Oracle® MICROS Simphony
Release Notes

Release 19.5

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ORACLE®

Oracle MICROS Simphony Release Notes, Release 19.5

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Contents

Preface

Oracle MICROS Simphony is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

Purpose

These Release Notes provide a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Review Simphony's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for all users of Oracle MICROS Simphony.

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
March 2023	Initial publication.
April 2023	Updated Operations on the POS Workstation in the Features and Updates chapter.
	Updated the Resolved Issues chapter.
May 2023	Updated the Resolved Issues chapter.

Date	Description of Change
July 2023	Added the following in the Features and Updates chapter for Simphony 19.5.1: • Enterprise Management Console (EMC) • Gift and Loyalty and Stored Value Cards (SVC) • Ordering Efficiency Enhancements • Taxes
August 2023	Added Ordering Efficiency Enhancements to the Features and Updates chapter for Simphony 19.5.2. Updated Payments in the Features and Updates chapter.
September 2023	Updated the Content and Configuration API URL link under the Enterprise Management Console (EMC) section in the Features and Updates chapter.
October 2023	Updated Payments in the Features and Updates chapter. Added Transaction Services to the Features and Updates chapter for Simphony 19.5.3
November 2023	Added Enterprise Management Console (EMC) in the Features and Updates chapter for Simphony 19.5.4. Updated Known Issues.
December 2023	Removed FPS-31642 from the Known Issues table because required configuration details are in the *Oracle MICROS Simphony Configuration Guide.*
January 2024	Removed FPS-1208 from the Known Issues table.
March 2024	Added Operations on the POS Workstation in the Features and Updates chapter for Simphony 19.5.5.
July 2024	Added STSG2 fixed issues link in the Features and Updates chapter.
January 2025	Added Deployment in the Features and Updates chapter for Simphony 19.5.3.

1
Features and Updates

This page describes new features and updates in 19.5 and patches to 19.5.

Sections that describe features and updates in a patch also have links to Customer Support Portal documents that describe documentation updates and issues fixed in the patch.

See Oracle MICROS Simphony Transaction Services Gen 2 (STSG2) Fixed Issues (DOC3542) for information on Simphony STSG2 fixed issues.

Releases:

19.5.5

This section describes new features and updates in the patch.

Oracle MICROS Simphony 19.5 Documentation Updates (DOC11474) describes documentation updates to support the patch.

Oracle MICROS Simphony 19.5.x Fixed Issues (DOC11478) lists issues fixed in the patch.

Operations on the POS Workstation

Support for Automatic Clock Out/In When Changing Revenue Centers

Organizations which use Labor Management and operate locations with multiple outlets can configure Simphony to automatically clock out and clock in when an employee changes revenue centers. This allows the organization to see a complete financial picture of each business—including the labor costs.

The default revenue center of the workstation that the employee is using to clock in determines the revenue center that the employee is clocked in to. To avoid confusion, employees need to clock in at a workstation that has a default revenue center that matches the revenue center of the job they are going to use.

If an Enterprise running Simphony version 19.5.5 upgrades to any version of Simphony 19.6, this feature is not available in 19.6.

See Setting Auto Clock-Out and Clock-In When Changing Revenue Centers and Clocking In and Out for more information.

19.5.4

This section describes new features and updates in the patch.

Oracle MICROS Simphony 19.5 Documentation Updates (DOC11474) describes documentation updates to support the patch.

Oracle MICROS Simphony 19.5.x Fixed Issues (DOC11478) lists issues fixed in the patch.

Enterprise Management Console (EMC)

Support for Transaction Table Service Page Template

A transaction table service page template is now available in the Page Design module through the Internal Templates list. This new template has a navigation bar that lets you configure the tabs within the template.

19.5.3

This section describes new features and updates in the patch.

Oracle MICROS Simphony 19.5 Documentation Updates (DOC11474) describes documentation updates to support the patch.

Oracle MICROS Simphony 19.5.x Fixed Issues (DOC11478) lists issues fixed in the patch.

Deployment

Enhancement to Windows Service Host Application

The ServiceHost.exe application is now built with the **LargeAddressAware** option enabled. On Microsoft Windows platforms, this extends the amount of memory usage to 4 GB on the 64-bit operating system and to 2 GB on the 32-bit operating system.

Enterprise Management Console (EMC)

Monitoring Device Status to Prepare for Upgrades

The **Device Information** tab now warns you of system information to review before you upgrade to a future release of Simphony. For example, the tab warns you of a workstation operating system that will no longer be supported in an upcoming release.

Transaction Services

Monitoring Simphony Transaction Services (STS) Gen2 API Performance

You can now use the STS Gen2 Cloud API activity dashboard to monitor API performance and to troubleshoot API issues. The dashboard shows details for an API call such as the endpoint and the API response code.

See the Simphony Transaction Services Gen2 API Guide for more information.

19.5.2

This section describes new features and updates in the patch.

Oracle MICROS Simphony 19.5 Documentation Updates (DOC11474) describes documentation updates to support the patch.

Oracle MICROS Simphony 19.5.x Fixed Issues (DOC11478) lists issues fixed in the patch.

Ordering Efficiency Enhancements

Simphony lets you charge guests based on the difference between combo meal prices. For example, a guest orders two combo meals and asks for medium fries for each combo meal. The guest changes to large fries for both combo meals. The system calculates the price difference between large and medium fries for both combo meals and applies the difference to the order total.

19.5.1

This section describes new features and updates in the patch.

Oracle MICROS Simphony 19.5 Documentation Updates (DOC11474) describes documentation updates to support the patch.

Oracle MICROS Simphony 19.5.x Fixed Issues (DOC11478) lists issues fixed in the patch.

Enterprise Management Console (EMC)

Internationalize Property and RVC Address Format

The Oracle MICROS Payment Cloud Service is now available for customers in the United States and United Kingdom. To support this, Property and Revenue Center (RVC) address formats in EMC are updated to follow international standards, allowing Merchant Stores to be created for international Payment Cloud Service customers.

The new field **Phone Country Code** allows users to select the desired country code from a drop down list in Properties Configuration and RVC Configuration.

See Adding a Property and Adding a Revenue Center for more information.

Gift and Loyalty and Stored Value Cards (SVC)

The Generic SVC Processor (Givex) and SVS Processor XProcessor Plug-ins have been Enhanced to Allow for the Batch Issue of Multiple Gift Cards

You can now activate multiple gift cards in batches for the Generic SVC Processor (Givex) and SVS Processor XProcessor plug-ins. Batch Activate functionality allows users to sell and activate multiple gift cards like this:

You are selling 20 gift cards at 10.00 each

1. Select the **Batch Activate** button.
2. Use the number keypad on the workstation to enter the quantity of gift cards (20)
3. Select the appropriate activation method:
    a. For Givex, this would be either **Activate** or **Reload**.
    b. For SVS, this would be either **Activate** or **Issue**.
4. Enter the amount (10.00).
5. Swipe each card consecutively until completed.

