



*Restaurant Enterprise Solution
Version 4.0
Hot Fix 1 Documentation*

About This Document

This document contains updates to the Version 4.0 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.

3700 POS New Features and Enhancements

Common	<p>Autosequence Logs Which Autosequence Step Was Completed and How Long it Took to Complete</p> <p>When Running an Autosequence the System was Failing to Log the Completion of the Autosequence Step.</p> <p>The system failed to log when each autosequence step was complete and how long it took to run. This has been resolved.</p> <p>Application Starter Support of EM Corporate Installations</p> <p>When RES is installed through an EM Corporate Installation, the Application Starter (AppStarter) will attempt to install applications that should be run through the EM Corporate Installation. Now, when a configured process is run through an EM Corporate Install a flag in the startup conditions will be created.</p>
POS Configurator	<p>Tare Weight Field Limited to Two Decimal Places</p> <p>For items priced by weight, the Tare Weight (<i>Sales / Menu Items / Prices / Tare Weight</i>), or weight of the container, is subtracted from the total weight of the item. Previously, the Tare Weight field allowed up to three decimal places. Now, the field is limited to two decimal places.</p>
Operations	<p>Enhanced Timed Fire to Work with Closed Checks</p> <p>Previously, when a check was closed, all Timed Fire items would be fired simultaneously. With this release, functionality has been added to keep all Timed Fire items from firing until the specified amount of time has elapsed. At that time the check will be picked up and the items will be fired.</p>

<p>Setup</p>	<p>Patch Installation Will Replace Files Changed by MICROS Support Before Updating</p> <p>Occasionally an escalated customer service case will result in the installation of a new file at the site. When upgrading to a new release version, these sites have to save a backup of the original file and replace it prior to installing a new version. This is due to the binary patching mechanism used by RES. Only original files can be updated, any other version will cause the patch to fail. This requires that someone at the site remember to change the files prior to upgrading.</p> <p>In RES 4.0 we have simplified the process. The patch installation will scan the system for escalation files (files with the extension .prepatchrestore). If it finds one (e.g. Ops.exe.prepatchrestore), it will delete the escalation file and rename the original file back to it's origin.</p> <p>To implement this, when copying application files onto an existing system, append the original file with the “.prepatchrestore”.</p> <p>Patch Installation Will Check System Version and Exit if Incorrect</p> <p>Incremental patches are used to take a system from one specific version to the current version. Cumulative patches allow a system to upgrade to the current version from any release version within the same general release. (4.x to current version) When MICROS releases a hotfix or point release both types of patches are included within a release.</p> <p>In RES 4.0 the patch installation will check the system version and exit if it does not match the patch criteria. The error message that will appear is “Patch terminated by custom action.” The user can then check the MICROSrespatch.log for details pertaining to the error.</p>
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KDS New Features and Enhancements

Controller	<p>Display Total Function Now Includes the Check Total When Order is Paid</p> <p>The Display Subtotal option (<i>POS Configurator / Devices / Order Devices / Dynamic Order Mode / Display Subtotal</i>) now displays the check total when the order is paid. This will now display Paid In Full orders as “**** Paid *** xx.xx”, where xx.xx is the check total.</p>
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3700 POS Revisions

Module	Feature	CR ID
Backup Server Mode	<p>Offline Reports Run in Standalone (SAR) or Backup Server Mode (BSM) on a Win32 Client Will Not Print</p> <p>Offline reports will not print in SAR or BSM mode on a Win32 client. When a report was run the message, "Running report please wait," would display but no report would print. This problem has been corrected.</p>	N/A
Common	<p>Logging Out of the MICROS Desktop Can Cause a Catastrophic Error if Windows Themes are Enabled</p> <p>Previously, logging out the MICROS Desktop on the server could cause the server to lock up. This has been corrected.</p>	N/A
Operations	<p>Tray Total Headers Display Incorrectly When a Theme is Enabled</p> <p>The initial release of RES 4.0 did not properly download the Tray Total headers when POS Themes were enabled. They would display with the classic headers in grey. This has been corrected.</p>	N/A
	<p>Operations Stops Accepting Scanner Data</p> <p>Previously, the system would stop accepting data from the scanner after an external program (e.g. running a report) was performed. This problem has been corrected.</p>	22444
	<p>Watermark Image Not Displaying on the Workstation 4</p> <p>Previously, the watermark image was failing to appear on the Workstation 4. This problem has been corrected.</p>	N/A

