Oracle Hospitality Simphony Release Notes, Release 18.2

F10133-11

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## Contents

**Preface**

### 1 Features and Updates

<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>1-1</td>
</tr>
<tr>
<td>Client Application Loader (CAL)</td>
<td>1-2</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>1-4</td>
</tr>
<tr>
<td>Data Transfer Service (DTS)</td>
<td>1-5</td>
</tr>
<tr>
<td>Database</td>
<td>1-6</td>
</tr>
<tr>
<td>Enterprise Cash Management (ECM)</td>
<td>1-6</td>
</tr>
<tr>
<td>Enterprise Management Console (EMC)</td>
<td>1-8</td>
</tr>
<tr>
<td>Gift and Loyalty</td>
<td>1-9</td>
</tr>
<tr>
<td>Logo Printing</td>
<td>1-9</td>
</tr>
<tr>
<td>Operations on the POS Workstation</td>
<td>1-9</td>
</tr>
<tr>
<td>Peripherals</td>
<td>1-10</td>
</tr>
<tr>
<td>Remote Printing</td>
<td>1-10</td>
</tr>
<tr>
<td>Reporting and Analytics</td>
<td>1-11</td>
</tr>
<tr>
<td>Simphony Web Portal (SWP)</td>
<td>1-11</td>
</tr>
<tr>
<td>Taxes</td>
<td>1-12</td>
</tr>
<tr>
<td>Transaction Services</td>
<td>1-13</td>
</tr>
</tbody>
</table>

### 2 System Requirements, Supported Systems, and Compatibility

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported Enterprise Server Technology</td>
<td>2-1</td>
</tr>
<tr>
<td>Supported POS Client Devices</td>
<td>2-1</td>
</tr>
<tr>
<td>Supported Peripheral Devices</td>
<td>2-2</td>
</tr>
<tr>
<td>Supported KDS Display Client Peripheral Devices</td>
<td>2-3</td>
</tr>
</tbody>
</table>

### 3 Installation and Upgrade

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Post-Upgrade Instructions</td>
<td>3-1</td>
</tr>
</tbody>
</table>
4 Resolved Issues

5 Known Issues
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 release 18.2.

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

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

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2018</td>
<td>Initial publication.</td>
</tr>
<tr>
<td>December 2018</td>
<td>Added the Android topic to the Features and Updates section.</td>
</tr>
<tr>
<td>Date</td>
<td>Description of Change</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>February 2019</td>
<td>• Updated the Support for Simphony Payment Interface (SPI) feature by adding quick chip information.</td>
</tr>
<tr>
<td></td>
<td>• Updated the Resolved Issues section.</td>
</tr>
<tr>
<td></td>
<td>• Updated the Supported POS Client Devices section, specifically the listing for supported Android versions for Simphony version 18.2.</td>
</tr>
<tr>
<td>April 2019</td>
<td>• Added the Enterprise Cash Management (ECM) topic to the Features and Updates section.</td>
</tr>
<tr>
<td></td>
<td>• Added the Simphony Web Portal (SWP) topic to the Features and Updates section.</td>
</tr>
<tr>
<td>May 2019</td>
<td>• Added “Enterprise Edition” to SQL Server items to reflect accurate information in the System Requirements, Supported Systems, and Compatibility chapter.</td>
</tr>
<tr>
<td></td>
<td>• Added SWP Android display issue to Known Issues section.</td>
</tr>
<tr>
<td>September 2019</td>
<td>Updated for CAL enhancements and Shell DB Clone feature</td>
</tr>
<tr>
<td>October 2019</td>
<td>Updated Simphony Web Portal (SWP) for required Effectivity Groups.</td>
</tr>
<tr>
<td>December 2019</td>
<td>• Updated the Enterprise Management Console (EMC) topic in the Features and Updates section.</td>
</tr>
<tr>
<td></td>
<td>• Added the Remote Printing topic to the Features and Updates section.</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
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</tr>
<tr>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Updated the Taxes topic in the Features and Updates section.</td>
</tr>
<tr>
<td></td>
<td>• Updated the Known Issues section in reference to Configuring Guest Check Numbers.</td>
</tr>
</tbody>
</table>
1

Features and Updates

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

- Android
- Client Application Loader (CAL)
- Credit Cards
- Data Transfer Service (DTS)
- Database
- Enterprise Cash Management (ECM)
- Enterprise Management Console (EMC)
- Gift and Loyalty
- Logo Printing
- Operations on the POS Workstation
- Peripherals
- Remote Printing
- Reporting and Analytics
- Simphony Web Portal (SWP)
- Taxes
- Transaction Services

Android

Support for Android Devices Running Nougat and Oreo Mobile Operating Systems

Support has been added for the Android Nougat and Oreo mobile operating systems on Android devices.

The Oracle Hospitality Simphony Configuration Guide, specifically the POS Workstation section, contains more information about Android devices.

The Oracle Hospitality Simphony Client Deployment Guide, specifically the CAL on Workstations section, contains information about installing CAL or a Service Host on Android devices.
Client Application Loader (CAL)

Support for DCAL Deployment Status

An administrator can now verify that Distributed CAL (DCAL) received the CAL packages before they are scheduled. Upgrading the property level components does not occur unless DCAL is ready to serve.

The new *Oracle Hospitality Simphony Client Deployment Guide* contains more information on deploying Simphony to clients using CAL package deployment.

CAL Restructuring Enhancement (Release 18.2.2 only)

The ServiceHostPrereq package is obsolete and has been removed from the Simphony release 18.2.2 ISO.

Simphony client files and third party prerequisites are now transferred in a separate package named Service Host Download. This lets you schedule the file transfers separately from the installation. The Simphony release 18.2.2 CAL packages are:

- Service Host Download
- Service Host
- CAPSOnIIS
- CAL Version Fixer
- CAL Client
- Simphony KDS Client (WinCE)
- WS KDS Display (Win32)
- PosToKdsHandler
- Media Viewer
- Device Information

CAL File Transfer Regulation (Release 18.2.2 only)

The transfer of CAL files is regulated (throttled) to prevent the amount of data that is allowed to saturate the network.

