

Oracle® Symphony

Release Notes



Release 19.8
G17007-11
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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
February 2025	Initial publication.
February 2025	Updated the KDS section of the Features and Updates chapter. Added Symphony 19.8.1 to the Features and Updates chapter.

Date	Description of Change
March 2025	Updated the Devices section of the Features and Updates chapter. Updated the doc links in the Features and Updates chapter.
April 2025	Added a Product/Sub-Service list and corresponding Customer Support Portal Links to the Resolved Issues chapter. Added Symphony 19.8.2 to the Features and Updates chapter.
June 2025	Added Symphony 19.8.3 to the Features and Updates chapter.
August 2025	Added Symphony 19.8.4 to the Features and Updates chapter.
November 2025	Added Symphony 19.8.5 to the Features and Updates chapter.

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.

19.8.5

[Oracle MICROS Symphony 19.8.x Fixed Issues \(DOC13425\)](#) lists issues fixed in the patch.

Operations

Cycle Condiment Counts

The system now removes a condiment when its count is incremented beyond the maximum, rather than displaying the message “Condiment not allowed: <Group Name> full.” When a workstation operator repeatedly presses the condiment’s button, the system cycles through the allowed values.

19.8.4

There are no new features in this patch.

[Oracle MICROS Symphony 19.8.x Fixed Issues \(DOC13425\)](#) lists issues fixed in the patch.

19.8.3

There are no new features in this patch.

[Oracle MICROS Symphony 19.8.x Fixed Issues \(DOC13425\)](#) lists issues fixed in the patch.

19.8.2

There are no new features in this patch.

[Oracle MICROS Symphony 19.8.x Fixed Issues \(DOC13425\)](#) lists issues fixed in the patch.

19.8.1

[Oracle MICROS Symphony 19.8.x Fixed Issues \(DOC13425\)](#) lists issues fixed in the patch.

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.

19.8

Devices

Android Camera Support

Extension applications can now use an Android device's built-in camera to capture barcode or QR code data.

See the [Symphony JavaScript Extensibility API Reference Guide](#), [Symphony Point-of-Sale Client Extension API Reference](#), and [System Interface Module Manual](#) for details.

Android 14 Version Support

The Symphony point-of-sale client is now validated for use with Android operating systems 12, 13, and 14. Android 11 is no longer supported.

See the [Symphony Compatibility Matrix](#) for more information.

Microsoft SQLExpress 2016 Client Application Loader Package

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

See the README.txt file available through the EMC CAL Packages module (Package Contents sub-tab) for the **SQLExpress2016SP3v2** package for more information on prerequisites and upgrade details.

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

Microsoft Windows 11 Support

All Symphony on-premises software is now supported on Microsoft Windows 11.

See the [Symphony Compatibility Matrix](#) for more information.

MySQL 8.0 Migration for Microsoft SQL Server Express

A new Client Application Loader (CAL) package is available which will migrate a Microsoft SQL Server Express database to MySQL 8.0.

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

Kitchen Display Client Status Bar

Kitchen display clients now support the ability to display multiple status bars that show critical operations information.

See [Configuring the KDS Status Bar](#), [Configuring a KDS Display](#), and [Creating Kitchen Themes](#) for more information.

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

Add-on Tax Calculates Net of Inclusive Taxes

For items subject to both inclusive and add-on taxes, it is now possible to calculate the add-on tax either using the item's price with or without inclusive taxes.

See [Tax Parameters](#) for more information.

Capture Data using the Symphony Payment Interface and Extensibility

Extension application developers can now use devices integrated through the Symphony Payment Interface to capture non-PCI for purposes such as like loyalty and employee badge verification.

See the [Symphony JavaScript Extensibility API Reference Guide](#), [Symphony Point-of-Sale Client Extension API Reference](#), and [System Interface Module Manual](#) for details.

Display Web Content on Microsoft Windows Point of Sale Clients

It is now possible for point-of-sale clients running the Microsoft Windows operating system to display web pages.

See [Custom Browser](#) for more information.

Exempt Inclusive Taxes

It is now possible to exempt non-VAT inclusive taxes from menu items. The existing point-of-sale tax exempt functions and their descriptions in Page Design have been updated to support this expanded functionality.

See [Exempting Tax](#) for more information.

Headers and Trailers by Order Channel or Order Type

Headers and trailers can now be printed based upon order type or order channel, so the content can be tailored to match the order's needs.

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

Kitchen Display Delivery Runner Chit

A delivery runner chit, which prints for each item so that it can be affixed to a packaged item for identification, is now available for the Kitchen Display System.

See the [KDS Configuration and User Guide](#) for more information.

Next Generation OPERA Interface

A new OPERA integration that combines previous interface functionalities into a single, easy to install solution is now available.

See [OPERA Integration](#) for more information.

Order Channels – Page Assignment

Order Channel is now an option when configuring conditions within Page Assignment.

See [Assigning Touchscreen Pages](#) for more information.

Order Channels – Page Visibility

Order Channel is now a visibility condition for navigation bar items and tab controls within Page Design.

See [Configuring Visibility for Touchscreen Navigation Bar Items and Tabs](#) for more information.

Order Channels – Smart Keys

Order Channel is now a smart key condition within Page Design.

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

Service Charges Calculate Net of Inclusive Taxes

It is now possible to calculate service charges net of taxes included in menu item prices, resulting in a lower service charge value.

See [Tax Parameters](#) for more information.

Sales

External References

You can now configure 2 external references, which can be used to associate Symphony configuration with primary keys from external systems, for the following data types:

- Discounts
- Menu Item Masters
- Menu Item Prices
- Service Charges
- Tenders

The external references are available through the BIAPI dimension endpoints.

Family Group Promotion

You can now promote a family group to the enterprise level of the system using an action added to the row-level context sensitive menu, eliminating the need to delete the family group and then recreate it at the enterprise.

Major Group Promotion

You can now promote a major group to the enterprise level of the system using an action added to the row-level context sensitive menu, eliminating the need to delete the major group and then recreate it at the enterprise.

Setup

BinRange added to Extensibility

The BinRange, which contains the first 6 digits of a card account number, is now accessible via extensibility.

Enterprise Only Order Type Names

To ensure reporting consistency across the entire enterprise, Order Type Names are now only configurable at the enterprise and cannot be overridden in locations or zones.

The Enterprise Management Console and Configuration and Content API have been updated accordingly.

Transaction Services

Condiment Prefix Support

API endpoints have been updated to support condiment prefixes defined in the Symphony EMC. For more information, see:

- [Checks API REST Endpoints](#)
- [Get a menu \(v1\)](#)
- [Get a menu \(v2\)](#)

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.

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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/1018319
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 19.8 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.