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# *Restaurant Enterprise Series (RES) Version 3.2 – Service Pack 7 Hot Fix 6 Documentation*

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## **About This Document**

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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 6 only.

### **Important Information for Regarding Release**

The security enhancements present in this release require that all Windows NT clients be upgraded to the latest **Windows Security Updates** prior to installing the patch.

Due to installation changes made to support Microssvc User enhancements and to improve security, **all MICROS Drive mappings were removed from Win32 devices.**

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***Warning! THERE ARE CHANGES IN THIS RELEASE THAT AFFECT CUSTOM INTERFACES (E.G, SIM, FILE EXPORTS, ETC.). MAKE SURE TO READ THE DOCUMENTATION REGARDING CHANGES TO THE MICROSSVC USER BEFORE UPGRADING SOFTWARE AT A CUSTOMER SITE!***

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## Declarations

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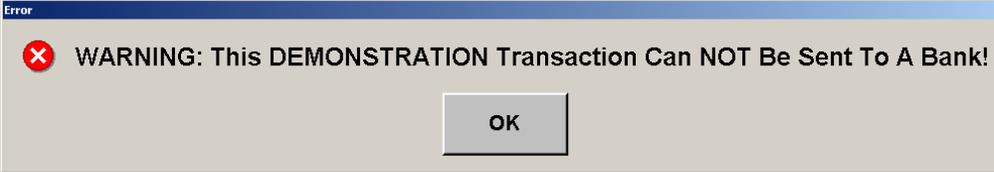
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## 3700 New Features and Enhancements

Module	Feature
CA/EDC	<p data-bbox="492 443 1443 512"><b>The MarkRecordAsSettled Stored Procedure Will Be Separated into two Different Stored Pro</b></p> <p data-bbox="492 541 1443 611">In the past, the MarkRecordAsSettled stored procedure would perform the following functions:</p> <ol data-bbox="492 653 1443 831" style="list-style-type: none"> <li data-bbox="492 653 1443 688">1. Mark a record as settled after settlement was successful.</li> <li data-bbox="492 726 1443 831">2. Update the details of a record during a batch transfer to the credit card processor. This includes functions such as changing the customer's account alias and the authorization code for the record.</li> </ol> <p data-bbox="492 873 1443 1052">With this release, the MarkRecordAsSettled procedure has been changed to only handle marking a record as settled. A second stored procedure, UpdateBatchRecords was created to handle updating record details. Additionally, this procedure will allow the user to specify which credit authorization records should be updated within the batch.</p> <p data-bbox="492 1087 1390 1123"><b>Partial Debit Tenders are Authorizing for the Entire Amount</b></p> <p data-bbox="492 1150 1459 1255">When using CA/EDC and ringing a debit tender to partially tender a check with two debit cards, each card would be authorized for the entire amount of the guest check. This issue has been corrected.</p>

Module	Feature
CA/EDC Cont'd	<p data-bbox="444 342 1370 415"><b>Receive Prompt When Attempting to Authorize a Transaction using the Demo Driver</b></p> <p data-bbox="444 438 1308 512">The user will now receive the following prompt when attempting to authorize a transaction using the demonstration driver:</p> <div data-bbox="431 558 1425 730"></div> <p data-bbox="444 762 1409 835">This message will print in addition to a warning header that already appears at the top of every voucher authorized using the Demo Driver.</p>

Module	Feature
<b>Devices</b>	<p><b>Workstation 4 LX (WS4 LX)</b></p> <p>The Workstation 4 LX (WS4 LX) is MICROS's latest addition to the workstation family. The inexpensive and durable WS4 LX is equipped with the Microsoft© Windows© CE 6.0 operating system, can be easily integrated into an existing RES system running 3.2 SP7 HF6 or higher.</p> <p>Similar in appearance to the <b>MICROS PCWS</b>, the low profile WS4 LX adds an Active Color LCD, 10/100/1000 Ethernet interface, and additional USB ports.</p> <p>The WS4 LX shifts easily from network to stand-alone device, providing a near plug-n-play functionality. Units are largely interchangeable and can be swapped in and out with a minimum user-driven configuration.</p> <p>WS4 LX is a POS appliance designed specifically for the hospitality industry. It is supported in RES for the purpose of running POS Operations, Kitchen Display System, and Manager Procedures.</p> <p><b>Supported Devices</b></p> <p>This section identifies the printers and hardware peripherals supported by the Workstation 4 LX.</p> <ul style="list-style-type: none"> <li>◆ <b>Serial Printers</b> <ul style="list-style-type: none"> <li>◆ Epson TM-T80 Roll</li> <li>◆ Epson TM-T85 Roll</li> <li>◆ Epson TM-T88 Roll</li> <li>◆ Epson TM-200 Roll</li> <li>◆ Epson TM-300 Roll</li> <li>◆ Express Thermal</li> </ul> </li> </ul>

Module	Feature
Devices Cont'd	<ul style="list-style-type: none"> <li>◆ <b>IDN Printers</b> <ul style="list-style-type: none"> <li>◆ AutoCut Roll</li> <li>◆ Express Thermal</li> <li>◆ Epson TM-T88 Roll</li> <li>◆ Epson TM-200B Roll</li> <li>◆ Epson TM-200D Roll</li> </ul> </li> <li>◆ <b>Peripherals</b> <ul style="list-style-type: none"> <li>◆ 2 Cash Drawers (standard DIN)</li> <li>◆ Coin Dispenser (RS232)</li> <li>◆ External Keyboard (USB)</li> <li>◆ External Magnetic Card Reader (RS232)</li> <li>◆ External Mouse (USB)</li> <li>◆ External Pole Display</li> <li>◆ Integrated Magnetic Card Reader</li> <li>◆ Rear Display</li> <li>◆ Scale (RS232)</li> <li>◆ Scanner (RS232)</li> <li>◆ Touchscreen</li> </ul> </li> </ul> <p><b>Caveat</b> When attempting to access help for Manager Procedures on a Workstation 4 LX, the help box would display as transparent. This issue is a known limitation for this release.</p>

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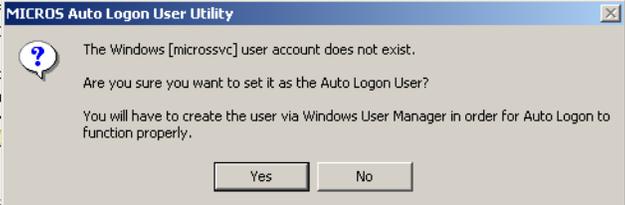
Module	Feature
<b>Platform</b>	<p data-bbox="492 342 1117 373"><b>MICROSSVC User Security Enhancement</b></p> <p data-bbox="492 401 1455 541">This release builds on the security features incorporated in the RES 3.2 SP7 HF5 release by providing enhanced security for the microssvc user. These changes continue to address vulnerability concerns in a rapidly changing technical environment.</p> <p data-bbox="492 583 1455 762">In the past, the microssvc user included a hard coded microssvc user name and password. The user now has the ability to change the microssvc user name and password. Additionally, the microssvc user will now function as a user-defined Windows User Account and is accessible via the Windows Computer Management Utility.</p> <p data-bbox="492 800 1442 940"><b>NOTE:</b> Product design alone does not ensure system security. MICROS customers also bear responsibility for implementing their own security policies and procedures with regard to hiring practices, system access, and network firewalls.</p> <p data-bbox="492 982 1455 1045">Due to installation changes made to support Microssvc User enhancements, all MICROS Drive mappings will be removed from Win32 devices.</p>

Module	Feature
Platform Cont'd	<p data-bbox="444 333 992 367"><b>Enhancements to the microssvc User</b></p> <p data-bbox="444 413 1377 552">The microssvc user is used differently by the RES Server and the RES Client to access Micros secure functions. This section describes different usage scenarios and how the changes to the microssvc user will impact them.</p> <p data-bbox="444 596 703 630"><u>On the RES Server:</u></p> <ol data-bbox="444 646 1414 1037" style="list-style-type: none"> <li data-bbox="444 646 1414 863">1. Used by the Autosequence Server to: <ul data-bbox="493 720 1403 856" style="list-style-type: none"> <li data-bbox="493 720 1317 753">◆ Print reports to the microssvc user's default windows printer.</li> <li data-bbox="493 789 1403 856">◆ Copy files to external programs requiring a privileged user's access (e.g., backup files to network shares).</li> </ul> </li> <li data-bbox="444 894 1414 1037">2. Used to copy the License File (dsm.ltf) from the RES Server onto clients through the MICROS_APP network share. Back office applications such as Labor Management and Product Management require that the client extract a license key from the server.</li> </ol> <p data-bbox="444 1079 769 1113"><b>Enhancement's Impact:</b></p> <p data-bbox="444 1157 1411 1371">The Micros Services User Utility has been created to allow the user to specify a user name and password that can be used in place of the microssvc user on the server. Modifications regarding user details can now be made through the Windows Computer Management Utility. If nothing is configured, upon upgrade the Server will default to the <b>microssvc</b> user name and the following password: <b>Micros32Svc</b></p> <p data-bbox="444 1415 1149 1449"><b>NOTE:</b> The microssvc user password is case sensitive.</p> <p data-bbox="444 1493 1411 1598">If files are copied to an external program using a network share, the user will have to reconnect to the share after making changes to the microssvc user name and password.</p> <p data-bbox="444 1642 1300 1711">For additional information on adding and maintaining users see the <i>Configuring a User</i> section beginning on page 13.</p>

