9700 HMS
Version 3.1
Service Pack 9
ReadMe First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 3.1 release of the MICROS 9700 software.

Information in this document is divided into section by Service Pack, with the most recent Service Pack listed first. Each chapter includes the additions and modifications made to the 9700 product in that release. This document contains the following Service Packs:

◆ "9700 Version 3.10 Service Pack 9"

◆ "9700 Version 3.10 Service Pack 8"

◆ "9700 Version 3.10 Service Pack 7"

◆ "9700 Version 3.10 Service Pack 6"

◆ "9700 Version 3.10 Service Pack 5"

◆ "9700 Version 3.10 Service Pack 4"

◆ "9700 Version 3.10 Service Pack 3"

◆ "9700 Version 3.10 Service Pack 2"

◆ "9700 Version 3.10 Service Pack 1"

Within each section, product information is organized as follows:

◆ What's New

◆ What's Enhanced

◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's User's Guide or the Installation Manual, available from the MICROS Member Services website.

Additionally, this document contains *Installation* and *PCI Compliance* sections. The *PCI Compliance* section discusses the changes made to the 9700 software with Versions 3.10 SP6 and higher. If upgrading from version of software below Version 3.10 SP5, to Version 3.10 SP6 and above, please review this section carefully.

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Who Should be Reading this Document

This document is intended for the following audiences:

◆ MICROS Installers/Programmers

◆ MICROS Dealers

◆ MICROS Customer Service

◆ MICROS Training Personnel

◆ Simphony Users

What the Reader Should Already Know

This document assumes that you have the following knowledge or expertise:

◆ Operational understanding of PCs

◆ Understanding of POS terminology and concepts

◆ Understanding of basic network concepts

◆ Working knowledge of the Microsoft Windows interface, and specifically with Microsoft Windows 2003 Server

◆ Understanding of basic network concepts

◆ Familiarity with 9700 software and peripherals

Document History

With the release of each Service Pack, this document is revised to include all changes to the product. With each release, a new revision number is assigned. The table below lists the version history of this document:

Version	Revision
Version 3.1 SP9	C
Version 3.1 SP8	B
Version 3.1 SP7	A

Please note that prior to Revision A, the 9700 Version 3.1 Service Pack 7 documentation was not assigned a revision number.

9700 Software Installation

Download the Service Pack

This Service Pack includes the file **9700HMS310SP9.exe**, which is a self-extracting file. To download the file from the MICROS FTP site to your PC, follow the steps below:

1. Log into www.micros.com with your Member Services Login username and password.

2. On the Member Services page, under the heading Product Support, click the MICROS Products hyperlink.

3. On the MICROS Products page, click the *9700 hyperlink*.

4. On the 9700 HMS page, click *9700 HMS Version 3.10*.

5. If necessary, download the latest NetVupoint Service Pack by clicking on the *9700 V3.10 SP 9 NVP* link. The filename for the latest NetVupoint Service Pack is **9700HMS310SP9NVP.exe**. This file is only for sites using the NetVupoint Transformation Service.

6. To download the Service Pack Documentation, click on the link for the *9700 V3.10 SP 9 RMF*.

7. To download the 9700 Service Pack, click *9700 V3.10 SP 9*. The filename for the 9700 Service Pack is **9700HMS310SP9.exe**.

Install the 9700 Service Pack

Important: Do not upgrade your system if there are any SAR Clients offline that may have checks. Please be sure to have your SAR clients online before upgrading. MICROS also recommends applying the service pack after incrementing the business date (through Start of Day) and batching/settling credit cards.

1. On the 9700 server, open the Enterprise Management Console (EMC). Open the Control Panel module from the Menu Bar, and click the "**Down**" radio button to bring down the MICROS 9700 System. At the prompt, "Stop the 9700 System?", click **Yes**.

2. From the Windows Desktop, select *Start | Settings | Control Panel | Administrative Tools | Services* and stop the MICROS 9700 POS Multiplexer. A prompt box will inform you that the MICROS 9700 POS service will also be stopped. Select **Yes** to stop these services.

3. Locate the patch and double-click **9700HMS310SP9.exe**. (Note: The patch should not be run from the *\MICROS\LES\POS* directory or any of its subdirectories.) Follow the installation instructions.

4. When the installation is complete, reboot your system when prompted.

5. When the system comes back up, use the Control Panel within the EMC to start the 9700 POS System and 9700 POS Operations modules.

PCI Compliance

Visa established the Payment Card Industry (PCI) Data Security Standard to protect Visa cardholder data—wherever it resides—ensuring that members, merchants, and service providers maintain the highest information security standard. To adhere to the PCI standard, changes have been made to the 9700 HMS product.

Please read this section carefully, as well as the accompanying PCI-compliance documentation. For a list of related documents, see the *Documentation Resources* section.

More information about PCI-compliance, and the related software changes is provided in the following sections:

◆ Documentation Resources

◆ PCI Compliance Installation Changes

◆ Security Announcement

Documentation Resources

The following documents have been updated with information and procedures needed to maintain PCI compliance and must be consulted for security purposes prior to upgrading from 9700 Version 3.1 SP5 and below to 9700 Version 3.1 SP6 and above. These documents are available on the 9700 Product Page of the MICROS Member Services website.

- *9700 PA-DSS Compliance v. 3.10*: This document is a quick reference guide that provides information concerning MICROS' adherence to the PCI Data Security Standard and Payment Application Data Security Standard (PA-DSS) compliance.

- *9700 Secure Default Account Handling*: This document contains detailed information on 9700 v. 3x secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain PCI compliancy.

