

# Oracle<sup>®</sup> MICROS Symphony

## Release Notes



Release 19.6

F85298-15

June 2024

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

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Oracle MICROS Symphony Release Notes, Release 19.6

F85298-15

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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

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Date	Description of Change
January 2024	Initial publication. Updated the Features and Updates chapter. Updated the Resolved Issues chapter.
February 2024	Updated the Deployment section in the Features and Updates chapter.

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<b>Date</b>	<b>Description of Change</b>
April 2024	Updated the Resolved Issues chapter. Added Enterprise Management Console (EMC) in the Features and Updates chapter for Symphony 19.6.1. Added Symphony 19.6.2 to the Features and Updates chapter.
June 2024	Added People Management to Features and Updates chapter. Added bug 36066887 to Known Issues.

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# 1

## Features and Updates

This page describes new features and updates in 19.6 and patches to 19.6.

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.

Releases:

### People Management

Enterprise Back Office 20.1.15 introduces People Management for adding and managing employees through Symphony Home. Starting with Symphony 19.7, you can no longer use Employee Maintenance to add and manage employees. See the [Enterprise Back Office Release Notes](#) for more information.

#### 19.6.2

There are no new features in this patch.

[Oracle MICROS Symphony 19.6 Documentation Updates \(DOC12039\)](#) describes documentation updates to support the patch.

[Oracle MICROS Symphony 19.6.x Fixed Issues \(DOC11916\)](#) lists issues fixed in the patch.

[Oracle MICROS Symphony Transaction Services Gen 2 \(STSG2\) Fixed Issues \(DOC3542\)](#) lists issues fixed in Symphony STS Gen 2.

#### 19.6.1

This section describes new features and updates in the patch.

[Oracle MICROS Symphony 19.6 Documentation Updates \(DOC12039\)](#) describes documentation updates to support the patch.

[Oracle MICROS Symphony 19.6.x Fixed Issues \(DOC11916\)](#) lists issues fixed in the patch.

[Oracle MICROS Symphony Transaction Services Gen 2 \(STSG2\) Fixed Issues \(DOC3542\)](#) lists issues fixed in Symphony STS Gen 2.

### Enterprise Management Console (EMC)

#### Warnings for Unsupported Components

The **Device Information** tab now reports the following as unsupported (or nearly so). Review all of the information on the tab and take corrective actions to prepare for upgrading.

- Workstation operating systems: Microsoft Windows 8.1
- Microsoft Windows 10 (2015, builds 10240 and 10586): Beginning with Symphony 19.6.1, this operating system is still temporarily supported (Microsoft support ends on October 14,

2025). Until further notice, you can still deploy the 19.6.1 CAL ServiceHost package to workstations.

- Workstation databases: Microsoft SQL Server Express 2008 and 2012
- Hardware: Oracle MICROS Workstation 5a (Oracle Linux for MICROS)

See the [Food and Beverage Compatibility Matrix](#) for more information.

### **Audit Trail Includes Changes Made through Configuration and Content, Frontline Manager, and People Management**

Changes made through Configuration and Content, Frontline Manager, and People Management are now included in the Audit Trail. In addition, the application selection list in the Audit Trail Standard Search includes those applications. This allows users to search for configuration changes made through those applications.

See the [Auditing](#) chapter in the Symphony Configuration Guide for more information.

## 19.6

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

## 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.

### **Workstation Database Platform is Changed from Microsoft SQL Server Express to MySQL version 8.0**

MySQL version 8.0 is now installed for new Microsoft Windows workstations instead of Microsoft SQL Server Express. If you want to continue to run Microsoft SQL Server Express on your workstations, you have to manually install the Microsoft SQL Server 2014 or 2016 database (using the correct database CAL package) on your devices. Once the ServiceHost Prereqs and the ServiceHost is configured in the Symphony EMC, and the CAL process is completed on workstations, the devices become operational.

See the [Deploying Microsoft SQL Server Express on Microsoft Windows Devices](#) chapter in the *Client Deployment Guide* for more information about obtaining and installing CAL Packages.

## Transaction Services

### **Monitoring Symphony 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 [Symphony Transaction Services Gen2 API Guide](#) for more information.

### **Symphony Transaction Services (STS) Gen2 Barcode Endpoint**

You can now get barcode configurations for menu items.



See the [Symphony Transaction Services Gen2 API Guide](#) for more information.

## Enterprise Cash Management (ECM)

### Support for Depositing Cash without Performing a Count

The new option **30 – Allow Deposit without Count** has been added to the Employee Classes module under the **Operator Options** tab. When enabled, this option allows privileged employees to perform a cash deposit from either a Till or a Server Bank without the need to perform a count after a transaction.

See [Allowing Assigned Receptacle Access and Counts](#) for configuration information.

See [Depositing Cash](#) for manager information.

## Enterprise Management Console (EMC)

### Support for Manual Page Template Sizing

When you manually change template field heights and widths in the Page Design module, the settings are supported with the HTML5 UI that is used for Linux workstations and Android devices, in addition to Windows devices. This enhancement allows you to use the same Page Design templates when you have a variety of device platforms. Page templates only need to be configured once and can then be used on Windows and Linux workstations, and Android devices.

See [Page Design](#) for more information.

### Support for Full Width Check Detail Page Template with Handheld Devices

You can now configure page templates that have full width check detail and configurable buttons for use with Android handheld devices. Two new handheld page templates have been added to the Page Design module:

- HHT Full Width Check Detail and Simple Button Grid
- HHT Full Width Check Detail and Tabbed Button Grid

Handheld devices configured with these templates have a check detail area that expands the width of the screen. Servers can see items on the check detail without changing the page, enhancing the overall usability and resulting in faster service.

See [Mobile Handheld Page Templates with Full Width Check Detail Area](#) for more information.

### 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.

### Entering Text in the Title (Image Alternate Text) Fields is Required for Consumer Facing Images

For Symphony Transaction Services Gen 2 (STS Gen 2) users, the field name for image names has been changed from **Title** to **Title (Image Alternate Text)**.

Access the EMC, navigate to the enterprise, property, or revenue center level, and the updated field name can be found in each of the following modules:

- Configuration tab, **Menu Item Maintenance, Menu Item Definition** - Images tab (using form view only)
- Configuration tab, **Family Groups** - General tab
- Descriptors tab, **Menu Item** under **SLU Names** - Images tab

The **Title (Image Alternate Text)** field's name change is meant to better communicate the text entered there is used for the following two purposes:

1. This text field is used to name the uploaded image to your Oracle Cloud Infrastructure (OCI) account to run in conjunction with an Object Storage device.
2. This text field's content is passed along to customers via the API and should not be left blank. This text is the description of the image for customers who use assistive technology. Enter an image name (or label) which customers can access while placing a mobile order. Properly naming images helps customers better identify items and improves their chances of successfully accessing and adding items to their order.

See the [Configuring Menu Item Definitions, Family Groups, and Condiment Group Names Consumer-Facing Settings](#) and [Associating Images to Menu Item SLUs](#) topics for more information about associating images to menu items, family groups, and SLUs.

### **Combo Meal Group Items can now be Managed with Effectivity Groups**

You can now assign combo meal group items to an effectivity group. Effectivity groups allow you to make combo meal group items:

- Available for a limited time
- Available for a future date
- Disabled

Disabling an item lets you make it unavailable as a combo meal group item without deleting the item from the configuration. This allows you to make the item available again more easily.

See [Creating Combo Meal Groups](#) for more information.

### **Combo Meal Group Item Prices can now be Overridden**

Beginning with the Symphony 19.6 release, combo meal group item prices can be overridden. This allows business owners to manage their prices independently of a corporate office. To help accomplish this, there are now separate role privileges to access Combo Meal Groups and Combo Meal Group Item Prices. After upgrading to Symphony 19.6, by default, roles with previous access to combo meal groups are given permissions to access combo meal group item prices. Going forward, any roles created after the upgrade, must have the combo meal group item prices access privilege set explicitly.

See [Combo Meal Group Pricing](#) for more information.

### **Support for Order Channels**

Administrators can now configure order channels (for example, kiosk, drive thru, phone-in, or delivery aggregator) in the Symphony Enterprise Management Console (EMC), and workstation operators can assign order channels to checks in the POS. Default order channels can be set for workstations and revenue centers. Order channel information appears on Revenue Center, Property, and Employee Financial Reports.

See [Order Channels](#) for more information about configuring order channels, and [Changing the Order Channel](#) for information about changing the order channel on the POS workstation.

### Manage Effectivity Group Status

Effectivity Groups now have an optional start by date allowing locations the flexibility to determine when an effectivity group is active. A new **Effectivity Group Status** option controls this feature. The status can be overridden at the location allowing the effectivity group to be managed independently.

See [Configuring Effectivity Groups](#) for more information.

### Dynamic Tip Support

Simphony now supports the ability for restaurants and businesses to define their suggested tip rates. For instance a standard 20% tip on a 5.00 purchase would amount to an employee receiving only 1.00. With dynamic tip configuration, customers have the option to set a threshold for tips, changing the option from percentage-based to amount-based, allowing employees who receive tips to earn more on smaller purchases.

