

Oracle[®] Hospitality Symphony

Release Notes



Release 2.10

E89806-09

February 2019

The Oracle logo, consisting of the word "ORACLE" in white, uppercase letters, centered within a solid red square.

ORACLE[®]

Oracle Hospitality Symphony Release Notes, Release 2.10

E89806-09

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Preface

Oracle Hospitality Symphony 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 Symphony'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 Symphony version 2.10.

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
February 2018	Initial publication
March 2018	Updated System Requirements, Supported Systems, and Compatibility by adding Supported KDS Client Devices section

Date	Description of Change
March 2018	Updated the Known Issues section by adding a Microsoft Windows 10 and regional settings issue
May 2018	Updated the Supported Enterprise Server Technology section for Microsoft SQL Server 2012
August 2018	Updated the Supported POS Client Devices section, specifically announcing the support of the MC40 running Android 5.1.
February 2019	Updated the following: <ul style="list-style-type: none">• Supported POS Client Devices section, specifically the listing for supported Android versions for Symphony version 2.10• Updated the Known Issues section noting that CAPS running as a Windows Service on a service host must use a 32-bit Oracle client.

1

Features and Updates

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

- [Client Application Loader \(CAL\)](#)
- [Credit Cards](#)
- [Enterprise Management Console \(EMC\)](#)
- [POS Client](#)
- [Printing](#)

Client Application Loader (CAL)

Deployment Enhancement for CAL Windows ServiceHost Prerequisites

Prerequisite software is now pre-loaded in a local directory on new Oracle MICROS workstations, rather than downloading the prerequisite software from the Enterprise through CAL. This enhancement reduces the time between opening a new Oracle MICROS workstation and signing into the Symphony POS client for the first time.

Credit Cards

Added OPI Support for Credit Card Signature Verification Alert

The Oracle Payment Interface (OPI) has been enhanced for cardholder signature verification. The POS client now shows a credit card signature verification alert with Fast Transactions. The workstation operator can verify the cardholder signature before the payment is finalized and posted to the check. This enhanced verification alert strengthens the payment authorization process, complies with card payment guidelines, and eliminates potential losses or disputes.

The *Oracle Hospitality Symphony User Guide* contains more information on card signature verification.

Enterprise Management Console (EMC)

Support to Define Wireless Signal Strength Threshold

You can now configure the wireless network signal strength threshold at which tablet devices running the Microsoft Windows and Android mobile operating systems automatically go offline. This allows you to handle unpredictable network environments and declare the device offline from the application state until a stronger and more reliable signal is reached.

The *Oracle Hospitality Symphony Configuration Guide* contains more information on configuring the wireless signal strength threshold for tablet devices.

Enhanced Reporting Implementation Functions

These enhancements are compatible with Reporting and Analytics version 9.0 Patch 8 and later.

Simphony specific reports, like Financial Reports, Nevada Gaming Reports and Group Event Reports now query the data only from the Reporting database. The data and layout of the reports remain the same. If you are using Reporting and Analytics version 8.5.1, Reporting and Analytics functions the same as in Simphony versions prior to the 2.10 release, which still takes the data partially from the Simphony database tables.

Database administrators can now use the EMC to review Reporting and Analytics Daily Aggregation logs. The self-service access to information in EMC eliminates the need to consult the Data Transfer Service (DTS) log on the application server.

The *Oracle Hospitality Simphony Configuration Guide* contains more information on viewing the move history in the PC Autosequences module, and configuring data retention limits in the Enterprise Parameters module.

Support for Multi-Factor Authentication for EMC Access

To adhere to Payment Card Industry (PCI) version 3.2 standards, Multi-Factor Authentication (MFA) has been added to enhance EMC access security. When MFA is enabled, upon logging into the EMC, you are required to enter a temporary One-Time Password (OTP) that is emailed to you. OTPs are valid for one single entry for the individual attempting to log on to the EMC at that time. One-Time Passwords are only valid for five minutes after they are generated by the system. MFA can be enabled during a Simphony installation or upgrade, or after an installation is complete using the EMC.

