Oracle® MICROS Enterprise Back Office

Release Notes

Release 9.1
E84938-25
December 2023

Oracle MICROS Enterprise Back Office Release Notes, Release 9.1

E84938-25

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Preface

This document describes the features and changes included in this Oracle MICROS Enterprise Back Office release, which is comprised of:

- Reporting and Analytics
- Forecasting and Budget
- Gift and Loyalty
- Inventory Management
- Labor Management

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 Enterprise Back Office'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 for all Enterprise Back Office users.

Important Information

The Release Notes and product documentation describe the features and functionality in the Advanced Cloud Services version of Oracle MICROS Reporting and Analytics and Oracle MICROS Gift and Loyalty. If you purchased the Standard versions, you may not have access to some of the described features and functionality.

Customer Support

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

https://iccp.custhelp.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
- Screenshots of each step you take

Documentation

Oracle MICROS product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/food-beverage/.

Revision History

Date	Description of Change
June 2018	Initial publication.
August 2018	Updated for Mobile Solutions release.
August 2018	Re-sized InMotion images.
September 2018	Updated Application Compatibility with RTA information, and added the Oracle MICROS Tablet 700 Series information to Mobile Compatibility.
March 2019	Updated Database Server Compatibility and Application Server Compatibility with Windows Server 2016 information.
May 2019	Updated Database Server Compatibility and Application Server Compatibility.
January 2020	Updated Application Compatibility.
May 2020	Updated Oracle Smart View for Office.
June 2020	Updated Database Server Capability and Requirements.
August 2020	• Updated Database Server Capability and Requirements. • Updated Application Compatibility.
September 2020	Updated Database Server Capability and Requirements.
October 2020	Updated Mobile Compatibility.
December 2020	• Added Translations section. • Updated Database Server Compatibility and Requirements.
April 2021	Updated Application Compatibility.
August 2022	Updated the following topics for 9.1 new tech stack: • Added Database Server Compatibility and Requirements for 9.1 New Tech Stack. • Added Application Server Compatibility and Requirements for 9.1 New Tech Stack. • Updated Database Server Compatibility and Requirements for 9.1 or 9.1 with OBIEE. • Updated Application Server Compatibility and Requirements for 9.1 or 9.1 with OBIEE. • Updated Peripheral Hardware Compatibility.

Date	Description of Change
October 2022	Updated Database Server Compatibility and Requirements for 9.1 New Tech Stack.
March 2023	• Updated New Tech Stack. • Updated Database Server Compatibility and Requirements for 9.1 New Tech Stack Releases. • Updated Application Server Compatibility and Requirements for 9.1 New Tech Stack Releases.
April 2023	• Updated New Tech Stack. • Updated Database Server Compatibility and Requirements for 9.1 New Tech Stack Releases. • Updated Application Server Compatibility and Requirements for 9.1 New Tech Stack Releases.
August 2023	Updated guide title.
December 2023	Updated Database Server Compatibility and Requirements for 9.1 New Tech Stack Releases.

1

Features and Updates

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

Reporting and Analytics

This release contains the following features and changes for Reporting and Analytics:

New Tech Stack

New 9.1 release variations are added that introduce support for updated tech stack components. Both the Oracle Database 12c and Oracle Database 19c are supported by the new tech stack components, as well as Microsoft SQL Server 2012 and 2016, Oracle WebLogic 12c, Java 1.8, and Microsoft Windows Server 2016.

See Release Variations in the Enterprise Back Office Installation Guide for more information on the new components and selecting the right release variation for your installation. New installations must be completed using the **9.1 New Tech Stack** release.

Oracle MICROS OPERA Reporting and Analytics Cloud Service

Oracle MICROS OPERA Reporting and Analytics Cloud Service allows hotels to:

- Import location information and data into Enterprise Back Office.
- Generate reports using Oracle Business Intelligence.

  Use Oracle Smart View for Office to import and view Analysis Reports in Microsoft Excel.
- Configure user access privileges to data by subject area.
- Maintain data uniformity through item alignment.

Pre-Defined Analysis Reports

This release includes the following pre-defined analysis report for hotel operations. If you find your business needs differ from a pre-defined report, create an analysis report using subject areas, or use the pre-defined report as a template and make the necessary adjustments. Analysis Reports contains information and instructions for creating and editing analysis reports.