See [Configuring Dynamic Tipping](#) for more information.

### Secure Port Column Added for Service Hosts

A **Secure Port** column is now available in several EMC modules where ServiceHosts can be assigned. ServiceHosts now listen on separate HTTP and HTTPS ports for peer communications.

The Secure Port number column is non-configurable by design. You should expect (and allow) increased network traffic from any ServiceHosts assigned to these secure ports.

The Property Management Console (PMC) has also been updated to include changes to the **Support** tab.

See the [Property Ports](#) topic in the *Security Guide* for more detailed information.

See the [Reviewing Workstation Services Security](#) topic in the *Manager User Guide* for more information about the new PMC functionality.

## Extensibility

### Support for Order Confirmation Board (OCB)

You can now configure an Order Confirmation Board (OCB) which displays the order to the customer as it is being created on the POS workstation. This is useful in drive thru operations and counter ordering to improve communication between the customer and the workstation operator entering the order.

To configure an OCB, you need to add an extension application, change the extension application settings as needed, and add touchscreen buttons to invoke the OCB operations.

See [Order Confirmation Board \(OCB\)](#) for more information about this feature and how to configure an OCB.

## Workstation Operations

### Enhanced Battery Indicator Warnings for Mobile Devices

Battery indicator warning messages appear on Android mobile phone devices if the battery percentage is 15% or less, advising the server to recharge the device. If the battery percentage is 5% or less, servers cannot use a function that opens a check. Servers need to confirm the

battery warning message, and these entries are logged in the Employee Journal Report. The warning messages appear by default and cannot be switched off.

See [Battery Indicator Warning Messages](#) for more information.

### Support for Unsent Transaction Warnings

Warning messages appear on Windows and Linux workstations and Android mobile devices when the POS client is disconnected from the Check and Posting Service (CAPS) and there are unsent checks. The messages appear as a yellow banner at the top of all pages outside a transaction. They do not appear when a transaction is in progress so as not to distract from, or slow down, the order taking process.

After posting a transaction, there is a 30-second delay to enable checks to send before a warning message appears. The warnings make the server aware of an issue so that they can either move the device back into network range or alert a manager that there is a connection issue.

The warning messages show the number of unsent transactions on the device, so that when a solution is found, servers can see the number decrease and know that the issue has been resolved. Warnings appear by default and cannot be switched off. There is no configuration for this feature.

See [Warning Messages for Unsent Checks](#) for examples of the warning messages.

### Support to Acknowledge Employee Time Card Adjustments

Employees can be notified about Time Card Adjustments to provide greater transparency about changes which impact their pay. They can agree or disagree with the adjustment. The Reporting and Analytics report called Adjusted Time Card Report shows managers the acknowledgement status on the time card adjustments. This acknowledgement status is required by some labor authorities.

Employees are notified during clock-in, clock-out, or when clicking **Time Card Adjustment Notification**. Notifications are made for changes to the following:

- Clock In Date
- Clock In Time
- Clock Out Time
- Direct Tips
- Indirect Tips
- Job

See [Employee Time Cards](#) for more information about configuring the Time Card Adjustment Notification Button, and [Clocking In and Out](#) for information about acknowledging time card adjustments on the POS workstation.

### Manage Menu Item Availability

Starting with Symphony 19.6, menu items can be disabled by the franchisor. Disabled menu items cannot be sold. Effectivity groups can now be assigned to a menu item by the franchisee. Menu items set as core menu items cannot be managed by effectivity groups.

See [Menu Item Availability](#) for more information.

## Discount Constraint Type

Quantity threshold and total price threshold discounts can use a constraint type which requires the trigger and award to be the same. This makes managing discounts like buy one, get one (BOGO) free easier.

There are three Constraint Types. They are:

- Menu Item
- Family Group
- Major Group

See [Discount Constraint Types](#) for more information.

## Payments

### Value Included in ModificationPSPReference Field of Payment Reports

Credit Card transactions posted through the Symphony Payment Interface (SPI) now include a value in the ModificationPSPReference 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 ModificationPSPReference value is to track various stages of a transaction.

### Support for Multiple Service Charges — Charity Donations and Credit Card Fees

The Symphony Payment Interface (SPI) allows for payment service providers (PSPs) to post more than one service charge – in addition to the payment tender and tip – to a check prior to processing a payment. The Control Parameters options **75 – Enable Charity Donations Support** and **76 – Enable a Surcharge to be added to a payment card tender by payment service provider** enable this feature for customers who want to allow charges like charitable donations and credit card processing fees to be added to the same payment tender on a check.

See [Configuring Multiple Service Charges](#) for more information.

## Loyalty and Gift Cards

### Use Loyalty Account for Stored Value

You can now use the guest loyalty account as the stored value applied against a guest check. This eliminates the need to swipe a guest's loyalty card once to issue points to their account and then swipe the card again to redeem or pay with points.

See [Setting Loyalty Options](#) for configuration information.

### 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](#)
- [Creating SVS Operations Buttons](#)
- [Add XProcessor Configuration File to the Content Module](#)

## Customer Facing Display (CFD)

### Email of Digital Receipts to Guests

The CFD lets guests receive a digital copy of their receipt by entering their email address. This lets you offer paper free receipts, reducing waste.

[Adding a Customer Facing Display \(CFD\)](#) provides configuration information for administrators. [Emailing Check Receipts to Guests](#) provides user information for workstation operators.

## Printing

### Support for Bixolon Q302 Thermal Printer

The Bixolon Q302 thermal Ethernet printer (both Microsoft Windows and Oracle Linux for MICROS) is now approved for use with Symphony versions 18.x and 19.x as both an Ethernet/network connected printer and an OPOS printer connected via USB (devices running Microsoft Windows only). Oracle Linux for MICROS does not support OPOS.

The Q302 is supported for use with the following Oracle MICROS workstations:

- Workstation 820
- Workstation 6 Series
- Workstation Compact Workstation 310
- Express Station 400 and 410

The Ethernet Q302 does not work with Symphony's network printer discovery tools, and needs to be manually configured using the Bixolon utility (the same as Bixolon 350 models). The Q302 does not support multi-lingual printing or IDN over USB printing.

## Simphony Web Portal (SWP)

### Support to Export Integrated Employee Objects Larger than 1 GB

You can now download Integrated Employee Export objects which are greater than 1 GB. When the data exceeds 1 GB, the export file is created in compressed format.

