

Oracle[®] MICROS Symphony

Release Notes



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Oracle MICROS Symphony Release Notes, Release 19.4

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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.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at:

<https://iccp.custhelp.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
September 2022	Initial publication.
October 2022	Updated the Resolved Issues chapter.
November 2022	Updated the Resolved Issues chapter. Added Operations on the POS Workstation in Features and Updates for Symphony 19.4.1.

Date	Description of Change
December 2022	Added the following in Features and Updates for Symphony 19.4.2: <ul style="list-style-type: none"><li data-bbox="922 331 1414 359">• Enterprise Management Console (EMC)<li data-bbox="922 365 1370 392">• Operations on the POS Workstation
January 2023	Added a link to the MOS document that describes fixed issues for Symphony Transaction Services Gen 2. Updated Operations on the POS Workstation for Symphony 19.4 by adding SPI Support for Unused Credit Card Authorization Release Alert.
March 2023	Updated the Features and Updates section indicating a Documentation change.
July 2023	Updated the Features and Updates section indicating a Documentation link change.
January 2024	Removed FPS-1208 from Known Issues.

1

Features and Updates

This page describes new features and updates in 19.4 and patches to 19.4.

Sections that describe features and updates in a patch also have links to Knowledge Articles that describe documentation updates and issues fixed in the patch.

See [Oracle MICROS Symphony Transaction Services Gen 2 \(STSG2\) Fixed Issues \(DOC3542\)](#) for information on Symphony STSG2 fixed issues.

Releases:

19.4.2

This section describes new features and updates in the patch.

[Oracle MICROS Symphony 19.4 Documentation Updates \(DOC3475\)](#) describes documentation updates to support the patch.

[Oracle MICROS Symphony 19.4.x Fixed Issues \(DOC3476\)](#) lists issues fixed in the patch.

Enterprise Management Console (EMC)

Support to Upload Egateway and SPI Log Files

You can allow Oracle Customer Support staff to access the Egateway and Symphony Payment Interface (SPI) logs from POS client devices operating in a specific locations (for example, restaurant, stadium, or airport). POS Operations automatically uploads these log files, and Support staff can access and use them to troubleshoot payment issues, decreasing time spent resolving issues. All workstations at a location that are running POS Operations upload the log files to the cloud, except for KDS Displays.

See **Enabling Upload of Egateway and SPI Logs** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Operations on the POS Workstation

Support to Change Non-Placeholder Combo Meal Side Items Ordered in Previous Rounds

Starting with Symphony release 19.4.2, an employee Roles option has been added to control a user's ability to change non-placeholder side items which were added during a previous round for combo meal orders.

Enabling the new Roles option **310 - Authorize/Perform changes to non-placeholder side items ordered in previous rounds** allows workstation operators to change non-placeholder side items for combo meal orders in previous rounds. When this option is disabled, operators are prompted to have a privileged employee enter their ID in order to continue changing previous round non-placeholder combo meal side items.

See **Configuring Additional Combo Meal Settings** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Support to Configure and Report Non-Revenue Menu Items

Starting with Symphony release 19.4.2, non-revenue menu items on guest checks do not add to the net sales total amounts on financial reports. A typical use case for non-revenue menu items is to use them to enter the value of a gift card reload amount. Workstation operators can add the item to a check and then tender the transaction, causing the item's value to be added to a gift card. This value does not increment the system's revenue because no physical product has been sold.

The following restrictions are enforced on checks, including non-revenue menu items on the point-of-sales (POS) system (and including Transaction Services Gen1):

- Taxes and discounts are not applied to non-revenue menu items (even if they are configured in the EMC).
- Non-revenue menu items cannot be included as a part of combo meals. If a combo meal is added containing non-revenue menu items, the POS generates an error message.
- Non-revenue menu items can only be configured as condiments for non-revenue parent menu items. Non-revenue menu items cannot be configured as condiments (or combo meal sides) for conventional priced parent menu items, and vice versa. Incorrect configurations generate an error message.
- For all workstation financial reports, the previously existing line **Non Rev Svc** has been changed to **Non Rev Total**. Non-revenue menu item sales are now posted on the **Non Rev Total** line on reports.

Note:

The existing **Menu Item Sales** and **Menu Item Summary** reports do not post non-revenue menu item sales totals. Two new workstation reports have been added to track such totals:

- Non Revenue Menu Item Sales
- Non Revenue Menu Item Summary

See **Configuring Master Records for Menu Items** in the *Oracle MICROS Symphony Configuration Guide* for more information.

See **List of Workstation PMC Reports** in the *Oracle MICROS Symphony Configuration Guide* for more information about the non-revenue menu item reports.

Support for Third Party Payment Service Providers to Distribute Symphony Software to Android Devices

Starting with Symphony release 19.4.2, you can use a third party Payment Service Provider (PSP) and its proprietary external Mobile Device Management (MDM) platform to distribute the Symphony software to Android devices. To accomplish this, an option has been added to the EMC in the **Workstations** module named **68 - Third Party Managed Device**. Enabling this option allows a third party PSP to ensure the device's CAPS and Service Host versions are compatible and in sync. When the option is enabled, if the device's CAPS version does not match the Service Host

version, the customer is prompted to upgrade the Symphony application version on the device.

Option **68** is only available for use with the following POS workstation types:

- 1 - Mobile
- 2 - Workstation Client
- 6 - Tablet Client

See **Enabling a Third Party Mobile Device Management (MDM) for Symphony POS Client Distribution** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Android Devices Show the Oracle End User License Agreement When the Device is First Started

Starting with Symphony release 19.4.2, Android point-of-sale (POS) clients now show the Oracle End User License Agreement (EULA) when the Service Host on the device is first started. Upon startup, users are prompted to either accept or decline the license agreement. Here are the potential results based on a user's selection for new installations:

- If users accept the EULA terms (by clicking the **Accept** button), the Symphony application proceeds to start.
- If users reject the EULA terms (by clicking the **Decline** button), the Symphony application closes.

For upgrades:

- If the EULA was previously accepted, the EULA is not shown on the device again.
- If the EULA was not previously accepted, the EULA is shown and users must accept the terms before they can begin using the POS client.

19.4.1

This section describes new features and updates in the patch.

[Oracle MICROS Symphony 19.4 Documentation Updates \(DOC3475\)](#) describes documentation updates to support the patch.

[Oracle MICROS Symphony 19.4.x Fixed Issues \(DOC3476\)](#) lists issues fixed in the patch.

Operations on the POS Workstation

Support to Allow Cash Drawer Use When Voiding a Tender on a Closed Check

Starting with Symphony release 19.4.1, you can configure the cash drawer to open when there is a tender on a closed check and a workstation operator performs a **Void Closed Check** or **Void Closed Check From List** function. For example, if a cash tender is configured to open the cash drawer, the cash drawer opens when a workstation operator voids a check which was closed to cash.

The new option **74 - Allow open of Cash Drawer when voiding a tender on a closed check** in the Control Parameters module affects the cash drawer behavior.

See the following topics in the *Oracle MICROS Symphony Configuration Guide* for setup information:

- **Configuring the Cash Tender**
- **Configuring Closed Check Settings**
- **Configuring a Cash Drawer**

See **Voiding a Closed Check** in the *Oracle MICROS Symphony POS User Guide* for more information.

Support for Suppressing Condiment Groups on a Condiment Orderer Page

Starting with Symphony release 19.4.1, to reduce order entry steps at the POS workstation, there are times when users do not want to show a condiment group on the Condiment Orderer page because there are no condiments in the group which are valid in the current ordering context. See the following examples:

- When ordering a beverage for a delivery order, it is necessary to enter the soda flavor (such as Cola, Orange, or Tea) so it can be delivered. However, when ordering a beverage to be consumed on premises, the choice is not necessary because some locations have guests dispense their own drink at a soda fountain.
- Condiment prefixes are not usually ordered on their own and typically display on fixed touchscreen buttons outside of the Condiment Orderer. The condiment group to which they belong (which normally only contains the prefixes) does not need to display for workstation operators.

You can configure the hidden condiment groups in the Page Design module, and specify one or more condiment groups to be suppressed from view on a Condiment Orderer page.

See **Suppressing Condiment Groups on a Condiment Orderer Page** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Support for Optional Name Entry in OPERA Self Pay

Starting with Symphony release 19.4.1, OPERA Self Pay supports the option for guests to validate a payment by entering only a room number during lookup, instead of using their last name and room number.

You can enable this option when configuring the OPERA Self Pay button in the Page Design module by entering **NoGuestName** in the text field.

See **Configuring the OPERA Self Pay Button** in the *Oracle MICROS Symphony Configuration Guide* for more information.

19.4

This section describes the features and updates contained in the release.

Client Application Loader (CAL)

Updated Support for Custom CAL Package Installations

Starting with Symphony release 19.4, SymphonyInstall.xml files uploaded in custom CAL packages require unique filenames that do not use Symphony in the file naming

conventions (such as “SymphonyInstall”). Examples of custom file names that are appropriate include **Environment_CustomInstall.xml** or **Server_CustomInstall.xml**.

See the *Oracle MICROS Symphony Client Deployment Guide* for more information.

