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Restaurant Enterprise Series (RES)
Version 3.2
ReadMe First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions included in the Version 3.2 release of the MICROS Restaurant Enterprise Series (RES 3000) software.

> *Note*   *RES 3.2 includes new and revised functionality added in the RES 3.1 Service Pack 1 release. Changes made for RES 3.1 Service Pack 2 will be incorporated in the RES 3.2 Service Pack 1.*

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)

- Cash Management (CM)

- Product Management (PM)

- Labor Management (LM)

- Financial Management (FM)

- RES Platform

3700 POS

Introduction

This chapter comprises changes made to the 3700 POS System.

To help you navigate the document, product information is divided into the following sections:

◆ What's New

◆ What's Enhanced

◆ What's Revised.

◆ Documentation Changes and Revisions

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 3700 Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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.

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New Features Detailed

Devices

Workstation 4 (WS4)

The Workstation 4 (WS4) is MICROS' latest addition to the workstation family. The inexpensive and durable WS4 is equipped with the Microsoft® Windows® CE.NET operating system, and can be easily integrated into any existing RES System.

Similar in appearance to the MICROS PCWS, the low profile WS4 adds an Active Color LCD, 10/100 Ethernet interface, and additional peripheral ports.

The WS4 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 of user-driven configuration.

WS4 is a POS appliance designed specifically for the hospitality industry. It is supported in RES 3.2 for the purpose of running POS operations and Manager Procedures.

WS4 replaces the diskless clients, which are no longer supported in the RES 3.2 release.

Supported Devices

This section identifies the printers and hardware peripherals supported by WS4

◆ **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

♦ Peripherals

- ◆ 2 Cash Drawers (standard DIN)

- ◆ Coin Dispenser (RS232)

- ◆ External Keyboard

- ◆ External Magnetic Card Reader (RS323)

- ◆ External Mouse

- ◆ External Pole Display

- ◆ Integrated Magnetic Card Reader

- ◆ Rear Display

- ◆ Scale (RS232)

- ◆ Scanner (RS232)

- ◆ Touchscreen

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 support on the client platform in RES Version 3.2.

Common Applications

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
MICROS Documentation	X	X	X	X			
Export Utility	X			X			
MICROS Desktop	X	X	X	X			
Version Info	X			X			
OPS/GSS Text Translator	X			X			
Language Administrator	X			X			
Rotatelog.exe	X	X	X	X			
LogViewer.exe	X			X			
LogMan.exe	X			X			
Control Panel	X	X	X	X			
Local Control Panel	X	X	X	X			
Command Line Control Panel	X	X	X	X			
Database Validation Utility	X						
Database Update Utility	X						
Database Backup Utility	X						
Database Rebuild Utility	X						
Remote Reboot Utility	X	X	X	X			

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Peripherals Confidence Test	X	X	X	X	X		
License Manager	X			X			
OCB/SIM Interface	X	X	X	X		X	
DBMS Console	X			X			
Right to Left Character Sets (Hebrew)	X	X	X	X			CE.NET does not support Right to Left characters.
Fiscal Cash Register Support	X	X	X	X	X	X	The POS FCR interface works on all client platforms. Country-specific customizations will need to be tested and possibly changed to support WS4 and HHT.

BackOffice Applications

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Financial Management	X			X			
Labor Management - Human Resources - Forecasting - Scheduling - Payroll Preprocessing	X			X			
Cash Management - BackOffice	X			X			
Cash Management - POS Client Cashiering	X	X	X	X	X		

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Cash Management - POS Client Server Banking	X	X	X	X	X	X	
Time Off Request Wizards	X	X	X	X			

Front of House Applications

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Transaction Analyzer - Direct App Access	X	X	X	X			
Transaction Analyzer - Via Autosequence Step	X	X	X	X	X	X	
Autosequences & Reports	X	X	X	X			
Autosequences Scheduler Status	X			X			
POS Configurator	X	X	X	X			
Credit Card Batch Settlement	X						
Manager Procedures	X	X	X	X	X	X	
EJ Print	X	X	X	X			
Delivery Dispatch POS Operations	X	X	X	X			
Delivery Dispatch Configurator	X	X	X	X			
GSS - POS Support	X	X	X	X			
GSS - BackOffice Support	X			X			
KDS - KDS Client Support	X	X	X	X			KDS Client Support for SEI OASys Clients is also supported

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
KDS - KDS Controller Support	X			X			
KDS - OPS Client Support	X	X	X	X	X	X	
KDS Runner Chit Printing	X	X	X	X	X		A runner's chit printer can be attached to any supported client.
Backup Server Mode - Server Mode				X			
Backup Server Mode - POS Client Support		X	X	X	X	X	
Stand-Alone Resiliency - POS Client Support		X	X	X	X	X	
Interface Server Support	X	X	X	X	X	X	
SIM	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms. [a]
International Liquor Dispensing Interface	X	X	X	X			
NA Liquor Dispensing Interface	X	X	X	X			
Menu Item Information	X	X	X	X			
Pin Pad Support for Debit Cards	X	X	X	X			
UWS/40-Col Reports via Reports Module	X	X	X	X			
UWS/40-Col Reports via POS Autosequence	X	X	X	X	X	X	
SAR Dialogs		X	X	X	X	X	
SAR Reports		X	X	X	X	X	

Functionality	RES Server	Win 95 / 98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Translate Print DLL	X	X	X	X			Needs to be updated for CE platform.
OPSDisplayUserCfg	X	X	X	X	X	X	Current V3.1 files may need to be edited for V3.2 use.
Bitmaps	X	X	X	X	X	X	Bitmaps used on a Win32 client may need to be edited for WS4 use.
Icons - MICROSIcons.DLL	X	X	X	X	X	X	
Icons - CustomIcons.DLL	X	X	X	X	X	X	There will be three separate customicons.dll's available for each of the three client platforms. Users will need to edit all three if they wish to see a custom icon on all three platforms.

a. · SIM support will be available on all three-client platforms. With the following exceptions:
- Access to the local file system 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 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 and Mobile MICROS platforms prior to being deployed to a customer site.

Front of House Features

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Line-by-Line Check/Receipt Printing	X	X	X	X			
Slip Printing	X	X	X	X			Automatic backup printing is supported on all clients.
Backup Printing and Prompting (Supervised)	X	X	X	X	X	X	
Quick Counts	X						This is part of Manager Procedures.
QuickBooks Interface	X	X	X	X	X	X	
Autosequences - Support via POS	X	X	X	X	X	X	
Credit Card Authorization	X	X	X	X	X	X	
Standard PMS Interface	X	X	X	X	X	X	
SIM PMS Interface	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms. [a]
Language Translation for POS	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 Character Sets (Hebrew)	X	X	X	X			CE .NET does not support Right to Left characters.
Local Journal Printing	X	X	X	X	X	X	Not recommended on Mobile MICROS and WS4 clients due to limited storage space.

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Suspended CC Auth Status Activity Window	X	X	X	X	X		
Review Order	X	X	X	X	X		
Restaurant View	X	X	X	X	X	X	
Clock In and Out	X	X	X	X	X	X	
External Programs	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	
Logo Printing Serial Printers	X	X	X	X	X	X	
Logo Printing IrDA Printers							Extech 3500 does not support logo printing.
OPOS Support	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		
Native Roll Printing Support (IDN/Serial) - TMT-88 - TM-200B - TM-200D - TM-300 - TM-230	X	X	X	X	X		All of these printers can be used as order devices in which all client platforms can access.