CAL clients attempt to transfer files from the Simphony application server as quickly as possible. Files are transferred from the application server in blocks and these blocks are assembled into a complete file at the client site.

Installation Performance Enhancements (Release 18.2.2 only)

The CAL installation process has been enhanced. The POS client device no longer restarts multiple times during CAL installation and upgrades. Only the necessary files are transferred.

Service Host Download Package (Release 18.2.2 only)

The new Service Host Download package in Simphony release 18.2.2 combines file transfers from the following legacy packages:

- Service Host Prereq
- Service Host
• Biometrics (when not already installed)
• Language Translation

All third party files are transferred to the %AppRoot%\Micros\Simphony\Prereq folder on the client.

Simphony client files are transferred and stored under the %AppRoot%\Micros \Simphony\Download folder on the client.

Third party dependencies, ServiceHost, and language translations are installed using this single package to minimize restarts.

After updating to CAL 146, a CAL client progress dialog is hidden during upgrades and remains visible during new installations.

**Service Host Package (Release 18.2.2 only)**

The Service Host package has been modified to include all installation steps from the following existing packages:
• Service Host Prereq
• Biometrics
• Language Translation

This package fails if the Service Host Download package is not deployed first.

**Deployment Order (Release 18.2.2 only)**

The CAL package deployment order of the start database has been optimized to change the order. The database is now provisioned with a best practices order of the CAL packages. The core package deployment order is read-only and cannot be modified. New custom packages must have a number of 1000 or higher.

**CAL Package Install Status UI Changes (Release 18.2.2 only)**

The CAL Packages Install Status tab has changed. You can see the Simphony client installation status showing started, successful, failed, and outstanding client updates.

In the left pane, in addition to the CAL Package View, there is a new Enterprise View, which shows a hierarchy view. You can switch between CAL Package View and Enterprise View.

The Enterprise View lists the Enterprise, properties, workstations, KDS displays, and enterprise Service Hosts associated with a property. An enterprise Service Host in a property is indicated with the Object Number showing as 0 (zero).

The Enterprise View shows the following installation status icons for each property (including status for workstations, KDS displays, and Enterprise Service Hosts):

- ![On Latest Version](green circle with checkmark)
- ![Needs Attention](red triangle with exclamation point)
- ![Needs Update](yellow cycle with arrows)
- ![Not Installed](gray circle)
You can limit the Enterprise View to specific installation statuses using the **Filter** field. You can expand and collapse the Enterprise View using the **Expand** and **Collapse** links.

The CAL Packages Install Status tab has a new filter (enabled by default), that shows only the latest status of the corresponding CAL package. Deprecated packages are filtered out. Filters correspond to the column header. In addition, a text entry field lets you filter a column dynamically by entering text.

The following columns have been added to the Install Status tab:

- Available Version
- Installed Version
- Finished at
- Install time (Minutes)
- % Complete

The following columns have been removed from the Install Status tab:

- Offset
- Install Date From To (when using Enterprise View)

**Device Information Package and Module (Release 18.2.2 only)**

The new Device Information CAL package is deployed automatically with the Service Host in Simphony 18.2.2. However, the Device Information CAL package must be deployed for clients that still run on an earlier Simphony release (prior to 18.2.2).

Device Information shows detailed status results of workstation and other CAL devices, as well as the date and local time the tool was run. This allows administrators to resolve issues before scheduling CAL client updates.

The detailed status of workstations and other CAL enabled devices appears in the new Device Information module within EMC. After the CAL client is installed, the Device Information module shows data if the following conditions are met:

- The CAL client is updated to Simphony release 18.2.2.
- The Device Information CAL package is deployed to the workstation, which shows the status upon deployment.

**Credit Cards**

**Support for Simphony Payment Interface (SPI)**

The *Oracle Hospitality Simphony Configuration Guide* contains more information about the SPI and its configuration.

The *Oracle Hospitality Simphony POS User Guide* contains more information about quick chip usage with fast transactions, and about performing a Mail Order Telephone Order (MOTO) transaction using the POS client.

The *Oracle Hospitality Simphony Security Guide* contains more information about the certificates.

Simphony version 18.2 introduces a resilient and lighter version of the Oracle Payment Interface (OPI), called Simphony Payment Interface (SPI). In the SPI, the business
logic and communication layer that in OPI are handled by the OPI server have been moved into the POS client, eliminating the need for the OPI server. If a POS client has a PIN Entry Device (PED) attached, it can process payments independently from the LAN.

**Communication Methods**

The SPI can be deployed using one of the following connection methods: Terminal mode or Middleware mode. In Terminal mode, the mapping of a POS client to a PED is configured in EMC. In Middleware mode, the payment service provider (PSP) provides a middleware application that handles the mapping of a POS client to a PED and each POS client contacts the middleware application.

**Configuration**

You configure the SPI driver in the EMC, and deploy it through CAL. You can configure the SPI at the Enterprise, zone, property, and/or revenue center levels in the Payment Drivers module, and you can override the SPI configuration to set client-specific values at the workstation level in the Workstations module. The Payment Drivers module has been enhanced to include the SPI settings.

**Current OPI Users**

If you are currently using the Oracle Payment Interface (OPI), you will not experience changes as Simphony can run SPI and OPI together at the same property. The OPI and SPI use the same OPIPayment.dll file.

**Quick Chip Feature**

Quick chip lets the guest swipe or dip a credit card at the beginning of a fast transaction while the workstation operator enters the menu items. The existing logs and PaymentInterfaceLogViewer.exe tool have been enhanced to incorporate the quick chip transaction request and response messages.