- Managers Overview: Provides key performance indicators and statistics on the operational performance of a location.
- Financial KPI: Provides accounting and financial key performance indicators for a location.
- Booking Pace: Provides a comparison of pace, pickup, and production for the current business date against a historical date, such as last year or last month.
- Statistics Matrix: Provides reservation statistics across multiple dimensions, such as room type, market code, and source groups.

- Year over Year Comparison: Provides a comparison of statistics for the current year and the previous year regarding room nights and revenue, with breakdowns by month, market segmentation, and revenue types.
- Business Block: Provides forecast information for business blocks by market, with insight on various block types, such as regular groups, TA blocks, tours, and conventions.

Dashboards

This release includes the following dashboards for hotel operations. Dashboards for Hotels provides details on the information shown by each dashboard.

- Property Overview: shows key revenue metrics across all properties or select properties filtered by business date.
- Financials: provides visualizations of revenue by market and of payments and a summary of ledger activity details.
- Reservations: provides snapshot view of key reservation metrics, and shows visualizations comparing totals to the previous month and to the previous week.

Oracle Smart View for Office

You can now use Oracle Smart View for Office to import and view Analysis Reports in Microsoft Excel.

After downloading Oracle Smart View 11.1.2.5.910 for Excel follow the steps below:

1. Navigate to the Smart View Tab.
2. Click **Options**.
3. Click **Check for Updates, New Installs, and Uninstalls**.
4. Select all check boxes.
5. Select the option to install Oracle BI EE.
6. Restart Excel.
7. Attempt login.

Inventory Management

This release contains the following features and changes for Inventory Management

Oracle MICROS Inventory Management Mobile Solutions

This release contains a new version of the Oracle MICROS Inventory Management Mobile Solutions client application that is compatible with the Oracle MICROS Tablet 700 Series.

Mobile Solutions for Oracle MICROS Tablet 700 Series

This release contains a new version of the Oracle MICROS Inventory Management Mobile Solutions application that is compatible with the Oracle MICROS Tablet 700 Series. These tablets are not compatible with the legacy Mobile Solutions 2010 client.

Charset Configuration

Inventory Management now queries the **v$nls_parameters** system table to determine its charset. If the system table is not accessible, the system looks for the configuration in `web.config`.

Spreadsheet Template for Order Cycles

On the Order Cycles page, you can now click **Download Xls Template** to download a spreadsheet template. You can configure your order cycle settings in the spreadsheet, export the spreadsheet in .CSV format, and then import the configurations using the `ordercycle.myinv.`*`languagecode-countrycode`*`.excel.template` templates for B2B order cycles.

Updated Nutrient Catalog Standards Support

This patch installs and supports the United States Department of Agriculture National Nutrient Database for Standards Reference release 28.

Allergen and Additive Handling

You can now manage allergen and additive information for items and recipes. Inventory Management includes a default set of allergens and additives that can be assigned to items and recipes.

Updates to the Inventory Management Point-of-Sale Web Service

This patch contains the following updates to the Inventory Management Point-of-Sale Web Service API:

- `Company` property in the SOAP header to support multi-tenant environments.
- Additives data structure and method to support handling allergens and additives.

The *Inventory Management Point-of-Sale Web Services API* contains further information.

InMotion Mobile

This release contains the following features and changes for InMotion Mobile:

Session Timeout Configurations

Administrators can now configure session timeout behavior for InMotion Mobile login sessions using the **InMotion Config** portlet in Reporting and Analytics.

- **Session Expiry (Days)**: The amount of time in days until a session times out if the user does not re-authenticate. By default, this is set to 90 days.
- **Activity Expiry (Days)**: The amount of time in which a login session can post no activity before being automatically logged out. For example, for stores that close on weekends but do not want to force users to log in on Mondays, set this to `3`. By default, this is set to 7 days.
- **Session count per user**: The maximum number of devices that can be logged into by the same user. By default, this is set to 3 devices.

Support for Up to 4000 Locations or Revenue Centers

Lists of locations no longer stop after reaching 500 locations or revenue centers, and now lets users access up to 4000 locations or revenue centers. To help find a specific location or revenue center:

- The search remains visible at the top of the screen, letting you filter the list of locations on demand.
- The selected location remains visible at the top of the screen while you browse the list of revenue centers.
- For improved performance, the application loads revenue center information only for the selected location.

