



## *Restaurant Enterprise Solution*

*Version 4.0*

*Hot Fix 3 Documentation*

### **About This Document**

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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 3 only.

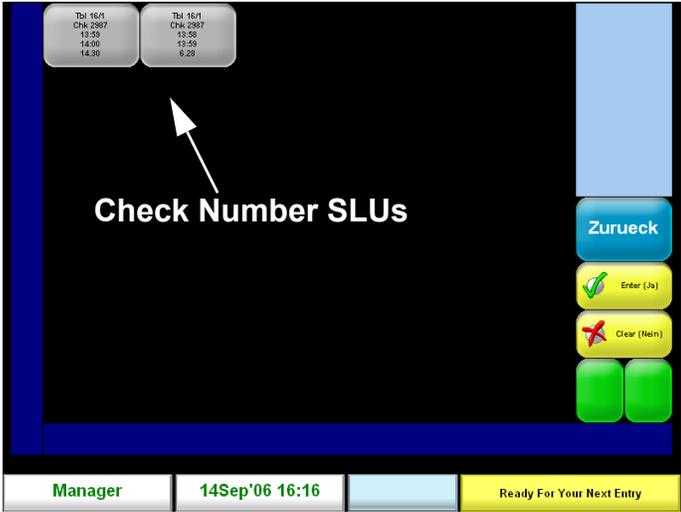
## 3700 POS New Features and Enhancements

Module	Feature
Common	<p><b>Database Startup Parameters</b></p> <p>In upgrading from Sybase 6 to Sybase 9, two changes were made to the list of command line switches included for use with RES database startup parameters:</p> <ul style="list-style-type: none"> <li>◆ <b>-GL ALL</b> — Allows any valid employee to extract data from the database using the UNLOAD command. In Sybase 9, failure to include this switch means that the user must be a DBA for the command to work.</li> <li>◆ <b>-GN 100</b> — (<i>Previously -GN 30</i>) Extends the maximum number of clients from 30 to 100. The change was needed to prevent larger systems from locking up with more than 30 clients.</li> </ul>
Database	<p><b>New Fiscal Tables Added</b></p> <p>Internationally, businesses are often required to report fiscal information over and above that which is currently supported by RES. This is done in a variety of ways and is specific to each country's requirements.</p> <p>With this release, MICROS has added four new tables that can be used by an integrator to store fiscal information directly in the RES database. They are:</p> <ul style="list-style-type: none"> <li>◆ FCR_Invoice_Control</li> <li>◆ FCR_Customer_Data</li> <li>◆ FCR_Invoice_Data</li> <li>◆ FCR_TTL_Data</li> </ul> <p>As part of the RES database schema, these tables are automatically included in the RES installation. This simplifies support while allowing sites to save and protect the fiscal data mandated by their local government authorities.</p> <p>In the future this information will be sent to <b>mymicros.net</b>.</p>

Module	Feature
<p><b>Database (cont'd)</b></p>	<p><b>Historical Totals</b></p> <p>In addition to the fiscal tables, two new Historical Totals Definitions were added in POS Configurator:</p> <ul style="list-style-type: none"> <li>◆ Fiscal Cash Register invoice detail</li> <li>◆ Fiscal Cash Register totals detail</li> </ul> <p>These totals are linked to a Historical Totals Class, which specifies how long records will be retained in the system.</p> <p><b>Clearing Totals</b></p> <p>The option to clear all totals will affect all four fiscal tables.</p> <p><b>Access Privileges</b></p> <p>As with all MICROS core tables, access to the fiscal tables is determined by table type. Definition tables (i.e., <i>FCR_Invoice_Control</i> and <i>FCR_Customer_Data</i>) are accessible to — and may be edited by — all MICROS DB users (e.g., installers, support, and custom users).</p> <p>For Totals tables, MICROS generally limits access to individuals with DBA-level authority. However, because of regional requirements, a new Fiscal User was added. This user will have all the rights and privileges of a DBA, but will also have access to the Totals tables (<i>FCR_Invoice_Data</i> and <i>FCR_TTL_Data</i>).</p>