**Mail Order Telephone Order (MOTO) Feature**

The SPI also supports a new feature called Mail Order Telephone Order (MOTO), which is typically used by merchants for call-in, online, or mail orders. MOTO is considered a “card not present” transaction, meaning that the credit card is not available to be swiped or inserted into the PED at the time of the transaction, nor to compare signatures. PEDs typically do not accept manual card data entry, although some may allow the workstation operator to do so when electronic reading of the card fails multiple times. MOTO allows the workstation operator to initiate a transaction using a function key from the payment screen so that the PED lights up and accepts the manual entry immediately (rather than a card swipe or dip). The MOTO feature is available if the PSP supports it.

**Data Transfer Service (DTS)**

**Improved DTS Processing Jobs**

DTS has been enhanced to enable the processing of MMDaily jobs on application servers concurrently. This enhancement speeds up the processing time of daily aggregation as all DTS servers are now utilized. The new table DTS_APPSERVER_JOBS provides information about which location has been processed by which server for a particular business date.
Simphony release 2.9 introduced DTS support for parallel processing by threads. You can turn parallel processing on by configuring thread size in the DataTransferService.exe.config file: `<add key="MMDailyThreadMax" value="n"/>`. The value of n is based on the amount of physical cores and logical cores. For Reporting and Analytics releases prior to 9.0 patch 8, Oracle recommends using half the amount of physical cores + 0.25 of logical cores. For Reporting and Analytics release 9.0 patch 8 and later, Oracle recommends approximately 2/3 the amount of physical and logical cores combined for the number of threads if the new aggregation method is enabled.

Database

Support for Cloning a Simphony Shell Database (Release 18.2.2 Only)

An Oracle dealer/reseller or consulting organization can clone an organization to reduce the implementation time and cost of provisioning a new Simphony Standard organization (single and multi-tenant). The dealer or consultant can configure an organization from template data, and then apply that configuration to each newly provisioned organization.

The Oracle Hospitality Simphony Configuration Guide contains more information about cloning Simphony databases.

Enterprise Cash Management (ECM)

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

Cash Management Dashboard

Administrators can add the Cash Management Dashboard to page layouts using the Page Design module. Two new privileges are available in the Roles module to provide access to the dashboard: 301 - View Cash Management Dashboard and 302 - View Cash Management Dashboard Detail.

The Cash Management Dashboard provides:

- The number of each type of open receptacle session
- A summary level and detail view of each type of open receptacle session
- One-button navigation to open, count, adjust, transfer, and finalize receptacle sessions

The Dashboard appears full screen on the workstation. It is not supported on workstation devices running the Android mobile operating system.

Cash Management Parameters

A confirmation prompt now appears when closing a count and transferring the cash from a till or server bank receptacle to a deposit. When the new Cash Management Parameters option 43 - Prompt to Confirm Transfer During Close on Count is selected and Close on Count Completion is enabled in the Templates module, the POS client shows a confirmation prompt before a deposit is made during close on count completion.
A till can remain open after the workstation operator completes a count. The new Cash Management Parameters option **44 - Enforce Close Till and Deposit Till Roles** lets you override Role privilege options **210 - Deposit Funds** and **212 - Close Till** and have the till remain open.

When performing the **Quick Start Till** function, you can prompt the workstation operator to select the cash drawer on workstations where more than one cash drawer is available. The new option **45 - Prompt for Drawer on Quick Start Till** lets you configure this cash drawer prompt.

The new option **46 - Prevent Assignment of Tills with Active Sessions to Cash Drawers** lets you configure the display of till receptacles that do not have an active session and are not assigned to a cash drawer when the workstation operator performs either the **Assign Till To Cash Drawer** or the **Quick Start Till** function.

The reference prompt has been updated for the following Cash Management Parameters options:

- **20 - Require Deposit Reference**
- **21 - Require Reference for Receptacle Counts**
- **24 - Require Reference for Cash Pull**
- **31 - Require Reference for Change Order**
- **41 - Require Reference for Paid-In when vendor not defined**
- **42 - Require Reference for Paid-Out when vendor not defined**

When any of these options are enabled, the workstation operator is prompted (although not required) to select a reference when performing the operation.

**Receptacle Access**

The Employee Classes module has a new Operator Option **27 - Prevent Multiple Receptacle Counts**, which let you specify whether workstation operators can count a till session more than once.

**Count Sheet and Change Order**

Button labels on the Count Sheet and Change Order have been updated. The **OK** button has been changed to **Done**, which finalizes the count or change order.

You can disable the **2 - Reference Required** prompt during entry of non-denominated values on the count sheet.

**Business Date Selection**

When the new option **33 - Prompt for Business Date on Open Bank Deposit** is selected in the Cash Management Parameters module, workstation operators are prompted to select a business date when opening a bank deposit, allowing deposits from the current date or up to the previous six dates.

**Audit Till**

The new **Audit Receptacle (Till)** function allows managers to perform a till count without closing the till session, when the template option **Close on Count Completion** is enabled in the Templates module of the EMC.
Enterprise Management Console (EMC)

Enhanced Currency and Currency Parameters Modules

The currency symbol now appears correctly on workstations, guest checks, and customer receipts when overridden at the property or zone level. The Currency and Currency Parameters modules are no longer available at the revenue center level. In addition, existing revenue center level currency data has been removed from the Enterprise Transaction database.

The Oracle Hospitality Simphony Configuration Guide contains more information about configuring currency.

Support to Allow Condiment Changes in Previous Round Items (Release 18.2.2 Only)

By default, workstation operators cannot void or change previous round menu items. When option 43 - Allow Price Overrides and Modifications to Previous-Round Items is enabled in the Control Parameters module, all workstation operators may perform the following actions against parent menu items (not condiments) on previous round items:

- Menu Item Price Overrides
- Menu Item Quantity Changes
  - If Role option 25 - Authorize/Perform Void of Menu Items from a Previous Round is enabled, the operator may adjust the count up or down.
  - If Role option 25 - Authorize/Perform Void of Menu Items from a Previous Round is disabled, the operator may adjust the count up.
- Menu Level Changes

The new Role option 304 - Authorize/Perform modifications (void, price or quantity change) to previous round condiments grants the privilege to modify condiments on previous round items. If Role option 304 is enabled for a workstation operator, modifications to previous round items are allowed, including price changes, voiding a condiment, adding a condiment, or changing an existing condiment to another one (for example, change rare to medium rare). If Role option 304 is disabled, these actions apply only to current round items.