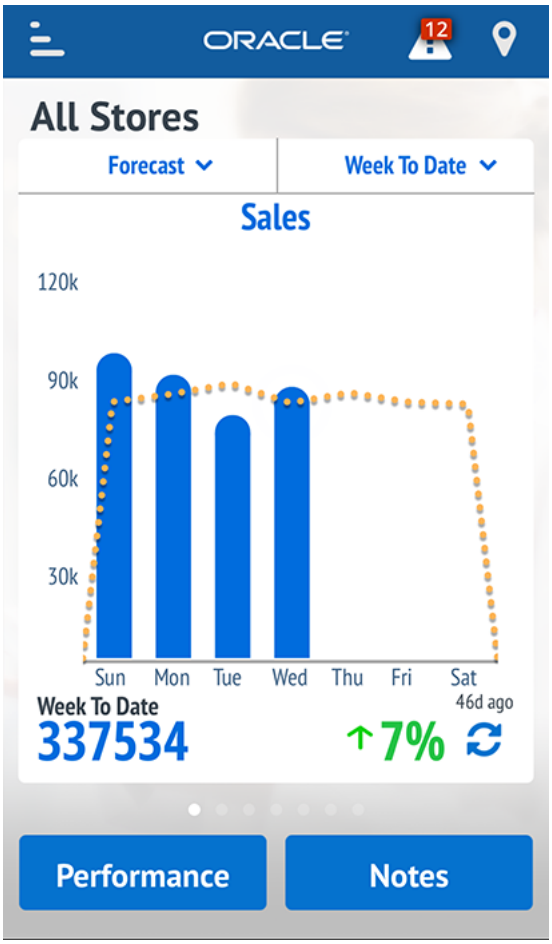
When **All Stores** is selected, InMotion now calculates the total net sales amount shown at the top of the screen using all stores in the user's scope, instead of only the stores downloaded by the app.

View Charts for Week To Date and Past 7 Days

This release adds the ability to view data for a week and view a comparison of daily performance up to the current working hour.

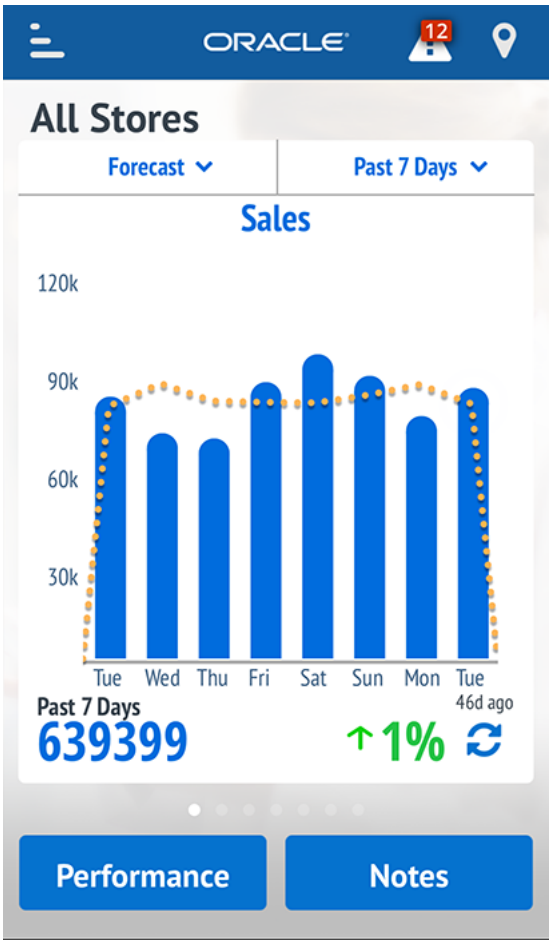
Week To Date

Shows data from the start of the current week to the last closed business day.