Module	Feature
<b>Database Manager</b>	<b>Added Return Codes for Command Line Operations</b> To improve useability, return codes were added and will be generated (as appropriate) when running the Database Manager utility from a command line prompt: <ul style="list-style-type: none"><li>◆ SUCCESS = 0</li><li>◆ FAILURE = 1</li><li>◆ INVALID LOGON = 2</li><li>◆ DB VALID FAILURE = 3</li><li>◆ INVALID COMMAND LINE = 4</li><li>◆ INVALID PERMISSIONS = 5</li><li>◆ DB ARCHIVE FAILURE = 6</li></ul>

Module	Feature
POS Operations	<p data-bbox="488 342 1317 373"><b>Allow Quantity Entries of Courses in Fixed Price Meals</b></p> <p data-bbox="488 401 1458 541">The Fixed Price Meals feature has been modified to support quantity entries of course menu items when multiple meals are ordered. In previous releases, users were required to press the appropriate menu item keys once for each course in a Fixed Price Meal, regardless of the number of meals ordered.</p> <p data-bbox="488 558 1458 737">For example, if 4 Fixed Price Meals were ordered, 1 with Roast Beef and 3 with Chicken Breast entrées, the user had to press the <b>[Roast Beef]</b> key once, and the <b>[Chicken Breast]</b> key three times. With this enhancement, the user could quantify the chicken entrées by presage the <b>[3]</b> number key before pressing the <b>[Chicken Breast]</b> key to order multiple like items.</p> <p data-bbox="488 764 776 795"><b>Void Closed Check</b></p> <p data-bbox="488 814 1458 915">To improve useability, a new function was added that allows a cashier to recall a closed check and negate all transaction items simultaneously. This is also referred to as a <i>Ticket Void</i>.</p> <p data-bbox="488 932 1458 1220">The option was designed for use in quick service restaurants, where customers place an order and pay the check before receiving the menu items. Once the check is paid, any request by the customer to cancel the order or correct a menu item must be treated as a refund of the original item(s). The process is similar to a <i>Transaction Void</i>, in that a negative transaction item is posted for each item on the affected check. This allows the system to account for inventory items that were made but not sold. It is also needed to balance out the report totals.</p> <p data-bbox="488 1236 1458 1377">The difference between the two functions is that a <i>Ticket Void</i> negates all of the transaction items at the same time, whereas a <i>Transaction Void</i> requires the cashier to enter each item individually. Depending on the number of items involved, that can be a time-consuming process.</p> <p data-bbox="488 1394 1458 1461">As with <i>Transaction Voids</i>, only privileged users will have access to the Void Closed Check function. A reason code will also be required.</p> <p data-bbox="488 1520 732 1551"><u><a href="#">Using the Feature</a></u></p> <p data-bbox="488 1568 1414 1669">To void a closed check, the customer must provide a copy of the original Customer Receipt. The cashier can then log onto POS Operations and proceed as follows:</p>

Module	Feature
<p><b>POS Operations (cont'd.)</b></p>	<ol style="list-style-type: none"> <li>Open the appropriate function or payment screen and press the pre-configured <b>[Void Closed Check]</b> key.</li> <li>At the prompt, enter the original check number. The system will scan the database/transaction log for matching records. <p><b>NOTE:</b> Check numbers should not be confused with <code>chk_seq_nums</code>, which identify unique records. It is possible to have more than one record in the database with the same check number.</p> </li> <li>If only one record is found with this check number, the system will prompt for verification, then display a list of reason codes (if enabled). <p>If more than one instance of the check number is found, the system will display a SLU screen with a key for each instance.</p>  </li> </ol> <p>Press to select a record. The system will prompt for verification and then displays a list of reason codes (if enabled).</p> <ol style="list-style-type: none"> <li>Select the appropriate reason code and click <b>OK</b> to enter.</li> </ol>