- *9700 Security Guide*: This document describes 9700's security design, features that monitor employees' actions taken on the system, and features that restrict employee access to the database, reports, and operational procedures.

- *9700 Upgrade Best Practices*: This document is intended to convey best practice information when upgrading the 9700 HMS application from a non-PCI compliant version (version 2.x) to a PCI compliant version (versions 3.x and greater).

- *MICROS 9700 Encryption Key Management Utility*: This document is a quick reference guide that provides information concerning the 9700 Encryption Key Management Utility, which allows the user to set the encryption passphrase for the 9700 system.

- *MICROS Secure Wipe Tool*: This document provides instructions on how to download and use the secure wipe tool Eraser. The secure deletion of data is necessary when upgrading a non-PCI compliant version of a MICROS software application or when customer data has been collected for troubleshooting purposes and is no longer needed.

- *Wireless Networking Best Practices*: This document explains the steps necessary to connect a wireless workstation for PCI compliance.

PCI Compliance Installation Changes

Changes were made to the 9700 installation process for versions 3.10 SP6 and higher, in order to meet the Payment Card Industry Data Security Standard (PCI DSS) requirements. For more information on PCI DSS, please see the "Security Announcement" section.

Previous versions of 9700 3.x installed with four default accounts: "9700cfg," "csremote," "micros," and "m9700." MICROS Systems, Inc. previously advised that these defaults accounts be deleted, renamed, or disabled. To prevent compromised security and maintain PCI compliancy, 9700 Versions 3.10 SP6 and higher have modified or removed these default accounts. For more information, please see the "Documentation Resources" section.

To meet a PCI compliance requirement, domain-level security or Windows® Workgroups must now be enabled when **both** the Remote Management Console (RMC) remote user account is active and credit card transactions are processed through the 9700 system. Domain-level security must be enabled when the server is on a domain. Windows® Workgroups provides security for servers not on a domain.

The installation process now recognizes if the server is on the domain or not on the domain. When the server is on the domain, domain-level security is automatically installed by the 9700 installation process. Disabling domain-level security will compromise PCI compliancy. If domain-level security is disabled when the server is on the domain, the CreateUser.exe application must be used to maintain PCI compliancy. For more information on Windows® Workgroups and the CreateUser.exe application, see the "When the Server is Not on the Domain: Configuring Remote RMC in a Windows® Workgroup Environment" section on the next page.

When the Server is Not on the Domain: Configuring Remote RMC in a Windows® Workgroup Environment

Due to a new PCI security requirement, the 9700 installation now asks if the site processes credit card transactions through the system, as shown below:
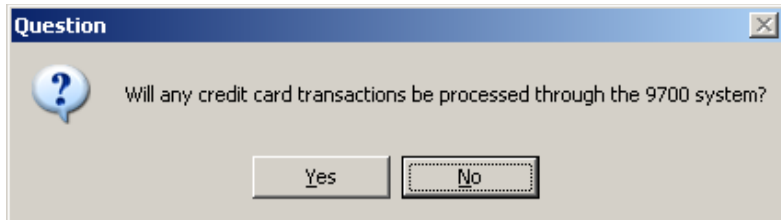
If credit cards are processed, the 9700 installation now asks if the site will use the remote RMC, as shown below:
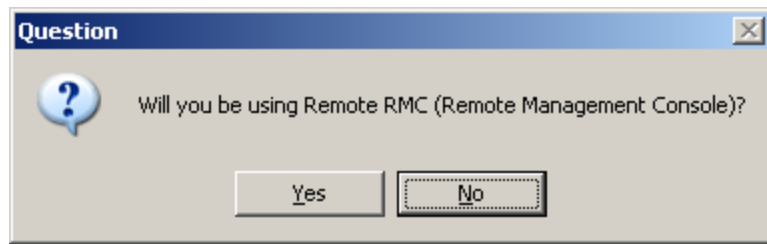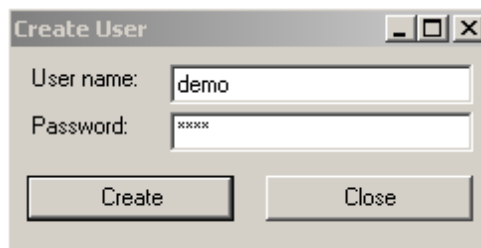

If the site is using remote RMC, credit cards are processed through the 9700 system, and the server is not on the domain, then the following prompt will display:
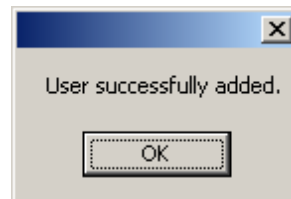
After clicking "OK" to close the prompt, follow the procedures listed below to maintain Payment Card Industry (PCI) compliance in a Windows® Workgroup environment when both credit cards and Remote RMC are used. Follow the steps below after the system has been updated to 9700 3.10 SP6 or higher version of software, and the server has been rebooted.

1. From the Windows® Start menu on the 9700 server, select All Programs | MICROS Applications | CreateUser.exe.

2. When prompted, enter a unique user name and a strong password consisting of at least eight alphanumeric characters. Select "Create". Do not use default usernames or passwords.
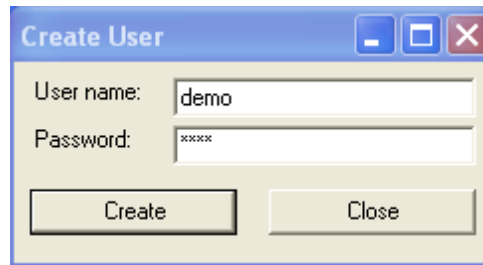

3. Select "OK" after the 'User successfully added' message, seen below, is displayed.
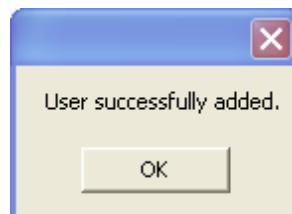

4. Select "Close" within the CreateUser applet.

5. After Remote RMC is installed on the client workstation and updated to the match the server version, from the Windows® Start menu select All Programs | MICROS Applications | CreateUser.exe.