The configuration of Role option 25 does not affect option 304.

Enhanced Check SLU Sorting by Service Total Time (Release 18.2.3 Only)

You can now configure the Check Screen Lookup (SLU) sort order in the Page Design module. The new sort order options allow the open check SLU to be sorted using a pre-defined sort order:

- Check Order Time (this is the default sort order)
- Table Name
- Service Total Time

The new sort option Service Total Time allows operations (for example, Drive Thru) to see checks in the order in which cars enter the drive thru, enabling workstation operators to pick up checks and service guests efficiently.
See the Oracle Hospitality Simphony Configuration Guide, specifically the Configuring Screen Look Ups for Open Checks section, and the Oracle Hospitality Simphony POS User Guide, specifically the Open Check SLU Sorting Options section for more information about this enhancement.

Gift and Loyalty

Support for Redemption Authorization (Release 18.2.3 Only)

For Simphony 18.2.3, the iCare Command Module Interface supports Redemption Authorization. This function allows the POS user to validate one or more stored value cards (SVCs) on a guest check, similar to performing a credit card authorization.

To redeem funds for a previously authorized SVC, the user can highlight the appropriate authorization line in the check detail area and select Gift Card Redeem.

The Oracle Hospitality Simphony POS User Guide, specifically Chapter 6: Loyalty and Gift Cards, contains more information about this feature.

Support to Suppress ‘Enter Amount Due’ Prompt When Redeem Button is Selected for SVC Transaction (Release 18.2.3 Only)

For SVC transactions, you can select Tender/Media option 3 - Assume Paid in Full, and set the Text field of the Redeem button in the Page Design module to: RedeemAmountIsTotalDue, to suppress a prompt for entering the total Amount Due.

See the Oracle Hospitality Simphony Configuration Guide, specifically Creating Loyalty and Stored Value Buttons, for more information about Stored Value Cards.

Logo Printing

Support for Logo Printing on OPOS Printers (Release 18.2.3 only)

Support has been added for printing logos on OPOS printers. Configuring logo printing for OPOS printers is no different from other printers in the Simphony EMC.

For specific third party printer installation instructions, access the vendor’s website.

See Logo Printing for more information about configuring logo printing in Simphony.

Operations on the POS Workstation

Support for Device Sharing Between Simphony and Mobile Solution

You can run Mobile Solution version 18.1 (used with Oracle Hospitality Inventory Management and Oracle Hospitality Materials Control) on a Simphony tablet device.

- The device must run the Simphony POS client out of the box.
- Mobile Solution must be installed manually on the device.
- You need to configure a button (using the Page Design module in the EMC) that closes the Mobile Solution application on the Simphony POS client. (Minimizing the application does not release the scanner.)
When the device is powered on, the Simphony POS client starts automatically. To switch between the Simphony POS client and the Mobile Solution application, the workstation operator must perform the following actions on the device:

- Click the **Close Application** button to stop the Simphony POS client.
- Manually start Mobile Solution, and then stop it when finished.
- Manually start the Simphony POS client.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring the **Close Application** button.

**Simphony Recertified with Revenue Quebec**

Simphony has been recertified in Quebec, Canada for use with the Sales Recording Module (SRM).

**Pick Up Check Dialog Enhanced**

The Check ID column has been added to the Pick Up Check dialog. If a pickup check was created by ID or Name, the Check ID column is visible in the dialog. If there are no pickup checks with ID or Name, this column does not appear in the dialog.

**Peripherals**

**Support for the Oracle MICROS 1D/2D Imager Scanner**

Support is now extended to the Oracle MICROS Workstation 6 Series and Oracle MICROS Compact Workstation 310 for use with Simphony. The scanner provides a small footprint and portability to workstation configurations desired in Sports & Entertainment markets. The scanner mounts to the side of the workstation stand and is also capable of remote operation via a Bluetooth link between the scanner module and the base station mounted to the workstation stand.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring the scanner.

**Remote Printing**

**Support for Sending Pre-Production Chits to Remote Printers (Release 18.2.3 only)**

Pre-production printing allows servers to send ordered items to remote printers prior to finalizing the current round. This allows the kitchen or bar staff to preview orders to get a head start on preparing items that require more prep or cooking time in an effort to assist in delivering orders more quickly.

Operationally, as servers key in an order, they can select a Pre-Production Chit (Tender/Media Service Total) button to send the pre-production items to remote printers. For easier recognition, pre-production chits are formatted differently than the output of conventional order chits.

After an item has been fired via pre-production chit printing, if you add a second item and select pre-production chit printing again, it only fires that second item. The first item does not trigger a re-fire of a pre-production chit.
See the *Simphony Configuration Guide*, specifically chapter 40 *Configuring Pre-Production Chits to Output to Remote Printers* for more information.

**Reporting and Analytics**

Simphony release 18.2 is compatible with Reporting and Analytics release 9.1.

In addition, tasks can be created to run on a schedule and trigger an export reliability report in CAPS and workstations. The trigger will export data from workstations to CAPS, and then from CAPS to the Enterprise. Scheduling occurs every 60 minutes in CAPS, and every 45 minutes on workstations.

**Simphony Web Portal (SWP)**

**Enhanced Import/Export Service Access Control**

Visibility and access to the Import/Export service from the Simphony Web Portal (SWP) can be controlled with the introduction of a Role setting named *Import/Export*.

The Import/Export access control setting is located in the EMC at the Enterprise level, Configuration, Roles, EMC Modules tab, under the Enterprise Modules section.

