

Oracle[®] MICROS Symphony

Release Notes



Release 18.2

F10133-19

March 2021

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

ORACLE[®]

Oracle MICROS Symphony Release Notes, Release 18.2

F10133-19

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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 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

Date	Description of Change
December 2018	Initial publication.
December 2018	Added the Android topic to the Features and Updates section.

Date	Description of Change
February 2019	<ul style="list-style-type: none"> • Updated the Support for Symphony Payment Interface (SPI) feature by adding quick chip information. • Updated the Resolved Issues section. • Updated the Supported POS Client Devices section, specifically the listing for supported Android versions for Symphony version 18.2.
April 2019	<ul style="list-style-type: none"> • Added the Enterprise Cash Management (ECM) topic to the Features and Updates section. • Added the Symphony Web Portal (SWP) topic to the Features and Updates section.
May 2019	<ul style="list-style-type: none"> • Added “Enterprise Edition” to SQL Server items to reflect accurate information in the System Requirements, Supported Systems, and Compatibility chapter. • Added SWP Android display issue to Known Issues section.
September 2019	Updated for CAL enhancements and Shell DB Clone feature
October 2019	Updated Symphony Web Portal (SWP) for required Effectivity Groups.
December 2019	<ul style="list-style-type: none"> • Updated the Enterprise Management Console (EMC) topic in the Features and Updates section. • Added the Remote Printing topic to the Features and Updates section. • Added the Gift and Loyalty topic to the Features and Updates section. • Added the Logo Printing topic to the Features and Updates section. • Updated the Symphony Web Portal (SWP) topic in the Features and Updates section. • Updated the Taxes topic in the Features and Updates section. • Updated the Known Issues section in reference to Configuring Guest Check Numbers.
May 2020	<p>Updated the following topics in the Features and Updates chapter for Symphony patch 18.2.5:</p> <ul style="list-style-type: none"> • Client Application Loader (CAL) • Menu Items • Operations on the POS Workstation • Symphony Web Portal (SWP) • Taxes
July 2020	Removed content from <i>System Requirements, Supported Systems, and Compatibility</i> and replaced it with a reference to the <i>Oracle Food and Beverage Compatibility Matrix</i> .

Date	Description of Change
August 2020	Updated the Gift and Loyalty topic in the Features and Updates chapter for Symphony patch 18.2.6.
October 2020	Updated the following topics in the Features and Updates chapter for Symphony patch 18.2.7: <ul style="list-style-type: none">• Enterprise Cash Management (ECM)• Enterprise Management Console (EMC)
November 2020	Updated the Gift and Loyalty topic (specifically Select a Stored Value Card Program When Using Oracle Hospitality Gift and Loyalty) in the Features and Updates chapter.
December 2020	Added the Translations chapter.
March 2021	Added features and updates for patch 18.2.9. Reorganized features and updates for the base release and patches before 18.2.9.

1

Features and Updates

This chapter describes the features and updates in the minor release and patch releases.

- [18.2.9](#)
- [Base Release and Patches Before 18.2.9](#)

18.2.9

Client Application Loader (CAL)

Added a unique static HTTP header to the CAL requests. This enables a load balancer to route the requests to dedicated app server(s) that are optimized to respond to the specific request type.

Posting

Simphony no longer posts data to the legacy MCRSPOS.TOTALS table nor to the DETAILS tables. Previous versions posted data to these tables, even though the data was no longer being utilized by the system. By stopping the unnecessary posting, the system operates more efficiently as it no longer consumes the disk space and processing resources required to post this data. Customers using legacy exports that require TOTALS or DETAILS table data may reactivate the posting through Oracle Customer Support until they transition off of the legacy export task.

Simphony now posts the check reopen date to Reporting and Analytics. Simphony also posts taxable sales data to the guest checks table in Reporting and Analytics. These updates are relevant to exports in Reporting and Analytics.

Base Release and Patches Before 18.2.9

This section lists features and updates in the base 18.2 release and patches up to but not including 18.2.9. Features and updates in this section are organized by Simphony component.

