Oracle® Hospitality Simphony
Release Notes

Release 2.9

ORACLE®

Oracle Hospitality Simphony Release Notes, Release 2.9

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Preface

Oracle Hospitality Simphony is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

Purpose

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Review Simphony's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for all users of Oracle Hospitality Simphony version 2.9.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/.

Revision History

Date	Description of Change
October 2016	Initial Publication.
December 2016	Updated the Known Issues section.
May 2017	Added the Oracle MICROS Tablet 720 to the list of supported devices.
May 2017	Updated the Known Issues section.

Date	Description of Change
July 2017	Updated the Features and Updates section for KDS.
February 2018	Added support for Workstation 310.
March 2018	Added Supported KDS Display Client Peripheral Devices.
July 2018	Updated the Supported Enterprise Server Technology section for Microsoft SQL Server 2012.

1
Features and Updates

This chapter describes the features and updates contained in this release.

- Events
- Kitchen Display System (KDS)
- Check and Posting Service (CAPS)
- Oracle Hospitality Simphony Venue Management (SimVen)
- Oracle Hospitality Suites Management
- Enterprise Cash Management (ECM)
- Engagement
- Enterprise Management Console (EMC)
- Import/Export Service
- Order Information Service
- Reporting and Analytics Advanced
- Printing
- Page Design
- Credit Card Processing
- Point-of-Sale (POS) Client
- Table Management System (TMS)
- Transaction Services
- Translation

Events

Simphony now allows you to:

- Create manual, automatic, and linked events
- Group events by type and area
- Associate guest checks with events
- Print event names on guest checks and receipts
- Cancel events

Workstation operators with permissions can manually start and end events, and associate checks to open and closed events. You can also run various reports by event and view Simphony event-related reporting information in Reporting and Analytics version 8.5.1 Patch 1.

The Event Schedules module is now named Task Schedules.

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information about events.

Kitchen Display System (KDS)

Numerous KDS Enhancements are Available

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information about the features described below.

- Added Support for Oracle MICROS Kitchen Display Controller 210

  Simphony version 2.9 and later is now compatible with the Oracle MICROS Kitchen Display Controller 210 running Microsoft Windows 10.

- New functions available for the toolbar and bump bar:
  - Mark the first order on the display with a single button press.
  - Mark and bump an order using a single keystroke
  - Review a previously bumped order
  - Recall a previously bumped order and restart the timer
  - Navigate split screens on the KDS Display
  - Select the next order that is not yet started
  - Select the first order that is not yet started
  - Start the current order and select the next order
  - Mark the first order as complete and select the next order

- Re-position KDS toolbar buttons from the KDS Client Display

  You can now re-position or re-order the function buttons on the KDS toolbar by clicking the position number of the function and either moving it up or down using the arrow keys on the keyboard.

- Color Customization

  The new Layout Colors Override tab in the KDS Controllers module allows you to customize KDS Displays by applying colors to elements in the screen layout.

- Distinguish Combo Meal Items from the Combo Meal Name

  When a combo meal's name appears in an order, KDS Displays now show the menu items that make up the combo meal indented beneath the combo meal name. This allows kitchen staff to clearly differentiate between the combo meal name and its menu items. This feature is supported in both chit and list mode.

- Indicate Previous Course Menu Items

  You can now configure non-Dynamic Order Mode (DOM) KDS Displays to indicate whether an order has menu items ordered in the previous course. This feature is only available when using the KDS Coursing feature with KDS Controllers option **2 - Display Next Course after Previous Course Complete**. When you select Order Devices option **20 - Show Previous Course Indicator**, order chits from any course other than the first show an icon on the header indicating that a previous course exists, allowing the kitchen staff to prioritize the orders.

- View Items by Status

You can now view orders sorted by status through the new Cook Summary window, which you can access using the **Cook Summary** toolbar and bump bar function. This window shows kitchen managers a summary of items currently being prepared. On Prep Displays, Fired items appear first followed by Started items. On Expo displays, Sent items appear first, followed by Fired items, then Started items, and finally Done items.

- Remotely View Orders

  By default, Simphony now allows kitchen staff to remotely view and perform done, recall, and review actions on orders on other KDS Displays. KDS Displays options **7 Allow Remote** and **8 Allow Remote Actions** set this activity. Kitchen staff can remotely connect to other displays using one of the following KDS toolbar and bump bar functions:

  - Remote View List

  - Remote View Next

  - Remote View Specific

  If the remote device is offline, the Device is Offline message appears when attempting to connect.

- Order Selection Interval (Perpetual Selection)

  Simphony now allows you to enter the amount of time in seconds an order remains selected on a KDS Display. When a workstation operator selects the order, no new orders are updated in the KDS. This ensures that the selected order is not repositioned or replaced by a new order. After pressing **Done**, the order is bumped from the KDS Display. The workstation operator can deselect an order by double-clicking on the screen, and the display is updated with new checks. If the **Time Interval** is set to 0 in the KDS, the order remains selected until the workstation operator manually deselects or bumps the order. With perpetual selection, Simphony always updates the KDS Display with new orders.

- Send Menu Item Components to Prep Stations

  Simphony now allows workstation operators to send individual menu item components to separate Prep Stations when using prep timing. This ensures that all menu item components are ready at the same time for serving and prevents items from spoiling while waiting for other items to complete. This feature is only supported on non-Dynamic Order Mode (DOM) KDS Displays.

- Prevent Bumping Orders from Prep Displays until Check is Paid

  The new Order Devices KDS option **19 - No Prep Done Before Paid** prevents kitchen staff from bumping orders from Prep Displays until the check is paid. This feature is only supported with revenue centers that use DOM.