See the following topics for more information:

- Creating Givex Processor Operations Buttons

Ordering Efficiency Enhancements

This release of Simphony includes the following ordering efficiency enhancements:

• POS Operations automatically navigates to the transaction page for an incomplete combo meal.

• POS Operations automatically applies combo placeholders which allow the workstation operator to follow the guest ordering conversation, and then return to an incomplete combo meal.

• Menu Items and Condiments activate custom levels.

– Allows menu items and condiments to activate and switch custom levels. By allowing menu items to change custom levels (rather than having to manually select a custom level), item switching can be used to transform a hamburger (with bacon and cheese subsequently added), to a bacon cheeseburger on the workstation, which is then correctly reflected on menu item sales reports as a bacon cheeseburger. Custom levels are configured from the Page Design module.

• A workstation operator can add combo meal groups out of order. For example, a workstation operator selects combo meal side groups in any order, letting them follow the guest's ordering conversation.

• A workstation operator can un-combo a combo meal without having to select items from the side group(s).

• A workstation operator can change the size of a combo meal without having to first complete the combo. While adding combo meal items, the workstation operator can change the size of a combo meal at any point in the ordering conversation with a guest.

• Smart keys display, hide, and change point-of-sale (POS) behavior based on transaction status and items selected in the check detail. You can create smart keys in the Page Design module with the following new conditions:

– Smart keys with the **Check Active** condition will disappear and/or be disabled when out of a transaction, and will appear and/or be enabled when in a transaction.

– Smart keys with the **Detail Selected** condition will disappear when there are no items selected, will appear when an item is selected, and will perform different functions based on the selected detail type. The following detail types can be configured as a smart key:

* Menu Items (Major Groups or Family Groups)

* Discounts

* Service Charges

* Tender Media

* Reference Information

* Extensibility Data

To enable the enhancements:

1. On the EMC home page at the Property level, navigate to the **Configuration** tab, and then click **Data Extensions**.

2. Add a new Data Extensions record and name it **Conversational Ordering V2**.

3. Ensure that the columns are configured to the following:

- Table – **1001 – Property**

- Extra Column Name – **Conversational Ordering V2**

- Type – **4 – Boolean**

- Translatable Name – **Conversational Ordering V2**

- (Optional) Translatable Help – **Conversational Ordering V2 Functionality**

4. Save the record.

5. On the EMC home page, navigate to the **Setup** tab, and then click **Properties**.

6. Select the desired property, navigate to the **Enable Efficient Order Entry** column, and mark the check box.

7. Click **Save**, and then restart the POS workstation(s) to enable the function.

Taxes

Support for Applying a Luxury Tax (for Retail Sales Only)

Luxury items can be targeted for additional sales tax based on their price. The state of Massachusetts has implemented a tax which is applied when an item exceeds a certain price (currently 175.00). This luxury tax only applies to items which exceed the 175.00 price point. The first 175.00 is not considered when applying the tax. Only the amount beyond the 175.00 threshold is taxed. This luxury tax is currently only supported for retail sales items (not for food and beverage items).

Example

A jacket costs 200.00. The law states items with a price of over 175.00, must then be taxed with an additional 10% tax.

Table 1-1   Breakdown of an Applied Luxury Tax Item

Line Item	Calculation	Taxable Amount	Total
Jacket			200.00
Taxable Amount	200.00 minus 175.00	25.00	
Tax	25.00 x .10		2.50
Total Due			202.50

See Configuring a Luxury Tax (Retail Sales Items Only) for more information.

19.5

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

Deployment

Installation Packages Include SQL Express Server 2014

The installation package for new Simphony 19.5 installations and upgrades of existing Microsoft Windows Simphony POS clients contains SQL Express 2014 Service Pack 3. This replaces SQL Express Server 2012, which was included in previous Simphony releases. When

Windows clients are upgraded to Simphony 19.5, their database will be upgraded to SQL Express 2014 if they were previously using SQL Express 2012. If custom CAL packages were previously deployed for SQL Express 2014 or SQL Express 2016, they will be unaffected by this change.

This enhancement does not affect Linux or Android POS clients.

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 Simphony 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 Simphony software.

Enterprise Management Console (EMC)

Added Content and Configuration API URL Field to the EMC

The **Content and Configuration API** field on the Enterprise Parameters **Applications** tab now shows the Content and Configuration API URL for the environment.

See the Configuration and Content API Guide for more information.

Updated Workstation Touchscreen Aspect Ratio Settings

When configuring workstation touchscreens (for devices such as the Oracle MICROS Workstation 6 Series), the default aspect ratio has been changed from 4:3 to 16:9. This only affects rendering of the sample screens in the EMC's Page Design module, and not on the point-of-sale (POS) workstations. An additional aspect ratio of 16:10 is available, and must be utilized when configuring Oracle MICROS Compact Workstation 3 Series devices. The 4:3 aspect ratio remains available as needed for legacy devices such as the Workstation 5a. This configuration is not supported for mobile Hand Held Terminal (HHT) devices such as POS clients running the Android mobile operating system.

See Configuring a Workstation's Touchscreen Aspect Ratio for more information.

Support for Local Popup Menu for Mobile Hand-Held Terminal (HHT) Touchscreen Templates

You can configure a Local Popup Menu for mobile Hand Held Terminal (HHT) devices (including Android devices) from the EMC Page Design module. Configuring a Local Popup Menu button provides you a good option to save touchscreen space by not having to configure individually hard-coded menu item buttons. Multiple menu items can be added to the Local Popup Menu button. When the button is pressed, all of the items show in a popup window in the same order in which they were configured in the Page Design module.

See Configuring a Local Pop Up Menu for Mobile (HHT) Touchscreens for more information.

Support to Upload EGateway and SPI Log Files

You can allow Oracle Customer Support staff to access the EGateway and Simphony 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 for more information.

Kiosks

Initial Support for Kiosk Configurations

You can set up Simphony to let customers order from kiosks. Setup includes tasks such as adding workstation records for the kiosk, adding Client Application Loader (CAL) packages, adding tag groups and tags, creating screen look-ups (SLUs), and associating images with menu items.

See Kiosks for more information.

Kitchen Display System (KDS)

End of Support for Kitchen Display Controllers on Microsoft Windows CE and XP Embedded

Simphony no longer supports Oracle MICROS Kitchen Display Controllers (KDC) running Microsoft Windows CE or XP Embedded. This includes Restaurant Display Controllers (RDC) running Microsoft Windows CE and Microsoft Windows XP Embedded.