# 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 **Symphony 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 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	35886694	FPS-101335	If a combo meal group is distributed to another location, the combo meal group items now appear in the EMC record for the new location.
POS Operations	N/A	FPS-102972	When a Linux workstation is configured to use a proxy, the Customer Facing Display now works correctly.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Posting	35266347	FPS-89953	<p>Simphony posting to Reporting and Analytics now supports the Merge functionality available in Warehouse   Alignment.</p> <p>Previously, this caused problems for:</p> <ul style="list-style-type: none"> <li>• Cash Management Account</li> <li>• Cash Management Receptacle</li> <li>• Cash Management Vendor</li> <li>• Cash Management Item</li> <li>• Dining Courses</li> <li>• Discounts</li> <li>• Family Groups</li> <li>• Major Groups</li> <li>• Menu Items</li> <li>• Order Types</li> <li>• Reason Codes</li> <li>• Report Groups</li> <li>• Service Charges</li> <li>• Taxes</li> <li>• Tender Media</li> </ul> <p>When Merged definitions have different names, typically the last edited record's name will be used as the master name.</p>
Posting	35626057	FPS-96312	Checks with unposted Journal log records are no longer deleted when the Simphony purge validation runs.
POS Operations	35572723	FPS-104282	When there are more than eight active tax rates on a check, the tax rates are no longer validated when posting transactions.
Posting	35805584	FPS-99424	DTS now updates both the inventory and non-inventory locations assigned in nested zones with the same information where needed.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Posting	35751212	FPS-98640	The results of the next generation inventory initialization are now cached for each connection until the Direct Posting Service (DPS) is restarted, preventing unnecessary queries.
Database	N/A	FPS-49667	The Data Posting Service (DPS) has been optimized for posting check backlog records.
POS Operations	36099035	FPS-104064	Priced condiments no longer factor into the combo meal proration calculation. Adding or removing them does not alter the prorated totals of the combo meal side items.
POS Operations	34386189	FPS-73662	When a workstation client has a Destination Printing Group configured, the Transaction Cancel or non-printing Service Totals no longer prompt for a printer assignment.
EMC	N/A	FPS-102096	Page Design opens without errors on systems with a database clone import.
Data Transfer Service (DTS)	35595754	FPS-96126	The Data Transfer Service (DTS) now has increased resilience to prevent missing or corrupt location data.
POS Operations	35093305	FPS-98711	The Condiment/Combo Orderer now filters condiments (which are not part of a Combo Meal Group) and only shows combo meal sides.
POS Operations	35916099	FPS-102843	The Check Tax shown on customer receipts is now calculated as a sum of the tax values on all individual items.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	35378556	FPS-101108	Voided closed checks now post to the <code>guest_check_line_item</code> table in Reporting and Analytics.
Direct Posting Service (DPS)	35053945	PS-86417	When voiding unfired autofire checks, the check details now post to the <code>guest_check_line_item</code> table in Reporting and Analytics.
POS Operations	N/A	FPS-93300	When using Android POS client devices, the log verbosity is now visible in the Property Management Console (PMC), and can be changed.
Data Transfer Service (DTS)	N/A	FPS-101406	New menu items created in a location with multiple languages now post correctly to the Reporting and Analytics database.
POS Operations	N/A	FPS-85505	An Android client now communicates with the Check and Posting Service (CAPS) when the proxy for the bypass URLs are defined in the Android device system settings.
Direct Posting Service (DPS)	35783421	FPS-97103	When Inventory Management is enabled and a menu item is created from a template, major and family groups are changed to different ones in the Symphony EMC. In addition, major and family groups now update correctly in Reporting and Analytics.
Direct Posting Service (DPS)	35339543	FPS-98579	Limited auto correction has been added to the Item Discounts Transfer job, which is responsible for sending discount data to Reporting and Analytics.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Database	35999581	FPS-102609	KDS Client CAL requests no longer generate multiple entries in the enterprise database.
POS Operations	35885118	FPS-101127	Default condiments now show the quantity in the check detail when prefix condiments are added.
POS Operations	34956643	FPS-101112	POS Operations no longer reverts to the default tab configured when a workstation operator selects a combo meal item in the check detail.
POS Operations	35884979	FPS-101116	Default condiments do not display in the check detail area when another condiment is added to the menu item in a combo meal.
POS Operations	N/A	FPS-102245	When an employee does not have a Check Name assigned in server banking or has spaces as the Check Name, the Server Bank and Server Banking reports now show the Employee Last Name, First Name.
POS Operations	N/A	FPS-100941	When master menu items have multiple definitions, the system now checks the menu levels before displaying the SLU buttons in POS Operations.
Data Transfer Service (DTS)	35928783	FPS-101461	When adding new properties in EMC without specifying report locations, the DTS logs no longer show errors.
Simphony App	N/A	FPS-91804	The Simphony Import/Export Service no longer imports employee and integrated employee records which have duplicate usernames.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	35915023	FPS-101627	After upgrading to Symphony 19.5 or later and opening a server bank in Cash Management, the Server Bank dialog now shows the Employee Last Name, First Name when the Employee Check Name is either blank or contains only spaces. When there is a Check Name, the dialog shows the Check Name.
Check and Posting Service (CAPS)	35621382	FPS-96262	When configuring CAPS on Microsoft Internet Information Services (IIS) and IIS is not installed, the CAPS Configurator logs a descriptive error which allows the user to troubleshoot the problem effectively.
POS Operations	N/A	FPS-97921	For right to left languages, the customer facing display now presents price column alignment to the left side of the column.
POS Operations	N/A	FPS-95898	Workstation operators no longer have to touch the client device screen before using the attached fingerprint reader.
Integrations	35305702	FPS-91100	When setting the <b>parserule</b> definition for Givex in the content file, the system now truncates the account characters.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Data Transfer Service (DTS)	31214658	FPS-25386	In the EMC table and form views, Symphony now supports 128 characters for the following fields which post to Reporting and Analytics: Cashier, Cash Management Item, CM Account, CM Count sheet Group, CM Receptacle, CM Vendor, Condiment, Currency, Descriptor Reason Code, Discount Itemizers, Discount, Discount SLU, Employee Class, Employee, Event Area, Event Def, Event Sub Type, Event Type, Extension App, Family Group, Job Codes, Languages, Major Group, Menu Item Classes, Menu Item NLU, Menu Items, Menu Item SLU, Menu Levels, Order Devices, Order Types, Reason Codes, Report Group, Roles, RVC, Service Charges, Serving Period, Tax, Tender Media, and UWS.
Direct Posting Service (DPS)	35918853	FPS-100145	When there are many mrequests of recordtype 2027 in the MREQUESTS_QUEUE table, the MREQUESTS_QUEUE_RETRY table no longer fills with records which have the errmsg value of 'Failed'. In addition, old entries in the MREQUESTS_QUEUE_RETRY table containing records with the errmsg value of 'Failed' are removed from the table.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Direct Posting Service (DPS)	N/A	FPS-97517	Discount names are no longer truncated when posting to the Reporting and Analytics tables if the name is longer than 24 characters. Discount names can be up to 128 characters.
POS Operations	35828212	FPS-99903	When a check has the Tax Exempt, Auto Block Transfer, and Order Type change functions performed, all menu items now appear on the check. In addition, there is no variance between the sum of sales count and line item count in Reporting and Analytics.
Simphony App	35768052	FPS-99163	You can now import tags for menu item definitions and the tags are associated with the menu items in the EMC.
POS Operations	35807538	FPS-99611	When a check receipt has two different items using two different tax rates, the tax for each label now correctly adds the taxes, and the net amount appears on the check receipt.
KDS	N/A	FPS-100375	When a KDS kitchen theme is active, the chits now appear in the intended order devices as configured.
Transaction Services	32985452	FPS-47652	When the POS API sends an incorrect autofire future date, the system no longer creates and displays guest checks.
POS Operations	34947336	FPS-84117	When performing multiple incremental authorizations on a single check, the IssuerId field in each transaction request now matches the IssuerId returned in the original transaction response.



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	35145662	FPS-89084	Ghost checks (an open \$0.00 check from Transaction Services) are no longer created in the Check SLU/Pickup Check From list when an autofire check request has a past or current fire date.
EMC	N/A	FPS-100815	You no longer see a white screen when creating an employee without a template.
EMC	35374002	FPS-91797	A blank record created via override no longer creates a page with 'Database Template type', which created a page that lacks an Internal Template (null). A blank record created via override is now created as a default internal template. Depending on the base record, the overridden page has default 'Template Type' and 'Template' values assigned. Tabbed pages have the template 'Tabbed.TabbedNavBar TopDetailSmall' and Blank pages have the template 'General.Blank'. All other pages have the same template as the base record.
POS Operations	N/A	FPS-95872	For ordering efficiency enhancements introduced in 19.5.1, workstation operators no longer receive an exception error when using the <b>Total</b> button to reach the payment page on a Oracle Linux for MICROS workstation.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	N/A	FPS-95136	For ordering efficiency enhancements introduced in 19.5.1, the combo detail now selects the last item in the check after void of another item is performed. In addition, the workstation operator can change the quantity of the combo without receiving an error on Microsoft Windows and Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-95884	For ordering efficiency enhancements introduced in 19.5.1, the à la carte and combo functions now work correctly on Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-95876	For ordering efficiency enhancements introduced in 19.5.1, nested smart keys and new smart key conditions now display correctly on Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-95890	For ordering efficiency enhancements introduced in 19.5.1, images now display correctly on Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-95899	In very specific configurations of ordering efficiency enhancements introduced in 19.5.1, issues related to selecting detail items after turning a menu item into a combo meal have been corrected.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-95900	In very specific configurations of ordering efficiency enhancements introduced in 19.5.1, issues with switching a combo meal item have been corrected.
POS Operations	N/A	FPS-95901	In very specific configurations of ordering efficiency enhancements introduced in 19.5.1, issues with Delivery Connectors have been corrected.
POS Operations	N/A	FPS-96011	For ordering efficiency enhancements introduced in 19.5.1, the Combo Orderer now displays and workstation operators can switch between the tabs on a Oracle Linux for MICROS workstation. In addition, the information from the Combo Orderer appears correctly in the check detail.
POS Operations	N/A	FPS-96013	For ordering efficiency enhancements introduced in 19.5.1, the <b>Change To Take Out</b> button now appears correctly on Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-97827	For ordering efficiency enhancements introduced in 19.5.1, when a condiment is configured to have a Min/Max of 1, the workstation operator can select a different condiment type on a combo meal in which the quantity was first changed without receiving an error.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	N/A	FPS-96131	For ordering efficiency enhancements introduced in 19.5.1, when switching is done on a combo meal associated with condiments, and sides and drinks are changed, the combo meal now retains the condiments added prior, as well the sides and drinks which were changed.
POS Operations	N/A	FPS-96133	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can now update the combo meal quantity after modifying an item in the combo meal without receiving an error.
POS Operations	N/A	FPS-96348	For ordering efficiency enhancements introduced in 19.5.1, the Auto Active state of buttons is now visible on a Oracle Linux for MICROS workstation.
POS Operations	N/A	FPS-96951	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can switch back to the default condiment after another condiment is added to a menu a la cart without receiving an error.
POS Operations	N/A	FPS-98813	For ordering efficiency enhancements introduced in 19.5.1, when adding a menu item using a Menu Item Master Group, the system now adds the item at the default level defined for the Custom Menu Level.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	N/A	FPS-97041	For ordering efficiency enhancements introduced in 19.5.1, when a workstation operator selects a prefix and then a condiment for a combo meal, POS Operations shows both the prefix and the condiment in the check detail area.
POS Operations	N/A	FPS-99203	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can now change the preference on a combo meal after changing its quantity without losing the combo state, and the check detail remains the same.
POS Operations	N/A	FPS-99214	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can now change the preference in a combo meal and it will retain the same sides selected before the preference change.
POS Operations	N/A	FPS-99255	In POS Operations, the Un Combo All button now shows "Not Supported on this version", and the Un Combo function in the EMC Page Design module is no longer available.
POS Operations	N/A	FPS-99262	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can now change the preference in a combo meal in which quantity was changed prior and it will retain the same sides selected before the preference change.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-99367	For ordering efficiency enhancements introduced in 19.5.1, when option <b>62- Allow Combo Meal Side Substitution Without Combo Orderer</b> is disabled in RVC Parameters, the workstation operator can select the side choice and then select a side menu, see the prompt and click Yes to add the side menu item successfully. If the operator clicks No, the side menu item is not added. When <b>62</b> is enabled, selecting the side choice and then selecting a side menu automatically adds the side menu item without a prompt. In other words, when the drink choice is selected and the operator tries to add a side menu item, the side menu is added a la carte.
POS Operations	N/A	FPS-95251, FPS-96977	For ordering efficiency enhancements introduced in 19.5.1, POS Operations no longer stops unexpectedly when a workstation operator uses the "No prefix" on a condiment which is part of the menu item.
POS Operations	N/A	FPS-96847	For ordering efficiency enhancements introduced in 19.5.1, when a workstation operator up-sizes and then performs a service total on a combo meal with a default condiment, after picking up the check, the default condiment does not appear in the check detail area.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	N/A	FPS-98908	For ordering efficiency enhancements introduced in 19.5.1, performance on Oracle Linux for MICROS workstations has improved.
POS Operations	N/A	FPS-99770	When a conditional visible tab is configured in the EMC Page Design module, the contents of the tab are now visible in POS Operations on Oracle Linux for MICROS workstations.
POS Operations	N/A	FPS-100999	For ordering efficiency enhancements, after using the Transaction Void function, adding the master menu item, and then switching the level, the price value is no longer positive.
POS Operations	N/A	FPS-101000	For ordering efficiency enhancements, after clicking ... to open the Quantity Title dialog, the Quantity prompt field no longer shows the asterisk symbol.
POS Operations	N/A	FPS-101141	For ordering efficiency enhancements introduced in 19.5.1, workstation operators can now update the combo meal quantity when there is a condiment without receiving an error.
Posting	23131916	FPS-663	Major group, family group, and menu item names are no longer truncated when posting to the Reporting and Analytics tables if the name is longer than 24 characters. Major group, family group, and menu item names can be up to 128 characters.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
POS Operations	34983500	FPS-85440	When a check is service totaled or closed, the timestamp of both the hour and minutes (indicating the time the check was created) now show on lists when you pick up a check or void a closed check.
SimphonyApp	34974193	FPS-85361	When importing cloned data from an organization, the import no longer passes along bad data which includes duplicate data extension records assigned incorrect LangID values.
POS Operations	N/A	FPS-88074	EGateway log file entries are no longer rotated too quickly and now maintain all pertinent historical information as workstations are rebooted. Changing log file verbosity settings also affects the log file's output volume as expected.
Extensibility	35280256	FPS-90210	After adding extensibility data to a menu item which has a condiment group assigned, when the <b>Add/Transfer Check from List Prompt RVC</b> function is used, the condiments no longer show on the check detail as non-condiment (regular) menu items.



