

MICROS e7

Version 2.1 – Patch 4

ReadMe First

About This Document

ReadMe First is a comprehensive guide to the revisions added since the Version 2.1 release of MICROS e7. The Patch 4 RMF includes all additions, enhancements and revisions from the Patch 1, Patch 2, and Patch 3 releases.

Text is organized into the following sections:

- ◆ Patch Installation Instructions
- ◆ Patch 4
- ◆ Patch 3
- ◆ Patch 2
- ◆ Patch 1

Declarations

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Patch Installation Instructions

Introduction

The MICROS e7 V2.1 Patch 4 is available for download from the *Member Services / Product Support / MICROS Products* area on the MICROS Web Site.

The patch installation instructions are divided into the following sections:

- ◆ **Workstation 4 Platform Image** - use if you are installing the Platform Image on a Workstation 4.
- ◆ **Workstation Installation** - use if you are installing only to workstations.
- ◆ **PC Installation** - use if you are installing to a PC.

Note



To determine if a patch has been applied, launch the About box from the MICROS e7 application. The “Patch” text will appear after the version string for patched components.

Workstation 4 Platform Image

Use these instructions to install the Platform Image on a Workstation 4. These steps may also be used to install another CE language platform, such as Chinese, Japanese, or Korean.

The MICROS e7 software will not be installed as part of these instructions. A PC or laptop is required to extract the zip (.exe) file and copy the extracted files to the appropriate transfer media, such as a USB thumb drive.

1. Copy the **ws4_platform_[Release Version].exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **ws4_platform_[Release Version].exe** to extract the MICROS e7 files.
3. Enter a directory location where the MICROS e7 files will be extracted (i.e. c:\wsImage).
4. Click on Unzip.
5. Click on Close.
6. Copy the directory from Step 3 (i.e. c:\wsImage) to a USB thumb drive.
7. Attach the USB thumb drive to the USB slot on the back of the workstation 4.
8. Open Windows Explorer on the workstation 4.
9. Locate the MICROS e7 software directory (i.e. c:\wsImage) on the USB thumb drive. The USB thumb drive should appear in Explorer as *Hard Disk*. The following two sub-directories should be available:
 - ◆ ..\Standalone CAL Upgrade to 1.1.3.54
 - ◆ ..\Standalone Eng Platform 15.1

10. From the ..\Standalone CAL Upgrade 1.1.3.54 directory, run **Setup.exe** to upgrade the CAL client software on the workstation.

Note



Make sure that each workstation has at least 25 MB of free compact flash space before installing the platform upgrade on the Workstation.

11. From the ..\Standalone Eng Platform 15.1 directory, run **Setup.exe** to install the 15.1 platform. CAL installs the Windows CE image and reboots the workstation.

Workstation Installation

Use these instructions to extract and install the MICROS e7 patch files on a Workstation 4 (WS4). A PC or laptop is required to save the installation files onto the appropriate transfer media, such as a USB thumb drive.

1. Copy the **e7_2_1_Patch_4.exe** file from the MICROS Web Site to a USB thumb drive or other appropriate transfer media.
2. Double-click on **e7_2_1_Patch_4.exe** to extract the MICROS e7 patch files.
3. Exit the MICROS e7 application on **all** workstations.
4. Attach the USB thumb drive to the USB slot on the back of the Workstation 4.
5. Open Windows Explorer on the Workstation 4.
6. Locate the MICROS e7 patch software directory on the USB thumb drive. The USB thumb drive should appear in Explorer as the *\Hard Disk* directory.
7. Double-click on **e7PatchInstaller.exe** to install the patch. A message box displays when the patch installation is completed.
8. Start the MICROS e7 application on the Workstation 4.

9. Repeat steps 4-9 for the remaining workstations.

Note *The patch must be applied to **all** workstations before attempting to run MICROS e7. A workstation that has had the patch applied will not be able to run with a non-patched workstation. Likewise, a non-patched workstation will not be able to run with a patched workstation.*



Additionally, a workstation with Patch 4 applied will not be able to run with a workstation with Patch 1 applied.

PC Installation

Use these instructions to extract and install the MICROS e7 patch files to a PC.

1. Copy the **e7_2_1_Patch_4.exe** file from the MICROS Web Site to a temporary directory on the PC.
2. Double-click on **e7_2_1_Patch_4.exe** to extract the MICROS e7 patch files.
3. Exit the MICROS e7 application on the PC.
4. Double-click on **e7PatchInstaller.exe** to install the patch. A message box displays when the patch installation is completed.
5. Start the MICROS e7 application on the PC.