You can upgrade the Simphony enterprise to Simphony 19.5, but Simphony 19.5 cannot be downloaded to a store that uses Microsoft Windows CE-based Kitchen Display Controllers. All clients in the store must be on the same version of the Simphony software. For example, if you upgrade a KDS Controller (such as a Microsoft Windows 10 workstation running the KDS Controller Service) to Simphony 19.5, the KDS Controller will no longer connect to Microsoft Windows CE KDS DisplayApp devices that are still on a previous Simphony version. Both the KDS Controller and KDS DisplayApp need to run the same Simphony version.

Operations on the POS Workstation

Support for Android Devices Periodically Relaying their Connectivity Status and Current State to the Enterprise

Starting with Simphony 19.5, idle workstations running the Android mobile operating system, now ping the enterprise every 4 minutes (which is the default setting) to relay their POS to Cloud connectivity status and current state. This relayed information aligns with Telemetry reports.

Support for Assigning Multiple Revenue Centers to Android Devices

Starting with the Simphony 19.5 release, you can assign multiple revenue centers (1–8) to devices running specific versions of the Android mobile operating system. The Castles Tech S1F2 device remains limited to having one revenue center assigned when configuring the device in the EMC.

The *Oracle Food and Beverage Compatibility Matrix* contains more information about the supported services and functionality for devices running specific versions of the Android mobile operating system.

See Configuring an Android Workstation for more information.

Support to Suppress Condiment Groups on a Condiment Orderer Page

To help 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 (for example, 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 customers dispense their own drink at a soda fountain.

- Condiment pre-fixes are not usually ordered on their own, and are normally displayed on fixed touchscreen buttons outside of the condiment orderer; so the condiment group which they belong (which normally only contains the pre-fixes) should not be shown to users.

You can now configure 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 for more information.

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

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 for more information.

Support to Configure and Report Non-Revenue Menu Items

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-sale (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 Adding Non-Revenue Menu Items for more information.

See List of Workstation PMC Reports for more information.

For a description of non-revenue menu item changes in Reporting and Analytics, see the Oracle MICROS Enterprise Back Office Release Notes.

Android Point of Sale Client Requires Acceptance of End User License Agreement Terms

Upon initial start up, the End User License Agreement (EULA) terms must be agreed to before using the Android Simphony point of sale client.

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

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 setup information in the *Oracle MICROS Simphony Configuration Guide*:

• Configuring the Cash Tender

• Configuring Closed Check Settings

• Configuring a Cash Drawer

See Voiding a Closed Check for user information.

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

You can use a third party Payment Service Provider (PSP) and its proprietary external Mobile Device Management (MDM) platform to distribute the Simphony 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 (or downgrade) the Simphony 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) to Distribute Simphony POS Client Software for more information.

Support for Optional Name Entry in OPERA Self Pay

OPERA Self Pay now 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 for more information.

Support for Reprinting Previous Checks Credit Card Voucher

Workstation operators can now reprint credit card vouchers from the most recent transaction using the **Reprint Previous Credit Card Voucher** function key.

See Reprinting a Credit Card Voucher for more information.

Support for Adjusting a Credit Card Payment on a Closed Check

Workstation operators can now adjust and refund a credit card payment from a closed check using the **CCard Adjustment** function key. This function eliminates the need for the consumer's credit card to be present at the time of adjustment.

Adjusting a credit card payment on a closed check allows for operators to refund an existing credit card charge from a previous business date and also perform multiple partial refunds up to the full amount (including tips, but excluding cash back). All refunds will appear as a separate line item.

To enable this feature, you must create a Service Charges record named **Adjustment Applied** with the following options enabled:

- 1 – Post to Charged Tips Total on Tip Reports
- 7 – Non-Revenue Service Charge (No Post to Sales)

After creating the record, select **Adjustment Applied** as the Payment Adjustment Service Charge in Tender Parameters configuration.

> **Note:**
>
> Contact your payment service provider (PSP) to verify that they support adjusting credit card payments on closed checks. If they do not, then these types of transactions may be rejected.

See the following topics for more configuration information:

- Allowing Employees to Adjust Closed Checks
- Configuring Service Charges
- Configuring Function Keys

See Adjusting a Credit Card Payment for user information.

Support for Single Receipt Printing

Workstation operators can now print a single receipt that includes check and credit card details together. To accomplish this, an option has been added to the EMC in the **Format Parameters**

module named **64 - Print Payment Card Details on Guest Check and Customer Receipts**. Enabling this option allows the credit card voucher data to be included immediately after the tender media line on the guest check for the current tender media record. When this option is disabled, the credit card voucher prints at the time of tender. This option is disabled by default upon upgrade.

See Configuring Single Receipt Printing for more information.

Support for Configuring OPERA Self Pay and OPERA Package Display with the OPERA PMS Payment Driver

Two new fields have been added to the Opera Interface Properties section of Payment Drivers configuration to support the use of OPERA Self Pay and OPERA Package Display with the OPERA PMS Payment Driver.

The **App Key** field supports OPERA Package Display, while the **Rest API Web Service** field supports OPERA Self Pay.

See Configuring the OPERA PMS Payment Driver for more information.

Payments

Payment Data Detail Accessibility

Customers who do not use the Oracle MICROS Payment Cloud Service can now access and view payment details from Simphony, provided by partner payment service providers (PSPs) for system processing.

The following interfaces and tools have access to the data:

- Extensibility
- System Interface Module (SIM)
- Reporting and Analytics - Business Intelligence API
- Reporting and Analytics - Self-Service Imports
- Reporting and Analytics - iQuery
- Reporting and Analytics - Database Access Cloud Service

The data is accessible from the POS client using Extensibility (.NET) or the System Interface Module (SIM), and in Reporting and Analytics through the following features:

- In Reporting and Analytics version 20.1 only:
  - BIAPI
  - Self Service Exports
  - Custom Report Writer
  - Database Access Cloud Service
- In Reporting and Analytics versions 9.1 and 20.1:
  - Audit and Analysis (as check detail)
  - Reports that drill down to the check details
  - iQuery
  - A new payment processor data report

See the Oracle MICROS Simphony Point-of-Sale Client Extension API Reference for more information.

Value Included in CardAlias Field of Payment Reports

Credit Card transactions posted through the Simphony Payment Interface (SPI) now include a value in the CardAlias field of the **LOCATION_ACTIVITY_DB.NON_OPP_PAYMENT** table (if sent by the payment service provider (PSP)) and the **LOCATION_ACTIVITY_DB.OPP_PAYMENT** table (if sent through Oracle MICROS Payment Cloud Service).

The purpose of the CardAlias value is to report all transactions performed by the same card, aiding in marketing and customer tracking efforts. This value is a representation of a credit card, and is not usable for payment transactions and cannot be reconstructed into the original primary account number (PAN).

Support for Reauthorizing Released Credit Card Authorizations

Workstation operators can now reauthorize a previously released credit card authorization on the same check. This allows operators to charge a card associated with an authorized transaction without needing to re-swipe a customers card.