6. When prompted, enter the identical username and password previously used on the server and then select "Create".

7. Select "OK" after the 'User successfully added' message, seen below, is displayed.

8. Select "Close" within the CreateUser applet. You should now be able to run Remote RMC on the client workstation.

9. Repeat steps 6-9 on each Remote RMC workstation. Be certain to use the same username and password previously used on the server.

MICROS Systems, Inc. mandates that the Remote RMC password on the server and all clients be changed periodically, at least every 90 days, using the CreateUser applet. After creating a new password, be certain to use the same username and password on the server and on all the client workstations.

Security Announcement

Overview

Due to new, more stringent Payment Card Industry Data Security Standard (PCI DSS) requirements, the encryption key rotation handling procedures, default account handling, and security-related documentation for 9700 versions 3.10 SP6 and higher have changed.

About PCI Compliance

PCI compliance is required of all merchants and service providers that store, process, or transmit cardholder data. The program applies to all payment channels, including retail (brick-and-mortar), mail/telephone order, and e-commerce.

When customers offer their bankcard at the point of sale, over the Internet, on the phone, or through the mail, they want assurance that their account information is safe. That's why the PCI Data Security Standard was established. The program is intended to protect cardholder data— wherever it resides— ensuring that members, merchants, and service providers maintain the highest information security standard.[1]

To achieve compliance with PCI, merchants and service providers must adhere to the PCI Data Security Standard, which offers a single approach to safeguarding sensitive data for all card brands. This Standard is a result of collaboration among the credit card industry and is designed to create common industry security requirements, incorporating the PCI requirements. Using the PCI Data Security Standard as its framework, PCI provides the tools and measurements needed to protect against cardholder data exposure and compromise across the entire payment industry.

For more detailed information concerning PCI compliance, please refer to the PCI Security Standards Council website, https://www.pcisecuritystandards.org/.

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1. Reprinted from "Cardholder Information Security Program", <http://usa.visa.com/business/accepting_visa/ops_risk_management/cisp.html>.

Key Management Utility Security Enhancements

In the past, non PCI-compliant versions of software stored the encryption keys used to encrypt and decrypt secure data, such as credit card numbers, in the database.

Now, due to a new PCI DSS requirement that mandates the secure deletion of unused encryption keys, 9700 versions 3.10 SP6 and higher use a new encryption scheme that avoids using secondary encryption keys. The secure deletion of the old encrypted passphrase file is accomplished using the secure delete application *SDelete*.

Warnings!

After a key rotation (the initial key rotation and all subsequent rotations) is performed by the Key Management Utility, the database and 9700 application becomes synchronized with new encryption key data.

As a result, users should not swap databases (restoring/replacing the existing database with a different one) until they are absolutely sure that the new database is also in sync with the 9700 application.

Generally speaking, there is no way to determine whether an offline database that is about to be restored by the user is in sync with the 9700 application.

Therefore, the only safe scenario to restore/replace a database is to restore/replace the database with a good database backup that must have been taken prior to performing the new key rotation. The database can only be restored/ replaced if no key rotation has occurred since uploading the existing database or since the backup database was taken.

Warning: If the passphrase is lost, the encrypted data in the database is unrecoverable. There are no backdoors!

For more information and instructions on how to use the Key Management Utility, see the *MICROS 9700 Encryption Key Management Utility* document.

Secure Default Account Handling

This section contains detailed information on secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain Payment Card Industry (PCI) compliance.

WARNING!   *Important Security Warning: The use of default accounts is not PCI compliant. Therefore, 9700 versions 3.10 SP6 and higher eliminate the option to operate in a non-compliant fashion by automatically deleting or disabling the existing default accounts via the installation / upgrade process.*

Disabling or deleting the existing default accounts could potentially disable functionality in the system where these accounts were used. However, these default accounts must be securely disabled or deleted to operate in a PCI compliant manner.

In the past, versions of 9700 installed with four default accounts: "9700cfg," "csremote," "micros," and "m9700." MICROS Systems, Inc. previously advised that these defaults accounts be deleted, renamed, or disabled. To prevent compromised security and maintain PCI compliancy, 9700 versions 3.10 SP6 and higher will modify or remove these default accounts.

The "micros" and "csremote" legacy accounts will no longer be installed. These accounts have been removed from the installation process as they are not used and, when not securely deleted, can compromise PCI compliancy. When upgrading to Version 3.10 SP6 or higher from a lower version of software, these accounts will be disabled after the upgrade process completes.

The legacy "m9700" and "9700cfg" accounts will be disabled after the installation/ upgrade process completes.

For more information on secure default account handling, see the *9700 Secure Default Account Handling* document.

9700 Version 3.10 Service Pack 9

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID #	Page
CA/EDC	Partial Credit Card Authorization	N/A	16
Key Manager	Ability to Automate Key Rotation via the Command Line	N/A	20
	Complex Password Required to Log Into Key Manager	N/A	20

New Features Summarized

CA/EDC

Partial Credit Card Authorization
CR ID#: N/A

With this release, support has been added for partial pay authorization, which is a feature that permits a site to accept prepaid credit cards. Unlike traditional gift cards, all prepaid cards issued by credit card companies (e.g., the Visa and American Express) are processed as credit cards.