Functionality	RES Server	Win 95/98 Client	Win NT Client	Win 2000 Client	WS4 Client	Mobile MICROS Client	Notes
Slip Printing Support TM-295 (Serial Only)	X	X	X	X			
Extech T3500						X	

a. · SIM support will be available on all three-client platforms. With the following exceptions:

- Access to the local file system 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 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 and Mobile MICROS platforms prior to being deployed to a customer site.

Manager Procedures

Web-based Manager Procedures Application

The new Web-based Manager Procedures application provides the next-generation of manager access for making database changes. These procedures may be easily performed from any workstation or Mobile MICROS Handheld (MMH) device.

Menu Items

Procedure	Description
Add New Menu Item	Use this procedure to add a new menu item. This procedure is not available from MMH devices.
Set Availability	Use this procedure to specify the availability of menu items.
Edit Menu Item	Use this procedure to modify a menu item.
Edit Effectivity	Use this procedure to define when menu item prices are available. This procedure is not available from MMH devices. Note: All date and time formats are displayed based on the Date/Time settings in the POS Configurator	Restaurant	Options tab.
Edit Prices	Use this procedure to modify prices for menu items.
Add Price Record	Use this procedure to add prices for menu items.

Employees

Procedure	Description
Add New Employee	Use this procedure to add a new employee. This procedure is not available from MMH devices.
Delete Employee	Use this procedure to delete an employee. Employee records may only be deleted if there is no associated totals information.

Procedure	Description
Edit Employee	Use this procedure to change an employee's information, such as name, employee class, etc.
Edit ID	Use this procedure to change an employee's ID. Depending on how your system is programmed, employee IDs may be used to clock in and out, sign in and out, authorize transactions, etc.
Edit Training Status	Use this procedure to move an employee into and out of training mode. Training mode lets employees practice using the system without affecting real system totals. The system keeps a separate set of training totals that reflect the practice session of the training employee. While an employee is in training mode, remote printing is disabled. Guest checks print with a special header indicating this employee is in training.
Increment Shift	Use this procedure to increment an employee's shift. A shift is the block of time that represents an employee's work. Shifts are used to determine the totals that appear on employee reports. A shift begins when the previous one is incremented, and ends when it is incremented again.
Edit Job Information	Use this procedure to change an employee's job information.
Edit Time Card	Use this procedure to adjust clock in/out times and dates for a selected employee. You may also change the job and revenue center the employee used to clock in. Reasons let you annotate each adjustment. In addition, you can view a history of all adjustments made to individual time card entries.

Schedule Records

Procedure	Description
Add New Schedule Record	Use this procedure to add a new entry to the time clock schedule. A schedule entry includes an employee's name, the job and job category to be performed, and the planned clock in/out dates and times. You may also specify special clock in/out grace periods for this schedule entry, if desired.
Edit Schedule Record	Use this procedure to edit an existing time clock schedule entry.
Delete Schedule Record	Use this procedure to delete an existing time clock schedule entry.

Cashiers

Procedure	Description
Increment Shift	Use this procedure to increment a cashier's shift. A shift is the block of time that represents a cashier's work. Shifts are used to determine the totals that appear on cashier reports. A shift begins when the previous one is incremented, and ends when it is incremented again.

Barcodes

Procedure	Description
Add Barcode Record	Use this procedure to link barcodes to selected menu items. You can create the barcode number as well as the menu item and/or price level to be linked to this barcode. Barcodes can be created manually or scanned (with the proper devices). In addition, any price differentials for like items with different barcodes can be assigned here as well.
Delete Barcode Record	Use this procedure to remove a barcode that has been linked to a menu item.
Edit Barcode Record	Use this procedure to modify a barcode that has been linked to a menu item.

Currencies

Procedure	Description
Edit Currency Rate	Use this procedure to update the exchange rate of an alternate currency. An alternate currency is any currency (other than the base currency) that is used for currency conversions. The exchange rate you enter in this procedure depends on the *POS Configurator	Sales	Currency	Divide base by rate option*. If this option is selected, enter the rate of Base to Alternate currency. If the option is cleared, enter the rate of Alternate to Base currency.

Revenue Centers

Procedure	Description
Change Current Serving Period	Use this procedure to change the current serving period. A Serving Period is an arbitrary time span used by management to track and report sales activity. Once enabled, totals are reported as part of the active serving period until that period is manually changed, usually through Manager Procedures.

Printers

Procedure	Description
Redirect Printer	Use this procedure to redirect orders from one printer to another printer. You often redirect printers depending on the current volume of business. For example, at night, a restaurant with two bars prints drink orders at both bars. During the day, the restaurant may close one bar and redirect all its drink orders to the open bar's printer.
Disable Printer	Use this procedure to disable a printer. A printer may be disabled if it has been physically moved or if you no longer need to send print jobs to the printer.

Others

Procedure	Description
Change Business Date	Use this procedure to change the business date. When you change this date, all posting stops for the current business date and starts for the new business date. The business date affects totals, reports, timekeeping, prices that use effective dates, pay periods, etc. Note: All date and time formats are displayed based on the Date/Time settings in the POS Configurator	Restaurant	Options tab.
Edit Table Assignments	Use these procedures to assign seating sections to an employee. This may be done for all employees or for employees associated with a specific revenue center.
Edit Quick Counts	Use this procedure to record and track inventory levels for ingredients that have been added to *POS Configurator	Sales	Inventory.*
Set Active Kitchen Theme	Use this procedure to select the active kitchen theme. With Kitchen Themes, multiple configuration settings may be defined for the site's order devices that display on the Kitchen Display System (KDS). For example, different configurations may be required for lunch and dinner where the bar is closed for lunch, but open for the dinner hours.

Note   *When the Labor Management product is licensed, the following are not available from Manager Procedures:*
- Employees | Add New Employee button
- Employees | Edit Job Information button
- Schedule Records button

POS Operations

Mobile MICROS Hand-held Support

The new 3700 Mobile MICROS hand-held (MMH) brings robust order capturing and payment functionality right to the guest at any location. The MMH is a portable hand-held POS terminal capable of performing POS functions and printing to remote printers.

The Mobile MICROS hand-held utilizes Microsoft's Pocket PC, which is a Windows-powered, embedded software platform that creates a mobile interface that is as familiar as a desktop PC. This Windows environment allows you to run multiple applications at once and is designed to be used on corporate networks.

A separate printer may be purchased for use with the Mobile MICROS. Currently, Mobile Micros supports the Extech 3500T infrared printer.

Note	*The Extech 3500T printer does not support logo printing or printing in red.*

Installation

The 3700 Mobile MICROS hand-held requires RES 3000 Version 3.0 Service Pack 3 or higher and Mobile MICROS Version 1.01 or higher. For instructions on how to install the 3700 Mobile MICROS hand-held, refer to the *3700 Mobile MICROS Installation* document on the Mobile MICROS Installation CD.