Module	Feature
Platform Cont'd	<p data-bbox="492 338 737 369"><a href="#">On the RES Client</a></p> <ol data-bbox="492 386 1414 491" style="list-style-type: none"><li>1. Remotely install netsetup on the client. This installation executable (<b>remoteinstall.exe</b>) must be initialized by a user with administrative privileges. The microssvc user will automatically logon to the client.</li></ol> <p data-bbox="492 533 818 564"><b>Enhancement's Impact:</b></p> <p data-bbox="492 611 1430 789">Remote Install will continue to execute automatically if the server detects that the client software version is out of date. As a result of the microssvc user enhancements, the remote install will inherit the user name and password from the RES Server. The client will attempt to run the <b>RemoteInstall.exe</b> with the microssvc user's permissions.</p> <p data-bbox="492 831 1458 1052">The microssvc auto logon user is now created and changed using the Micros Auto Logon User Utility. Previously, changes to the microssvc user could only be made using the microssvc user with administrative rights. Now changes can be made with any Windows user with administrative rights. Additional information on the Micros Auto Logon User Utility is provided in the <i>Micros Services User Utility</i> section below.</p> <p data-bbox="492 1094 1458 1188"><b>WARNING!</b> If the user password was set by an administrator, changing the password may cause the microssvc user to lose their ability to decrypt encrypted files.</p>

Module	Feature
<p><b>Platform Cont'd</b></p>	<p><b>Micros Services User Utility</b></p> <p>The following applications have been created to streamline the creation and modification of the micros services user on the RES Server and the RES Client(s):</p> <ul style="list-style-type: none"> <li>◆ <b>The Micros Services User Utility</b> – Used to configure the micros services user on the RES Server.</li> <li>◆ <b>The Micros Auto Logon User Utility</b> – Used to add the auto logon micros services user on the RES Client. Only a single user can function as the auto logon user.</li> </ul> <p><u><a href="#">The Micros Services User Utility</a></u></p> <p>This utility is available on the RES Server. When a change is made to a user through this utility, it is transferred to the Windows Computer Management Utility where it can be modified later.</p> <p>The utility is accessible in the <i>Micros\Comon\Bin</i> folder. Double click on the <b>ServicesUserUtility.exe</b> file.</p> <p>The followings fields can be configured using this utility:</p> <ul style="list-style-type: none"> <li>◆ <b>Current User</b> – This field will be automatically populated with the name of the user that currently has micros services user functionality.</li> <li>◆ <b>Current password</b> – Enter the current password used for the micros services user account. As a security precaution, the <b>New Password</b> and <b>Verify Password</b> fields will not become enabled until after you successfully enter the Current Password.</li> </ul> <div data-bbox="945 1140 1357 1556" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> </div>

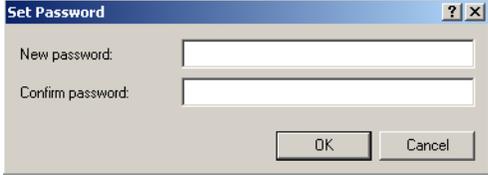
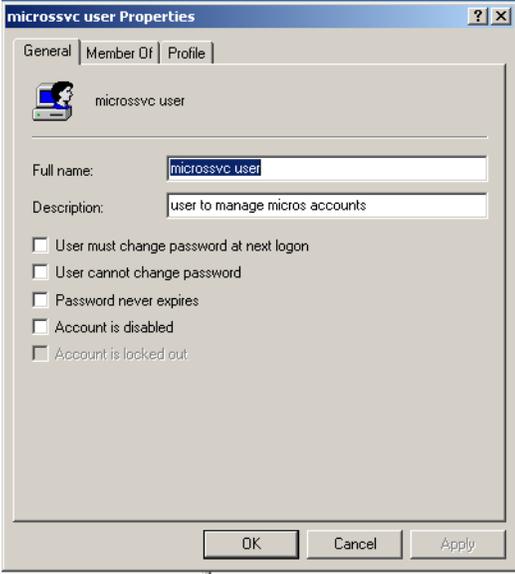
Module	Feature
<b>Platform Cont'd</b>	<ul style="list-style-type: none"> <li>◆ <b>New User</b> – Enter the name of the new user that will have microssvc user functionality. This field will be automatically populated with the name of the current micros services user. Leave the default text if you do not wish to change the name of the user.</li> <li>◆ <b>New Password / Verify Password</b> – Use these fields to enter and then confirm the new password for the micros services user.</li> </ul> <p>When finished select [<b>Save</b>]. Selecting [<b>Cancel</b>] will erase all changes made through the utility.</p> <p>All micros services user changes made through this utility will be written to the <b>3700d.log</b> file.</p> <p>The micros services User Name and Password entries will be encrypted and stored in the Windows Registry in the following location. Encryption is done using a 128 bit Triple-DES algorithm.</p> <ul style="list-style-type: none"> <li>◆ HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\Common\Security <ul style="list-style-type: none"> <li>◆ UserData32MSU (RES 3.2 MicroSvc User Name)</li> <li>◆ UserData32MSP (RES 3.2 MicroSvc User Password)</li> </ul> </li> </ul>

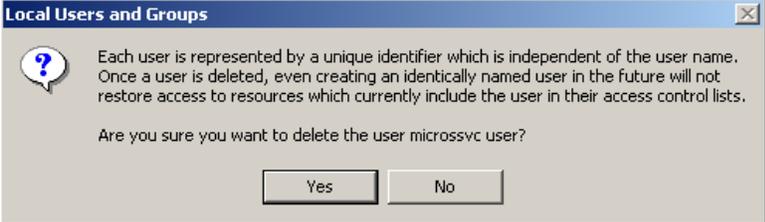
Module	Feature
<p><b>Platform Cont'd</b></p>	<p><a href="#">The Micros Auto Logon User Utility</a></p> <p>This utility is available on the RES Client. In order for a user to be successfully added as an auto logon user, they must already be added on the RES Server.</p> <p>Follow these steps to add the Micros Auto Logon User to the RES client:</p> <ol style="list-style-type: none"> <li>1. The utility is accessible in the <i>Micros\Comon\Bin</i> folder. Double click on the <b>ServicesUserUtility.exe</b> file.</li> <li>2. The user will be prompted to enter the micros services user and password that will be used for auto logon.</li> <li>3. When finished select <b>[Save]</b>. Repeat steps 1-3 to make any desired changes to the auto logon user.</li> </ol> <p>If the user attempts to add a micros services user that is not already configured on the server the following error message will appear:</p>  

Module	Feature
Platform Cont'd	<p data-bbox="492 338 776 369"><b>Configuring a User</b></p> <p data-bbox="492 386 1390 453">This section provides information on the different ways to perform the following operations:</p> <ul data-bbox="492 499 993 737" style="list-style-type: none"> <li>◆ Create a User</li> <li>◆ Modify a User</li> <li>◆ Delete a User</li> <li>◆ Command Line User Configuration</li> </ul> <p data-bbox="492 772 1446 840">The user must be logged in with administrative privileges in order to make any of the changes described below.</p> <p data-bbox="492 884 675 915"><u><a href="#">Create a User</a></u></p> <p data-bbox="492 932 1409 1037">There are several different ways to create a new micros services user. In order to make changes, the logged in user must have administrative privileges.</p> <ul data-bbox="492 1083 1425 1551" style="list-style-type: none"> <li>◆ <b>Add a user from a command line.</b> Follow these steps to configure a user in using via a command line entry: <ol data-bbox="548 1188 1336 1293" style="list-style-type: none"> <li>1. Go to <i>Start / Run</i> and type <b>cmd</b> to open the command line.</li> <li>2. Insert a command with the following structure: <pre data-bbox="591 1335 1398 1402" style="margin-left: 40px;"> ServicesUserUtility.exe /CU:NewUserName:NewUserPwd / SM:OldUserName:OldUserPwd:NewUserName:NewUserPwd </pre> </li> </ol> </li> <li>◆ <b>Add a user via the Micros Services User Utility.</b> Follow the directions from <i>The Micros Services User Utility</i> section on page 10 to access this utility and add the microssvc user.</li> </ul>