Module	Feature																						
<p><b>POS Operations (cont'd.)</b></p>	<p>At that point, the recalled process is terminated and the screen is closed. The original check is unchanged. Instead, the system creates a new check, assigns it a new number, and automatically posts a negative line item for each of the menu items on the original check. A sample of this is shown on the right.</p> <p>The new void check references the original check number, and prints the reason for the void transaction. A custom trailer (defined by revenue center) can also be added.</p> <div data-bbox="868 346 1461 1102" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">MIKE ROSE GRILL COLUMBIA, MD 21046</p> <p>101 Sally S</p> <hr/> <p>Tbl 10/1      Chk 1930      Gst 1 Apr07'06 12:33PM</p> <hr/> <p style="text-align: center;"><b>Closed Check</b> <b>VOID</b> <b>Chk 1929</b> <b>Long Wait/Food Cold</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>1 Crab Cakes</td><td style="text-align: right;">6.95-V</td></tr> <tr><td>1 Fried Calamari</td><td style="text-align: right;">4.50-V</td></tr> <tr><td>1 Chicken Tenders</td><td style="text-align: right;">5.50-V</td></tr> <tr><td>1 Pete's Draft</td><td style="text-align: right;">4.00-V</td></tr> <tr><td>1 Heineken Draft</td><td style="text-align: right;">4.00-V</td></tr> <tr><td>1 Bud Draft</td><td style="text-align: right;">3.00-V</td></tr> <tr><td>Cash</td><td style="text-align: right;">29.43-V</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Subtotal</td><td style="text-align: right;">27.95-</td></tr> <tr><td>Tax</td><td style="text-align: right;">1.48-</td></tr> <tr><td>Payment</td><td style="text-align: right;">29.43-</td></tr> </table> <hr/> <p style="text-align: center;">-----901 Apr 07'06 12:35PM-----</p> <p style="text-align: center; background-color: black; color: white; padding: 2px;"><b>TICKET VOID of CLOSED CHECK</b></p> </div> <div style="margin-left: 20px;"> <p>← Original Chk Number</p> <p>← Reason for Void</p> <p>← Void Closed Check Trailer</p> </div>	1 Crab Cakes	6.95-V	1 Fried Calamari	4.50-V	1 Chicken Tenders	5.50-V	1 Pete's Draft	4.00-V	1 Heineken Draft	4.00-V	1 Bud Draft	3.00-V	Cash	29.43-V			Subtotal	27.95-	Tax	1.48-	Payment	29.43-
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Module	Feature
<b>POS Operations (cont'd.)</b>	<p data-bbox="440 333 902 369"><a href="#">New Options in POS Configurator</a></p> <p data-bbox="440 384 1268 453">To support this feature, the following options were added in POS Configurator:</p> <ul style="list-style-type: none"> <li data-bbox="440 489 899 525">◆ <i>Devices   Touchscreen Designer</i> <ul style="list-style-type: none"> <li data-bbox="488 560 1409 814">◆ <b>Void Closed Check</b> — Assigned to a function key (<i>Category — Function: Check Access</i>) in POS Operations. When pressed, requires the cashier to enter the customer's original ticket number and the reason for the ticket void. Once the original check is located and verified, a new Void check is generated, posting a negative entry to match (and cancel out) each of the items on the original check. The original check is not affected.</li> </ul> </li> <li data-bbox="440 850 1060 886">◆ <i>Employees   Employee Classes   Void/Return</i> <ul style="list-style-type: none"> <li data-bbox="488 921 1382 991">◆ <b>Void Closed Check</b> — Allows members of the selected employee class to use the void closed check function.</li> </ul> </li> <li data-bbox="440 1026 1073 1062">◆ <i>Revenue Center   RVC Print Design   Trailers</i> <ul style="list-style-type: none"> <li data-bbox="488 1098 1344 1203">◆ <b>Void Closed Check Trailer</b> — Specifies the trailer that will be appended to the bottom of a Ticket Void. Trailers are created separately, on the <i>Sales   Descriptors   Trailers form</i>.</li> </ul> </li> </ul>

Module	Feature
<b>Setup</b>	<b>Auto-Detection of Running Applications</b> <p>Setup procedures have been modified to check for running applications or locked files before installing the latest patch or upgrade. Should the system encounter a file that needs to be replaced, but cannot be overwritten because it is locked, the installation will note the problem in the <b>Setup.log</b> before aborting the patch program and displaying an error message to the user.</p> <p>To proceed, users should open the <b>Setup.log</b> file and scroll to the bottom to identify the problem. If the file is still running, the user should manually stop it and then clear the error message before attempting to run the patch again.</p>
	<b>Stop mymicros Services Before Running Updates</b> <p>During setup, the following mymicros services are now stopped prior to running the latest patch or upgrade:</p> <ul style="list-style-type: none"><li>◆ MICROS Agent</li><li>◆ MICROS Stored Value Card Server or MICROS SSF Service Launcher</li><li>◆ MICROS Watchdog</li></ul> <p>This change was implemented to prevent sites running <i>mymicros.net</i> from encountering problems during the installation process.</p>