- Prioritize Orders

  Kitchen managers can now assign priority levels 1 through 8 to orders as they flow through Expo Displays. When orders have the same priority level, the application sorts the orders on the Prep Stations based on their arrival time at the KDS. This allows head chefs to manage different Prep Stations from the Expo Display.

  To alert the kitchen staff of order prioritization, you can assign **Beep On Prioritize** that causes Prep Stations to emit a sound when a priority is assigned to an order, and also when the priority of an order increases. This feature is supported in both chit mode and list mode.

- Disable Double-Touch Order Bumping

New Order Devices option **21 - Disable Double Touch Bump** now allows you to prevent kitchen staff from bumping orders from the KDS Display by double-touching or double-clicking the chit. When this option is set, workstation operators must use the **Done** function on the KDS toolbar or bump bar to bump an order. This ensures that hurried workstation operators do not accidentally remove the wrong order from the display.

- Configure where Recalled Orders Appear

  The new KDS Controllers setting **Expo Recall Action** allows you to determine where orders appear when they are recalled from an Expo or Speed of Service (SOS) Display.

- Remove Orders from Prep Stations Once Started

  A new option named **10 - Start Hides Other Preps** is available in the KDS Controllers module. When set, starting an order on one Prep Station removes that order from all other Prep Stations. The order is not removed from the Expo or Speed of Service (SOS) Display. This ensures that orders that appear on multiple displays are not prepared twice. This feature only works when a kitchen staff member marks an order as Started using the **Order Start** or **Order Start First** functions on the KDS bump bar and tool bar.

- Manually Send Items on Hold to Prep Stations

  Workstation operators can now manually send items on hold because of item prep timing to Prep Stations before they automatically fire. Two new functions named **Fire All** and **Fire Item** are available on the KDS toolbar and bump bar. Workstation operators can perform these functions only from Expo Displays.

- Prevent Rushing Orders

  You can now configure the target completion time for dining courses. When an **Initial Course Min Prep Time** is configured in the KDS/Dining Courses module, Simphony now sends items in the current course to Prep Stations in relation to this time. This feature only works with menu items that have prep times. For example, if you enter 10 minutes for the Initial Course Min Prep Time and an item with a 6 minute prep time is sent to the kitchen, it fires to Prep Stations after 4 minutes elapse. If an item with a prep time of more than 10 minutes or without any prep time is sent to the kitchen, it fires immediately. This ensures that Simphony does not rush the presentation of menu items.

Check and Posting Service (CAPS)

Enhancement to Scale CAPS for High Volume Environments

You can run the Check and Posting Service (CAPS) web application on Microsoft Internet Information Services (IIS) and have the CAPS database reside on an Oracle database. This allows the CAPS to scale to the number of transactions occurring at a single large property (for example, a stadium with dozens of workstations generating thousands of transactions simultaneously during event breaks such as halftime).

To facilitate CAPS configuration at large properties, you can use the CAPS Configurator Tool to:

- Configure CAPS to use an Oracle database
- Configure CAPS to run on Microsoft IIS

The *Oracle Hospitality Simphony Configuration Guide* contains more information on configuring CAPS using both methods.

Oracle Hospitality Simphony Venue Management (SimVen)

Simphony version 2.9 supports SimVen version 3.9.

The *Oracle Hospitality Simphony Venue Management User Guide* contains more information about SimVen.

Oracle Hospitality Suites Management

Simphony version 2.9 supports Suites Management version 3.6.

The *Oracle Hospitality Suites Management User Guide* contains more information about Suites.

Enterprise Cash Management (ECM)

Various ECM enhancements are available to support:

• Using ECM receptacles with Engagement

• Defining a bank deposit reference through extensibility

• Excluding accounts for paid-in and paid-out transactions

• Tracking No Sale reasons

ECM now contains reports for the following activity:

• Change Orders

• Count Entry details

• Petty cash and change order receptacles

• No Sale transaction type (till)

• Paid-in and paid-out activity from a petty cash receptacle

• Over/Short activity from petty cash and change order receptacles

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information on configuring and using ECM.

Engagement

Two new widgets are available for ECM:

• ECM Alerts

• ECM Summary

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information on configuring and using the ECM widgets with Engagement.

Enterprise Management Console (EMC)

Added Support to Configure Security Credentials for All Properties Simultaneously

The new Enterprise Parameters option **Use Same Credentials for All Properties** allows you to apply the same security credentials for all properties in your Enterprise. When you select this option, the property level user security credentials become disabled.

The *Oracle Hospitality Simphony 2.9 Installation Guide* contains more information on updating property database credentials.

Added Support to Override Restricted Menu Item Ranges

You can allow employee roles to add, edit, and delete menu item master records, definitions, and prices to menu item object numbers that are defined as restricted in the Properties module.

The *Oracle Hospitality Simphony Configuration Guide* contains more information on overriding menu item range restriction.

Added Support for Microsoft Windows 10

You can now install the EMC on the Microsoft Windows 10 operating system.

Import/Export Service

Support for Additional Object Types

The following object types are now available in the Import/Export Service:

- Barcodes
- Discounts
- Employee Class
- Role (export only)
- Job Code
- Service Charge
- Tender Media
- Group Event object types:
    - Event Type
    - Event Sub Type
    - Event Area
    - Event Definition
    - Event Definition Detail
- Menu Item object types:
    - Menu Item Masters

- Menu Item Classes

- Menu Item Definitions

- Menu Item Prices

Support for Enhancements

The following enhancements are now supported with the Import/Export Service:

- Supporting pipe delimited files

- Searching and filtering queued imports and exports

- Deleting unprocessed imports and exports from the queue

- Changing the default root path

- Showing local browser time for requests rather than server time

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information about the Simphony Import/Export Service.

