

Oracle[®] MICROS Symphony

Release Notes



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Oracle MICROS Symphony Release Notes, Release 19.2

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Preface

Oracle MICROS 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 MICROS Symphony release 19.2.

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 and any associated log files
- Screen shots of each step you take

Documentation

Product documentation is available on the Oracle Help Center at <https://docs.oracle.com/en/industries/food-beverage/pos.html>.

Revision History

Date	Description of Change
October 2020	Initial publication.

Date	Description of Change
November 2020	Updated the following topics in Features and Updates: <ul style="list-style-type: none">• Gift and Loyalty and Stored Value Cards (SVC)• Reporting and Analytics• Extensibility
December 2020	Added the Customer Support topic in Features and Updates. Added the Translations chapter.
January 2021	Removed the Interfaces topic from Features and Updates. Moved the following entries into the Operations on the POS Workstation topic in Features and Updates: <ul style="list-style-type: none">• OPERA Guest Room Pre-Assignment• OPERA Self Pay• Equal Payments
April 2021	Added 19.2.1 New Features and Updates topic.
July 2021	Updated the Gift and Loyalty and Stored Value Cards (SVC) topic.
October 2021	Updated the Known Issues section.
February 2022	Updated the Known Issues section.
February 2022	Updated the Logo Printing topic in Features and Updates.
January 2024	Removed FPS-1208 from Known Issues.

1

Features and Updates

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

19.2.1

This section describes new features and updates in the patch.

[Document 2731148.1](#) describes documentation updates to support the patch.

[Document 2772454.1](#) list issues fixed in the patch.

Client Application Loader (CAL)

Added Unique Static HTTP Request Headers

Added unique static HTTP request headers to the Symphony client for data sent to the server for the following Symphony data service types – DBSYNCH, TOTALSPosting, and EMC. This then enables a load balancer to route the requests to dedicated app server(s) that are optimized to respond to the specific request type.

Enterprise Cash Management (ECM)

Support for New Operator Options in Employee Classes Module

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.

The new Operator Option **28 - Prevent Transactions once a Count has been Performed** lets administrators 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.

The *Oracle MICROS Symphony Configuration Guide* and the *Oracle MICROS Symphony Manager User Guide* contain more information on configuring and using ECM.

Enterprise Management Console (EMC)

Streamlined Process for Deleting a Property from an Enterprise

The process for deleting a property from the Enterprise has been streamlined. All property level data is removed dynamically, including revenue centers in the property.

The *Oracle MICROS Symphony Configuration Guide* contains more information on deleting a property.

Option **6 - Enable Thailand Tax Printing** in the Tax Parameters module (International Options tab) is no longer in use. This option has been replaced with a fiscal solution that uses extensibility.

Support for Managing Employee Access Level from Labor Management

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.

Gift and Loyalty and Stored Value Cards (SVC)

Support for the Valutec Command Module Plug-in

The Valutec command module plug-in is now available for use with Symphony. The Valutec command module plug-in is a custom loyalty and gift card host adapter that communicates between Symphony and the Valutec host. This command module incorporates the web service API provided by Valutec. Valutec loyalty is not supported with devices running the Android mobile operating system.

The *Oracle MICROS Symphony Configuration Guide* contains more information on configuring the Valutec plug-in.

Support for XProcessor Extension Application Plug-ins

The XProcessor Extension Application now supports the following processor plug-ins, which interact with external gift card/stored value card provider systems:

- Generic SVC Processor - Givex
- SVS Processor
- ValueLink Processor

Note:

Activation of denominated cards does not work and must not be used with the SVS and ValueLink Processors.

The *Oracle MICROS Symphony Configuration Guide* contains more information on configuring XProcessor plug-ins and gift card operations.

Kitchen Display System (KDS)

Support for Configuring Voided Chits

Symphony now lets you configure how the KDS displays chits for items voided on the POS workstation.

The *Oracle MICROS KDS Configuration and User Guide* contains more information on configuring KDS order devices.

Menu Items

Support for Multiple Menu Item Class Thresholds to Work with Condiment Prefixes

Support has been added 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 MICROS Symphony Configuration Guide*—specifically **Configuring Menu Item Classes, Assigning Condiments to Parent Menu Item Classes, and Using Condiment Prefixes with Menu Item Classes**—contains more information.

Support to Change Menu Item Price Levels

Workstation operators are allowed to 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 complementary price level), and then a Comp tender is used to close the check. This feature now supports the same macro functionality 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 changing the price level of combo meals in the current round, as they may 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.

The *Oracle MICROS Symphony Configuration Guide*—specifically **Menu Levels**—contains more information about configuring menu levels and their associated prices.

Support to Reset Modified Condiments to Default Settings when the Menu Item Master is Switched

Support has been added to reset modified condiments to the default setting when a Menu Item Master is switched. The drop-down list **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 condiment-handling options from the list:

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

The *Oracle MICROS Symphony Configuration Guide*—specifically **Configuring Menu Item Classes**—contains more information.

Support to Add Dietary Labels to Menu Item Masters

Support has been added for configuring and designating special dietary labels (for example, Gluten Free, Vegetarian, Vegan, and Heart Healthy) to menu items masters in Symphony. A new module called Dietary Labels has been added to the EMC. Dietary Labels are created in this module, and then associated with menu item masters in the **Menu Item Maintenance** module.

The *Oracle MICROS Symphony Configuration Guide*—specifically **Adding Dietary Labels to Menu Item Masters**—contains more information.

Support to Override a Parent Menu Item Tax Class

The system now 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 MICROS Symphony Configuration Guide*—specifically **Configuring the Parent Item Tax Class Override**—contains more information.

Operations on the POS Workstation

Support for 99 Seats per Table

Symphony now supports entering up to 99 seats per table, increasing the previous maximum limit from 64.

Payments

Added Room Charge Tender Field

The **Configuration Number** field for the room charge tender record has been removed from the Payments module. This drop-down field is now called **Room Charge Tender** in the Tender Parameters module. The value remains the same: select the Tender/Media record to use for room charges with the OPERA PMS Interface.

The *Oracle MICROS Symphony Configuration Guide*—specifically **Configuring the Room Charge Tender** and **Configuring the Loadable PMS Payment Module**—contains more information.

Peripheral Devices

Remote Marketing Display Support

The Remote Marketing Display (RMD) feature allows you to connect a secondary 10–inch display to an Oracle MICROS Workstation 6 Series (non-Oracle Linux for MICROS). If the secondary display is a touchscreen, you have the option to show customers current transaction detail, and then prompt them to confirm their order. If there is change due, then a dialog box is shown to customers. The system can also show customized images during a transaction, or videos while the workstation is idle. If video files are placed on workstations (via CAL), then the application plays designated videos every 5 minutes (by default).