Restyled CAL Installation Pages for Android POS Clients

The Symphony Android POS Client installation pages have been redesigned, making the process more efficient. The restyled CAL installation pages include:

- Lookups for URL domains to save time when entering lengthy details
- Buttons that become active when the data has been validated
- Error messages that inform the user of the issue and how to resolve it
- Easy to follow flow with the ability to return to previous pages

See **Installing the Android Service Host** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Documentation

The Cloud Services Post-Installation or Upgrade Guide has been replaced by the Location Upgrade Guide

The **Cloud Services Post-Installation or Upgrade Guide** has been replaced by the **Location Upgrade Guide**. This new guide is for Symphony Cloud Services users and provides post-upgrade steps to perform at your location after an upgrade to your enterprise application server to the latest version of Symphony software.

Enterprise Management Console (EMC)

Removed Refresh Definitions Button from Symphony Standard Cloud Service

Symphony Standard Cloud Service users no longer have access to refresh definitions in Reporting and Analytics for properties from the EMC. The **Refresh Definitions** button has been removed from the EMC, property level, **Setup** tab, **Property Parameters**, **Reporting and Analytics** tab.

Changes to Property and Revenue Center Address Handling

To enhance the implementation of the Payment Cloud Service, the EMC has been updated to include a list of countries and their corresponding states or regions. This allows you to enter the complete addresses for locations using the **Country** and **State/Region** fields which have been added to the Enterprise level, **Setup** tab, **Properties** module as well as the property level, **RVC Configuration** module.

Users may no longer enter location information from Enterprise Back Office (EBO) Reporting and Analytics (R&A) release 20.1.10. Rather, this information can only be entered from the Symphony EMC. Thereafter, all location information entered in the EMC is written to the R&A database through Symphony Data Transfer Service (DTS) jobs. Location information and address details contained in R&A is Read-Only.

For users who previously entered text in the **Country** and **State/Region** fields in the Property and RVC Configuration modules prior to performing an upgrade to this release, Oracle MICROS Food and Beverage recommends (after upgrading) to access each property and revenue center individually and update these fields using the drop-down lists now provided

there. In an effort to make it easier for users to view the prior text entries for these fields, the old text is shown in red font in the **Country** and **State/Region** fields. Once completed, DTS jobs update the R&A database with the new settings.

See the *Oracle MICROS Symphony Configuration Guide*, specifically **Adding a Property**, and **Adding a Revenue Center** for more information.

Support to Schedule the Reload Check and Posting Database Function

A new **Tasks** module has been added to the EMC at the property level that allows you to schedule a full reload of the Check and Posting (CAPS) database for a property. Data in the CAPS workstation database will be deleted and replaced with new data when the reload is run, so access to this option must be restricted to support users only. The reload can be scheduled to run once during the next restart. This is a safe time to perform a restart without affecting POS operations when the database content is being removed and replaced. The new reload function is an emergency tool used to recover from data issues such as:

- CAPS being offline when database synchronization changes have been purged
- When a reload cannot be run from the front end (such as for CAPS running as a Service on a client)
- When the Enterprise Egateway and CAPS are not on the same LAN or VPN

After clicking the **Reload Check and Posting Database** button and confirming, the Reload Database dialog shows the status as Pending or Idle, which indicates the status of the reload database task. The default value is Idle (not scheduled). To cancel a pending operation, click the button again and confirm the cancellation.

The **Reload Check and Posting Database** function is performed once on the next restart of CAPS. This task is not repeated during each startup.

The SERVICE table for Check and Posting service records includes a new column called `IsPendingDbReload`.

- When the **Reload Check and Posting Database** status is Pending the Type value is 1.
- When the **Reload Check and Posting Database** status is Idle, the Type value is 0.

A new Egateway message type request (`MSG_CHECK_TO_DO_RELOAD_DATABASE_REQ`) is sent from the client to the Enterprise as part of startup to check whether a full database reload is required. If the `IsPendingDbReload` column value is 1, an instruction to reload the database (`MSG_CHECK_TO_DO_RELOAD_DATABASE_REQ`) on the next restart is sent and the details are logged. After sending the response, the handler resets the `IsPendingDbReload` column to 0 for the given service. This ensures that the reload only happens once and not on every startup.

See the *Oracle MICROS Symphony Configuration Guide*, specifically **Scheduling a Reload Check and Posting Database** for more information.

Gift and Loyalty and Stored Value Cards (SVC)

Support to Allow Gift and Loyalty Redemption for Zero-Value Checks

Gift and loyalty awards may be issued by visit, regardless of the value of a check. A guest can use a non-stored value payment to pay the check, or a check may be discounted 100%, but the transaction is still associated with the guest's account and the program associated with it.

Simphony now allows a zero-value check to be charged to Gift and Loyalty using the authorization/redemption function on POS devices that use the iCare driver. These zero-value transactions are tracked in Gift and Loyalty against the stored value account and are included in reports.

To enable this feature, you must set the iCare Driver Properties function **Allow Zero Value to True** for Stored Value Drivers in EMC. If this function is set to **False**, the transaction will be rejected with an error message.

See **Configuring the Stored Value Driver** in the *Oracle MICROS Simphony Configuration Guide* for more information on enabling this function.

See **Redeeming Gift Cards** in the *Oracle MICROS Simphony POS User Guide* for more information on how to redeem gift cards.

Kitchen Display System (KDS)

Support to Display Checks on KDS Displays

A new **Display Check** function is available that can be added to KDS Bump Bars or KDS Tool Bars. This allows staff to view orders and ask guests questions to further clarify their order. When configured, KDS displays can show guest checks or customer receipts (including any Guest Check Info Lines). If necessary, when checks are shown on KDS displays, navigational keys are provided for staff to scroll through larger checks.



Note:

Some formatting details for printed checks (Bold/Red, Double-wide, or Centering) are not preserved for the **Display Check** function when viewing checks on KDS displays.

See **Configuring Showing Checks on KDS Displays** in the *Oracle MICROS Simphony KDS Configuration and User Guide* for more information.

Support to Handle Orders Using Production Lanes

KDS now supports two production lanes. When production lanes are in use, orders are fired to both lanes simultaneously. A user working on one lane must claim an order to work on it. Once an order is claimed, it is not visible in the other order lane. A new field named **Lane** has been added to the Order Devices module on the **KDS** tab to designate an order device as one of two configurable lanes (1 or 2).

After lanes are assigned to KDS order devices and associated with each other, you can use new KDS Toolbar and KDS Bump Bar functions named **Lane Claim** and **Lane Push** to claim an order on your lane or to push it to the other lane.

The Order Devices module **KDS** tab now has an **Associations** section where you configure each lane's counterpart order device. For example, order device Hot Prep Lane #1 would have order device Hot Prep Lane #2 selected as its associated device. Order device Associations are used along with the Lane value settings, so each associated device must have a different lane value assigned to it. When an order device has a lane value and an associated order device, orders are displayed to both order devices with a **Lane Claim Required** banner. Kitchen staff are required to claim orders using the Lane Claim function before performing any other action.

Here is how these functions work:

- **Lane Claim:** Takes ownership of the order by removing the **Lane Claim Required** banner from the order on the current lane, and then removing the order from the opposite lane. The Lane Claim function can switch the function back to the original unclaimed state (as long as nothing on the order has been bumped yet) when it is selected again from the toolbar.
- **Lane Push:** Pushes (sends) all claimed suborders of an order from the current lane to the opposite lane.

Production Lanes can be configured and implemented to work as a separate feature (by assigning a lane to KDS order devices), or can work in tandem using Workflow value settings defined for each KDS order device to determine where an order shows first, and when bumped or done from that display, where it shows next and so on, from highest to lowest values.

Production lanes can be configured as part of kitchen themes; allowing for a kitchen environment to switch between using lanes or not using Lanes at all.

See the following topics in the *Oracle MICROS Symphony KDS Configuration and User Guide* for more information:

- **Configuring Production Lanes**
- **Handling Orders Using Production Lanes and Workflow**
- **Kitchen Themes**

Support to Handle Orders Using Workflow

Workflow establishes an assembly line approach where an order advances from one order device to the next as the menu item is assembled. A field named **Workflow** has been added to the Order Devices module on the **KDS** tab. The KDS Workflow value is used to determine where an order shows first, and when bumped or done from that display, where it shows next, and so on. A zero value setting causes the order to always appear unless the order is required to be claimed, and then it appears only after it is claimed on another order device which has a higher workflow value assigned. If two order devices have the same workflow value settings, they show the orders at the same time. If order device A has a higher workflow value than order device B, orders appear on order device A until bump/done from order device A, at which time it appears on order device B.

Workflow can be configured and implemented to work as a separate feature (by using Workflow value settings to determine the sequencing of where orders show first, and then where they show next based on their settings (from highest to lowest values), or in tandem using Production Lanes (by assigning a lane to KDS order devices).

The Workflow feature can be used with kitchen themes.

See the following topics in the *Oracle MICROS Symphony KDS Configuration and User Guide* for more information:

- **Configuring Workflow**
- **Handling Orders Using Production Lanes and Workflow**
- **Kitchen Themes**

Support for Pre-Production Items on KDS Displays

The KDS supports the display and handling of pre-production items, allowing orders to be prepared in a more timely manner. Pre-production features streamline kitchen production by having some prep work done in advance for specific menu items. This also can help break down the preparation of a complex item into more distinct steps.

You can specify the menu items to be displayed as pre-production items, and chefs can see these pre-production items on KDS displays separately from the fired items. You can also add the item's pre-production time to the prep time.