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Extensibility	35218396	FPS-89204	<p>When a service totaled check is picked up which includes ordered items (as described below), and then has a 100% discount applied to the entire check</p> <ul style="list-style-type: none"> <li>• A menu item with an assigned condiment set which contains and applies a priced condiment</li> <li>• A condiment within an assigned condiment set has had extensibility data added to it</li> </ul> <p>As such, this now results in the total due amount being correctly calculated and shown on the check summary detail.</p>
Direct Posting Service (DPS)	N/A	FPS-102188	<p>When a check is opened on one day and closed on another day, the OPENBUSINESSDATE no longer changes in the guest_check_table.</p>
Provisioning	35276512	FPS-90630	<p>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.</p>
POS Operations	33541790	FPS-56771	<p>When the Page Design feature for <b>Check Detail Initial View Mode</b> is set to <b>View By Seat</b>, users now see a blue seat # banner in the check detail area above each guest's ordered items (listed by seat number) throughout the entire transaction, until the check is closed.</p>

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Deployment	34608733	FPS-77984	Regardless if a property server's time zone differs from the Symphony application server, the scheduling and execution of future CAL package deployments now work as expected at the configured time.
SimphonyApp	35260745	FPS-90690	After cloning an existing enterprise's database, all of the Tags module's content is now included after importing the resulting clone.config file for the new enterprise.
SimphonyApp	35260751	FPS-90688	After cloning an existing enterprise's database, all of the Dietary Labels module's content is now included after importing the resulting clone.config file for the new enterprise.
SimphonyApp	35260743	FPS-90689	After cloning an existing enterprise's database, all of the Tag Groups module's content is now included after importing the resulting clone.config file for the new enterprise.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	35097570	FPS-87260	When a Service Charge Group is assigned to a rung up menu item's price record, and a Service Charge belonging to this service charge group is applied to the check, then the value of the service charge shows adjacent to the <b>Other</b> summary detail line beneath the <b>Subtotal</b> summary detail line on the check detail area of the screen. Currently, the <b>Other</b> summary detail line, and its value, no longer disappears upon service totaling the order and is maintained throughout the transaction.
SimphonyApp	35260803	FPS-90687	After cloning an existing enterprise's database, the Print Class settings for Tender/Media, Discounts, and Service Charges are now retained after importing the resulting clone.config file for the new enterprise.
EMC	35402439	FPS-92481	From the Page Design module, the <b>Add</b> and <b>Delete</b> buttons on the <b>Manage</b> tab have been removed. Going forward, tabs can be deleted using the <b>Delete Navigation Bar Item</b> link from the main design page. Content areas, which are part of the core templates, can be turned off using options from the Configuration tab.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	35236972	FPS-89361	<p>When menu item price, service charge, discount, tender media, tax, page design, and combo meal item records are assigned to an overridden Effectivity Group, if the Effectivity Group is not active at the lowest level (RVC), then the rate/value is not applied, as it is not active.</p> <p>If the Effectivity Group is not overridden but is inactive at the current level:</p> <ul style="list-style-type: none"> <li>• If the item is defined at this level - The rate/value is not applied, as it is not active.</li> <li>• If the item is overridden - The rate/value of the active parent record above it is applied.</li> </ul>
Data Transfer Service (DTS)	35063684	FPS-86413	<p>The Property sub-job of the DTS Definitions job now logs the correct number of records in the EGatewayLog which are updated/inserted during a Definitions job cycle, as expected.</p>
POS Operations	35233826	FPS-90012	<p>When sorting the <b>Time</b> column on the <b>Reprint Closed Check</b> form, Oracle Linux for MICROS workstations are now sorting times correctly in either ascending or descending order as expected.</p>

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Simphony App	35000799	FPS-85357	After performing a Symphony upgrade from 18.x to 19.6, scheduled data import/export tasks now generate a message prompt to users if the task fails by describing the job's use of an invalid object type. It is recommended for users to create new import/export schedules after performing an upgrade to ensure the latest import/export object types are used.
Data Transfer Service (DTS)	35284755	FPS-91666	The Data Transfer Service (DTS) has been modified so duplicate records are no longer created in the reporting database's MENU_ITEM table.
EMC	3496116	FPS-85360	When deleting a RVC, the deletion no longer fails when KDS order devices are linked together in the Order Devices module.
Database	35331068	FPS-91273	After completing a new Symphony installation (with a blank database), when performing a cloned database import, the default STRINGNUMBERID 5472, remains in the String_table and String_numbers columns in the CANADIAN_GST table.
EMC	34983419	FPS-85359	After enabling the <b>Enable Override</b> checkbox for a specific revenue center (RVC) in the RVC Parameters module under the Calendar tab to perform a start-of-day (SOD) independently of the property SOD settings, you can now successfully delete the RVC without error.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
EMC	35630593	FPS-96456	The EMC no longer generates a white screen when you edit CAL package Deployments (without saving your changes), switch to the Install Status tab, and then respond to the system generated prompt to save your previous changes.
Database	35383529	FPS-91976	When performing upgrades to Symphony, logging has been enhanced in the SymphonyInstall.text file to include references to the creation of the Location Reference (LocRef) column in the NETVUPOINT_CONFIG reporting database table.
EMC	35615887	FPS-96628	From the Menu Item Maintenance module, clicking the Insert icon now opens the Insert Record form as expected.
Database	35201848	FPS-88877	When a database purge job runs for the POS_JOURNAL_LOG and MREQUESTS data, the job now calculates the duration of each iteration rather than calculating the time the purge job was started.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Simphony App	35518883	FPS-95077	<p>If you have older, unsuccessfully completed Import/Export jobs remaining in the queue (still set to a status of <b>3 - Processing</b>), a new editable key named <b>BlockedRequestWaitInterval</b> has been added to the <b>DataRequestProcessingService</b>'s config file. Going forward, any incomplete Import/Export tasks sitting in the queue for longer than the <b>BlockedRequestWaitInterval</b> config file setting (this setting value represents hours), have their status updated to <b>Error</b> on the Status page from the Simphony App. The default setting for the <b>BlockedRequestWaitInterval</b> config file setting is 24 hours.</p>
Simphony App	35527571	FPS-96913	<p>When performing Import/Export tasks, and the job is interrupted for whatever reason, the system now automatically cancels the job, removes the task from the Status page, and then sets the task's status to <b>10 - Cancelled</b> in the database. For larger Import/Export jobs, but before the job is automatically cancelled by the system, a few records may continue to be processed, but then the job is cancelled and the Import/Export task discontinues.</p>