The *Oracle MICROS Symphony Configuration Guide*—specifically **Interfaces with Symphony**—contains more information for RMD configuration details.

The *Oracle MICROS Workstation 6 Series Setup Guide for the 610, 620, and 650*—specifically **Calibrating the Workstation and 10–Inch Customer Display**—contains more information.

Simphony Interface Module (SIM)

Enhancement to Barcode Entries Made from POS Workstation

Barcode entries made from a POS workstation have been enhanced so Barcode scanning is now only allowed during a transaction in a more logical and expected manner.

The *Simphony Interface Module (SIM) Manual*—specifically **Appendix F**—has been updated in Table 155 to include the BARCODE scan Event.

Simphony Transaction Services (STS) Generation 2

Support for Flagging Menu Items that Contain Alcohol

You can now flag menu items that contain alcohol in the EMC Menu Item Classes module. The new Menu Item Classes option **82 - Contains Alcohol** is used by integrators (via STS Gen 2) to show users which menu items contain alcohol. The alcohol flag setting is also supported by the Import/Export utility for menu items.

The *Oracle MICROS Symphony Configuration Guide*—specifically **Transaction Services**, and *Simphony Transaction Services API Reference* contain more information about STS Gen 2.

Menu Item Availability for Cloud and On-Property APIs

Integrators can now receive details about the availability of Menu Items from the STS Generation 2 APIs. With this new function, integrators can seamlessly decide whether or not to include menu items based on the details they receive from the API.

19.2

Customer Support

Remote Support Available for Oracle Linux Workstations

Oracle Customer Support agents use the Remote Support Tool (RST) to securely access Symphony Cloud users' Linux-based workstations and perform support tasks. This includes access to the Linux terminal shell, the Symphony client user interface, and transferring files.

To use the RST, your workstations must be on the Linux platform and your organization must be provisioned for the RST.

The Symphony Cloud upgrade process automatically adds the technical requirements. Symphony Cloud users automatically benefit from the RST as soon as they are provisioned and the Symphony CAL and Symphony POS client are updated.

The new EMC Role option **30070 - Launch/Close Support Session** allows privileged users to launch or close a support session from either POS operations or the Property Management Console (PMC). You can use the Page Design module to add function buttons which start or close the support session.

On the Linux workstation, Symphony Cloud users can launch the support session and provide the Support Session ID to the Oracle Customer Support agent. The status of the Support Session appears on the workstation (active or connected). Upon completion, the user or the agent can close the support session.

The following documents contain more information in the Remote Support chapter:

- *Oracle MICROS Symphony Configuration Guide*: Configuring the privilege option and adding the function buttons
- *Oracle MICROS Symphony Manager User Guide*: Launching and closing a support session
- *Oracle MICROS Symphony KDS Configuration and User Guide*: Creating support session buttons and launching and closing a support session

Enterprise Management Console (EMC)

Support for Pickup Next Check by Service Total Time

You can create a service total time Pickup Next Check function key using the service total time in ascending sort order. When a workstation operator clicks the **Pickup Next Check by Service Total Time** button, the system retrieves the oldest service total time open check. This function is similar to the **Pickup Next Check by Check Open Time** button.

In the Page Design module, the **Pickup Next Check** function has been renamed to distinguish between **Open Time** and **Service Time**.

See the *Oracle MICROS Symphony Configuration Guide*, specifically the **Configuring Pickup Next Check by Service Total Time** and **Configuring Pickup Next Check by Check Open Time** sections, and the *Oracle MICROS Symphony POS User Guide*, specifically the **Open Check SLU Sorting Options** section for more information about this feature.

Extensibility

The Symphony architecture changed in release 19.2 to support the second generation of Symphony Transaction Services. Because of the change, extensibility applications developed against Symphony 19.1 and lower do not work with Symphony 19.2. Recompile your extensibility applications with the core Symphony 19.2 DLL files, such as Ops.dll, PosCommonClasses.dll, and PosCore.dll so the applications work with Symphony 19.2.

Symphony 19.2 provides an extensibility API for displaying complex dialogs across all platforms. The technology to achieve this is HTML5 running isolated in an iframe or a separate browser instance. To run extensibility applications on Oracle Linux for MICROS, make sure to change or remove any Microsoft Windows-specific references from your applications, such as Windows Presentation Foundation (WPF) resources, .NET forms, and file paths, as those are not supported on Oracle Linux for MICROS. The *Oracle MICROS Symphony HTML5 Extensibility Developer Reference Guide* provides more information.

Gift and Loyalty and Stored Value Cards (SVC)

Support for Gift Cards with the Symphony Payment Interface (SPI)

Symphony release 19.2 introduces support for gift cards through the SPI with multiple payment service providers (PSP). Gift cards are swiped through the PIN Entry Device (PED), and the PSP reads and authorizes the card, providing a token to Symphony.

The new Gift Card Provider module in the EMC allows you to configure multiple gift card providers. You do not need to configure the Stored Value module and Stored Value driver when SPI is configured. The gift card details are no longer stored in the POS database. Gift card drivers and SPI gift card support can be used at all levels (Enterprise, zone, property, and revenue center).

The workstation operator needs to know which card to swipe at the POS client device, and which card to swipe at the PED. If the guest has multiple stored value accounts, the workstation operator can select one.

The SPI supports the following stored value card operations and transactions:

- Balance Inquiry
- Issue Card
- Activate Card
- Reload Card
- Cash Out Card
- Redeem Card
- Authorize Card
- Finalize Card
- Void Card

The Tender Parameters module has been enhanced to consolidate the SPI default gift card configuration.

See the *Oracle MICROS Symphony Configuration Guide* for more information about gift card configuration with the SPI, and the *Oracle MICROS Symphony POS User Guide* for more information about performing gift card operations on the workstation.

Support for Account Number Prefixing and Padding

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 MICROS 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 SVC and Loyalty transactions. Prior to Symphony releases 18.2.6 and 19.2, 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 46: Loyalty and Gift Card Interfaces and Drivers** in the *Oracle MICROS 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

Workstation operators can now 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.

Stored value and gift care 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 & Analytics (R&A) based POS Print Tokens on the POS receipt. Prior to Symphony releases 18.2.6 and 19.2, 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 releases 18.2.6 and 19.2, 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 **Points Issue**.

See the *Oracle MICROS Symphony Configuration Guide*, specifically **Chapter 14: 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.

Kitchen Display System (KDS)

Support for Load Balancing on Expo Displays

Orders can now be evenly distributed among several KDS Expo Displays, in addition to KDS Prep Stations. A distribution group can comprise either all prep order devices or all expo order devices.

