Oracle® Hospitality RES 3700

Release Notes

Release 5.6
E89590-04
December 2018

Oracle Hospitality RES 3700 Release Notes, Release 5.6

E89590-04

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Preface

This document describes the features and fixes included in this RES 3700 release.

Purpose

These Release Notes provide an overview of additions, enhancements, and corrections implemented in this software release. Review RES 3700'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 RES 3700 technicians, administrators, and users.

Important Information

If you are upgrading to this version of RES, see Installation and Upgrade for version compatibility information and to ensure that there are no other outstanding issues for upgrading to this version.

For hardware and software compatibility, see System Requirements, Supported Systems, and Compatibility for the list of clients that are compatible with this version, and see the associated *Oracle RES 3700 Installation Guide* for the latest hardware and software recommendations.

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
January 2018	Initial Publication
February 2018	• Support for Oracle MICROS Compact Workstation 310 • Additional Capabilities for Menu Item Surcharges • Showing Check Totals after Item Totals when Ringing a Menu Item
December 2018	Added the following updates for the version 5.6.2 release: Always Show Quantity for Detail with Non-Zero Price and Allow Custom Printed Guest Check Content.

1

Features and Updates

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

- Support for Oracle MICROS Compact Workstation 310
- Additional Capabilities for Menu Item Surcharges
- Improved Security for Interface Scripting Language (ISL) Scripts
- Showing Check Totals after Item Totals when Ringing a Menu Item
- Support for Oracle MICROS Kitchen Display Controller 210
- Support for Oracle MICROS Tablet 720 and 721
- Support for Microsoft Windows Server 2016 and Microsoft Windows Server 2012 R2
- Software Compatibility and Requirements Changes
- PA-DSS Implementation Guide Updates
- Always Show Quantity for Detail with Non-Zero Price
- Allow Custom Printed Guest Check Content

Support for Oracle MICROS Compact Workstation 310

RES 5.6 and later support the Oracle MICROS Compact Workstation 310. This release:

- Does not have scale certification.
- Does not support serial scanners.
- Does not support the Oracle MICROS Integrated Modular 1D/2D Imager/Scanner.

Additional Capabilities for Menu Item Surcharges

This release adds additional capabilities when menu items are associated with a surcharge:

- You can now split or share the cost of a menu item with a surcharge during **Edit Check** and **Split Check** operations. This prorates the surcharge to the shared items.
- You can now forgive discounts of the surcharge.
- You can now exempt the surcharge using the **Tender Exempted** tax class, the **Order Type** tax class, the **Tax Exempt (ALL)** key, the **Tax Exempt (Specific 1-8)** key, and the **Tender Tax Exempt Coupon** option. The API does not support the Tender Tax Exempt Coupon option.

Improved Security for Interface Scripting Language (ISL) Scripts

This release improves security for importing and running Interface Scripting Language (ISL) scripts. If you are upgrading to this version of RES, the installation wizard automatically imports scripts from the local directory. Starting with this release, use the **ISL Files** menu in the POS Configurator to add `.ISL` files containing the scripts:

1. In the POS Configurator, click the **Devices** tab, and then click **ISL Files**.
2. To change the folder containing the custom script files, click **Dir** and select the folder. By default, the POS Configurator is set to look in `\MICROS\Res\Pos\Etc\`
3. To import and create a database entry for all `.ISL` script files in the selected folder, click **Auto Load All ISL Files**.
4. To import a single script, click **New**, and then click the **Browse** button to select the `.ISL` file.
5. To change the file for an existing database entry, select an entry, click the **Browse** button next to the **File Name** field, and then select the new script.
6. To make changes to an imported `.ISL` file, click **Enable Developer Mode**, and then make changes in the text field. Click **Cancel Developer Mode** after making changes. See below for more information.

ISL Security Developer Mode

ISL developers can enable Development Mode, which allows local changes to an ISL file to be implemented by the POS immediately during the development cycle. Developer Mode can be set to the following states:

- Active Developer Mode: The developer can make changes to the local file and to be effective immediately at the POS. The system will not load and override the file content from the RES server. By default, Active Developer Mode is enabled for one hour, after which RES expires developer mode and stops loading changes to the file. You can renew developer mode if more time is needed.
- Expired Developer Mode: The developer can use the last loaded version of the file, but subsequent changes to the local file will be ignored. The system will not load the file from the RES server to avoid overwriting the changes made to the local file until the developer is ready.