See the following topics in the *Oracle MICROS Symphony KDS Configuration and User Guide* for more information:

- **Pre-production Items for KDS**
- **Creating Menu Item Components**

Support for Changing Languages on KDS Displays

A new **Language** function is available on the KDS Bump Bar and Toolbar, allowing users to switch between up to four languages (1–4) on KDS displays. In earlier Symphony versions, only one primary language was available on KDS displays.

The EMC configuration has changed from assigning a language in the KDS Controller and Order Device modules to solely the KDS Display module. The KDS Controller module's **Display Language** field has been deprecated with this release. Additionally, the Order Device module's **Language** fields, now only affect printers, and are no longer associated with KDS order devices.

 **Note:**

When performing an upgrade to this release, the KDS Display module's **Default Language** field is automatically assigned the first language configured in the Property Parameters module's **Language 1** field.

See the following topics in the *Oracle MICROS Symphony KDS Configuration and User Guide* for more information:

- **Configuring a KDS Display**
- **KDS Bump Bar and Toolbar Functions**

Operations on the POS Workstation

Support for QR Code Payments

Restaurant guests can pay a check by scanning a QR code on the guest check using their mobile device. After the guest scans the code, the mobile device browser opens, and the guest can enter their payment information.

Prerequisites to accept payments through QR codes include:

- Symphony version 19.4.
- Reporting and Analytics version 20.1.10 with supporting payment APIs.
- Payment Cloud Service (includes merchant account and API details).
- Symphony Transaction Services (STS) Gen 2 enabled for the Enterprise.
- QR code payment URLs set up for the Enterprise.

See the *Oracle MICROS Symphony Configuration Guide* and the *Oracle MICROS Symphony POS User Guide* for more information.

Support for Guest Pay

Symphony supports the Guest Pay (Pay at Table) feature for the Adyen Castles S1F2 Android payment device. Guest Pay allows guests to review their check, add a tip amount or percentage, apply a credit card tender, and email or print the receipt using the Android payment device. Using this feature, guests can pay their check in full, partially pay their check, or use the equal card payment function to pay their check in equal parts. Guest Pay requires the Symphony Payment Interface (SPI).

See **Configuring Guest Pay** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Support to Display OPERA Guest Package Information

Workstation operators can now view all packages that a hotel guest is eligible for, via a query in the workstation that pulls the relevant information from the OPERA Cloud Rest API. The information displayed on the workstation includes the package code, package description, calculation rule, remaining allowance amount, posting rhythm, and package consumption. Additionally, if more than one package exists on a guest's reservation, the information for each package is displayed.

See **Configuring the Display of OPERA Guest Package Information** in the *Oracle MICROS Symphony Configuration Guide*, and the **OPERA Guest Packages** chapter in the *Oracle MICROS Symphony POS User Guide* for more information.

SPI Support for Unused Credit Card Authorization Release Alert

You can add a warning message to alert a workstation operator that unused credit card authorizations are about to be released when finalizing a guest check using a non-credit card tender (for example, cash or gift card). The operator can then cancel the payment or proceed and release the card authorizations. Room charges and partial payments do not trigger the alert nor release unused authorizations. Credit card payments do not trigger the alert message.

To configure the alert, the new option **73 - Enable unused Credit Card authorization release alert** is available in the Control Parameters module. See **Enabling the**

Unused Credit Card Authorization Release Alert in the *Oracle MICROS Symphony Configuration Guide* for more information.

Enhancement to Start of Day

You can define the Start of Day (SOD) to set the business date to the current date if the SOD is configured to run automatically after 12:00 noon and before 12:00 midnight. If this option is not enabled, legacy SOD behavior remains unchanged.

See **Resetting Daily Totals** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Support to Transfer POS Client Logs From Android Device to CAPS

Administrators and managers can enable the automatic transfer of logs from Android devices to the main workstation (known as the Check and Posting Server or CAPS) for support purposes. The frequency of the transfer can be set from 30 minutes up to every 8 hours.

This functionality allows POS client log files to be retained on the CAPS machine for a longer time period than they are available on the Android device. The Oracle Symphony Support team can view these logs on the CAPS workstation to troubleshoot issues.

See **Transferring Log Files from an Android Device to CAPS** in the *Oracle MICROS Symphony Manager User Guide*, and **Viewing Android POS Client Logs on the CAPS Machine** in the *Oracle MICROS Symphony Configuration Guide* for more information.

POS Workstations

Support Added for Castles S1F2 Payment Devices

The Castles S1F2 device is an Android payment and workstation device which runs the Symphony POS Android Package (APK) and uses local payment hardware to process payments via the Payment Cloud Service. To utilize Castles devices, you must be running Reporting and Analytics release 20.1.10 or later. These devices can be added in the EMC and configured as workstations. If a unit malfunctions, Castles devices can be swapped with spare units with a few configuration steps. A compatible printer named **Castles Tech S1F2 Printer** is available for this device and is configured in the EMC Printers module.

See **Adding a Workstation** and **Replacing, Deleting, or Upgrading Castles S1F2 Devices** in the *Oracle MICROS Symphony Configuration Guide* for more information.

Rear Marketing Display (RMD)

Support for Rolled-Up Combo Meal Prices

Support is added for the Rear Marketing Display (RMD) extension application to show the side item price on the RMD as it appears in Symphony, when Combo Meal option **4 - Add side prices to meal price** is enabled in the EMC.

See **Configuring a Rear Marketing Display (RMD)** and **Creating Combo Meals** in the *Oracle MICROS Configuration Guide* for more information.

Simphony Transaction Services (STS) Generation 2

STS Gen 2 Supports Associating Images with Menu Item Screen Lookups (SLUs)

For sites running the STS Gen2 API, privileged employees can now upload a maximum of four images in the EMC for each menu item SLU so they can be shown on POS devices.

See **Associating Images to Menu Item SLUs** in the *Oracle MICROS Simphony Configuration Guide* for more information.

See the *Oracle MICROS Simphony Transaction Services Generation 2 API Reference Guide* for more information on service endpoints, authentication, and authorization for STS Gen 2.

Workstation Reports

Support for Printing Report Headers and Trailers on Ad-Hoc and Custom Workstation Reports

You can configure the printing of report header and trailers for workstation ad-hoc or custom reports containing site specific information. Audit procedures in certain countries require that reports have specific information. This information can be defined in report headers and trailers. Printing information, such as the site's business address or tax identifier, on report headers (or trailers) helps identify the source (or location name) of the data to which the report pertains.

This is a separate configuration from the existing Guest Check and Customer Receipt header and trailer printing feature.

See **Configuring Headers and Trailers for Printed Workstation Ad-hoc and Custom Reports** in the *Oracle MICROS Simphony Configuration Guide* for more information.

Tax Related Fields Removed from Employee Financial VAT Workstation Report

Tax information by employee is not needed on Workstation Employee Financial Reports as you can review tax totals from several other Property and Revenue Center Financial Reports. The following tax-related fields have been removed from the Employee Financial VAT Workstation Report:

