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Restaurant Enterprise Series (RES) Version 3.2 – Service Pack 7 Hot Fix 4 Documentation

res 3000
for every restaurant

About This Document

This document contains updates to Version 3.2 Service Pack 7 release of the MICROS Restaurant Enterprise Series (RES 3000) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 4 only.

3700 New Features and Enhancements

Module	Feature
Hand-Held Terminals	**Symbol MC50** The POS Loader suite now recognizes the Symbol MC50 as a MICROS-supported device, with full configuration capabilities. As with other Symbol devices, the MC50 model uses Microsoft's Pocket PC, a Windows-powered, embedded software platform that creates a mobile interface with the look of a desktop PC. The Windows CE environment allows users to run multiple applications at once and is designed to be used on corporate networks. **Configuring the Device** Merchants can purchase their Symbol MC50 hand-held devices either from MICROS or from an outside vendor. This section provides complete instructions for setting up a device, regardless of the source. Users who have purchased units from an outside vendor should execute all of the steps described below. Units purchased from MICROS are preconfigured for use in a RES environment. Setup for these devices begins with Step 6. Definitions For clarity, the following definitions are provided for terms used during setup: ◆ **Cold Boot** — Simultaneously press the silver **On** button (top right), the **Scan/Reset** button (top silver button on right side of device), and the **Reboot** button (recessed black button on back of device, beneath the battery lock button). This is used to power up the device.

Module	Feature

Hand-Held Terminals (cont'd.)	◆ **Warm Boot** — Press the black button beneath the battery release (bottom of unit) with the stylus. This is used to restart the system.
	
	◆ **Three-Finger Press** — One at a time, press the green **Phone** key, the **Calendar** key, and then the red **Phone** key. This key sequence provides access to the Windows Start menu *before* CAL has been initiated. This option is used to change the network settings.
	
	Procedures
	These steps are required to configure a new MC50 to use RES:
	
	1. Disable the programmable (silver) buttons to prevent interference with RES operations.
	
	   ◆ From the Windows Start menu, select *Settings | Buttons.* A list of programmable 5 programmable buttons will display.
	
	   ◆ Highlight a button from the list.
	
	   ◆ Using the **Select a program** field below the list, expand the drop-down and select **<None>** to disable the button.
	
	   ◆ Repeat for all of the buttons shown.
	
	   ◆ Press the **x** button (upper right corner) to close.
	
	2. Set the MC50 for the first sync:
	
	   ◆ From the Windows Start menu, select *ActiveSync | Tools | Options | Options*.
	
	   ◆ Check **Enable PC sync using this connection**
	
	   ◆ Check **Maintain connection.**
	
	   ◆ Press **OK** twice to exit the form.
	
	   ◆ Press the **x** button (upper right corner) to close.

Module	Feature
Hand-Held Terminals (cont'd.)	3. Download and install ActiveSync. ◆ Go to the Microsoft website (www.microsoft.com) and select **Downloads**. ◆ From the drop-down box, select ActiveSync. ◆ Select the most up-to-date version of ActiveSync. (Currently, this is Version 4.1.0). ◆ Double-click **MSASYNC.EXE** to begin installation. Follow the on-screen instructions provided. 4. Establish a partnership ◆ Set the MC50 device into the cradle connected to the Server. ◆ From the Server's Start Menu, select *Programs	Microsoft ActiveSync*. This should bring up a new window and automatically detect the hand-held device. ◆ Go to the *Set Up a Partnership* screen. ◆ Select **Guest Partnership** and press **Next**. 5. Set up the MC50. ◆ Perform a cold boot on the hand-held device. The device will whirr slightly before displaying the Pocket PC splash screen. ◆ Tap the screen to display directions for calibration and time-zone setup. Proceed as required. 6. Set up the POS and LAN. ◆ When the *Starting Mobile Micros* screen is displayed, press **Continue**. ◆ Select the **POS Client Type** and click **OK**.