Cancel Development Mode allows the file to be pulled down again from the database to the workstations.

> **Important:**
>
> To allow files to be altered without being overwritten, the system will not download information from the `micros.isl_file_def` table for files that have been placed in development mode until **Cancel Development Mode** is clicked. The system overwrites the local file with content from the `micros.isl_file_def` table immediately when development mode is canceled. To preserve file changes, you must load the file into the database before clicking **Cancel Development Mode**.

Showing Check Totals after Item Totals when Ringing a Menu Item

The **Display Check Total After Item Total** option in the Restaurant configuration now changes the behavior of the customer display or pole display when the **Print Currency Descriptor** option is enabled. After ringing a menu item, the display shows the item total for one or two seconds, and then shows the check total.

When this option is not enabled, the customer display or pole display only shows the price of the last item.

Support for Oracle MICROS Kitchen Display Controller 210

RES 5.6 and later support the Oracle MICROS Kitchen Display Controller 210. When setting up the Kitchen Display Controller in the POS Configurator:

1. Click the **Devices** tab, click **Network Node**, select the Kitchen Display Controller node, and then on the **Network** tab, set the **Platform Type** to `Windows (32 or 64 bit)`.
2. Click the **Devices** tab, click **Devices**, select the Kitchen Display Controller node, and then on the **General** tab, set the **Device Type** to `Kitchen Display`.

Support for Oracle MICROS Tablet 720 and 721

RES 5.6 and later support Oracle MICROS Tablet 720 and 721 using Microsoft Windows 8.1 or Microsoft Windows 10

RES 5.6 includes support for using the following peripherals with Manager Procedures:

- Magnetic Stripe Reader
- Scanner

Tablet 720 and 721 uses an OPOS scanner, which returns full barcode data. This differs from natively supported scanners, which support barcode format options.

When configuring these OPOS devices, use the following device names:

- MSR: `IDTECH_SECUREMAG_USBHID`
- Scanner: `Honeywell`

Support for Microsoft Windows Server 2016 and Microsoft Windows Server 2012 R2

RES 5.6 supports hosting the RES server on Microsoft Windows Server 2016 or Microsoft Windows 2012 R2.

Software Compatibility and Requirements Changes

This release changes compatibility for the following:

- Adobe Acrobat Reader DC: RES is no longer compatible with version 11.0 and earlier.
- Sybase Adaptive Server 17: upgraded from 16.

PA-DSS Implementation Guide Updates

The PA-DSS Implementation Guide was reviewed and verified for Oracle Hospitality RES 3700 5.6 in accordance with the PA-DSS 3.2 standards.

Always Show Quantity for Detail with Non-Zero Price

For RES 5.6.2, a new option in the POS Configurator, called **Always print quantity of priced items**, is now available.

When enabled, the quantity of all detail items with a price printed on guest checks and receipts is also printed. When disabled, only quantities greater than one are printed on guest checks and receipts.

This applies but is not limited to the following detail items:

- Priced Condiments
- Priced Combo Meal Child Items
- Discounts
- Service Charges

To access the new option, select **POS Configurator**, **System**, **Restaurant**, **Options**, and then click **General**.

Allow Custom Printed Guest Check Content

For RES 5.6.2, the following ISL/SIM functions were updated:

- InsertChkExtensibilityInfo
- UpdateChkExtensibilityInfo
- InsertExtensibilityInfo
- UpdateExtensibilityInfo

These functions now use the following convention:

- If the contents of the display_name parameter contain a string that is enclosed in double circumflexes (^), then the string is included at the appropriate location on the printed guest check.
- Insert/Update-ChkExtensibilityInfo appears above the Guest Check Header.
- Insert/UpdateExtensibilityInfo appears below the Detail Name.