Module	Feature
<p><b>Platform Cont'd</b></p>	<p>♦ <b>Add a user via Computer Management Utility.</b> Updates made to a user through this utility will not automatically update the Micros Services User Utility. Updates must be made manually. Follow these steps to add a user in this way:</p> <ol style="list-style-type: none"> <li>1. Go to <i>Start   Settings   Control Panel   Administrative Tools   Computer Management   Local Users and Groups   Select the Users folder   Action   New User.</i></li> <li>2. Use the Windows Utilities to configure the following fields for the new user:</li> </ol> <div data-bbox="548 793 1036 1272" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• <b>User name</b> – Enter the name for the new micros services user. Use a friendly descriptor as you will be required to remember this name.</li> <li>• <b>Full name</b> – Enter the full name for the user. This can be more descriptive than the user name if desired.</li> <li>• <b>Description</b> – This optional field can be used to enter more information about the function and purpose of this user.</li> <li>• <b>Password / Confirm Password</b> – Use these fields to enter and verify the password that will be associated with this user.</li> </ul>

Module	Feature
Platform Cont'd	<ul style="list-style-type: none"> <li>• Enable other options as necessary.</li> </ul> <p>3. Select [<b>Create</b>].</p> <p><a href="#">Modify a User</a></p> <p>There are two types of changes that can be made to the micros services user. This section describes the appropriate utility to use based on the changes being made.</p> <ul style="list-style-type: none"> <li>♦ <b>Modify a user name or password via the Micros Services User Utility.</b> This utility should be used to make changes to the micros services user name and password. All changes made through this utility will be automatically recorded in the Computer Management Utility. The Computer Management Utility should be used for all other user changes.</li> </ul> <p><b>WARNING!</b> If the user password was set by an administrator, changing the password may cause the micros services user to lose the ability to decrypt files.</p> <p>If the server is connected to a client via a share drive, and the micros services password or user name is changed, then the share will have to be reset to reflect the changes.</p> <p>Follow the directions in <i>The Micros Services User Utility</i> section on page 10 to access this utility.</p> <ul style="list-style-type: none"> <li>♦ <b>Modify other user settings via the Computer Management Utility.</b> This utility should be used for all user maintenance except for changes to the user name and password. Follow these steps to make modifications to the microssvc user: <ul style="list-style-type: none"> <li>1. Go to <i>Start   Settings   Control Panel   Administrative Tools   Computer Management   Local Users and Groups   Select the Users folder.</i></li> </ul> </li> </ul>

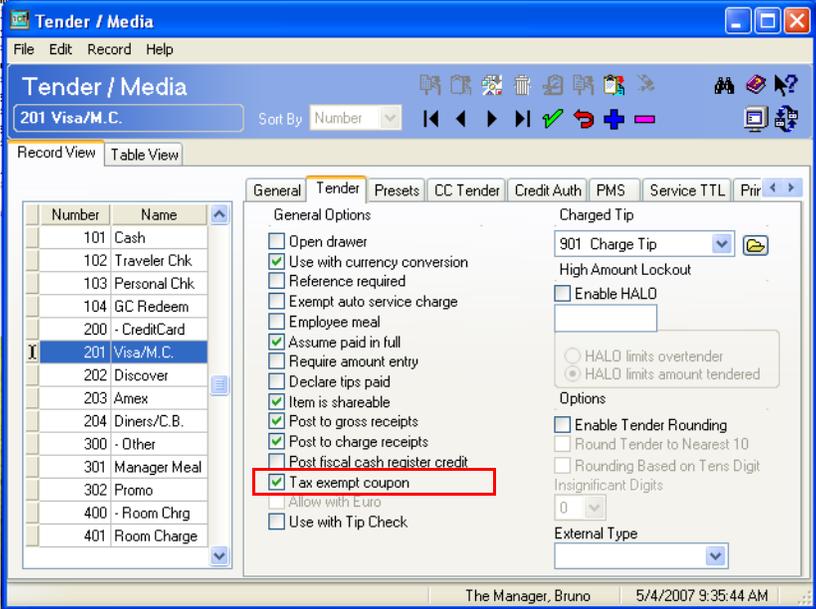
Module	Feature
<b>Platform Cont'd</b>	<p>2. From here the user can perform the following modifications:</p> <ul style="list-style-type: none"><li>• <b>Change Password.</b> Highlight the micros services user and then select <i>Action / Set Password</i>. When the prompt appears enter and confirm the new password and click [Ok].</li></ul>  <ul style="list-style-type: none"><li>♦ <b>Change other settings.</b> Double click on the micros services user and a window will appear with all of the settings for that user.</li></ul>  <p>Use this window to make the desired changes to the micros services user. The available functionality is the same as that of all other Windows users.</p> <p>Changes made through the Windows utility will not be automatically recorded in the Micros Services User Utility.</p>

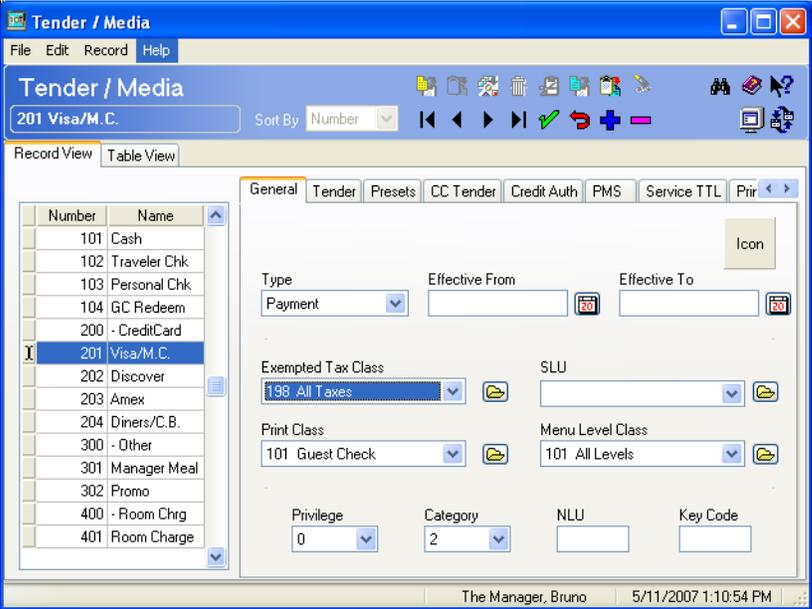
Module	Feature
Platform Cont'd	<p data-bbox="493 338 678 369"><a href="#">Delete a User</a></p> <p data-bbox="493 415 1419 485">Users should only be deleted from the Windows Computer Management Utility. Follow these steps to delete a user:</p> <ol data-bbox="553 527 1458 890" style="list-style-type: none"><li data-bbox="553 527 1458 632">1. Go to <i>Start   Settings   Control Panel   Administrative Tools   Computer Management   Local Users and Groups   Select the Users folder.</i></li><li data-bbox="553 674 1138 705">2. Right-click on the user that will be deleted.</li><li data-bbox="553 747 769 779">3. Select <b>Delete</b>.</li><li data-bbox="553 821 1409 890">4. You will be prompted to verify that you really want to delete the user. Select [<b>Yes</b>].</li></ol> 

Module	Feature
Platform Cont'd	<p data-bbox="444 338 922 373"><a href="#">Command Line User Configuration</a></p> <p data-bbox="444 415 1386 485">Additional user configuration can be performed from the Command Line. To open the command line select to <i>Start / Run</i> and type <b>cmd</b>.</p> <ul style="list-style-type: none"> <li data-bbox="444 527 1370 663">◆ Change the Microssvc User password. To do this enter the following syntax in the command line:  /CP:&lt;User&gt;:&lt;Old Password&gt;:&lt;New Password&gt;</li> <li data-bbox="444 705 1370 842">◆ Add a user to a Microsoft User Accounts Group. To do this enter the following syntax in the command line:  /AG:&lt;User&gt;:&lt;Group&gt;</li> <li data-bbox="444 884 1403 1020">◆ Change the Microssvc user name and password for the RES Server. To do this enter the following syntax in the command line:  /SM:&lt;Old User&gt;:&lt;Old Password&gt;:&lt;New User&gt;:&lt;New Password&gt;</li> <li data-bbox="444 1062 1354 1199">◆ Set the Logon User on a RES Client. To do this enter the following syntax in the command line:  /SLL&lt;User&gt;:&lt;Password&gt;</li> <li data-bbox="444 1241 1386 1377">◆ Create an optional log file for the Microssvc User. To do this enter the following syntax in the command line:  /LF:&lt;LogFilePath&gt;</li> </ul>