Order Information Service

Simphony now allows third-party solutions to integrate mobile ordering for delivery and pickup (for example, in seat ordering at a stadium) with status updates to the guest. Third-party integrators can obtain order detail and status from Simphony in environments where orders enter the Simphony system through the Transaction Services application program interface (API).

Third-party applications can query the check status (for example, open, assigned, or closed), and the Order Information Service returns all checks that meet the request criteria.

The *Oracle Hospitality Simphony Configuration Guide* and the *Oracle Hospitality Simphony User Guide* contain more information about the Order Information Service.

Reporting and Analytics Advanced

Simphony version 2.9 is compatible with Reporting and Analytics Advanced version 8.5.1 Patch 3.

Printing

Added Support to Configure Column Width for Bluetooth Printers

The Printers module contains a new drop-down list called **Number of Columns** that allows you to select the column width for Bluetooth printers. This setting determines the report width so that guest checks and reports print with center alignment. By default, the width is set to 32 columns.

Added Support for Bixolon POS and Mobile Printers

The following printers are now supported:

- Bixolon SRP-350III Serial printer

- Bixolon SRP-350plusIII Ethernet and Serial printer (requires firmware version SRP-350plusIII v01.00 ORC 051216 to work as an Ethernet printer)
- Bixolon SRP-F310II Ethernet and Serial printer (requires firmware version SRP-F3011 v01.00 ORC 053016 to work as an Ethernet printer)
- Bixolon SPP-R300 Bluetooth Mobile printer

Added Support for Printing Thai Characters

You can now print guest checks, customer receipts, and order outputs in Thai. Only Epson TM-T88V (firmware version 30.21 ESC/POS MICROS) and TM-U220B with IDN-ML or IP-ML support printing Thai characters. The printer must have Thai font already loaded prior to installing the firmware.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about Setting Languages.

Page Design

Enhancement to Edit Extensibility Arguments

When you configure buttons in the Page Design module for the functions Run Extensibility App or Run Extensibility App From File, an arrow key now appears next to the Arguments field. You can click the arrow key to edit the extensibility arguments in a dialog box.

Credit Card Processing

Oracle Payment Interface Support

You can now process credit card transactions with the Oracle Payment Interface (OPI) (formerly MICROS Payment Gateway). This enhancement simplifies credit card payment configuration by allowing Simphony to communicate with different credit card processors using a single payment driver in addition to:

- Enhancing security by preventing card holder data from being stored within Simphony.
- Eliminating credit card batch processing in Simphony by automating end of day settlement for credit card transactions through the OPI.

The OPI interface contains the following functionality:

- Authorizing credit card payments
- Voiding manual or automatic credit card authorizations on a check
- Sending credit card finalizing requests
- Re-printing credit card voucher and receipts
- Refunding credit card transactions
- Sending end of day (EOD) settlement
- Tipping
- Processing chip and PIN based cards
- Signature capturing

The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring the OPI payment driver.

Added Support for New MasterCard BIN Credit Card Number

Added support for MasterCard's Bank Identification Numbers (BIN) credit card number range. The new MasterCard BIN credit card numbers range from 222100 to 272099 and will take affect sometime in 2017.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about credit card preambles.

Point-of-Sale (POS) Client

Added Support to Close Full Payment Checks to a Third-Party Application from POS Clients with SRM

You can now close full payment checks to a third-party application, such as a property management system, when using a Sales Recording Module (SRM). A new SRM Payment Type named **5 - PKG** is available in the Tender/Media module. When a check is closed in a third-party system, the SRM does not record tax totals related to the transaction. Therefore, guest checks, customer receipts, and reports show zero tax values. Simphony does not allow partial payments in a third-party system; you must finalize the entire check value.

The *Oracle Hospitality Simphony Configuration Guide* contains more information on configuring the SRM.

Added Support for Peripheral Devices with Microsoft Windows 10

You can use the following peripheral devices with workstations running the Microsoft Windows 10 operating system:

- Printers
    - IP Printer
    - Serial Printer (Restart the Service Host if necessary to complete the print job.)
    - Slip Printer
    - Epson TM-P60II Bluetooth Printer
- Coin Dispenser
- Scale
- Fingerprint Reader

Table Management System (TMS)

Update to TMS

The TMS components no longer start in the background on property Service Hosts when the property is not configured to use TMS. This update reduces the POS client start up time.

Transaction Services

Increased Productivity of Get Config Info for Large Organizations

If the organization has a large number of properties, you can now retrieve configuration data faster by specifying the range of records to retrieve. A new option named **Get Record by Index?** is now available on the dialog box that appears when you click the Get Config Info button. Selecting this option enables the Start Index and the Maximum Records Count fields in which you can define the record range to retrieve for the configuration type. If you do not enter a value into these fields, Transaction Services retrieves all data for the corresponding configuration type in the entire property, as it did previously. You can enter any value for the Maximum Records Count; however, Oracle recommends passing a value less than 15001.

The following example describes how you can pass values for the Start Index and the Maximum Records Count:

For example, if a property has 13,000 menu item master records, you need to call the Get Config Info method three times, provided the maximum records per call is 5000.