Sample usage:

```
InsertChkExtensibilityInfo "", 1234, "", "^^Sample Date Line^^"
```

These functions were originally documented in RES 3700 5.4 MR2:

https://docs.oracle.com/cd/E72602_01/docs/res-54mr2-rn.pdf

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System Requirements, Supported Systems, and Compatibility

This chapter describes RES 3700 system requirements, supported systems, and compatibility:

- Server Requirements and Compatibility
- Supported Win32 Devices
- Supported Microsoft Windows Embedded Devices
- Supported Handheld Devices

Server Requirements and Compatibility

The RES 3700 server requires the following:

Application	Requirements/Compatibility
Operating System	• Microsoft Windows 10 – 64-bit only • Microsoft Windows 7 – 32-bit and 64-bit – Ultimate, Enterprise, Professional Editions – Service Pack 1 or later • Microsoft Windows Server 2016 – 64-bit only • Microsoft Windows Server 2012 R2 – 64-bit only • Microsoft Windows Server 2008 R2 – Service Pack 1 or later
Internet Information Services	Make sure **IIS 6 Management Compatibility** is enabled.
Microsoft .NET Framework	4.0 or later
Adobe Acrobat Reader	DC version 17.0009.20044 or later
Microsoft Distributed Component Object Model (DCOM)	6.1
Microsoft Open Database Connectivity (ODBC)	6.1
Sybase Adaptive Server	17

Application	Requirements/Compatibility
Crystal Reports Professional	2016 RES installs Crystal Reports Viewer. If you require report development, you must install the full version of Crystal Reports Professional and then re-install RES. Reports developed in later versions of Crystal must be saved using the 2016 format.
Borland Delphi Engine	5.0
Microsoft ActiveX Data Objects (ADO)	6.1

Supported Win32 Devices

RES supports the following Win32 devices. You must install Microsoft .NET Framework 3.5 SP1 or higher.

- Oracle MICROS PC Workstation 2015
- Oracle MICROS Workstation 6 Series
- Oracle MICROS Tablet E-Series and MICROS E-Series Base Station (uses Microsoft Windows 8.1 Industry Edition)

  Make sure to set Tablet E-Series as a **Workstation** Workstation Type in the POS Configurator.
- Oracle MICROS Tablet 720 and Tablet 721 (using Microsoft Windows 8.1 or Microsoft Windows 10)

Supported Microsoft Windows Embedded Devices

RES supports the following Microsoft Windows CE devices. You must install Microsoft .NET Compact Framework 2.0 or higher.

- Oracle MICROS Workstation 4LX
- Oracle MICROS Workstation 5
- Oracle MICROS Workstation 5A (uses Microsoft Windows Embedded POSReady 7)
- Oracle MICROS Workstation 5A (uses Microsoft Windows Embedded CE 6.0)
- Oracle MICROS Tablet R-Series & MICROS R-Series Base Station (uses Microsoft Windows Embedded Compact 7)
  - Make sure to set Tablet R-Series as an **mTablet** Workstation Type in the POS Configurator.
  - If you update to Platform 1.5 or later, see Oracle MICROS Tablet R-Series Platform 1.5 for additional instructions.

Supported Handheld Devices

RES supports the following hand-held devices:

- DT Research WebDT 410

- DT Research WebDT 415
- DT Research WebDT 430
- Zebra MC40 (Microsoft Windows Embedded Compact 7)

3
Installation and Upgrade

This section describes installation and upgrade instructions for this RES 3700 release:

- Upgrade Compatibility and Information
- Activating New Features
- Database Backup
- Oracle MICROS Tablet R-Series Platform 1.5

Upgrade Compatibility and Information

RES 5.6 supports upgrades from:

- RES 5.5, 5.5.0.*x*, 5.5.5.1 - 5.5.1.6, 5.5.2 - 5.5.2.5, 5.5.3 - 5.5.3.2.
- RES 5.4, 5.4.1.*x* - 5.4.3.*x*, 5.5.4 - 5.5.4.6.
- All RES versions earlier than 5.4.

If you are on a later version that is not supported by RES 5.6, review the 5.6 patches to see if the support was added after the 5.6 general release.

For information about fixes and changes made between your version and RES 5.6, review:

- The RES 5.4 and RES 5.5 Release Notes on the Oracle Help Center.
- The ReadMe files associated with the latest RES 5.4 and RES 5.5 patches on My Oracle Support. RES patches are cumulative, so the latest ReadMe will contain a list of all fixes associated with the release version.