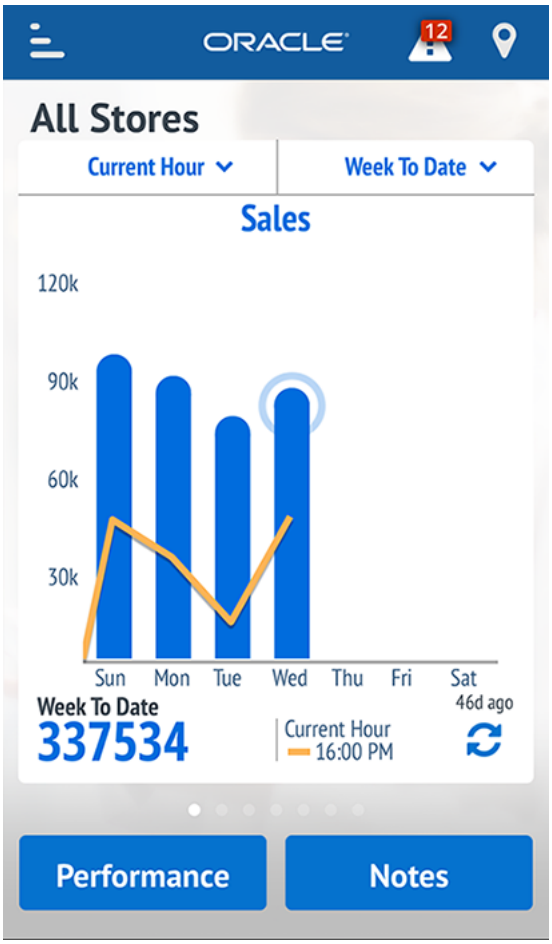
Past 7 Days

Shows data from the last seven closed business days.



Current Hour

Only for weekly views. Compares the performance for the current day to other days by the current hour. For example, if you are viewing sales at 1:30pm, this shows the sales total at the 1:00pm mark for each of the past days. This allows you to see how the current day so far looks relative to how the other days looked at the same time.



Compliance with Apple App Transport Security (ATS)

For compliance with Apple App Transport Security, the application no longer connects to servers that do not accept TLS 1.2 and HTTPS connections. The *Oracle MICROS Enterprise Back Office Security Guide* contains more information about TLS 1.2 and changes that impact InMotion.

2

System Requirements, Supported Systems, and Compatibility

This chapter describes the supported systems and requirements of each Enterprise Back Office component and module.

See Release Variations in the *Oracle MICROS Enterprise Back Office Installation Guide* for information on how to select the Enterprise Back Office 9.1 software for your environment.

Database Server Compatibility and Requirements for 9.1 or 9.1 with OBIEE

The following table lists the supported databases and operating systems for the servers hosting the respective Enterprise Back Office databases.

Table 2-1 Database Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Database	• Oracle Database Enterprise Edition 12c R1 • Microsoft SQL Server 2012 Enterprise Edition (SP4)	• Microsoft SQL Server 2012 Enterprise Edition	Note: 32-bit client operating systems are no longer supported when using Oracle Database 12.2c R2 (12.2.0.x) or higher. The 32-bit database client could still be installed. • Oracle 19c Database version 19.3.0.0.0 • Oracle 18c Database version 18.3.0.0.0 • Oracle Database Server Enterprise Edition 12c R1 • Microsoft SQL Server 2016 Enterprise Edition or Standard Edition • Microsoft SQL Server 2014 Enterprise Edition or Standard Edition • Microsoft SQL Server 2012 Enterprise Edition or Standard Edition

Table 2-1 (Cont.) Database Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Java (Java Development Kit or Java Runtime Environment)	The installation wizard requires a compatible Java version. See Doc ID 2330734.1 for more information on versions of the Java Development Kit (JDK) or Java Runtime Environment (JRE) tested with Reporting and Analytics. If you are installing the database server through a network connection, you do not need to install Java on the database server.	The installation wizard requires a compatible Java version. Enterprise Back Office was tested for the following version at the time of release: • 1.7 update 80 If you are installing the database server through a network connection, you do not need to install Java on the database server.	• Not Applicable

Database Server Compatibility and Requirements for 9.1 New Tech Stack Releases

The following table lists the supported databases and operating systems for the servers hosting the respective Enterprise Back Office databases. The information is applicable for 9.1 New Tech Stack and 9.1 New Tech Stack with Pentaho releases.