- [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](#)
- [Menu Items](#)
- [Operations on the POS Workstation](#)
- [Peripherals](#)
- [Remote Printing](#)
- [Reporting and Analytics](#)
- [Symphony 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 Symphony Configuration Guide*, specifically the **POS Workstation** section, contains more information about Android devices.

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

CAL Restructuring Enhancement

Starting with release 18.2.2, the ServiceHostPrereq package is obsolete and has been removed from the Symphony release 18.2.2 ISO.

Symphony 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 Symphony release 18.2.2 CAL packages are:

- Service Host Download
- Service Host
- CAPSONIIS
- CAL Version Fixer
- CAL Client

- Symphony KDS Client (WinCE)
- WS KDS Display (Win32)
- PosToKdsHandler
- Media Viewer
- Device Information

CAL File Transfer Regulation

Starting with release 18.2.2, 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 Symphony 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

Starting with release 18.2.2, 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

Starting with release 18.2.2, the new Service Host Download package 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\Symphony\Prereq folder on the client.

Symphony client files are transferred and stored under the %AppRoot%\Micros\Symphony\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

Starting with release 18.2.2, 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

Starting with release 18.2.2, 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

Starting with release 18.2.2, the CAL Packages Install Status tab has changed. You can see the Symphony 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

Starting with Symphony release 18.2.2, the new Device Information CAL package is deployed automatically with the Service Host in Symphony 18.2.2. However, the Device Information CAL package must be deployed for clients that still run on an earlier Symphony 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 Symphony release 18.2.2.
- The Device Information CAL package is deployed to the workstation, which shows the status upon deployment.

Credit Cards

Support for Symphony Payment Interface (SPI)

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

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

Symphony version 18.2 introduces a resilient and lighter version of the Oracle Payment Interface (OPI), called Symphony 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 Symphony 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

Starting with release 18.2.2, 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 Symphony Configuration Guide* and the *Oracle Hospitality Symphony 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 lets you specify whether workstation operators can count a receptacle session more than once. If option **27** is enabled, workstation operators can perform transactions after counting a receptacle session.

Starting with release 18.2.7, the new Operator Option **28 - Prevent Transactions once a Count has been Performed** is available. Option **28** lets you specify whether workstation operators can perform transactions after a receptacle session count. Selecting option **28** does not prevent workstation operators from adjusting a count or from transferring funds out of the counted receptacle.

If option **27** is disabled and option **28** is enabled, workstation operators can perform more than one count and can perform more transactions following a count.

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 Symphony Configuration Guide* contains more information about configuring currency.

Support to Allow Condiment Changes in Previous Round Items

Starting with release 18.2.2, 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

Starting with release 18.2.3, 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 Symphony Configuration Guide*, specifically the **Configuring Screen Look Ups for Open Checks** section, and the *Oracle Hospitality Symphony POS User Guide*, specifically the **Open Check SLU Sorting Options** section for more information about this enhancement.

Support for Managing the Employee Access Level from Labor Management

Starting with release 18.2.5, support has been added to Symphony to manage the Employee Access Level from Labor Management. The Employee Access Level is set within Labor Management and is in Symphony via the Data Transfer Service (DTS) labor job.

The Employee Access Level is not manageable from the Enterprise Management Console (EMC) when Labor Management is in use. When the Employee Access Level is changed in Labor Management, it is subsequently updated in Symphony.

Enhanced Labor Shift Totals

Starting with release 18.2.7, the totals **Labor Shift Regular Hours** and **Labor Shift Overtime Hours** now print on time chits when an employee clocks out. These new totals represent the total hours worked per day for the **Labor Shift**.

Gift and Loyalty

Support for Redemption Authorization

Beginning with the Symphony 18.2.3 release, 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 Symphony 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

Beginning with the Symphony 18.2.3 release, 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 Symphony Configuration Guide*, specifically **Creating Loyalty and Stored Value Buttons**, for more information about Stored Value Cards.