- Taxable Sales
- Tax Collected
- Sales Net VAT

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 **Simphony Web Portal (SWP)** chapter of the *Oracle MICROS Symphony Manager User Guide* 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 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	33782998	FPS-61312	The Transaction Services API no longer errors when a side item is configured in multiple Combo Meal Groups, which are then assigned to a Combo Meal.
POS Operations	33095211	FPS-49769	When users update the count (availability) of a menu item using the Run Extension function, and after a Check and Posting Service (CAPS) workstation is restarted, menu item availability settings, specifically the Out of Item availability count, is maintained by the system as expected.
POS - Discounts	31937064	FPS-34396	When using automatic discounts and the Best Deal for Customer option is enabled, and when discounts are part of both a Trigger Group and an Award Group, the highest discount amount is now applied to a check as expected.
POS Operations	32496488	FPS-42613	Deleting Menu Item Definition records belonging to Menu Level Sets no longer causes error messages to appear on POS workstations.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33249871	FPS-51723	When a new check number is created after using the Void Closed Check function, the new check number is now flagged in the system as voided since it contains the voided items of the original check. Once having been flagged as voided, these voided check amounts now appear as void totals on associated reports.
POS Operations	33163866	FPS-50656	Voiding over-tendered checks no longer shows incorrect till balances on ECM Till reports.
POS Operations	32536683	FPS-44532	The KDS display screen no longer shows checks which have already been bumped despite having the RVC Parameters option 50 - Enable Dynamic Order Mode (DOM) , KDS Controller option 11 - Prevent Bump While Ordering , and Tender Media option 74 - Suspend Order enabled.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Labor Management	32209250	FPS-37379	<p>When an employee is assigned to two locations from Labor Management, and then the secondary location is made inactive from Labor Management, the employee no longer appears on various lookup lists (for example when assigning tills or setting employees to training mode) on Symphony POS workstations for the inactive location. After a location is disabled, employee records related to the location are soon purged from the EMPLOYEE_INSTANCE database table.</p> <p>Note that this change does not affect Symphony financial reporting totals for employees with currently open checks or historical sales totals for the inactive location.</p>
POS Operations	33036879	FPS-48748	<p>When RVC Parameter option 11 - Add to Guest Count is enabled, and an item is shared between different checks, the final guest count value matches the original check's guest count after splitting the check.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33374023	FPS-53027	Control Parameters option 25 - Allow Only One Group per Table now works as expected. When enabled, workstation operators are prevented from assigning more than one open check and/or group to a table.
Direct Posting Service (DPS)	33214189	FPS-51326	When voiding a closed check and RVC Parameters option 73 - Keep The Same Check Number When a Closed Check is Voided is disabled, Reporting and Analytics financial report totals are now accurate, and are no longer rounded. This is because the absolute value of the paymenttotal column (of the GUEST_CHECK database table) for the original check is now equal to the absolute value of the paymenttotal column for the voided check.
POS Operations	33269252	FPS-52247	After tendering checks with negatively priced menu items, the Tender Count value is no longer incorrectly decreased on financial reports. The Tender Count value is also properly reflected on report totals after voiding closed checks.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33202302	FPS-52038	When the Symphony Table Management System (TMS) is being utilized, and Workstation module option 5 - Do Not Clear Screen After Transaction is enabled, the TMS Begin Check option on the POS workstation now appears as expected.
POS Operations	33374023	FPS-52817	When RVC Parameters options 1 - Operator Assigns Check Numbers and 53 - Use Revenue Center Check Numbers are enabled (on RVCs using multiple workstations), the system now prevents users from opening checks with duplicate numbers at the same time within the same revenue center.
Direct Posting Service (DPS)	33270198	FPS-52226	The sum of tender details in the database table GUEST_CHECK_LINE_ITEM now matches the aggregated tender values in the TENDER_MEDIA_DAILY_TOTAL database table for Reporting and Analytics financial reports.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33431837	FPS-29333	When voiding a closed check and RVC Parameters option 53 - Use Revenue Center Check Numbers is enabled, and 73 - Keep The Same Check Number When a Closed Check is Voided is disabled, new check numbers are now assigned as configured (using the specific RVC check number range).
Transaction Services	33395980	FPS-53997	When using Symphony Transaction Services, the POS API now shows the combo meal menu item default quantity in the check details.
EMC	N/A	FPS-41695	You can now successfully upload .dll files when configuring the Extension Application module after performing an upgrade from Symphony version 18.2.2 to Symphony version 18.2.7 and later.
POS Operations	31207513	FPS-29248	The system no longer incorrectly calculates taxable sales amounts on multiple round checks applying a Value Added Tax (VAT) in addition to discounts on all workstation financial reports.
Transaction Services	33210499	FPS-51985	Autofire checks generated by Transaction Services now print customer receipts as expected at the time they are fully tendered from POSAPI workstation clients.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33431916	FPS-54596	When Format Parameters option 51 - Print Full Check Detail During Void Closed Check is enabled, upon voiding closed checks at the workstation, printed customer receipts now include lines for payments, discounts, and service charge amounts.
Deployment	32741021	FPS-44541	For fresh installations of Symphony, the Webconfig file (located on the Symphony application server) no longer has misspelled the "WebServiceBase" .dll within the <appSettings>, <add key="ExcludeDlls" section. After performing an upgrade to Symphony version 19.4, you need to manually open the Webconfig file and correct the misspelled .dll from "WebServivceBase" to "WebServiceBase" and Save .
EMC	32208369	FPS-37401	When deleting the property level override for a production item in the EMC, the linked production item now automatically inherits the previous configuration setting from a higher level, such as a zone or enterprise.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	32385354	FPS-38961	When creating a property and while adding a Reporting Location, the user must add a Labor User and password. If the user cancels out of the property creation, now the Labor User and password (which were previously entered), can be used again when attempting to create the property again.
Labor Management	33150174	FPS-50729	For Labor Management users, unless options for early or late clock in/out from breaks are specifically enabled to prompt users to enter an authorization code, they are no longer unnecessarily prompted to enter an authorization code, as expected.
EMC	32876007	FPS-47357	For Enterprise Management Console (EMC) users, in conjunction with having Polish set as the system's default language, there are no longer user interface display issues when attempting zone configurations from the enterprise level.
POS Operations	33248651	FPS-52031	When menu items have two default condiments assigned to them, modified condiments now print as expected regardless of the Default Condiments 1 - Display when in default state option setting.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33526873	FPS-56593	The Update Selected Item Count function now performs as expected despite having Control Parameter option 35 - Require Reference Entry with Price Override enabled. All newly selected menu items appear on workstation displays.
EMC	N/A	FPS-53014	Employee Role option 13 - Authorize/ Perform Reprint of Time Card has been re-introduced in the EMC to allow users to utilize the Reprint Time Card Page Design function.
POS Operations	33270024	FPS-57263	When voiding a closed check and RVC Parameters option 53 - Use Revenue Center Check Numbers is enabled, and 73 - Keep The Same Check Number When a Closed Check is Voided is disabled, new check numbers are now assigned as configured (using the specific RVC check number range).
KDS	32955419	FPS-51060	KDS message posting has been enhanced for faster performance.
Data Transfer Service (DTS)	33333254	FPS-52818	The Data Transfer Service (DTS) Definitions job query, specifically menu item price data processing, has been enhanced to only run at the property level (not the organization level) for those properties utilizing Inventory Management.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Peripherals/Printing	33311069	FPS-52978	When you have the Microsoft Windows Regional setting configured to Turkey, you can now generate Ad Hoc reports.
Transaction Services	33324562	FPS-52915	When using Transaction Services POS API clients, and check creation fails, all order devices associated with the failed check no longer receive orders assigned a check number of 0 .
POS Operations	N/A	FPS-52820	Control Parameters option 25 - Allow Only One Group per Table now works as expected. When enabled, you are prevented from assigning more than one open check and/or group to a table.
Simphony App	N/A	FPS-58734	The Simphony Web Portal (SWP) page no longer crashes when the Download button is selected.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	33194688	FPS-53718	<p>When using Transaction Services (or STS Gen2) on POS API clients, the system now honors the configuration of option 11 - Add to Guest Count in the Menu Item Classes module. Beginning with Symphony version 19.3.1, if you want Transaction Services to automatically increment the guest count number on checks, the system now requires the enabling of these two options:</p> <ul style="list-style-type: none"> • Menu Item Classes option 11 - Add to Guest Count • Order Type Parameters option 3 - Enable Guest Count by Menu Item in Transaction Services (new option) <p>Enabling Order Type Parameters option 3 - Enable Guest Count by Menu Item in Transaction Services is not required if you do not utilize Transaction Services. See the <i>Oracle MICROS Symphony Configuration Guide</i>, specifically the Configuring Order Type topic for more information.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33139668	FPS-27110	The Update Selected Item Count function now performs as expected by honoring the Minimum, Maximum, and Threshold settings configured in the Menu Item Classes module under the Forced Condiments tab. The Update Selected Item Count function also works when parent menu items are ordered using a single quantity (only one item ordered).
Kitchen Display System (KDS)	33514028	FPS-24604	The KDS display now shows all orders when a large number of orders are submitted through PosToKds or the KDS Controller.
Kitchen Display System (KDS)	33461480	FPS-55066	KDS Controllers no longer stop unexpectedly due to Assertion failures when in an idle state.
Kitchen Display System (KDS)	32241247	FPS-38024	When setting up KDS Highlight Schemes for Order types, the system now shows the correct background color when Item Status Colors are configured.
Kitchen Display System (KDS)	33233209	FPS-52144	The Reporting and Analytics (R&A) KDS_Detail database table is now being written to, as expected, after bumping orders with held items (and subsequently sent to the KDS displays via the Fire Now function from the POS workstation) from KDS displays. Detail records now appear on the R&A Today's KDS Stations report.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33473605	FPS-55928	When taxes are configured as inclusive and as a percentage type, and Tax Parameters module option 9 - Prorate Tax for each Combo Meal Menu Item as a Percentage of Total Combo Meal Price is enabled, subsequent tax calculations are now correctly applied to combo meal items as a percentage of the total combo meal price.
Deployment	N/A	FPS-59948	CAL handler exception errors, generated during Servicehost.xml file creation and writing, no longer cause CAL handler jobs to abort.
POS Operations	33519552	FPS-56188	After adding a property, workstation passwords are no longer corrupted, and POS operations start without issues.
Integrations - XProcessor	33508228	FPS-56806	You can now close Transaction Services generated checks with gift cards via XProcessor after entering the account number and authorization amount for checks containing check info lines.