- Call 1
    - Start Index : 1
    - Maximum Records Count: 5000
- Call 2
    - Start Index : 5001
    - Maximum Records Count: 5000
- Call 3
    - Start Index : 10001
    - Maximum Records Count: 3000

Translation

Language Support

Simphony version 2.9 supports the following languages (in addition to English):

- Arabic
- Chinese (Simplified and Traditional)
- Danish
- Dutch
- French
- German
- Italian
- Finnish
- Japanese
- Korean

- Norwegian
- Portuguese (Brazil and Portugal)
- Russian
- Spanish
- Swedish
- Turkish
- Thai

2

System Requirements, Supported Systems, and Compatibility

This chapter describes the Enterprise server operating systems, databases, and devices supported with Simphony version 2.9.

- Supported Enterprise Server Technology
- Supported POS Client Devices
- Supported Peripheral Devices
- Supported KDS Display Client Peripheral Devices

Supported Enterprise Server Technology

Simphony supports the following operating systems:

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012 R2

Simphony supports the following databases:

- Oracle Database 11g
- Oracle Database 12c
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012

Supported POS Client Devices

- Oracle MICROS Tablet 720
- Oracle MICROS Workstation 6 Series
  - Oracle MICROS Workstation 610
  - Oracle MICROS Workstation 620
  - Oracle MICROS Workstation 650
- Oracle MICROS Compact Workstation 310 with graphical OLED display (67mm x 17mm and 256 x 64 resolution (pixel pitch 0.26mm))
- Oracle MICROS Tablet E-Series 8-inch with operating system image version 1.5 or later.
- Oracle MICROS Tablet E-Series 11-inch
  - Operating system image version 1.4 or later is required for Oracle MICROS E-Series Base Station support. Confirm the image version using the Microsoft Windows Control Panel. If the image is earlier than the version required for the

      device, contact your Oracle representative to provide you with the latest
      version.

- Configure the tablet to use either the wired or wireless connection. The Oracle MICROS Tablet E-Series does not support switching from wired to wireless network connections and vice versa.

- Oracle MICROS PC Workstation 2015

- Oracle MICROS Workstation 5A (POSReady 2009, POSReady 7)

- Tablets running the Android version Lollipop (5.0) or KitKat (4.4) mobile operating systems

  - Samsung Galaxy Tab 7-inch, 8-inch, and 11-inch

  - Google Nexus

- Motorola MC40 (Android 4.4.)

- DT Research DT365 tablet (POSReady 7)

- Microsoft Windows 10, Microsoft Windows 8.1 and Microsoft Windows 7 devices

- KDS client devices

Supported Peripheral Devices

- Barcode Scanners

  - Workstation 6 Series

  - Sleeve for Oracle MICROS Tablet E-Series 8-inch

  - Motorola LS9208, LS2208, DS9208, and DS2208 models

- Cash Drawers

- Coin Changer

  - Telequip T-Flex

- Customer Pole Displays

  - Rear base 240x64 and 2x20 LCD display units

- Printers

  - Bluetooth: Epson TM-P60, Epson TM-P60II, Bixolon SPP-R300

  - Ethernet: Epson TM-88 (II, III, IV, V), Epson TM-U220B, Bixolon SRP-350plusIII (firmware version SRP-350plusIII v01.00 ORC 051216), Bixolon SRP-F310II (firmware version SRP-F310II V01.00 STB 021116)

  - Intelligent Device Network (IDN): Epson TM-88 (II, III, IV, V), Epson TM-U220B models

  - Serial printers (RS232): Epson TM-88 (II, III, IV, V), Epson TM-U220B, Epson TM-U295 models, Bixolon SRP-350III, Bixolon SRP-350plusIII, Bixolon SRP-F310II

- Magnetic Stripe Readers (MSR)

  - Oracle MICROS workstation integrated MSRs

  - Sleeve for Oracle MICROS Tablet E-Series 8-inch

  - Sleeve for Oracle MICROS Tablet E-Series 11-inch

– MagTek DynaPro Audio Jack Reader

– MagTek DynaPro Mini Card Reader

- Serial Scales

– Mettler-Toledo Viva

– Mettler-Toledo Ariva

Supported KDS Display Client Peripheral Devices

Oracle MICROS Tablets

- Oracle MICROS Tablet 720

– Microsoft Windows Embedded 8.1 Industry Pro

– Microsoft Windows 10 IoT Enterprise

- Oracle MICROS Tablet 721

– Microsoft Windows 10 IoT Enterprise

- Oracle MICROS Tablet e-Series 8 inch

– Microsoft Windows Embedded 8.1 Industry Pro

- Oracle MICROS Tablet e-Series 11 inch

– Microsoft Windows Embedded 8.1 Industry Pro

Oracle MICROS Workstations

- Oracle MICROS Workstation 610

– Microsoft Windows Embedded 8.1 Industry Pro

– Microsoft Windows 10 IoT Enterprise

- Oracle MICROS Workstation 620

– Microsoft Windows 10 IoT Enterprise

- Oracle MICROS Workstation 650

– Microsoft Windows 10 IoT Enterprise

- Oracle MICROS PC Workstation 2015

– Microsoft Windows 7 Professional Embedded

– Microsoft Windows Embedded POS Ready 2009

- Oracle MICROS Workstation 5a

– Microsoft POS Ready 7

– Microsoft POS Ready 2009

Oracle MICROS Kitchen Display Controllers

- Oracle MICROS Kitchen Display Controller 210 (also known as DT Research DT166CR)

– Microsoft Windows 10 IoT Enterprise

– Does not support displays running Microsoft Windows CE

- Oracle MICROS Kitchen Display Controller 166 (also known as DT Research DT166LX)
  - Microsoft Windows CE 6.0

3

Installation and Upgrade

Reporting and Analytics Advanced Decoupled from Simphony

Beginning with Simphony version 2.9, the Simphony installation no longer distributes Reporting and Analytics Advanced. You must install Reporting and Analytics Advanced separately from Simphony.