In a situation where the amount of the check exceeds the balance remaining on the prepaid credit card, or when the balance of the card is unknown, the site can approve the credit card authorization for an amount that is less than the total amount originally requested by the credit card driver.

To use this feature, the site must use a credit card driver that supports partial pay authorizations. A driver that supports this functionality is also able to return the available card balance in the authorization approval. When the available balance is known, it is added to the credit card voucher.

At this time, this functionality is only available with the VisaD driver. Changes to support this feature with the CAPMS driver are still pending certification with SDC, therefore, CAPMS will support this feature in a future release.

Additionally, it is possible to perform a balance inquiry on the prepaid credit card, if the credit card host supports a balance inquiry. Although the Partial Pay feature is supported on all devices, the balance inquiry functionality is only supported on winstation and SAR clients. Balance inquiries are not supported by Mobile MICROS devices.

Note	*The Partial Credit Card Authorization feature is not supported on kbws4 clients.*

Use Cases

This section contains some basic use cases to illustrate the partial pay feature used in conjunction with a prepaid credit card.

Example 1: Check Total is Less Than Balance on the Card

The Check Total is $35.00 and the Card Balance is $50.00.

1. Employee uses the Credit Authorization key to authorize the prepaid credit card.

2. The credit card processor returns an approval for $35.00 and an available balance of $15.00.

3. POS Operations prints a standard credit card voucher with an additional Available Balance: $15.00 line.

Example 2: Check Total is More Than Balance on the Card

The Check Total is $35.00 and the Card Balance is $25.00.

1. Employee uses the Credit Authorization key to authorize the prepaid credit card.

2. The credit card processor returns a partial approval for $25.00 and an available balance of $0.00.

3. POS Operations prints a standard credit card voucher for $25.00 showing an available balance of $0.00. The voucher will not contain a tip line since the remaining balance is zero.

Example 3: Initial Authorization is More than the Card Balance

The customer wishes to run a bar tab. The Initial Authorization is $50.00 and the card balance is $25.00.

1. Employee uses the Initial Authorization key to request an authorization for $50.00.

2. The credit card processor returns a partial approval for $25.00 and an available balance of $0.00.

3. When the customer is ready to leave, the operator can print a voucher for up to $25.00.

Example 4: Auth N Pay Tender

The Check Total is $35.00 and the Card Balance is $25.00.

1. Employee uses the VISA key to request an authorization for $35.00.

2. The credit card processor returns a partial approval for $25.00 and an available balance of $0.00.

3. POS Operations prints a voucher for $25.00 showing an available balance of $0.00. The normal Auth N Pay trailer is printed. A VISA Payment of $25.00 is posted to the check.

How it Works

When enabled, POS Operations will send a flag to the credit card driver indicating that it supports partial authorizations.

When the transaction has been partially approved, the credit card driver will send a notification to the credit card host, including the amount of the authorization.

If the partial authorization occurred during an Initial Authorization request, then the amount entered cannot exceed the Initial Authorization amount.

Any time a partial authorization occurs, POS Operations will display the following message intended to draw the operator's attention:

```
Partial Authorization of XX.XX Has Been Applied.
```

When the driver returns an available balance, POS Operations will store that balance as part of the authorization detail. The remaining balance will print on the credit card voucher.

If the credit card driver does not support partial authorization then it will decline the authorization even if the tender is configured to support partial authorizations.

Configuration

To program this functionality, the user must configure the following options in the EMC:

◆ For all credit card tenders that will support this functionality, enable the **Supports Partial Authorization** option on the *Credit Card Options* tab.

◆ Enable the **Print Stored Value account or Prepaid Card balance on chit/voucher** option on the *Printing Options | Tender Media Options* tab. This will print the available card balance on the credit card voucher, after the transaction is complete.

Key Manager

Ability to Automate Key Rotation via the Command Line
CR ID#: N/A

The user now has the ability to automate key rotation via the command line (e.g., cmd). In the past, key rotation could only be performed manually at each store.

To utilize this functionality, enter the following text in the command line:

```
KeyManager.exe -np [New Passphrase]
```

Complex Password Required to Log Into Key Manager
*CR ID #: N/A*

Key Manager now requires a complex password in order to log in. A complex password is defined as one that contains a minimum of one alpha, and one numeric character, and is a minimum of 8 characters long.

To run Key Manager, the following options must be enabled on the *EMC | System Parameters | General | Enhanced Password Security* form:

