

Oracle® Symphony

Release Notes



Release 19.7

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ORACLE®

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Preface

Oracle 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 Symphony.

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

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

Revision History

Date	Description of Change
September 2024	<ul style="list-style-type: none">• Initial publication.• Added Delivery Connectors entry to 19.7 Features and Updates.
October 2024	Added Symphony 19.7.2 to the Features and Updates chapter.
November 2024	Removed Hierarchy section with Revenue Center Master entry.

Date	Description of Change
January 2025	Added Symphony 19.7.3 to the Features and Updates chapter.
March 2025	Added Symphony 19.7.4 to the Features and Updates chapter.
April 2025	Added a Product/Sub-Service list and corresponding Customer Support Portal Links to the Resolved Issues chapter. Removal of Telemetry references.

1

Features and Updates

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

See [Resolved Issues](#) for links to Customer Support Portal articles that list resolved issues for Symphony and its sub-services.

19.7.4

[Oracle MICROS Symphony 19.7.x Fixed Issues \(DOC12407\)](#) lists issues fixed in the patch.

Devices

Microsoft SQLExpress 2016 Client Application Loader Package

A Microsoft SQLExpress 2016 CAL package is now available that installs a new or upgrades a SQL Express 2012 or 2014 database.

See the [Client Deployment Guide](#) for more information.

19.7.3

[Oracle MICROS Symphony 19.7.x Fixed Issues \(DOC12407\)](#) lists issues fixed in the patch.

Employees

System Employees

A System Employee Maintenance EMC module is now available for enterprises using Labor Management to set up employees needed for system transactions created by Delivery Connectors, transaction services, autofire, and table management systems.

See [System Employee Maintenance](#) for more information.

Operations

Increased Maximum Number of Tax Rates per Item

For non-VAT operations, the per item active tax rate limit has been increased to 64. Eight of the tax rates can be inclusive. Symphony aggregates all tax rates into daily tax totals. At an item level, the first 8 tax rates applied to an item are available.

See [Taxes](#) for more information.

19.7.2

There are no new features in this patch.

[Oracle MICROS Symphony 19.7.x Fixed Issues \(DOC12407\)](#) 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.

19.7.1

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19.7

Devices

Connect Cash Drawers via a Printer on Linux Workstations

Workstations using the Oracle Linux for MICROS operating system now support the option to connect a cash drawer using the cash drawer port on either an Ethernet Roll Printer or Epson RS232 Thermal Roll Printer.

See [Configuring Use and Operations of a Cash Drawer](#) and [Configuring a Printer](#) for more information.

Multiple Barcode Reader Support

Simphony POS clients now support up to four barcode readers, which makes it possible to use multiple readers in the following scenarios:

- Dual lane cashiering environments
- Cashiers scanning items and guests scanning loyalty cards or coupons

Previously, the clients only supported one barcode reader.

See [Barcode Reader](#) for more information.

Texas Digital Order Confirmation Board – Prefix Condiment Support

Condiment prefixes are now sent to Texas Digital OCBs.

Employees

Clone Configuration Role Options

Access to the Database Clone Configuration is now controlled via a new Role option. Previously, Database Clone Configuration access was granted to any Role with access to the SymphonyApp website.

See [Cloning Symphony Database Configurations](#) for more information.

Menu

Consumer Advisory Description Updates

The Consumer Advisory Description, which is part of the Menu Item Definition, is now translatable.

Additionally, the configurable string size was corrected to be 128 characters. Previous versions erroneously allowed 1024 characters to be configured. The 19.7 upgrade process truncates existing configuration to match the supported maximum (128 characters).

Unique Menu Item Master Object Numbers

For all Enterprises provisioned after Symphony 19.7, Menu Item Master object numbers can only be used one time.

- The same Menu Item Master cannot be defined in multiple locations or zones.
- Menu Item Masters cannot be overridden.

Upgraded enterprises are not impacted by this change.

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

Menu Item Master Switching

It is now possible to change a Menu Item Master by adding or removing condiments from the item. For example:

- Adding cheese to a hamburger turns the hamburger into a cheeseburger
- Removing cheese from a cheeseburger turns cheeseburger into a hamburger

Operations

Add Combo Meal Side Group Items in any Order

Combo Meal Side Group items can now be added in any order, allowing operations to enter the items as guests say them. Previously, it was necessary to enter combo meal side group items in a specific order.