POS Configurator Enhancements

To support the 3700 Mobile MICROS hand-held device, the following options were added to the POS Configurator:

- **Devices**

  - **Devices | Touchscreens | Touchscreens | Screen type** — Select the type of device on which this touchscreen will be used. The screen type can be either Workstation (PC) or Hand-held. This field determines which touchscreens are available to be downloaded to a workstation versus a hand-held device.

  - **User Workstations | General | Workstation type** — Specify a type for this workstation. The options are Workstation (PC), Hand-held, or Workstation 4.

- **Employees**

  - **Employee Classes | Clock In/Sign In | HHT Default Touchscreen** — Select the touchscreen to display after employees in this class sign-in on a hand-held device.

- **Revenue Center**

  - **RVC Touchscreens | Styles | HHT Open Check Style** — Select the touchscreen for displaying open checks on a hand-held device once an employee signs-in.

  - **RVC Touchscreens | Touchscreens | Hand-Held | Sign In Screen** — Select the touchscreen to display on the hand-held device when no employee is signed in. This screen usually will have a **[Sign In]** and **[Clock In]** key displayed, as well as a numeric keypad for entering numbers.

  - **RVC Touchscreens | Touchscreens | Hand-Held | Default Transaction** — Select the touchscreen to display after an employee signs-in on a hand-held device.

- ◆ **RVC Touchscreens | Touchscreens | Hand-Held | Table ID Screen** — Select the touchscreen to display on the hand-held device after the **[Begin Table #]** key is pressed and the employee is prompted to enter an alphanumeric table ID.

- ◆ **RVC Touchscreens | Touchscreens | Hand-Held | Alpha Screen** — Select the touchscreen to display on the hand-held device when the employee must enter alphanumeric characters. Any action that requires an employee to enter both letters and numbers will cause this screen to display. These actions may include posting an item that requires a reference entry or beginning a check with an alphanumeric table number.

- ◆ **RVC Touchscreens | Touchscreens | Hand-Held | Training Screen** — Select the touchscreen to display after an employee who is in training mode signs-in on a hand-held device.

- ◆ **RVC Touchscreens | Touchscreens | Hand-Held | Numeric Screen —** Select the touchscreen to display whenever the employee must enter numbers on the hand-held device. Any action that prompts the employee for a numeric entry (number of covers, guest check number, etc.) will cause this screen to display.

- ◆ **Sales**

  - ◆ **Combo Meals | Combo Groups | HHT Touchscreen Style** — Select the touchscreen style that will be used to display members of this combo group for selection on a hand-held device.

  - ◆ **Condiments | Condiment Groups | HHT Touchscreen Style** — Select the touchscreen style that should be used to display the condiment items on a hand-held device.

  - ◆ **Courses | Courses | HHT Touchscreen Style** — Select the touchscreen style that should be used to display these items on a hand-held device.

  - ◆ **Descriptors | Menu Item SLU | HHT Touchscreen Style** — Select the touchscreen style that should be used to display menu items on a hand-held device.

◆ **Descriptors | Discount/Service SLU | HHT Touchscreen Style**
— Select the touchscreen style that should be used to display
discounts and service charge items on a hand-held device.

◆ **Descriptors | Tender/Media SLU | HHT Touchscreen Style** —
Select the touchscreen style that should be used to display tender/
media items on a hand-held device.

◆ **Menu Items | Definition | General | Alternate SLU** — Choose
an alternate selection screen (SLU) to display this item on a hand-
held device. An item may belong to multiple SLUs by using the
SLU and Alternate SLU fields. The alternate SLU may only be
used on a hand-held touchscreen.

◆ **Menu Items | Definition | Options | Workstation only** — Select
this option if the item is only available from a workstation and
may not be ordered from a hand-held device. This option allows
you to limit the size of the database on a hand-held device.

◆ **System**

◆ **Serving Periods | HHT Default Transaction** — Select the
default transaction touchscreen to be assigned to the designated
serving period for display on a hand-held device.

OPS Display Configuration Enhancements

The following touchscreen templates have been added to the 3700 system (**OPSDisplaySys.Cfg**) to support the 3700 Mobile MICROS hand-held device:
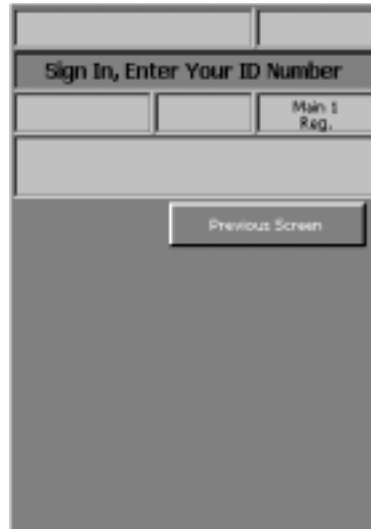
HH Info Pad1   **HH Info Pad2**
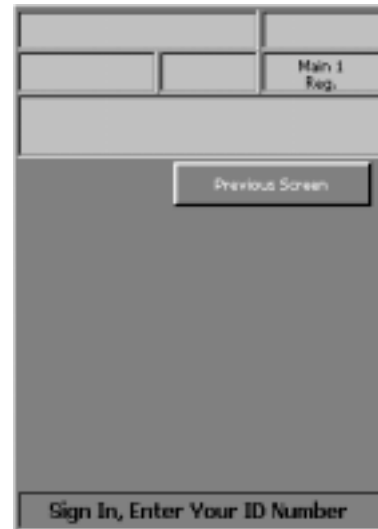
HH Small Detail　　　　　　**HH Large Detail1**

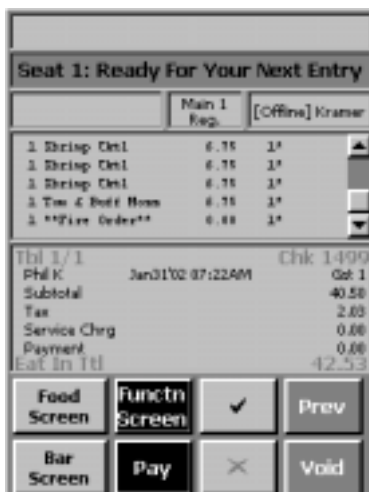**HH Large Detail2**　　　　　　**HH Speed Pad1**

HH Speed Pad2　　　　　　**HH Speed Pad3**

HH Logo Pad1　　　　　　**HH Logo Pad2**

HH Classic Style   **HH Table Object1**

Architecture

POS Architecture Enhancements

With the introduction of the new Workstation 4 (WS4) hardware platform in RES Version 3.2, MICROS has taken the opportunity to enhance the system architecture of RES 3000. The following main areas of the system have been updated:

◆ Front of House Communication Services

◆ Application Architecture Changes

Front of House Communications

Front of house communications between Point-of-Sale and the database have been updated to use an HTTP Server. In previous versions of RES 3000, Remote Procedure Calls (RPC) were used as the communication method between the end-user applications and the database with the DBSRPC component. RPC is not supported in the CE platform that is used by Mobile MICROS and WS4 clients.

With RES Version 3.2, a single HTTP Server is used for data flow to and from all three platforms of POS client (Win32, Mobile MICROS, and WS4). This new MDSHTTPSERVICE.exe runs on each client (including the server) and listens for incoming requests. These incoming requests are decoded by the MDSHTTPSERVICE.EXE and sent to the appropriate service:

- Database Server

- Credit Card Server

- Autosequence Server

- Print Controller

- Interface Server

- KDS Controller

Enhancements were made to each of these services to support these requests from the HTTP server.