> **✏️ Note:**
>
> There are several limitations for this feature, including:
>
> - It must be supported by the Payment Service Provider (PSP).
>
> - There is a limit to one credit card authorization per check.
>
> - The reauthorization must be performed on the same business day as the original authorization.
>
> - Using this feature may result in higher card processing fees for the merchant.
>
> - The reauthorization attempt may be rejected by the issuer, regardless of if the PSP supports the feature.

The **Reauthorize released CC Authorization** function key, configured in the Page Design module of EMC, allows users to use this feature. A new privilege called **Authorize or Perform Reauthorization of released CC Authorization** is assigned to specific workstations operators enabling them to perform the function.

See Configuring Reauthorization of Release Credit Card Authorizations for configuration information and Reauthorizing Released Credit Card Authorizations for user information.

Transaction Services

Support for Menu Item Price and Quantity Override

When a Transaction Services Gen 1 API call has quantity and price override, the system now calculates the price correctly when the following new options are enabled in the EMC:

- **75 - Treat Menu Item Price Override as unit price** in the RVC Parameters module

- **29 - Treat Menu Item Price Override as unit price** in the Employee Classes module

- **29 - Treat Menu Item Price Override as unit price** in the Employee Maintenance module

See Configuring Menu Item Price and Quantity Override for more information.

2

System Requirements, Supported Systems, and Compatibility

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

3

Installation and Upgrade

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

The **Simphony Web Portal (SWP)** chapter of the *Oracle MICROS Simphony 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   Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
EMC	N/A	FPS-78832	Fixed an issue where EMC users could make changes at hierarchy levels higher than the ones they had access to.
Enterprise Reports	31493644	FPS-29188	Employee Financial reports, which are generated for a property for Yesterday's totals, now show all employees sales totals as expected.
EMC	33656237	FPS-58737	EMC now displays information in the Properties Module and Revenue Center Configuration module regardless of whether the Consumer Facing Name has been populated.
SimphonyApp	34459951	FPS-73943	From the Simphony Web Portal (SWP), when importing or exporting data, the non-mandatory **Columns** field now provides a drop-down list to make viewing the and selecting available columns easier.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34452334	FPS-73912	When a High Amount Lock Out (HALO) setting is configured for a menu item and the ordered item's HALO amount is exceeded, when users press **No** from the **Amount too large** prompt, the HALO menu item is no longer added to the transaction.
POS Operations	33756944	FPS-62794	When a check with a condiment item which has multiple price records assigned, and are also controlled by menu level sets, the condiment price level no longer reverts back to the default level when the check has multiple service rounds.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
EMC	34525641	FPS-75423	Now when configuring new employees, validation has been introduced for the **ID** and **Alternate ID** fields. This validation prohibits the use of the following numerical sequences from being used: • 8700 • 9700 • 1234 • 2211 • 1212 • 1550 For users who upgrade to this release, if any current employees IDs were configured using any of the aforementioned numerical sequences, upon making any changes to such employee records, users are prompted and forced to make the IDs compliant based on the newly introduced validation.
Opera	34387442	FPS-73092	When a PMS enhanced interface is configured, and RVC Parameters posting option **11 - On = Use Begin Serving Period; Off = Use Current Serving Period** is enabled, now the begin check serving period is getting sent to the PMS regardless of the system's current serving period.

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Deployment	34659033	FPS-77682	Android clients ServiceHost Android Package Kit (APK) no longer prompts users upgrades are available, as the installed version matches the installed/running CAPS version. Operations (Ops) now continues loading as expected.
POS Operations	34630797	FPS-77225	When manually changing the serving period using the **Change RVC Serving Period** function, users receive a **The Current Serving Period <serving period name> is not active. Would you like to continue anyway? Yes or No** prompt. Now when users select the **No** response, the serving period remains in the current serving period, as expected.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34570586	FPS-78636	An employee Roles option has been added to control a users ability to change non-placeholder side items which were rung during a previous round for combo meal orders. The option is named **310 - Authorize/Perform changes to non-placeholder side items ordered in previous rounds**. Enabling this option allows users to make changes to non-placeholder side items for combo meal orders in previous rounds. When this option is disabled, users are prompted to enter an authorization code from a privileged employee in order to continue changing previous round non-placeholder combo meal side items. See the *Oracle MICROS Simphony Configuration Guide*, specifically **Configuring Additional Combo Meal Settings** in the **Combo and Fixed Price Meals** chapter for more information.
Direct Posting Service (DPS)	34742382	FPS-79765	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.