Note *MICROS e7 workstations that are configured to be CAL clients will be upgraded automatically within a few minutes.*



e7 Version 2.1 Patch 4

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.

e7 Version 2.1 Patch 4

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current MICROS e7 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 functionality of 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 new enhancements in this release.

e7 Version 2.1 Patch 4

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS e7 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 |
|---------|---------------------------------------------------|-------|------|
| Reports | Time Card Detail Overtime Pay Field Not Populated | N/A | 10 |

**Revisions
Detailed**

Reports

Time Card Detail Overtime Pay Field Not Populated

CR ID #: N/A

When exporting files to the *mymicros.net* portal, the overtime pay field was not being populated. This problem has been corrected.

e7 Version 2.1 Patch 3

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.

e7 Version 2.1 Patch 3

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current MICROS e7 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 functionality of 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 |
|------------|---------------------------------------------------------------|------|
| Operations | Support for SVC 4.0 | 13 |
| | Support for the .Net Framework Version 2.0 | 13 |
| | The About Box Displays the .NET Framework Version Information | 15 |
| Reports | Enhanced Support for the mymicros.net Interface | 16 |

Operations

Support for SVC 4.0

Support has been added for SVC Version 4.0. This includes support for Value Tech Stored Value Cards as well as other SVC drivers that are not yet released. Contact your MICROS sales representative for more information.

Support for the .NET Framework Version 2.0

With this release, e7 has added support for the 2.0 (full and compact) Version of the .NET Framework. The .NET Framework is an operational component required to run the e7 application. The full .NET Framework runs on the PC and the Compact .NET Framework runs on the Workstation.

The .NET Framework Version 2.0 provides the following advantages over the 1.0 version:

- ◆ Improved startup and initialization time.
- ◆ The e7 application will run faster and with greater efficiency.
- ◆ Data is allocated to memory at a faster rate resulting in a more fluid user experience.

Upgrading the .NET Framework to Version 2.0

This patch is backwards compatible, and will run both Versions 1.0 or 2.0 of the .NET Framework.

To prevent possible issues, e7 verifies that the .NET Framework version on the PC and workstations are compatible at system startup. If a version mismatch is detected, the following error message will display on the PC and Workstation(s):



After clicking [**Ok**], e7 will shut down and the mismatch will be recorded in the log. Version compatibility will be checked every time the e7 application is restarted.

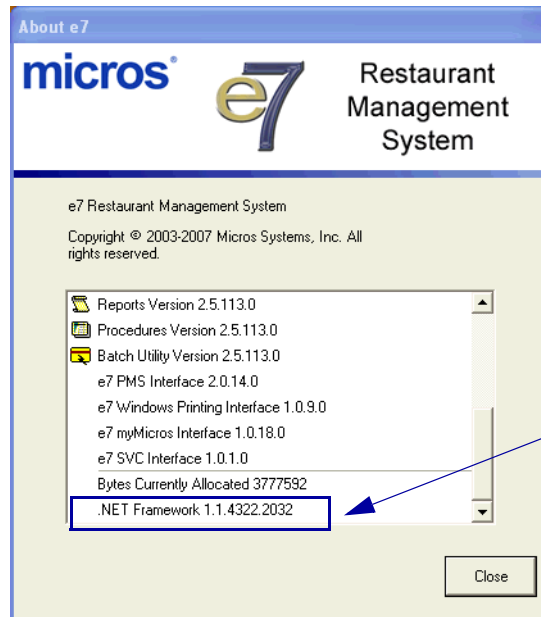
If there are a mix of WS4 versions and a site wants to upgrade to Version 2.0, the older WS4s will have to perform a platform upgrade to 15.1. If a PC is present at the site, the 2.0 Version of the .NET Framework must be downloaded.

To take advantage of the improvements on the 2.0 Version of the .NET Compact Framework, the WS4s must apply a platform upgrade to 15.1. This is available from the MICROS members services website (*Members Services / Product Support / MICROS / e7 / e7 Version 2.1*). Click on the **WS4 Platform Software** (GR 2.3) link to download.

The 2.0 Version of the .NET Framework can be downloaded from the Microsoft Windows Update website.

The About Box Displays the .NET Framework Version Information

The About Box now contains the .NET Framework Version (full or compact) currently running. The full version of the .NET Framework will display on a PC, and the compact version of the .NET Framework will display on a workstation.



.NET Framework Version is listed at the bottom of the About Box

Reports

Enhanced Support for the mymicros.net Interface

With this release, e7 has enhanced support for its *mymicros.net* interface. The improved interface provides significant enhancements for e7 users accessing the *mymicros.net* portal.