See the *Oracle MICROS Symphony KDS Configuration and User Guide*—specifically the chapter on **KDS Load Balancing**—for more information.

Support for Order Device Dynamic Routing By Guest Check Amount

You can now route orders to order devices based on the guest check amount. To use this feature, you can assign print classes to Tender/Media records, and specify an order routing threshold amount. Guest checks with orders higher than the specified threshold amount use one print class, while checks with orders lower than the amount use a different print class.

See the *Oracle MICROS Symphony KDS Configuration and User Guide*—specifically the chapter on **Configuring Order Device Routing By Guest Check Amount**—for more information.

Support for Clearing Orders from Displays

You can now specify a time at which the system clears orders from kitchen displays. When you enable the option, the system clears orders from kitchen displays every day at the time you specify.

See the *Oracle MICROS Symphony KDS Configuration and User Guide*—specifically the chapter on **Configuring a KDS Controller**—for more information.

Logo Printing

Support Added for Logo Printing on OPOS Printers

Support has been added for printing logos on OPOS printers with multilingual printing capabilities. 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 the *Oracle MICROS Symphony Configuration Guide*, specifically the **Logo Printing** chapter, for more information about configuring logo printing in Symphony.

Menu Items

Support for Allergen, Nutrition and Consumer Advisory Information

Simphony now allows administrators to configure allergen, food safety consumer advisory, and nutritional related menu item content in the EMC. This information can be used in Oracle API interfaces to meet legal requirements where necessary. The allergen, nutrition, and consumer advisory details are supported in the Symphony Transaction Services Gen2 configuration service responses.

The *Oracle MICROS Symphony Configuration Guide*, specifically the **Allergen, Nutrition and Consumer Advisory Information** topic, contains more information.

Support to Change Menu Item Price Levels

Workstation operators are allowed to 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 complementary price level), and then a Comp tender is used to close the check. This feature now supports the same macro functionality 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 changing the price level of combo meals in the current round, as they may 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.

See the *Oracle MICROS Symphony Configuration Guide*, specifically **Chapter 23: Menu Levels**, for more information about configuring menu levels and their associated prices.

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

Support has been added for resetting modified condiments to the default setting when a Menu Item Master is switched. The drop-down list **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 condiment-handling options from the drop-down list:

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

See the *Oracle MICROS Symphony Configuration Guide*, **Chapter 20: Menu Item Classes**, specifically the **Configuring Menu Item Classes** section, for more information.

Operations on the POS Workstation

Support to Add Card Holder Name as Guest Check ID

A credit authorization function can name a bar tab after the patron whose credit card was authorized. This feature eliminates the need for workstation operators to manually enter the card holder name on a check. Symphony retrieves the card holder name from the payment service provider (PSP) and inserts it into the **Guest Check ID** field when a credit authorization is initiated. If the check already has a Guest Check ID, it is replaced by this action. If no card holder name is returned, the Guest Check ID is not filled. When required, the card holder name is truncated.

This feature is used with initial authorizations, but is not supported with incremental authorizations. Additionally, the PSP must support sending the card holder name in order for this feature to work.

The Check Editing option **81 - Authorize/Perform Edit of Guest Check ID In an Open Check** in the Roles module grants permission for a user to set or update the Guest Check ID.

See the *Oracle MICROS Symphony Configuration Guide* for more information about configuring the add card holder name feature, specifically **Allowing Employees to Edit Guest Check ID on Open Check** and **Creating Credit Card Payment Buttons**.

Support Added for Wi-Fi Connectivity for Certain Oracle Linux for MICROS Workstations

Specific Oracle Linux for MICROS workstations can now be configured to connect and run operations via a Wi-Fi connection. Wi-Fi setup can occur during a workstation's initial Mini-Setup program, through the use of the device's Diagnostic Utility, or by deploying the latest Oracle Linux CAL package. The Symphony EMC workstation setup steps for these devices remains the same as previous releases. The workstations listed here have been validated to run point-of-sales operations (or as a Service Host) utilizing a Wi-Fi connection:

- Oracle MICROS Workstation 6 Series:
 - Oracle MICROS Workstation 620
 - Oracle MICROS Workstation 625
 - Oracle MICROS Workstation 650

- Oracle MICROS Workstation 655
- Oracle MICROS Compact Workstation 310

See the *Food and Beverage Hardware* documentation, specifically the *MICROS Hardware Site Preparation Library's Wireless Networking Best Practices Guide* for more information.

See the *Oracle MICROS Symphony Client Deployment Guide* for information about installing the Client Application Loader (CAL) on Oracle Linux for MICROS devices.

Enhancements for Closed Checks Operations

Starting with the Symphony 18.2.5 release, support has been 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**. Enabling 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 either the Symphony 18.2.5 or Symphony 19.2 releases, and option **37** was enabled in your system prior to the upgrade, DBUPGRADE enables option **73** during the upgrade process.

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

Support for 99 Seats per Table

Starting with the 19.2.1 release, Symphony now supports entering up to 99 seats per table, increasing the previous maximum limit from 64.

Equal Payments

Symphony now lets operators divide a check into equal partial payments between guests instead of manually creating a split check for each guest.

After specifying the number of equal payments, ranging from 2 to 99 for the check, a notification area shows the amount due for the current equal partial payment out of the total number of equal partial payments. The generated receipt shows details of all menu items on the check and the equal partial payment amount. Credit authorizations show the equal payment amount due. The final guest check or customer receipt shows the details of each partial equal payment used.

This functionality is available on all supported Windows and Android devices, including handheld devices.

The *Oracle MICROS Symphony Configuration Guide*—specifically the **Configuring Equal Payment Functionality** topic—and the *Oracle MICROS Symphony POS User Guide*—specifically the **Dividing a Check Into Equal Partial Payments** topic—contain more information on configuring and using this functionality.

Entry of Barcodes Enhanced at the POS Workstation

Barcode entries made from a POS workstation have been enhanced. Barcode menu item scans now have the same constraints as to when they are allowed to be sold as non-barcode menu items being entered on the workstation.

The *Symphony Interface Module (SIM) Manual*- specifically **Appendix F**, has been updated in Table 155 to include the BARCODE scan Event.

OPERA Self Pay

OPERA Self Pay is now compatible with devices using the Linux operating system. The Linux client accepts the Symphony client built-in alphanumeric keyboard.

The *Oracle MICROS Symphony Configuration Guide*—specifically the **OPERA Self Pay** and **Configuring the OPERA Self Pay Button** topics, and the *Oracle MICROS Symphony POS User Guide*—specifically the **OPERA Self Pay Charges to a Room** and **Using OPERA Self Pay to Close a Check** topics contain more information.