Module	Feature
Hand-Held Terminals (cont'd.)	◆ Select the **Backlight** and **Backlight settings** and **OK** to continue.
	◆ Tap the icon in the lower right-hand corner of the screen. Choose **Find WLANs**.
	◆ On the *Networks* screen, select the access point and press **Connect**. (If the list of **Available WLANs** is blank, press the **Search** button to locate and display the options.)
	If using WEP encryption, go to the *Encryption* tab and set your encryption level.
	Go to the *IP Config* tab and set the system-specific **IP Connection Type**.
	Press **OK** to close the *Networks* screen.
	◆ Press **OK** until you get to the *Configure Network Adaptors* screen. Set the **802.11b Adaptor Setting** and any other settings that may be required. Press **OK** to close this screen.
	◆ Press **OK** again to open the *Connections* screen and select the *Advanced* tab. Tap on the top "Select Networks" box. In the first drop-down field, set the Internet connection to *My Work Network*. Press **OK** to close this screen.
	◆ Press **OK** again to open the *POS Clients Config* screen.
	◆ Enter the **HHT Name** of this MC50 device as well as the **Server IP Address**. Press **OK** to accept. A message will display indicating that the system will restart. Click **OK** to proceed.
	◆ The HHT will reboot. When the system returns to the *Mobile MICROS Startup* screen, press **Continue**. The POSLoader will automatically load files and reboot the MC50 (four times).
	◆ When finished loading the files, a message displays indicating that software updates have been installed. Press **OK** to continue into 3700 POS Operations.

Module	Feature
Hand-Held Terminals (cont'd.)	**Symbol MC70** The POS Loader suite also recognizes the Symbol MC70 as a MICROS-supported device, with full configuration capabilities. The MC70 is a more robust, enterprise-level version of the MC-series hand-held terminal. Like the MC50, the MC70 model uses Microsoft's Pocket PC, a Windows-powered, embedded software platform that creates a mobile interface with the look of a desktop PC. The Windows CE environment allows users to run multiple applications at once and is designed to be used on corporate networks. **Configuring the Device** Merchants can purchase their Symbol MC70 hand-held devices either from MICROS or from an outside vendor. This section provides complete instructions for setting up a device, regardless of the source. Users who have purchased units from an outside vendor should execute all of the steps described below. Units purchased from MICROS are preconfigured for use in a RES environment. Setup for these devices begins with Step 6. Definitions For clarity, the following definitions are provided for terms used during setup: ON Button ◆ **Cold Boot** — Simultaneously press buttons 1 and 9 below the display while depressing the red **ON** button (upper right-hand corner) with the stylus. This is used to power up the device. ◆ **Warm Boot** — Press the red **ON** button (upper right-hand corner of unit) with the stylus and continue holding until the system is restarted.

Module	Feature

Hand-Held Terminals (cont'd.)	Procedures
	
	These steps are required to configure a new MC70 to use RES:
	
	1. Set the MC70 for the first sync:
	
	   ◆ From the Windows Start menu, select *ActiveSync | Tools | Options | Options*.
	
	   ◆ Check **Enable PC sync using this connection**
	
	   ◆ Check **Maintain connection.**
	
	   ◆ Press **OK** twice to exit the form.
	
	   ◆ Press the **x** button (upper right corner) to close.
	
	2. Download and install ActiveSync.
	
	   ◆ Go to the Microsoft website (www.microsoft.com) and select **Downloads**.
	
	   ◆ From the drop-down box, select ActiveSync.
	
	   ◆ Select the most up-to-date version of ActiveSync. (Currently, this is Version 4.1.0).
	
	   ◆ Double-click **MSASYNC.EXE** to begin installation. Follow the on-screen instructions provided.