Module	Feature
<b>POS Configurator</b>	<p><b>Attempting to Change the Settlement Driver Associated With a Specific Tender/Media Will Prompt the User for Verification Before Making the Change</b></p> <p>Now when a user changes the credit card settlement driver associated with a specific Tender/Media (<i>POS Configurator / Sales / Tender/Media / Credit Auth / EDC Driver</i>) they will be prompted with the following message and asked to select <b>Ok</b> or <b>Cancel</b>:</p> <p>Make sure that you have batched all current transactions and understand the impact of making this change BEFORE proceeding.</p> <p>If the user selects <b>Ok</b> then the change is allowed. If the user selects <b>Cancel</b> then the settlement driver will not be changed.</p> <p><b>Credit Card Driver Authorization and Settlement Configuration Fields are Filtered to Prohibit Linking to an Incorrect Driver Type</b></p> <p>When the Authorization and Settlement Driver drop down boxes are selected (<i>POS Configurator / Sales / Tender/Media</i>), only the correct driver type will appear (e.g., the names of authorization drivers will appear in the <b>Ca Driver</b> drop-down, and the names of settlement drivers will appear in the <b>EDC Driver</b> drop-down). This prohibits the user from accidentally linking an authorization driver in the settlement field or vice-versa.</p>
<b>POS Operations</b>	<p><b>Allow Future Orders Anytime Before First Service Total</b></p> <p>The user now has the ability to declare a future, or a delayed order on a guest check prior to service totaling the order.</p> <p><b>Print the Payment Total Amount in Bold</b></p> <p>With this release, the payment total amount on the guest check can be configured to print in bold. To configure this option select the <b>Print Payments Double Wide</b> option on the <i>RVC / RVC / Print Design</i> form in POS Configurator.</p>

Module	Feature
<b>POS Operations Cont'd</b>	<p data-bbox="440 338 867 373"><b>Suppress Check ID Printing</b></p> <p data-bbox="440 401 1419 579">The Check ID feature allows the user to provide information about the guest in order to facilitate food and beverage delivery. By providing a description of the customer, the server or runner can easily locate the customer when needed. This feature is particularly useful in a situation when the customer is not seated at a table.</p> <p data-bbox="440 625 1419 768">Because the Check ID can include a physical description (e.g., guy in the red hat) that the customer is not aware of, the restaurant may want to suppress this identifier. For this reason, RES has added several option bits to allow the user to suppress Check ID printing to the following:</p> <ul data-bbox="440 810 769 1119" style="list-style-type: none"> <li>◆ Guest Checks</li> <li>◆ Customer Receipts</li> <li>◆ Credit Card Vouchers</li> <li>◆ Runner Chit</li> <li>◆ By Order Device</li> </ul> <p data-bbox="440 1157 1227 1188">Check ID printing cannot be suppressed on the KDS Display.</p> <p data-bbox="440 1245 760 1276"><b>Enabling the Feature</b></p> <p data-bbox="440 1293 1386 1360">To support this feature the following options bits have been added in POS Configurator:</p> <ul data-bbox="440 1402 1406 1581" style="list-style-type: none"> <li>◆ <b>Suppress guest check id</b> on the <i>Revenue Center / RVC Print Design / Guest Checks</i> tab. Enable this option for specific print designs.</li> <li>◆ <b>Suppress guest check id</b> on the <i>Devices / Order Devices / Sorting/ Formatting</i> tab. Enable this option for every applicable printing device.</li> </ul>

Module	Feature
<p><b>POS Operations Cont'd</b></p>	<p><b>Tax Exempt Payment Supported</b></p> <p>With this release, RES has added support for Tax Exempt Payments. This feature allows a site to forgive “add on” taxes (e.g., sales tax) applied to a guest check when a specific tender is used.</p> <p>The amount of tax forgiven is based on the amount of the check paid for using the exempt tender. For example, if half of the check is paid for using a tax exempt payment, then only half of the taxes will be forgiven.</p> <p>Tax exemption status can be applied to different add on taxes applied to a check. Note that this feature does not support the following taxation types:</p> <ul style="list-style-type: none"> <li>◆ Florida Surcharge</li> <li>◆ Canadian GST</li> </ul> <p>To enable this feature check the <b>Tax Exempt Coupon</b> option on the <i>POS Configurator / Sales / Tender/Media / Tender</i> tab. This option must be checked for every tender to which tax exempt status should be applied.</p>  <p>The screenshot shows the 'Tender / Media' configuration window. On the left, a list of tenders includes '201 Visa/M.C.'. The 'Tender' tab is selected, and the 'Tax exempt coupon' checkbox is checked and highlighted with a red box. Other options like 'Open drawer', 'Use with currency conversion', and 'Assume paid in full' are also visible.</p>

Module	Feature
<p><b>POS Operations Cont'd</b></p>	<p>Additionally, the <b>Exempted Tax Class</b> (<i>POS Configurator / Sales / Tender/Media / General</i>) option must also be configured for each applicable tender.</p>  <p>The screenshot shows the 'Tender / Media' configuration window for '201 Visa/M.C.'. The 'Exempted Tax Class' dropdown is set to '198 All Taxes'. Other fields include 'Type' (Payment), 'Effective From', 'Effective To', 'Print Class' (101 Guest Check), 'Menu Level Class' (101 All Levels), 'Privilege' (0), and 'Category' (2).</p> <p>When enabled for a tender, all transactions rung with that tender will be exempt from tax.</p> <p>After the Tax Exempt Coupon is applied to a guest check, the following operations are restricted:</p> <ul style="list-style-type: none"> <li>◆ No new menu items</li> <li>◆ No new discounts</li> <li>◆ No new seat service charges</li> <li>◆ No seat filtering</li> </ul>

Module	Feature
<b>POS Operations Cont'd</b>	<ul style="list-style-type: none"><li>◆ Cannot edit the check</li><li>◆ Cannot split the check</li><li>◆ Cannot add a check</li><li>◆ Cannot void menu items, discounts, or service charges</li><li>◆ No repeat rounds</li><li>◆ Cannot change the order type</li></ul>

Module	Feature									
RES Products	<b>Functionality Supported by Clients</b>									
	The following tables list the RES features and functions that are supported by each client platform. An <b>X</b> indicates that the functionality is supported on the hardware platform. If no <b>X</b> appears, then it is not supported on the client platform in RES Version 32 SP7 HF6.									
Functionality	RES Server	Win 95/ 98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
MICROS Documentation	X	X	X	X	X	X				
Export Utility	X			X	X	X				
MICROS Desktop	X	X	X	X	X	X				
Version Info	X			X	X	X				
OPS/GSS Text Translator	X			X	X	X				
Language Administrator	X			X	X	X				
Rotatelog.exe	X	X	X	X	X	X				
Log Viewer.exe	X			X	X	X				
LogMan.exe	X			X	X	X				
Control Panel	X	X	X	X	X	X				
Local Control Panel	X	X	X	X	X	X				
Command Line Control Panel	X	X	X	X	X	X				
Database Validation Utility	X									
Database Update Utility	X									
Database Backup Utility	X									
Database Rebuild Utility	X									

Module		Feature								
<b>RES Products Cont'd</b>										
Functionality	RES Server	Win 95/ 98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Remote Reboot Utility	X	X	X	X	X	X				
Peripherals Confidence Test	X	X	X	X	X	X	X	X		
License Manager	X			X	X	X				
OCB/SIM Interface	X	X	X	X	X	X	X	X	X	
DBMS Console	X			X	X	X				
Right to Left Character Sets (Hebrew)	X	X	X	X	X	X				CE.NET does not support right to left characters
Fiscal Cash Register Support	X	X	X	X	X	X	X	X	X	The POS FCS interface works on all client platforms. Country- specific customizations will need to be tested and possibly changed to support the WS4, WS4 LX, and