## 3700 POS Revisions

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Module	Feature	CR ID
CA/EDC	<b>Credit Card Server Does Not Work in Backup Server Mode</b>  When running operations in backup server mode (BSM), attempts to perform a credit authorization would fail with the error message "NOT LICENSED FOR CA/EDC" displayed. The problem occurred because the BSM client was unable access the server, in BSM mode, to verify licensing. This has been corrected.	N/A
	<b>Omit Function Does Not Process Records in Order in Batch</b>  When editing a credit card batch, users could not scan records consecutively, using the <b>[Omit]</b> function key. Each time the key was pressed, the system would select a record at random, requiring the user to manually reposition the cursor at the next record in the sequence. This problem has been corrected.	N/A

Module	Feature	CR ID
Database Manager	<p><b>Database Backup Ignores Archive Limits When Database Validation Fails</b></p> <p>When performing a database backup, the system would ignore user-defined limits on the number of copies to be retained in the archive folder (<i>DM   Backup Database   Number of DB Archives</i>) if a database validation had previously failed and left a database with a .BAD extension.</p> <p>Now, DM will rotate the archived databases when a database validation is successful whether or not a .BAD exists previously. Also, if a database backup is performed without validation the system will automatically rotate the archived databases.</p>	N/A
	<p><b>Minimum Requirements for Window 2003 Revised</b></p> <p>When performing a database upgrade or rebuild through the Database Manager, an error message would display if the site was running Windows 2003 with Address Windowing Extensions (AWE) enabled. To correct the problem, the minimum site/server requirements has been upgraded for Windows 2003 Service Pack 1 or higher.</p>	22797
Hand-Held Terminals	<p><b>Magnetic Stripe Reader Not Functioning Properly on Symbol Hand-Held Devices</b></p> <p>When using a Symbol hand-held device (Models 2800, 8800, MC50, and MC70), the magnetic stripe reader would occasionally fail by misreading data or prematurely exiting the operation. This problem has been corrected.</p>	N/A

Module	Feature	CR ID
<b>Hand-Held Terminals (cont'd)</b>	<p><b>MC50 Installation Changes</b></p> <p>In the RES 4.0 release, the installation procedures for the MC50 hand-held devices required users to install the <b>MSRDriver.ARM.CAB</b> file in order to use the mag card reader. This is incorrect.</p> <p>The revised procedures are as follows:</p> <ol style="list-style-type: none"> <li>1. Disable the programmable (silver) buttons to prevent interference with RES operations. <ul style="list-style-type: none"> <li>◆ From the Windows Start menu, select <i>Setings   Buttons</i>. A list of programmable 5 programmable buttons will display.</li> <li>◆ Highlight a button from the list.</li> <li>◆ Using the <b>Select a program</b> field below the list, expand the drop-down and select <b>&lt;None&gt;</b> to disable the button.</li> <li>◆ Repeat for all of the buttons shown.</li> <li>◆ Press the <b>x</b> button (upper right corner) to close.</li> </ul> </li> <li>2. Set the MC50 for the first sync: <ul style="list-style-type: none"> <li>◆ From the Windows Start menu, select <i>ActiveSync   Tools   Options   Options</i>.</li> <li>◆ Check <b>Enable PC sync using this connection</b></li> <li>◆ Check <b>Maintain connection.</b></li> <li>◆ Press <b>OK</b> twice to exit the form.</li> <li>◆ Press the <b>x</b> button (upper right corner) to close.</li> </ul> </li> </ol>	<b>N/A</b>