Automatic Combo Meal Placeholders

When a combo meal is ordered on the POS client, configured placeholder side group items are automatically added to the combo meal if the operator adds another item to the check before completing the combo meal. Previously, operators had to either complete the combo meal or enter the placeholder items manually before adding another item.

Cancel Payment Card Operation

Operators can now cancel a Symphony Payment Interface initiated payment card operation from the POS client. Previously, it was only possible to cancel the operation on the payment device.

See [Tendering with One Credit Card](#) for more information.

Castles Tech S1F2 Multiple Revenue Center Support

The POS client now supports up to eight revenue centers on the Castles Tech S1F2. Previously, only one revenue center was supported. Locations with more than one revenue center can share devices to process transactions and payments efficiently across all revenue centers.

See [Adding a Workstation](#) for more information.

Change Combo Meal Size at any Time

A combo meal's size can now be changed at any time during the combo meal ordering process. Previously, the size could only be changed after ordering all side items.

Clock Out/In Automatically When Changing Revenue Centers

If an operator signs into a revenue center that they are not clocked into, the system can automatically clock them out of their current revenue and into the new revenue center. Previously, it was necessary to manually clock out of the first revenue and into the second revenue center.

See [Setting Auto Clock-Out and Clock-In When Changing Revenue Centers](#) and [Clocking In and Out](#) for more information.

Customizable Symphony Payment Interface Message Prefix

The default “PSP:” prefix shown by the Symphony POS client when a Payment Service Provider returns an error message can now be customized making it easier for operators to differentiate between Symphony and PSP messages.

See [Configuring the SPI Payment Driver](#) for more information.

Display Open Check Count from Previous Business Days

Point of Sale clients now display the number of checks that were left open from previous days. This feature provides operators with the information necessary to manage the business more effectively and prevent leaving checks open indefinitely.

See [Warning Messages for Unsent Checks](#) for more information.

Kitchen Workflows – Single Item Per Suborder Support

The Symphony Kitchen Display System Workflow feature now supports the Single Item per Suborder order device configuration. Previously, workflows only worked with an entire service round, which made it difficult for assembly line operations to track individual items through the kitchen.

See [Handling Orders Using Production Lanes and Workflow](#), [Configuring Workflow](#), and [Enabling Single Item Per Suborder \(SIPS\)](#) for more information.

Open Check Screen Lookups Filtered by Order Channel

The Open Check Screen Lookup supports the ability to restrict the displayed guest checks to specific Order Channels, making it easier for operators to find them.

See [Open Check Screen Lookup \(SLU\)](#) for more information.

Open Check Screen Lookups Filtered by Workstation

Open check Screen Lookups (SLUs) can now be configured to show checks last service totaled from specified workstations. In quick service restaurant drive thru operations, operators at the payment window can only see checks which were service totaled from the ordering window.

See [Open Check Screen Lookup \(SLU\)](#) for more information.

Popup Condiment Orderer – Allowed Condiments Support

Allowed condiments are now supported in the popup condiment orderer. Previously, only required condiments were displayed in the popup condiment orderer.

See [Popup Condiment Orderer](#) and [Using the Popup Condiment Orderer](#) for more information.

Print Credit Card Vouchers On Demand

Credit card vouchers can now be printed either on-demand or automatically. Previously, there was no on-demand option, which forced businesses that only need to print vouchers occasionally to print them all the time.

See [Configuring On Demand Credit Card Voucher Printing](#) and [Tendering with One Credit Card](#) for more information.

Remove Duplicate Added Condiments with a Single Key Press

A Clear Condiment Prefix Type in the Menu Item Classes module now allows the removal of multiple condiments. For example, when a workstation operator adds a menu item and a condiment, presses **Add** on the same condiment, and then presses **Clear**, both condiments are removed. Pressing **No** removes only one of the condiments.

See [Creating Menu Item Classes for Prefixes](#) for more information.

Smart Key Function – Selected Check Detail

A Smart Key's active function can now be trigger by the item selected in the check detail area in addition to the other conditions.

See [Configuring Smart Keys](#) for more information.

Smart Key Visibility – Check Open on Workstation

It is now possible to show or hide Smart Keys based upon whether a check is open on the workstation.

See [Configuring Smart Keys](#) for more information.

Suggested Tips for Card Payments

A new SPI driver setting has been added to enable suggested tips for card payments. If you are upgrading from 19.6 and used the feature, manually set the value to **True** after the upgrade to continue using it. The Payment Service Provider (PSP) must support the feature.