- ◆ Greater volume of data transmitted to the *mymicros.net* hosting center including additional store definitions, daily totals, and transactional data.
- ◆ Support added for timecard data. Users now have access to a robust offering of labor reports through the *mymicros.net* portal.
- ◆ Enhanced support for non-sales transactions. These include training totals, no sales, paid-in, and paid-out transactions.

e7 Version 2.1 Patch 3

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS e7 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 |
|----------|------------------------------------------------------------------------------------------------------------------|-------|------|
| Printing | Programming a Long Container Prefix or Active Rule Can Cause an Out of Range Exception When the Check is Printed | N/A | 18 |
| Reports | Time Period Reports Posting Incorrect Totals Unless the Time Period Spans Midnight | N/A | 18 |

**Revisions
Detailed**

Printing

Programming a Long Container Prefix or Active Rule Can Cause an Out of Range Exception When the Check is Printed

CR ID #: N/A

When a check was printed with a long container name or a long active rule, an unhandled exception would occur when the check was printed. This issue was corrected in Version 2.1 Patch 1 but was not previously documented.

Reports

Time Period Reports Posting Incorrect Totals Unless the Time Period Spans Midnight

CR ID #: N/A

When a time period ended at midnight, its totals would be incorrectly allocated to the wrong time period. This issue has been corrected.

e7 Version 2.1 Patch 2

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.

e7 Version 2.1 Patch 2

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current MICROS e7 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 functionality of 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 |
|--------------|----------------------------------------------------------|------|
| Credit Cards | Do Not Pay Message Now Prints on the Demo Driver Voucher | 21 |

**Enhancements
Detailed**

Credit Cards

***Do Not Pay Message Now Prints on the Demo Driver
Voucher***

The e7 Demo Credit Card Driver functions primarily as a testing tool, and is not accepted as a valid tender. To prevent confusion, credit authorization vouchers outputted using this driver can now print with the demo “Do Not Pay” message across the bottom of the authorization.

```
MIKE ROSE CAFE
7031 Columbia Gateway Drive
COLUMBIA, MD
443.285.6000

Date: 07/26/2006 04:37PM
Card Type: MC
Acct Num: *****5454*
Exp Date: **/**
Auth Code: KM16102
Check: 2007
Table: 103-1
Server: 35 RITA

|***** DEMO *****|
DO NOT PAY
|***** DEMO *****|

Amount: $61.02

Tip: _____

Total: _____

Signature
_____

I agree to pay the above total according
to my card issuer agreement.
```

An option was also added to allow the user to suppress the “Do Not Pay” message, if desired.

Follow these steps to configure this option:

1. Go to the *Configurator / CA/EDC / Authorization* tab.
2. Select the **Suppress “Do Not Pay” Printing** field. Enter one of the following values:
 - **0**: Do not suppress the message. If selected, the demo “Do Not Pay” message will print on every credit voucher. This is the default value for this field.
 - **1**: Suppress the message. If selected, the demo “Do Not Pay” message will not print on the credit voucher.
3. Save the record.

e7 Version 2.1 Patch 2

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS e7 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 |
|--------------|----------------------------------------------------------------|-------|------|
| Configurator | Data Validation Warning Created Unrecoverable Condition on WS4 | N/A | 23 |

Revisions Detailed

Configurator

Data Validation Warning Created Unrecoverable Condition on WS4

CR ID#: N/A

In Configurator, an error message occurs if any data input field fails its validation test (e.g., password validation). The error message is cleared by pressing the [Ok] button.

When a WS4 was using the Soft Input Panel (SIP) for data entry, the SIP would close when the error message was cleared. Performing any subsequent function would cause the input field to validate again, raising another error message. To break this cycle, the user must reboot the workstation. This has been corrected.

e7 Version 2.1 Patch 1

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.

| Module | Feature | Page |
|-----------------|---------------------------------------|------|
| <i>mymicros</i> | Enterprise Maintenance Services (EMS) | 24 |

New Features Detailed

mymicros

Enterprise Maintenance Services (EMS)

With this release, e7 builds on the capabilities of *mymicros.net* by introducing the Enterprise Maintenance Services (EMS) application. The EMS portal resides inside of the *mymicros.net* application and allows the user to make restaurant configuration changes.

EMS, as a component of *mymicros.net*, provides secure access to a suite of centrally located Internet-based applications and services. EMS allows an organization to make changes to its POS systems from any Internet-accessible location. Access to data is restricted to members only and a password is required. The EMS access of each user can also be restricted by store locations.

EMS can support multiple POS types. Therefore, an enterprise that has MICROS 3700s, 9700s, 8700s and e7s installed at different properties can manage them all using EMS.