Module	Feature	CR ID
<b>Hand-Held Terminals (cont'd.)</b>	<ol style="list-style-type: none"> <li>3. Download and install ActiveSync. <ul style="list-style-type: none"> <li>◆ Go to the Microsoft website (www.microsoft.com) and select <b>Downloads</b>.</li> <li>◆ From the drop-down box, select ActiveSync.</li> <li>◆ Select the most up-to-date version of ActiveSync. (Currently, this is Version 4.1.0).</li> <li>◆ Double-click <b>MSASYNC.EXE</b> to begin installation. Follow the on-screen instructions provided.</li> </ul> </li> <li>4. Establish a partnership <ul style="list-style-type: none"> <li>◆ Set the MC50 device into the cradle connected to the Server.</li> <li>◆ From the Server's Start Menu, select <i>Programs   Microsoft ActiveSync</i>. This should bring up a new window and automatically detect the hand-held device.</li> <li>◆ Go to the <i>Set Up a Partnership</i> screen.</li> <li>◆ Select <b>Guest Partnership</b> and press <b>Next</b>.</li> </ul> </li> <li>5. Set up the MC50. <ul style="list-style-type: none"> <li>◆ Perform a cold boot on the hand-held device. The device will whirr slightly before displaying the Pocket PC splash screen.</li> <li>◆ Tap the screen to display directions for calibration and time-zone setup. Proceed as required.</li> </ul> </li> </ol>	

Module	Feature	CR ID
<b>Hand-Held Terminals (cont'd.)</b>	<p>6. Set up the POS and LAN.</p> <ul style="list-style-type: none"> <li>◆ When the <i>Starting Mobile Micros</i> screen is displayed, press <b>Continue</b>.</li> <li>◆ Select the <b>POS Client Type</b> and click <b>OK</b>.</li> <li>◆ Select the <b>Backlight</b> and <b>Backlight settings</b> and <b>OK</b> to continue.</li> <li>◆ Tap the icon in the lower right-hand corner of the screen. Choose <b>Find WLANs</b>.</li> <li>◆ On the <i>Networks</i> screen, select the access point and press <b>Connect</b>. (If the list of <b>Available WLANs</b> is blank, press the <b>Search</b> button to locate and display the options.)</li> </ul> <p>If using WEP encryption, go to the <i>Encryption</i> tab and set your encryption level.</p> <p>Go to the <i>IP Config</i> tab and set the system-specific <b>IP Connection Type</b>.</p> <p>Press <b>OK</b> to close the <i>Networks</i> screen.</p> <ul style="list-style-type: none"> <li>◆ Press <b>OK</b> until you get to the <i>Configure Network Adaptors</i> screen. Set the <b>802.11b Adaptor Setting</b> and any other settings that may be required. Press <b>OK</b> to close this screen.</li> <li>◆ Press <b>OK</b> again to open the <i>Connections</i> screen and select the <i>Advanced</i> tab. Tap on the top “Select Networks” box. In the first drop-down field, set the Internet connection to <i>My Work Network</i>. Press <b>OK</b> to close this screen.</li> </ul>	

Module	Feature	CR ID
<b>Hand-Held Terminals (cont'd.)</b>	<ul style="list-style-type: none"> <li>◆ Press <b>OK</b> again to open the <i>POS Clients Config</i> screen.</li> <li>◆ Enter the <b>HHT Name</b> of this MC50 device as well as the <b>Server IP Address</b>. Press <b>OK</b> to accept. A message will display indicating that the system will restart. Click <b>OK</b> to proceed.</li> <li>◆ The HHT will reboot. When the system returns to the <i>Mobile MICROS Startup</i> screen, press <b>Continue</b>. The POSLoader will automatically load files and reboot the MC50 (four times).</li> <li>◆ When finished loading the files, a message displays indicating that software updates have been installed. Press <b>OK</b> to continue into 3700 POS Operations.</li> </ul>	
	<p><b>Mobile MICROS HHT Out-of-Memory Errors</b></p> <p>After sitting idle for a period of time, mobile MICROS hand-held devices would display an Out-of-Memory error message that required the user to perform a (warm) reboot of the system. The problem was traced to a software-induced memory leak, which has been corrected.</p>	<b>22774</b>
<b>Interfaces</b>	<p><b>Guest Connection Not Working with RES</b></p> <p>After upgrading to RES 4.0, and configuring the TMS interface (<i>POS Configurator   Devices   Interfaces</i>), users were unable to share access to guest checks between the Guest Connection software and the POS System. This problem has been corrected.</p>	<b>N/A</b>