Database Server

Although portions of functionality for DBSRPC (3700 DBS Server) have been replaced with the HTTP Service (MDSHTTPSERVICE.EXE), some of the DBSRPC functionality is still utilized. The DBSRPC application has been renamed to RESDBS.EXE and now runs as a service. Therefore, the 3700 DBS Server is no longer visible in the MICROS Control Panel.

In previous versions of RES, DBSRPC would initiate the client update mechanism (CRUM) to reload the clients with various data, including configuration information. CRUM would extract the database configuration information from the micros.db and send it to DSM for processing. With RES Version 3.2, the database configuration information may still be reloaded using CRUM by opening the Windows Control Panel and reloading the 3700 Database Service.

Credit Card Server

The Credit Card Server processes the authorization and settlement of credit card transactions. There have been no visible changes made to the Credit Card Server.

> *Note*   *CA Status updates for suspended credit authorizations are not supported on Mobile MICROS Handheld devices.*

Autosequence Server

The Autosequence Server processes any autosequences that have been configured in POS Configurator. Autosequences are a set of predefined reports or other commands that may be run on a defined schedule or on demand. There have been no visible changes made to the Autosequence Server.

Print Controller

The Print Controller (Pcontrol) processes print jobs for the client in which it is attached. In previous versions of RES, Pcontrol would print a job in either supervised or unsupervised mode. With supervised printing, the workstation would prompt the employee when a printing operation could not be completed (e.g., when a remote printer was out of paper.) The employee would need to select whether to print to a backup printer or to cancel the print operation. Printing to a slip printer is supervised printing. With unsupervised printing, all print decisions were controlled by pcontrol. When a print operation could not be carried out (e.g., because the printer was out of paper), the system would decide whether to use a backup printer or to cancel the print operation.

With RES Version 3.2, the existing PCWS/Win32 based supervised and slip printing continues to function as in previous versions. However, a RES Version 3.2 system does not support a slip printer attached to a WS4 or remote supervised printing involving a WS4. This includes printing with the following scenarios:

◆ Printing line-by-line from a PCWS to a WS4 printer

◆ Printing line-by-line from a WS4 to a remote PCWS or WS4 printer

◆ Printing from a WS4 to a local WS4 slip printer

◆ Printing to a shared PCWS & WS4 printer in supervised mode

Interface Server

The Interface Server processes notifications for 3rd party applications. There have been no visible changes made to the Interface Server.

KDS Controller

The KDS Controller is used to send orders from POS Operations to the KDS order devices. Previously, a DLL (postokds.dll) was used to send messages to the KDS controller via MMX, which uses a winsock-based transport method. Now, the HTTP Service (MDSHTTPSERVICE.EXE) is used instead of the DLL.

Application Architecture Changes

Manager Procedures

Manager Procedures has been updated to now use the .NET framework as the communication layer between the end-user application and the database.

POS Operations

The communications transport layer of POS Operations has been modified to support the three platforms (Win32, Mobile MICROS, and WS4). The same end-user functionality exists on all three platforms. Certain features may not be supported on a specific platform due to device limitations. Refer to the "Functionality Supported by Clients" section in this document.

CAL

The MICROS CAL (Client Application Loader) allows for the installation and ongoing maintenance of the MICROS 3700 software as well as starting the MICROS 3700 each time a WS4 device is powered on. CAL consists of two parts: one part resides on the WS4 (CAL Client) and the second part resides on the server (CAL Server).

CAL allows the ability to:

◆ autodiscover the system's CAL servers as new WS4 devices are added to the network. This allows the client application files to be automatically downloaded and started on the client.

◆ automatically update the client applications from files located on the system server. If the updated client applications are recognized by CAL at boot time, the files are downloaded and started. If the updated client applications are recognized by CAL during operations, the POS Operations application is shutdown and the client applications are updated.

◆ automatically update the Windows CE operating system once the OS update is staged on the system server.

◆ easily swap a failed WS4 device by moving the CF card from the inoperable device to a replacement WS4 device.

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
External Programs	MICROS Macros for Multiple Platforms	33
Mobile MICROS Handheld	POS Loader Port Modified	34
POS Operations	Revised Error Message and Dialog Boxes	35
	Location of POS Operations Bitmaps	37
	Option to Display All Nodes in Control Panel	37
SIM	@WSType	38

Enhancements Detailed

External Programs

MICROS Macros for Multiple Platforms

When using POS Configurator | System | External Programs to configure an external program (i.e. Manager Procedures) that should run on multiple RES-supported OS platforms, the MICROS Macros listed below must be used to provide a valid path for the application:

* $(DriveSystem) - the system drive

* $(DriveMicros) - the drive where RES is installed

* $(MICROS_DIR_COMMON)

* $(MICROS_DIR_POS)

* $(MICROS_DIR_ROOT)

* $(MICROS_DIR_COMMON_ETC)

* $(MICROS_DIR_COMMON_BIN)

* $(MICROS_DIR_POS_ETC)

* $(MICROS_DIR_POS_BIN)

* $(MICROS_DIR_POS_BITMAPS)

* $(MICROS_DIR_POS_TXT)

When running RES Setup for Version 3.2, any Manager Procedures external programs are automatically updated to include a MICROS Macros path as shown in the following example:

$(MICROS_DIR_POS)\bin\procedures.exe -5

This includes updating any of the following types of command line strings:

◆ procedures -5

◆ procedures.exe -5

◆ \\MICROS\RES\POS\Bin\procedures.exe -5

| *Note*	*The MICROS Macros do not work with SIM. SIM writers should use the new @WSType SIM variable for multiple RES-supported OS platforms.*

Mobile MICROS Handheld (MMH)

POS Loader Port Modified

The POS Loader application has been modified to use port 50123 instead of port 80 that was used in previous versions of the POS Loader. After the new POS Loader is downloaded using Port 80, the default value for the Loader Port is automatically set to 50123. The Loader Port may be changed if necessary from the Loader Port field on the Connection tab in the POS Loader application.