Update CAL Package Version for Workstation 5A to Windows 32

If you are using Oracle MICROS Workstation 5A POSReady 2009 workstations, you must use the Windows 32 Client Application Loader (CAL) package for the device. The *Oracle Hospitality Simphony Configuration Guide* contains more information about updating the CAL package version.

- Property Post-Upgrade Instructions

Property Post-Upgrade Instructions

After performing an upgrade to Simphony version 2.9, all sites and properties (Cloud and self-hosted customers) must perform the steps below.

- Updating the Property's EMC Client
  The Enterprise Management Console (EMC) is the primary configuration application in Simphony. A shortcut for accessing EMC is installed on the application server during the installation. Self-hosted customers also need to follow these steps to configure Remote EMC clients. Remote EMC clients allow users to access the EMC from other computers on the network.

- Updating Simphony License Counts
  After an upgrade, you should verify, and if necessary, update the Simphony License Counts

- Updating Property Administrator and Database Logon Credentials
  When logging in to the EMC for the first time after installing or upgrading to Simphony version 2.9, a message indicates that the property credentials are not compliant with Simphony standards. To keep the properties safe from security risks, you need to update the Admin and Database credentials, which Simphony uses to create and maintain the workstation databases. Simphony offers the option of configuring security credentials for each property separately or using the same credentials for all properties in the Enterprise. Simphony requires that you update the system and database administrator credentials every 90 days. If you do not update the credentials, EMC shows the Database Credentials Non-Compliance message each time you log in, until you meet the password criteria.

- Configuring Logon Credentials for Separate Properties

- Configuring the Same Logon Credentials for All Properties

- Updating Check and Posting Service Clients

- Updating CAL Packages

Updating the Property's EMC Client

The Enterprise Management Console (EMC) is the primary configuration application in Simphony. A shortcut for accessing EMC is installed on the application server during the installation. Self-hosted customers also need to follow these steps to configure Remote EMC clients. Remote EMC clients allow users to access the EMC from other computers on the network.

To upgrade the property's EMC client:

1. Open an Internet browser, navigate to: `http://ApplicationServerName:PortNumber/egateway/download/EMCClient/`, and then click **EMCSetup.exe**.

2. If you see the Unknown Publisher warning, click **Run**.

3. On the **Welcome** screen, click **Next**.

4. Set the destination folder, and then click **Next**.

5. Enter the IP address or the name of the Simphony application server with the EGateway port number (for example, `http://192.168.220.224:8080`), and then click **Next**.

6. Click **Install**.

7. Click **Finish** to exit the installer.

8. Double-click the AppLoader icon on the desktop to launch the remote EMC.

   The AppLoader also updates the remote EMC with the same file versions that are on the Simphony application server.

Updating Simphony License Counts

After an upgrade, you should verify, and if necessary, update the Simphony License Counts

To edit the system's license counts:

1. Access the EMC, select the **Enterprise** level, select **Enterprise Parameters**, and then click the **License Configuration** tab.

2. Click **Configure** adjacent to the Workstations Client License Count.

3. To add a new license count, select **I would like to set the license count to X, making the new license count X**.

4. To append licenses to an existing license count, select **I would like to add X to the current license count, making the new license count X**.

5. Enter the number of client licenses purchased.

6. (Optional) Enter additional details regarding the purchased license in the **Enter Reference Information for the License Count Change** field, and then click **OK**.

7. Repeat Steps 2 through 6 for the Engagement Client License Count, Transaction Service Client License Count, and KDS Client License Count, and then click **Save**.

   To perform a side by side comparison of the number of purchased licenses against the number of configured clients:

Click the **Licensing Configuration** tab, and then click **View** adjacent to the Properties, Revenue Centers, Concessions Terminals, Workstation Client License Count, Engagement Client License Count, Transaction Services Client License Count, or KDS Client License Count labels.

Updating Property Administrator and Database Logon Credentials

When logging in to the EMC for the first time after installing or upgrading to Simphony version 2.9, a message indicates that the property credentials are not compliant with Simphony standards. To keep the properties safe from security risks, you need to update the Admin and Database credentials, which Simphony uses to create and maintain the workstation databases. Simphony offers the option of configuring security credentials for each property separately or using the same credentials for all properties in the Enterprise. Simphony requires that you update the system and database administrator credentials every 90 days. If you do not update the credentials, EMC shows the Database Credentials Non-Compliance message each time you log in, until you meet the password criteria.

Configuring Logon Credentials for Separate Properties

To configure credentials for each non-compliant property separately:

1. In the EMC, select the Enterprise level, click **Setup**, and then click **Properties**.

2. In table view, scroll to the right until you see the Admin Credentials and the Database Credentials columns. If a property is not compliant, the Admin Credentials and the Database Credentials columns are highlighted in red.

3. Click either the **Admin Credentials** or the **Database Credentials** column of the non-compliant property, and go to the **Property Parameters** module.

4. Click the **Security** tab.

5. Enter **User Security Credentials**.

   See the *Oracle Hospitality Simphony Installation Guide* for more information about Simphony password requirements. Simphony uses these credentials to authenticate the workstations. The **Install User Security Username** must have at least two characters and must not contain a company name, product name, common words, or Structured Query Language (SQL) keywords (for example, Micros, Oracle, abcd, 1234, and so on). The Install User Security Password must have a minimum of eight characters and adhere to the Oracle Database standards.