Module	Feature	CR ID
POS Operations	<b>Credit Card Lookup Incorrectly Allows Blank Entry</b> During check payment, users who pressed the credit card lookup key and either entered an invalid credit card number or no credit card number were not immediately informed of the "Invalid Entry." Instead, the system would prompt for "Visa/MC Info" first, before displaying the error message once the [Enter] key was pressed. This has been corrected.	N/A
	<b>Discount Amount Decreases With Each Incorrect Authorization Attempt</b> When applying a discount (amount or percent, open or preset) that required authorization, the system would automatically decrease the amount of discount each time an invalid employee authorization code was entered. The amount of the decrease was a percentage, based on the number of items to be discounted. For example, suppose that the check contained five menu items and a \$10 discount was applied. The first time an invalid authorization was attempted, the discount would drop by 20% (or 1/5), setting the new value of an authorized discount to \$8. If there was a second failed attempt, the discount would be reduced by 40% (or 2/5), and the discount would be down to \$6. The number of chances the user had to authorize the discount depended on the number of menu items on the check. After the last failed attempt, the error message "No Sales to Discount" would be displayed. This problem has been corrected. As in previous releases, users will only have one chance to enter a valid authorization code. Once the entry is rejected, the discount will have to be reapplied.	22942

Module	Feature	CR ID
POS Operations (cont'd.)	<b>Edit Closed Check Allows Changes Without Voiding Original Payment</b>  Previously, the edit closed check function allowed users to filter seats and apply payments without voiding the original payment first. This problem has been corrected.	22845
	<b>Future Orders Not Reported on Day Closed</b>  When running a Closed Check Report, future orders were being included for the day the order was taken, instead of the day the order was actually closed. This has been corrected.	N/A
	<b>Gift Card Payment Cannot Be Finalized After Editing a Filtered Seat</b>  After filtering a seat and tendering to a new check number, users were unable to edit the transaction by voiding the original payment and apply a gift card. The system would accept the gift card authorization but would display the error message "No previous authorizations found." when attempting to finalize the payment. This problem has been corrected.	22899
	<b>Items Not Printing to Kitchen When New Check is Merged With Existing Check</b>  After starting a new check, if the user added it to an existing check via the [Merge] function key, the items on the new check would not be sent to the kitchen. This has been corrected.	N/A
	<b>Option Requiring Verification Before Authorization Not Functional for Manual CC</b>  After setting the POS Configurator option <b>Verify before authorization</b> ( <i>Sales   Tender Media   CC Tender</i> ), the system failed to test for a valid credit card number before authorizing transactions that were submitted manually. This problem has been corrected.	22890

Module	Feature	CR ID
POS Operations (cont'd.)	<p><b>Messages Display Incorrectly When Regional Language Options Selected</b></p> <p>When running POS Operations on a Windows XP Pro client, any message ending with a punctuation mark or other special character would display that character first. The problem only occurred if either of the following settings had been enabled in the Control Panel (<i>Regional and Language Settings   Languages \ Supplemental language support</i>):</p> <ul style="list-style-type: none"> <li>◆ Install files for complex script and right-to-left languages (including Thai)</li> <li>◆ Install files for East Asian languages</li> </ul> <p>This has been corrected.</p>	N/A
	<p><b>PS2 Magnetic Card Readers Not Reading Credit Card Expiration Dates Properly</b></p> <p>When authorizing credit cards using a PS2 Magnetic Card Reader, the system would report that the credit card had expired if the month of the expiration date was less than the current year (i.e. 06). The problem occurred because POS Operations was inverting the month and year of the expiration date when the card was swiped. This has been corrected.</p>	22729
	<p><b>Reprint of Closed Check Shows Wrong Date on Trailer</b></p> <p>When using the Reopen Closed Check or Reopen Review Order Check functions to reprint a check, the system would show the check closed time as either Jan 01 1970 or Dec 31 1969, depending on the regional offset. This problem has been corrected.</p>	22939