Module		Feature								
<b>RES Products Cont'd</b>		<b>BackOffice Applications</b>								
Functionality	RES Server	Win 95/ 98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Financial Management	X			X	X	X				
Labor Management • Human Resources • Forecasting • Scheduling • Payroll Processing	X			X	X	X				
Cash Management BackOffice	X			X	X	X				
Cash Management - POS Client Cashiering	X	X	X	X	X	X	X	X		
Cash Management – POS Client Server Banking	X	X	X	X	X	X	X	X	X	
Time Off Request Wizards	X	X	X	X	X	X				

Module	Feature									
<b>RES Products Cont'd</b>	<b>Front of House Applications</b>									
Functionality	RES Server	Win 95/98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Transaction analyzer - Direct App Access	X	X	X	X	X	X				
Transaction Analyzer Via Autosequences Step	X	X	X	X	X	X	X	X	X	
Autosequences & Reports	X	X	X	X	X	X				
Autosequences Scheduler Status	X			X	X	X				
POS Configurator	X	X	X	X	X	X				
Credit Card Batch Settlement	X									
Manager Procedures	X	X	X	X	X	X	X	X	X	
EJ Print	X	X	X	X	X	X				
Delivery Dispatch POS Operations	X	X	X	X	X	X	X	X		
Delivery Dispatch Configurator	X	X	X	X	X	X	X	X		
GSS - POS Support	X	X	X	X	X	X	X	X		
GSS - BackOffice Support	X			X	X	X				
KDS - KDS Client Support	X	X	X	X	X	X	X	X		KDS Client Support for SEI OASys Client is also supported
KDS - KDS Controller Support	X			X	X	X				
KDS - OPS Client Support	X	X	X	X	X	X	X	X	X	
KDS Runner Chit Printing	X	X	X	X	X	X	X	X		Runner's chit printer can be attached to any supported client
Backup Server Mode – Server Mode					X	X				
Backup Server Mode – POS Client Support		X	X	X	X	X	X	X	X	
Stand-Alone Resiliency – POS client Support		X	X	X	X	X	X	X	X	
Interface Server Support	X	X	X	X	X	X	X	X	X	
SIM	X	X	X	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms
International Liquor	X	X	X	X	X	X				

Module		Feature								
<b>RES Products Cont'd</b>										
Functionality	RES Server	Win 95/ 98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	
NA Liquor Dispensing Interface	X	X	X	X	X	X				
Menu Item Information	X	X	X	X	X	X				
Pin Pad Support for Debit Cards	X	X	X	X	X	X	X	X		
UWS/40-Col Reports via Reports Module	X	X	X	X	X	X				
UWS/40-Col Reports via POS Autosequence	X	X	X	X	X	X	X	X	X	
SAR Dialogs		X	X	X	X	X	X	X	X	
SAR Reports		X	X	X	X	X	X	X	X	
Translate Print DLL	X	X	X	X	X	X				Needs to be updated for CE platform
OPSDisplayUserCfg	X	X	X	X	X	X	X	X	X	Current V3.1 files may need to be edited for upgrade
Bitmaps	X	X	X	X	X	X	X	X	X	
Icons – MICROSIcons.DLL	X	X	X	X	X	X	X	X	X	
Icons – CustomIcons.DLL	X	X	X	X	X	X	X	X	X	Three separate customicon.dll's available for each of the 3 client platforms. Users will need to edit all 3 if they wish to use custom icons on all platforms.

Module	Feature									
<b>RES Products Cont'd</b>	<p>SIM support will be available on all three client platforms. With the following exceptions:</p> <ul style="list-style-type: none"> <li>◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files.</li> <li>◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, or Mobile MICROS and will require development work in order to be compatible.</li> <li>◆ Existing SIM scripts should be tested on WS4, WS4 LX, and Mobile MICROS platforms prior to being deployed to a customer site.</li> </ul> <p><b>Front of House Features</b></p>									
Functionality	RES Server	Win 95/ 98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Line-by-Line Check/Receipt Printing	X	X	X	X	X	X	X	X		
Slip Printing	X	X	X	X	X	X	X	X		Automatic backup printing is supported on all clients
Backup Printing and Prompting (Supervised)	X	X	X	X	X	X	X	X	X	
Quick Counts	X									This is a part of manager procedures
QuickBooks Interface	X	X	X	X	X	X	X	X	X	
Autosequences – Support via POS	X	X	X	X	X	X	X	X	X	

Module		Feature								
<b>RES Products Cont'd</b>										
Functionality	RES Server	Win 95/98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Credit Card Authorization	X	X	X	X	X	X	X	X	X	
Standard PMS Interface	X	X	X	X	X	X	X	X	X	
SIM PMS Interface	X	X	X	X	X	X	X	X	X	SIM scripts may need to be edited for use on CE platforms.
Language Translation for POS	X	X	X	X	X	X	X	X	X	Each client platform has its own set of text files that will need to be translated
Right to Left Characters Sets (Hebrew)	X	X	X	X	X	X				CE.NET does not support right to left cahracaters
Local Journal Printing	X	X	X	X	X	X	X	X	X	Not recommended on Mobile MICROS and Ws4 due to client's limited storage
Suspend CC Auth Status Activity Window	X	X	X	X	X	X	X	X		
Review Order	X	X	X	X	X	X	X	X		
Restaurant View	X	X	X	X	X	X	X	X	X	
Clock In and Out	X	X	X	X	X	X	X	X	X	
External programs	X	X	X	X	X	X	X	X	X	External Programs need to support a specific client platform
Logo Printing IDN Printers	X	X	X	X	X	X	X	X	X	

Module	Feature									
<b>RES Products Cont'd</b>										
Functionality	RES Server	Win 95/98 UWS	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	Mobile MICROS UWS	Notes
Logo Printing Serial Printers	X	X	X	X	X	X	X	X	X	
Logo Printing IrDA Printers										Extech 3500 ford not support logo printing
OPOS Support	X	X	X	X	X	X				CE does not support the OPOS standard
Native Peripheral Hardware Support (without OPOS) <ul style="list-style-type: none"> <li>• MICROS Cash Drawer</li> <li>• Scanner</li> <li>• Scale</li> <li>• Magnetic Card Reader</li> <li>• Pole Display</li> <li>• Rear Display</li> <li>• Coin Dispenser</li> </ul>	X	X	X	X	X	X	X	X		
Native Roll Printing Support (IDN/Serial) <ul style="list-style-type: none"> <li>• TMT-88</li> <li>• TM-200B</li> <li>• TM-200D</li> <li>• TM-300</li> <li>• TM-230</li> </ul>	X	X	X	X	X	X	X	X		All printers listed can be used as order devices accessible by all client platforms
Slip Printing Support TM-295 (serial Only)	X	X	X	X	X	X	X	X		
Extech T3500									X	

Module	Feature
<b>RES Products Cont'd</b>	<p>SIM support will be available on all three client platforms. With the following exceptions:</p> <ul style="list-style-type: none"> <li>◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files.</li> <li>◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, or Mobile MICROS and will require development work in order to be compatible. (This includes SIM ODBC.dll).</li> <li>◆ Existing SIM scripts should be tested on WS4, WS4 LX, and Mobile MICROS platforms prior to being deployed to a customer site.</li> </ul>
<b>SIM</b>	<p><b>SIM Script Detail Variables Added for Discounts</b></p> <p>Two new SIM Variables have been added to provide the user with additional information regarding discounts. Previously, the Touch Item Discount and the Subtotal Discount were represented internally in the exact same manner. Therefore, the SIM developer could not differentiate between the two.</p> <p>In order to allow the developer to determine which one is being applied the following detail variables have been added:</p> <ul style="list-style-type: none"> <li>◆ <b>@DTL_DSC_ITTL [index]</b> — Determines which discounts are associated with the item discounts (e.g., Last Item Discount, Touch Item Discount).</li> <li>◆ <b>@DTL_DSC_STTL [index]</b> — The second variable identifies the Subtotal discounts and their associated totals. If more than one discount is being applied, only the first of these discounts will appear in the detail with the total discounted amount. The remaining discounts will report as zero amounts.</li> </ul>