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Installer	35490245	FPS-93951	When performing a Symphony upgrade, the installer no longer inserts incorrect tables into the transaction database, nor allows the same database user to be entered for the point of sale (POS) and security databases.
Labor Management	N/A	FPS-87230	When MyLabor is enabled using Enterprise Back Office versions 20.1.10 or 20.1.11, the employee transfer and employee termination (deactivation) procedures now perform as expected.
Database	35782546	FPS-99986	When an enterprise is created using Clone Config, now the location reference value is set to null for report locations for all cloned properties.
POS Operations	35154372	FPS-88054	When using Void Closed Check functions on checks where the check number is present more than once, the correct check totals now appear in the confirmation dialog before voiding the closed check.
Symphony App	35000799	FPS-85357	After performing a Symphony upgrade from version 18.x to 19.6, scheduled data import/export tasks for the Role Object Type now generate a message prompt to users if the task fails by describing the job's use of an invalid object type. It is recommended users create new import/export schedules after performing an upgrade to ensure the latest import/export object types are used.



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	35645902	FPS-96782	When configuring Employee Classes in Table view using hot-keys F-3 (to Copy) and F-4 (to Paste), the EMC no longer generates a blank white screen which requires users to close the module.
POS Operations	N/A	FPS-93449	For workstations running Oracle Linux for MICROS, the display of images on the Navigation bar when using the Image-Library and Placement setting, now shows the image the same on Oracle Linux for MICROS workstations as it is displayed in the Page Design module and workstations running Microsoft Windows. The Navigation bar now also resizes when users select the <b>Image on Top</b> of the workstation display.
EMC	N/A	FPS-80395	The <b>Default for Order Type</b> settings have been increased from 1-8 to 1-32 in the EMC, <b>Configuration</b> tab, <b>Combo Meal Groups</b> module from the <b>Items</b> tab options section.
Database	35474931	FPS-93556	When working with zones, and you add or move a property to a zone, add menu items to the property, and then you delete a zone, the system no longer requires a full <b>Reload DB</b> function to be run on workstations in order to update a workstation's database. Users can now use the <b>Update DB</b> function to update a workstation's database with the new configuration and hierarchy structure.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-89917	Android device workstations (Tablets and Mobile-HHT devices) now show Check Detail gestures as expected (which appear when there is a long hold in the Check Detail area of the screen) when enabled from the Page Design module.
Simphony App	34671143	FPS-78092	When cloning a new enterprise based on an environment which has Simphony Transaction Services (STS) enabled, now the source organization's STS URLs are no longer carried-over to the destination organization's database.
EMC	N/A	FPS-97491	When using the <b>Bulk Edits</b> feature to update the <b>State/Region</b> field from either the <b>Properties</b> or <b>RVC Configuration</b> modules, the EMC now shows the updated selections. When editing the State/Region field, if you select the <b>Apply to All Records</b> option, only the records assigned to the same country are successfully updated. When editing the State/Region field, if you select the <b>Apply to Selected Records</b> option, only the specifically selected records are updated. The system validates whether or not a selected state actually exists in the selected country, and if not, then those records are not updated.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
KDS	35255576	FPS-90109	When KDS Controllers option 6 - <b>Enable Item Started Timings</b> is enabled, bumping the final Expo chit is no longer causing prep chits to reprint/duplicate.
EMC	N/A	FPS-101014	From the enterprise and zone levels, Tax Parameter International option 5 - <b>Enable Japanese Tax</b> has been removed in order to avoid potential tax override issues. The same option was deprecated from the property and RVC levels some time ago.
EMC	N/A	FPS-87979	Menu Item (MI) Classes options 14 - <b>Do Not Put in Transaction Detail</b> and 24 - <b>LDS Items (International LDS Only)</b> have been restored to the property and RVC levels of the module. MI Classes option 35 - <b>Fixed Price Meal</b> was deprecated some time ago and has been removed from all levels of the EMC.
EMC	35079118	FPS-87267	When overriding a Combo Meal Group record inherited from a zone or enterprise at the property level, Combo Group Items now show as expected.
Deployment	33783856	FPS-63489	You can now successfully add custom CAL packages from the DCAL Download Schedules tab without generating an error or having the EMC crash.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34978013	FPS-84838	<p>Service Charge options 3 - <b>Post to Charged Tips Total on Charged Tips Reports</b>, and 7 - <b>Non-Revenue Service Charge (No Post to Sales)</b> are now mutually exclusive. Charged tip service charges cannot be applied as non-revenue service charges. If option 3 is enabled, option 7 is disabled and vice versa. If both of these options are enabled at locations running earlier versions of Symphony, and then the systems are upgraded to Symphony 19.6, users now receive a <b>Charge tip cannot be configured as Non Revenue Service Charge</b>. message, indicating an existing misconfiguration of the charged tip service charge. In cases where both options were previously enabled, and then Symphony is upgraded, service charge option 7 is automatically disabled (grayed out, but remains selected in the UI). You can correct the misconfiguration by:</p> <ol style="list-style-type: none"> <li>1. Access the EMC and open the <b>Service Charges</b> module.</li> <li>2. Select the misconfigured service charge.</li> <li>3. Deselect option 3 (which enables option 7).</li> <li>4. Deselect option 7.</li> <li>5. Select option 3 to enable it, and then <b>Save</b>.</li> </ol>

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
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 **Note:** If you have a miscellaneous configuration record served by a device character set for any of

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
			<p>tab, with the Symphony Payment Interface (SPI) Defaults</p>



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
			<ul style="list-style-type: none"> <li>• Payment Adjustment</li> <li>• Service Charge</li> <li>• Donation</li> <li>• Service Charge</li> </ul>

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	35861363	FPS-100518	<p>When applying a coupon discount to a check, and the coupons' discount configuration has Main Menu level 1 disabled (which is the default main level for the RVC), the system now continues to apply coupon discounts to the menu items when Ops' main level is other than the default value.</p> <p>Going forward, coupon discounts are applicable across all Main Menu levels and Main Sub-levels. It is important to ensure the configured Main Menu levels and Main Sub-levels are active during the time of the transaction for the discount to be valid.</p>
KDS	35612054	FPS-96282	<p>When using a single KDS Controller linked to multiple RVCs with KDS Controller option <b>10 - Start Hides Other Preps</b> enabled, and the <b>Start and Select First Unstarted</b> function is configured, the system starts the selected chit. The chit remains displayed on that display, and is cleared only from all of the other Prep screens it previously displayed on.</p>

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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	N/A	FPS-100860	For ordering efficiency enhancements introduced in Symphony 19.5.1, workstation operators can now update the combo meal quantity after modifying or removing an item in the combo meal without receiving an error.
POS Operations	N/A	FPS-101663	If there are priced condiments configured on your system, and you have configured custom buttons to include the <b>ShowPrice</b> or <b>Price</b> properties, all condiment price indicators are now showing as expected on the POS workstation when a condiment Screen Lookup (SLU) button is selected.
KDS	35278352	FPS-90052	The <b>Push Order</b> function can now be used to select other KDS order devices regardless of the Order Device module's <b>3 - Single Item Per Sub-Order</b> 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.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	35883941	FPS-100768	For larger environments running the Symphony Standard Cloud Service, from the EMC, the <b>RVC Configuration</b> module now opens as expected without error.
Installer	N/A	FPS-95150	After performing an upgrade to Symphony 19.6, the Decryption of encrypted CONTENT_DATA was not attempted as the encrypted data field was null. This should be investigated. message is no longer generated in the application server's EGateway log. Database tables are now updated as expected when the EMC, <b>Enterprise Parameters, Adyen Configuration</b> tab is configured.
POS Operations - Android Platform	N/A	FPS-101502	When using POS devices running the Android platform, and you want to use the <b>Adjust Closed Check from List</b> function, you can now finger-scroll up/down the touchscreen showing a listing of all closed checks for a revenue center. Based on this new finger-scrolling capability, the <b>Next</b> or <b>Previous</b> navigational function buttons no longer show on the device when searching for listed checks or items.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	N/A	FPS-103081	When configuring or updating any URLs located in the EMC, <b>Setup tab, Enterprise Parameters module, Applications tab</b> , each field has a 256 character limit. Users now receive an appropriate system generated message if the character limit is exceeded in any of the fields.
POS Operations - Android Platform	N/A	FPS-103343	When using hand-held devices running Android to make an Enterprise Cash Management count sheet entry, users are now able to navigate the count sheet using the <b>Prev</b> (Previous) button as expected.
POS Operations - Oracle Linux for MICROS	N/A	FPS-95569	You can now use the <b>Manage Seat Filter</b> function on previously service totaled checks, regardless if Property Parameters option <b>38 - Enable Sales Recording Module</b> is enabled. A <b>No items on check</b> message is now generated on the workstations
EMC	N/A	FPS-103428	EMC error messages have been standardized (and show) when users attempt to insert records beyond their valid supported range for each module.
POS Operations	N/A	FPS-102372	For environments running both Symphony 19.5 and Symphony 19.6 point of sale (POS) workstations, you can now add discount records in the EMC without seeing exception errors in the Symphony 19.5 POS workstations EGateway log file.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	35358699	FPS-91608	When the CONTROL TOTALS job runs on devices running the Check and Posting Service (CAPS), and the CONTROL_TOTALS_LAST_RUN value in the GLOBAL_PARAMETER table is past the system's date, now a maximum of 365 days of data is getting processed. The CONTROL TOTALS job is now only processing a maximum of 31 days data per fifteen minute cycle. If the CONTROL TOTALS job is 4 or more days behind the system's date, a bulk posting process is initiated. Otherwise, only one day's data is getting processed (which is the existing method).