## POS Operations

Revised Error Messages and Dialog Boxes

In the past, when the system needed additional information from the user (e.g, employee ID, table number, condiment selection) or encountered a problem executing a command, a text message would be displayed in the yellow message area at the top of the OPS screen.
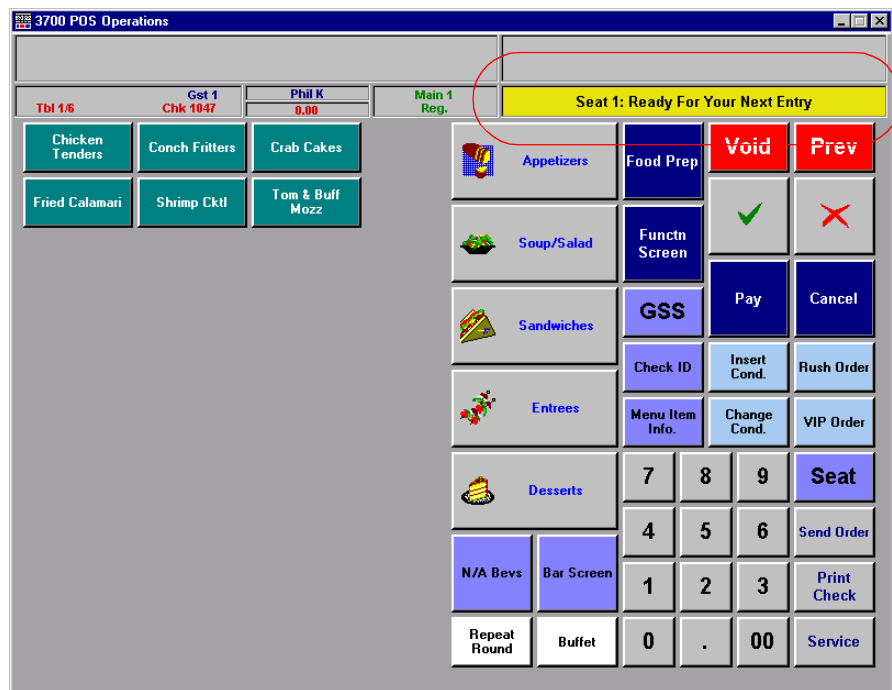
There were two main problems with using this small area for interactive messaging:

1. It was frequently overlooked during operations, causing some confusion and frustration for the user while the system waited for an appropriate response.

2. The size prevented the system from providing in-depth explanation or instructions to the user.

To improve the process, text messages and prompts will now be displayed in a pop-up window in the middle of the screen.
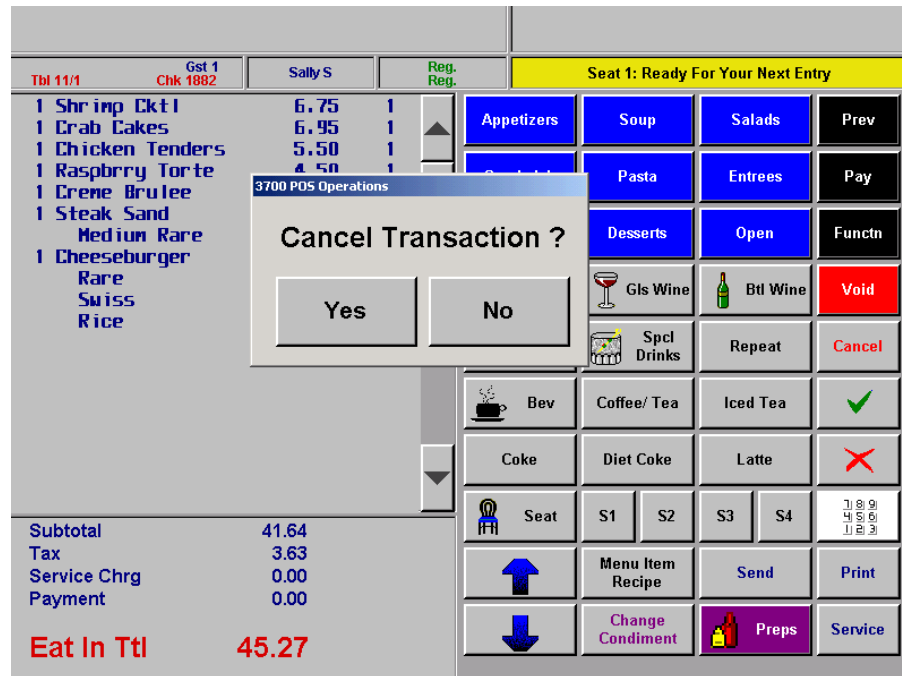
Dialogs will be displayed for the following OPS functions:

♦ Beverage Control Prompt

♦ Cancel Transaction

♦ Abort CC Tender

♦ Begin Check Confirmation

♦ Pickup Check Confirmation

♦ Transfer Check Confirmation

Users will be required to acknowledge the message and clear the dialog box before operations will continue.

Location of POS Operations Bitmaps

Previously, POS Operations was accessing bitmaps from multiple locations. Now, all bitmaps used by POS Operations must be located in the \micros\res\pos\bitmaps directory. This modification requires the logo bitmap to now be placed in the \micros\res\pos\bitmaps directory instead of the \micros\res\pos\etc directory.

Note	*When running RES Setup for Version 3.2, all bitmap files that were previously located in the \micros\res\pos\etc directory are moved to the \micros\res\pos\bitmaps directory.*

Option to Display All Nodes in Control Panel

With this release, MICROS Control Panel allows the user to specify whether all client nodes or just connected client nodes will be displayed. Previously (Version 3.1 and lower), only connected client nodes were shown. This remains the default behavior.

To display all clients:

1. From the Windows Start Menu, select **Programs | MICROS Applications | MICROS Control Panel**.

2. Go to the menu bar and select **View | Display Inactive Nodes**. The system tree is modified to display all clients.

Note	*For large systems (with multiple nodes), MICROS recommends closing the MICROS Control Panel during operations. Failure to do so may slow down your system unnecessarily.*

SIM

@WSType

The @WSType system variable was added to enable the execution of a single SIM script across all RES-supported OS platforms (i.e., Win32, PPC 2000/2002, and CE.net).

Type/Size

N1

Syntax

@WSType

Usage

Workstation variables are:

- 1 = PCWS
- 2 = HHT
- 3 = WS4

This variable is read-only.

Example

```
// Win32 device
if @WSType = 1
    Tmed_def_filename = "...\etc\tmed_def.cfg"
// Hand-held device
if @WSType = 2
    Tmed_def_filename = "...micros\etc\tmed_def.cfg"
// WS4 device
elseif @WSType = 3
    Tmed_def_filename = "...cf\micros\etc\tmed_def.cfg"
endif
fopen file_number, Tmed_def_filename, read
```

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.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
General	Device Time Synchronization	N/A	40
Mobile MICROS Handheld (MMH)	Pocket PC 2002 Required for MMH Devices	N/A	40
POS Configurator	Diskless Fields Removed from Network Node Form	N/A	41
	Error Entering Value for GST Prompt Threshold	N/A	41
	Error Occurs If Revenue Center Added and Immediately Deleted	N/A	41
	Error Launching Applications on Windows 95 Platform	N/A	41
	Inconsistency Expanding Tree View Nodes on Quick Count Form	N/A	42
	Order Devices List Displayed Incorrectly	N/A	42

Module	Feature	CR ID	Page
POS Operations	Hold Order Not Working with Consolidated Display	11215	42
Reports	Revenue Center Time Period Summary Report (tp_r103.rpt)	11095	43

Revisions Detailed

General

Device Time Synchronization
CR ID #: N/A

The time on clients is synchronized with the server time approximately every 30 seconds when database updates are made. If the client is busy or it takes too long to get updates from the server, the time synchronization is deferred until the next database update attempt. Note that it may take several minutes to synchronize the time on Win32 clients.

Mobile MICROS Handheld (MMH)

Pocket PC 2002 Required for MMH Devices
CR ID #: N/A

The Mobile MICROS Handheld (MMH) requires the Pocket PC 2002 platform. When attempting to launch Manager Procedures via POS Operations on a Mobile MICROS device with Pocket PC installed, the MMH will become unresponsive. Manager Procedures will launch successfully from POS Operations on a Pocket PC 2002 device.