Activating New Features

Perform the following steps to activate newly purchased features for your system:

1. Run License Manager.
2. For each Installed Product (POS 3700, Kitchen Display System, RES Platform, Enterprise Office, Enterprise Management, Guest Services Solution):
    a. Select the product tab.
    b. Select the **Product/Features** tab under the Activation group.
    c. Select all **Product Activation** items.
    d. Select the purchased features in the **Feature Activation** group.
    e. Click **Reload**.
    f. Verify the selected features show a check mark under the product tab.

Database Backup

This release of RES 3700 saves database backups using the `.mpz5g4` file extension to distinguish the backup from older versions of RES. Database Manager does not remove older backups and only counts `.mpz5g4` files toward the maximum number of backups stored.

Oracle MICROS Tablet R-Series Platform 1.5

Perform the following steps to enter the Client Trust Pass Phrase when using a MICROS Tablet R-Series with platform 1.5 or later:

1. On the MICROS Tablet R-Series, click **Start** and then click **Network and Dial-up Connections**.
2. Disable one of the network adapters:
   - If you are using a wireless connection, right-click `ENET1` and then click **Disable**.
   - If you are using an ethernet connection, right-click `SDCSD40N1` and then click **Disable**.
3. Verify that the network adaptor icon shows a red X icon.

4
Resolved Issues

This chapter describes the issues resolved in this release.

- POS Operations
- POS Configurator
- Autosequence and Reports
- CA/EDC
- Cash Management
- Guest Service Solutions
- Installation
- Manager Procedures
- Transaction Services
- Utilities

POS Operations

This chapter describes the POS Operations issues resolved in this release.

Table 4-1 POS Operations Resolved Issues

BugDB	Description
26225031	Prices are now correct after changing the price of items in combo groups when using the Bulk Combo Meal function.
26199588	Oracle Payment Interface rules now only affect tenders that have the option **Credit auth required** enabled.
25576083	The price of a combo meal now remains correct after a transaction void operation.
22609840	When **Post split total to new check** is enabled, using Split Check on menu items with the **Reference Required** option no longer results in the UNEXPECTED DATABASE ERROR error.
21590099	Corrected centering of the SIM display window for a number of screen templates and resolutions.
21588473	POS Operations no longer stops when restarting the DBUpdate Service after changing a Kitchen Display System LAN node.
N/A	Win32 and WinCE workstations no longer allow any type of credit card authorization when using the OPI Native driver and running in standalone mode.

Table 4-1 (Cont.) POS Operations Resolved Issues

BugDB	Description
N/A	Tips are now correctly added to the check during Oracle Payment Interface mode. For CC Auth and CC Lookup, if the response has a tip amount: • a service charge is applied for the tip amount. • a tender is applied for the sum of the auth amount and the tip amount. • the check is closed if paid in full.
N/A	When a prepaid card receives partial authorization, or receives full authorization but with a 0.00 balance remaining on the card, the operator now must hit the CC final button before the authorized amount is applied to the check.

POS Configurator

This chapter describes the POS Configurator issues resolved in this release.

Table 4-2 POS Configurator Resolved Issues

BugDB	Description
25647228	Extended the limit of employee classes to 800.
N/A	You can no longer select devices that are not printers or disk files when setting up Printers in the User Workstations configuration.
N/A	The deprecated Corrective Authorization function can no longer be selected in the touchscreen designer, and existing buttons with the Corrective Authorization function no longer attempt the operation.

Autosequence and Reports

This chapter describes the Autosequence and Reports issues resolved in this release.

Table 4-3 Autosequence and Reports Resolved Issues

BugDB	Description
22248153	When **Post Last Item Void Detail** is enabled, voiding a low-price discount applied to a menu item no longer incorrectly posts a negative value to inclusive taxes.
21588982	The Autosequence Server no longer fails when using `ILDSRESET` to reset the liquor dispensing system dump file.
21588890	Tips paid by a credit over tender, tips paid by a charge tip service, and tips paid by an over tender with manager authorization now all post to the employee who processed the transaction, regardless of the revenue center option **Current Round Posts to Transaction Employee**.
21582972	Reports run by scheduled autosequence now correctly display Chinese characters.

CA/EDC

This chapter describes the CA/EDC issues resolved in this release.