Module	Feature	CR ID
Operations Con't	<p>System May Appear to Lock Up When Tendering a Check</p> <p>Previously, when tendering a check the screen would appear to lock up and the cash drawer would not open for a few seconds prior to completing the transaction. This problem was caused by a timing issue in the system and has been corrected.</p>	22389
	<p>Subtotal Discount Incorrectly Applied to Multiple Seats</p> <p>When applying a subtotal discount to a check with multiple seats, the system would incorrectly post a discount for each seat individually. The problem only occurred if the option Sort by Seat (Devices Order Devices Options Sorting/ Formatting) was enabled. This has been corrected.</p>	N/A
	<p>Drive-Thru Key Recalls Wrong Type of Orders</p> <p>After configuring a workstation for Drive-Thru (<i>Devices / User Workstations / Options / General \ UWS is a Drive-Thru Terminal.</i>), and selecting Drive-Thru as the Default Order Type, attempts to recall an order using the [Drive-Thru Next Order] key were inconsistent.</p> <p>Once the user picked up check using an open check SLU key, then the next time the [Drive-Thru Next Order] key was pressed, the system would ignore order type and return the first check found without a table assignment. This problem has been corrected.</p>	N/A
	<p>Item Weight Pound Descriptor Printing in Lower Case Letters</p> <p>Previously, the weight pound descriptor would print in lower case letters instead of upper case letters (e.g. lb instead of LB). This problem has been corrected.</p>	N/A

Module	Feature	CR ID
POS Configurator	<p>Adding a Record in Configurator Will Cause the Baud Rate Field to Become Distorted</p> <p>When adding a record in the Interfaces tab (<i>POS Configurator / Devices / Interfaces / Interfaces</i>) the baud rate field would become distorted. This has been corrected.</p>	N/A
	<p>Revenue Center Seating Icons Are Not Working</p> <p>Previously, the Revenue Center seating icons did not display in the table seating form (<i>POS Configurator / RVC / RVC Table Seating</i>). Selecting the icons a second time would cause them to display. This issue has been corrected.</p>	N/A
	<p>Cut Key Option Does Not Work</p> <p>The Cut Key option (<i>POS Configurator / Devices / Touchscreen Designer / Right Click on a Key / Select Cut Key(s)</i>) does not work when selected. This problem has been corrected.</p>	N/A
Printing	<p>Win 32 PC Workstation Slip Printing Failure</p> <p>Occasionally, the PC Workstation would lockup when printing to a slip printer. This has been corrected.</p>	22325

Module	Feature	CR ID
Reports	<p data-bbox="488 338 1284 407">Report Templates Have Spacing Issues When Printed on a 40 Column Printer</p> <p data-bbox="488 449 1263 554">Previously, several report templates contained extra spaces when printed using a 40 column printer. This issue has been corrected.</p> <p data-bbox="488 596 954 627">The following reports were affected:</p> <ul data-bbox="488 659 1273 1749" style="list-style-type: none"> ◆ Cashier Detail (CSHR_101) ◆ Cashier Summary (CSHR_001) ◆ Daily Employee Detail (EMP_101_1) ◆ Daily Employee Job Summary (Time_003) ◆ Daily Revenue Center Menu Item Sales Summary (MI_R101) ◆ Daily Revenue Center Menu Item Group Sales Detail (FG_R001) ◆ Daily Revenue Center Menu Items Sales Summary (FG_R001) ◆ Daily Revenue Center Group Sales Summary (FG_R101) ◆ Daily Revenue Center Job Summary (Time_R011) ◆ Daily Revenue Center Sales Detail Report (RVC_101_2.rpt) ◆ Daily System Job Summary (Time_S011) ◆ Daily System Menu Item Detail (MI_S001) ◆ Daily System Menu Item Group Sales Detail (FG_S001) ◆ Daily System Menu Item Group Sales Summary (FG_S101) ◆ Daily System Menu Item Sales Summary (MI_S101) ◆ Employee Closed Guest Checks (CHK_102) 	N/A