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	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.
Database	34388491	FPS-74032	The Simphony database has been enhanced by adding indices to several database tables to resolve Foreign Key restraint database errors when deleting a property from the EMC.
Simphony App	34676887	FPS-78373	Employees assigned Import/Export role privileges can now successfully perform both import and export tasks with employee data.
Data Transfer Service (DTS)	34474950	FPS-76262	Cash Management (CM) posting no longer cause duplicate CM Classes to show on CM Till reports due to multiple Unassign Till from the drawer transactions within the same drawer session.
POS Operations	34738032	FPS-79864	When the employee roles Guest Check Control option **102 - Enable Limited Split Check** is enabled, users are no longer prompted to enter an authorization ID and can perform the **Split Check** function once, as expected.
Extensibility	34597494	FPS-76490	When voiding a combo meal item, the system now fires the Ops Extensibility events as expected as evidenced in the EGateway log file.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Posting	34629562	FPS-77195	Error correct tasks performed as the last step of the current service round (such as an item void), and then service totaled, no longer fails to post menu items to the reporting database for menu items added during subsequent service rounds.
POS Operations	32564832	FPS-42433	The Void Reason report now posts the correct quantity value for menu items which have been voided.
EMC	34805098	FPS-82650	Edits made in the Printers module can now be successfully saved regardless of the property having been cloned from a property which included POS API clients with printers assigned to them.
Simphony App	34840285	FPS-81972	Simphony Standard Cloud Service users can now successfully import a cloned version of their database to a Simphony Premium Cloud Service environment without the import process removing eight Task Schedule module records (which were created during the setup of the new organization for the original Simphony Standard Cloud Service environment).
Simphony App	34525609	FPS-78374	Assigned employee roles are no longer being duplicated in employee records after importing **Integrated Employee** data.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34894588	FPS-83184	Menu Item price overrides are now occurring as expected on lower hierarchy levels (sub-zones).
Posting	34873476	FPS-82558	Adding two checks together where one is overridden from an offline workstation now successfully posts to the R&A database.
EMC	34283878	FPS-71059	Enterprise Parameters, EMC Options, **15 - Check for Duplicate Menu Item Object Number** is now honored as expected when configuring menu items from a zone. If duplicate object numbers are detected for menu items from different zones, a message now shows indicating when an object number is already is use on the system.
Peripherals/Printing	34887188	FPS-83020	When using languages other than English or Arabic on your system for configuring menu items and subsequent printing tasks, select **Vmap** for the **Mapping Font** setting from the **Languages** module's **Printing** tab. **Amap** is the default setting since it is used for formatting English and Arabic. See **Configuring Languages** in the *Oracle MICROS Simphony Configuration Guide* for more information.
Direct Posting Service (DPS)	34759908	FPS-80268	The Direct Posting Service (DPS) no longer requires a restart to continue to replay and post failed MREQUESTS.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34460778	FPS-82106	Journals for transactions requiring authorization ID entry are now getting created as expected and are posting the correct check open date/time.
POS Operations	34747833	FPS-80178	The Cash Management Dashboard now shows all active and open deposits in the Bank Deposit tab.
POS Operations	34839440	FPS-82229	Sales rung up using the **Touch Reorder** function are now posting to all appropriate reports.
POS Operations	34811468	FPS-81416	Held item indicators are now retained by parent combo menu items when any combo meal side items are selected and fired using the **Fire Now** function.
POS Operations	33977271	FPS-65028	When Reference Entry text has been added to rung up condiment menu items, and then the **Touch Split** function is selected, the Split Check screen is no longer showing a blank white screen on the workstation.
POS Operations	33896747	FPS-77252	Point of sales (POS) workstation operations no longer cease to function when you perform an Item Void on a menu item which contains condiments.
Simphony App	34705136	FPS-79038	When importing menu item price records, they are now using the original HierstrucID which was assigned when the property was first created, rather than using the property HierstrucID of the same property from a zone.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
EMC	34495327	FPS-75824	When logged in to the EMC as an employee which is assigned to a non-zero numbered Employee Group, it is now possible to change the password of other employees assigned to the same group.
Data Transfer Service (DTS)	30377453	FPS-15502	When the names of Major Groups or Family Groups are changed in Simphony, the Major Groups or Family Groups are now updated accordingly in Reporting and Analytics.
Simphony App	34810790	FPS-81970	During an upgrade to Simphony 19.3.x (or later) on a Simphony Premium Cloud Service environment, and after the Hosting Management Console (HMC) software is installed, you can now access and download the latest Android CAL package files from the Simphony Web Portal (SWP).
Data Transfer Service (DTS)	33611182	FPS-58194	After creating a Menu Item Definition from the revenue center (RVC) zone level, the database's MoveFlag column is now updating to MoveFlag 1 as expected.
Direct Posting Service (DPS)	34784184	FPS-80692	If an organization is made inactive by users or Org creation failure from the DevopsUI due to various reasons, now the DPS only discontinues to update the business date for any inactive organizations.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Database	N/A	FPS-80574	In a Simphony Standard Cloud Service environment, when multiple organizations assign the same object number to Major Groups and Family Groups, and a change is made to either of these modules, the database's MoveFlag column for the menu item definitions assigned to these groups is no longer getting updated.
Localization	N/A	FPS-73678	Both the name for the **KDS Display Backup** field and its Context Sensitive Help (CSH) text (translated in Spanish) has been corrected. This field is located in the Order Device module under the KDS tab.
POS Operations	34811102	FPS-81412	When the **Fire Now** function is used on a combo, all held side items now maintain their held status indicators in the check detail area of the POS workstation if other combo side items are selected to be fired.
POS Operations	34775447	FPS-80580	Default condiments no longer show on the POS workstation when Menu Item Class options **54 - Condiment entry/ display relational to Parent Items' quantity** and **65 - Support Enhanced Prefix Mode (Parent Only)** have been enabled for parent menu items.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
EMC	33499418	FPS-55877	The stored procedure for deleting a property has been enhanced to perform significantly faster as viewed from the EMC where the property deletion is initiated.
Data Transfer Service - DTS	34552115	FPS-75611	The Data Transfer Service (DTS) now resumes processing jobs after errors occur or when the manually stopped service is restarted. DTS jobs now run as expected and their status changes from **InProgress** to **Success**.
POS Operations	34728107	FPS-79469	When choosing a different combo meal side item (which has the same Main and Sub-menu levels as the default side item), the system no longer generates a **Menu Item not found** message.
Simphony App	33579652	FPS-57661	Simphony data exports for discounts and menu items with data extensions over multiple hierarchies no longer fail.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33831570	FPS-62282	If there is a gap in your Serving Period time configuration, and someone selects the **Change RVC Serving Period** function during the time gap, POS operations shows a *No serving periods configured message,* and new checks cannot be created. For example, say you have configured a Breakfast serving period from 6:00 a.m. to 11:00 a.m. and a Lunch serving period from Noon to 4:00 p.m. There is an hour long serving period gap between 11:00 a.m. and Noon. To help manage this scenario, now if someone selects the Change RVC Serving Period function during a time gap, the system generates the error message, and then sets the current serving period to a null/blank value. Eventually, when the Lunch serving period's time threshold is reached, the system switches to this next valid serving period automatically. Ideally, Serving Periods should not be configured with any time gaps, nor should there be any overlapping of serving period times.
			See **Serving Periods** in the *Oracle MICROS Simphony Configuration Guide* for more information.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Simphony App	34599562	FPS-76627	The EMC password length has been changed to a 20 character limit in order to match the enforced password length restriction for accessing the Simphony Web Portal (SWP). See the *Oracle MICROS Simphony Security Guide*, specifically the **Passwords Overview** topic, for more information about passwords.
Simphony App	33870849	FPS-62810	When importing a cloned enterprise database, and the original database had Stored Value and Gift and Loyalty drivers configured, the new imported database's CONTENT_DATA table now has null values assigned to the ENCRYPTIONKEYID and ENCCONFIGURATION database columns. This allows you to reconfigure and re-encrypt the newly imported database after the data import task has been completed.
Direct Posting Service (DPS)	34491727	FPS-74617	KDS data (including the source check number) is now posting to Reporting & Analytics as expected.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
KDS	N/A	FPS-83301	The default language of a newly added KDS Display now defaults to the first language configured for your property in the **Property Parameters** module **Languages** section. The default language of a newly added KDS Display now defaults to the first language configured for your property in the **Property Parameters** module **Languages** section. Previously, it was not consistently defaulting to the expected language or displaying any default language at all.
Data Transfer Service - DTS	34964675	FPS-84591	The DTS no longer creates incorrect menu item master records and now links menu items appropriately, which prevents duplicate menu items from being displayed in Reporting and Analytics reports.
Deployment	34692742	FPS-78631	DbUpgrade now completes successfully without errors.
Direct Posting Service - DPS	34850421	FPS-82236	The **Name2** field has been added and now can be viewed and configured from the Table view aspect of the Menu Item Master module in the EMC. Corresponding Name2 language field columns have also been added to Table view and work as expected for translation purposes.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Peripherals/Printing	30000449	FPS-12087	When configuring the **Order Devices** module, if you edit an existing KDS order device record to make it a printer order device (**Primary Device Type** field is set from **1 - KDS** to **0 - Printer**), the Dynamic Order Mode **(DOM) Type** setting (from the KDS tab from the same device's record) now defaults to a setting of **None - 0**.
POS Reports	34549653	FPS-75603	When generated from a workstation, the Employee Tip Track Report now accurately shows the correct amount on the Charged Tips % line (and all other line totals associated with tips) for charged receipts.
Direct Posting Service - DPS	34858357	FPS-82315	When upgrading to Simphony 19.5, the upgrade no longer populates the **Name2** field for Menu Item Master records.
Kitchen Display System (KDS)	34476615	FPS-74446	Active backup KDS Controllers no longer throw a printing error and then print duplicate chits to a backup Runner Chit printer.
Transaction Services	34996197	FPS-84999	When using Transaction Services Gen1, when calling the **iCupLabelPlugin** (used for printing labels), the API call is now returning and printing labels including the **orderTypeName** value as expected.