Support for Account Number Prefixing and Padding

Beginning with the Symphony 18.2.6 release, **Account Length** and **Account Prefix** fields are now included in the driver configuration for both loyalty and stored value. This allows for easier manual entry of account numbers and is useful when all loyalty or stored value accounts follow the same card rule.

See the *Oracle Hospitality Symphony Configuration Guide* for more information about loyalty and stored driver configuration.

Support for Gift and Loyalty and SVC Command Module to Control Displaying or Printing SVC Transaction Results

Support was added for the Command Module to enable display and print options for stored value and loyalty transactions. Prior to the Symphony 18.2.6 release, these options were not working as expected. Access the EMC, select the Enterprise, property, or revenue center level, click the **Configuration** tab, under **Sales**, and then select **Stored Value**. From the Stored Value Configuration section, the following options now function as expected (for both Command Module and XProcessor users):

- **2 - Always Print (Loyalty or Stored Value) Results**
- **3 - Never Display (Loyalty or Stored Value) Results**
- **5 - Remove (Loyalty or Stored Value) Results Print Button**

See **Chapter 45: Loyalty and Gift Card Interfaces and Drivers** in the *Oracle Hospitality Symphony Configuration Guide*, specifically the **Setting Loyalty** and **Setting Stored Value Options** topics for more information about configuring loyalty and stored value cards.

Select a Stored Value Card Program When Using Oracle Hospitality Gift and Loyalty

Beginning with Symphony release 18.2.6, workstation operators can choose which stored value or gift card program to apply during a transaction. If a guest's card has been linked to multiple stored value and gift card programs, users can perform:

- **Balance Inquiries**

A Balance inquiry shows the monetary value of each stored value and gift card program associated with the card.

- **Authorization**

When a card linked to multiple programs is swiped at the workstation, users are prompted to select the program to be authorized (based on the balance inquiry results) before redeeming the specified amount.

- **Redemption**

When a card with multiple programs is used for redemption, users are again prompted to select the program to have funds deducted for payment.

The ability to select from multiple gift card programs requires you to install Reporting and Analytics Patch 9.1.25 or higher.

Stored value and gift card programs are identified on message prompts by the **Public Name** configured in Oracle MICROS Gift and Loyalty (from Enterprise Back Office).

See the *Oracle Hospitality Gift and Loyalty User Guide*, specifically **Chapter 6: Gift and Loyalty GPL Setup and Configuration** (located in the *Oracle Hospitality Enterprise Back Office Online Documentation Library*) for information about gift and loyalty setup.

Support for the Gift and Loyalty Command Module to Print R&A Based Print Tokens on Receipts

Support was added for Gift and Loyalty Command Module users to print Reporting and Analytics (R&A) based POS print tokens on the POS receipt. Prior to Symphony release 18.2.6, this functionality was only present for gift and loyalty XProcessor users, and for RES customers using the SVC interface. This functionality allows gift and loyalty customers using XProcessor to migrate to the Command Module without losing their present functionality.

Custom messages are configured using the print tokens in the Gift and Loyalty POS configuration.

See the *Oracle Hospitality Gift and Loyalty User Guide*, specifically the **Printing Chits and Receipts** topic in **Chapter 9: Configuration References** (located in the *Oracle Hospitality Enterprise Back Office Online Documentation Library*), for more information about configuring custom messages to be printed on POS receipts.

Support for the Gift and Loyalty Command Module to Award the Discount Type “Use POS Preset Discount”

Support was added for the Gift and Loyalty Command Module users to award the discount type “Use POS Preset Discount”. Prior to Symphony release 18.2.6, this functionality was only present for gift and loyalty XProcessor users.

Awards can be configured to use a discount type defined in the Symphony EMC, and then configured in Gift and Loyalty POS Configuration under **Point Issue**.