Module	Feature	CR ID
Reports Con't	<ul style="list-style-type: none"> ◆ Employee Future Guest Checks (CHK_105) ◆ Employee Time Card and Job Detail (Time_002) ◆ Enroll.rpt (GSS Enrollment Sheet) ◆ Individual Employee Schedule (SchedIndEmp) ◆ Labor Availability (Time_006) ◆ Revenue Center Cashier Detail (CSHR_701) ◆ Revenue Center Cashier Summary (CSHR_601) ◆ Revenue Center Serving Period Totals (SRV_001) ◆ System Time Period Menu Item Sales (MI_TPR01) ◆ System Time Period Menu Item Sales (MI_TPS01) ◆ Time Period Future Menu Items Sales (MI_TPS02) 	
	<p>Revised from RES v. 4.0 rmf:</p> <p>Credit Card Batch Transfer Status Report Does Not Mask Credit Card Numbers</p> <p>In RES 3.x releases, credit card numbers were stored unmasked in the database, but would be included in the Credit Card Batch Transfer Status report if the option Override Credit Card Masking (<i>Employees / Employee Classes / Privileges / Options</i>) was enabled.</p> <p>With the RES 4.0 enhanced security, this is no longer permitted. All sensitive credit card information is now masked in the database and the option to Override Credit Card Masking has been removed from POS Configurator.</p>	N/A
	<p>Daily Revenue Center Discount Report</p> <p>The subtotal discounts were incorrectly calculated in the Daily Revenue Center Discount Reports (dly_rvc_dsc.rpt). This has been corrected.</p>	N/A

Module	Feature	CR ID
Reports Con't	<p>Subtotal Discounts are not Tracked Correctly When Tracking by Category</p> <p>Previously, subtotal discounts would be inflated when discounts were being tracked by category. This problem has been corrected.</p>	N/A
	<p>When Running an Autosequence the System was Failing to Log the Completion of the Autosequence Step</p> <p>The system failed to log when each autosequence step was complete and how long it took to run. This has been resolved.</p>	N/A
	<p>Stored Procedure Calling Wrong Table to Determine Fixed Period</p> <p>The stored procedure sp_R_RVC_prd_mi_ot_ttls was accessing the wrong table to populate the active fixed period. This has been corrected.</p>	N/A
Setup	<p>Backup Server Service is Not Starting After Upgrade</p> <p>Previously, following an upgrade, the backup server service was not running on the backup server. The user would have to reboot to get the service to start. This problem has been corrected.</p>	N/A

Module	Feature	CR ID
Setup Con't	Price Configuration Display (PCD) Installed Incorrectly The location of the PCD files (pcd.dll and pcd.cfg) have changed. The PCD.DLL is located in the \micros\res\pos\bin folder on the server and win32 clients. On WS4's it's located in \micros\bin. The pcd.cfg file is installed in the \micros\res\pos\scripts folder on the server and must be copied manually to all clients where the Price Confirmation Device is installed.	N/A
	Backup Server Service is Not Starting After Upgrade Previously, following an upgrade, the backup server service was not running on the backup server. The user would have to reboot to get the service to start. This problem has been corrected.	N/A

Database Manager (DM) Revisions

Module	Feature	CR ID
Common	All Fields Do Not Translate in Database Manager Previously, many of the Database Manager fields were not displaying the translated language. This problem has been corrected.	N/A
	DM Log Gives Conflicting Messages About the Success of a Database Backup Previously, when backing up a database in DM, the DM log would say “database backup complete,” only to say later, “database backup failed,” even though the backup was successful. This problem has been corrected.	N/A
	Database Manager Will Fail to Execute if Called Through an Autosequence When MICROS Desktop is Active If Database Manager was called via a scheduled autosequence on an active MICROS Desktop, it would occasionally fail to execute. This problem has been corrected.	

Guest Services Solution (GSS) Revisions

Module	Feature	CR ID
Backoffice	<p>The GSS Export File No Longer Contains Credit Card Information</p> <p>The GSS file gssexporttofiles.dat will NULL all credit card data in the export file.</p>	N/A
Interface	<p>Users Not Authorized to Run GSS Revoke Unfinalized Check Transactions</p> <p>Users are not allowed to execute the GSS Revoke unfinalized check transactions stored procedure through an autosequence. This problem has been corrected.</p>	N/A