Module	Feature
Hand-Held Terminals (cont'd.)	3. Establish a partnership ◆ Set the MC70 device into the cradle connected to the Server. ◆ From the Server's Start Menu, select *Programs	Microsoft ActiveSync*. This should bring up a new window and automatically detect the hand-held device. ◆ Go to the *Set Up a Partnership* screen. ◆ Select **Guest Partnership** and press **Next**. 4. Copy the POSLoader to the MC70 device. ◆ Check to see which version of RES software is running on the RES POS system. The MC70 will only work with RES 3.2 Service Pack 7 (hot fix 4) or higher. Earlier versions of RES will not support this device. ◆ Open the Windows Explorer on the Server and copy the **POSLoader.ARM.CAB** file from the *MICROS\RES\CAL\HHT* folder to the *Mobile Device \ My Pocket PC \ Windows \ Start Menu* folder. ◆ Exit ActiveSync by removing the device from the cradle. ◆ On the HHT, select *Start	POSLoader* to install the files. When prompted for a location, select **Application** as the place to install the files. ◆ Delete the CAB files from the directory. 5. Set up the MC70. ◆ Navigate to and tap the *Window	PosLoad Installer*. ◆ Perform a warm boot on the hand-held device ◆ Configure the network settings.

Module	Feature
Hand-Held Terminals (cont'd.)	6. Set up the POS and LAN. ◆ When the *Starting Mobile Micros* screen is displayed, press **Continue**. ◆ Select the **POS Client Type** and click **OK**. ◆ Select the **Backlight** and **Backlight settings** and **OK** to continue. ◆ Tap the icon in the lower right-hand corner of the screen. Choose **Find WLANs**. ◆ On the *Networks* screen, select the access point and press **Connect**. (If the list of **Available WLANs** is blank, press the **Search** button to locate and display the options.) If using WEP encryption, go to the *Encryption* tab and set your encryption level. Go to the *IP Config* tab and set the system-specific **IP Connection Type**. Press **OK** to close the *Networks* screen. ◆ Press **OK** until you get to the *Configure Network Adaptors* screen. Set the **802.11b Adaptor Setting** and any other settings that may be required. Press **OK** to close this screen. ◆ Press **OK** again to open the *Connections* screen and select the *Advanced* tab. Tap on the top "Select Networks" box. In the first drop-down field, set the Internet connection to *My Work Network*. Press **OK** to close this screen. ◆ Press **OK** again to open the *POS Clients Config* screen. ◆ Enter the **HHT Name** of this MC50 device as well as the **Server IP Address**. Press **OK** to accept. A message will display indicating that the system will restart. Click **OK** to proceed.

Module	Feature
Hand-Held Terminals (cont'd.)	◆ The HHT will reboot. When the system returns to the *Mobile MICROS Startup* screen, press **Continue**. The POSLoader will automatically load files and reboot the MC70 (four times). ◆ When finished loading the files, a message displays indicating that software updates have been installed. Press **OK** to continue into 3700 POS Operations.
POS Operations	**Future and Delayed Order Enhancements** The Future and Delayed Order features have been modified for use on devices running in dynamic order mode (DOM). Originally, these features were incompatible with DOM, which was designed to send menu items throughout the ordering process. In contrast, future and delayed orders defer sending items until the date/time specified by the user. To support this change, users will no longer have to declare a future or delayed order prior to entering the first menu item. This allows an order to be rung up on a DOM-enabled device, which will continue to fire items to the kitchen in accordance with the selected **DOM type** (e.g., Fire on Fly/Fire On Next/Fire on Tender) (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*). During operations, users must declare the items to be a future or delayed order **before** the first round service total. Once the **[Future/Delayed Order]** key is pressed, the order status is changed. At that point, an order will be sent to the kitchen cancelling items fired during the initial order generation.

Module	Feature
SIM	**Prevent Access to Credit Card Track Data** To improve security, changes were made that prevent users from accessing credit card track data via a SIM script, without interfering with the legitimate use of magnetic cards (including credit cards, employee cards, and gift cards). These changes have already been implemented through POS Operations. Now, when using a SIM input statement to capture Track 1 and Track 2 data, the system will first determine whether the swiped card is a credit card, based on the following criteria: 1. The account number consists entirely of digits. 2. The account number is at least 13 digits. 3. The account number starts with 3, 4, 5, or 6011. NOTE: Many gift cards now use "6" as the first digit of the account number. Account numbers beginning with 6011 are reserved for the Discover credit card. 4. If Track 1 is present, the format code is "B". 5. The first 4 digits of the second field on Track 2 (or the third field on Track 1) appears to be an expiration date (i.e., falls within the range of 0100 to 1299). 6. The account number passes the Mod 10 checksum. If the swiped card satisfies **all** of these requirements, the system will automatically mask all discretionary Track 1 and Track 2 data before copying it to a SIM variable. This means only the *account holder's name*, *account number*, and *expiration date* will be available to SIM. Everything else will be replaced with zeros.