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	33946305	FPS-66141	When using the Void Closed Check function, and the RVC Parameters module option **73 - Keep The Same Check Number When a Closed Check is Voided** is disabled, the correct manager authorization and employee check operator's IDs are now passed along to the Reporting and Analytics database as expected.
EMC	35054666	FPS-86231	Newly added merchant accounts now show and can be selected from the **Merchant Accounts** field drop-down list from the Enterprise Parameters, Ayden Configuration tab.
Deployment	34888288	FPS-82978	DBUpgrade no longer assigns an incorrect LangID for translated text in Consumer Facing Name fields and now successfully completes upgrading without errors.
Transaction Services	34972841	FPS-84769	Transaction Services Gen1 POS API is now returning the discount amount for coupons in the response message.
Transaction Services	34453590	FPS-74286	Auto service charges are now getting exempted as expected when using Simphony Transaction Services (STS) Gen2, and the tender media used to close the check has **Tender Media**, **Ops Behavior** option **12 - Exempt Auto Service Charge** enabled.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	33308772	FPS-53659	When selecting an ordered item from a previous round (while on one Main Menu level), the system now allows the Main Menu level to be changed, and then order the same item without generating a **Menu Item not found** message.
Transaction Services	34447224	FPS-74126	Both Simphony Transaction Services (STS) Gen 2 and Transaction Services Gen 1 now allow you to apply Item discounts to combo meal orders as expected.
Kitchen Display System (KDS)	34775675	FPS-81153	Kitchen Theme settings are now being honored and KDS output by order type is now working as expected when the **8 - Enable Routing Order by Order Type** option is enabled for Order Type parameters.
Kitchen Display System (KDS)	33493412	FPS-75716	When the KDS Controller is disconnected from the network, and no backup printer is configured for the order devices, a newly created check with menu items outputting to the configured order devices (KDS displays) from a different workstation, now show a **Check # - Items failed to send to KDS.** message on that workstation with a listing of the KDS displays names which it did not originally send the order to.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Kitchen Display System - KDS	34772675	FPS-82624	The KDS Controller service no longer crashes when sending orders including discounts to order devices with Dynamic Order Mode (DOM) enabled and regardless if the Order Devices module has KDS option **23 - Sort by Print Group** enabled.
POS Operations	35037304	FPS-72855	Castles S1F2 payment devices connected to CAPS on IIS clients are now running the correct version of Service Host as expected.
Extensibility	34976327	FPS-84924	When menu items with long names are ordered, the item names are now wrapped to the next line and are no longer truncated when shown on Rear Marketing Displays.
POS Operations	35124278	FPS-84844	When an Australian GST is configured, the *** Indicates Inclusive Tax Free Item** text now only prints on customer receipts when a tax-exempt menu item (which is linked to an inclusive tax) is added to a check.
Direct Posting Service - DPS	34040074	FPS-87309	The Direct Posting Service (DPS) no longer silently fails after a check is posted, and no longer inserts a new row (with the same previously posted values) in the reporting database (which inflated report sales totals).

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Point of Sales (POS) Reports	35034094	FPS-86286	Checks including non-revenue service charges are now included in both the **Begun** and **Paid** line totals on workstation and Reporting and Analytics reports. These totals are also cumulatively applied to the **Outstanding** line total amount on the same reports.
POS Operations	35106416	FPS-87929	When a workstations database schema is built, but before the database download begins, and there is a network connection failure, the workstation now recovers as expected and continues to successfully download the database when the network connection is restored.
Direct Posting Service (DPS)	34676466	FPS-73913	Checks generated with info lines now post to Reporting and Analytics without errors in the DPS logs.
KDS	34131183	FPS-69598	Tables now appear on the KDS SOS screen correctly sorted by table obj_num.
POS Operations	34525306	FPS-75250	When there is a communication failure during credit card reversal, the check now remains closed and is not re-opened or voided.
Direct Posting Service (DPS)	34333432	FPS-71846	Unusable data no longer posts to the SOS_GUEST_CHECK table in the Reporting and Analytics database.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	N/A	FPS-76311	When using non-revenue service charges, automatic service charges, and charged tips, data in the Employee_Daily_Total and Employee_DP_Ops_Total tables now match.
POS Operations	34630645	FPS-77205	When changing the revenue center inactive serving period to automatic, the system no longer shows a warning message.
Data Transfer Service (DTS)	33709276	FPS-59853	On startup, the DTS Journals now show that moveflag 2's are updated at 100K rows at a time, and the count of moveflag =2 decreased in the POS_JOURNAL_LOG table in the Simphony database.
POS Operations	34729047	FPS-79480	The Service Host now opens successfully without errors after a fresh installation of CAL packages (19.3.4) in a upgraded Enterprise from Simphony 19.3.4 to 19.5.
Direct Posting Service (DPS)	34146641	FPS-69048	Re-opened closed checks posted to Reporting & Analytics in the same batch as regular checks no longer have a blank Close Business Date.
Direct Posting Service (DPS)	N/A	FPS-61811	For each mrequest that contains opp_payments or non_opp_payments, DPS does not re-query the data dictionary. The results are now cached on start up.