Module	Feature	CR ID
POS Operations (cont'd.)	<b>'Table Number with Merge' Function Key Not Working</b>  When combining checks using a preconfigured [Table Number w/Merge] function key, the system failed to prompt the user for the number of the table where the check was to be added. This problem has been corrected.	N/A
	<b>Touch Void of Shared Tenders and Discounts Fails</b>  Previously, users were unable to void a discount or tender once the items were shared between seats. This problem has been corrected.	N/A
	<b>Transaction Void of Combo Meal Voids Each Item Separately</b>  When performing a transaction void of a combo meal, the system would treat each line item as a separate void, prompting the user to enter a reason code for the parent item and each child item rather than a single reason for the combo meal itself. This problem has been corrected.	22944
	<b>Tray Totals Incorrectly Requires Authorization of Voids Once First Order Tendered</b>  When using the Tray Totals function to place multiple orders on a single check, the system would require authorization to void items after the first seat (or order) was tendered. This has been corrected.	22849
	<b>'Unexpected Database Error' Message Received When Tendering Check</b>  After upgrading from RES 3.2 to RES 4.0 or rebuilding a RES 4.0 database, users would occasionally receive the generic message 'Unexpected Database Error' when tendering a check in POS Operations. The problem was traced to a Sybase change concerning the order in which nested stored procedures were read into the database. This has been corrected.	22482

Module	Feature	CR ID
<b>POS Operations (cont'd.)</b>	<p><b>View by Seat Function Not Working</b></p> <p>When displaying check detail, the system failed to provide seat headers after pressing the [View by Seat] function key. This has been corrected.</p>	<b>22846</b>
<b>Printing</b>	<p><b>Shared Discounts Do Not Display or Print Properly</b></p> <p>Previously, if the user applied a discount and then used the edit seat function to share all items across the check, the discount would not be displayed or printed correctly unless the check was filtered by seat. This has been corrected.</p>	<b>23035</b>
<b>Reports</b>	<p><b>Revenue Center Time Period Detail Report Prints Incorrectly</b></p> <p>Previously, the RVC Time Period Detail report (TP_R101.rpt) would insert extra spaces in some of the sections when printed using a 40-column printer. This problem has been corrected.</p>	<b>N/A</b>
	<p><b>System Tracking of Parked Orders Causes Reports to Fail</b></p> <p>When running a report with KDS park order times configured as a tracking total, the posting procedure would fail if it included a check with more than one service round within the same 15-minute fixed period. The problem affected reports in the System, Employee, Cashier, Serving Period, and Time Period categories.</p> <p>To correct this, the following stored procedures were modified:</p> <ul style="list-style-type: none"> <li>◆ sp_post_cshr_trk_sys_rvc_cal</li> <li>◆ sp_post_emp_trk_sys_rvc_cal</li> <li>◆ sp_post_srv_prd_trk_sys_rvc_cal</li> <li>◆ sp_post_tm_prd_trk_sys_rvc_cal</li> <li>◆ sp_post_trk_sys_rvc_cal</li> </ul>	<b>22834</b>

Module	Feature	CR ID
Setup	<p><b>Delivery Dispatch Does Not Work Without GSS Installation</b></p> <p>After installing or upgrading to RES 4.0, sites running Delivery Dispatch could not access the program configurator unless the GSS back office application was installed. This is because Delivery Dispatch relies on the <b>GSSmsg.dll</b> to function properly. The problem can be corrected by uninstalling and then re-installing RES with GSS.</p>	N/A
	<p><b>EM Unuseable After RES Upgrade</b></p> <p>After upgrading a RES 4.0 site with Enterprise Management (EM) installed, users were unable to run the EM application because the system failed to load some stored procedures required to run EM. This problem has been corrected.</p>	N/A
	<p><b>ILDS Clients Do Not Work on Windows XP Platform With Firewall Enabled</b></p> <p>Previously, clients running the ILDS service on a Windows XP platform with an active firewall could not send or receive from the ILDS service. To correct this problem, the ILDS service has been added to the exceptions lists on both the XP client and server.</p>	N/A
	<p><b>RES 4.0 Hot Fixes Do Not Install Completely on Win32 Clients</b></p> <p>When running RES 4.0 Hot Fix 1 and Hot Fix 2 patches, the system failed to update all Win32 client files, if GSS and KDS were not installed. This problem has been corrected.</p> <p>NOTE: Sites that are not upgrading to Hot Fix 3 can correct this problem by running the <b>ClientRepopulation.exe</b>, which may be downloaded from the MICROS website. When run, the system will compare the Server's <i>POS\Bin</i> directory to that of the <i>CAL\Win32\...\POS\Bin</i> directory. If those directories do not match, the <i>CAL\Win32</i> folder will copy in the correct files and the clients will automatically update.</p>	22785

