
	◆ **ClearRearArea** – Command to clear the rear display and reset the @sustaincustomtext SIM variable.
	
	Sample:
	
	event SignIn
	    event inq = 1
	    DisplayRearArea = "Hello"
	    WaitForClear "Press clear to clear display"
	    ClearRearArea
	endevent

Module	Feature

SIM Cont'd	Additionally, the following SIM variable has been added to RES:
	
	◆ **@SustainCustomText** – Allows the rear display text to be sustained until one of the following events occurs:
	
	    ◆ The display is cleared via the ClearRearArea command.
	
	    ◆ A non-zero total is displayed.
	
	    ◆ The @SustainCusomtText is reset to zero.

3700 POS Revisions

Module	Feature	CR ID
CA/EDC	**Credit Card Server Passing the Wrong Transaction Type Value to the Credit Card Driver for Gift Card Transactions** Previously, the credit card server would send the wrong transaction type value to the credit card driver for gift card transactions for both the AAFES and Safeway gift card interfaces. This would cause issues with gift card processing. This has been corrected.	N/A
	Performing a Final Authorization for a Transaction for Which a Corrective Authorization Occurred Will Incorrectly Register it as a Second Authorization When a corrective authorization was performed for a transaction using the Transaction Vault driver, and the user performed a final authorization for the same amount as the check, the system would go online and request a secondary authorization from the Host Processor. This has been corrected.	N/A

Module	Feature	CR ID
Database Manager	**A Site Upgraded from 3.2 to 4.1 HF1 or 4.1 HF2 Will not be Able to Change Their Sensitive Data Passphrase Until all 3.2 Data is Purged** A known issue is present in the 4.1 HF1 and 4.1 HF2 releases, that if a site upgrades from 3.2, it will not be able to change its sensitive data passphrase until all of the 3.2 data has been purged. This is because the 3.2 data was encrypted using the wrong key, and it cannot be decrypted after the upgrade. Therefore, this data cannot be re-encrypted in the referenced releases.	**N/A**
	Database Manager now Supports up to 99 Database Backups Previously, the maximum number of database backups permitted in the *POS Configurator	System	Restaurant	Options	Number of DB Backups* field was 99, while the maximum number of database archives permitted in the *Database Manager	Backup Database	Number of DB Archives* field was 9. This has been corrected.	**23930**
Documentation	**FOpen Usage topic in the SIM Help File Incorrectly Spelled the Name of the @File_Errno System Variable** Previously, the FOpen Usage topic in the SIM help file (SIM.hlp) incorrectly indicated that the user should reference the @File_Errnum system variable to view error code relating to the FOpen variable. The correct system variable to reference is **@File_Errno**.	**24164**

Module	Feature	CR ID
MICROS Desktop	**Attempting to Open the HRWizard | Employee Wizard from the MICROS Desktop May Result in an Error Condition** When the HRWizard was opened through the MICROS Desktop, and the user navigated to the Employee Wizard, an error message would display. Exiting the MICROS Desktop would not close the HRWizard, and then attempting to close the wizard manually would cause another error message to display. This has been corrected.	**N/A**
POS Operations	**Combo Meals Would Encounter Problems When a Combo Item Selection was Voided** After ordering a combo meal in RES 4.1 HF1, voiding an item in the combo meal, and then replacing it with another item, the system would still expect the user to enter another choice to complete the combo. If the site upgraded to RES 4.1 HF2, and attempted to start a combo meal, POS Operations would freeze. These issues have been resolved.	**24197**
Printing	**Serial Printing Would not Work on a WS4LX When Using a Dongle on COM 4 or 5** When using a dongle on a WS4LX to convert an IDN port to a serial connection on COM 4 or 5, serial printing would not work. This has been corrected.	**N/A**
SIM	**SIM Function "loadkybdmacros" Would Erroneously Clear Selected Detail** The SIM function "loadkybdmacro" would not work properly if it relied on detail being selected. This was caused by the loadkybdmacro clearing the detail before the function was completed. This has been corrected.	**N/A**

Module	Feature	CR ID
Transaction Services	**For Credit Card Authorizations Using Address Verification Posted Through the POS Transaction Service, the Address Verification Information Would Not be Submitted** When address verification (AVS) was enabled, the POS Transaction Service would not transmit address verification information to the RES Credit Card Server. This has been corrected.	**N/A**
	Gift Card Information is Incorrectly Transmitted Via the Transaction Service A device connected to the RES Server via the POS Transaction Service would transmit gift card information incorrectly. This has been corrected.	**N/A**
	POS Transaction Services Will Ignore the Suppress Dining Course Option on the Order Type Form Previously, the Suppress Dining Course option on the *System* / *Order Type* form was ignored when an order was submitted from the POS Transaction Service. This has been corrected.	**N/A**
	The POS Transaction Service Will Allow Access to a Check Before the Remote Device Could Gain Access to the Database A remote device connecting to the RES Server via the POS Transaction Service was able to access a guest check before the device was able to access the database and the employee's file. This has been corrected.	**N/A**

Kitchen Display System (KDS) Revisions

Module	Feature	CR ID
Display	**Display Turns to a Gray Screen** Previously, the KDS Display Application would turn to a gray screen that could only be cleared by stopping the application, reloading the KDS Controller, and then restarting the application. This issue has been resolved but is not enabled by default. It requires a registry setting to be added to the device running the KDS Controller. To enable this option add the following DWORD registry value: `HKEY_LOCAL_MACHINE\SOFTWARE\Micros\Common\Kds\DAI\ForceACK` 0 - Disable ACK Processing 1 - Enable ACK Processing If the registry value is 0 or does not exist, it will default to sending the messages as fast as possible without waiting for a response from the client. If the registry value is 1 (or non-zero), it will force each message to be acknowledge by the KDS Display before sending the next message. The consequence of waiting for each message to be acknowledge is that the messages can back up on the KDS Controller system and cause a DOM Fire on Fly system to be slower than expected.	**N/A**