POS Configurator

Diskless Fields Removed from Network Node Form
CR ID#: N/A

Since diskless clients are no longer supported in RES version 3.2, the diskless related fields have been removed from the *POS Configurator | Devices | Network Node* form.

Error Entering Value for GST Prompt Threshold
CR ID#: N/A

Previously, when attempting to enter a negative amount in the POS Configurator | System | Restaurant | Taxes | GST Prompt Threshold field and clicking Save, an "Integrity Constraint Violation" message would display. Now, you are only allowed to enter a value from 0 to 9999999999.99.

Error Occurs if Revenue Center Added and Immediately Deleted
CR ID #: N/A

Previously, an error message would be displayed if a new revenue center record was added and then immediately deleted. This problem has been corrected.

Error Launching Applications on Windows 95 Platform
CR ID #: N/A

Windows 95 is only a supported platform for running POS Operations and Manager Procedures. All other RES applications no longer run on a Windows 95 client.

Inconsistency Expanding Tree View Nodes on Quick Count Form

CR ID #: N/A

Previously, it was not possible to expand a node on the POS Configurator | Sales | Quick Count form by clicking the + for a node and then clicking the Expand Node button. The node would only expand by highlighting the item (instead of the +) and then clicking the Expand Node button. This has been corrected.

Order Devices List Displayed Incorrectly

CR ID #: N/A

Previously, when selecting the POS Configurator | Devices | User Workstations | Order Devices tab, the form opened with the bottom portion of order devices displayed. This has been corrected so the order devices form opens showing the top portion of the list.

POS Operations

Hold Order Not Working with Consolidated Display

CR ID#: 11215

Previously, when the POS Configurator | Revenue Centers | RVC Display Design | Do not consolidate display option bit was cleared (not selected), the Hold Order feature was not working properly. If a menu item had been rung up and sent, and the same menu item was rung up again and Held, both menu items would consolidate and therefore display as having been sent when picking up the order again. Now, Held Items are no longer consolidated on the display.

Reports

Revenue Center Time Period Summary Report (tp_r103.rpt)
CR ID #: 11095

Previously, the Net Sales field was displaying an incorrect amount on the 80-column RVC Time Period Summary report. Now, the Net Sales formula has been modified to point to the correct variable.

Kitchen Display System (KDS)

Introduction

This chapter comprises changes made to the Kitchen Display System KDS).

To help you navigate the document, product information is divided into the following sections:

◆ 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 KDS Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

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

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current KDS 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
Printing	Always Show Quantity	46

Enhancements Detailed

Printing

Always Show Quantity

To accommodate QSR sites, the option to **Always Show Quantity** (*Devices | Order Devices | Options*) has been added to the configuration settings for KDS devices and remote printers. When enabled, a quantity value will be displayed in front of every menu item ordered (including parent items, combo meal items, and modifiers), even if the quantity is 1.

Example

```
Server Enters:          Order Device/KDS Displays:

Mustard Dog             1 Mustard Dog          3 Mustard Dog
Add Onion                 1 Add Onion            2 Add Onion
Add Ketchup               1 Add Ketchup          1 Add Ketchup
Mustard Dog             1 Mustard Dog
Add Onion                 1 Add Onion
Mustard Dog             1 Mustard Dog


                        (w/o consolidation)    (w/consolidation)
```

Exceptions

This option is not supported under the following conditions:

- Dynamic Order Mode (DOM) is enabled (*Devices | Order Devices | Dynamic Order Mode*) and the **DOM type** is set for conversational ordering (*Fire on the fly*).

- KDS consolidation is enabled (*Devices | Order Devices | KDS | Options*) and the user enters multiple like modifiers (e.g., cheese, cheese) for the same parent item.

What's Revised

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

Module	Feature	CR ID	Page
KDS Controller	Unable to Run KDS Controller on a PCWS Client	N/A	47

Revisions Detailed

KDS Controller

Unable to Run KDS Controller on a PCWS Client
CR ID#: N/A

Previously, orders where not being sent to the KDS displays when attempting to run the KDS Controller on a PCWS client. If the KDS Controller was running on the RES server, the orders were displaying correctly on the KDS displays. Now, orders will display correctly if the KDS Controller resides on the server or a PCWS client.

Cash Management (CM)

Introduction

This chapter comprises changes made to the Cash Management (CM) software.

To help you navigate the document, product information is divided into the following sections:

◆ 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 Cash Management Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

There are no new features included in this version.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current CM 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

There are no enhancements included in this version

What's Revised

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

There are no revisions included in this version.

Product Management (PM)

Introduction

This chapter comprises changes made to the Product Management (PM) Software.

To help you navigate the document, product information is divided into the following sections:

◆ 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 PM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

There are no new features included in this version.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Product Management 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
Inventory	Inventory Posting Enhancements	51

Enhancements Detailed

Inventory

Inventory Posting Enhancements

The performance of inventory posting has been enhanced by splitting the open and closed period totals into two separate tables. Previously, the inventory posting engine was processing the closed period totals and transactions. Since the closed period totals and transactions cannot be modified and will never change, it was unnecessary to re-process these numbers. With the modifications that have been made, only the open period totals and transactions are updated and posted. This has greatly improved inventory posting performance.

What's Revised

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

Module	Feature	CR ID	Page
Inventory	Posting Method Not Updating Immediately After Posting	N/A	53
Ordering	Quantity and Unit Not Populated with List Overrides	N/A	53
Receiving	Error with Zero Quantity on Purchase Log Summary	N/A	54
Transfers	Incorrect Cost when Transferring Zero or Negative Stock	N/A	54
Invoices	G/L Summary Totals Not Rounding Correctly	N/A	54
Setup	Form Not Opening After Conversion with Second Language	N/A	55

Revisions Detailed

Inventory

Posting Method Not Updating Immediately After Posting
CR ID#: N/A

Previously, the posting method status that appears in the lower-left corner of the PM Main Monitor screen was not being updated immediately after posting. The posting status was only being updated after entering another form and returning to the PM Main Monitor screen. Now, the posting method is updated immediately.

Ordering

Quantity and Unit Not Populated with List Overrides
CR ID#: N/A

Previously, if an item list was defined with the quantities and unit names different from the purchase unit, the quantity and unit were not being overwritten when creating an order with the PM Parameters | General | Inventory item lists options selected. This occurred even when these PM Parameters options were selected to override the default units and quantities with the list units. This has been corrected.

Note	*If Vendor Bids are enabled and a bid has been entered for an item, the item list quantity and units are updated with the bid information.*
	If Vendor Bids are enabled and a bid has not been placed for an item, the item list quantity and units are not overwritten.

Receiving

Error with Zero Quantity on Purchase Log Summary
CR ID#: N/A

When receiving with a purchase order where the quantity was 0, the
"Error in File" message would display when running the Purchase Log
Summary report. This has been corrected.

Transfers

Incorrect Cost when Transferring Zero or Negative Stock
CR ID#: N/A

Previously, when transferring an item with zero or negative stock on hand
between cost centers, the cost on the transfer was zero. This has been
corrected.