## 3700 POS Revisions

Module	Feature	CR ID
CA/EDC	<p><b>Attempting to Reopen and Edit a Closed Check with a Settled Credit Card Number Will Display an Error</b></p> <p>If the user attempts to reopen a closed check tendered with a credit card that has since been settled, the user will receive the following error message:</p> <p>Not Allowed During Edit of Batched Check</p> <p>The user will be forced to select Cancel and the check will be closed.</p>	N/A
	<p><b>Cash Back Feature for Debit Will Not Work Properly Unless the Prompt for Cashback Option is Enabled</b></p> <p>In order to use the cash back feature for a Debit transaction, the user must enable the <b>Prompt for cashback amount</b> option on the <i>POS Configurator / Sales / Tender/Media / CC Tender</i> tab. If this option is not enabled then the requested cash back amount will not be transmitted.</p>	N/A
	<p><b>If the First Settlement Attempt Fails After the TransactionVault Key is Assigned, Subsequent Attempts May Also Fail</b></p> <p>When using Transaction Vault Credit and an offline transaction is sent, the TransactionVault key was not required until settlement. If the first settlement attempt failed after the TransactionVault key was acquired, then subsequent settlement attempts could fail. This has been corrected.</p>	N/A

Module	Feature	CR ID
<p><b>CA/EDC</b></p>	<p><b>Performing a Final Authorization for a Transaction for Which a Corrective Authorization Occurred Will Incorrectly Register it as a Second Authorization</b></p> <p>When a corrective authorization was performed for a transaction using the Transaction Vault driver, and the user performed a final authorization for the same amount as the check, the system would go online and request a secondary authorization from the Host Processor. This has been corrected.</p>	<p><b>N/A</b></p>
	<p><b>Purge Credit Card Batch History Will Also Purge Un-settled Credit Card Batches</b></p> <p>Previously, running the stored procedure 101 Purge Historical Totals would also purge un-settled batches. Now, un-settled batches will no longer be purged.</p>	<p><b>24046</b></p>
	<p><b>Transferring a Batch to a Different User and Then Attempting to Settle the Batch Would Cause an Error Condition</b></p> <p>If a user created and then transferred a credit card batch to another user, then that user attempted to settle the batch, the batch would fail and the user would receive an error message. This has been corrected.</p>	<p><b>N/A</b></p>
<p><b>Database</b></p>	<p><b>Clearing Labor Totals Will Not Clear Weighted Average Overtime Totals</b></p> <p>When clearing Labor Totals, the Weighted Average Overtime totals would not be cleared. This has been corrected.</p>	<p><b>N/A</b></p>

Module	Feature	CR ID
Database Cont'd	<p><b>SEQ_NUM_EX Data Type Added to Extend the Maximum Values of Auto-Incrementing Columns</b></p> <p>The <b>SEQ_NUM_EX</b> data type has been added to auto-incrementing columns to keep transaction tables from reaching their maximum value (e.g., 9,999,999).</p> <p>The <b>SEQ_NUM_EX</b> is an integer that is less than the maximum signed integer (e.g., 2,147,483,647).</p> <p>To support this new data type, the <b>trans_seq</b>, <b>invent_trans_seq</b>, and the <b>chk_seq</b> columns have been changed in the following tables:</p> <ul style="list-style-type: none"> <li>◆ allowance_trans_dtl.closed_prd_trans_seq</li> <li>◆ allowance_trans_dtl.inven_trans_seq</li> <li>◆ cancel_dtl.trans_seq</li> <li>◆ cc_auth_dtl.trans_seq</li> <li>◆ cc_index_dtl.chk_seq</li> <li>◆ cc_index_dtl.trans_seq</li> <li>◆ cc_vchr_dtl.trans_seq</li> <li>◆ chk_dtl.chk_seq</li> <li>◆ chk_dtl.standalone_chk_seq</li> <li>◆ chk_dtl.void_chk_seq</li> <li>◆ chk_event_dtl.chk_seq</li> <li>◆ chk_info_dtl.chk_seq</li> <li>◆ 'chk_xfer_dtl.chk_seq</li> </ul>	17043

Module	Feature	CR ID
<p><b>Database Cont'd</b></p>	<ul style="list-style-type: none"> <li>◆ chk_xfer_dtl.trans_seq</li> <li>◆ dirty_inven_trans_dtl.inven_trans_seq</li> <li>◆ dsvc_dtl.parent_trans_seq</li> <li>◆ dsvc_dtl.sttl_parent_trans_seq</li> <li>◆ dsvc_dtl.trans_seq</li> <li>◆ dtl.trans_seq</li> <li>◆ gst_info_dtl.chk_seq</li> <li>◆ hist_ttl_def.last_trans_seq</li> <li>◆ if_pos_sls_ttl.pos_trans_seq</li> <li>◆ ilcg_itm_day_stk_closed_dtl.in_trans_seq</li> <li>◆ ilcg_itm_day_stk_dtl.in_trans_seq</li> <li>◆ inven_itm_trans_closed_dtl.inven_trans_seq</li> <li>◆ inven_itm_trans_dtl.inven_trans_seq</li> <li>◆ inven_trans_closed_dtl.inven_trans_batch_seq</li> <li>◆ inven_trans_closed_dtl.inven_trans_seq</li> <li>◆ inven_trans_dtl.inven_trans_batch_seq</li> <li>◆ inven_trans_dtl.inven_trans_seq</li> <li>◆ lm_pos_trans_status.last_trans_seq</li> <li>◆ lm_pos_trans_status.pos_trans_seq</li> <li>◆ mi_dtl.trans_seq</li> <li>◆ no_sale_dtl.trans_seq</li> <li>◆ pos_itm_trans_product_dtl.pos_trans_seq</li> </ul>	<p><b>17043</b></p>

Module	Feature	CR ID
<b>Database Cont'd</b>	<ul style="list-style-type: none"> <li>◆ rcv_itm_dtl.closed_prd_trans_seq</li> <li>◆ rcv_itm_dtl.inven_trans_seq</li> <li>◆ recipe_trans_dtl.closed_prd_trans_seq</li> <li>◆ recipe_trans_dtl.inven_trans_seq</li> <li>◆ ref_dtl.parent_trans_seq</li> <li>◆ ref_dtl.trans_seq</li> <li>◆ sale_dtl.trans_seq</li> <li>◆ sp_stat.last_seq</li> <li>◆ tip_declared_dtl.trans_seq</li> <li>◆ tmed_dtl.trans_seq</li> <li>◆ tmp_inven_itm_trans_dtl.inven_trans_seq</li> <li>◆ tmp_inven_trans_dtl.inven_trans_batch_seq</li> <li>◆ tmp_inven_trans_dtl.inven_trans_seq</li> <li>◆ tms_status.trans_seq</li> <li>◆ tms_tbl_request_dtl.chk_seq</li> <li>◆ trans_dtl.chk_seq</li> <li>◆ trans_dtl.standalone_trans_seq</li> <li>◆ trans_dtl.trans_seq</li> <li>◆ xfer_itm_dtl.closed_prd_trans_seq</li> <li>◆ xfer_itm_dtl.inven_trans_seq</li> <li>◆ allowance_trans_dtl_temp.inven_trans_seq</li> </ul>	<b>17043</b>

Module	Feature	CR ID
<b>Database Cont'd</b>	<b>Setting MICROS Secure Desktop to Automatic with a Database Autostart Level of 1 or Higher and Starting the Database Could Generate an Error</b>  When the MICROS Secure Desktop was set to automatic and the Database Autostart Level was set to 1 or higher, the user could encounter a Sybase error when starting their desktop and would not be able to log in. This problem has been corrected.	<b>23545</b>
<b>Hand Held Terminal</b>	<b>The Symbol 2800 Device Will Not Function Correctly with RES Version 3.2 SP7 HF5</b>  The Symbol 2800 device would not function correctly when RES Version 3.2 SP7 HF5 was installed on the RES Server. To correct this issue, the Symbol 2800 device must be upgraded to the PC2003 Operating System.	<b>23725</b>

Module	Feature	CR ID
POS Configurator	<p><b>After Deleting the Default Job Section at EM Corporate, the Job Would Still Appear for Employees Subscribed to that Job but the Name and Default Payrate Would be Blank</b></p> <p>After deleting the default job section on the Employees   Jobs form at EM Corporate, the job would still appear for employees subscribed to that job, however, the job's name and default payrate would be blank. Now, the user can no longer delete the default job section from a job.</p>	N/A
	<p><b>Deleting a Touchscreen Version Will Delete the Touchscreen but not its Associated Touchscreen Keys</b></p> <p>Previously, when deleting a version of a touchscreen, POS Configurator would effectively delete the touchscreen, however, it would fail to delete the touchscreen keys associated with that screen. This has been corrected.</p>	22881
	<p><b>Drilling Down on a Form to the Menu Item Form Will Highlight the First Menu Item Record, Not the Record Selected on the Original Form</b></p> <p>When drilling down from a different form to the <i>Menu Item</i> form, the record selected on the <i>Menu Item</i> form would be the first record in the list, not the menu item record selected on the original form.</p> <p>For example, if you are configuring the <i>Combo Meals</i> form and you click on the Folder Icon next to <b>Combo Meal Menu Item</b> drop down box, the <i>Menu Item</i> form would launch with the first menu item record selected, instead of the menu item record selected on the <i>Combo Meals</i> form.</p> <p>This issue has been corrected.</p>	N/A