Table 4-4 CA/EDC Resolved Issues

BugDB	Description
N/A	The **Credit auth required** option for **CC Tender** in the **Tender / Media** configuration is now enabled whenever a tender is linked to both a CA driver and an EDC driver. Tenders can no longer be linked to one driver type and not the other. You can no longer set the **Credit auth required** option manually.

Cash Management

This chapter describes the Cash Management issues resolved in this release.

Table 4-5 Cash Management Resolved Issues

BugDB	Description
N/A	The balance of the server bank is no longer incorrect after depositing a cash pull. The server bank also can now correctly be closed after a cash pull.

Guest Service Solutions

This chapter describes the Guest Service Solutions issues resolved in this release.

Table 4-6 Guest Service Solutions Resolved Issues

BugDB	Description
26267608	GSS functions no longer fail to initialize after performing a reboot all.
N/A	GSS context-sensitive help no longer fails with the `Failed to launch help` error message.
N/A	GSS Back Office no longer fails with an error when exiting the **View** screen from the **Customize** menu.

Installation

This chapter describes the Installation issues resolved in this release.

Table 4-7 Installation Resolved Issues

BugDB	Description
N/A	In previous versions of RES, installing or upgrading to Microsoft Windows 10 version 1703 could cause the creation of two Kitchen Display System controller services, which subsequently caused the next RES upgrade to fail. The RES 5.6 upgrade removes the extra KDS Controller service if detected, and the upgrade succeeds.

Manager Procedures

This chapter describes the Manager Procedures issues resolved in this release.

Table 4-8 Manager Procedures Resolved Issues

BugDB	Description
26336895	The Quick Counts Variance Report runs without returning script errors.
22247652	When accessing the Manager Procedures dashboard using the command line, the **Close** button now correctly closes Manager Procedures. When accessing the Manager Procedures dashboard from the Manager Procedures application, the **Close** button is now replaced with the **Back** button, and clicking it returns the user to the main application.

Transaction Services

This chapter describes the Transaction Services issues resolved in this release.

Table 4-9 Transaction Services Resolved Issues

BugDB	Description
N/A	Voiding a transaction or cancelling an order with an electronic payment no longer causes an exception.

Utilities

This chapter describes the Utilities issues resolved in this release.

Table 4-10 Utilities Resolved Issues

BugDB	Description
22247655	The Payment report in the Transaction Analyzer no longer incorrectly flags checks as **Open**.
N/A	`DM -?` no longer shows the deprecated `-CON` command.

Table 4-10 (Cont.) Utilities Resolved Issues

BugDB	Description
N/A	The Event Viewer | Micros Security on the server now correctly logs events from the clients.
N/A	On Win32 workstations, removed the link to the MICROS Control Panel from the MICROS desktop.

5
Known Issues

This chapter describes known issues:

- POS Operations
- Third-Party
- Manager Procedures

POS Operations

This chapter describes the POS Operations issues known in this release.

Table 5-1 POS Operations Known Issues

BUGDB	Description
N/A	For RES 5.6, Microsoft Embedded POSReady 2009 cannot load the `NTIDN.sys` driver after RES CAL Setup if all Microsoft Windows updates are installed. The workstation may not be able to run an IDN printer.
N/A	When using multiple merchants, do not transfer checks to a revenue center that uses a different merchant. These transfers can lead to batch settlement problems.
N/A	Oracle Hospitality RES 3700 does not support the Package Deal feature when using the Quebec Sales Recording System (SRM).

Third-Party

This chapter describes known Third-Party issues.

Table 5-2 Third-Party Known Issues

BugDB	Description
22248157	The new version of Crystal Reports uses a different MSVCP71.dll version. Third-party applications that depend on MSVCP71.dll fail to run if a separate copy of MSVCP71.dll was not installed with the application. **Workaround**: Contact the provider of the third-party application.

Manager Procedures

This chapter describes known Manager Procedures issues.

Table 5-3 Manager Procedures Known Issues

BugDB	Description
22282928	You cannot share the Mag Card Reader on the MICROS Tablet E-Series, the Oracle MICROS Tablet 720, and the Oracle MICROS Tablet 721. This prevents you from assigning an Employee Mag Card in Manager Procedures if Manager Procedures is launched from POS Operations. **Workaround**: Exit POS Operations, start Manager Procedures, and then assign an Employee Mag Card.