POS Reports	32929490	FPS-47634	Original checks and new check numbers now appear on the Employee Closed Check Report for all adjusted Rental Deposit items.
Data Transfer Service (DTS)	33714159	FPS-59875	The DTS Definitions job query for the posting of menu item definitions has been optimized.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	33426337	FPS-54857	<p>The Enterprise Management Console (EMC) now prevents users from entering and saving usernames and passwords containing special characters, which causes login failures on workstations. New usernames cannot include any of the standard default administrator or reserved account usernames, for example SA, SYS, SYSTEM, or ROOT (among others). New passwords cannot begin with a number, contain a username, or include the following special characters: [', \, "].</p> <p>See the <i>Oracle MICROS Symphony Security Guide</i>, specifically the Passwords Overview and Configuring Workstation Database Passwords in the EMC topics for more details about valid username and password configuration.</p>
POS Operations	33422282	FPS-54291	<p>After a power failure on workstations, upon startup and re-authentication, workstation databases are now updated as expected when you use the Update Database function. You no longer receive the Ex Unauthorized error.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	33709306	FPS-59854	The DTS Definitions job now successfully updates the MOVEFLAG column in the REVENUE_CENTER database table as expected.
Data Transfer Service (DTS)	33699480	FPS-59410	The ERR_GENERIC_ERROR. Connection must be open for this operation. message no longer appears in the DTS log file.
Data Transfer Service (DTS)	33503194	FPS-56724	Journal posting no longer fails with a unique constraint error.
POS Operations	33763957	FPS-61106	Coupon discounts cannot be reapplied to a check after they have been service totaled and then subsequently voided. This is the expected behavior.
Transaction Services	33085774	FPS-53824	When items are ordered via Transaction Services, and if KDS Controller option 11 - Prevent Bump While Ordering is enabled, checks no longer appear on KDS Displays with an Ordering status despite the check being tendered and closed. Tendered checks now show Paid as the status on KDS Displays.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33457388	FPS-56802	<p>When the following two options are enabled, Journal data is now generated when checks from a previous round (with menu items on Hold) have Voids applied to them (including voiding a menu item, voiding discounts, exempted service charges, and so on).</p> <ul style="list-style-type: none"> • RVC Parameters 70 - Enable Hold and Fire • Tender/Media Service Total printing option 98 - Print Pre-Production Chit
POS Operations	N/A	FPS-61247	<p>The system now changes the serving period on all workstations if the Change Serving Period function button is set to Automatic.</p>
POS Operations	33811237	FPS-61958	<p>When using the pop-up condiment orderer, users are no longer prompted to select required condiments out of their configured sequential order.</p>
POS Operations	33434701	FPS-54694	<p>When Tax Parameters International options 3 - Print Tax Itemizers and 17 - Enable Tax Labels are enabled and a check is voided, all configured tax labels are now printed on guest checks and customer receipts as expected.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33667678	FPS-59452	When a Tax Class has multiple taxes assigned, adding checks together no longer negatively affects tax totals on checks.
Database	33816336	FPS-61919	After upgrading an Oracle CAPSonIIS terminal from Symphony version 18.2.9.2 to 19.4, the database on the CAPSonIIS terminal no longer remains on the older 18.x database schema in the db_schema table. Checks now post to the CAPS database as expected, once the CAPSonIIS terminal's database schema is successfully upgraded.
POS Operations	33480443	FPS-55836	Manually changing the revenue center's currently active Serving Period with the Change RVC Serving Period function now works as expected.
POS Operations	33791219	FPS-59194	When the Begin Check by Table function is used on a conventional (non-CAPS) POS workstation and the check is cancelled before performing a Service Total, the cancelled check no longer appears on a CAPS POS workstation's Open Check Screen Look Up (SLU). As expected, cancelled checks do not appear within an Open Check SLU on any of a revenue center's workstations.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Deployment	33691690	FPS-59539	After performing an upgrade to Symphony 19.4 from previous versions, the CAPS Configuration utility no longer throws an exception error when launched.
POS Operations	N/A	FPS-63200	Tax totals on Workstation and Reporting and Analytics financial reports now balance regardless of the order in which differing Tax Rates are configured in the EMC.
Kitchen Display System (KDS)	33880465	FPS-63559	Transaction Services generated checks, which contain special characters in the check name, no longer fail to be processed by the KDS.
POS Operations	32012230	FPS-35170	From the POS workstation, the condiment count now updates correctly in both the check detail area and the condiment button upon selecting condiments for multiple parent items when options 54-Condiment entry/display relational to Parent Item's quantity , and 65-Support Enhanced Prefix Mode (Parent Only) are both enabled within the same Menu Item Class.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Kitchen Display System (KDS)	33788988	FPS-61545	After restarting the KDS controller service, the current Kitchen Theme remains active, and the Set Active Kitchen Themes function works as expected when the KDS Controllers module option 7 - Include Theme in The Device Name is enabled.
POS Operations	33472565	FPS-55754	Partial voids of discounts perform as expected after quantity discounts are applied to checks (using the number keys) from the POS workstation. The Total Due section of the check summary details now reflects the correct cumulative discount amount applied to the order.
Extensibility	33535924	FPS-57563	When utilizing an extensibility application in conjunction with entering menu items from the POS workstation via the conversational ordering methodology, menu level message prompts now show the correct and expected sizes, which are required to complete ordered menu items.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33344986	FPS-64283	Checks containing menu items that are assigned a tax override of No Tax , and are a member of a Menu Item Group added in a previous round, now have the correct tax amount added to the check whenever other items are added during the next service round.
POS Operations	33774520	FPS-62690	When Effectivity Groups are created and linked to menu items with more than one price record, the feature now works as expected by charging the correct price amount based on their assigned and active effectivity groups date and time settings.
EMC	33971049	FPS-65217	For larger sites running the Symphony Standard Cloud Service, along with Reporting and Analytics version 9.1, the insert command for creating new properties in the EMC has been optimized to execute much quicker than previously experienced.
EMC	32923164	FPS-51061	When option 16 - Post to Check Order Type is enabled in the RVC Parameters module, sales post to a check's order type for items added under a different order type when the workstation operator uses the Menu Item Order Type function on the workstation.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	31994873	FPS-35038	When clicking the menu item master record that is linked to a combo meal, the References link no longer shows an error message.
EMC	32450834	FPS-41694	The MaterialDesignthemes Wpf.dll now loads and is saved in the EMC as expected.
EMC	31876607	FPS-33728	The ServiceHost Status/Control module now shows the full Symphony version number in the Version column.
EMC	33194735	FPS-51329	The amount of time taken to open the Order Devices module has been optimized for faster performance with KDS devices.
POS Operations	33270929	FPS-52108	When voiding a single combo item's condiment, the system no longer voids all required condiments of the group. Only the selected condiment item is removed.
Simphony App	33388923	FPS-53818	The Simphony Import/Export Service now imports Menu Item Master records successfully, even when the .csv file contains records for the same item referenced multiple times.
EMC	33321202	FPS-53698	You can successfully import DLLs and other files into Extension Application records in EMC.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	32260983	FPS-1359	When updating any fields in the Effectivity Groups module at the Enterprise, property, or revenue center level, the corresponding values are updated in the Effectivity Groups tab after refreshing the Discounts, Service Charges, and Tender/Media modules.
EMC	30517736	FPS-16802	The Audit Trail now completes successfully without error.
Posting	33446489	FPS-55123	An employee with a job code configured in multiple languages through Labor Management posts successfully to Symphony without errors.
Labor Management	33448032	FPS-35088	When an employee clocks in early or late after a paid break, the correct message appears.
Simphony App	33536198	FPS-56686	When an organization contains more than 1,000 properties, the Import/Export tab now appears without errors in the browser or WebApp logs, and properties, zones, and revenue centers display correctly.
Simphony App	33625856	FPS-58309	Optional fields are no longer overridden to default values during import of data.
Simphony App	32884492	FPS-46882	Enterprises can now import the CloneConfig file that is larger than 100 MB from the Simphony App.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	33456444	FPS-55744	POS API GetCheckDetail calls can now retrieve checks opened on previous business dates.
Posting	33119422	FPS-52951	DPS posts checks to Reporting and Analytics in Oracle database environments without errors.
POS Operations	N/A	FPS-58356	You can now change the Order Type from Dine In to Take Out and Take Out to Dine In for Australian GST checks without receiving errors. The asterisk for tax forgiven menu items appears when the Order Type is changed to Take Out, and the asterisk is removed when the Order Type is changed to Dine In for Australian GST checks.
POS Operations	33495851	FPS-56038	Reports now show the correct inclusive tax information for Australian GST checks with a single manual discount.
POS Operations	33349651	FPS-55999	Void totals now appear correctly in Workstation reports.
Extensibility	33789958	FPS-61495	EGateway logs no longer continuously fill with messages regarding extensibility when the verbosity is set to 0.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33795541	FPS-61541	When adding items to a check via Menu Item Master Group Item, using a Menu Level Set to add a default Menu Level entry of an item, default condiment prices are now included on the check and subtotal.
Symphony App	30397255	FPS-16137	When cloning an existing Symphony database configuration, Report Groups are now created in the new organization.
EMC	30727428	FPS-18699	EMC performance has been optimized for opening and using modules with large amounts of data.
EMC	N/A	FPS-14225	In the Page Design module, Check Screen Lookup and Popup Type, on the Layout tab, values entered in the Rows and Columns fields can now range from 1 through 15 only. All non-number characters are ignored outside of 1 through 15. Normal typing and deleting are supported. Typing characters in reverse order and input/output and focus are not supported.
POS Reports	33510652	FPS-56043	POS Menu Item Sales reports now show the correct values when Australian GST is used.
EMC	33906997	FPS-63496	The employee training mode can be enabled or disabled in the Employee Maintenance module.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	31825436	FPS-33131	The RVC Financial Report is generated without error when copying menu item text from a .pdf document and pasting into EMC, including the following special characters: & ' " < > . XML control characters, including all restricted characters from the XML specification, are not allowed.
POS Operations	33847376	FPS-62523	The Symphony Web Portal (SWP) now shows the correct links, including the Download page, on Android mobile devices.
POS Operations	32118969	FPS-36240	POS workstations no longer allow the posting of checks when the workstation time setting is mismatched with the enterprise application server's time setting.
POS Operations	N/A	FPS-63376	Non-Revenue Service Charges are no longer allowed to be applied on checks containing other detail items (such as menu items, discounts, and other service charges) regardless of how the check was begun (either as a Fast Transaction or otherwise).
EMC	34022104	FPS-66231	For sites running the Symphony Standard Cloud Service, from the Page Design module's Add Page window, you can now access the Database Templates tab to configure custom page templates