To use MFA, the following requirements must be met:

- You must install and make network accessible, two separate Simple Mail Transfer Protocol (SMTP) email servers (each to be designated as either a Primary or Backup server). This allows users to receive their OTP via email each time they attempt to log on to the EMC. An SMTP Backup server is required to provide EMC access redundancy in the event that the Primary SMTP server fails for any reason.
- Each employee using the EMC or Simphony Web Portal (SWP) must have a valid email address configured in the employee record.

The *Oracle Hospitality Simphony Installation Guide* and the *Oracle Hospitality Simphony PA-DSS Implementation Guide* contain more information about Multi-Factor Authentication.

Password Recovery for the EMC or Simphony Web Portal

Staff members sometimes forget passwords used to access the EMC or Simphony Web Portal (SWP). Now you can reset your password, or in some instances, assist others in resetting their password (if you are privileged to do so). This is accomplished by providing you with a temporary One-Time Password (OTP) via email, which then allows you to log on and reset your password. To further enhance security, the system prompts you to choose three security questions (from a drop-down list). Then you need to enter the answers (known only to you) to each of the security questions.

- You must install and make network accessible, two separate Simple Mail Transfer Protocol (SMTP) email servers (each to be designated as either a Primary or

Backup server). This is required so that One-Time Passwords can be emailed to employees as needed.

- To use the Forgot Password link, each employee using the EMC or SWP must have a valid email address configured in the employee record.
- You must choose three security questions and enter your answer to each question.

The *Oracle Hospitality Symphony Configuration Guide* and the *Oracle Hospitality Symphony Security Guide* contain more information about the EMC and SWP password recovery process.

New Email Field for Employee Records

A new **Email** field has been added to employee records in the Employee Maintenance module. The employee role privilege located in the EMC Modules tab named **Can Change Others' Passwords and Email Addresses and Security Questions** must be enabled for you to access and edit the **Email** field. This privilege is important to enable for system administrators who need to edit this field for other employees.

The *Oracle Hospitality Symphony Configuration Guide* contains more information about configuring the **Email** field.

Simphony Standard Support for Loose XAML and Resource Dictionary Content

Simphony Standard now supports the LooseXAML and ResourceDictionary content types. Using the Content module, users can upload and edit these entities which are used to create custom Simphony Point of Sale Client user interface styles and controls.

POS Client

Added Support to Re-fire Menu Items to Order Devices

You can now re-fire items to order devices (regardless of the item's previous sent status). The new re-fire function is supported with non-Dynamic Order Mode (DOM).

The *Oracle Hospitality Symphony Configuration Guide* and the *Oracle Hospitality Symphony User Guide* contain more information about configuring the re-fire privilege and button, and using the Re-fire command at the POS client.

Added Support for the Oracle MICROS Tablet 721

Support of the Oracle MICROS Tablet 721 has been added.

The *Oracle MICROS Tablet 700 Series Online Documentation Library* (Hardware tab) and the *Oracle Hospitality Symphony Configuration Guide* contain more information about configuring tablets.

Added Support for the Oracle MICROS Workstation 310

Support of the Oracle MICROS Compact Workstation 310 has been added.

Printing

Increased Guest Check Trailer Lines to Twelve for Canadian Tax Trailers

Canadian Tax Trailer lines on guest checks have been increased from six to twelve.

2

System Requirements, Supported Systems, and Compatibility

This chapter describes the Enterprise server operating systems, databases, and devices supported with Symphony version 2.10.