OPERA Guest Room Pre-assignment

Workstation operators can now validate a guest's room number and last name after beginning a check. This is simply a query through the OPERA Payment Driver to associate the guest's room number and name on the check, and does not pre-authorize payment. Upon validation, the confirmed OPERA account detail is stored in a way that it can be recalled for payment at a later time. The guest's name appears in the check detail area. During payment of the check, operators can process the room charge without re-entering the guest's room number and name. The operator can optionally unassign or enter a new room number/name combination to use for payment.

In the Page Design module, the new **Assign Opera Account** function allows workstation operators to enter the guest's room number and last name.

See the *Oracle MICROS Symphony Configuration Guide*, specifically **Adding the Assign Opera Account Button**, and the *Oracle MICROS Symphony POS User Guide*, specifically **Adding the Guest Room Number to a Check** for more information.

Peripheral Devices

Support Added for Sales Recording Module (SRM) Printers on Oracle Linux for MICROS Workstations

Oracle Linux for MICROS workstations now support SRM print devices.

See the *Oracle MICROS Symphony Configuration Guide*, specifically the **Peripheral Devices** chapter, in the **Sales Recording Module (SRM)** section for more information.

Support for the Oracle MICROS Mini-Printer

Support is now extended to the Oracle MICROS Mini-Printer for use with Symphony on the Oracle MICROS Workstation 6 Series and Oracle MICROS Compact Workstation 310. The Oracle MICROS Mini-Printer is a small form factor, limited capacity thermal printer with 2" wide paper primarily used in concessions and locations where hardware portability is desired. The mini-printer mounts to the Oracle MICROS Workstation 6 series Adjustable Stand or the Oracle MICROS Workstation 3 series Flexible Stand. It is powered directly from the workstation via its serial connection. It is also supported on the Oracle MICROS R/E-Series base stations by Symphony First Edition.

 **Note:**

The Oracle MICROS Mini-Printer is available for limited international use. It does not support the printing of 2D bar codes (QR Codes and PDF417), which are legally required to be printed on receipts in certain countries, or logo printing. Moreover, the Oracle MICROS Mini-Printer cannot be used for SRM printing as a serial port is required for the mini-printer to receive 12 volts of power.

In addition, there is currently no support for the following international character sets:

- Arabic
- Chinese
- Cyrillic
- Greek
- Hebrew
- Japanese
- Korean
- Thai
- Turkish
- Vietnamese

The *Oracle MICROS Symphony Configuration Guide*, specifically **Configuring a Printer**, contains more information about configuring the Oracle MICROS Mini-Printer.

Standard Language Translation Files Included in Android APK

Standard language translation files are now included in Symphony on Android client devices. Previously, customers using Android client devices were required to configure the standard language translation files in the EMC.

See the *Oracle MICROS Symphony Configuration Guide*, specifically the **Configuring Workstation Translations** section of the **Language Settings and Translation** chapter, for more information.

Printing

Support for Print Class Output

You can use a Print Class to configure the output for Discounts, Service Charges, and Tender Media. This enables multiple records with a single Print Class, meaning you can define the output settings once rather than separately for each record.

A new **Print Class** field is available on the General tab in the Discounts, Service Charges, and Tender/Media modules. This field replaces the former Output tab. With an upgrade to Symphony release 19.2, a Print Class is automatically created for every Discount, Service Charge, and Tender Media record; this Print Class creation only happens once to ensure that no information is lost. The **Print Class** field automatically defaults to the Print Class created for these records.

See the *Oracle MICROS Symphony Configuration Guide*, specifically the **Print Class Output** section for more information.

Reporting and Analytics

Simphony 19.2 Release is Compatible with Reporting and Analytics version 20.1

When you install or upgrade to Enterprise Back Office version 20.1 (including Reporting and Analytics and MyLabor) in conjunction with installing or upgrading to Simphony versions 19.1.2 or 19.2, the Simphony EMC's Employee Maintenance, Reporting tab is now disabled (or has been removed). Going forward, new reporting users need to be added and configured in R&A. Reporting access passwords are no longer synced between Simphony and R&A.

If you still utilize R&A version 9.1, the Simphony EMC's Employee Maintenance, Reporting tab remains accessible and is configurable as usual.

See the *Enterprise Back Office 20.1* documentation, specifically the Reporting and Analytics User Guide [Adding Users](#) section for more information about adding users from R&A.

Simphony Payment Interface

Support for Cash Back with Simphony Payment Interface (SPI)

Cash back is supported when the SPI is configured, and if the Payment Service Processor (PSP) also supports cash back.

Guests can request and receive cash back when paying a check with a debit card. The guest initiates the transaction through the PIN Entry Device (PED). Only the Authorize and Pay function is supported; cash back cannot be performed when finalizing a credit card authorization transaction. The POS workstation confirms that:

- Cash back is enabled at the workstation.
- The workstation operator is authorized to perform cash back.
- A default cash back service charge is linked in the Tender Parameters module.

If these three conditions are met, a Sale with Cash Back message is sent to the PSP, the PSP determines whether the card swiped by the guest allows cash back, and if so, prompts the guest for the desired amount.

If one of these conditions is not met, a Sale (no cash back) message is sent to the PSP, and the payment is processed without prompting for cash back.

Configuration Enhancements

Administrators can enable cash back in the Simphony EMC in the Workstations module using the new option **63 - Enable Cashback**. Cashback is only available where a Pinpad is present.

The workstation operator must also have permissions to authorize or perform cash back. The new option **305 - Authorize/Perform Cashback** has been added to the Roles module.

The Tender Parameters module has been enhanced with a new **Cashback Service Charge** field to link the Cash Back non-revenue service charge with the pickup tender.

In the Service Charges module, the **Tips Paid Tender/Media** field has been renamed to **Pickup Tender/Media**. Only the Tender/Medias that are configured with **3 - Pickup** in the **Key Type** field appear in the **Pickup Tender/Media** drop-down list.

The *Oracle MICROS Symphony Configuration Guide*—specifically the **Configuring Cash Back, Configuring Service Charges, and Allowing Employees to Authorize and Perform Cash Back** topics—and the *Oracle MICROS Symphony POS User Guide*—specifically the **Authorizing and Performing Cash Back** section—contain more information on configuring and using cash back with the SPI.

Simphony Transaction Services (STS) Gen 2

Support Added for a Point-of-Sale API named Simphony Transaction Services Gen 2

STS Gen 2 is optimized for the Oracle MICROS Symphony product and allows users to better handle digital transactions. It does so by being available on either the Enterprise (supports multiple tenants) or a location (supports a single revenue center (RVC) or group of RVCs (like Transaction Services currently behaves). As an enhancement, consumer-facing content fields have been added to the Simphony EMC in the Menu Item Definition, Family Groups, Discounts, Service Charges, Tender/Media, and Enterprise Properties modules. Consumer-facing content includes store and revenue center location information, menu item names, descriptions, and image URLs. This content can then be exposed to users during transactions. All consumer-facing data is also supported by the Simphony Web Portal's Import/Export utility.