Important! *The EMS feature cannot be enabled without installing the mymicros.net Version 4.1 software. Follow these steps to check the mymicros.net version:*



1. *Open an Internet Browser.*
 2. *Log into the mymicros.net portal.*
 3. *Version information can be found at the bottom of the Sign In Window on the Status Bar (e.g., Version: 4.1).*
-

How it Works

Database changes are made by copying an existing item, then editing the copy. To add a new item, an item with similar operational characteristics (class, type, printer definitions, etc.) must already exist. This approach enables staff with less POS training and experience to perform the tasks available in EMS, since there is no need to delve into the complex POS configuration details.

To simplify multi-location maintenance, changes are made on master records. These records represent organization-wide items, and are used to consolidate reporting for menu items, discounts, and tax rates. When changes are made, the designated “master store” will automatically link unaligned menu items with master menu items, by matching their POS Number, and/or Name.

System Requirements for Data Collection Posting to mymicros.net

To access the *mymicros.net*, the PC or Workstation 4 responsible for data collection and transfer operations must have the following applications installed:

| PC | WS4 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">◆ Windows 2000 SP4 or Windows XP Pro SP1◆ Internet Explorer 5.5 SP2 or Internet Explorer 6.0 or higher◆ e7 POS Software Version 2.1 Patch 1 | <ul style="list-style-type: none">◆ e7 POS Software Version 2.1 Patch 1 |

If the workstation responsible for gathering and exporting data to the portal is a WS4, then a minimum of a 256 MB compact flash is required. A list of compatible compact flash cards is provided below:

| Vendor | Part Number | Capacity |
|-----------|------------------|----------|
| SanDisk | SDCFA-256-101-00 | 256 MB |
| SanDisk | SDCFA-512-101-00 | 512 MB |
| Dane Elec | C12560AT003-T0M | 256 MB |
| Memorex | None | 256 MB |
| Wintec | W7B6256M1XG-S1 | 256 MB |
| Wintec | W7B6512M1XG-S1 | 512 MB |

System Requirements to Access the EMS Portal

Implementation of this feature requires the purchase and installation of *mymicros.net* software. Installation instructions can be obtained by contacting the eBusiness team. If *mymicros.net* is not already configured at the site, go to the **Configuring mymicros.net** section on page 27.

The PC that is being used to access the EMS portal must have the following:

- ◆ Microsoft® 2000 or XP
- ◆ Internet Explorer 6 Service Pack 1, or later, with Microsoft® VM installed.
- ◆ The Microsoft.NET Framework Version 1.1 — This package may be downloaded from the Windows Update site. Instructions for installing the Microsoft.NET Framework are provided on page 31.
- ◆ Security settings must be configured on the PC. These are enabled when the *mymicros.net* Client Security program is run. The user must have system administrator privileges to access the **EMS Setup** portlet in the **Administration** menu. If the security settings are not enabled and the user attempts to run EMS, an error message will appear.

Configuring mymicros.net

After installation of the requisite software, follow the steps below to create an interface between the e7 site and *mymicros.net*.

If the site is already configured for *mymicros.net* from a previous version, skip this section and go to the **Configuring EMS** section on page 31.

Important!



Only one mymicros.net interface should be installed per location. Responsibility for this rests with the site, as the e7 Configurator has no way to prevent conflicting records from being added to the system.

1. Go to the *Configurator / Interfaces* tab.
2. Select **Add Record** to add a new interface. The next available number is automatically assigned, but may be edited by the user.

3. On the *Interface Information* tab, complete the following fields:
 - ◆ **Number** — The next available number is automatically assigned. This number may be changed, if desired. Each interface should have a unique number.
 - ◆ **Name** — Enter a name for this interface (e.g., *mymicros*).
 - ◆ **Backup Interface** — Not used, leave blank.
 - ◆ **Node** — Select a workstation to host the *mymicros* interface. This is the workstation (PC or WS4) that will be responsible for gathering and exporting the data. The minimum flash size required for a WS4 is a 256 MB compact flash. For a list of compatible flash cards see page 27. This field is required.
 - ◆ **Log Transactions** — When enabled, this option will write all messages sent and received to a log file. The *mymicros* messages will be sent to the **TIFLog_TIFMYMICROS.txt** file in the `\micros\e7\etc` folder.

The log file will automatically rotate when it reaches its maximum capacity. Rotating log files are numbered in sequential order (e.g., **TIFLog_TIFMYMICROS1.txt**, **TIFLog_TIFMYMICROS2.txt**). A maximum of 16 files can be created before the log begins to write over the oldest file.

Note



Since this file will continue to grow and rotate as long as the option is active, it should only be enabled when debugging the interface.