This setting affects the View privileges for the Import/Export service from the SWP toolbar for users assigned to the role. When this setting is selected, the Import/Export service is visible on the SWP toolbar. When deselected, the Import/Export service is hidden from view. The View setting is deselected and disabled by default.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about the Import/Export service on the SWP.

**Support for Importing and Exporting Menu Item Object Number Range (Release 18.2.3 Only)**

You can now import and export the following menu item data by specifying a range of object numbers using the Simphony Web Portal (SWP) or the Simphony Import/Export API:

- Menu Item Master
- Menu Item Definition
- Menu Item Price
- Integrated Menu Items

When exporting Menu Item Definition and Menu Item Price records, use the Menu Item Master object number.

In addition, you can export the following Object Types by specifying the object number range (for example, 1-100, 200-300, 550, or 1000) using the Simphony Web Portal (SWP) or the Simphony Import/Export API:

- Barcode
- Discount
- Employee Class
- Family Group
Support for Data Extensions (Release 18.2.3 Only)

You can now import and export a Discount object added through the Data Extensions module. You can import and export:

- Values to columns that are added through Data Extensions for the Discount table.
- The columns themselves into the Data Extensions table.

You can add and edit the Discount object using either the SWP or the Simphony Import/Export API.

Menu Item Tax Class Override

The Menu Item Tax Class Override feature is now available for Add-on and Inclusive taxes. This feature is used to modify the tax rate applied to certain categories of products (for example, baked goods, candy, ice cream), based on the size or number of items purchased. This allows businesses to apply different taxes between menu items sold as single-serving prepared foods and items sold in bulk (such as grocery items).

For Add-on taxes, the total amount a customer pays will be affected by the tax override feature. For Inclusive Tax, the feature will override a current tax class with a new one, but will not adjust the price of the menu item. The ratio of tax to revenue is changed, however, the price remains the same.

Support for Overriding Taxes for Menu Items with an Assigned Quantity (Release 18.2.3 Only)

The addition of a Quantity field to the Menu Item (MI) Definition module enhances the Menu Item Tax Class Override feature. For some menu items, you might want to assign a quantity (greater than one) to a single MI Definition record. For example, you could have one MI Definition record for ½ Dozen Donuts (whose Quantity setting is 6).
Using the MI Definition Quantity field to contribute (or add to) to the Menu Item Group module’s Threshold Quantity value, after the Threshold Quantity setting has been reached or exceeded, the system is triggered to perform an override of the previously applied tax class setting.

For example, if a workstation operator adds ½ Dozen Donuts (whose Quantity setting is 6), and then adds one more menu item (that is a member of the same Menu Item Group as the ½ Dozen Donuts), the previous tax class setting is overridden by the tax class assigned to this Menu Item Group record. The tax override is triggered by reaching or exceeding the Menu Item Group module’s Threshold Quantity setting (which is set to 7 for this example).

- The default value for the MI Definition Quantity field is 1. The MI Definition Quantity field does not support entering a 0 or a negative value.
- This feature’s configuration also applies to both Split Check and to Seat Filtering check handling functions.
- The MI Definition Quantity field value is included when performing data imports or exports.

The Oracle Hospitality Simphony Configuration Guide, specifically the Configuring the Menu Item Tax Class Override topic, contains more information.

Transaction Services

Support for New Transaction Operations Methods

The following transaction related POS operations methods are introduced with Simphony release 18.2:

- CalculateTransactionTotalsEx
- PostTransactionTotalsEx2
- AddToTransactionTotalsEx2

These methods include updated parameters and structures that support multiple discounts, the ability to specify menu item quantity and definition sequence, and specify extension data with menu items. The Oracle Hospitality Simphony Transaction Services API Reference Guide contains more information.
System Requirements, Supported Systems, and Compatibility

This chapter describes the Enterprise server operating systems, databases, and devices supported with Simphony release 18.2.

- 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
- Microsoft Windows Server 2016

Simphony supports the following databases:
- Oracle Database 11g
- Oracle Database 12c
- Oracle Database 12c Release 1
- Oracle Database 12c Release 2
- Microsoft SQL Server 2008 R2 Enterprise Edition
- Microsoft SQL Server 2012 Enterprise Edition
- Microsoft SQL Server 2016

Supported POS Client Devices

- Oracle MICROS Tablet 720/721
- Oracle MICROS Compact Workstation 310
- Oracle MICROS Workstation 6 Series
  - Oracle MICROS Workstation 610
  - Oracle MICROS Workstation 620
  - Oracle MICROS Workstation 650
- 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 Oreo (version 8.0), Android Nougat (version 7.0), Android Marshmallow (version 6.0), 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
• KDS client devices

**Supported Peripheral Devices**

• Barcode Scanners
  – Oracle MICROS Workstation 6 Series
  – Oracle MICROS Tablet 700 Series
  – Oracle MICROS Compact Workstation 310
  – DT Research DT365 tablet
  – Motorola MC40
  – Sleeve for Oracle MICROS Tablet E-Series 8-inch and 11-inch
  – Motorola LS9208, LS2208, DS9208, and DS2208 models
  – Oracle MICROS 1D/2D Imager Scanner

Barcode scanners are not supported with generic Microsoft Windows 10 devices

• 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)

• 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

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**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

- Property Post-Upgrade Instructions

Property Post-Upgrade Instructions

After performing an upgrade to Simphony release 18.2, all sites and properties (Cloud and self-hosted customers) must complete the steps listed in the Oracle Hospitality Simphony Installation Guide and the Oracle Hospitality Simphony Cloud Services Post-Installation or Upgrade Guide.

The Oracle Hospitality Simphony Manager User Guide—specifically the Simphony Web Portal (SWP) section—contains instructions about accessing the SWP and updating the EMC client for your property.
Resolved Issues

The following issues have been fixed since the last release.