◆   Minimum Password Length

◆ Require Passwords to Contain Letters and Numbers
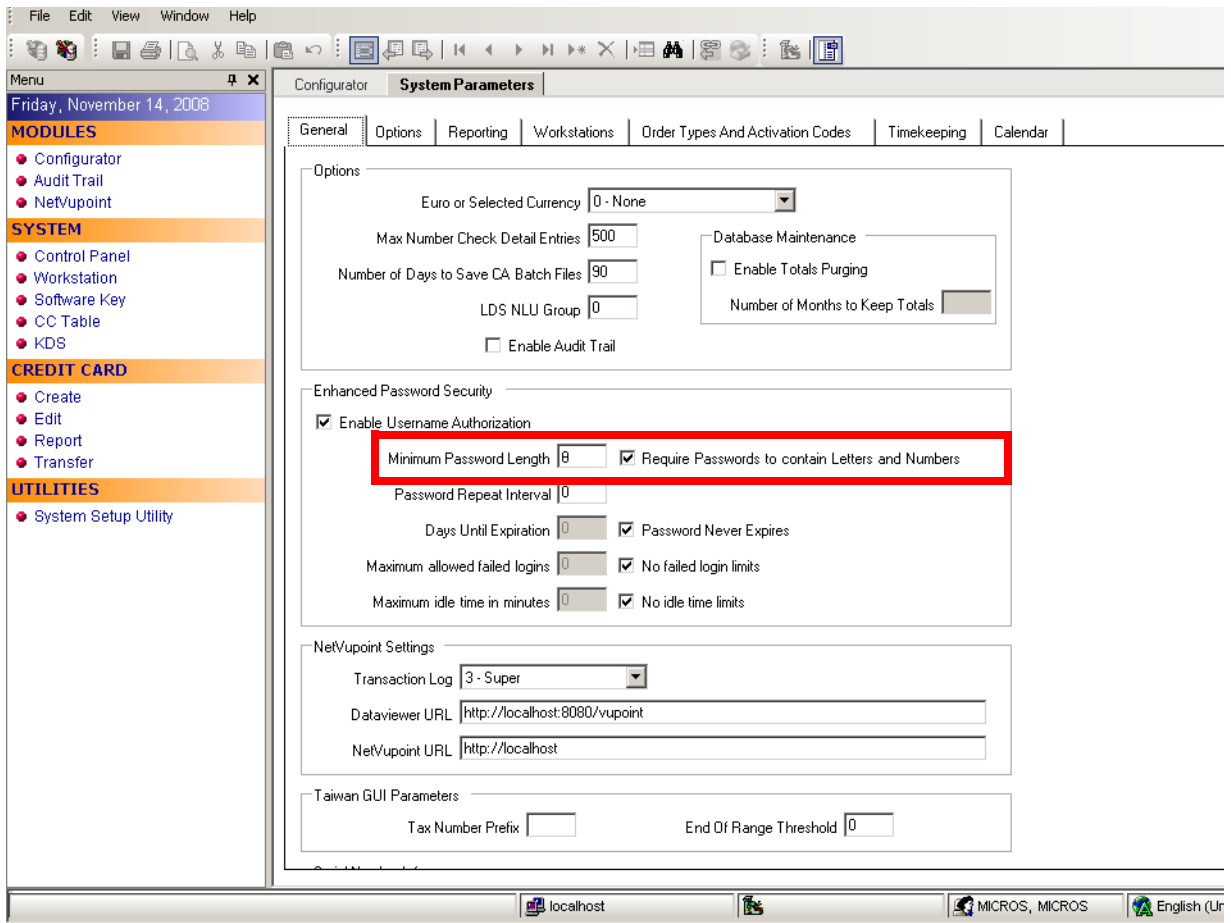
If attempting to log into Key Manager without a complex password, or attempting to log into Key Manager when the above mentioned options are not enabled will cause the following error message to appear:

```
Key Manager requires the use of strong password to access
the key management functionality. The password must have at
least 8 characters and contains at least one alphabetic
character, and one numeric digit. The password entered does
not meet this requirement. Please use EMC to change your
password.
```

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID #	Page
Guest Connection	Automatically Resend to PMS in the Event of a Communications Failure	N/A	23

Enhancements Detailed

Guest Connection

Automatically Resend to PMS in the Event of a Communications Failure
CR ID#: N/A

The 9700 HMS now has the ability to resend data to the PMS in the event of a communication failure.

At this time, this option will only work for winstation clients. This functionality will not function with SAR clients.

To support this functionality, the **Resend TMS message w/o prompt** option bit has been added in the *RVC Parameters | Interface* tab.

- When enabled, the system will reconnect to the PMS without prompting the user first.

- When disabled, the user will be prompted to reconnect to the PMS. The connection will only be re-established if the user selects **Yes** to this prompt.

In the past, the user would always be prompted to reconnect to the PMS.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently residing in the mymicros.net environment. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be a party of the previous version of software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface BY DESIGN in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID #	Page
EMC	Attemping to Add New RVC Through EMC in Oracle Results in an Error Condition	26069	27
	Linking Menu Item Availability With Menu Levels Caused Incorrect Menu Item Counts	23643	27
	Unable to Add Menu Item Class	25132	27
	Unable to Copy and Paste Using the F3/F4 Keys When in Grid Mode in the Menu Items Form	23703, 23173	28
	Unable to Delete Tender/Media Record	25437	28
ILDS	Debit Mode Transactions Would Not Work	N/A	28
KWS4	Able to Perform Two Transactions When Cash Drawer Was Open Before Being Prompted to Close the Drawer	24244	29

Module	Feature	CR ID #	Page
NTS	Large Totals Would Cause the Activity Logs, Transaction Jobs and the Definition Jobs to be Unsuccessful	23279, 23399, 23479	29
	Running Report in Dataviewer for an Oracle Database Could Cause an Error Condition	25323	29
PMS	Would Not Re-initialize Connection if Closed by a Third Party Interface	25775	30
Reports	Closed Check Report Totals on Workstation and Report Writer May Not Match	21634	30
	Converted Currency Total Would Not Balance to Currencies on the System Financial Report	24144	30
	Financial Report Totals May be Incorrect if Items on a Reopened Check are Voided	25440	30
SAR	@CHK_OPEN_TIME Returned No Data When SAR was Offline	21590	31
	Adding Checks from Another RVC when Using an ISL Script with MI Lookup Caused Menu Item to Appear in the Place of the Actual Menu Item Name	25141	31

