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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>
</tbody>
</table>
| February 2019 | - Updated the Support for Simphony 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 Simphony version 18.2. |
| April 2019  | - Added the Enterprise Cash Management (ECM) topic to the Features and Updates section.  
                - Added the Simphony Web Portal (SWP) topic to the Features and Updates section. |
                - Added SWP Android display issue to Known Issues section. |
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)
- Enterprise Cash Management (ECM)
- Enterprise Management Console (EMC)
- Operations on the POS Workstation
- Peripherals
- 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.
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.

Enterprise Cash Management (ECM)

The Oracle Hospitality Simphony 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 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.

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.

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.

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.

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.
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

**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
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  Symphony 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>25422328</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>
<tr>
<td>Module</td>
<td>BugDB</td>
<td>TPID / Jira #</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>---------</td>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<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>ECM</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>ECM</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 overriden level and will not appear if the previously inherited values are used.</td>
</tr>
<tr>
<td>ECM</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>ECM</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>26037631</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>EMC</td>
<td>N/A</td>
<td>164153 / FPS-1814</td>
<td>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.</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>
<tr>
<td>Module</td>
<td>BugDB</td>
<td>TPID /</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------</td>
<td>-------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jira #</td>
<td></td>
</tr>
<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></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></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></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 System (KDS)</td>
<td>27194363</td>
<td>N/A / FPS-1572</td>
<td>Menu Item Classes option 58 - <strong>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>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 8 - <strong>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 5 - <strong>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 56 - <strong>Do not display/print price for Waste</strong> being enabled in the Format Parameters module.</td>
</tr>
<tr>
<td>Module</td>
<td>BugDB</td>
<td>TPID / Jira #</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------</td>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<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 “Not allowed in dynamic order mode” 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>
<tr>
<td>Module</td>
<td>BugDB</td>
<td>TPID / Jira #</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>----------</td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<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 <strong>16 - Print Void Line on Checks</strong> 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</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>Transactio n 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</th>
<th>Ticket #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAL</td>
<td>2797167</td>
<td>FPS-128</td>
<td>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</td>
<td>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 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</td>
<td>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</td>
<td>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. <strong>Workaround:</strong> Go to the SWP (https://&lt;ServerName&gt;:&lt;Port&gt;/SimphonyApp/Download/AndroidCAL), Log in if prompted, and then download the CAL setup.apk file on the Android device.</td>
</tr>
</tbody>
</table>