Some examples of consumer-facing content includes such information as:

- Consumer Item Name
- Consumer Item Description
- Consumer Image URL / Consumer Image Description
- Consumer Family Group Name
- Consumer Family Group Description
- Consumer Image URL / Consumer Image Description

See the *Simphony Configuration Guide* specifically, the **Transaction Services** chapter, and *Simphony Transaction Services API Reference* for more information about STS Gen2.

Support Added for Identifying Which Menu Items Contain Alcohol for STS Gen2

Starting with the Simphony 19.2.1 release, you can flag menu items that contain alcohol in the EMC's Menu Item Classes module. A new MI Classes option named **82 - Contains Alcohol** has been added. This setting can then be used by integrators (via STS Gen2) to show users which menu items contain alcohol. The alcohol flag setting is also supported by the Import/Export utility for menu items.

See the *Simphony Configuration Guide*, specifically the **Transaction Services** chapter, and *Simphony Transaction Services API Reference* for more information about STS Gen2.

Simphony Web Portal (SWP)

Support Added for Importing and Exporting Tax Records

You can now import and export tax records at the Enterprise and property levels through the Simphony Web Portal (SWP) and the Simphony Import/Export 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). After 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 MICROS Symphony Configuration Guide*, specifically **Chapter 13: Taxes** for more information about configuring taxes.

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

Support Added for Importing and Exporting Menu Item Group and Menu Item Group Detail Records

You can now import and export Menu Item Groups and associated details into and out of Symphony. Discount Menu Item Groups/details and Tax Override Menu Item Groups/details can also be imported and exported via the SWP and Symphony Import/Export API.

Imported Menu Item Groups/details can be edited using the Symphony EMC. Additionally, you can assign Menu Item Groups, created via import, to Discount records.

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

Support Added for Importing and Exporting Data Extension Records

You can now import and export the following objects added through the Data Extensions module:

- Employees
- Employee Classes
- Extension Properties
- Extension Values (Export only)
- Integrated Employees
- Integrated Menu Items
- Job Codes
- Roles
- Service Charges
- Tender Media

You can import and export:

- Values to columns that are added through Data Extensions for each of the modules listed above.
- The columns themselves into the Data Extensions table.

You can add and edit the objects using either the SWP or the Symphony Import/Export API.

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

Taxes

Support for Overriding a Parent Menu Item Tax Class

The system now 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.

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

After upgrading to the latest Symphony release, all sites and properties (Cloud and self-hosted customers) must complete the procedures in the *Oracle MICROS Symphony Installation Guide* and the *Oracle MICROS Symphony Cloud Services Post-Installation or Upgrade Guide*.

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

4

Resolved Issues

The following issues were resolved in this release:

Table 4-1 Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Oracle Payment Interface (OPI)	30005561	FPS-22678	An OPI Exception error no longer results in double-charging the customer.
Ops – User Interface (UI)	N/A	FPS-22740	You can now exit the pop up condiment orderer screen after voiding a menu item from there.
Security	310453	FPS-23397	Changing an employees EMC password in the Symphony Web Portal (SWP) web-page no longer changes the employees level to 0.
Data Transfer Service (DTS)	31080241	FPS-23482	Categorygroupid1 (in multi-tenant, non-inventory environments) is no longer populated with categorygroupids from other organizations by DTS.
Database	N/A	FPS-23573	Indexes are now able to be rebuilt on large environments.
Kitchen Display System (KDS)	31089521	FPS-23656	Changing the Order Type after service totaling the check no longer causes the entire chit to repopulate (as if it was the first fire of an order).