Module	Feature	CR ID #	Page
SAR Cont'd	An ISL Script Containing the Savechkinfo Function Run During the "Final_Tender" Event Would Print the data on All Subsequent Checks	25137	31
	Performing a Check Cancellation When this is a Privileged Operation Would Create a Zero Balance Check	25560	32
	Performing a Closed Check Adjustment Could Cause Order to Reprint to the Kitchen Printer	25419	32
	Posting a Room Charge From a SAR Client Resulted in an Error Condition	25726	32
	Running an ISL Script from a SAR Client Would Return an Error Condition	25173	32
	VAT Tax Could Print Incorrectly	24256	33
Team Service	Team Service Would not Work When Mag Entry Was Required for Employees	N/A	33
Winstation	Unable to Calibrate the Winstation Client Remotely	25348	33

Revisions Detailed

EMC

Attempting to Add New RVC Through EMC in Oracle Results in an Error Condition
CR ID #: 26069

When attempting to add a new revenue center (RVC) in the EMC on the *Configuration | RVC Configuration | Configuration* form on an Oracle system, the user would receive the following error condition:

```
Error encountered with database server on network
connection. ORA-01843: not a valid month
```

This has been corrected.

Linking Menu Item Availability With Menu Levels Caused Incorrect Menu Item Counts
CR ID#: 23643

Previously, when menu item availability was linked to menu levels, the menu item counts could be incorrect. This has been corrected.

Unable to Add Menu Item Class
CR ID#: 25132

Previously, when attempting to add a new menu item class to the database, the user would receive the following error message:

```
Error encountered with the database server or network
connection; string or binary would be truncated.
```

This has been corrected.

Unable to Copy and Paste Using the F3/F4 Keys When in Grid Mode in the Menu Items Form
CR ID#: 23703

Previously, the user was unable to copy and paste data using the F3/F4 keys when in the Grid Mode of the Menu Items form in the EMC. This has been corrected.

Unable to Delete Tender/Media Record
CR ID#: 25437

Previously, the user would receive the following error message when attempting to delete a tender/media record:

```
Invalid column name "CashDecTendMedid" appeared.
```

This has been corrected.

ILDS

Debit Mode Transactions Would Not Work
CR ID#: N/A

Previously, when attempting to perform a debit mode transaction, the ordered items would not populate on the guest check when opened on a Winstation client, and the user would receive the following error message:

```
Cannot configure open price item w/decimal quantity.
```

These issues have been corrected.

KWS4

Able to Perform Two Transactions When Cash Drawer Was Open Before Being Prompted to Close the Drawer
CR ID#: 24244

Previously, if the cash drawer was open, then the user was able to perform two transactions before being prompted to close the cash drawer. The correct behavior is for the user to be prompted with the message immediately after pressing any key while the drawer is open. This has been corrected.

NTS

Large Totals Would Cause the Activity Logs, Transaction Jobs and the Definition Jobs to be Unsuccessful
CR ID#: 23279, 23399, 23479

Previously, when excessively large totals in the 9700 HMS database would cause the activity log, transaction jobs and definition jobs to be unsuccessful, and to produce the `arithmetic overflow error` message. This has been corrected.

Running Report in Dataviewer for an Oracle Database Could Cause an Error Condition
CR ID#: 25323

Previously, the user would encounter the following error condition when attempting to run a report in Dataviewer for an Oracle database when using the following tabs: Date/time, Start/end, and time of day.

```
/Vupoint Application-One or more errors occurred during
processing of command ORA-00904;DatePart invalid
identifier.
```

This has been corrected.

PMS

Would Not Re-initialize Connection if Closed by a Third Party Interface
CR ID#: 25775

Previously, if a Third Party Interface closed the PMS connection to the system, then PMS would not automatically re-initialize the connection. This has been corrected.

Reports

Closed Check Report Totals on Workstation and Report Writer May Not Match
CR ID#: 21634

Previously, it was possible that the Closed Check Report totals run from the Workstation would not match those run from Report writer. This has been corrected.

Converted Currency Total Would Not Balance to Currencies on the System Financial Report
CR ID#: 24144

Previously, there was a total mismatch between the Converted Currency Total and the Currencies on the System Financial Report. This has been corrected.

Financial Report Totals May be Incorrect if Items on a Reopened Check are Voided
CR ID#: 25440

Previously, reopening a check closed check containing a discount with inclusive tax, and then voiding either the payment method, discount, or a menu item would cause Financial Reports to reflect inaccurate totals. This has been corrected.

SAR

@CHK_OPEN_TIME Returned No Data When SAR was Offline
CR ID#: 21590

Previously, the @CHK_OPEN_TIME System Variable (e.g., SIM) would return no data when SAR was in offline mode, and the network cable was disconnected. This issue has been corrected.

Adding Checks from Another RVC when Using an ISL Script with MI Lookup Caused Menu Item to Appear in the Place of the Actual Menu Item Name
CR ID#: 25141

Previously, when using an ISL script that contains the MI lookup function, checks added from another Revenue Center would display/print Menu Item rather than the true Menu Item's name. This has been corrected.

An ISL Script Containing the Savechkinfo Function Run During the "Final_Tender" Event Would Print the data on All Subsequent Checks
CR ID#: 25137

Previously, running an ISL script that contained the function "savechkinfo" during the Final_Tender event would cause the data to print on all subsequent checks that were run on the workstation. This has been corrected, and the data added will now appear only in the header of guest checks and guest receipts once the final tender has been applied.