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Database	N/A	FPS-58662	The following indexes were created in the tablespace MCRSPOS: • IX_DISCOUNT_DETAIL_3 • WORKSTATION_PRINTER_FK • IX__DTS_MI_MAPPING_5 • IX_FCR_INVOICE_DATA_10 • IX_FCR_TTL_DATA_6 • IX_DATA_REQUESTS_1 • IX_LOCATION_UID_GENERATOR • IX_DATA_REQ_FILE_1
POS Reports	N/A	FPS-32314	The **End Page** button in PMC now works as expected on Windows 610 workstations.
Check and Posting Service (CAPS)	34431016	FPS-73804	When CAPS cannot start, meaningful logging of the FIPS setting is logged to aid in restoring functionality.
Direct Posting Service (DPS)	34869990	FPS-82525	When the Menu Item Price Override function key is used, the GUEST_CHECK_LINE_ITEM.PRICEOVRDEFLAG value now updates correctly.
Direct Posting Service (DPS)	33235586	FPS-51458	Simphony now posts the OrderTypeID on EMPLOYEE_DP_MENU_ITEM_TOTAL, and the correct totals appear in Reporting and Analytics reports that filter on Order Type.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	32884660	FPS-46206	In the Reporting and Analytics database, the SUBTOTALDISCOUNTTOTAL column in EMPLOYEE_DP_OPS_TOTAL no longer shows a NULL value resulting in Employee Exceptions and Employee Performance reports displaying data correctly.
POS Operations	34930521	FPS-84126	Checks containing an automatic discount authorized through SPI/OPI now correctly apply the discount and amount due.
Integrations - Inventory	34579627	FPS-79335	Multi-round checks now maintain previously assigned TransactionID values, resulting in accurate inventory depletion values being posted and reported in Reporting and Analytics.
Data Transfer Service (DTS)	34670827	FPS-78088	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)	N/A	FPS-69054	When using Simphony Cash Management, the businessDate is a DATE data_type column posted in the Reporting and Analytics CASH_MGMT_DETAIL table.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34918053	FPS-23442	On workstations that have run out of memory, rebooting successfully launches Service Host and recovers the workstation.
POS Operations	34806512	FPS-81314	Failed Credit Card authorizations now log POS journal entries as expected.
Direct Posting Service (DPS)	34574287	FPS-56857	Various tables now show organizationID, locationID, and businessDate conditions.
Data Transfer Service (DTS)	33395184	FPS-53872	If a property uses a different default language than that of the enterprise, and the object number for the property's default language is higher than the enterprise default language object number, when DTS posts the MYLABORDEFS job to Labor Management, the Job Code module now shows the jobs correctly.
POS Operations	34866015	FPS-83240	You can now start and service total transactions on workstations without cash drawers, when Cash Management is enabled.
Data Transfer Service (DTS)	34655130	PS-77609	For organizations in countries where fiscal data needs to be posted to Reporting and Analytics (R&A), fiscal transactions for multiple organizations now post to the R&A database on Simphony Cloud Service Systems.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	N/A	FPS-79881	After running the Start of Day (SOD), the DPS now successfully updates the business date for all locations in large environments. DPS logging has been enhanced to assist in troubleshooting.
Direct Posting Service (DPS)	N/A	FPS-79473	Guest checks with a reference entry longer than 50 double-byte characters entered through a POSAPI Demo Client now post to Reporting and Analytics without the error message *WriteValidatedData failed in DPS Logs*.
EMC	N/A	FPS-85509	When configuring the Adyen Configuration tab in the Enterprise Parameters module, if there is a mis-configuration or improper data present between Simphony and Reporting and Analytics, the error description is now correct and useful to the end user.
EMC	32148777	FPS-36944	When creating a new property from template from a remote EMC client, property distribution now completes successfully without creating extra connections to the load balancer.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	34208025	FPS-69287	When option **9 - Prorate Tax for Each Combo Meal Menu Item Price as a Percentage of Total Combo Meal Price** is enabled in the Tax Parameters module and a combo meal is sold, the correct Tax Collected values now appear in the Reporting and Analytics (R&A) Daily Operations Report, Workstation Property Financial Report, and R&A database tables.
Direct Posting Service (DPS)	N/A	FPS-74747	When the Property Parameters option **6 - Post Offline Transactions with Actual Transaction Time** is disabled, the OpenBusinessDate, OpenFixedPeriod, ClosedBusinessdate, and ClosedFixedPeriodcolumns now show the posted time in the Guest_Check table.
EMC	32316186	FPS-85521	When connecting to the EGateway service through Load Balancing as a Service (LBaaS), the EGatewayClient now remains connected after every request.
Credit Card Payments	N/A	FPS-81404	The @ symbol is no longer interpreted by print formatting as a carriage return during credit card voucher and Single Receipt printing. The **Print Copy Separator** field is added to Payment Drivers Configuration in EMC, where users can select an alternative print copy separator.

Table 4-1 (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	34503834	FPS-79052	When a menu item is added to a check in one effective period and picked up and paid/closed in a different effective period, the correct price level now appears in the Reporting and Analytics guest_check_line_item table.
Transaction Services	34845196	FPS-84709	Errors are no longer produced after trying to add a property name translation to a new property.
Direct Posting Service (DPS)	35058968	FPS-86285	When a menu item is posted to the Menu_item_daily_total table as an adjusted row, if the same item is posted later in the day, the SALESCOUNT column now remains at -1 and a new record for the same MENUITEMID shows a sales count of 1 with no ADJUSTSOURCE and ADJUSTDATETIME time populated.
Direct Posting Service (DPS)	34118226	FPS-82967	When adjusted sales or offline sales are posted via DPS, Simphony sends a request for Reporting and Analytics to run a delta sync of the adjusted records and send them to Inventory Management. DPS can send a request every 15 minutes and send requests for a particular day and location.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
EMC	34891452	FPS-83014	During Start of Day (SOD), the Sequencer Service shuts down before Egateway and the installation completes successfully without errors. In addition, the PERIOD_INSTANCE table is updated with the new BUSINESSDATE.
Direct Posting Service (DPS)	33631096	FPS-82133	Revenue center checks now post to Reporting and Analytics without duplicates.
Data Transfer Service (DTS)	34704414	FPS-87199	When creating serving periods in EMC that span through midnight, two corresponding LOCATION_ACTIVITY_ DB.DAY_PART records are posted by the Data Transfer Service (DTS) for one serving period: one for the fixed periods leading up to midnight, and one for the fixed periods after midnight.
Direct Posting Service (DPS)	35038568	FPS-68259	Autofire checks no longer post in the adjustsource and adjustdatetime columns in the MENU_ITEM_DAILY_T OTAL table in Simphony. In addition, the system now posts records with a request type of "SimphonyOfflineSales Agg" in the Reporting and Analytics database to Inventory Management if DTS is not running while Start of Day (SOD) runs.