Table 4-1  Simphony 18.2 Resolved Issues

<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>TPID / Jira #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Application Loader (CAL)</td>
<td>N/A</td>
<td>163689 / FPS-1340</td>
<td>You can now install CAL or Service Host on devices running the Android Nougat and Oreo operating systems.</td>
</tr>
<tr>
<td>CAL</td>
<td>27971661</td>
<td>162039 / FPS-1250</td>
<td>The DCAL package download block size has been modified to be consistent with CAL's download size.</td>
</tr>
<tr>
<td>CAL</td>
<td>N/A</td>
<td>N/A / FPS-2345</td>
<td>Downloaded CAL package files on the DCAL Server file system are now deleted when the CAL Package is deleted from DCAL Download Schedules at the Enterprise level.</td>
</tr>
<tr>
<td>CAL</td>
<td>27779955</td>
<td>147555 / FPS-903</td>
<td>Filtering issues no longer exist in the Install Status tab used for monitoring DCAL.</td>
</tr>
<tr>
<td>CAL</td>
<td>27303332</td>
<td>162844 / FPS-1307</td>
<td>Workstations now download all CAL packages, and build the DataStore and KDSDataStore tables without error.</td>
</tr>
<tr>
<td>Communications</td>
<td>N/A</td>
<td>N/A / FPS-3594</td>
<td>Workstations no longer display authentication errors when the Enterprise database becomes unavailable.</td>
</tr>
<tr>
<td>Data Posting Service (DPS)</td>
<td>N/A</td>
<td>N/A / FPS-3716</td>
<td>Simphony Posting is fixed so that missing data in Reporting and Analytics tables are populated successfully for OBIEE aggregation.</td>
</tr>
<tr>
<td>DPS</td>
<td>28534657</td>
<td>N/A / FPS-2471</td>
<td>Egateway service no longer allows MRequests to post out of order, remedying the situation that allowed for checks to be left open in Reporting and Analytics and preventing billing.</td>
</tr>
<tr>
<td>DPS</td>
<td>28899579</td>
<td>N/A / FPS-4985</td>
<td>When adding menu items to a check at the POS client and then closing the same check through Transaction Services using the Add to Check function, the transEmployeeId now posts to the guest check line item.</td>
</tr>
<tr>
<td>DPS</td>
<td>N/A</td>
<td>N/A / FPS-6168</td>
<td>Using a null or empty reference string no longer causes reference entry posting errors at the Enterprise.</td>
</tr>
<tr>
<td>Data Transfer Service (DTS)</td>
<td>29024057</td>
<td>FPS-5000</td>
<td>When Inventory Management is enabled for an organization and multiple DTS servers are in use, the two DTS services no longer insert the same definitions into the MENU_ITEM table in LOCATION_ACTIVITY_DB. Duplicate menu item definition records are no longer posted into inventory.</td>
</tr>
<tr>
<td>Enterprise Cash Management (ECM)</td>
<td>28194276</td>
<td>165385 / FPS-1525</td>
<td>The system now allows up to 10 digits for amounts entered in the ECM Count Receptacle (Till).</td>
</tr>
</tbody>
</table>
## Table 4-1  (Cont.) Simphony 18.2 Resolved Issues

<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>TPID / Jira #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECM</td>
<td>28439074</td>
<td>N/A / FPS-2263</td>
<td>Till Sessions in ECM can now be closed without an &quot;Operation Failed&quot; error upon selecting the Count Till function.</td>
</tr>
<tr>
<td>Enterprise Management Console (EMC)</td>
<td>28467422</td>
<td>N/A / FPS-2376</td>
<td>You can distribute all Content Types in the Content module for a multi-tenant environment without receiving an error during record distribution.</td>
</tr>
<tr>
<td>EMC</td>
<td>26816807</td>
<td>153830 / FPS-1020</td>
<td>In the Menu Item Maintenance module, when you override an item at the property, revenue center, or zone and filter the results by Major Group, Family Group, or Master Group, the item will only appear when using values set at the overridden level and will not appear if the previously inherited values are used.</td>
</tr>
<tr>
<td>EMC</td>
<td>N/A</td>
<td>152017 / FPS-975</td>
<td>You no longer receive an error when editing the Visibility Conditions in the Page Design module at the zone level.</td>
</tr>
<tr>
<td>EMC</td>
<td>25523773</td>
<td>141445 / FPS-823</td>
<td>You no longer see a blank tab in table view when copying (F3) and pasting (F4) values in the Device Type, Primary Device Type, and Device Number columns of the Order Devices module.</td>
</tr>
<tr>
<td>EMC</td>
<td>21584702</td>
<td>71975 / FPS-347</td>
<td>When multiple revenue centers share the same name and object number and are added to a zone, all identically named/numbered revenue centers now appear in both the zone configuration and in the main hierarchy list.</td>
</tr>
<tr>
<td>EMC</td>
<td>26925614</td>
<td>156994 / FPS-1114</td>
<td>You no longer receive an error and EMC no longer stops unexpectedly when using the Bulk Price Editor in the Menu Item Maintenance module.</td>
</tr>
<tr>
<td>EMC</td>
<td>21578970</td>
<td>24890 / FPS-169</td>
<td>When creating a new property as a clone of an existing property, the system no longer creates an override at the revenue center level in the Format Parameters, Tender Parameters, Control Parameters, or TMS Parameters modules.</td>
</tr>
<tr>
<td>EMC</td>
<td>22911599</td>
<td>120974 / FPS-642</td>
<td>The View Only user role is fixed so that it no longer has the ability to modify certain fields.</td>
</tr>
<tr>
<td>EMC</td>
<td>23937631</td>
<td>147475 / FPS-901</td>
<td>Client connections to the EMC are now terminated when in an idle state (instead of running indefinitely), relieving the stress of app server IIS connections.</td>
</tr>
<tr>
<td>EMC</td>
<td>21588907</td>
<td>93547 / FPS-488</td>
<td>The currency symbol now appears correctly on workstations, guest checks, and customer receipts when overridden at the property or zone level.</td>
</tr>
<tr>
<td>Integration</td>
<td>26383713</td>
<td>151746 / FPS-973</td>
<td>Priced condiments are now included in the loyalty point calculation.</td>
</tr>
</tbody>
</table>