Table 2-2 Database Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Database	• Oracle 19c Database version 19.3.0.0.0 • Oracle Database Server Enterprise Edition 12c R1 • Microsoft SQL Server Enterprise Edition 2012 (SP4 - 11.0.7001.0) • Microsoft SQL Server Enterprise Edition 2016 (SP3 - 13.0.6300.2)	• Microsoft SQL Server 2012 (SP4 - 11.0.7001.0) • Microsoft SQL Server 2016 (SP3 - 13.0.6300.2)	Note: 32-bit client operating systems are no longer supported when using Oracle Database 12.2c R2 (12.2.0.x) or higher. The 32-bit database client could still be installed. • Oracle 19c Database version 19.3.0.0.0 • Oracle 18c Database version 18.3.0.0.0 • Oracle Database Server Enterprise Edition 12c R1 • Microsoft SQL Server 2016 Enterprise Edition or Standard Edition • Microsoft SQL Server 2014 Enterprise Edition or Standard Edition • Microsoft SQL Server 2012 Enterprise Edition or Standard Edition
Java (Java Development Kit or Java Runtime Environment)	The installation wizard requires a compatible Java version. Enterprise Back Office was tested for the following version at the time of release: • 1.8 update 361 If you are installing the database server through a network connection, you do not need to install Java on the database server.	The installation wizard requires a compatible Java version. Enterprise Back Office was tested for the following version at the time of release: • 1.8 update 361 If you are installing the database server through a network connection, you do not need to install Java on the database server.	• Not Applicable

Application Server Compatibility and Requirements for 9.1 or 9.1 with OBIEE

The following table lists the supported operating systems and the required environment frameworks for the servers hosting the respective Enterprise Back Office applications.

Table 2-3 Application Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Operating System	• Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012	• Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012	• Microsoft Windows Server 2019 (version 1809) with Desktop Experience and Internet Information Server 10 • Microsoft Windows Server 2016 with Desktop Experience and Internet Information Server 10 • Microsoft Windows Server 2012 R2 with Internet Information Server 8.5 • Microsoft Windows Server 2012 with Internet Information Server 8.0
Application Server	• Oracle WebLogic 11g	• Oracle WebLogic 11g	• Not Applicable
Business Intelligence	• Oracle Business Intelligence Enterprise Edition 11g	• Not Applicable	• Not Applicable
Mail Server	• IceWarp Mail Server (currently supporting V11, V13)	• IceWarp Mail Server (currently supporting V11, V13)	• Not Applicable
Java Development Kit	See Doc ID 2330734.1 for more information on versions of the Java Development Kit (JDK) or Java Runtime Environment (JRE) tested with Reporting and Analytics.	See Doc ID 2330734.1 for more information on versions of the Java Development Kit (JDK) or Java Runtime Environment (JRE) tested with Reporting and Analytics.	• Not Applicable
Microsoft .NET Framework	• Not Applicable	• Not Applicable	• Microsoft .NET Framework 4.5.1
Microsoft Visual C++ Redistributable Package	• Not Applicable	• Not Applicable	• Microsoft Visual C++ 2010 Redistributable Package

Application Server Compatibility and Requirements for 9.1 New Tech Stack Releases

The following table lists the supported operating systems and the required environment frameworks for the servers hosting the respective Enterprise Back Office applications. The information is applicable for 9.1 New Tech Stack and 9.1 New Tech Stack with Pentaho releases.

Table 2-4 Application Server Compatibility and Requirements

Component	Reporting and Analytics	Gift and Loyalty	Inventory Management
Operating System	• Microsoft Windows Server 2016	• Microsoft Windows Server 2016	• Microsoft Windows Server 2019 (version 1809) with Desktop Experience and Internet Information Server 10 • Microsoft Windows Server 2016 with Desktop Experience and Internet Information Server 10 • Microsoft Windows Server 2012 R2 with Internet Information Server 8.5 • Microsoft Windows Server 2012 with Internet Information Server 8.0
Application Server	• Oracle WebLogic 12c (12.2.1.4.0)	• Oracle WebLogic 12c	• Not Applicable
Business Intelligence	• Not Applicable	• Not Applicable	• Not Applicable
Mail Server	• IceWarp Mail Server (currently supporting V11, V13)	• IceWarp Mail Server (currently supporting V11, V13)	• Not Applicable
Java Development Kit	Enterprise Back Office was tested for the following version at the time of release: • JDK 1.8 update 361	Enterprise Back Office was tested for the following version at the time of release: • JDK 1.8 update 361	• Not Applicable
Microsoft .NET Framework	• Not Applicable	• Not Applicable	• Microsoft .NET Framework 4.5.1
Microsoft Visual C++ Redistributable Package	• Not Applicable	• Not Applicable	• Microsoft Visual C++ 2010 Redistributable Package