Table 4-1　(Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Integrations	35132833	FPS-87816	When a cash check is over tendered with change due and then voided, the standard PMS interface now returns the total of the check.
Command Module	34984248	FPS-84917	A Loyalty Account's point balance can now be viewed without error when using the Point Balance key.
POS Operations	N/A	FPS-82513	Tender Media reporting behavior now adheres to the following scenarios when Cash Management is enabled: • The Tender total/count posts immediately. • The Cash Management total/count increments immediately. • Sales totals post when the check fires.
Data Transfer Service (DTS)	34660880	FPS-88467	When using the Reporting and Analytics BI API to pull fiscal information, the GuestCheckID column is now populated in the FCR_INVOICE_DATA table.
POS Operations	35047793	FPS-89114	When using the Touch Reorder function to add menu items to the check, the OpsMiEvent log entry is now present in the EGateway log.
Transaction Services	34710788	FPS-89088	When a large number of orders come through the API, the orders complete in a timely manner and Transaction Services no longer shows the *menu item not found* message.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	34917492	FPS-88524	When menu items with translations are available at a location where Inventory Management is enabled, records now post to the MENU_ITEM_STRING table.
Direct Posting Service (DPS)	35218413	FPS-89152	With each subsequent round of a check, the OPENBUSINESSDATE now remains the same in GUEST_CHECK
Extensibility	35015449	FPS-89238	When using the Simphony Label Printing extension application, the label now shows the menu item name in the text file, and the condiment name displays correctly.
Data Transfer Service (DTS)	32182192	FPS-88526	When an enterprise has Inventory Management enabled with a mix of properties using and not using Inventory Management, menu item definitions now post to Reporting and Analytics for the location that is attached to the definition and with the MoveFlag set to 1.
Transaction Services	35282849	FPS-90762	POS API workstations no longer creates checks which cannot be picked up when a Combo Meal is ordered which includes an invalid combo meal item.
Extensibility	35274450	FPS-90764	When upgrading to a hot fix that contains the latest Rear Marketing Display files, the files are now updated in the remote EMC directory.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Provisioning	35276512	FPS-90766	Under a specific scenario, an API Account Lookup failed with an error stating the maximum number of expressions in a list is 1000. This defect has been corrected.
Kitchen Display System - KDS	35278352	FPS-90763	The **Push Order** function can now be used to select other KDS order devices regardless of the Order Device module's **3 - Single Item Per Sub-Order** option's setting. When the Push Order function is used, a list of available order devices to push orders to is shown to users. If only one KDS order device is available to push an order to, no list of KDS order devices shows, it automatically goes to the single KDS order device, and then a message shows for few seconds indicating where the order was pushed to.
Kitchen Display System - KDS	35255576	FPS-90765	When KDS Controllers option **6 - Enable Item Started Timings** is enabled, bumping the final Expo chit is no longer causing prep chits to reprint/duplicate.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Posting	N/A	FPS-90176	When autofire checks are created, tenders used on the checks now post correctly in the Reporting and Analytics (R&A) database. The tenders also appear on R&A Financial Reports and Workstation Financial Reports. In addition, the information posts in the following tables: Guest_Check, Guest_Check_Line_Item, Guest_Check_Hist, Operations_Daily_Total, and Tender_Media_Daily_Total.
POS Operations	35323573	FPS-91547	When using an Adyen Castles S1F2 device, the workstation log file no longer shows two threads for WiFi disconnection/reconnection, and you no longer receive an error when updating and reloading the database.
POS Operations	35323416	FPS-91794	The resolution has been optimized on S1F2 Castles devices so that they no longer show a black screen.
Transaction Services	35319882	FPS-91483	Point of sales (POS) API workstations running Simphony Transaction Services Gen 2 no longer disconnect from the checks service during high volume sales periods. If an exception error does occur, the workstations automatically reconnect to the service.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	35241824	FPS-59296	Payment received for auto fire checks now appears in the following Simphony and Reporting and Analytics reports: Property Financial, Revenue Center Financial, Employee Financial, and Cashier Financial.
Data Transfer Service (DTS)	35043082	FPS-91569	In an organization with both inventory and non-inventory enabled locations, the inventory locations no longer prevent updates to menu item definitions in Enterprise Back Office (EBO) for non-inventory locations.
Transaction Services	35319882	FPS-91483	Point of sales (POS) API workstations running Simphony Transaction Services Gen 2 no longer disconnect from the checks service during high volume sales periods. If an exception error does occur, the workstations automatically reconnect to the service.
Transaction Services	35016593	FPS-85593	When using Simphony Transaction Services Gen 2 (STS Gen2), when overriding a base currency configured at the property level in the Currency Parameters module, the system no longer returns the base currency setting configured in the Currency Parameters module at the Enterprise level.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	35016593	FPS-83306	The **Configuration API** chapter of the *Simphony Transaction Services Generation 2 API Reference Guide* has been updated to resolve previous inaccuracies referencing Combo Group Items, Combo Menu Items, and Combo Menu Item Prices.
Transaction Services	34867009	FPS-82609	When using Simphony Transaction Services Gen 2 (STS Gen2), newly created checks are no longer sent to the wrong location.
Transaction Services	N/A	FPS-89001	When using Simphony Transaction Services Gen 2 (STS Gen2), when you enable Canadian Goods and Services Tax (GST) in the Tax Parameters module, sales totals are now correctly calculated without error.
POS Operations	35251861	FPS-89801	When the Check and Posting Service (CAPS) is running on Microsoft IIS with the Oracle database, the Serving Period Financial Report now appears on the workstation.
Transaction Services	35261432	FPS-89891	Calling Checks calculations no longer result in a "Method not found" error when Automatic Service Charges are enabled and linked to a revenue center.
Transaction Services	N/A	FPS-89118	The Reference Text field for Tenders is now included in the responses for check messages.

Table 4-1   (Cont.) Simphony Release 19.5 Resolved Issues

Module	BugDB	Jira #	Description
Direct Posting Service (DPS)	35265110	FPS-91041	When a check contains retail and non-retail menu items, the guest check details now post taxes to the GUEST_CHECK and GUEST_CHECK_LINE_ITEM tables in Reporting and Analytics.
Transaction Services	35155407	FPS-88076	Calls made to the Simphony Transaction Services Gen 2 (STS Gen2) checks/ calculator no longer take up to 15 seconds to return data in some cases.

5
Known Issues

The following issues are known for this Simphony release:

Table 5-1   Simphony Release 19.5 Known Issues

Module	BugDB	Jira Ticket #	Description
Application Server Monitor Display Settings	33822502	N/A	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. **Workaround:** 1. Access the Simphony 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, Simphony ignores the first 512 characters and then continues scanning. For example, if the code length is 1,200 characters, Simphony ignores the first 1,024 characters (512 x 2), and then scans the remaining 176 characters.
Deployment	N/A	FPS-87212	Due to an issue with CEFSharp Version 108.4.130, when using a Workstation 8 running Linux or Microsoft Windows and a Customer Facing Display (CFD), a warning message appears on startup in the following instances: • Workstation 8 (Linux) with CFD connected: On first startup, the CFD shows the message. • Workstation 8 (Microsoft Windows) with CFD connected: On first startup, if you are using the HTML Dialogue Extensibility application, POS Operations shows the message. The message appears only once. Click **OK** to continue.

6

Translations

The following information is available in English only:

- Documentation, including online help, release notes, interface specifications, and product guides

- Online support (My Oracle Support) articles (for example, knowledge base articles, patch and patch set ReadMe files)

- Batch programs and messages

- Log files

- System tools

- Demonstration data

- Training Materials

- Installation Media

Translations into other languages are not available.