See the *Oracle Hospitality Symphony Configuration Guide*, specifically **Chapter 13: Discounts**, to learn more about configuring discounts in EMC, and the *Oracle Hospitality Gift and Loyalty User Guide*, specifically the **Configuring Point-of-Sale Touchscreen Keys** topic in **Chapter 9: Configuration References** (located in the *Oracle Hospitality Enterprise Back Office Online Documentation Library*), for information about configuring the discount key in R&A.

Logo Printing

Support for Logo Printing on OPOS Printers

Starting with release 18.2.3, support has been added for printing logos on OPOS printers. Configuring logo printing for OPOS printers is no different from other printers in the Symphony EMC.

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

See [Logo Printing](#) for more information about configuring logo printing in Symphony.

Menu Items

Support to Change Menu Item Price Level

Simphony release 18.2.5 lets workstation operators change the price of menu items added to a check in the current round from the price assigned to one main menu level or sub menu level to the price assigned to another menu level.

At a casino, a “comp” tender macro is used to change the price level (to a complimentary price level), and then a comp tender is used to close the check. This feature now supports the same macro function in Symphony. Casino administrators can create multiple price records for a menu item, with some records created as a complimentary tender macro. For example, the macro has the steps to change the price level to a configured comp level and to use the comp tender to close the check. A workstation operator adds items using the standard pricing, and then selects the comp tender macro when the guest presents a comp slip.

When used outside of a macro, you can configure the change price level function to change to a specific main or sub price level, or to prompt for the price level.

The following types of menu items are not affected and the price level cannot be changed using this feature:

- Menu items from a previous service round
- Weighed menu items
- Open-priced menu items

- Menu items that have been voided
- Menu items that are not in the active filter (if seat filtering is in use)
- Discounted menu items
- Menu items associated with a service charge
- Menu items associated with a subtotal discount

EMC Configuration Enhancements

Administrators can configure this feature using two new function buttons in the Page Design module of the EMC:

- **Change Price Main Level**
- **Change Price Sub Level**

In addition, two new transaction privileges in the Roles module enable the workstation operator to change the price of a menu item:

- **305 - Authorize/Perform Change Price Main Level for Current Round**
- **306 - Authorize/Perform Change Price Sub Level for Current Round**

The Main Level and Sub Level must be configured in the Menu Item Classes module on the **Options** tab. If **10 - On = Use Sub Level...** is disabled for a menu item class, main level pricing is used. The main level pricing is set in the Menu Item Maintenance module on the **Prices** tab, by selecting the main or sub menu level in the **Active On Level** field.

When using the Change Price Level feature, you can also change the active main or sub level pricing by configuring the following new options in the RVC Parameters module for the current round (transaction, not by class):

- **71 - Change Price Main Level sets active Main Level**
- **72 - Change Price Sub Level sets active Sub Level**

Enhancements have been made to address the change of price level for combo meals in the current round as they have menu levels to specify pricing for combos. Side items configured with different prices in the Menu Item Maintenance module do not reflect the prices shown in the POS client. When using combo meals, the POS client applies the prices from the Combo Meal Groups or Combo Meals configuration rather than from the Menu Item Maintenance configuration. The system checks for Combo Group Item Prices from the Combo Meal Groups module based on the Active Level; if no price exists, it checks for Combo Group Prices from the Combo Meals module. If no price exists in both Combo Meal Groups and Combo Meals, nothing is displayed in the POS client. Combo Meals option **4 - Add Side Prices To Meal Price** adds the side item price to the entire combo meal, and no price is shown under side items in the POS client. Regardless of the Change Price Main Level and Change Price Sub Level, this is the methodical approach to applying combo meal prices. The system calculates the price only on non-zero priced items. The Change Price Main Level function applies to all menu items on the check in the current round (not for specific items only), with the exception of voided items or zero-priced items.

Support for Multiple Menu Item Class Thresholds with Condiment Prefixes

Symphony release 18.2.5 adds support for multiple Menu Item Class thresholds to work with condiment prefixes. When option **65 - Support Enhanced Prefix Mode (Parent Only)** is enabled in the Menu Item Classes module (for the menu item class of

a parent menu item), the threshold values configured for a condiment group (in the Menu Item Classes Forced Condiments tab) now work correctly. Condiment prefixes follow the threshold rules available in the Menu Item Classes module.