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Module	Feature	CR ID
POS Operations	<b>Applying a Discount to a Large Check May Take a Long Time on a WS4 or a Win32 Client</b>  When applying a discount to a large check on a WS4 or a Win32 Client, it could take a long time to calculate the discount for each eligible menu item. This has been corrected.	23557
	<b>Cancelling an Order with Current Round Items After Voiding a Previous Round Will Leave the Total for the Current Round Items Outstanding on Check</b>  Previously, ringing multiple service rounds, cancelling an earlier round and then voiding the entire check would cause the price of the current round menu items to register as sales. The sales would register as an outstanding total, however, the check would be closed on the system. This has been corrected.	23428
	<b>Closing a Guest Check as a Personal Check, Reopening it and Closing it Again to Cash Will Display an Error Message</b>  When a guest check was tendered as a personal check, then reopened and tendered as cash the system would display the following error message: Credit Card already tendered. This has been corrected.	N/A

Module	Feature	CR ID
POS Operations Cont'd	<p><b>Discount Over Threshold Does Not Function Correctly</b></p> <p>When the <b>Discount Over Threshold</b> option is enabled (<i>POS Configurator / Sales / Discount/Service / Options</i>), and a discount is rung, the indicated amount will be removed from the check. This issue has been corrected and the discount now removes everything from the guest check except for the indicated amount.</p>	23434
	<p><b>Error Occurs When Attempting to Finalize Multiple Credit Card Payments on a Split Check With WS4 Running WinCE Versions Lower than 4.20</b></p> <p>Attempting to finalize multiple credit card payments for a split check with a WS4 running a WinCE version lower than 4.20 may cause an error message to appear. This has been corrected.</p>	23550
	<p><b>POS Operations May Stop Prompting the User for Discount Information When It is Required</b></p> <p>When entering two or more discounts on a check, the user would be prompted to enter reference information regarding the first discount but not for subsequent discounts. The system would pull reference information entered for the first discount and apply it to subsequent discounts. This has been corrected.</p>	N/A
	<p><b>Prompt for BSM May Appear Behind POS Operations Main Window</b></p> <p>Previously, the prompt to enter into Backup Server Mode (BSM) could appear behind the main window for POS Operations. As a result this prompt may go unnoticed or if no keyboard is attached, the user will have to reboot the system. The prompt will now appear on top of the POS Operations main window.</p>	N/A

Module	Feature	CR ID
POS Operations	<p><b>Using Menu Item Consolidation With the Print Seat Numbers and the Print Seat # on Menu Item Options Enabled Will Not Reliably Print Seat Number for Menu Items</b></p> <p>When using menu item consolidation with the <b>Print Seat Number</b> and the <b>Print seat # on menu item</b> options enabled, not all menu items would show the seat number when printed on the order chit. This has been corrected.</p>	21683
	<p><b>When No Value is Entered in the Daily Hours Before Overtime Field, and Weighted Average Overtime is then Calculated for the Day, the Calculation Will Yield 0</b></p> <p>Calculating the daily Weighted Average Overtime (WAO) total when no value is entered in the Daily hours before overtime field, will cause WAO to calculate overtime for the entire time card punch as 0. This has been corrected.</p>	N/A
Reports	<p><b>Batch Detail Report Cuts Off the Last Digit of a Masked Account Number</b></p> <p>Previously, the Batch Detail Report would cut off the last digit of a masked account number. To resolve this issue the account number field was widened and right-justified.</p>	N/A
Setup	<p><b>After Completing Installation the System Would Not Shut Down the Database Before Rebooting</b></p> <p>After completing an installation and the database upgrade, the system would not stop the database before rebooting. This has been corrected.</p>	N/A
Transaction Analyzer	<p><b>Referenced Detail Entries Are Not Included on Transaction Analyzer Reports for Pickups and Loans</b></p> <p>Previously, referenced detail entries were not being included in reports generated by Transaction Analyzer regarding check pickups and loans. This issue has been corrected.</p>	22612

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Module	Feature	CR ID
<b>Transaction Services</b>	<b>POS Transaction Service Not Printing Menu Item Name 1 and 2 to a Remote Printer</b>  The POS Transaction Service would not print correctly when Name 1 and Name 2 were configured output to a remote device. This has been corrected.	<b>N/A</b>

## Kitchen Display System (KDS) Revisions

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

<b>KDS Controller</b>	<b>KDSController Fault Occurring After the Execkdscmd -A Autosequence is Called</b>  After the <b>execkdscmd -A</b> autosequence was called, and before any orders had been wrung in the system, the KDSController would fault. This has been corrected.	<b>N/A</b>
<b>Operations</b>	<b>Disrupted Network Communications May Result in Lost Orders</b>  When there was a network disruption while an order was being sent to a KDS device, a communication error would occur, and the sent order could be lost. This has been corrected.	<b>N/A</b>

## Product Management (PM) New Features/ Enhancements

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Module	Feature
<b>Receiving</b>	<p><b>Autoprinting of Receipt/Return Journal Report</b></p> <p>An option was added that allows PM to automatically print the <i>Receipts/Return Journal Report</i> whenever a delivery is received. The report is triggered whenever a receipt is saved (with or without purchase order) and includes all items delivered by the given vendor for the current day — not just the current receipt.</p> <p>The report is also triggered when returning items or completing suspended receipts. It does not run when receipts are modified or suspended.</p> <p><b>New Option</b></p> <p>To support this function, the option <b>Print receipt/return upon saving</b> (<i>PM / Setup / PM Parameters / Receiving</i>) was added. Check this box to enable the feature.</p>

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## Product Management (PM) Revisions

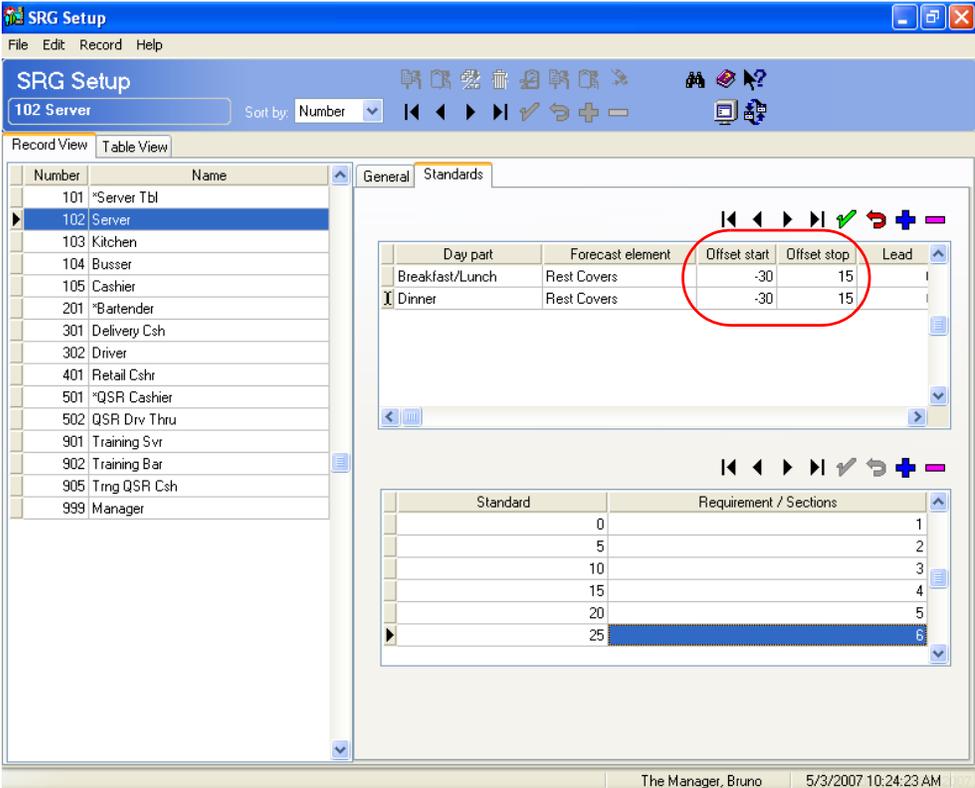
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Module	Feature	CR ID
<b>Inventory</b>	<b>Future Orders Will Deplete From the Inventory Twice</b>  When a future order was entered in POS Operations, it would deplete from the PM inventory. Then it would deplete a second time when the order was actually fired. This has been corrected.	<b>23034</b>
<b>Operations</b>	<b>PM Will Freeze When Accessed Via a Remote Desktop Window and the Window is then Minimized</b>  When PM was accessed via a Remote Desktop Window, and the window was minimized, PM would freeze and would have to be closed. This has been corrected.	<b>N/A</b>
<b>Reports</b>	<b>Transfer Detail Report Incorrectly Prompted for Date Range</b>  When running the Transfer Detail report in Report Explorer, the system would mistakenly prompt for a date range. This has been corrected.	<b>22174</b>