Kitchen Display System (KDS) Revisions

Module	Feature	CR ID
Display	<p>Dialog Window Will Lose Focus When Clicking Outside of the Window</p> <p>Previously, when a user displayed a dialog box (e.g. the Summary Expanded Window) on a Win32 KDS client the dialog box would move behind the main KDS window if the user touched anywhere on the main window. The client would appear to be locked up. This has been corrected.</p>	N/A
	<p>KDS Dialog Box Will Display in Different Location Each Time it is Opened</p> <p>Previously, when the dialog box (e.g. summary expanded page) on a Win32 KDS client was open it would continue to move to a different location each time it was re-opened. This has been corrected.</p>	N/A
	<p>KDS Toolbar Function “Launch Dashboard” Is Not Working on Win32 KDS Clients</p> <p>Previously, the [Launch Dashboard] function (<i>POS Configurator / Devices / KDS ToolBars / KDS Function / Launch Dashboard</i>) would not work when programmed on a Win32 KDS client. This problem has been corrected.</p>	N/A
Setup	<p>KDS Path Information Missing From System Environment</p> <p>The RES 4.0 installation failed to add the \KDS\BIN folder to the system PATH environment variable. This caused the ExecKDScmd.exe to fail if it was not run with a fully qualified path. This has been corrected.</p>	N/A

Labor Management (LM) Revisions

Module	Feature	CR ID
Forecasting	<p>Edited Forecasts Record Incorrect Date</p> <p>Previously, when the user created an edited forecast, the last updated column in the record (lm_fcst_mtrx_dtl) is set to an incorrect date. This problem has been corrected.</p>	N/A
	<p>Forecast Cannot be Generated or Approved After Addition to an Associated Group</p> <p>After creating an associated forecast group, attempts to generate or approve a forecast would fail if the Generate Forecast or Edit Forecast forms were open in the Forecasting application.</p> <p>To correct this problem, the system will no longer allow a user to open forms in the Forecasting application, if Forecast Setup is in use.</p>	N/A
	<p>Edited Forecasts Incorrectly Accept Values Outside Minimum/Maximum Limits</p> <p>When using Associated Forecast, the system would allow a user to post values outside the minimum/maximum limits for a particular data field. This problem has been corrected.</p>	N/A
	<p>Forecasting Produces an Invalid Floating Point Operation and an Access Violation (AV)</p> <p>Previously, Forecasting (<i>LM / Forecast Setup / Forecast Explorer</i>) would produce an invalid floating point operation and an AV. This problem has been corrected.</p>	N/A

Module	Feature	CR ID
Forecasting Con't	<p>Can Receive An Access Violation Error After Selecting the Total Column in Forecast With Zero Total</p> <p>Previously, the user could receive an access violation error when selecting the total column in forecast when changing the Grand Total to zero. This problem has been corrected.</p>	N/A
	<p>Selecting the Zero Column and Then Selecting the Group Will Result in an Access Violation</p> <p>Previously, when selecting the zero column and then selecting the group would cause an access violation error to appear. This problem has been corrected.</p>	N/A
Setup	<p>Fields are Grayed Out in the Staff Requirements Screen</p> <p>Previously, the staff requirements configuration screen (<i>LM / Time & Att / Time & Att / Staff Requirements</i>) contained the following grayed out fields that could not be edited:</p> <ul style="list-style-type: none"> ◆ Skill level precedence ◆ Fill requirements with employees of <p>This problem has been corrected.</p>	N/A
	<p>Labor Management Will Not Display Employee Maintenance if Product Management is not Installed</p> <p>Previously, when Labor Management was installed and Product Management was not installed, the Security Access Screen (<i>LM / General / Security Access</i>) would prohibit the user from accessing the Employee Maintenance option. This problem has been corrected.</p>	N/A

Product Management (PM) Revisions

Module	Feature	CR ID
Receiving	<p>Modifying a Receipt Will Cause the System to Add to the Quantity Received</p> <p>Previously, modifying a receipt (<i>PM / Receiving / Modify Receipt</i>) to decrease the total quantity of an item would cause the system to add rather than subtract items in the inventory. For example, if the initial receipt entered was for 6 bottles of wine, and was then modified down to 4 (to subtract 2 bottles); the Inventory Transaction Journal Report and Stock On Hand would show 8 bottles for current Quantity On Hand. This was incorrectly inflating the Stock On Hand values. The correct adjusted quantity should have been 4 (i.e.- $6 - 2 = 4$ bottles). This problem has been corrected.</p>	N/A
Reports	<p>Inventory Variance Report May Display Incorrect Actual Usage Value</p> <p>Previously, the Inventory Variance Report would display an incorrect actual usage value of 0 if the last action taken was an Item Return that brought the Stock on Hand Value of the Menu Item to 0. This issue has been corrected.</p>	N/A
	<p>Unable to Print Count Sheets</p> <p>Previously, there was no response from the system when attempting to print a Count Sheet (<i>PM / Inventory / Print Count Sheets</i>). When this occurred no errors were reported in the log and the report failed to print. This problem has been corrected.</p>	N/A