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	33500108	FPS-57408	When auto combo meals are ordered and Tax Parameters module option 9 - Prorate Tax for each Combo Meal Menu Item as a Percentage of Total Combo Meal Price and Order Type option 5 - Perform Auto Combo Recognition are enabled, tax rate amounts now show in the summary detail on printed guest checks and customer receipts.
Symphony App	33993309	FPS-65256	You can now successfully import and export employee data when enterprises are comprised of over 1000 properties.
EMC	33866726	FPS-63587	You can now successfully configure custom content using the Add Application Text feature.
EMC	33761615	FPS-63837	From the EMC, when working in the Task Schedules module, you can now successfully delete or override existing or newly added task schedule items for only the following Task Types: <ul style="list-style-type: none"> • 3 - Reset Team Service Team • 4 - Start of Day • 5 - EOD Settlement • 6 - Fiscal Database Purge By design, once configured, all other existing Task Types cannot be deleted or overridden.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33856638	FPS-65194	Journals for checks containing QR codes, which were printed on OPOS printers, now show as expected when opened from workstations or on Reporting and Analytics (R&A) reports.



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Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
			n s a n d R & A r e p o r t s d o n o t i n c l u d e t h e Q R c o d e s o r i g i n a l l y p r i n t e

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33249584	FPS-53523	The Till Assignment record in the database no longer uses the Start Time value (time/timezone) of the App Server. It now uses the local workstation's time/timezone as intended.
POS Operations	32796515	FPS-45123	The Cash Management count sheet now correctly displays the receptacle date based on the workstation time zone.
POS Reports	33855987	FPS-62827	Checks which include items with multiple inclusive tax rates assigned, and also have applied a discount, no longer show incorrect taxable sales amounts on financial reports.