Module	Feature

SIM (cont'd.)	<u>Example</u>
	
	Using the following SIM script:
	
	``
	Event inq:14
	    var card_data : a100
	// input card_data{M1,3,1,*}, "Enter card data:"
	    input card_data{M2,*}, "Enter card data:"
	// errormessage card_data
	    StartPrint @CHK
	        printline card_data
	    EndPrint
	Endevent
	``
	
	the original Track 2 data:
	
	\<card number\>=\<exp date\>\<discretionary data\>
	
	will now be output as:
	
	\<card number\>=\<exp date\>\<0000000000000\>
	
	or
	
	6011444433332222=09093435433332535353 => 6011444433332222=09090000000000000000

Transaction Services	**Canadian Tax Support Added to POS Transaction Services** The POS Transaction Services has been modified to include all of the options necessary to support application of Canadian Taxes to POS transactions.

3700 POS Revisions

Module	Feature	CR ID
Hand-Held Terminals	**Mobile MICROS HHT Out-of-Memory Errors** After sitting idle for a period of time, a mobile MICROS hand-held device 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.	**22774**
POS Configurator	**Unable to Set Up API Employee Class** When setting up employee classes, attempts to enable the option **POS API Employee** (*Employees | Employee Classes | Transactions | Transaction Control*) would cause an error message to display. This has been corrected.	**N/A**
POS Operations	**Changes made through POS Configurator and Manager Procedures Are Not Implemented Until Clients are Rebooted** Occasionally, when making changes to the system, the updates failed to propagate at the client workstations until they were rebooted. This has been corrected.	**22667**
	Combo Meal Side Items Detach From Parent After Voiding and Substitution After ringing in and consolidating two or more combo meals, if the user voided one of the combo meals, then selected and substituted a side item from another combo meal, the system would post the substitution as a separate line item. This has been corrected. Substituted side items will now be listed with their corresponding combo meals.	**22561**

Module	Feature	CR ID
POS Operations (cont'd.)	**Consolidated Side Items Cannot be Substituted in Combo Meals** After ringing up a combo meal with consolidated side items, attempts to highlight and substitute one of those items would cause the error message 'Invalid with more than one detail entry selected' to display. This has been corrected.	**22479**
	Credit Authorization Dropped with Send Order Function In the past, users waiting for a credit authorization could fire the order to the kitchen using the **[Send Order]** key. This caused the system to drop the authorization effort, without actually cancelling it. In other words, the check would simply forget about the authorization. This problem was highlighted when background vouchers were enabled. Once an order was sent, a voucher would print, implying that the credit transaction had been approved, even though the authorization was never posted to the check. This has been corrected.	**N/A**
	Edit Closed Check Allows Changes Without Voiding Original Payment 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**
	Items Fail To Print To Remote Order Devices If Sent To Multiple Devices And Using Menu Level Prefixes Before service totaling a check, if the menu level was changed for an item that used menu level prefixes, the system would not send that item to its remote order devices if the item was programmed to print to more than one device. This problem has been corrected.	**N/A**

Module	Feature	CR ID
POS Operations (cont'd.)	**Items Not Printing to Kitchen When New Check is Merged With Existing Check** 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**
	POS Operations Shuts Down Unexpectedly When Order is Service Totaled and Items are Sent to a Local Order Printer Occasionally, after service totaling an order, POS Operations would exit the check and shutdown Operations. The problem occurred when items were sent to a local order printer. This has been corrected.	**22875**
	Splitting a Credit Card Tender Causes Error After posting a credit card payment to a check, editing the transaction to split the tender between seats or checks caused problems during batch settlement. To resolve this issue, the system will no longer allow users to split credit card tenders.	**14972**
	Scanner Stops Working After Accessing External Program After running an external program from the workstation, users were unable to scan items once they resumed activities through POS Operations. This has been corrected.	**22443**
	Totals Incorrect When Sharing Items Across 5 or More Checks Net Sales Totals were posted incorrectly if an item linked to an inclusive tax was shared across 5 or more checks. This has been corrected.	**22658**