- ◆ **Interface Code** — Select **MyMicros** from the drop-down list. A table listing additional parameters will display. Complete the fields as follows:

- ◆ **Data Export Mode** — Specifies the transfer method to be used when exporting data to *mymicros.net*. The options are:
 - 0 — Idle Mode.** This is the default setting. When this mode is selected, no data is transferred to the portal.
 - Select this mode if *mymicros.net* is not being used at the site.
 - Restored databases will default to this mode.
 - 1 — eBusiness Mode.** Establishes eBusiness' Remote Transfer Agent (RTA) as the data transfer mechanism.
 - Can only be used if transferring data to *mymicros.net* from a PC.
 - Required if using *iCare* stored value cards.
 - Required if using a dial-up internet service provider (ISP).
 - The user must install the requisite software which can be obtained from the eBusiness team.
 - 2 — e7 Mode.** Uses the integrated e7 Transfer Agent (ETA) as the data transfer mechanism between the site and the hosting center.
 - May be run on a PC or WS4.
 - This mode is installed with the e7 V2.1 software.
 - Recommended for all *mymicros.net* sites using a high-speed internet connection.
 - If selected, the *Message Server Configuration* and *Archive Configuration* tabs must be completed (see Steps 4-6 below).

Note *Switching the mode from 0 to 1 or 2 will instantly activate the interface. Do this only after the configuration and software installation is complete.*



If hosting on a WS4, the system may be busy for several minutes once the mode is changed from the default setting of 0.

4. If using eBusiness mode, skip to Step 6.

If using e7 mode, go to the *Messaging Server Configuration* tab and complete the form with the values provided by the *mymicros.net* service. This information is provided via e-mail after sign-up.

If information is lost or missing, sites can obtain assistance by calling the support line at 1-800-937-2211. All fields are required.

- ◆ **Server Name** — Enter the name of the *mymicros.net* server where the data transfer agent will be sending data and checking for messages (e.g., **EMS.MyMicros.net**).
 - ◆ **Send To** — Specify the *mymicros.net* data center mail account where the e7 site's messages will be sent.
 - ◆ **Errors To** — Specify the e-mail account where critical error messages should be sent. The *mymicros.net* data center will configure its mailserver to route these messages to the appropriate person in the e7 site's organization.
 - ◆ **Site Name** — Enter the e7 location name that will be used by the *mymicros.net* data center message server to identify the site.
 - ◆ **Site Password** — Enter the encoded password assigned to this location. This password is necessary for the ETA to send and retrieve messages on behalf of the site.
5. Go to the *Archive Configuration* tab. In the **Days to Keep** field, specify how long data should be stored for recovery purposes. The options are 1 to 7 days. The recommended setting is 7.
 6. Save the record.

Installing the Microsoft.NET Framework 1.1

In order to launch EMS successfully, the **Microsoft.NET Framework 1.1 Redistributable Package** must be installed. If the software is not installed a security warning will appear when attempting to launch EMS.

Complete the following steps when the warning appears:

1. Select the **Always trust content from MICROSOFT Systems, Inc.** option in the security warning.

2. Click **[Yes]**. The following message will display:

```
This application requires the Microsoft.NET Framework
1.1. Download and install the .NET Framework 1.1 from
Microsoft Windows Update.
```

3. Click on the **Microsoft Windows Update** link.
4. Go to the **Downloads** page and locate **Microsoft.NET Framework 1.1 Redistributable Package**.
5. Download the selection to a temporary directory on your server, and then run **dotnetfx.exe** to install it.

Configuring EMS

Follow these steps to configure EMS after *mymicros.net* has been installed and configured on the system:

6. Go to the *Configurator / Interfaces* tab and select the *mymicros* record.
7. Go to the *Interface Information* tab. Select the **EMS Updates Enabled** field and enter True. The default value is False, which will disable the EMS portal.
8. Enter a value in the **Max EMS Updates** field. This number refers to the maximum number of EMS updates that can be processed at one time. Valid values range from 25 to 100. If the *mymicros* interface is hosted on a PC, the recommended value is 100. If the interface is hosted on a WS4, the recommended value is 25.
9. Save the record.

Ordering *mymicros.net*

Instructions for ordering *mymicros.net* for an e7 site can be found in PMA02-702 REV, available from the MICROS website under Member Services (http://www.micros.com/members/sales_and_marketing/pmas). A customer login and password is required.