Performing a Check Cancellation When this is a Privileged Operation Would Create a Zero Balance Check
CR ID#: 25560

Previously, a non-privileged employee attempting to cancel a check when this was configured as a privileged function, would cause the system to create a zero dollar balance check, and the user would be unable to close. This has been corrected.

Performing a Closed Check Adjustment Could Cause Order to Reprint to the Kitchen Printer
CR ID#: 25419

Previously, performing an adjustment to a closed check could cause the order to be re-sent to the kitchen printer. This has been corrected.

Posting a Room Charge From a SAR Client Resulted in an Error Condition
CR ID#: 25726

Previously, when posting a room charge from a SAR Client, the transaction would post successfully, but the user would receive the following error condition:

```
isl error on line XXX
```

This has been corrected.

Running an ISL Script from a SAR Client Would Return an Error Condition
CR ID #: 25173

Previously, attempting to run an ISL script from a SAR client would return a decimal overflow error condition. This has been corrected.

VAT Tax Could Print Incorrectly
CR ID #: 24256

Previously, VAT taxes would print incorrectly when multiple tax classes were used, or when a discount was applied to a check. This has been corrected.

Team Service

Team Service Would not Work When Mag Entry Was Required for Employees
CR ID#: N/A

Previously, enabling the **mag entry required for employee id** option (*Device Table | Options*) would cause the "add/remote employee" function in team service to unnecessarily require a mag swipe. This has been corrected.

Winstation client

Unable to Calibrate the Winstation Client Remotely
CR ID#: 25348

Previously, the user was not able to calibrate the display on the Winstation client remotely through confidence test. This has been corrected.

9700 Version 3.10 Service Pack 8

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID #	Page
Gift Cards - iCare	Issue Points: Prompt for Program Code and Process Returned Discount Supported	N/A	35
	Redeem Coupon Supported	N/A	35
KDS	KDS Display Supported on WS4LX and WS5	N/A	35
VAT/ Schema Change	Schema Update for Future Support of VAT Tax Reports in mymicros	N/A	35

New Features Detailed

Gift Cards - iCare

Issue Points: Prompt for Program Code and Process Returned Discount Supported
CR ID#: N/A

This functionality is now available.

Redeem Coupon Supported
CR ID#: N/A

This functionality is now available.

KDS

KDS Display Supported on WS4LX and WS5
CR ID#: N/A

It is now possible to run the KDS display from a WS4LX and a WS5.

VAT Schema Change

Schema Update for Future Support of VAT Tax Reports in mymicros
CR ID#: N/A

For SQL server, there is a new datatype UDT_MONEY_EXT,"numeric(21,6)',"NULL". There are 2 new columns Amount 3 UDT_MONEY_EXT NULL and Amount4 UDT_MONEY_EXT NULL on TOTALS table.

For Oracle, there are 2 new columns Amount 3 NUMBER (21,6) and Amount 4 NUMBER (21,6) on TOTALS table.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancement	CR ID #	Page
8700sql	8700sql Queries Execute at an Acceptable Rate	25271	37
NetVupoint	Index Changes to Improve Performance Related Issues Related to NTS queries	25052	37

**Enhancements
Detailed**

8700sql

8700sql Queries Execute at an Acceptable Rate
CR ID#: 25271

Previously, certain queries took a considerable amount of time to complete. This has been improved.

Netvupoint

Index Changes to Improve Performance Related Issues Related to NTS queries
CR ID#: N/A

Index changes have been made to improve performance related to NTS queries

What's Revised	A revision is defined as a correction made to any existing form, feature, or function currently residing in the mymicros.net environment. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be a party of the previous version of software.

- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface BY DESIGN in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Revision	CR ID #	Page
Credit Cards	EMC Crashes After Editing a Credit Card with an Invalid Expiration Date and/or Authorization Code	25298	40
	Credit Card Numbers are Masked on All Receipts	23992	40
KDS	Invalid Justification Error Was Unnecessary	25584	40
	Order Devices would not Redirect on the KDS	25354	40

Module	Revision	CR ID #	Page
SAR	Orders Print Incorrectly from SAR Client to a Local Printer with Serial Connection	25325 25388	41
	Cashiers Prompted to Enter Unnecessary Information when Performing a Room Charge	24667 25403	41
	Slip Printers Incorrectly Process RVC Parameters Print Options	N/A	41
	Checks Closed in Offline Mode Display as Open in Online Mode	53998	41
SAR (cont'd)	"Exempt Auto Service Charge" does not Work with Multilingual Key Functions	24552	42
	RVC Parameter Option "Number of Lines" for Printing does not Work	23651	42
SIM	Credit Card Numbers were not Masked on Banquet Checks	25481	42
Slip Printer	Slip Printer does not Release Check	25009	42
8700sql	Time Periods Exported Incorrectly	24037	43
	Queries Execute at a Reasonable Rate	24285	43

Revisions Detailed

Credit Cards

EMC Crashes After Editing a Credit Card with an Invalid Expiration Date and/or Authorization Code
CR ID#: 25298

EMC would crash while attempting to edit a record with an invalid expiration date or auth code. This has been corrected.

Credit Card Numbers are Masked on All Receipts
CR ID#: 23992

When a tender was programmed to print 2 customer receipts, the second copy that printed did not mask the credit card number. This has been corrected.

KDS

Invalid Justification Error Was Unnecessary
CR ID #: 25584

Previously, the KDSController.log file would unnecessarily record the Invalid Justification (L) error message, causing the log file to become large. To resolve this issue, this error message has been disabled.

Order Devices would not Redirect on the KDS
CR ID#: 25521

KDS had intermittent communication issues after redirection of order devices. This has been corrected.