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	N/A	FPS-100219	<p>When you configure a new language, and then enable both of these options:</p> <ul style="list-style-type: none"> <li>• <b>17- Send selected translations to Reporting &amp; Analytics</b> located in the <b>Enterprise Parameters, Reporting and Analytics</b> tab, <b>Options</b> section</li> <li>• <b>Send Translations for this Language to Symphony Reports</b> located in the <b>Enterprise Languages, Miscellaneous</b> tab, from the <b>Miscellaneous Settings</b> section</li> </ul> <p>You can now successfully save these settings without generating a blank white screen or receiving any subsequent error messages.</p>
POS Reports	N/A	FPS-104381	<p>When running a CAPS ON IIS configuration using an Oracle database or Microsoft Windows Service as CAPS using an Oracle database, unfired Autofire checks are now posting to the <b>Autofire Open Check Report</b> as expected.</p>

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
EMC	35668565	FPS-100513	After configuring required condiments using the <b>Condiment/Combo Orderer</b> element from the <b>Page Design</b> module, on the POS workstation, when you switch screens from the Condiment/Combo Orderer area, and then navigate back to the Condiment/Combo Orderer area, all required condiment buttons now show as expected. This reported issue was resolved in the Symphony 19.1.1 release.
Posting	N/A	FPS-105261	The KDS_DETAIL database table now has data posted as expected after each service round.
Posting	36169872	FPS-104879	Totals posting now correctly posts details when the <b>Void Closed Check</b> function is used.
POS Operations	35847029	FPS-100731	On CAPS On IIS environments, after hotfixes are applied, if a CAPS On IIS version mismatch is detected, Android and Castles devices are now updating the CAPS version as expected when starting up.
POS Operations	35150755	FPS-88005	The <b>Split Off Item</b> function no longer shows a privilege error for current round operations when option <b>25- Authorize/Perform Void of Menu Items from a Previous Round</b> in the Roles module is disabled for an employee. Use of the <b>Split Off Item</b> function does not require additional options or privileges.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	35127435	FPS-87788	<p>You no longer receive an error when using the <b>Update Selected Item Count</b> function on a check which has a menu item with the following options enabled:</p> <ul style="list-style-type: none"> <li>• Menu Item Class option 5 - <b>Reference Entry Required</b></li> <li>• Control Parameters option 35 - <b>Require Reference Entry With Price Override</b></li> </ul>
POS Operations	N/A	FPS-52016	<p>When using an Android device, the keyboard on the PMC page no longer covers the footer of the previous page (for example, Upload, Rotate Log, View Log, and Close buttons).</p>
POS Operations	N/A	FPS-86469	<p>When a default OpsText item is overridden in the EMC Application Text module, the override is now visible in POS Operations after the next data sync.</p>
POS Operations	N/A	FPS-84527	<p>When Tax Exemption is applied on a taxed automatic service charge, the tax exemption no longer appears as a taxable value in Symphony and in Reporting and Analytics Revenue Center Financial and Tax Summary reports.</p>
EMC	33826040	FPS-62068	<p>You can now delete a zone which has Menu Item SLU overrides without receiving a server error.</p>
POS Operations	N/A	FPS-83591	<p>The Clear Totals function now runs without errors.</p>

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34906928	FPS-84229	When not using revenue center check numbers (RVC Parameters option <b>53 - Use Revenue Center Check Numbers</b> is disabled) and splitting a check using two workstations within the same revenue center, the split check on the second workstation now gets the correct group number and the group numbers are not repeated.
Enterprise Cash Management (ECM)	35039206	FPS-86305	When performing a Void Closed Check function and using Enterprise Cash Management server banking, the voided amount now appears in the server bank report. In addition, the Property Financial, Employee Financial, and Cashier Financial reports show the correct information, as well in both POS Operations and Reporting and Analytics.
POS Operations	34992178	FPS-84926	When option <b>30025 - Edit Original Menu Item Definition</b> is enabled in the Roles module and a workstation operator makes changes at the workstation, the menu item definition which is defined at the lowest hierarchy level now updates the SLU number in the EMC.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Operations	34986718	FPS-84922	When option <b>30025 - Edit Original Menu Item Definition</b> is disabled in the Roles module, editing a menu item now uses the inherited record to create a revenue center version of the menu item definition with all of the fields associated with the inherited record, and then updates with the change submitted from the workstation level.
POS Operations	35093182	FPS-86703	You can now edit and save menu item definitions at all levels with option <b>30025 - Edit Original Menu Item Definition</b> disabled and <b>30021 - Edit Menu Item Definitions</b> enabled in the Roles module.
Integrations	35236593	FPS-89747	The Rear Marketing Display (RMD) now displays the default condiments correctly. When option <b>1 - Display when in default state</b> is disabled in the Menu Item Maintenance module, default condiments are not displayed. When option <b>1</b> is enabled, default condiments are displayed.
POS Operations	34952635	FPS-84302	The Context Sensitive Help (CSH) text has been updated for option <b>77 - Only allow condiments with an active price record</b> in the Menu Item Classes module.
POS Operations	35306067	FPS-91627	POS Operations now shows the correct price override at the lowest level zone in the hierarchy.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	35073042	FPS-89087	By design, the system allows up to 99 separate checks to be assigned to one table. When this check limit is reached, and a workstation operator tries to open check 100 or picks up check 99 and tries to split it into two or more checks, the following error message appears: "No more groups available for this table". In addition, the check for the group number now loops to the beginning. For example, if a workstation operator picks up a check for Table X, group 97 (where groups 98 and 1 exist) and tries to split the check 3 times, the system allots the group numbers as 2/99, 2/2, and 2/3.
POS Operations	35217054	FPS-89407	When a waste item is scanned by a bar code reader, the waste reason code now appears in the check detail and prints on the check.
Transaction Services	35112274	FPS-88531	The Menu Item Group quantity threshold tax override now calculates with Transaction Services checks instead of being ignored.
EMC	35160018	FPS-88321	You can now add user names which start with "To" or "Is" in EMC without triggering an error.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
POS Operations	35296137	FPS-91042	Database loading times for Android Castles devices are now optimized in certain scenarios.


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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Service	34955456	FPS-84345	Open "ghost checks" are no longer created when a check is sent from the STSG1 POS API and encounters an out-of-inventory item.
Deployment	34835087	FPS-89117	Upgrading Symphony no longer removes custom configuration settings from the Engagement web.config file.
POS Operations	35630717	FPS-96457	In the EGatewayLog, you can now view the recorded numerical values a workstation operator inputs in POS payment dialog boxes.
Transaction Services	35575103	FPS-95462	Running a call to GET / Organizations/ OrgShortName/ Locations now returns the configured base currency for the Property as intended.
Database	35121084	FPS-89257	When adding a menu item in the EMC, string records are no longer deleted, the menu item posts to Reporting and Analytics and is editable in the EMC.