Pricing for this service is based on *mymicros.net* foundation levels, which are determined by the number of e7 POS terminals installed per location.

| Foundation Level | e7 Terminals |
|------------------|--------------|
| 1 | 1-4 |
| 2 | 5-6 |

The forms for ordering *mymicros.net* are also located in the Member Services area (http://www.micros.com/members/operations/north_american_distribution/mymicros/). These include:

| | Filename | File Type | Description |
|---------------------|---------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------|
| Order Forms | <i>mymicros.net</i> online order form | .xls | Fill out this two-page spreadsheet online and then print. Includes macros and other tools to assist in selecting part numbers. |
| | Manual order form | .pdf | An alternative to the online form. Print this two-page file and complete by hand. |
| | <i>mymicros.net</i> Questionnaire | .xls | Required after order. Complete with customer and e-mail to <i>mymicros@micros.com</i> . |
| Customer Agreements | Service Agreement | .pdf | Print and complete by hand. Must be signed by customer. This form includes Customer Agreement with Terms and Conditions. |

e7 Version 2.1 Patch 1

What's Enhanced

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- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the functionality of 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 |
|-----------------------------|------------------------------------------------------------------|------|
| Configurator | Attach the Same Menu Item Category to a Menu Item Multiple Times | 34 |
| | Reorganize Inquiry Keys in Touchscreen Designer | 34 |
| Credit Card Batch | Added Button to Move Quarantined and Duplicate Batch to Settled | 34 |
| | Edit Batch Number | 35 |
| | Confirmation Prompts to Settle and Quarantine Have Changed | 36 |
| Interfaces | PMS Void Tracking Change | 36 |
| Stored Value Card Interface | Voids Require Account Number | 37 |
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Enhancements Detailed

Configurator

Attach the Same Menu Item Category to a Menu Item Multiple Times

With this release, e7 has added the ability to associate a **Menu Item Category** with the same **Menu Item** multiple times. This feature allows the user to configure a single menu item category for multiple pricing scenarios.

For example, a pizza parlor is running a promotion that, with the purchase of a pizza, the customer will receive the first topping free and each additional topping for \$0.99. The user could create one category called "Pizza Toppings" with the price of \$0.00, and a second "Pizza Toppings" category with the price of \$0.99.

This alleviates the need to create separate menu item categories for priced and unpriced items.

Reorganize Inquiry Keys in Touchscreen Designer

The Inquiry keys in Touchscreen Designer (*Configurator / Touchscreens / Value*) are now listed in alphabetical order.

Credit Card Batch

Added Button to Move Quarantined and Duplicate Batch to Settled

When credit card transactions are settled, they are sent as a batch to the credit card processor for approval. A communication error may occur when the batch is being transmitted to the processor.

If an error occurs, the user may be uncertain whether the batch was received by the processor or not. In this case the batch will be quarantined until its status is resolved with Merchant Link, Inc.

If the user sends the batch a second time and the original batch has already been received by the processor, then a duplicate batch has been created.

Previously, if a batch was quarantined or marked as a duplicate, there was no way to move the batch to the settled folder. Now, the [**Force to History**] button has been added to settle the batch. This button will only appear when a quarantined or duplicate batch is created.

Note

◆ *This feature is only applicable during an error condition.*



◆ *Use this feature only under the direction of Merchant Link, Inc.*

Edit Batch Number

When a credit card batch is created, a batch object number is automatically assigned. In the past, users were unable to change the object number once the batch was created.

With this release the user can now change the batch object number. Follow these steps to edit the batch number:

1. Open the **Credit Card Batch** utility.
2. Select the [**Edit**] button.
3. Select a record in the batch.
4. Go to the **Batch** field and edit the batch object number.
5. Click the [**Save**] button.

Note

Use this feature only under the direction of Merchant Link, Inc.



Confirmation Prompts to Settle and Quarantine Have Changed

When attempting to move a credit card batch to settled or to remove a quarantined batch, the user will now receive the following confirmation prompts indicating the consequences of their actions:

- ◆ When moving a batch to settled:

Are you sure you wish to force batch [Batch Number] to history? This will not transfer any funds for this batch. This should only be done under the guidance of support personnel.

- ◆ When attempting to remove a batch from quarantine:

Are you sure you wish to remove batch [Batch Number] from quarantine? This will allow the batch to be sent again for posting. This should only be done under the guidance of support personnel.

Interfaces

PMS Void Tracking Change

Previously, when a PMS tender was voided, the user would then be prompted for the guest count. Now, the PMS interface references the guest count recorded in the check. When a void occurs, the user is no longer prompted for the guest count.

Stored Value Card Interface

Voids Require Account Number

Previously, only the Issue, Activate and Reload functions would prompt the user for an account number when a void was initiated. Other transactions would allow voids through touch-void and last-item void without prompting for an account number.

Now, as an additional security measure, all transactions that require an account number will prompt for it when a void is requested (e.g., Redeem Account). If the entered account number matches the account on the original transaction then the void will go through. If not, the void will be rejected.

This enhancement requires no configuration changes and marks a change in behavior from the 2.1 release.

Configure Over-Tender Amount on Guest Checks

The user can now configure whether to allow redemption of an amount that is more than the total due on the guest check. For example, the user can configure if they will allow the customer to cash out the remainder of their gift card after the guest check has been paid.