6. Enter the Current Password of the Admin User.

7. Enter a new strong password for the Admin User.

8. Repeat Steps 6 and 7 for the Database User, and then click **Save**.

9. Repeat Steps 3 through 8 for all non-compliant properties.

Configuring the Same Logon Credentials for All Properties

To configure the same credentials for all non-compliant properties in the Enterprise:

1. In the EMC, select the Enterprise level, click **Setup**, and then click **Enterprise Parameters**.

2. Click the **Security** tab, and then select **Use Same Credentials for All Properties**.

3. Select the property whose credentials you want to use, and then enter the **New Install User Security Password**.

4. Re-enter the new security password in the **Confirm User Security Password** field, and then click **Save**.

Updating Check and Posting Service Clients

Update all Check and Posting Service (CAPS) clients prior to updating workstations with the latest CAL Packages. The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring and deploying CAL Packages.

Updating CAL Packages

Oracle Hospitality recommends that you consider updating your POS clients using the latest available CAL Packages. To accomplish this, verify the CAL Package contents and then configure and execute a CAL Package Deployment Schedule. The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring and deploying CAL Packages.

4
Resolved Issues

The following issues have been fixed since the last release.

Table 4-1   Simphony 2.9 Resolved Issues

Module	CRID	TPID	Description
Cash Management	N/A	123160	Cash Management is now improved through indexing, enhanced queries, and the removal of unnecessary lookups. This resolves the issue where deadlocks occurred when performing till and server bank operations.
Client Application Loader (CAL)	36853	120883	To safeguard against the unlikely condition of running incompatible versions of the KDS Controller and KDS Display, Simphony now prevents the connection of incompatible versions.
CAL	N/A	104827	The Distributed Client Application Loader (DCAL) workstation no longer experiences a reboot loop when you upgrade the existing version of Simphony.
Credit Card Driver	N/A	117735	Charge tip and over tendering now appear accurately on customer receipts when a refund is made to a credit card. A negative change due amount for the value of the charge tip or over tender no longer appears on the receipt.
Database	35889	79691	The Transaction database now shows the origin of all MREQUESTS, including Pay In/Out.
Direct Posting Service (DPS)	N/A	127017	The DPS no longer posts payment voids to the transaction operator's report totals, when RVC Parameters option **12 - Post Tender Voids to Original Tender Employee** is enabled and options **6 - Post Totals and Tender to Transaction Operator** and **7 - Post Tender (Only) to Transaction Operator** are disabled.
DPS	N/A	123152	The DPS no longer fails to post transactions carried out after voiding a discount. This prevents closed checks from appearing on the Employee Open Check Report.
DPS	N/A	120165	Discounts voided from split checks now post accurately to Reporting and Analytics Advanced.
Enterprise Management Console (EMC)	36812	112946	All supported OPOS devices now appear for Oracle MICROS Tablet E-series in Workstation Type **6 - MICROS Tablet Client**. You must obtain the relevant OPOS drivers and utility from the manufacturer and install it on each workstation that the OPOS device will connect to prior to setting them up in the EMC .
EMC	36694	105181	Discounts option **25 - Discount Combo Meal Group Items** is now available when you configure Activation Type **2 - Coupon (Automatically applied, operator must enter)** discount in the EMC.

Table 4-1   (Cont.) Simphony 2.9 Resolved Issues

Module	CRID	TPID	Description
EMC	N/A	130218	The EMC no longer prematurely exits when attempting to assign a custom menu level to a touchscreen button in Page Design.
Import/ Export Service	N/A	111686	Import error messages now appear in a readable format when opening with Windows text editor tools.
Install	36818	104656	If you are using an Oracle Database, Simphony now validates the database user passwords that you enter during installation to ensure adherence to the Oracle security guidelines.
Install	35082	52802	A pre-upgrade tool is now available to increase the column size while online when upgrading Reporting and Analytics Advanced. You must run the pre-upgrade tool before running the installer. The pre-upgrade tool takes a significant amount of time if you have a large database.
Interfaces	36762	109436	When Tender/Media Interface option **39 - Reverse PMS Itemizers On VOID Postings** is enabled, canceling a voided tender on a reopened closed guest room check now cancels the void.
Kitchen Display System (KDS)	36702	105476	Navigation functions on the KDS bump bar now work on Windows 32 KDS Displays.
KDS	36127	88902	When using Dynamic Order Mode (DOM) Fire on Next, bumped checks no longer reappear on the KDS when a partial payment is made.
KDS	35000	111743	When you enable Order Device KDS Option **8 - Re-sort When All Prep Done**, all order device bump statuses now appear correctly after re-sorting.
KDS	34915	46481	The KDS now supports Russian Cyrillic characters. All menu items in Russian Cyrillic now appear accurately on the KDS.
KDS	N/A	129080	Runner chits no longer print to both the primary and backup printer when multiple chits are sent at the same time. They now print to the backup printer only when the primary printer fails.
POS Client	36864	124862	Zebra MC40 Android POS clients now show an error message when data is missing from a customer gift card. This prevents Simphony from malfunctioning when the magnetic stripe reader (MSR) fails to capture track 2 data on the card.
POS Client	36710	40871	When a credit card payment with a charge tip is over tendered, the POS client now prompts workstation operators to confirm the charge tip amount regardless of Tender/Media option **9 - Charge Tip Required**.
POS Client	36690	105183	When attempting to edit a combo meal with a discount, the workstation now shows an error message requesting removal of the discount before modifying.