Invoices

G/L Summary Totals Not Rounding Correctly
CR ID #: N/A

Previously, the G/L Totals on the Invoices | Approve Invoices for
Payment | GL Summary form appeared to not balance because the totals
were being rounded differently. This has been corrected.

Setup

Form Not Opening After Conversion with Second Language
CR ID #: N/A

Previously, the PM Parameters form was not opening after converting a database with a second language to RES Version 3.2 and attempting to open the form using an employee assigned the second language. This has been corrected.

Labor Management (LM)

Introduction

This chapter comprises changes made to the Labor Management (LM) software.

To help you navigate the document, product information is divided into the following sections:

◆ 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 LM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

There are no new features included in this version.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Labor Management 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

There are no enhancements included in this version.

What's Revised

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

There are no revisions included in this release.

Financial Management (FM)

Introduction

This chapter comprises changes made to the Financial Management (FM) software.

To help you navigate the document, product information is divided into the following sections:

◆ 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 FM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

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

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Financial Management 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

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 Financial Management 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

There are no revisions in this version of the software.

RES Platform

Introduction

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

◆ MICROS Desktop

◆ License Manager

◆ Reports Explorer

To help you navigate the document, product information is divided into the following sections:

◆ 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 RES Core Products Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

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

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current RES Platform software. 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
License Manager	Integrated Licensing of RES Products	62
MICROS Desktop	Launching 3rd Party Applications on Startup	62
	Starting Applications in Secure Desktop Mode	63
Reports	Modifications for Crystal Reports Version 9	64

Enhancements Detailed

License Manager

Integrated Licensing of RES Products

With this release, RES product licensing will be handed exclusively through the License Manager application and not through individual product interfaces (e.g., POS Configurator).

License Manager has been modified to include a separate tab for each installed product as well as the RES Platform. A red key is still required; activation codes are available from your MICROS representative.

MICROS Desktop

Launching 3rd Party Applications on Startup

Third party applications may now be configured to start automatically when a user logs in through the MICROS Desktop. Use the Desktop Setup | Auto-start on Desktop option to automatically start a 3rd party application. If the Multiple Instances checkbox is selected, a new instance of the application is started whenever a user logs in. If the Multiple Instances checkbox is not selected, the desktop will recognize the already running application or launch the application if it is not already started.

If a 3rd party application has been configured to start automatically, the following options may also be defined:

Close with Desktop

Select this option to close the 3rd party application when logging out or closing the MICROS Desktop. Clear this option for the 3rd party application to continue running when logging out or closing the MICROS Desktop.

Show in menus

Select this option for a button to be placed on the MICROS Desktop Navigation and Quick Bars which allows the application's window to be brought in front of other windows. If this option is cleared, a button will not be placed in the MICROS Desktop Navigation and Quick Bars.

Minimize on auto-start

Select this option for the application's window to be minimized when started automatically. Clear this option for the application's window to appear as normal size when started automatically.

To configure a 3rd party application to start automatically:

1. Select Desktop Setup from the MICROS Desktop.

2. Select the 3rd party application to be started automatically or create a new one.

3. Select the Auto-start on Desktop option.

4. Configure the Close with Desktop, Show in menus, and Minimize on auto-start options as required.

5. Click the Save button.

Starting Applications in Secure Desktop Mode

Applications that have been designated for automatic startup by Windows may now be started automatically when the MICROS Desktop is started in secure mode.

To configure an application to start automatically in secure mode:

1. Select Desktop Setup from the MICROS Desktop.

2. Select the Secure Desktop Setup tab.

3. Select the application link to be started automatically. Application links from All Users, Logged In Users, and the registry (HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\ CurrentVersion\Run) may be configured to start automatically.

4. Select the Auto-start on Secure Desktop option.

5. Click the Save button.

Reports

Modifications for Crystal Reports Version 9

In previous versions of Crystal Reports, combinations of stored procedures and views that were not linked to each other would run serially when added to a report template. For example, if a stored procedure (for posting totals) and views (for returning data) were linked to a report, the procedure would always run first and the views second. Additionally, if multiple stored procedures were linked to a report, the procedures would run serially in the order that they were linked to the report.

Now, with Crystal Reports Version 9, all stored procedures and views that are not linked to a report are run simultaneously. Therefore, views may return a result set before all totals are posted.

As a result of these changes in Crystal Reports Version 9, most of the MICROS standard reports have been modified. The report changes made in RES Version 3.2 vary depending on the type of report. These changes are described in the sections below:

POS Reports

The changes made to the POS reports are different for the consolidated reports and the non-consolidated (daily) reports. Changes affect both 40- and 80-column reports.

Consolidated Reports — Type 1

Description

In previous versions of RES, most consolidated reports had two or more stored procedures linked to them:

◆ a procedure to return a results set. The procedure to return a results set begins with "sp_R_cons_". (i.e. sp_R_cons_rvc_emp_ttls)

◆ one or more procedures to post totals

The procedures to return a results set have been modified to post any totals that are needed in the result set first. Therefore, it is no longer necessary to have a separate procedure linked to the report to post the totals. The posting procedures have been removed from the report templates in order for them to run correctly.

Note	***Custom Reports*** *Any custom consolidated POS reports that use a posting procedure to post totals will need to be modified as described below. Alternatively, users may opt to take the 3.2 report template and customize it instead.*

Steps

To modify the consolidated reports:

1. Open the report template to be modified in Crystal Reports designer.

2. Select *Database | Database Expert* from the menu.

3. Select the posting procedure (not the totals procedure) from the list on the right-hand side of the Database Expert Window.

4. Select the **Remove** button to remove the posting procedure from the report.

5. Select *Database | Verify Database*.

6. Select *File | Save* to save the report in the Crystal Reports Version 9 format.

Templates

This process applies to the following report templates:

Consolidated (Type 1)		
80-Column		**40-Column**
cshr_001.rpt	mi_s101.rpt	cash_001.rpt
cshr_101.rpt	mi_s102.rpt	cshr_101.rpt
cshr_601.rpt	rvc_101.rpt	cshr_601.rpt
cshr_701.rpt	rvc_101_1.rpt	cshr_701.rpt
emp_101.rpt	rvc_101_2.rpt	emp_101.rpt
emp_205.rpt	rvc_101_3.rpt	emp_101_1.rpt
emp_206.rpt	srv_r001.rpt	emp_101_2.rpt
emp_221.rpt	srv_r101.rpt	emp_205.rpt
emp_701.rpt	sys_101.rpt	emp_701.rpt
emp_805.rpt	sys_101_1.rpt	emp_701_1.rpt
emp_806.rpt	sys_101_2.rpt	emp_701_2.rpt
emp_821.rpt	sys_101_3.rpt	fg_r001.rpt
fg_r001.rpt	tax_cr01.rpt	fg_r101.rpt
fg_r002.rpt	tax_cr02.rpt	fg_s001.rpt
fg_r010.rpt	tax_cs01.rpt	fg_s101.rpt
fg_r012.rpt	tax_cs02.rpt	mi_r001.rpt
fg_r101.rpt	tax_r001.rpt	mi_r101.rpt
fg_r111.rpt	tax_r002.rpt	mi_s001.rpt
fg_s001.rpt	tax_s001.rpt	mi_s101.rpt
fg_s002.rpt	tax_s002.rpt	rvc_101.rpt
fg_s010.rpt	time_002.rpt	srv_r001.rpt
fg_s012.rpt	time_003.rpt	srv_r101.rpt
fg_s101.rpt	time_004.rpt	sys_101.rpt
fg_s111.rpt	time_r011.rpt	tax_cr01.rpt
fg_s202.rpt	time_r012.rpt	tax_cs01.rpt
mi_r001.rpt	time_s011.rpt	tax_r001.rpt
mi_r002.rpt	time_s012.rpt	tax_s001.rpt
mi_r101.rpt	tip_r001.rpt	time_002.rpt
mi_r102.rpt	tip_s001.rpt	time_003.rpt
mi_s001.rpt		time_r011.rpt
mi_s002.rpt		time_s011.rpt

Consolidated Reports — Type 2

Description

These consolidated reports have one or more linked views and one or more stored procedures to post totals.