To configure this feature select the **Enable Maximum Change Amount** option (*Configurator | Tender / Tender*) and configure the maximum amount. This limits the amount of change that a customer can be given back on a check.

Disable this option if the user does not want to limit the amount of cash back the customer can receive. If the option is enabled and the amount is left blank, the system will not allow any change to be given back to the customer. There are no minimum or maximum values.

In previous versions of e7 software, this option had no affect on SVC transactions.

Configure Manual SVC Entry Permissions

As an additional security precaution, employees can be configured to require an authorization to manually enter an SVC account number. This prevents unauthorized employees from stealing or misusing SVC numbers.

By enabling the **Manual credit card entry** option, employees with this job will be able to manually enter SVC account numbers for the Redeem Account, Redeem Authorize, and the Manual Redeem functions. Other SVC functions do not require authorization to enter account numbers manually.

To authorize a job to manually enter account information, enable the **Manual credit card entry** option (*Configurator | Jobs | Options*). If the option is not enabled for that job, the employee will be prompted for a manual authorization code. Only the code from an employee with manual entry permission will be accepted. The authorization code is the employee sign in number.

This enhancement marks a change in behavior from the 2.1 release and requires no configuration changes.

Test SVC Configuration in Demo Mode

Demo mode enables the user to perform transactions without posting data to the database's daily totals. Demo mode enables the user to ring transactions at a date far in the future (e.g., July 1, 2035). The user can simulate a real transaction scenario without affecting current reporting totals.

Previously, demo mode could not be applied to the SVC System. With this release, the user can now test a store's SVC configurations in demo mode. Demo mode is a useful tool in the following situations:

- ◆ To test SVC configurations before a site goes live. The user can verify that gift cards and loyalty cards are processing properly. Any potential database programming problems will be detected before the site begins accepting SVCs from customers.

- ◆ To demonstrate SVC features to potential customers. The customer can decide if this product is right for their store's needs.
- ◆ To serve as a training tool for new employees to learn how to use SVC functions (e.g., Activate Account, Redeem Account).

To enable the **In demo mode** feature go to the *Configurator | Restaurant / General* tab. Demo mode is either enabled or disabled for the entire system. Individual transaction types cannot be configured separately. Demo mode should not be enabled at a live site.

Tender

Multiple Interfaces for Each Tender

Previously, customers could only configure one interface for each tender in Configurator. In response to customer requests, e7 has added functionality that allows the user to configure multiple interfaces for each tender.

For example, some sites in South America may have to track their transactions using a Fiscal Cash Register to comply with government regulations. In this case a user might create two interfaces for one tender, a Fiscal Cash Register interface to track data for the government, and a second interface to track data for the store.

To add a **Tender Interface** go to *Configurator | Tender / Interfaces* and select the Plus Sign. Keep the following guidelines in mind when configuring this feature:

- ◆ There is no limit to the number of interfaces that can be added for each tender.
- ◆ If a new interface record is added the user must select an interface type from the **Interface** drop-down menu.
- ◆ The user cannot select duplicate interfaces within the same tender.
- ◆ Options will display based on the type of interface selected.

- ◆ If multiple interfaces are selected they will run in sequential order once a tender transaction occurs. Use the up and down arrows to alter the interface ordering.
- ◆ If there is a failure condition while the transaction is posting to the first interface, the transaction posting will stop. No further data will be recorded to the second interface.
- ◆ If there is a failure condition while posting to the second interface, the transaction will void and the auto-reverse function will negate the previous successful posting.
- ◆ The auto-reverse sequence assures that the data for both interfaces is identical for that tender. The transaction will only post to the guest check after both interfaces are successful.

e7 Version 2.1 Patch 1

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the MICROS e7 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 |
|---------------|-----------------------------------------------------------------------------------------------------------------------------|-------|------|
| Credit Cards | Error Occurs When a Record in a Batch is Selected on a Workstation and Another Screen is Opened | N/A | 42 |
| Database | Workstation Grand Total is Not Updating | N/A | 43 |
| Documentation | Revision to Cash Out Function From V2.1 RMF | N/A | 43 |
| Interfaces | Voiding PMS Tender After Changing Order Type Causes Totals to Post Incorrectly | N/A | 43 |
| | Payment Amount Calculation Error Occurs When the Post Gross Receipts Option is Enabled for the PMS Tender | N/A | 44 |
| | Enabling the Post Gross Receipts Option and Voiding the PMS Tender Causes the Change Due to be Lumped Into Sales Itemizer 1 | N/A | 44 |

| Module | Feature | CR ID | Page |
|-----------------------|-----------------------------------------------------------------------------------------------|-------|------|
| Interfaces Con't | Interface 1 is not Handling Over Tendered Room Charges Correctly | N/A | 44 |
| | Date Time Formatting Error for Regional Formats | N/A | 45 |
| | Stored Value Cards With Field Separator Displays an Error When Swiped | N/A | 45 |
| Operations | Open Checks Screen Refreshes When an Order is Sent From Another Workstation | N/A | 45 |
| Reports | When a Menu Item Has an Extra Price Record the Menu Item Price Report Produces an Error | 4021 | 45 |
| | Time Period Reports Not Showing All Data | N/A | 46 |
| Stored Value Cards | Force Re-Opened Check Into Original Tender | N/A | 46 |