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**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
Data Transfer Service (DTS)	29511362	FPS-10778	Menu items which are set as <b>Active on All Levels</b> in the Menu Item Maintenance module, now post correctly in the Reporting and Analytics database servers.
POS Operations	N/A	FPS-52018	Yellow title bars now appear on dialog boxes for handheld devices which have default template settings.
POS Operations	34449455	FPS-74048	When changing a Prefix Condiment Description, the system now replaces the line item condiment description.
POS Operations	35049725	FPS-90517	The macros process has been optimized to prevent interruptions when using the seat selection macro.
POS Operations	35484150	FPS-93790	Voided menu items, service charges, discounts, and tender media now appear in the POS check journal and in Reporting and Analytics check journal reports.
POS Operations	35341499	FPS-91150	Symphony logs now show the hotfix version.
POS Operations	34670708	FPS-81187	When an account has multiple stored value card (SVC) programs assigned to it, after a redemption is applied to a check, workstation operators can now void the redemption.
Direct Posting Service (DPS)	N/A	FPS-90082	Service charge names created in EMC no longer truncate after being posted from Symphony to Reporting and Analytics.
Direct Posting Service (DPS)	35988332	FPS-101586	Posting has been optimized in the NON_OPP_PAYMENT and OPP_PAYMENT tables.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Database	N/A	FPS-87987	When the Data Transfer Service (DTS) posts FCR_INVOICE_DATA to Reporting and Analytics after the SIMPHONY_NONPART_PURGE package already removed associated checks, the GuestCheckID column is now populated in the FCR_INVOICE_DATA table. In addition, the CHECKS table is no longer purged when there are other processes which require the data to successfully post to Reporting and Analytics.
Data Transfer Service (DTS)	35431919	FPS-94042	After moving a property to a zone which does not have tax rates overridden, but inherits them from the enterprise, the data posted to Reporting and Analytics does not change.
EMC	N/A	FPS-91342	When entering a workstation record with static IPs, the <b>IP Address</b> field no longer allows you to save an invalid value.
POS Operations	21584998	FPS-356	Seat 0 is now represented on the Touch Edit Seats screen in POS Operations.
POS Operations	35494827	FPS-95063	When using conversational ordering, the <b>Item Done</b> function now returns to the menu level set as the default.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
POS Operations	35528731	FPS-94836	When a service charge is applied evenly (or shared) across a check with multiple seats, and the seat filter is used to pay for a specific seat, the Total Due amount now shows the correct proportional amount of the service charge for the remaining seat(s) on the check.
Direct Posting Service (DPS)	34995993	FPS-86691	Simphony now posts information to the columns in the ORDER_TYPE_DAILY_TOTAL table in Reporting and Analytics.
POS Operations	35554312	FPS-95750	When performing a direct void, transaction void, or transaction return on menu items which utilize surcharges, the item and surcharge now appear correctly as negative values on the check detail and in workstation reports.
POS Operations	35596775	FPS-96225	When using OPI/SPI and the Authorize Credit Card function, splitting the authorization to a new check, and then closing the check to 0.00 cash, the split check record no longer retains the Outstanding Auth status with Start of Day (SOD) and it can be purged.
Direct Posting Service (DPS)	N/A	FPS-73147	The Direct Posting Service (DPS) has been optimized to perform queries which do not use the indexed columns when posting data to the TABLE_REQUEST_DETAIL table.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
Database	33073912	FPS-49070	When a new blank Symphony database is created, the system now creates the corresponding String_Table and String_Numbers records for the Canadian_GST table.
Integration	35093224	FPS-87570	When the Table Management System (TMS) is in use with enhanced tables, TMS covers now increment the guest count.
POS Operations	34743992	FPS-97008	When a condiment prefix has <b>Prefix Level Override</b> enabled, the Condiment Price override is now recognized by POS Operations.
Database	N/A	FPS-87923	The SELECT MIN() query no longer runs during a backlog of POS_JOURNAL_LOG; this query runs only when there is a gap.
POS Operations	N/A	FPS-97495	Automatic service charges and manual percentage based service charges now result in the same taxable total amount when based on the same check and conditions.
POS Operations	35674378	FPS-97506	When an employee without role privilege <b>38 - Authorize/Perform Closing of Checks with a Zero Balance</b> attempts to void a closed check, the check now remains closed and the attempt to void is canceled.
Data Transfer Service (DTS)	35106826	FPS-87107	The correct number of processed serving period records is now recorded in the Data Transfer Service (DTS) log.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
POS Operations	35073067	FPS-87118	When a workstation operator splits checks and there are not enough check numbers available in the check range, an error appears preventing them from performing the action.
Database	N/A	FPS-91626	Old records in the DB_SYNC_STATS table are now purged after the configured amount of time.
Transaction Services	35106853	FPS-87268	In Symphony, you can configure RVC Types, assign them to revenue centers, and then set up discounts to apply to the revenue centers which belong to a specific RVC Type. Transaction Services now recognizes and allows these types of discounts to be applied without issue.
Transaction Services	35134538	FPS-87546	Transaction Services no longer applies automatic discounts when the RVC option <b>48 - Enable automatic discounts by default</b> is disabled.
Credit Card Payments	34366393	FPS-73229	A blank, null, or special character sent in the PrintData of SPI responses no longer trigger credit card reversal errors during a transaction.
Transaction Services	35098748	FPS-87315	You no longer receive errors while posting API discounts and service charges for checks on a Microsoft Windows workstation which has its regional setting set to a European format.
EMC	35198742	FPS-91669	You no longer receive the "hexadecimal value 0x0F is an invalid character. Line 1, position 23" error after saving changes in Enterprise Parameters.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	35374074	FPS-92262	Check responses in STS Gen 2 now exempt tax rates without issue on tenders which are configured to exempt all tax rates.
EMC	34948352	FPS-84130	When Labor Management is enabled, you can no longer delete employees in the EMC by right-clicking the employee record.
Integrations	34759891	FPS-79958	Clone Configuration now works correctly in the SymphonyApp portal without errors.
POS Operations	35716517	FPS-98532	Charged Tips on autofire checks now post to the aggregate totals in Reporting and Analytics.
POS Operations	35688313	FPS-97595	The extension application now works without error and prints the information in the check trailer which is stored in the <b>AgencyTrailers.xml</b> .
POS Operations	N/A	FPS-99517	When performing an adjust or reopen closed check, both the PAY and IGNORE records have the original ModificationPSPReference for Same Day or Next Day Adjust and Void transactions.
POS Operations	35182074	FPS-88337	When option 8 - <b>Display Summary Totals Only After Order Type Declared</b> is enabled in the Control Parameters module and a workstation operator begins a check without an order type and then adds an order type prior to adding a charged tip, the order type is not removed and the check can be successfully closed to a tender.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Posting	35570542	FPS-89335	The FCR_INVOICE_DATA table records now post to Reporting and Analytics when there is a combination of a NULL MicrosBsnZDate with a CheckGUID value which no longer matches anything in the CHECKS table.
Posting	35028203	FPS-86220	The FCR_INVOICE_DATA table records are now updated to MF = 2 where they cannot possibly post due to a missing reporting location link.
Posting	35236084	FPS-89334	DTS has been optimized so all FCR_INVOICE_CONTROL records are now updated in a timely manner.
Posting	N/A	FPS-86292	When DTS runs the Fiscal portion of the DEFINITIONS job, valid FCR records now post to Reporting and Analytics without error.
Posting	34480464	FPS-74449	The Data Transfer Service (DTS) now posts all fiscal report (FCR) invoice data to the Reporting and Analytics (R&A) database without error messages.
Posting	N/A	FPS-91027	The Fetch query no longer results in fiscal reporting errors in the Data Transfer Service (DTS) logs, and Invoice Control, Invoice Data, and Total Data now post correctly to Reporting and Analytics.
EMC	34651519	FPS-78317	When overriding within the Extension Application in the EMC, the updates now filter to POS Operations on the workstation.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Simphony App	35455192	FPS-93279	You can now import a price update to zone menu item prices without receiving an error.
Command Module	35444158	FPS-93181	When <b>Auto Create Loyalty Accounts</b> is enabled in Reporting and Analytics, points are now issued and a loyalty account is created. You can also search for an account using the phone number after pressing the Point Balance key on the workstation.
POS Operations	35359311	FPS-92320	The Simphony App now starts without errors when using an Adyen Castles device with the standard (non-Adyen) APK and without using an Oracle Payment Cloud provider.
POS Operations	35483968	FPS-93970	POS Operations now recognizes when the service charge Tax Class is set to <b>0 - None</b> , and no longer adds a service charge tax amount in the check detail.
POS Operations	35380607	FPS-94692	The Event columns in the GUEST_CHECK table now remain correctly populated when a check is re-opened/adjusted.
EMC	35206456	FPS-95463	After deleting a Family Group, only the Family Group record is removed while the workstation extension data remains the same.
Posting	34885625	FPS-83789	When Inventory Management is enabled for a location after the move flag changes to 3, it now changes to 1 regardless of the item sold. In addition, menu items and prices now post to Reporting and Analytics.