**Chapter 4**
<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>TPID / Jira #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration</td>
<td>25202982</td>
<td>126283 / FPS-691</td>
<td>The error preventing Auto Create Loyalty Accounts from being created in Gift and Loyalty has been fixed. Users are no longer met by the “This account has not been issued” message when attempting to auto-create an account.</td>
</tr>
<tr>
<td>Integration</td>
<td>27896218</td>
<td>162910 / FPS-1315</td>
<td>Gift and Loyalty transactions processed between midnight and POS SOD no longer contain the incorrect business date (calendar date). This issue has been fixed so that the POS business date is shown, as intended.</td>
</tr>
<tr>
<td>Integration</td>
<td>27372060</td>
<td>157462 / FPS-1120</td>
<td>Labor syncs no longer fail when terminating an employee record using ECM with server banking.</td>
</tr>
<tr>
<td>Integration</td>
<td>27946611</td>
<td>164248 / FPS-6011</td>
<td>When an employee is transferred from one property to another and no longer has a job code active at the old property, their name is no longer visible for magnetic card assignment for the original property.</td>
</tr>
<tr>
<td>Kitchen Display</td>
<td>27194363</td>
<td>N/A / FPS-1572</td>
<td>Menu Item Classes option <strong>58 - Condiment order device programming overrides that of parent</strong> now sends the order to the KDS when the parent item is not configured to send the order, and Fire on Next when DOM is enabled.</td>
</tr>
<tr>
<td>System (KDS)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPI</td>
<td>26991793</td>
<td>153833 / FPS-1021</td>
<td>The native OPI payment driver no longer ignores HALO during payment.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21589525</td>
<td>96673 / FPS-505</td>
<td>When splitting a team service check, the team information now appears for the check in the Check SLU and in Check and Employee Journals.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21578988</td>
<td>25127 / FPS-171</td>
<td>When Discount option <strong>8 - If No Amount is Entered, Use the Full Discountable Amount</strong> is selected, the discount now applies correctly without prompting the workstation operator to enter an amount.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21578909</td>
<td>23158 / FPS-155</td>
<td>You no longer receive a serving period error when beginning a check. All day serving periods are valid in POS Operations.</td>
</tr>
<tr>
<td>POS Client</td>
<td>27969389</td>
<td>163685 / FPS-1338</td>
<td>When using the Touch Reorder function key, the system no longer returns double the selected menu item when Menu Item Classes option <strong>5 - Reference Entry Required</strong> is enabled.</td>
</tr>
<tr>
<td>POS Client</td>
<td>27482700</td>
<td>158467 / FPS-1139</td>
<td>The Pay@Table button now works correctly and shows the on-screen keyboard with the Oracle MICROS Workstation 6 Series running the Microsoft Windows 10 operating system.</td>
</tr>
<tr>
<td>POS Client</td>
<td>26625202</td>
<td>156116 / FPS-1095</td>
<td>A smart key now functions correctly after making changes to the navigation bar and saving in the Page Design module.</td>
</tr>
<tr>
<td>POS Client</td>
<td>26827065</td>
<td>152301 / FPS-986</td>
<td>When selecting an open menu item, the system prompts for the price for both regular and menu item waste checks, regardless of option <strong>56 - Do not display/print price for Waste</strong> being enabled in the Format Parameters module.</td>
</tr>
</tbody>
</table>
### Table 4-1  (Cont.) Simphony 18.2 Resolved Issues

<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>TPID / Jira #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POS Client</td>
<td>26644113</td>
<td>150949 / FPS-961</td>
<td>When using conversational ordering with multiple levels, after clicking the Return function key, the return reason appears correctly with a negative value for the item. After selecting a different level, the reason is no longer removed.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21589774</td>
<td>97914 / FPS-514</td>
<td>An employee cannot perform error corrects or void combo meal items without the Role privileges 41 - Authorize/Perform Error Corrects, 72 - Authorize Perform Direct Voids, and 135 - Perform Error Corrects enabled.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21584102</td>
<td>69395 / FPS-329</td>
<td>When a discount is added to a check using the Auto Discount Apply function, it persists round to round.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21583064</td>
<td>62027 / FPS-300</td>
<td>Changing menu sub levels no longer removes an automatic discount from the guest check.</td>
</tr>
<tr>
<td>POS Client</td>
<td>21578635</td>
<td>16549 / FPS-105</td>
<td>When performing a Tips Paid, the Tips Paid to Employee chit and Employee Journal now show the name of the employee receiving the tips.</td>
</tr>
<tr>
<td>POS Client</td>
<td>28373153</td>
<td>N/A / FPS-2238</td>
<td>Waste checks no longer appear in the Adjust Closed Check list.</td>
</tr>
<tr>
<td>POS Client</td>
<td>25713766</td>
<td>145295 / FPS-868</td>
<td>When HALO is enabled and Simphony is configured to prevent overtendering and issuing change, the tender can be voided and a new tender can be selected, rather than an authorization dialogue for HALO being shown.</td>
</tr>
<tr>
<td>POS Client</td>
<td>28702949</td>
<td>N/A / FPS-2904</td>
<td>All open checks (in the Open Check SLU) no longer show the same start check time on workstations when using the default check SLU Buttonstyle.</td>
</tr>
<tr>
<td>POS Client</td>
<td>28451544</td>
<td>N/A / FPS-2382</td>
<td>The system now returns the message &quot;Not allowed in dynamic order mode&quot; if a hold tender is attempted to be used when DOM is enabled.</td>
</tr>
<tr>
<td>POS Client</td>
<td>28591044</td>
<td>FPS-6074</td>
<td>A magnetic card now updates the EMC properly when configured and swiped from a workstation using the Assign Employee ID function.</td>
</tr>
<tr>
<td>Printing</td>
<td>28215470</td>
<td>165512 / FPS-1553</td>
<td>The count value representing condiments ordered in multiples is now formatted correctly on printed order chits.</td>
</tr>
<tr>
<td>Printing</td>
<td>21578398</td>
<td>4414 / FPS-55</td>
<td>A printing error, where the barcode does not print from an SRM device, no longer occurs when the Employee Check Name field is left blank or set to null.</td>
</tr>
<tr>
<td>Printing</td>
<td>28063955</td>
<td>164337 / FPS-1386</td>
<td>Transactions now print on serial printers without intermediate pauses in the print jobs.</td>
</tr>
<tr>
<td>Printing</td>
<td>27546026</td>
<td>160808 / FPS-1183</td>
<td>When multiples of a menu item are added and then split off and voided, the void validation receipt now shows the correct quantity of the item voided.</td>
</tr>
<tr>
<td>Printing</td>
<td>26370564</td>
<td>148894 / FPS-925</td>
<td>Reports now print to a backup printer when two printers are set up as Print Controllers on different workstations, and the main printer is offline and the other is the backup printer.</td>
</tr>
</tbody>
</table>
Table 4-1  (Cont.) Simphony 18.2 Resolved Issues