Revisions Detailed

Credit Cards

Error Occurs When a Record in a Batch is Selected on a Workstation and Another Screen is Opened

CR ID#: N/A

Previously, when the user edited a record in a credit card batch on a workstation, opened another screen, and then returned to the edit screen, an error would occur. This has been corrected.

Database

Workstation Grand Total is Not Updating

CR ID#: N/A

When the system posts a sales transaction to the database, the sale amount adds to each workstation shift's grand total.

To update the grand total, a list of workstation shift records is retrieved from the database. The system was incorrectly ordering the list using sequence numbers. As a result, the wrong workstation shift record was being updated. To correct this issue, the list is now grouped by shift start time.

Documentation

Revision to the Cash Out Function From V2.1 RMF

CR ID#: N/A

In the Version 2.1 ReadMe First, the **Cash Out** function in the Gift Card table incorrectly stated that the user would be prompted to verify the amount paid to the customer. The user will only be prompted for the SVC account number. The amount to be paid to the customer will then print on a chit.

Interfaces

Voiding PMS Tender After Changing Order Type Causes Totals to Post Incorrectly

CR ID #: N/A

Previously, if a user changed the order type and then voided a PMS posting tender, the void would post to the wrong order type. This caused the PMS host to post incorrect report totals. This has been corrected.

Payment Amount Calculation Error Occurs When the Post Gross Receipts Option is Enabled for the PMS Tender

CR ID#: N/A

When the **Post Gross Receipts** option is enabled for the PMS tender (*Configurator / Tender / Tender*), and a void of an over tendered amount occurs, the total due is reported in the previous payment amount instead of the amount paid.

For example, if a check with a total of \$23.99 is over tendered for \$25.00, and that tender is voided, then the PMS will record a previous payment amount of \$23.99 instead of \$25.00.

Now, if the **Post gross receipts** option is enabled for the PMS tender, then the previous payment amount will include the change due on the check.

Enabling the Post Gross Receipts Option and Voiding the PMS Tender Causes the Change Due to be Lumped Into Sales Itemizer 1

CR ID#: N/A

When the **Post Gross Receipts** option is enabled for the PMS tender (*Configurator / Tender / Tender*) and the check is over-tendered, re-opened, and then voided, the change due will be incorrectly lumped into sales itemizer 1. Now the change due is not included in any sales itemizers.

Interface 1 is not Handling Over Tendered Room Charges Correctly

CR ID#: N/A

Previously, enabling both the **Interface style 1** and **Prorate PMS itemizers** options in the PMS interface, then over tendering a room charge, re-opening the check, and voiding it would cause the change due to be included in the payment amount instead of the original amount. This has been corrected.

Date Time Formatting Error for Regional Formats

CR ID#: N/A

Previously, a date time format error occurred when a regional format other than the United States was used on a workstation or PC hosting an interface (e.g., a PMS Interface). This has been corrected.

Stored Value Cards With Field Separator Displays an Error When Swiped

CR ID#: N/A

Occasionally, when a stored value card contained a field separator the system would display a “Bank card entry not valid” error. This has been corrected.

Operations

Open Checks Screen Refreshes When an Order is Sent From Another Workstation

CR ID#: N/A

When multiple checks were displayed in the Open Checks Screen, and a check was opened on another workstation, the screen would refresh the list of open checks. As a result, the user would then lose their place on the screen and need to scroll back down. This has been corrected.

Reports

When a Menu Item Has an Extra Price Record the Menu Item Price Report Produces an Error

CR ID#: N/A

Occasionally, when a menu item has multiple price records associated with it, the Menu Item Price Report will produce an error. This has been corrected.

Time Period Reports Not Showing All Data

CR ID#: N/A

If a check was opened and closed after midnight but before the End of Day autosequence was run, then that transaction information would not be displayed in the time period reports (e.g., Time Period Sales report). This has been corrected

Stored Value Cards

Force Re-Opened Check Into Original Tender

CR ID#: N/A

Previously, if a check was closed to a PMS tender, then reopened, the user could add additional items to the check. This would cause a PMS proration error. Now, when the check is re-opened, it is forced into its original tender. The user must void the tender before more items can be added to the check.