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Database	N/A	FPS-23690 FPS-23692	High database CPU waits no longer occur when SQL on BARCODE is using the IX_BARCODE_2001 index. IX_BARCODE_2001 has been dropped and replaced with a new index request.
Point of Sale (POS)	31117169	FPS-24084	Error messages now provide more detail (such as suggesting to re-configure the page) when starting a Linux client with a standard page.
Ops – Discounts	N/A	FPS-24183	Checks with automatic discounts applied to it now no longer have the discount persist into the next round. The check will show as successfully posted in the DPS log, without any entries to the mrequest_queue_retry table.
Deployment – CAL/ DCAL	N/A	FPS-24407	Prereqcheck no longer terminates all applications that contain “ServiceHost” in their name.
Direct Posting Service (DPS)	N/A	FPS-24603	Checks added to another check no longer leave subtotal and tax total amounts on the original check, in R&A transaction summaries.
Engagement	N/A	FPS-24643	Property Parameters and Workstation EMC forms are no longer broken when using a SQLServer database.
Check and Posting (CAPS)	N/A	FPS-24770	The Labor_Data table now fully populates with Type 3–9 records when a large payroll ID is in use, as intended.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Ops – Payments	N/A	FPS-24829	PaymentRouter.cs now logs enough information to diagnose ServiceHost crashes.
Engagement	N/A	FPS-25242	Engagement now logs the InMotion authentication API calls.
Data Transfer Service (DTS)	31212975	FPS-25306	You can now update a Mag Card to allow “NULL” or “0” entries for a terminated employee in Symphony.
Data Transfer Service (DTS)	31214202	FPS-25378	Discounts configured with an NLU value greater than 32767 no longer fail to post properly in R&A.
Engagement	31175757	FPS-25600	The Orgmmuri column in Engage_Organization table no longer populates with a non-secure http connection, which allows the In-Motion widget.
Ops – Discounts	N/A	FPS-25631	Adding a discount prior to splitting a check no longer causes imbalances when a check is split.
Localization	31287342	FPS-26241	Auto Paging and the Home/End keys in screen lookup are no longer hardcoded, and can now be translated to the appropriate set language.
Configuration	31301215	FPS-26396	The system no longer moves the values of the legend text after using the “Edit Content Area Translated Text” feature when adding a button on a page.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	31187163	FPS-26472	The Guest Check Line now has records of a transaction being cancelled as intended.
Ops	N/A	FPS-26684	The cash drawer now pops when a partial cash tender is used before a non-cash tender.
Configuration	N/A	FPS-26695	Two CAL packages option rows are no longer visible in Roles>EMC Modules. Only one CAL packages option row is visible now as intended.
DBUpgrade	N/A	FPS-26980	Upgrade installation to 18.2.2 no longer fails. Installation now recognizes and moves past the Eng_UsageDataMigration job.
Integrations	N/A	FPS-27503	Decimal commas no longer cause the loyalty driver to be unable to handle conversions, allowing the loyalty driver to process loyalty transactions as intended.
Deployment	31418906	FPS-28300	All StoredValueCommand Module translation files are contained in the LangWebServerText zip files as intended.
Integrations	31406527	FPS-28347	Entered spaces in the extra column name of a discount data extension no longer cause errors when trying to use the Web AP export.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Ops	N/A	FPS-28432	The default Combo Meal Side Menu Level now persists for a longer period of time, facilitating the need for a user to make corrections to ordered sides in a timely fashion.
Direct Posting Service (DPS)	N/A	FPS-28883	Inflated totals for operation_day_part_totals no longer occur when aggregating totals in operation_daily_total fails.
Direct Posting Service (DPS)	N/A	FPS-28885	KDS posting no longer fails due to a malformed update statement when updating KDS_detail.
Direct Posting Service (DPS)	N/A	FPS-28887	Int16 errors no longer occur when values are too large or too small for an Int16 error.
Direct Posting Service (DPS)	N/A	FPS-28889	DPS threads no longer idle/sleep for up to a minute when an exception occurs.
Ops – User Interface (UI)	31428044	FPS-29390	The system no longer prevents the user from seeing the next item when a check detail is filled and a void reason (such as Transaction Return or Transaction Void) is performed.
Ops – PMC/ Workstation Reports	N/A	FPS-29559	Running another labor report alongside a Workstation Time Period Summary Report no longer results in a “No Report to Print” error.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	31595255	FPS-30540	The menu_item_fixed_period_total table no longer adds an additional row for a menu item that has been rung up with a discount, and then later without a discount (and vice-versa). Instead, the single row for the menu item display the totals increasing as intended.
Data Transfer Service (DTS)	N/A	FPS-31076	MMDaily aggregation no longer requires a manual intervention when it is stuck in a find tape job cycle. The MMDaily job now has proper error handling to remedy this issue.
Ops – Payment	N/A	FPS-31210	CC sale requests are now sent with the proper XML Spec data, including the QGUID generated from QC Init, as intended.
Ops – PMC/ Workstation Reports	N/A	FPS-31283	Workstation Time Period Summary Reports show time periods that have accrued totals (sale and labor) as intended.
Configuration	31670774	FPS-31513	General Options (in RVC Configuration) no longer throws an error message when attempting to access it and displays the pop-up list as intended.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Integrations	31688655	FPS-31695	The new Import/Export feature (the ability to create or edit employee data within Impot/Export) introduced in Symphony 18.2.5 has been fixed for enterprises using MyLabor, so that users cannot utilize this feature to edit employee data in EMC.
Deployment	N/A	FPS-31829	EMC can be opened on a hybrid system without issue, once HMC is installed on more than one system.
POS	31791671	FPS-31866	The “Low Battery” message now only displays in accordance to the value set in the MICROS power settings.
Ops – Business Logic	N/A	FPS-32054	The UpdateMenuItemAvailability value no longer resets (to the original value or to no value) when ServiceHost is restarted.
Configuration	31727160	FPS-32370	All information from one RVC order device record is copied over to another RVC as intended.
DbSync	N/A	FPS-32492	Workstations running on Symphony 18.2 now receive updated information from the EMC after the application server was upgraded in a multi-tenant environment.
Integrations	N/A	FPS-32504	Employees can no longer sign in and perform transactions after clocking out.
CAL	N/A	FPS-32576	CAL service no longer fails to start up, and continues a successful login.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
KDS	N/A	FPS-32591	The order device chit now properly displays the order type on it.
Ops – Business Logic	N/A	FPS-32914	Checks that were created using the Begin Check by Name and then the Table Number function no longer display twice in the Open Check SLU.
EMC	28496436	FPS-15056	When a copying an email address into the employee form in the Employee Maintenance module, the application no longer allows storage of invalid XML characters.
EMC	30727802	FPS-15473	The Workstations module has been optimized to open faster when many records are present.
Direct Posting Service (DPS)	30434641	FPS-15976	MREQUESTS successfully post in order, and closed checks show as closed in Reporting and Analytics.
Printing	30469862	FPS-16365	When printing a check that has single byte Japanese characters (half width characters) the price now aligns with other items that contain full width (or Japanese Double Byte characters).
POS Operations	30449314	FPS-16860	Posting option 2 - Round Discount % Entries now works correctly with automatic discounts.
Direct Posting Service (DPS)	N/A	FPS-17047	Taxes applied against discounts now post as negative values to TaxNTotal in the Guest_Check_line_item table.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Printing	N/A	FPS-17099	When using a kitchen printer configured with an OPOS driver, the system is now able to send the proper commands in red.
Direct Posting Service (DPS)	N/A	FPS-17263	The Error Corrects total now only totals the menu items that are actually errors. Additionally, the check detail drill down only shows Error next to the erroneous menu items, not next to all menu items.
Direct Posting Service (DPS)	N/A	FPS-17313	KDS posting to Reporting and Analytics has been optimized.
Integrations	N/A	FPS-17392	After upgrading properties from Symphony version 2.10 to Symphony version 18.2, a clock out chit now prints and shows the "Week to Date" hours.
POS Operations	30630557	FPS-17857	When option 9 - Prompt for Guest Count when Split Check is enabled in the Control Parameters module, the Guest Count is now updated on the original or new check.
Simphony Web Portal (SWP)	30603727	FPS-18156	The Clone Tool now clones Task Schedules.
Credit Cards	N/A	FPS-18560	Reopened and Reprinted Check Credit Card vouchers now show summary totals and the tip amount as expected.
Deployment	N/A	FPS-18712	The CustomerInformation Client.xml and .dll files are now correctly installed upon installing a remote EMC client.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Deployment	N/A	FPS-18718	After running CAL when the ServiceHost package has been reloaded, the new servername is present in the recreated SymphonyInstall.xml file in the ServiceHost package. In addition, POS Operations starts.
EMC	N/A	FPS-18729	In the Cashiers module, the CashierMain.ReportMaster section is now present, and you no longer see a blank page after pressing Select.
Transaction Services	N/A	FPS-18813	Transaction Services (TS) checks now successfully reset the previous check's table and guest count numbers prior to beginning the next TS check.
Database	N/A	FPS-19010	Deleting Menu Item Master records now removes associated STRING_TABLE records.
Database	N/A	FPS-19160	The updated records of the FCR_* tables are replicated to the enterprise transaction database, and the DTS now updates the respective records in the reporting database.
Integrations	N/A	FPS-19268	Symphony version numbers now update in the Symphony App for Hot Fixes.
Integrations	N/A	FPS-19275	The comma in Windows Regional settings no longer prevents the processing of Gift and Loyalty coupons.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Integrations	N/A	FPS-19276	Issuing Loyalty Points, after a balance check, performs without error (points can only be issued once).
Integrations	27928562	FPS-19281	If the Windows Regional settings of the Symphony client are set to use anything other than a "." as the decimal symbol, iCare does not update the account balance. This has been corrected, and Symphony now formats the message regardless of the regional settings to always use a "." as decimal symbol.