<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>TPID / Jira #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>21586040</td>
<td>76439 / FPS-405</td>
<td>The menu item and price is now aligned properly on guest checks and customer receipts when using a slip printer.</td>
</tr>
<tr>
<td>Printing</td>
<td>22166220</td>
<td>109135 / FPS-600</td>
<td>Workstation backup printing and messaging now work properly with the Epson TM-P60ii bluetooth printer.</td>
</tr>
<tr>
<td>Printing</td>
<td>25239613</td>
<td>137325 / FPS-800</td>
<td>When option 16 - Print Void Line on Checks is enabled, voided items were not printed on the guest check. This error has been fixed so that voided items are printed on checks and customer receipts, and are preceded by the line V V V Void V V V.</td>
</tr>
<tr>
<td>Reports</td>
<td>27822734</td>
<td>163061 / FPS-1321</td>
<td>Menu Item Waste Reasons with multiple language translations configured no longer produce multiple entries for an item for each translation on the Menu Item Waste Report. The Menu Item Waste Report now shows only the specific language translated reasons (non-English).</td>
</tr>
<tr>
<td>Reports</td>
<td>27370387</td>
<td>156933 / FPS-1112</td>
<td>When an item is ordered with a hold time, the time entered is no longer appended to the price on the Check Journal Report or the Employee Journal Report. The hold time now appears with a space between the item price and the time.</td>
</tr>
<tr>
<td>Reports</td>
<td>28165368</td>
<td>165099 / FPS-1472</td>
<td>The cash tender no longer appears on the Revenue Center Financial Report.</td>
</tr>
<tr>
<td>Reports</td>
<td>26335712</td>
<td>148716 / FPS-923</td>
<td>The Waste Detail Report now shows the correct total amount for weighted menu items.</td>
</tr>
<tr>
<td>Reports</td>
<td>21589271</td>
<td>95204 / FPS-495</td>
<td>The Major Group Sales Report, Family Group Sales Report, and Menu Item Sales Reports no longer show an error when the Report Group is set to 0 (zero).</td>
</tr>
<tr>
<td>Totals Posting</td>
<td>N/A</td>
<td>N/A / FPS-3273</td>
<td>Check reprocessing now processes checks without issue when records are locked, allowing for consistent reprocessing speeds when reprocessing checks from multiple servers.</td>
</tr>
<tr>
<td>Transaction Services</td>
<td>21580669</td>
<td>41184 / FPS-225</td>
<td>Selecting the Get Printed Checks button now returns the guest check with the Order Type. The Get Open Checks button also returns the Order Type.</td>
</tr>
</tbody>
</table>
Known Issues

The following issues are known for this Simphony release:

Table 5-1  Simphony Version 18.2 Known Issues

<table>
<thead>
<tr>
<th>Module</th>
<th>BugDB</th>
<th>Jira Ticket #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAL</td>
<td>2797167</td>
<td>FPS-128 0</td>
<td>When a hotfix is added to the CAL deployment schedule, the system automatically deploys the major version (for example, GR) first, followed by the hotfix. In DCAL, both the major version and the hotfix must be added to the DCAL download schedule, downloaded, and available in the DCAL server before the POS client update can be scheduled.</td>
</tr>
<tr>
<td>CAL</td>
<td>2848576</td>
<td>FPS-234 7</td>
<td>Android devices cannot authenticate during Distributed CAL (DCAL) deployments. The DCAL server is not capable of authenticating Android devices, therefore you cannot download CAL packages using DCAL. Oracle Food and Beverage recommends to not even attempt to use DCAL for Android as it causes the Android device to get locked out of the DCAL server.</td>
</tr>
<tr>
<td>CAL</td>
<td>2870294</td>
<td>FPS-290 4</td>
<td>All open checks (in the Open Check SLU) no longer display the same start check time on workstations when using the default check SLU Buttonstyle.</td>
</tr>
<tr>
<td>CAL</td>
<td>N/A</td>
<td>FPS-878 1</td>
<td>The SWP home page does not show menu options in portrait view when using the pre-installed Chrome browser on some Android workstations.</td>
</tr>
<tr>
<td>Operations</td>
<td>2228877</td>
<td>FPS-181 65</td>
<td>If a check number has more than 5 digits, the full check number is truncated in Ops when a check is begun by users manually entering a check number. This occurs when a check is not assigned to a table or has a check name.</td>
</tr>
</tbody>
</table>

Workaround: Go to the SWP (https://<ServerName>:<Port>/SimphonyApp/Download/AndroidCAL). Log in if prompted, and then download the CAL setup.apk file on the Android device.

Workaround: Increase the width in the check detail area as per your requirement to view the entire check number. Access the Page Design module and open the correct page template, click on the Configuration tab, and increase the Width setting from within the Check Detail Area section, and then Save.