## Labor Management (LM) New Features and Enhancements

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Module	Feature
Forecasting	<p data-bbox="418 447 1377 516"><b>Added Options to Offset the Start and Stop Times Used for Day Part Forecasting on the SRG Setup Form</b></p> <p data-bbox="418 543 1409 762">In the past, the <i>SRG Setup</i> form (<i>LM / Staff Requirements</i>) would permit the user to configure labor scheduling based on day parts. A Day Part could be configured as a minimum of a 15-minute increment or a maximum of the entire business day. LM will create a labor schedule for a Day Part based on the selected <b>Forecast Element</b>, such as the store's net sales, or the number of table tops.</p> <p data-bbox="418 800 1409 1018">With this system, LM could predict the amount of labor required for each Day Part. Customers, however, could remain in the restaurant for a period of time longer than the Day Part when they arrived (e.g., a customer arrives during the lunch Day Part but remains in the restaurant until the Dinner Day Part). As a result, lingering customers would spill over into a new Day Part, and would not be accounted for in labor schedule for that Day Part.</p>

Module	Feature																													
<p><b>Forecasting Cont'd</b></p>	<p>To resolve this issue, LM has added the <b>Offset Start</b> and the <b>Offset Stop</b> columns to the <i>LM / Requirements / SRG Setup / Standards</i> tab.</p>  <p>The screenshot shows the SRG Setup application window. On the left is a list of server types with '102 Server' selected. The main area is the 'Standards' tab, which contains a table with columns: Day part, Forecast element, Offset start, Offset stop, and Lead. The 'Offset start' and 'Offset stop' columns are circled in red. Below this table is another table with columns: Standard and Requirement / Sections.</p> <table border="1" data-bbox="836 661 1412 1102"> <thead> <tr> <th>Day part</th> <th>Forecast element</th> <th>Offset start</th> <th>Offset stop</th> <th>Lead</th> </tr> </thead> <tbody> <tr> <td>Breakfast/Lunch</td> <td>Rest Covers</td> <td>-30</td> <td>15</td> <td></td> </tr> <tr> <td>Dinner</td> <td>Rest Covers</td> <td>-30</td> <td>15</td> <td></td> </tr> </tbody> </table> <table border="1" data-bbox="836 913 1412 1102"> <thead> <tr> <th>Standard</th> <th>Requirement / Sections</th> </tr> </thead> <tbody> <tr><td>0</td><td>1</td></tr> <tr><td>5</td><td>2</td></tr> <tr><td>10</td><td>3</td></tr> <tr><td>15</td><td>4</td></tr> <tr><td>20</td><td>5</td></tr> <tr><td>25</td><td>6</td></tr> </tbody> </table> <p>These new columns allow the user to expand or contract the duration of the Day Part to include the appropriate amount of time before and after it begins and/or ends. When labor is scheduled based on a Forecast Element, the Forecast Element total is calculated based on the adjusted Day Part, which is then used to generate the labor requirement for that Day Part.</p> <p>Enter a value in the <b>Offset Start</b> column to indicate how many minutes before or after the start of the selected Day Part should be included when generating the labor schedule. Enter a value in the <b>Offset Stop</b> column to indicate how many minutes before or after the end of the selected Day Part should be included when generating the labor schedule.</p>	Day part	Forecast element	Offset start	Offset stop	Lead	Breakfast/Lunch	Rest Covers	-30	15		Dinner	Rest Covers	-30	15		Standard	Requirement / Sections	0	1	5	2	10	3	15	4	20	5	25	6
Day part	Forecast element	Offset start	Offset stop	Lead																										
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5	2																													
10	3																													
15	4																													
20	5																													
25	6																													

Module	Feature
<p><b>Forecasting Cont'd</b></p>	<p>All values must be entered in 15-minute increments. Entering a negative value in the Offset column indicates that the labor schedule should take into account that amount of time before the start of the selected Day Part (e.g., -30 = 30 minutes before the start of the selected Day Part). Entering a positive value indicates that the labor schedule should take into account that amount of time after the end of the selected Day Part (e.g., 30 = 30 minutes after the end of the selected Day Part).</p>
<p><b>Operations</b></p>	<p><b>Weighted Average Overtime Stored Procedures Added</b></p> <p>With this release, LM introduces three new stored procedures that performs Weighted Average Overtime calculations as part of the End of Night Autosequence. When run, these procedures will calculate all of the Weighted Average Overtime data for the entire week up to that point.</p> <p>Previously, the Weighted Average Overtime would be automatically calculated once the <b>Weighted average overtime</b> option was enabled (<i>Employees / Time and Attendance / General</i>). Because the Weighted Average Overtime calculation consumes a significant amount of processing power, the system could become slow.</p>

Module	Feature
<p><b>Operations Cont'd</b></p>	<p>Now, in order to post labor information relating to Weighted Average Overtime, the user must add the following Stored Procedures to their End of Night Autosequence.</p> <ul style="list-style-type: none"> <li>◆ 160 – Post Job Code Totals w/WAO</li> <li>◆ 161 – Post Time Card Totals w/WAO</li> <li>◆ 162 – Post Time Period Labor Totals w/WAO</li> </ul> <div data-bbox="500 709 1317 1318" data-label="Image"> </div> <p>MICROS recommends that Weighted Average Overtime not be calculated during business hours.</p>

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## Labor Management (LM) Revisions

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Module	Feature	CR ID
<b>Auto Scheduling</b>	<b>Autoscheduling Jobs in 15 minute Increments for a Week Would Take too Long to Complete</b>  Previously, when attempting to auto schedule jobs in 15 minute day parts for an entire week, the task would take a long time to complete. This has been corrected.	<b>N/A</b>
<b>Configuration</b>	<b>Configuring Two Different Records With the Same Table Name and Column Name Then Attempting to Change the Default Regular Rate Will Create an Error Condition</b>  When two different records on the <i>LM / General / Employee Change Tracking</i> form have <i>Jobs</i> selected as the <b>Table name</b> and <i>Regular rate for job</i> selected as the <b>Column name</b> , and the user attempts to change the <b>Default Regular Rate</b> , then an error condition would occur.  Now, two different records cannot be configured to have the same <b>Column name</b> .	<b>23832</b>

Module	Feature	CR ID
<p><b>Configuration Cont'd</b></p>	<p><b>Payroll Export Detail Not Purged from Database</b></p> <p>After exporting payroll data to a file, the system had no mechanism for purging the information from the <i>payroll_export_dtl</i> table. To correct this problem, the option <b>Days to keep export detail</b> (<i>LM Setup / Time and Attendance / Time and Attendance / Payroll</i>) was added. The option allows users to specify how long the records should be kept before being deleted from the database.</p> <p><b>Note:</b> Payroll export records include links to employee files via the Employee Sequence. In the past, the export would prevent terminated employees from being removed from the system. Please be advised that, unless terminated employees are referenced elsewhere in the system, purging the payroll export detail during the end of night process will also purge the terminated employee records.</p>	<p><b>18813</b></p>
<p><b>Operations</b></p>	<p><b>Reposting Labor for the Labor Week When Weighted Average Overtime is Enabled Will Exclude WAO Totals from Reports</b></p> <p>Reposting all labor for the labor week with Weighted Average Overtime (WAO) enabled, would omit WAO totals from the reports. This has been corrected.</p>	<p><b>N/A</b></p>
	<p><b>Time Card Posting With Weighted Average Overtime Enabled Could Generate the Wrong Time Card Total and Time Period Total</b></p> <p>Previously, a time card posting with Weighted Average Overtime enabled could generate incorrect data for the time card total and the time period total. This has been corrected.</p>	<p><b>N/A</b></p>