Hardware Requirements

The following table lists the recommended configuration for the Enterprise Back Office servers for approximately 500 users and 30 concurrent sessions:

Table 2-5 Hardware Compatibility and Requirements

Server	RAM	CPU	Disk Space
Enterprise Back Office, Gift and Loyalty, and Inventory Management Database Servers	16 GB	Quad Core	32 GB
Reporting and Analytics Cluster Hardware requirements for Oracle Business Intelligence, Reporting and Analytics, and the Aggregation Service depend on your deployment environment.	32 GB	Quad Core	100-150 GB
Gift and Loyalty Application Server	8 GB	Dual Core	32 GB
Inventory Management Application Server	3 GB	Quad Core	32 GB

Use RAID Disk System for fault tolerance on disk drives. Do not use Software RAID.

Application Compatibility

The following table lists the supported client-side operating systems and web browsers, and the software tested and required for using Enterprise Back Office features:

Table 2-6 Application Compatibility and Requirements

Component	Compatible Versions
Client Operating System	• Microsoft Windows 10 • Microsoft Windows 8.1 • Microsoft Windows 7
Remote Transfer Agent (RTA) Operating System	• Microsoft Windows 10 • Microsoft Windows 7 • Microsoft Windows Server 2016 • Microsoft Windows Server 2012 R2

Table 2-6 (Cont.) Application Compatibility and Requirements

Component	Compatible Versions
Web Browser	• Microsoft Edge (Not compatible with Inventory Management) • Microsoft Internet Explorer 11 • Microsoft Internet Explorer 10 • Microsoft Internet Explorer 9 • Mozilla Firefox (Not compatible with Enterprise Maintenance Services and Labor Management Advanced Scheduler.)
Microsoft Excel (for iQuery)	• Microsoft Excel 2010 • Microsoft Excel 2013 • Microsoft Excel 2016 • Microsoft Excel 365
PDF Reader	• Adobe Reader
Java Runtime Environment (JRE)	Clients do not need the JRE to use Enterprise Back Office applications. The server that hosts the POS system does not need the JRE to run the RTA because JRE 1.7 is now bundled with the RTA.

Mobile Compatibility

Table 2-7 Mobile Compatibility and Requirements

Component	Compatible Versions
Mobile Web Browsers	The mobile versions of the Enterprise Back Office web applications have been tested with the following mobile browsers: • Apple Safari 6 and later • Google Android Browser 4.4 and later • Google Chrome 28 and later • Mozilla Firefox 39 and later
Mobile Devices	Inventory Management supports the following mobile devices: • Oracle MICROS Tablet 700 Series • Zebra MC75A with Windows Mobile 6.5 • Zebra MC55A with Windows Mobile 6.5 • Zebra MC70 with Windows Mobile 6.1 • Zebra MC55 with Windows Mobile 6.1 • Zebra MC40 with Windows CE7 Microsoft Windows Mobile 6.5, Microsoft Windows Mobile 6.1, and Microsoft Windows Embedded Compact 7 do not support Transport Layer Security 1.2 and 1.1.

Peripheral Hardware Compatibility

The following table lists the peripheral hardware supported by Inventory Management:

Table 2-8 Peripheral Hardware Compatibility and Requirements

Hardware	Compatible Versions
Label Printer	• Epson TM-L60II • Epson TM-L90P • Bixolon SRP-S300

3
Resolved Issues

This chapter describes the issues resolved in this release:

Labor Management

The following Labor Management issues were resolved in this release:

Table 3-1 Labor Management Resolved Issues

BugDB	JIRA	Description
N/A	HLM-1266	You can now only see inactive job rates for an employee in their Pay Rate History.

4 Translations

The following information is available in English only:

- Documentation, including online help, release notes, interface specifications, and product guides
- Online support (My Oracle Support) articles (for example, knowledge base articles, patch and patch set ReadMe files)
- Batch programs and messages
- Log files
- System tools
- Demonstration data
- Training Materials
- Installation Media

Translations into other languages are not available.