**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Posting	N/A	FPS-91120	After a workstation is deleted, the FCR records now post to Reporting and Analytics 20.1, and then their MoveFlag is updated to 1 so they can be purged after the workstation has been deleted. In addition, Total Data and Customer Data records post to Reporting and Analytics 9.1, but Invoice Control and Invoice Data fail to post and have their MoveFlag updated to 1, but the error is logged correctly in the Data Transfer Service (DTS).
POS Operations	35323848	FPS-90913	Changing a Castles printer's workstation now correctly updates the configuration in the database. It is no longer possible to assign multiple Castles printers to the same Castles device or to assign Castles printers to non-Castles workstations.
Posting	35316719	FPS-90774	When an Effectivity Group is assigned to a Tax Rate, DTS now corrects the alignment for the placeholder taxid.
Posting	35018424	FPS-85523	When definitions have similar discrepancies in the MENU_ITEM table (for example, due to changing Major/Family Groups), the MENU_ITEM records are now updated consistently between the two different paths. In addition, ID's do not change after updating menu items, family groups, and major group names.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
Posting	34109947	PS-53875	The Direct Posting Service (DPS) process to delete old Mrequests is now coordinated across servers to reduce contention.
POS Operations	N/A	FPS-96564	Combo meals based on prorating each combo item price now calculate the correct combo item total when the quantity is greater than one.
Database	32386764	FPS-39360	The SERVICE_LOG table is now purged following standard conventions.
Posting	35448686	FPS-93170	The System Interface Module (SIM) menu item Report Group to Reporting and Analytics Category Group mapping is now performed by both Name and Posref/object numbers.
POS Operations	35630536	FPS-96455	Parent items with condiments which have Menu Item Price option <b>4 - Exclude parent from Tax Override Threshold Quantity</b> enabled, are now exempt from the Menu Item Group Tax Override.
POS Operations	35655041	FPS-97102	The intermittent loss of data from certain database tables at start-up of Oracle Linux for MICROS workstations has been resolved.
EMC	34228142	FPS-66061	After Start of Day (SOD) occurs, the start and end times are the same as those set in the RVC Parameters and Property Parameters modules.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Extensibility	35794434	FPS-99319	The OpsCommandType enumeration has been restored to its pre-19.4 state, thereby making all extension applications built using 19.3.x OPS DLL work as expected. Other extension applications built using an OPS DLL from the 19.4 or 19.5 releases may need to be rebuilt to ensure the extension application works correctly.
Database	35322225	FPS-90873	When EGateway starts and the MCRSPOS database is down, the system now attempts to retry if a database connection test fails.
Transaction Services	35640672	FPS-97306	Multi-tax rate items no longer return the wrong total due when Transaction Services makes a "get open check" request in the API.
Transaction Services	34849296	FPS-82270	Originally, STSG2 did not accept negative values in service charges. Now the STSG2 checks service honors service charges which have negative values.
Transaction Services	35550274	FPS-96336	In some environments which use certain tax configurations, Transaction Services no longer produces incorrect or incomplete results when posting checks.
Credit Card Payments	N/A	FPS-92956	The check detail area now displays the tender amount, including any charged tips. When you void a credit card payment, the check detail area now displays the entire voided amount, including any charged tips.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

<b>Module</b>	<b>BugDB</b>	<b>Jira #</b>	<b>Description</b>
Integration	35470033	FPS-94683	The checks calculator now calculates automatic discounts using the local time set for the property, instead of using UTC time.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
Transaction Services	35542999	FPS-95151	STS hosted on a workstation now supports certificates issued by a Certificate Authority. The certificate must be placed in the certificate folder using this naming convention: [computer-name].pkcs12. It will work using a CA backed TLS Certificate with and without a fully qualified domain name (seen in example below):


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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	35106853	FPS-95536	In Symphony, you can configure RVC Types, assign them to revenue centers, and then set up discounts to apply to the revenue centers which belong to a specific RVC Type. Transaction Services now recognizes and allows these types of discounts to be applied without issue.
Command Module	34969338	FPS-84660	Discounts are now applied as expected, when a Points Issue is performed on an account which has multiple active loyalty programs

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Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Credit Card Payments	N/A	FPS-99375	Tips now have the same configuration as the card type when using <b>CC Auth &amp; Pay</b> and <b>CC Finalize</b> . If a specific card type is configured incorrectly or configured with <b>0 - None</b> , then the default Symphony Payment Interface (SPI) configuration in Tender Parameters will be used.
Transaction Services	34505177	FPS-75465	Checks which are partially paid via Symphony Transaction Services Gen 2 using a tender with a linked charged tip no longer have the <b>chargedTipTotal</b> ignored in the request.
Transaction Services	35728830	FPS-98434	The STSG2 checks calculator call no longer incorrectly calculates Tax Effectivity records.
Command Module	35627929	FPS-97400	When a loyalty account has multiple programs configured with <b>Hide Point Balance</b> enabled in Gift and Loyalty, workstation operators no longer receive an error after applying a discount to a check.
Transaction Services	32697509	FPS-45951	Using <b>AutoFire</b> with the <b>AddToExistingCheck</b> function for an order in the POS API no longer sends that order instantaneously. Instead, it honors the Date to Fire time set in the system as expected.

Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
Transaction Services	35396481	FPS-92316	<p>Guest checks created via Transaction Services are now voided and cancelled per the <b>Purge Order Threshold</b> set in the RVC Parameters module.</p> <p>This functionality requires a workstation to be active within the revenue center.</p>
POS Operations	34367737	FPS-72369	<p>Checks now save without issue for Microsoft Windows and Oracle Linux for MICROS workstations, when fast transactions are initiated with a credit card and the workstation experiences a sudden loss of power during payment.</p>
Transaction Services	35836223	FPS-100055	<p>The STSG2 MRequest <b>MSG_EVENT_NOTIFY_REQ</b> no longer takes too long to complete, allowing <b>Status_Event</b> records for <b>eventType</b> 1, 2, and 3 to purge if greater than 7 days.</p>
Transaction Services	36018364	FPS-102792	<p>When a 3rd party is trying to make a STSG2 baseUrl/menus/:menuId call for all menu Item definitions, the interface returns all menu item definition details as expected.</p>
Transaction Services	35945400	FPS-101371	<p>The STSG1 pTotalsResponseEx now includes the details of the CheckTaxDataPerRate attribute.</p>
Posting	35120576	FPS-87320	<p>The Data Posting Service (DPS) processes records for large properties in a timely manner.</p>



Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues

Module	BugDB	Jira #	Description
POS Reports	35655914	FPS-97043	Property and RVC Financial reports now show the time which is configured in the <b>Property Parameters</b> module for a manual Start Of Day (SOD).
Posting	35782206	FPS-99151	The Data Posting Service (DPS) now posts transactions in a timely manner from the time it is started.
EMC	N/A	FPS-103900	The Extension Application module now opens in the EMC without errors.
POS Operations	N/A	FPS-104066	Zero priced combo items now remain at \$0.00. Other changes to the combo meal no longer impact the zero priced combo items.
EMC	N/A	FPS-95695	The EMC no longer crashes when creating a new Property immediately after logging in.
Credit Card Payments	N/A	FPS-102795	A reversal (transtype 04) now sends as expected when using the Issue Gift Card function and there is no response from the payment service provider due to a workstations reboot.
POS Operations	N/A	FPS-103410	The <b>Next</b> button no longer appears unavailable after using the > (Next Page) button to navigate to the Totals page if there is another Class with a variance.
Transaction Services	35898107	FPS-101401	Extensibility records now send to R&A without issue when using the   TenderMediaPlugin for transaction services.

**Table 4-1 (Cont.) Symphony Release 19.6 Resolved Issues**

Module	BugDB	Jira #	Description
Peripherals/Printing	N/A	FPS-101037	When configured with Bluetooth, the Epson TM-P80II printer now displays a logo centered on the customer receipt.
Transaction Services	N/A	FPS-103877	The SBO API no longer fails to initialize the NHibernate setting, which subsequently led to authorization failures for all requests.
Transaction Services	36029416	FPS-102983	Running the check calculator with taxable menu items using a zoned order type no longer results in the system inconsistently returning tax elements in the response message.
Transaction Services	35123000	FPS-87945	The Givex XProcessor (specifically when it is configured with the POS API client on the same Linux device) no longer gives an “Unable to load file or assembly” error when performing inquire or redeem.
EMC	N/A	FPS-105390	In the Menu Item Maintenance module, when opening Price Records in table view, you no longer see black bars nor a blank screen. All price records now appear correctly.
Transaction Services	36109392	FPS-105552	Checks saved in Symphony Transaction Services Gen 2 (STSG2) using a Service Total tender with a Hold Type of <b>2- Hold Order</b> , are now held as expected without the items firing immediately.

# 5

## Known Issues

The following issues are known for this Symphony release:

**Table 5-1 Symphony Release 19.6 Known Issues**

Module	BugDB	Jira Ticket #	Description
Deployment - CAL/DCAL	36066887	FPS-104353	<p>On Microsoft Windows Server 2019 machines, when you use a Microsoft Windows user account other than the built-in administrator account to run the CAL reboot command, the server does not reboot.</p> <p><b>Workaround:</b> Add the Microsoft Windows user account to the User Rights Assignment <b>Shut down the system</b> policy.</p>
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><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. Access the Symphony application server, and using File Explorer, navigate to the <b>EMC.exe</b> file.</li> <li>2. Right-click the file and select the <b>Compatibility</b> tab.</li> <li>3. Click the <b>Change high DPI settings</b> button.</li> <li>4. Under the <b>High DPI scaling override</b> section, select the <b>Override high DPI scaling behavior</b> checkbox.</li> <li>5. Change the setting under <b>Scaling performed by:</b> heading to <b>System</b> and click <b>OK</b>.</li> <li>6. Click <b>Apply</b>.</li> </ol>
Peripherals/Printing	N/A	FPS-52717	<p>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.</p>
Deployment	N/A	FPS-87212	<p>Due to an issue with CEFSharp Version 108.4.130, when using a Workstation 8 running Oracle Linux for MICROS or Microsoft Windows and a Customer Facing Display (CFD), a warning message appears on startup in the following instances:</p> <ul style="list-style-type: none"> <li>• Workstation 8 (Oracle Linux for MICROS) with CFD connected: On first startup, the CFD shows the message.</li> <li>• Workstation 8 (Microsoft Windows) with CFD connected: On first startup, if you are using the HTML Dialogue Extensibility application, POS Operations shows the message.</li> </ul> <p>The message appears only once. Click <b>OK</b> to continue.</p>

# 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.