Table 4-1   (Cont.) Simphony 2.9 Resolved Issues

Module	CRID	TPID	Description
POS Client	36686	105022	Simphony no longer fails to validate gift cards that share the same preamble. After upgrading to Simphony version 2.7, the first transaction that you post through Transaction Services using a gift card now processes without error.
POS Client	N/A	126937	When a check with a service charge is paid for using a credit card, the service charge no longer adds to the charged receipts on the Employee Tip Report.
POS Client	N/A	126876 126875	If Tax Parameters option **1 - Do Not Include Tax in Totals on Tip Reports** is enabled, Simphony no longer deducts taxes from the charged receipts total on the Tip Reports when a closed check is voided.
POS Client	N/A	126873 126472	If an automatic service charge does not post to gross receipts on the Tip Reports when paying the check (Service Charges option **4 - Post to Service Charges Total on Tip Reports** is enabled), Simphony no longer deducts the service charge from the gross receipts when the closed check is voided.
POS Client	N/A	126872	Simphony now calculates the charged receipts total on the Tip Reports accurately, when a check has both inclusive and add-on tax, and is paid using both cash and credit card.
POS Client	N/A	126633	The gross receipt and the charged receipt no longer post to the Employee Tip Report when Order Type Parameters option**4 - Do Not Post Transaction to Tip Report Totals** is enabled.
POS Client	N/A	126491	Simphony now calculates gross receipts accurately for split payments.
POS Client	N/A	123348	Touchscreen buttons on Android POS clients now highlight when pressed.
POS Client	N/A	117864	When Tax Parameters option **Enable Canadian GST** is set and a Canadian tax trailer is configured, checks no longer fail to print when the total due falls between the configured thresholds.
POS Client	N/A	93681	Assigning employee IDs using the **Assign Employee ID** function key at the POS client no longer updates the POS Password in Oracle Hospitality Labor Management. This prevents Labor Management from failing to save changes made to existing employees.
Printing	N/A	125210	If a label print job fails, the service host now notifies the label printer. This resolves the issue where label printers occasionally skipped a print job.
Stored Value Card	N/A	124874	You can now finalize a credit card after authorizing a gift card on the check without error.
Stored Value Card	N/A	124873	The POS client no longer shows an error when attempting to void a gift card reload or a partial redeem performed in the previous round.

Table 4-1   (Cont.) Simphony 2.9 Resolved Issues

Module	CRID	TPID	Description
Transaction Services	36869	126151	Transaction Services now prevents service totaled checks from being converted to Autofire checks through the POSAPI client.
Transaction Services	36860	121985	When posting combo meals through Transaction Services, required condiments now post to the check along with the combo meal items.
Transaction Services	36856	122869	Checks created through Transaction Services now show combo meal price overrides.
Transaction Services	36845	119268	Workstations running in the POSAPI client now successfully post menu items to an existing check opened in the POSAPI workstation.
Transaction Services	N/A	114364	You can now pick up a check after running the **Get Printed Check** command from the POSAPI client.

5
Known Issues

The following Simphony issues are known for this release:

Table 5-1   Simphony Version 2.9 Known Issues

Module	CRID	TPID	Description
Credit Card Driver	N/A	130231	In Simphony version 2.9 you can configure one loadable payment driver per property.
			If you are replacing a loadable payment driver in EMC, you must first delete the existing record, save the changes, close and re-open EMC, add the new loadable payment driver, save the changes, and then deploy CAL to the POS client workstations.
Credit Card Driver	N/A	121479	TV2G, TVS automatic CAL certificate installer does not support Windows 10 POS clients. To resolve this issue, acquire a certificate through MerchantLink and manually install the certificate on the POS clients. The *Oracle Hospitality Simphony Configuration Guide* contains more information on manually installing credit card certificates on workstations.

Database	36748	108148	In Simphony versions 2.7 and 2.8, when installing Reporting and Analytics with the Simphony installation media, the reporting database does not update with the correct username and password entered in the installation user interface. This issue does not occur when installing the standalone version of Reporting and Analytics (outside of the Simphony installation media).
			Workaround:
			
			1. Open **Computer Management**, browse to **Services**, and then stop the **Aggregate Service**.
			
			2. Copy the following files from the Simphony installation media:
			  • db.xm
			  • dbConfig.properties
			
			3. Browse to the `[Drive Letter]:\MICROS \myMicros\AggAdjService\cust_config` folder and paste the files.
			
			4. Open the files with Notepad, and then manually update all username and password fields with the new username and password that was entered during installation.