Module	Feature	CR ID
<b>Setup (cont'd.)</b>	<b>Unable to Run Software Patch Twice</b>  Previously, a software patch could not be run twice on the same server, due to limitations imposed by version checking. This restraint has been removed, which means patches can be run a second time.	<b>N/A</b>
<b>Transaction Services</b>	<b>AddtoCheck Function Returns Database Error</b>  Occasionally, using the <b>AddtoCheck</b> function to post certain combinations of menu items to a check would cause a memory overwrite when updating the check detail names. An error message would then display stating:  Number of detail names read from the database does not match the check total.  This has been corrected.	<b>N/A</b>

## Kitchen Display System (KDS) Revisions

Module	Feature	CR ID
<p><b>Controller</b></p>	<p><b>Voids Do Not Consolidate Correctly in DOM</b></p> <p>After ringing up several menu items and then voiding two or more of them, the KDS display failed to correctly decrement the ordered items or properly consolidate the like-item voids. The problem occurred when using DOM mode with the option <b>Do not display voids</b> (<i>Devices   Order Devices   Dynamic Order Mode</i>) disabled, and when different void methods were used in the same transaction sequence (e.g., one as a touch void, and one as a direct void).</p> <p>For example, if the user rang up 3 separate orders of wings, KDS would properly display the order as:</p> <p style="padding-left: 40px;">3 WINGS</p> <p>However, if the user touch voided 1 wing, then entered a direct void of a second wing, KDS would incorrectly display the results as:</p> <p style="padding-left: 40px;">2 WINGS 1 VOID WINGS</p> <p>instead of</p> <p style="padding-left: 40px;">1 WINGS 2 VOID WINGS</p> <p>This problem has been corrected. Now, all voids types (direct, touch, last item) are included in the consolidated line item.</p> <p>NOTE: To work properly with Direct Voids, the quantity must exactly match that of the original menu item. Otherwise, the original item will not be negated, and the entry will be considered a direct separate item void.</p>	<p>N/A</p>

Module	Feature	CR ID
<b>Display App</b>	<b>Bumpbar Keys Fail When Inside a Pop-Up Windows</b> When running a KDS client with an attached bumpbar, users were unable to navigate inside of a popup window (e.g., Summary or Recall window) using the up/down arrow keys. The problem affected all platforms (Win32, WinCE, and RDC). However, on Win32 devices, accessing a popup window would completely disable the bumpbar. To regain bumpbar functionality, users would have to restart the KDS client. These issues have been corrected.	<b>2280</b>
	<b>KDS Display Locks During Normal Operations</b> During normal operations, the KDS display application would gray out and become unresponsive to sent or bumped orders. The problem occurred most commonly during periods when a high volume of orders was being rung or when orders were sent while the system was resetting the display due to a KDS Controller restart or theme change. This has been corrected.	<b>22876</b>
	<b>Status Bar Displays in Wrong Position</b> Previously, if the option <b>AlwaysHideCaption</b> was set to 0 in the <b>KDSDisplay.cfg</b> file, the status bar would be placed too high in the window. This problem was found on Win32, WS4, and MRDC platforms. It has been corrected.	<b>N/A</b>

## Cash Management (CM) Revisions

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Module	Feature	CR ID
User Interface	<p data-bbox="490 443 1289 512"><b>Cash Management Crashes If Database is Set to OFF then Front-of-House</b></p> <p data-bbox="490 541 1289 722">After closing the Cash Management (<b>CMBO.exe</b>) application, if the user stopped the database in the MICROS Control Panel and restarted it by selecting the Front-of-House (FOH) option, then any attempt to reopen CM would cause that application to crash. This problem has been corrected.</p>	N/A

## Guest Services Solution (GSS) Revisions

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Module	Feature	CR ID
User Interface	<b>Gift Card Balance Does Not Display/Print After Tender Applied</b> When running POS Operations with GSS enabled, payments made using a gift card tender failed to note the card's remaining balance on either the POS display or the customer receipt. The problem only affected gift card tenders where the <b>Reference Required</b> option ( <i>Sales   Tender/Media   Tender</i> ) was enabled. This has been corrected.	N/A
	<b>Unable to Load GSS on MC50 Hand-Held Devices</b> After configuring GSS on a RES 4.0 System, an error message would display when attempting to load GSS on an MC50 hand-held device. The problem was caused by memory management issues which have been corrected.	22802