- [Supported Enterprise Server Technology](#)
- [Supported POS Client Devices](#)
- [Supported Peripheral Devices](#)
- [Supported KDS Display Client Peripheral Devices](#)

Supported Enterprise Server Technology

Symphony supports the following operating systems:

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

Symphony 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 700 Series
 - Oracle MICROS Tablet 720
 - Oracle MICROS Tablet 721
- 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 Android Lollipop (versions 5.0 and 5.1), or Android KitKat (version 4.4) mobile operating systems
 - Samsung Galaxy Tablets 7-inch, 8-inch, and 11-inch
 - Google Nexus
- Motorola MC40 (Android versions 5.1 and 4.4)
- DT Research DT365 tablet (POSReady 7)
- Microsoft Windows 10, Microsoft Windows 8.1 and Microsoft Windows 7 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, Bixolon R310iK
 - 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
 - Microsoft Windows 10 IoT Enterprise

- Does not support displays running Microsoft Windows CE
- Oracle MICROS Kitchen Display Controller 166 (also known as RDC)
 - Microsoft Windows CE 6.0

3

Installation and Upgrade

The *Oracle Hospitality Symphony 2.10 Installation Guide* contains information on installing or upgrading to Symphony version 2.10.

- [Property Post-Upgrade Instructions](#)

Property Post-Upgrade Instructions

After performing an upgrade to Symphony version 2.10, all sites and properties (Cloud and self-hosted customers) must complete the steps listed in the *Oracle Hospitality Symphony Cloud Services Post-Installation or Upgrade Guide*.

4

Resolved Issues

The following issues have been fixed since the last release.

Table 4-1 Symphony 2.10 Resolved Issues

Module	BugDB	TPID	Description
Documentation	N/A	149712	Removed content referencing the Chain and Fire feature from the <i>Symphony 2.7 Doc Library</i> on the Oracle Help Center
Documentation	27024526	154729	Updated the <i>Symphony Configuration Guide, Configuring a Printer</i> topic (numbered item 14).
EMC	21578465	9538	Simphony specific reports, such as Financial Reports, now show totals correctly.
EMC	N/A	149632	Updated the EMC Workstation Type 6 — MICROS Tablet Client option's help text to more accurately reflect its association with the Oracle MICROS mTablet E Series 11" devices with Base Stations E Series.
EMC	26485152	150204	The Void/Return/Waste Reasons module is now active in the Descriptors tab when the Roles module has View and Edit selected for the Void/Return/Waste Reasons file.
Install	N/A	154487	When installing Symphony, you can now use a non-standard Oracle database port number to successfully connect to the both the Transaction and Reporting and Analytics databases.
Install	N/A	154536	Updated the <i>Symphony Installation Guide</i> to document the addition of the Certificate Location field for a Load Balanced environment during an installation or upgrade.

5

Known Issues

The following Symphony issues are known for this release:

Table 5-1 Symphony Version 2.10 Known Issues

Module	CRID	Jira/ TPID	Description
CAPS	N/A	FPS-711 2	CAPS Running as a Windows Service with an Oracle database must install only the Oracle 32-bit client on the CAPS service host. These same CAPS service hosts cannot also have the Oracle 64-bit client installed for this configuration method.
EMC	N/A	155631	After adding a new property in the Enterprise Properties module, you cannot immediately edit the property record as it appears grayed out. This issue only occurs for those using the Oracle Database platform. Workaround: Refresh the screen by clicking the Refresh (F5) icon on the EMC toolbar, or wait a short time and the property record becomes configurable on its own.
EMC	N/A	161455	When the EMC attempts to connect to the Enterprise, login successful, but an error appears when loading the data. This occurs on a computer running Microsoft Windows 10 that was upgraded from Windows 10 (1703) to Windows 10 (1709), and using English media installation, but set to German regional settings. Workaround: Change the system regional settings (for example, change from English (en-de) to German language settings only).
POS Client	N/A	153780	When clicking the Translate button on the signature verification prompt, the prompt message text is not translated in Symphony version 2.10. The Yes , No , and Translate buttons change to the configured language.
POS Client	N/A	155712	Wireless signal strength threshold controls (introduced with the Symphony v2.10 release) are being ignored on the following devices running the Android operating system: <ul style="list-style-type: none">• Google Nexus• Motorola MC40