Module	Feature	CR ID
Reports	**System Tracking of Parked Orders Causes Reports to Fail** 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, Server Period, and Time Period categories. To correct this, the following stored procedures were modified: ◆ sp_post_cshr_trk_sys_rvc_cal ◆ sp_post_emp_trk_sys_rvc_cal ◆ sp_post_srv_prd_trk_sys_rvc_cal ◆ sp_post_tm_prd_trk_sys_rvc_cal ◆ sp_post_trk_sys_rvc_cal	**22834**
	Revenue Center Reports Incorrect Discounts When Checks Are Transferred When running the *Daily Revenue Center Discounts Detail* or *Daily Revenue Center Discounts* reports, the system would inflate the number of discounts listed when a discount was applied to a check that was started in one RVC and then transferred to another. This occurred whether the discount was applied before or after the transfer. The problem has been corrected.	**22693**
	System Order Type Net Sales Totals Incorrect When adding checks, the system did not always post a unique detail ID to all menu items on the check. This created problems when discounts were applied, as the system could not always identify the relevant menu items from the detail tables. Consequently, the Order Type Net Sales totals would be incorrect in the System Sales Reports. This has been corrected.	**N/A**

Module	Feature	CR ID
Transaction Services	**AddtoCheck Function Returns Database Error** Occasionaly, using the **AddtoCheck** 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.	**N/A**
	KDS Displays Voided Condiments When Check Started in API After entering a menu item with condiments via the API, if the user picked the check up and added another menu item, the KDS would display the original menu item condiments twice — once as voids and once as regular condiment entries — when running in Dynamic Order Mode. As a result, the API and KDS orders did not match up. This problem has been corrected.	**N/A**

Kitchen Display System (KDS) Revisions

Module	Feature	CR ID

Controller	**Voids Do Not Consolidate Correctly in DOM**
	
	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 **Do not display voids** (*Devices | Order Devices | Dynamic Order Mode*) 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).
	
	For example, if the user rang up 3 separate orders of wings, KDS would properly display the order as:
	
	`    3 WINGS`
	
	However, if the user touch voided 1 wing, then entered a direct void of a second wing, KDS would incorrectly display the results as:
	
	`    2 WINGS`
	`    1 VOID WINGS`
	
	instead of
	
	`    1 WINGS`
	`    2 VOID WINGS`
	
	This problem has been corrected. Now, all voids types (direct, touch, last item) are included in the consolidated line item.
		N/A

Module	Feature	CR ID
Controller (cont'd.)	**KDS Display Locks During Normal Operations** During normal operations, the KDS display application would grey out and become unresponsive to sent or bumped orders. The problem occured most commonly durring 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.	**22876**

Cash Management (CM) Revisions

Module	Feature	CR ID
POS Interface	**Till Cannot be Accessed If Left Open While Workstation is Idle** Previously, if a site maintained an open till on a workstation that was left idle for a period of time (e.g., from close of business until the next morning), POS Operations was unable to close the previous night's till and open the cash drawer. This could also occur if the *CM Service* was stopped and restarted after the till was opened. Both problems have been corrected.	**22728**

Labor Management (LM) Revisions

Module	Feature	CR ID
Human Resources	**State Field Drop-Down List Empty for New Records** When adding a new employee record (*Human Resources | Employee Setup*), the system failed to provide a list of entries in the **State Field** (*Contact Information*) if the employee's **Country** was the default selection. Once the record was closed and reopened, the **State Field** would be refreshed and the appropriate selections would be listed. This problem has been corrected.	**N/A**