When a workstation operator uses the Add prefix, a separate ADD line item appears in the check detail containing the condiment selected from the default condiment. This is used with thresholds (and condiment prefixes) so that each additional condiment (with prefix) is shown separately when added for the first time, unless the price is the same.

The *Oracle Hospitality Symphony Configuration Guide*, specifically the **Configuring Menu Item Classes, Assigning Condiments to Parent Menu Item Classes**, and **Using Condiment Prefixes with Menu Item Classes** sections, contains more information.

Support for Resetting Modified Condiments to Default Setting when Menu Item Master is Switched

Simphony release 18.2.5 adds support for resetting modified condiments to their default setting when a Menu Item Master is switched. The drop down menu **Condiment Handling with Parent Item Switching** is added to the Menu Item Classes module to configure this option. You can select one of the following handling types from this drop-down list:

- **0 - Condiments Remain Unchanged**
- **1 - Reset Default Condiments Only**
- **2 - Reset All Condiments**

The *Oracle Hospitality Symphony Configuration Guide*, specifically the **Configuring Menu Item Classes** section, contains more information.

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 Symphony 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.

Support for 99 Seats per Table

Starting with release 18.2.5, Simphony supports assigning up to 99 seats per table to a check, increasing the previous maximum limit of 64.

Enhancements for Closed Checks Operations

Starting with release 18.2.5, support is removed for reopening a closed check to a new check number. Option **37 - Keep The Same Check Number When a Check is Reopened** in the RVC Parameters module is no longer available.

The new option **73 - Keep The Same Check Number When a Closed Check is Voided** replaces deprecated option **37**. Selecting option **73** causes a voided closed check to retain its original check number. Deselecting **73** assigns a new check number to a voided closed check.

The **Number of Days to Adjust Closed Checks** and the **Number of Days to Reopen/Reprint Closed Check from Previous Business Day** set in the Control Parameters module have been changed to allow a maximum of 14 days.

If you are upgrading to Simphony release 18.2.5 and option **37** was selected prior to the upgrade, DBUPGRADE selects the new option **73** during the upgrade process.

The *Oracle Hospitality Simphony Configuration Guide* contains more information about configuring closed check operations in the Guest Checks chapter. The *Oracle Hospitality Simphony POS User Guide* contains more information about reopening a closed check in the Guest Checks chapter.

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.

See the *Oracle Hospitality Simphony Configuration Guide*, specifically the [Configuring the 1D/2D Imager Scanner](#) topic, for more information about configuring the scanner.

Remote Printing

Support for Sending Pre-Production Chits to Remote Printers

Starting with release 18.2.3, 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

Starting with Simphony release 18.2.3, you can import and export the following menu item data by specifying a range of object numbers using the 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 Symphony Web Portal (SWP) or the Symphony Import/Export API:

- Barcode
- Discount
- Employee Class
- Family Group
- Group Event Area
- Group Event Definition
- Group Event Definition Detail
- Group Event Sub Type
- Group Event Type
- Hierarchy
- Job Code
- Language Information
- Major Group
- Menu Item Class
- Role
- Service Charge
- Tender Media

The *Oracle Hospitality Symphony Import/Export API Guide* contains more information.

Support for Data Extensions

Starting with Symphony release 18.2.3, you can 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 Symphony Import/Export API.

Support Added for Importing and Exporting Employee Records

Starting with Symphony release 18.2.5, you can import and export employee records at the Enterprise, property, and revenue center levels through the SWP and the Symphony Import API. You can create and update employee records using either method. After importing an employee record, no changes are needed in the EMC;

update the workstation database, and the employee can then log in to the POS workstation at the assigned location.

The export includes the following employee information from the EMC:

- Employee ID Number, First and Last Name, Check Name, and Email Address
- Language, Payroll ID, Level, Group, Data Privacy Consent Granted
- Information Lines
- Username, Locale

The exported information does not include sensitive data, such as passwords and PIN, fingerprint information, or security questions.