See [Configuring the SPI Payment Driver](#) for more information.

Un-Combo Incomplete Combo Meals

The Un-Combo function can now be used on incomplete combo meals so operators can order items more efficiently. Previously, only completed combo meals could be broken apart into a la carte items using the Un-Combo function.

Void Items After Partial Payment

Authorized operators may now void items from a guest check after a partial payment has been applied. Previously, menu items could not be voided from a check after a partial payment was applied.

Sales

Add On, Excludes Amount Tax Type

A new add-on tax type is available, which calculates the item's tax due using the difference between the menu item price and a starting threshold amount.

See [Configuring Tax Rates and Classes](#) for more information.

Delivery Connector Configuration

A new Delivery Connectors configuration module, which simplifies the configuration process, is now available within Symphony Home.

See [Delivery Connectors](#) for more information.

Enterprise-Only Family Groups

Family Groups, which are used to categorize menu items, are now only configurable at the Enterprise level of the system, so that reporting inconsistencies and conflicts resulting from duplicate and overridden groups cannot occur.

- The Family Groups module is removed from zones and locations.
- The Family Groups module shows all Family Groups.

Previously, it was possible to create Family Groups at the Enterprise, Zone, or Location levels of the system.

See the [Menu Items](#) chapter for information about how to configure Family Groups.

Enterprise-Only Major Groups

Major Groups, which are used to categorize menu items, are now only configurable at the Enterprise level of the system, so that reporting inconsistencies and conflicts resulting from duplicate and overridden groups cannot occur.

- The Major Groups module is removed from zones and locations.
- The Major Groups module shows all Major Groups.

Previously, it was possible to create Major Groups at the Enterprise, Zone, or Location levels of the system.

See the [Menu Items](#) chapter for information about how to configure Major Groups.

Order Channels — Assign by Order Type

An Order Channel can now be linked to an Order Type, causing the system to automatically use the Order Channel when a transaction is started for the associated Order Type. Previously, Order Channel had to be specified separately, requiring integrators to update their solutions to support Order Channels.

See [Order Channels and Types](#) for more information.

Order Channels — Service Level Times

Assign a Service Level Time to an Order Channel to prevent Symphony Transaction Services Generation 2 from adding orders that must be ready before the kitchen can prepare them.

See [Configuring Order Channels](#) for more information.

Restrict Discounts to Specific Order Channels and/or Order Types

Discounts can now be limited to specific Order Channel and/or Order Types, driving guests to either place orders through preferred channels (for example, Online or Mobile App vs. Delivery Aggregator) or to dine-in or pick-up orders in certain ways (for example, Carry Out or Dining Room).

See [Configuring Discounts](#) for more information.

Setup

Extensibility Packages

Extension application developers can now create packages containing their software and data extension configurations that can be loaded into the Extension Application module, expediting the processes to add and maintain extension applications with an enterprise.

See [Import/Export Extensibility Packages](#) for more information.

HTML5 Custom Page Control

HTML5 custom page controls are now supported. Previously, only controls written in loose XAML were supported.

See [HTML5 Custom Page Controls](#) and [Configuring an HTML5 Custom Page Control](#) for more information.

Transaction Services

Menu API with Enhanced Combo Meal Configuration Details

A new Menu v2 API includes improved combo meal support, which makes it easier to determine which items belong to each side groups.

See [Configuration API Version 2](#) for more information.

Order Channels – Add to Organizations API

The Organizations API now includes an Order Channel collection.

See [Organization API](#) for more information.

2

System Requirements, Supported Systems, and Compatibility

The *Oracle Restaurants 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 Symphony Installation Guide* and the *Oracle Symphony Cloud Services Post-Installation or Upgrade Guide*.

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

4

Resolved Issues

Resolved issues are posted to the Customer Support Portal at <https://iccp.custhelp.com>. Use the following table to access resolved issues for a specific product or sub-service:

Product/Sub-Service	Customer Support Portal Link
Simphony	https://iccp.custhelp.com/app/answers/answer_view/a_id/1016211
Simphony Transaction Services Generation 2	https://iccp.custhelp.com/app/answers/answer_view/a_id/1003841
Delivery Connectors	https://iccp.custhelp.com/app/answers/answer_view/a_id/1018818

5

Known Issues

See [Oracle Symphony 19.7 Resolved and Known Issues](#) for descriptions of resolved and known issues.

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.