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Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33488453	FPS-60615	The Service Host no longer stops unexpectedly on payment terminals when receiving a response with missing fields and/or text. Instead, the terminal displays an error message as intended.
POS Operations	30996435	FPS-22215	Cash drawers now open as intended when a cash tender is applied from a voided service charge, regardless of whether it is a positive or negative service charge/check.
Credit Card Payments	33907354	FPS-63557	Fixed the issue where a malformed Sequence Number, which included a dash character, caused a PSP system error during credit card processing.
Database	3373086	FPS-59475	The Data Transfer Service (DTS) has been optimized to run more efficiently when performing menu item price associated queries.
POS Operations	34059176	FPS-66498	Reporting and Analytics financial reports no longer show incorrect quantity values for menu items which have been voided and then re-ordered using a quantity button.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33997902	FPS-65169	The Reporting and Analytics Daily Operations report is now updated with the correct Guest Count totals when a multi-round check is voided and tendered to 0.00 cash, when RVC Parameters option 5 - Zero or Negative Transactions Do Not Add to Guest or Guest Check Counts is enabled
EGateway Logging	33791315	FPS-61512	EGateway logging has been modified to remove the unnecessary logging of bulk and non-bulk database inserts.
Simphony App	33179438	FPS-51202	After importing a cloned enterprise database (which has Order Devices linked to KDS Order Devices), the new location no longer errors out and requires you to re-link the imported Order Devices to KDS Order Devices.
Direct Posting Service (DPS)	32525115	FPS-41200	Simphony now posts the correct business hours to Reporting and Analytics reports after the Start of Day is executed.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	33709235	FPS-59852	Employee records no longer fail to post to the Reporting and Analytics database when special characters (double-byte characters) are included in an employee's First Name and Last Name fields. Names that have over 40 bytes of data are truncated to a maximum of 40 bytes in the Reporting and Analytics database in their respective columns.
Direct Posting Service (DPS)	32583490	FPS-42466	When the Void Closed Check function is used on checks that were closed on a previous business day and 73 - Keep The Same Check Number When a Closed Check is Voided is disabled in the RVC Parameters module, the new voided check appears in the GUEST_CHECK table, the original check appears in the GUEST_CHECK_HISTORY table, and the void amount now shows the correct operations daily total on the Property Financial Report.
Direct Posting Service (DPS)	33560113	FPS-57457	When using the Transaction Cancel function on a guest check, the Guestcheckid value posts correctly to the Non_Sales_Detail table in the Location Activity database.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	30436431	FPS-15986	When posting transactions that contain US inclusive taxed menu items (non-VAT), DPS now posts to the REPORTINCLTAXTOTAL and REPORTINCLTAXTOTALTEXT columns of the LOCATION_ACTIVITY_DB.GUEST_CHECK_LINE_ITEM and LOCATION_ACTIVITY_DB.GUEST_CHECK_LINE_ITEM_HIST table. Tax information from these columns can be included in the standard General Ledger export.
EMC	34030245	FPS-66133	When workstation database logon credentials become corrupt or unreadable when creating a new property in the EMC, a message is shown that informs users to access an online Oracle Knowledge Management (KM) article which subsequently explains how to resolve the issue.
POS Operations	33846132	FPS-62722	When a check is over-tendered, a secondary tender line item with a negative value no longer appears on customer receipts or journals. The amount of change due also appears as expected.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Deployment	33659014	FPS-58859	<p>Starting with Symphony release 19.2, a Print Class field is available on the General tab of each of the following modules:</p> <ul style="list-style-type: none"> • Discounts • Service Charges • Tender/Media <p>After performing upgrades from prior versions (for example, Symphony 18.2.9) without the Print Class field, starting with this release, the Symphony installer now creates new Print Classes using the original Discounts, Service Charges and Tender/Media record names. The newly created Print Class records are associated with the Print Class field. The new Print Class records are now also assigned the correct Language ID of the appropriate organization (for Symphony Standard Cloud Service users) or the Language ID of the enterprise (for Symphony Premium Cloud Service users).</p>
Direct Posting Service (DPS)	33503173	FPS-56722	<p>Non-Journal Mrequests no longer fail to post with a unique constraint error.</p>
Deployment	33810610	FPS-61797	<p>On a system with multiple application servers in use, the EMC workstation text files are now updated, allowing users to log in to the EMC without repeatedly downloading files.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Credit Card Payments	N/A	FPS-61712	When a cash payment is used after voiding a prior authorization and payment tender, the system does not send an authorization release to the payment service provider (PSP) for voids of authorizations and payment types. In addition, when performing the Reopen Closed Check function, the authorization is reversed in Symphony and cannot be reused by CC finalize. When performing the Adjust Closed Check function, the authorization is not reversed and the user is allowed to use CC finalize. In this case, Symphony sends an adjustment message (Transtype 12) to the PSP rather than a void message.
Simphony App	33621462	FPS-58806	Scheduled Import/Export tasks now perform as expected after upgrading from the Simphony Premium Cloud Service to the Simphony Standard Cloud Service.
EMC	33805976	FPS-61739	The Refresh Definitions button no longer incorrectly resets the moveflag in the PERIOD_INSTANCE table.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	34006496	FPS-65330	The POS API now recognizes when a menu item is set as “Out of Menu Item” after a user makes a change to the menu item using the Menu Item Availability button.
SimVen or Suites	34077819	FPS-66830	Calculate Totals is now recognizes the correct menu item price (extended price) for multiple quantities.
Credit Card Payments	N/A	FPS-65167	The new charge of an adjusted closed check from a previous day now posts to OPP_PAYMENT as expected.
POS Operations	31821257	FPS-33057	Host Name no longer appears for each entry in the ServiceHostName field in Device Information records. Instead, each entry now shows the unique Service Host name in that field as intended.
POS Operations	32566671	FPS-55204	Tendered autofire checks fired at a future time now post an ECM record for reporting.
POS Operations	34039089	FPS-66640	When a check is over-tendered to cash and subsequently reopened, the Total Due amount after voiding the final tender is no longer inflated by the original Change Due amount.
Command Module	33592906	FPS-58299	Operators using iCare forms can now use the alphanumeric keyboard to search and enter details of alphanumeric gift cards without issue.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	33709354	FPS-59855	Invalid revenue centers are no longer included when DTS attempts to write to the XFER_DB_RVC table.
Deployment	33662553	FPS-58905	After performing an upgrade, newly created Print Class records for tender/media, service charges, and discounts are created using unique and previously unused object numbers in the organization.
Data Transfer Service (DTS)	33791559	FPS-61520	DTS no longer attempts repeatedly to post journals for a property that is not linked to a reporting location, and the journals are purged or posted with a moveflag of 1.
EMC	34039314	FPS-67281	For Symphony Standard Cloud Service users utilizing Symphony Transaction Services Generation 2 (STS Gen2), in conjunction with uploading images for Menu Item (MI) Definitions to their Oracle Cloud Object Storage (OCOS) account, deleting an override at any level (enterprise, property, or revenue center) no longer deletes images of other overridden or higher levels of the same MI Definition records. This reported issue also no longer occurs while performing MI Definition Distribution.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Database	33987397	FPS-66003	The Time Period Summary report shows the accurate hourly posting time, and the TIME_ZONE table now updates correctly in the background without user intervention.
Database	28147431	FPS-6235	If the Sequencer Service is disabled or stops for several days, the Period_Instance table now inputs the missing dates once the Sequencer Service runs again. The Simphonized report (Employee Financial Report) shows the correct data for the days the Sequencer Service was not running.
POS Operations	33944299	FPS-67585	When a closed check is voided, the reason codes are now populated in Reporting and Analytics reports.
POS Operations	34172992	FPS-68909	POS Operations now processes and closes checks for future business dates when paid via credit card.
POS Operations	34048851	FPS-66816	Checks that include tips that are partially paid via credit card due to the partial approval response, now display the correct outstanding balance.
POS Operations	29991410	FPS-12507	From a POS workstation, adding weighed menu items to a check using the '@ for' button, or by entering a numerical quantity greater than one, is no longer allowed.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
EMC	34022325	FPS-66213	After performing a Symphony upgrade, for example from Symphony version 18.2.9 to Symphony 19.4, you can now successfully remove a property or revenue center from the zones level.
Command Module	33054986	FPS-49821	Combo Meal Items are now included as a part of the entire value of a check for loyalty point calculations.
POS Operations	33274935	FPS-53717	Break rules no longer prompt for authorization at the workstation during times for which break rules are not configured. In addition, the times on the authorization prompts appear in local time, not UTC.
Posting	33969143	FPS-64479	When utilizing the Checks and Posting Service (CAPS) on Internet Information Services (IIS) configuration (CapsOnIIS), the Control Totals job no longer fails for either the Microsoft SQL Server or Oracle Database platforms.
Posting	31400254	FPS-30674	The MyLaborDef job in DTS no longer adds extra records to the DB_SYNC_CHANGE table nor to the DTS log once they are already up-to-date.
POS Operations	34205848	FPS-69315	The Property Management System (PMS) enhanced interface can now send negative (room charge) payment amounts to the PMS application's database.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33910423	FPS-63828	Quantity Threshold Discounts now work as expected when the price is configured as 0.00 for the trigger item and the Award item's price is set to a value greater than 0.00.
Database	34014835	FPS-65331	MRequests posting is no longer delayed by the presence of invalid Dining Course Alert messages.
POS Operations	31202325	FPS-25216	When a workstation is power cycled, journal log files now include who was signed in when the restart occurs, the workstations object number (as configured in the EMC), and also the journal number.
POS Operations	34132023	FPS-67944	Enabling the Tax Parameters module option 9 - Prorate Tax for Each Combo Meal Menu Item Price as a Percentage of Total Combo Meal Price no longer generates free combo meal prices on the POS workstation.
POS Operations	34141127	FPS-68132	When Combo Meals module option 4 - Add Side Prices To Meal Price and Tax Parameters module option 9 - Prorate Tax for Each Combo Meal Menu Item Prices as a Percentage of Total Combo Meal Prices are both enabled, the system no longer generates an incorrect cumulative combo meal price amount on the POS workstation.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Reports	33208242	FPS-51792	When a workstation operator performs the Recall function on a Kitchen Display System (KDS) order, the average Speed of Service (SOS) times are no longer inflated on Reporting and Analytics SOS reports.
Data Transfer Service (DTS)	N/A	FPS-58587	New records that are created when DTS is down or turned off no longer have null MasterID in the LOCATION_ACTIVITY_DB definition tables. After starting DTS, the ReportID and MasterID values match in the LOCATION_ACTIVITY_DB definition tables.
POS Operations	33679993	FPS-59553	Checks containing approximately twenty menu items, some of which are either weighed or require a long reference entry, no longer prevent users from successfully scrolling the entire check detail area on the POS workstation.
Labor Management	31379995	FPS-27558	For enterprises using Labor Management, running the Job Code Labor report no longer generates a blank screen on POS workstations.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34313923	FPS-70091	When a POS workstation is idle (there is no transaction currently in progress) and is connected to a pole display, the message shown to customers has been changed from No Transaction in Progress to Welcome! .
POS Operations	33767578	FPS-64284	When using a Suspend/Resume tender after a configured Inactivity Timeout has occurred on a workstation, if the original Check 1 (which has already been service totaled) has been Add/Transferred to Check 2, which is resumed, and then you perform a service total on Check 2, the items originally transferred to Check 2 from Check 1, no longer fire again to order devices.
KDS	34185959	FPS-68982	Parsing errors for individual records in the KDSRealTimePost.dat file no longer cause debilitating KDS record posting issues.
Extensibility	34208867	FPS-69580	When using extensibility to call for a transaction to remain open after performing the Transaction Cancel function on the POS workstation, the system no longer generates a Macro error message.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-63186	Automatic service charge amounts linked to inclusive tax rates now post correctly on financial reports.
SimphonyApp	33915902	FPS-38843	After a new organization is added and a user resets their Simphony Web Portal (SWP) password, the new logon credentials allow access to the portal as expected.
Data Transfer Service (DTS)	N/A	FPS-55835	Clear Totals records that are created in different organizations are removed from the mrequest_queue and are never inserted into the mrequest_queue_inproc table. All other records post correctly to the mrequest_queue and to Reporting and Analytics.
POS Operations	34047433	FPS-66966	When a check is voided, and Tax Parameters option 9 - Prorate Tax for Each Combo Meal Menu Item Price as a Percentage of Total Combo Meal Price is enabled, taxable sales are now accurately calculated and posted on financial reports.
POS Operations	34183117	FPS-62951	When a closed check is reopened, you can now successfully void the final tender and any menu items on the check. When the final tender is voided, any over tendered amount shown in the check detail area is also removed from view.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	34232592	FPS-70029	FCR data now posts correctly in the FCR_INVOICE_DATA table and the FCR_TOTAL_DATA table in Symphony and Reporting and Analytics. In addition, the business date is calculated correctly and the DTS log does not contain FCR-related errors.
Direct Posting Service (DPS)	33074851	FPS-49027	When a check is open for multiple days, the Carry Over check amount is now accurate, and is consistent with the previous day's amount on the Symphony System Summary Report, Property and Revenue Center Financial Reports, and the Control Detail Report.
Direct Posting Service (DPS)	33085274	FPS-49028	When a check is open for multiple days, the Carry Over Count is now accurate, and is consistent with the previous day's count on the Symphony System Summary Report, Property and Revenue Center Financial Reports, and the Control Detail Report.
Simphony App	33793911	FPS-61507	In the Symphony Web Portal (SWP), the default maximum import file size has been increased to 10 MB for all importable records.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34250111	FPS-70167	The discounted amount of a menu item now recalculates and displays the correct check subtotal amount, after the Menu Item Price Override function is performed on the discounted menu item. A manual discount in this scenario does not make any changes to a check after it is applied.
Transaction Services	33297328	FPS-36143	The guest check cover value no longer displays as "0" in the covers column when the guest count is a value greater than zero.
Command Module	34141878	FPS-68533	Simphony now correctly uses the configured account prefix and pads out account numbers with the required amount of zeros, in order to locate accounts that share the same starting digits as the configured driver preamble value.
POS Operations	34265091	FPS-70508	Enabling employee Roles option 30020 - View Menu Items no longer allows users to perform additional menu item editing tasks which were not previously enabled or allowed.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	33992694	FPS-65087	When check sharing is used between two workstations, two different “wsNum” values appear for the two “detailLines” in the BI API getGuestChecks API. Also, the Guest_Check_Line_Item table in Reporting and Analytics shows the IDs of the workstations used in the transaction.
Data Transfer Service (DTS)	33595924	FPS-57633	When an organization has some properties with Inventory enabled and some properties without inventory, in the DTS log after definitions jobs complete, the following messages appear: “All Menu Item: Skipping LocationID:” for inventory properties and “All Menu Item: Processing for LocationID:” for non-inventory properties.
EMC	34330988	FPS-71875	When inserting a new property and cloning it using an existing property as a template (or creating the new property from scratch), a revenue center is no longer created if the Create RVCs option is not enabled.
Transaction Services	34281350	FPS-71223	Order Device Labels now prints the guest information lines on checks created by the POS API.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Extensibility	34145670	FPS-68503	Autofire checks now print on order device printers that contain the Custom Instruction configuration, when using the CupLabel or ICupLabelPlugin extension application.
EMC	34192686	FPS-69412	<p>When using the enterprise level security settings for POS workstations, you can now add new properties as long as users refrain from entering and saving usernames and passwords containing special characters, which causes login failures on workstations. Also, usernames cannot include any of the standard default administrator or reserved account usernames (for example SA, SYS, SYSTEM, or ROOT among others). New passwords cannot begin with a number, contain a username, or include the following special characters: ' \ " (apostrophe, backslash, and quotation marks).</p> <p>See the <i>Oracle MICROS Symphony Security Guide</i>, specifically the Passwords Overview and Configuring Workstation Database Passwords in the EMC topics for more details about valid username and password configuration.</p>