Imported employee information appears in the Employee Maintenance module in the EMC when users log in after the import is completed successfully.

Support for Menu Item Group and Menu Item Group Detail Import/Export

Starting with Symphony release 18.2.5, you can import and export menu item groups and menu item group details into and out of Symphony. Discount menu item groups/details and Tax Override menu item groups/details can be imported and exported through the Symphony Web Application and Web API.

Imported menu item groups/details can be edited through the Symphony Enterprise Management Console. Additionally, you can assign menu item groups created via import to Discounts.

Support Added for Importing and Exporting Tax Records

Starting with Symphony release 18.2.5, you can now import and export tax records at the Enterprise and Property levels through the Symphony Web Portal (SWP) and the Symphony Import API. You can create and update tax records using either method. Imported tax records appear in the EMC and can be edited and assigned, for example, in modules such as Menu Item Class records. Once POS workstation databases are updated, taxes can then be accurately applied to transactions.

The export includes the following tax information from the EMC:

- Tax Rates
- Tax Breakpoints
- Integrated Tax Rates (includes Breakpoint details)
- Tax Classes

See the *Oracle Hospitality Symphony Configuration Guide*, specifically **Chapter 12 - Taxes** for more information about configuring taxes.

See the *Oracle Hospitality Symphony Manager User Guide*, specifically **Chapter 6 - Import and Export of Data** for more information about importing and exporting data.

Taxes

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

Starting with the Symphony 18.2.3 release, 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 Symphony Configuration Guide*, specifically the **Configuring the Menu Item Tax Class Override** topic, contains more information.

Support for Overriding a Parent Menu Item Tax Class

Starting with the Symphony 18.2.5 release, the system supports an override of a parent menu item's tax class when ordering specific condiment menu items. Such overrides are sometimes required in locations where food is taxed differently based on its preparation. For example, a whole bagel is not taxed, but a bagel that is sliced in half is taxed. The same bagel could also be taxed if it is warmed and served whole. In both cases, the bagel's status changes from non-prepared to prepared, resulting in a tax change. Preparation instructions, such as *sliced* and *warmed*, can be configured as condiment items in the EMC, and then workstation operators can add them to the parent item on the POS workstation.

When the Parent Tax Class Override column is set to a valid tax class, there are two available options to drive the behavior of the parent tax class if there is a conflict with an existing menu item tax class override.

This configuration is only meant for condiment menu items. A condiment item can be configured to override a parent item's tax on all menu items associated with the

condiment. The condiment only applies to the menu item to which it is added; the condiment does not change the taxes for the entire check, nor for items not associated with the parent item.

The *Oracle Hospitality Symphony Configuration Guide*, specifically the **Configuring the Parent 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 Symphony 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 Symphony Transaction Services API Reference Guide* contains more information.

2

System Requirements, Supported Systems, and Compatibility

The *Oracle Food and Beverage Compatibility Matrix* provides information on system requirements, supported devices, and compatibility.

3

Installation and Upgrade

- [Property Post-Upgrade Instructions](#)

Property Post-Upgrade Instructions

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

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

4

Resolved Issues

The following issues have been fixed since the last release.