Direct Posting Service (DPS)	30793953	FPS-19328	New rows are no longer added to the OPERATIONS_FIXED_PERIOD_TOTAL and OPERATIONS_DAY_PART_TOTAL tables when checks are picked up and service totaled in the same fixed period/day part, if new checks are created in the same period, or if the guest number is updated in open checks.
EMC	29971697	FPS-19361	You can successfully print the list of menu items from the Menu Item Maintenance module without receiving an error.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Credit Cards	N/A	FPS-19478	When configuring a property to use the SPI Interface, in the Payment Drivers module, the Security Settings option Use Https with No Certificate Validation now works properly on the Linux Symphony client. A Payment Driver configured to not validate HTTPS certificates can still communicate with the destination host via HTTPS without errors or blocks.
Direct Posting Service (DPS)	30199988	FPS-19723	The Employee ID in the EMC is updated when changes are made to the magnetic card number in Labor Management.
Database	30665127	FPS-19884	You can now delete properties and revenue centers from a zone in a database without receiving an error. DBUpgrade runs successfully.
Localization	30806581	FPS-19936	In the Data Extension module, the Translatable Help field now allows up to 128 characters.
Integrations	30832669	FPS-19945	You can now assign an ID to an employee in POS Operations if the employee was created in Labor Management.
POS Operations	N/A	FPS-20616	Touch Reorder now functions as expected when used on a open priced menu item; the system adds the price that the workstation operator enters.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	N/A	FPS-20785	Enterprise Cash Management (ECM) transaction information posts to the LADB.CASH_MGMT_D ETAIL table in Reporting and Analytics without errors in the DPS logs.
Integrations	N/A	FPS-20857	New employees now transfer to Check and Posting (CAPS) with Labor Management posting.
Integrations	N/A	FPS-20862	Printed time chits now show the correct Current Hours value.
Integrations	N/A	FPS-20869	When a new employee clocks out for the first time, the Pay Period Reg Hours To Date now equal the current hours.
Check and Posting (CAPS)	N/A	FPS-20871	The Clock-out chit now accurately shows an employee's cumulative hours worked upon clocking out.
Deployment	30645009	FPS-21733	Devices running the Android mobile operating system no longer prompt for re-authentication after restarting.
Printing	N/A	FPS-21744	When entering double byte Asian characters for the Tax Code in Tax Rates the system no longer prints question marks. All checks include the Taxable Total, Tax amount, and Net lines and labels when using Asian characters.
Direct Posting Service (DPS)	N/A	FPS-21762	The SPOS_MESSAGE_KEY now blocks duplicate posting in Reporting and Analytics as intended.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-22107	When discounting a priced condiment, the condiment is no longer doubled when the parent item is a zero priced amount.
Integrations	N/A	FPS-22112	The Clock In Status Report now returns results as expected; even when generated using Check and Posting (CAPS) on IIS utilizing an Oracle database.
POS Operations	N/A	FPS-22605	Custom alphanumeric keyboards no longer display when they are not set as the default keyboard.
Transaction Services	N/A	FPS-22625	Errors no longer display when previewing a check from a revenue center (RVC) that is not set up as the default RVC on a workstation.
Printing	23220220	FPS-686	Creating a printer in table view and enabling logo printing now works as expected.
Gift & Loyalty	25724167	FPS-883	It has been determined this reported issue is an instance of mistaken expectations for the function. Following the correct procedure for point redemption works as expected.
myLabor	27185373	FPS-1071	Employee Class alignment no longer causes duplicate Reporting and Analytics Masters to be created for Labor Management users.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Ops	27243074	FPS-1094	The employee Sign In screen no longer appears behind an enhanced PMS interface guest inquiry if an operator mistakenly swipes their ID card while performing the inquiry.
EMC	27420108	FPS-1130	A Delete Enrollment button has been added and made available during the employee fingerprint enrollment procedure.
Ops	27505151	FPS-1182	High Amount Lock Out (HALO) no longer prompts workstation operators for an authorization on negative amount checks.
Direct Posting Service (DPS)	27288164	FPS-1217	Employee meals now post correctly to the reporting database.
Ops	26876374	FPS-1248	The condiment orderer popup now works as expected for menu items with required condiments and those associated with combo meals.
Localization - Management	N/A	FPS-1374	A merge utility has been added to allow the EMCText.xml to be updated upon deploying a hot fix.
Ops	28215418	FPS-1609	Priced Condiments no longer lose their price amount when the condiment prefix NO is used.
EMC - Page Design	28848717	FPS-4055	When creating a new page using a pre-existing page as a template, the configuration now saves as expected.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	N/A	FPS-4167	Offline configured POS API workstations no longer fail to create checks when Check and Posting (CAPS) is down.
PMC Reports	28930299	FPS-4561	Employee Financial reports VAT Total Items Sales totals are no longer incorrect when an item price record's Prep Cost field is configured.
Ops	28934842	FPS-4673	Checks are successfully completed and print validation chit prompts no longer occur when menu items are configured to not print validation chits.
Ops - Peripherals	28928541	FPS-4676	The RVC Parameters option 20 - If No Employee Signed in, Blank Rear Customer Display now works as expected.
PMC Reports	28971032	FPS-5302	Waste Checks no longer change Grand Total or Change in Grand Total fields on financial reports.
Data Transfer Service (DTS)	29221355	FPS-5790	The performance of the MMDaily job has been improved..
Transaction Services	29241551	FPS-5968	Transaction Services no longer causes checks to retain previous transactions Table # and Guest Count values.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
EMC - Page Design	29309912	FPS-6375	From the Page Design module, a page's aspect ratio does not remain fixed when navigating between differing toolbar tabs. This is the expected behavior. The ratio of a page automatically reverts back to the default aspect of 4:3, but only visually. The aspect still says it is 16:9, but in order to get it back to visually showing in 16:9, you need to change it to a different aspect, and then change it back to 16:9.
Deployment	29270412	FPS-6383	When multiple services are assigned to a workstation, and each service is assigned a different EGateway port number, the Servicehost.xml now generates and shows the services and port numbers in the correct order.
EMC - Page Design	29391005	FPS-7087	When using a remote EMC, the Page Design module no longer throws an exception error when switching to form view when the Oracle Payment Interface (OPI) is configured.
Data Transfer Service (DTS)	30640076	FPS-9090	The moveflag value for Menu Item Definition and Menu Item Price records is now updated from 3 to 1 in non-inventory properties after a menu item is added on the workstation.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Ops - Printing	29122623	FPS-9287	The Oracle MICROS Compact Workstation 310 now successfully performs printing tasks when running on portable battery power.
Ops	29695563	FPS-9760	POS Operations that stopped unexpectedly no longer occur when calling extensibility code from the wrong thread.
Direct Posting Service (DPS)	29691889	FPS-10419	Reopening checks, voiding and reapplying a tender, or applying a tip no longer results in blank tax guest check details for the either the original or reopened checks.
Data Transfer Service (DTS)	29804516	FPS-10619	When the Definitions job is initiated and the Data Transfer Service (DTS) stops, another server running DTS now takes over the job.
EMC	28414294	FPS-10680	When distributing extension applications to another property, the task now inserts the distributed extension's configured options.
Simphony Payment Interface (SPI)	29888582 30120360	FPS-11251	Credit Card IssuerId to Tender/Media Preamble mapping is now correct for all issuer IDs.
Data Transfer Service (DTS)	29524374	FPS-11924	The Refresh Definition job no longer sets the menu item price table revenueCenterID column to null.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
EMC	29871397	FPS-12030	The EMC's Alpha Numeric Keyboard module has been re-introduced. Access the EMC and select the Enterprise, property, or revenue center level, click the Setup tab, under Custom Content, and then select the Alpha-Numeric Keyboard link.
Database	29881604	FPS-12096	The deletion process for EMC Screen Lookup (SLU) records has been sped up to accommodate larger database locations.
Ops - Cash Management	29873432	FPS-12101	When the Cash Pull Threshold is exceeded, operators are now required to enter an authorization code prior to beginning new checks.
Database	N/A	FPS-12141	The DbSyncServer.dll has been optimized to run queries faster.
Ops	30027469	FPS-12568	You can now void the second half a shared menu item, after the item is split, without receiving a prompt to enter a quantity value.
Ops	22288774	FPS-12914	Check numbers greater than 4 digits are no longer truncated in the check header section on POS workstations.
Ops	30074200	FPS-13117	You can now void multiple quantity items when prompted to do so within a menu item waste transaction.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Import/Export	30141468	FPS-13470	Import/Export now supports Enterprise, zone, property, and revenue centers that include a backslash character (\) in the naming convention.
Direct Posting Service (DPS)	30155610	FPS-14052	Error Correct totals now post as expected (for single round checks) to Reporting and Analytics in Guest Check and Order Type Daily Total reports.
Ops	N/A	FPS-14295	You can now use the Fire Now function to fire items added in previous rounds.
EMC	30259728	FPS-14578	When creating new Menu Item Classes, only one entry for the Menu Item Class and one entry for the RefillDescriptorID text is written to the String_Table.
Direct Posting Service (DPS)	27833844	FPS-14605	When Posting Option 6 - Post Offline Transactions with Actual Transaction Time is disabled in the Property Parameters module, the business date that posts to the GUEST_CHECK_LINE_ITEM and GUEST_CHECK database tables now reflect the date they were posted to the database, rather than the date they were added on the POS workstation.
PMC Reports	30207117	FPS-14884	Non-Revenue Service Charges are no longer included when calculating financial reports Total Revenue totals.