Table 5-1   (Cont.) Simphony Version 2.9 Known Issues

Module	CRID	TPID	Description
Database	N/A	137308	For on premise (self-hosted) customers only. After installing Simphony using the Blank Database option, if you go into Enterprise Parameters to add the Reporting and Analytics server name or IP address, the Organization ID field remains grayed out and inaccessible. **Workaround:** You need to have Enterprise user access privileges to perform the following steps to resolve this issue: 1. Access EMC and click the **Setup** tab. 2. Select **Enterprise Parameters**. 3. In the **Name** field, enter the name of the Simphony Enterprise to match the name of the Org in Reporting and Analytics. 4. Click the**mymicros.net** tab. 5. In the **Reporting and Analytics Machine Name** field, enter the Reporting and Analytics server's IP address or server name and click **Save**. 6. Click the **Home Page** tab, under Enterprise Configuration, click **Properties**. 7. An error message is generated. Click **OK**. 8. Insert a new property without linking it to a location and click **Save**. 9. Click the **Home Page** tab, select **Enterprise Parameters**. 10. Select the **mymicros.net** tab. 11. From the **Organization ID** field, select the organization that will be used with Simphony from the drop-down list and click **Save**. 12. Click the **Home Page** tab. 13. Under Enterprise Configuration, click **Properties**. 14. Select and double-click the newly created property record. 15. You can now create and add a Report Location to this property and **Save**.
Data Transfer Service (DTS)	N/A	126978	After installing or upgrading to Simphony 2.8.1 or later, the DTS fails to post data to Reporting and Analytics. **Workaround:** Copy the files in the `[Drive Letter]:\MICROS\mymicros\RTA` folder on the Reporting and Analytics server to the `[Drive Letter]:\MICROS\Simphony2\DataTransferService\mmserver` folder on the Simphony application server.
EMC	N/A	110176	After installing or upgrading to Simphony version 2.8, the initial launch of EMC can be slow. **Workaround:** Disable NetBIOS over TCP/IP on the computer where EMC is starting. See https://support.microsoft.com/en-us/kb/204279 for instructions.

Table 5-1   (Cont.) Simphony Version 2.9 Known Issues

Module	CRID	TPID	Description
EMC	N/A	131727	When adding a navigation tab to a page from the Page Design module, and attempt to save it, you receive an EMCHandler Failed message. Oracle Hospitality recommends to update your Oracle client to the latest version of the Oracle 12c Client software.
INSTALL	N/A	146734	When upgrading to Simphony version 2.9 from Simphony version 2.7, the installer overwrites the database time-out settings to default to 100 seconds.
INSTALL	N/A	146735	The Data Transfer Service (DTS) fails to run Reporting and Analytics aggregation if you upgrade to Simphony version 2.9 from Simphony version 2.7.
			Workaround: Remove the **CE.jar** file from the `[DriverLetter]:\MICROS \Simphony2\DataTransferService\mmserver \lib` folder on the application server, and then install Simphony 2.9 Hot Fix 1.
INSTALL	N/A	146736	When using an Oracle Database, upgrading to Simphony version 2.9 from Simphony version 2.7 replaces the System ID (SID) names in the postingserver.properties file with the Oracle Service Names causing the DTS to fail.
			Workaround:
			1. On the application server, browse to `[Driver]: \MICROS\Simphony2\DataTransferService \mmserver\` and open the **postingserver.properties** file.
			2. Change the service name to the SID name and restart DTS.

Table 5-1   (Cont.) Simphony Version 2.9 Known Issues

Module	CRID	TPID	Description
OPS	N/A	143929	The MicrosDevices.dll file does not register on Microsoft Windows Server 2008 R2 clients. **Workaround:** Manually register MicrosDevices.dll as described below: 1. From the **Control Panel**, select **Programs and Features**. 2. Verify that the **Microsoft VC++ 2013 Redistributable(x86)** version is 12.0.40660.0. 3. If you have a version older than 12.0.40660.0, uninstall the program. 4. Download and install Visual C++ 2013 Redistributable(x86) version 12.0.40660.0 by accessing the link provided below and search Microsoft.com for the **vcredist_x86.exe** executable: https://www.microsoft.com/en-us/download 5. Restart the Server. 6. Open a command prompt window as an administrator. 7. Register MicrosDevices.dll by executing one of the following commands: • To execute the command directly from the C drive, enter: `C:\> C:\Windows\System32\Regsvr32.exe [Drive Letter]:\ Micros\Simphony\WebServer\wwwroot\EGateway\Handlers\MicrosDevices.dll` • To execute the command from the system32 folder, enter: `C:\Windows\system32>Regsvr32.exe[DRIVE LETTER]:\Micros\Simphony\WebServer\wwwroot\EGateway\Handlers\MicrosDevices.dll`
OPS	N/A	142993	The Zebra MC40 cannot communicate with the enterprise server through a proxy. **Workaround:** Upgrade the firmware to KitKat (M40N0KXXVRUxx20701).
POS Client	N/A	122730	Devices running the Android version Lollipop (5.0.2 and 5.1) mobile operating system do not render the **WebView** drop-down lists properly. **Workaround:** 1. Open the Play Store app on the Android device. 2. Search for and then select the **Android System WebView** app by Google. 3. Press **Update**.
POS Client	N/A	127125	In Simphony version 2.8 and later, when using ECM, Simphony requires a workstation operator to have an active cash management session assignment to allow the seating of guests in the Table Management System (TMS).

Table 5-1   (Cont.) Simphony Version 2.9 Known Issues

Module	CRID	TPID	Description
Peripherals	N/A	125959	Barcode Scanner does not support a third-party, generic Microsoft Windows 10 device.
			Barcode Scanner does support the Oracle MICROS Workstation 6 Series configurations with Microsoft Windows 10.
Printing	N/A	123817	Bixolon SPP-R300-BK and Bixolon SPP -R200II Bluetooth Mobile printers do not work with Windows 10 POS clients.
Transaction Services	N/A	124784	When performing the Get Config Info command to retrieve configuration data from Simphony, Transaction Services retrieves the data for the entire property, not only for the revenue center that Transaction Services is running on. If your organization has a large number of configuration data, this will result in an error.
			To resolve this issue, specify the range of records to retrieve using the **Get Record by Index?** function which now is available on the dialog box that appears when you click the Get Config Info button. Refer to the Features and Updates section of this document for further information.