Table 4-1 Symphony 18.2 Resolved Issues

Module	BugDB	TPID / Jira #	Description
Client Application Loader (CAL)	N/A	163689 / FPS-1340	You can now install CAL or Service Host on devices running the Android Nougat and Oreo operating systems.
CAL	27971661	162039 / FPS-1250	The DCAL package download block size has been modified to be consistent with CAL's download size.
CAL	N/A	N/A / FPS-2345	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.
CAL	27779955	147555 / FPS-903	Filtering issues no longer exist in the Install Status tab used for monitoring DCAL.
CAL	27303332	162844 / FPS-1307	Workstations now download all CAL packages, and build the DataStore and KDSDataStore tables without error.
Communications	25422328	N/A / FPS-3594	Workstations no longer display authentication errors when the Enterprise database becomes unavailable.
Data Posting Service (DPS)	N/A	N/A / FPS-3716	Simphony Posting is fixed so that missing data in Reporting and Analytics tables are populated successfully for OBIEE aggregation.
DPS	28534657	N/A / FPS-2471	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.
DPS	28899579	N/A / FPS-4985	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.
DPS	N/A	N/A / FPS-6168	Using a null or empty reference string no longer causes reference entry posting errors at the Enterprise.
Data Transfer Service (DTS)	29024057	FPS-5000	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.
Enterprise Cash Management (ECM)	28194276	165385 / FPS-1525	The system now allows up to 10 digits for amounts entered in the ECM Count Receptacle (Till).

Table 4-1 (Cont.) Symphony 18.2 Resolved Issues

Module	BugDB	TPID / Jira #	Description
ECM	28439074	N/A / FPS-2263	Till Sessions in ECM can now be closed without an "Operation Failed" error upon selecting the Count Till function.
Enterprise Management Console (EMC)	28467422	N/A / FPS-2376	You can distribute all Content Types in the Content module for a multi-tenant environment without receiving an error during record distribution.
EMC	26816807	153830 / FPS-1020	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.
EMC	N/A	152017 / FPS-975	You no longer receive an error when editing the Visibility Conditions in the Page Design module at the zone level.
EMC	25523773	141445 / FPS-823	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.
EMC	21584702	71975 / FPS-347	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.
EMC	26925614	156994 / FPS-1114	You no longer receive an error and EMC no longer stops unexpectedly when using the Bulk Price Editor in the Menu Item Maintenance module.
EMC	21578970	24890 / FPS-169	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.
EMC	22911599	120974 / FPS-642	The View Only user role is fixed so that it no longer has the ability to modify certain fields.
EMC	26037631	147475 / FPS-901	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.
EMC	21588907	93547 / FPS-488	The currency symbol now appears correctly on workstations, guest checks, and customer receipts when overridden at the property or zone level.
EMC	N/A	164153 / FPS-1814	Saving the page upon selecting the Use Same Credentials for all Properties option no longer fails, after the option is previously selected for a property, saved, cloned for a new property, and then deselected.
Integrations	26383713	151746 / FPS-973	Priced condiments are now included in the loyalty point calculation.

Table 4-1 (Cont.) Symphony 18.2 Resolved Issues

Module	BugDB	TPID / Jira #	Description
Integrations	25202982	126283 / FPS-691	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.
Integrations	27896218	162910 / FPS-1315	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.
Integrations	27372060	157462 / FPS-1120	Labor syncs no longer fail when terminating an employee record using ECM with server banking.
Integrations	27946611	164248 / FPS-6011	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.
Kitchen Display System (KDS)	27194363	N/A / FPS-1572	Menu Item Classes option 58 - Condiment order device programming overrides that of parent 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.
OPI	26991793	153833 / FPS-1021	The native OPI payment driver no longer ignores HALO during payment.
POS Client	21589525	96673 / FPS-505	When splitting a team service check, the team information now appears for the check in the Check SLU and in Check and Employee Journals.
POS Client	21578988	25127 / FPS-171	When Discount option 8 - If No Amount is Entered, Use the Full Discountable Amount is selected, the discount now applies correctly without prompting the workstation operator to enter an amount.
POS Client	21578909	23158 / FPS-155	You no longer receive a serving period error when beginning a check. All day serving periods are valid in POS Operations.
POS Client	27969389	163685 / FPS-1338	When using the Touch Reorder function key, the system no longer returns double the selected menu item when Menu Item Classes option 5 - Reference Entry Required is enabled.
POS Client	27482700	158467 / FPS-1139	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.
POS Client	26625202	156116 / FPS-1095	A smart key now functions correctly after making changes to the navigation bar and saving in the Page Design module.
POS Client	26827065	152301 / FPS-986	When selecting an open menu item, the system prompts for the price for both regular and menu item waste checks, regardless of option 56 - Do not display/print price for Waste being enabled in the Format Parameters module.