Table 4-1 (Cont.) Symphony Release 19.2 Resolved Issues

Module	BugDB	Jira #	Description
Database	31571898	FPS-30425	A database upgrade no longer fails when upgrading from Symphony version 18.2.4 to Symphony versions 19.1.2 and 19.2.
Direct Posting Service (DPS)	31542215	FPS-30922	Checks with extensibility configured to not post to Reporting and Analytics, no longer hang up in the Direct Posting Service (DPS) queue and are posted as expected.
Ops - Business logic	N/A	FPS-33509	Ops no longer crashes on workstations where multiple on-the-fly auto combos are added to a check.
Ops - Business logic	N/A	FPS-34363	When an autofire check is picked up and paid (using a payment tender type) prior to its original fire time, users are prompted to immediately fire the order.
Posting - DTS	30178504	FPS-14203	Simphony aggregation no longer fails when XBR is enabled, allowing the user to set the date in the XMLRequest packet as intended.
Ops - Business Logic	30462630	FPS-17072	Users are no longer prompted for authorization to transfer checks when using the Auto Block Transfer function.

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Known Issues

The following issues are known for this Symphony release:

Table 5-1 Symphony Release 19.2 Known Issues

Module	BugDB	Jira Ticket #	Description
Direct Posting Service (DPS)	N/A	FPS-27513	Error Correct totals are not posting as expected to Reporting and Analytics (for multiple round checks). Once a transaction is initially service totaled, Error Corrects on subsequent rounds are not being posted to the Daily Ops report, specifically the Adjustments section.
EMC	32531953	FPS-41597	<p>The Page Design module's Ad Hoc Report list is missing the 42 - Employee Time Card report.</p> <p>Workaround: You can create a Macro touchscreen button to generate Employee Time Card reports from the POS workstation.</p> <ol style="list-style-type: none">1. For the Type field, select Function from the drop-down list.2. Click the black arrow directly beneath the Type drop-down list, select the Macro function, and then click OK.3. Click the Edit Macro Keys button and configure the following steps:<ol style="list-style-type: none">a. Step 1 Type = Ad Hoc Report.b. Step 2 Type = Alphanumeric and Text = 42.c. Step 3 Type = Function Enter/Yes.d. Click Save. <p>See Configuring Macros for detailed instructions for creating Macros.</p>
Workstations	N/A	FPS-31642	When configuring Symphony POS workstations in the EMC, they cannot be named (in the Name field) using solely numerical characters. Alpha characters must be included in each workstation's naming convention. A combination of alphanumeric characters is supported.

Table 5-1 (Cont.) Symphony Release 19.2 Known Issues

Module	BugDB	Jira Ticket #	Description
Application Server Monitor Display Settings	33822502	N/A	<p>When using a large monitor with the display resolution set to 1920 x 1080, and the Dots Per Inch (DPI) setting is set to 120, the EMC displays oddly, or does not display any information upon opening particular modules.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Access the Symphony application server, and using File Explorer, navigate to the EMC.exe file. 2. Right-click the file and select the Compatibility tab. 3. Click the Change high DPI settings button. 4. Under the High DPI scaling override section, select the Override high DPI scaling behavior checkbox. 5. Change the setting under Scaling performed by: heading to System and click OK. 6. Click Apply.

6

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.