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	32676202	FPS-43477	DTS now successfully purges error records based on the IntVal set in the DTS_MMDAILY_DAYS record of the GLOBAL_PARAMETER table. Success and error records are purged, while the records with the status as InProgress are retained.
Direct Posting Service (DPS)	33206638	FPS-59465	The CarryOverCount and CarryOverTotal show 0 and 0.00 for current day query transactions in the EMPLOYEE_DAILY_TOTAL and the OPERATIONS_DAILY_TOTAL tables. In addition, Reporting and Analytics System, Property, RVC, and Employee Financial reports are correct.
POS Operations	34334576	FPS-71958	Simphony now closes an open check when the Cash Parameter options 27 - Require Check Closed Before Receptacle Close and 46 - Prevent Assignment of tills with Active Sessions to Cash Drawers are both enabled.
Data Transfer Service (DTS)	34336820	FPS-72076	DTS has been optimized to process PERIOD_INSTANCE / SPOS_PERIOD_INSTANCE records more efficiently.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Database	32753659	FPS-44278	The Clear Totals command has been refactored to run more efficiently. A new delete statement runs only one time, and a new index named "IX_POS_JRN_LOG_RVC" is in the Pos_Journal_Log table.
EMC	32741015	FPS-44234	For larger production environments, when making enterprise level configuration changes and the Enterprise Parameters Security option Use Same credentials for all Properties is not enabled, the system no longer needlessly queries every property for security credentials, thereby greatly reducing the time it takes to save and complete the update.
Data Transfer Service (DTS)	33792589	FPS-61543	The MMDAILY job now reuses existing connection pools, rather than consistently establishing new connections to databases.
Posting	33752866	FPS-60663	Direct Posting Service (DPS) logging has been enhanced with additional detail at higher verbosity settings.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Posting	33497072	FPS-55830	The Direct Posting Service (DPS) has been modified to no longer post unused data to the TABLE_EMPLOYEE_FP_TOTAL database table in the Reporting and Analytics database. As such, the DPS is now performing as expected.
Posting	33811887	FPS-61832	The Direct Posting Service (DPS) log file no longer receives excessive GMS-related connectivity error messages.
Transaction Services	33293951	FPS-52971	When creating and service totaling a check from the same workstation (which is also the ServiceHost) using Transaction Services API Gen1, POS users can now successfully pick up a check and service total it or tender it to cash.
POS Operations	34505189	FPS-52816	Pre-Production chits now print as expected no matter where in the Order Device module the printer is located in the hierarchal listing.
Direct Posting Service (DPS)	33018463	FPS-50564	When a No Sale transaction is performed in POS Operations, the data posts to the NON_SALES_DETAIL and EMPLOYEE_DP_OTAL tables with DAYPARTID and NONSALECOUNT values that are not zero. The System Financial Report also shows data that is not zero in the No Sale row.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	33590770	FPS-57564	When DTS is stopped during a Definitions job, it now stops after the currently running sub-job. Symphony database users are no longer locked, and the Definitions job starts over when DTS is running again.
Database	33662562	FPS-58906	Each organization that is added in a multi-tenant system now has its own unique value in the LangID column of the ORGANIZATION table. This value matches the LangID in the LANGUAGE_INFORMATION table.
POS Operations	33176277	FPS-53715	Printed time chits now correctly show the employee's current hours.
Direct Posting Service (DPS)	34223210	FPS-70095	When performing a partial void of a previous quantity menu item, the totality of the menu item is posted first with the entire amount, the entire amount is then removed, and finally only the actual/correct amount is re-posted in both Symphony and Reporting and Analytics databases.
Client Application Loader (CAL)	30901740	FPS-21842	Windows and Linux workstation authentication has been made more resilient.
Data Transfer Service (DTS)	33220781	FPS-51370	The efficiency of journal posting by the Data Transfer Service (DTS) has been improved, including during high volume as well as recovery from a backlog.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Database	33490195	FPS-56697	Indexes were added to Symphony to address unindexed foreign keys, improving overall performance when EMC deletes a property
POS Operations	34324797	FPS-71873	Simphony now correctly prompts a warning message when attempting to Deposit and Close a till on an open check, specifically when the Cash Management options 27 - Require Check Closed Before Receptacle Close and 39 - Display Extended Deposit Information on Dashboard are enabled at the same time.
Direct Posting Service (DPS)	32879571	FPS-46572	A location's Start of Day (SOD) now populates the correct values in the Operations_Daily_Total table for Carried Over checks. In addition, the Reporting and Analytics System Financial Report and the workstation Property Financial Report show the correct values on the next day.
POS Operations	33773557	FPS-64891	When the Menu Item Price Override function is used, additional menu items added to the check now appear in the check detail area.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33700796	FPS-59680	A workstation operator can now pick up a check that was created on another workstation without receiving an error. The workstation operator can add menu items and continue to perform operations on the check as expected.
Posting	34214237	FPS-69400	When a customer changes their reporting location for a multi-tenant environment, the XFER_DB_RVC table updates the XferLocationID value and journal posting no longer fails, as intended.
POS Operations	33468175	FPS-55169	DataStore Initialization errors no longer occur when starting up a ServiceHost after deploying a CAL package.
Database	34026815	FPS-65635	When purging journal log file data from the POS_JOURNAL_LOG table, partitions with records from revenue centers belonging to properties which are not linked to reporting locations are now dropped and successfully purged as expected
POS Operations	34396036	FPS-73090	The Purge Totals job now purges data as expected for totals generated by Oracle Linux for MICROS workstations.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	33586100	FPS-57506	When performing a restart of the Data Transfer Service (DTS), the service now properly closes all threads and database connections, stops, and then restarts and properly rotates the log.
Data Transfer Service (DTS)	33596701	FPS-57646	The Data Transfer Service (DTS) now performs as expected for definition jobs and moves all flagged definitions, regardless of new properties being added.
Data Transfer Service (DTS)	27811613	FPS-1861	After updating a menu item definition with a second master name (using the Name2 field in the Menu Item Maintenance module), DTS now posts the correct menu item menuitemname2master value to Reporting and Analytics.
Data Transfer Service (DTS)	30377453	FPS-15502	When the names of Major Groups or Family Groups are changed in Symphony, the Major Groups or Family Groups are now updated accordingly in Reporting and Analytics.
POS Operations	N/A	FPS-75480	When utilizing Guest Pay to submit partial credit card payments, authorization code information no longer shows on the POS device's check detail area.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	33225981	FPS-51404	When automatic service charge is used in a single round check, multiple round checks, void item checks, and split checks, Symphony now correctly posts the guest_check.autoservicecharge total and guest_check_line_item detail type 3 reference information and numbers in Reporting and Analytics.
Data Transfer Service (DTS)	33589207	FPS-51575	The menu item price now posts successfully to Reporting and Analytics for the revenue center in which it was added for both the original property and the distributed revenue centers.
Credit Card Payments	N/A	FPS-68984	Non-referenced refunds are now processed by entering a negative non-revenue service charge prior to processing the credit card. This results in the transaction being posted as a negative amount, as intended.
Direct Posting Service (DPS)	33581544	FPS-59121	When an automatic service charge appears on a check that is split, the total amount of the service charge is also split between the checks, and no longer shows a negative value for the parent check in Reporting and Analytics.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
KDS	33493412	FPS-55800	When an Order Device, General tab, Device Settings, Backup Device is configured to 0 - None , POS Operations now shows an error message indicating the check number and the ordered items failed to send to the KDS and also lists the failed KDS Order Device name. The new error messages do not display on workstations if a backup printer is configured and functioning normally. If Property Parameters, Options, 53 - Enable Workstation Alerting option is enabled, workstation alerting replaces these new error messages.
Data Transfer Service (DTS)	32440247	FPS-40127	Purging of data has been optimized. Purging of checks now works effectively for high volume and backlog recovery.
EMC	33504001	FPS-62710	When creating and naming a new property in the EMC, a limit of 32 characters is now being enforced for the property's Name field. This 32 character limit matches the maximum character length for the Location Name field in Reporting and Analysis (R&A).
POS Operations	26711910	FPS-987	Simphony now allows Stored Value Cards to be posted to a check as a menu item (Issue Card), without error.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
Deployment	34692742	FPS-78597	DbUpgrade now completes successfully without errors.
POS Operations	33495522	FPS-56223	Tendering a check prior to the scheduled Autofire time, no longer results in incorrect financial reporting.
Data Transfer Service (DTS)	34655130	FPS-77692	All Fiscal report (FCR) data now posts to the Reporting and Analytics (R&A) database as expected on Symphony Standard Cloud Service systems.
Data Transfer Service (DTS)	34670827	FPS-78849	The Data Transfer Service (DTS) now posts all Fiscal report (FCR) invoice data to the Reporting and Analytics (R&A) database. When DTS successfully posts the FCR invoice data to R&A, the posted records MoveFlag database column is now updated to 1, as expected.
Direct Posting Service (DPS)	34742382	FPS-79769	Revenue Centers with names greater than 24 bytes in length are now truncated to 24 bytes within Direct Posting Service (DPS), so errors no longer occur when creating placeholder records for posting to Enterprise Back Office (EBO) databases.
Direct Posting Service (DPS)	34741284	FPS-79771	After a start-of-day (SOD) is run, Direct Posting Service (DPS) logging has been enhanced to now show when the business date has been incremented for each location on the system.

Table 4-1 (Cont.) Symphony Release 19.4 Resolved Issues

Module	BugDB	Jira #	Description
KDS	34647848	FPS-77446	KDS users who also utilize a CAPS on IIS connection, no longer receive database exception errors during transactions and their subsequent posting to KDS order devices.

5

Known Issues

The following issues are known for this Symphony release:

Table 5-1 Symphony Release 19.4 Known Issues

Module	BugDB	Jira Ticket #	Description
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.
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.
Peripherals/Printing	N/A	FPS-52717	If a barcode or QR code exceeds the buffer length of 512 characters, Symphony ignores the first 512 characters and then continues scanning. For example, if the code length is 1,200 characters, Symphony ignores the first 1,024 characters (512 x 2), and then scans the remaining 176 characters.

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Translations

The following information is available in English only:

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

Translations into other languages are not available.