Table 4-1 (Cont.) Symphony 18.2 Resolved Issues

Module	BugDB	TPID / Jira #	Description
POS Client	26644113	150949 / FPS-961	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.
POS Client	21589774	97914 / FPS-514	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.
POS Client	21584102	69395 / FPS-329	When a discount is added to a check using the Auto Discount Apply function, it persists round to round.
POS Client	21583064	62027 / FPS-300	Changing menu sub levels no longer removes an automatic discount from the guest check.
POS Client	21578635	16549 / FPS-105	When performing a Tips Paid, the Tips Paid to Employee chit and Employee Journal now show the name of the employee receiving the tips.
POS Client	28373153	N/A / FPS-2238	Waste checks no longer appear in the Adjust Closed Check list.
POS Client	25713766	145295 / FPS-868	When HALO is enabled and Symphony 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.
POS Client	28702949	N/A / FPS-2904	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.
POS Client	28451544	N/A / FPS-2382	The system now returns the message "Not allowed in dynamic order mode" if a hold tender is attempted to be used when DOM is enabled.
POS Client	28591044	FPS-6074	A magnetic card now updates the EMC properly when configured and swiped from a workstation using the Assign Employee ID function.
Printing	28215470	165512 / FPS-1553	The count value representing condiments ordered in multiples is now formatted correctly on printed order chits.
Printing	21578398	4414 / FPS-55	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.
Printing	28063955	164337 / FPS-1386	Transactions now print on serial printers without intermediate pauses in the print jobs.
Printing	27546026	160808 / FPS-1183	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.
Printing	26370564	148894 / FPS-925	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.

Table 4-1 (Cont.) Symphony 18.2 Resolved Issues

Module	BugDB	TPID / Jira #	Description
Printing	21586040	76439 / FPS-405	The menu item and price is now aligned properly on guest checks and customer receipts when using a slip printer.
Printing	22166220	109135 / FPS-600	Workstation backup printing and messaging now work properly with the Epson TM-P60ii bluetooth printer.
Printing	25239613	137325 / FPS-800	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.
Reports	27822734	163061 / FPS-1321	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).
Reports	27370387	156933 / FPS-1112	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.
Reports	28165368	165099 / FPS-1472	The cash tender no longer appears on the Revenue Center Financial Report.
Reports	26335712	148716 / FPS-923	The Waste Detail Report now shows the correct total amount for weighted menu items.
Reports	21589271	95204 / FPS-495	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).
Totals Posting	N/A	N/A / FPS-3273	Check reprocessing now processes checks without issue when records are locked, allowing for consistent reprocessing speeds when reprocessing checks from multiple servers.
Transaction Services	21580669	41184 / FPS-225	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.

5

Known Issues

The following issues are known for this Symphony release:

Table 5-1 Symphony Version 18.2 Known Issues

Module	BugDB	Jira Ticket #	Description
CAL	27971677	FPS-1280	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.
CAL	28485767	FPS-2347	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.
CAL	28702949	FPS-2904	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.
CAL	N/A	FPS-8781	The SWP home page does not show menu options in portrait view when using the pre-installed Chrome browser on some Android workstations. Workaround: Go to the SWP (<a href="https://<ServerName>:<Port>/SymphonyApp/Download/AndroidCAL">https://<ServerName>:<Port>/SymphonyApp/Download/AndroidCAL). Log in if prompted, and then download the CAL setup.apk file on the Android device.
KDS	30798503	FPS-22758	After deploying a WS KDS Display CAL package, access the EMC, click the Enterprise level, Setup tab, CAL Packages module, select the previously deployed WS KDS Display CAL package, and then click the Install Status tab. Currently, in the ServiceHost Name column, the Workstation Name is incorrectly showing. The expected behavior is that the KDS Device Name should populate this column.
Operations (Ops)	22288774	FPS-18165	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. 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 .

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Translations

The following information is available in English only:

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

Translations into other languages are not available.