Multiple stored procedures and views may be linked to a report, but they must have a common link between them. If there is no common link, you cannot be sure they will be run in the desired order by the Crystal Reports engine.

All MICROS report views have been modified to return an extra column named **sp_error**. This is the same column that is returned by all of the MICROS posting procedures. In order for reports to run correctly in Crystal Reports Version 9, the **sp_error** columns from the stored procedure and the view must be linked.

Note   **_Custom Reports_**
Any custom consolidated POS reports that use a MICROS report view will need to be modified so the sp_error columns from the stored procedure and the view are linked.

Alternatively, users may opt to take the 3.2 report template and customize it instead

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Steps

To modify these consolidated reports:

1. Open the report template to be modified in Crystal Reports designer.

2. Select *Database | Verify Database* to obtain the latest changes to the views.

3. Select *Database | Database Expert* from the menu.

4. Select the **Links** tab.

5. Select the posting procedure and link the **sp_error** column to the **sp_error** column in one of the views.

Note   *It is not necessary to link the sp_error column in multiple views. As long as the procedure is linked to one of the views, they will run in the correct order.*

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6. Select *File | Save* to save the report in the Crystal 9 format.

Templates

This process applies to the following report templates:

Consolidated (Type 2)		
80-Column		**40-Column**
ConsFoodCost.rpt	srv_r002.rpt	tp_r101.rpt
cshr_102.rpt	srv_r102.rpt	tp_r101.rpt
cshr_102_3.rpt	sys_102.rpt	tp_s_001.rpt
cshr_702.rpt	sys_102_1.rpt	
cshr_702_3.rpt	sys_102_2.rpt	
emp_102.rpt	sys_102_3.rpt	
emp_102_3.rpt	tp_r001.rpt	
emp_702.rpt	tp_r002.rpt	
emp_702_3.rpt	tp_r104.rpt	
rvc_102.rpt	tp_s001.rpt	
rvc_102_1.rpt	tp_s002.rpt	
rvc_102_2.rpt	tp_s104.rpt	
rvc_102_3.rpt	tp_s204.rpt	

Non-Consolidated (Daily) Reports

Description

The non-consolidated (daily) reports have one or more linked views and one or more stored procedures to post totals.

Multiple stored procedures and views may be linked to a report, but they must have a common link between them. If there is no common link, you cannot be sure they will be run in the desired order by the Crystal Reports engine.

All MICROS report views have been modified to return an extra column named **sp_error.** This is the same column that is returned by all of the MICROS posting procedures. In order for reports to run correctly in Crystal Reports Version 9, the **sp_error** columns from the stored procedure and the view must be linked.

Note	*Custom Reports*
	Any custom non-consolidated (daily) POS reports that use a MICROS report view will need to be modified so the sp_error columns from the stored procedure and the view are linked.
	Alternatively, users may opt to take the 3.2 report template and customize it instead

Steps

To modify the non-consolidated (daily) reports:

1. Open the report template to be modified in Crystal Reports designer.

2. Select *Database | Verify Database* to obtain the latest changes to the views.

3. Select *Database | Database Expert* from the menu.

4. Select the **Links** tab.

5. Select the posting procedure and link the **sp_error** column to the
    sp_error column in one of the views.

Note   *It is not necessary to link the sp_error column in multiple views. As long as the procedure is linked to one of the views, they will run in the correct order.*

---

6. Select *File | Save* to save the report in the Crystal 9 format.

Templates

This process applies to the following report templates:

Non-Consolidated		
80-Column		**40-Column**
aseq_def.rpt	kds_011.rpt	chk_101.rpt
cc_001.rpt	kds_012.rpt	chk_102.rpt
cc_002.rpt	kds_013.rpt	chk_103.rpt
chk_101.rpt	menudef.rpt	chk_104.rpt
chk_102.rpt	menuitem_waste.rpt	mi_201.rpt
chk_103.rpt	menuitem_waste_mi.rpt	mi_tpr01.rpt
chk_104.rpt	mi_201.rpt	mi_tsp01.rpt
DriverDelivery.rpt	mi_tpr01.rpt	SchedIndvEmp.rpt
dr_001.rpt	mi_tps01.rpt	time_005.rpt
empdef.rpt	PriceChanges.rpt	time_006.rpt
empdef1.rpt	section.rpt	tp_r103.rpt
HREmpDefinition.rpt	Status.rpt	tp_s101.rpt
Inventory_var.rpt	Stock_take.rpt	tp_s103.rpt
kds_001.rpt	time_005.rpt	
kds_002.rpt	time_006.rpt	
kds_003.rpt	tp_r101.rpt	
kds_004.rpt	tp_r103.rpt	
kds_005.rpt	tp_s101.rpt	
kds_006.rpt	tp_s103.rpt	
kds_007.rpt	VoidReason.rpt	
kds_008.rpt		
kds_009.rpt		
kds_010.rpt		

BackOffice Reports

Description

In previous versions of RES, the BackOffice reports had two procedures linked to them:

- **speo_R_rpt_header** - to return header information common to all BackOffice reports

- a stored procedure to return a results set

All of these results set stored procedures have been modified to return the information from speo_R_rpt_header. In order for the BackOffice reports to run correctly, **speo_R_report_header** was removed from each of the report templates.

Note   ***Custom Reports***
Any custom BackOffice reports that use a MICROS results set stored procedure will need to be modified so that the speo_R_rpt_header is removed.

Steps

To modify a BackOffice report:

1. Open the report template to be modified in Crystal Reports designer.

2. Edit any formulas or fields that use a field from **speo_R_rpt_header** to now use the corresponding field from the results set stored procedure.

3. Select *Database | Database Expert* from the menu.

4. Select **speo_R_rpt_header** from the list on the right-hand side of the Database Expert Window.

5. Select the **Remove** button to remove the header procedure from the report.

6. Select *Database | Verify Database*.

7. Select *File | Save* to save the report in the Crystal Reports Version 9 format.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Platform 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 version:

Module	Feature	CR ID	Page
Setup	Share Permissions Not Setup on a Non-English Operating System	12575	72

Setup

Share Permissions Not Setup on a Non-English Operating System
CR ID#: 12575

Previously, when installing on a non-English operating system, the permissions were not being set properly on the micros_db and micros_app shares. The permissions for these shares should have been set to Everyone - Full Control. The result was that certain applications could not be launched (i.e. License Manager) or were slow to launch (i.e. POS Configurator). This has been corrected.