SAR

Orders Print Incorrectly from SAR Client to a Local Printer with Serial Connection
CR ID#: 25325 & 25388

Orders did not print properly or cut paper properly when printing from a SAR client to a local printer with a serial connection. This has been corrected.

Cashiers Prompted to Enter Unnecessary Information when Performing a Room Charge
CR ID#: 24667 & 25403

The cashier was incorrectly prompted twice for room number and guest information while performing a room charge. This has been corrected.

Slip Printers Incorrectly Process RVC Parameters Print Options
CR ID#: N/A

When printing to a slip printer from a SAR client, "lines on guest check and lines on other" were not handled properly. This has been corrected.

Checks Closed in Offline Mode Display as Open in Online Mode
CR ID#: 53998

Occasionally, if a check was tendered (closed) offline, under certain circumstances, the check would still show open even after the SAR client went back online. This has been corrected.

"Exempt Auto Service Charge" does not Work with Multilingual Key Functions
CR ID#: 24552

The option bit "exempt auto service charge" would reverse after using multilingual key functions 1100-1109. This has been corrected so that the exemption remains intact.

RVC Parameter Option "Number of Lines" for Printing does not Work
CR ID#: 23651

SAR clients printing receipts to slip printers suppressed header information and prematurely put page breaks in for multi-page receipts. This has been corrected.

SIM

Credit Card Numbers were not Masked on Banquet Checks
CR ID#: 25351

Credit card numbers were not masked on the banquet checks. This has been corrected.

Slip Printer

Slip Printer does not Release Check
CR ID#: 25009

The slip printer would not release the check if the option bit "print check without trailer" was on. This has been corrected.

8700sql

Time Periods Exported Incorrectly
CR ID#: 24037

8700sql did not export time periods properly. This has been corrected.

Queries Execute at a Reasonable Rate
CR ID#: 24285

After adding a new revenue center, queries would take a considerable amount of time to complete. This has been corrected.

9700 Version 3.10 Service Pack 7

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID #	Page
EMC	Help/About Weights and Measures available to clients	N/A	45
Gift Cards	New Auto Reversal Feature available	25059	45
Netvupoint	Mi Sales Net Vat and Discount Report now available	N/A	45
	New time period sales report broken down by RVC now available	N/A	45
WEPOS	Microsoft WEPOS (Windows Embedded Point of Services) now supported on WS/5	N/A	46

New Features Detailed

EMC

Help/About Weights and Measures available to clients
CR ID#: N/A

A new function key has been added. A function key type 11 number 320 weights and measures info can now be added to touchscreens to display information regarding weights and measures.

Gift Cards

New Auto Reversal Feature available
CR ID#: 25059

If Auto-Reversal is configured and ACK is not received within configured timeout, the Gift Card Service will automatically send a reversal transaction to the gift card company.

Netvupoint

Mi Sales Net Vat and Discount Report now available
CR ID#: N/A

Family Group Menu Item Reports and Major Group Menu Item Reports whose menu item sales are net of VAT and discounts are now available in Netvupoint. Make sure posting option bit in System Parameters "Post MI, Major/Family Group Sales Totals Net of VAT" is on.

Time period sales report broken down by Revenue Center now available
CR ID#: N/A

There is now a Time Period Sales report in available in Dataviewer that shows mi sales broken down by revenue centers, time/date ranges and period intervals.

WEPOS

Microsoft WEPOS (Windows Embedded Point of Services) now supported on WS/5
CR ID#: N/A

Microsoft WEPOS system is now supported on the WS/5.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

♦ The basic feature or functionality already exists in the previous release of the software.

♦ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID #	Page
Mobile MICROS	Change RVC now behaves the same as regular workstations	N/A	48
	Ability to customize barcode length	N/A	48
Netvupoint	Journal log optimized	N/A	48
	Index Tuning for NVP Transformation Service improved	N/A	48

Enhancements Detailed

Mobile Micros

Change RVC now behaves the same as regular workstations
CR ID#: N/A

Previously, the MMH only had a function 381 and you had to be signed in to have the ability to change RVC. Also when using this function the MMH did not display a list of Revenue centers to select from. This feature is now available for the Mobile Micros.

Ability to customize barcode length
CR ID#: N/A

Previously, it was not possible to set a data start and end range for bar code UPC numbers on the Mobile Micros. A new tab has been added on the MMH to accomplish this. This can be configured under Mobile Micros setup barcode tab.

Netvupoint

Journal Log Optimized
CR ID#: N/A

Journal log has been optimized to improve query performance time.

Index tuning for NVP Transformation Service improved
CR ID#: N/A

Index tuning for NVP Transformation Service has been improved for better performance.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.

- ◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
8700sql	Export of time clock data now returns data	24728	52
EMC	Remote EMC installs properly on 2-node Oracle installation on Windows Vista	N/A	52
	Employees have been restricted from promoting their own level	N/A	52
Gift Cards	Increased gift card numbers to accept up to 25 digit card numbers	24971	52
Manager Procedures	Employees have been restricted from promoting their own employee class level	24952	53

Module	Feature	CR ID	Page
Mobile MICROS	Bluetooth printer now cuts between checks when multiple checks are programmed to print	25117	53
	Returns post to Room Charge properly while signature capture is enabled	25115	53
	MMH now prints all order receipts with the Chain/Fire Function	24259	53
	When loading MMH client, CAL no longer hangs at EXECNOWAIT command	N/A	54
Netvupoint	Employees can login to NVP regardless of employee class setting	24824	54
	Grammatical error corrected in NVP upgrade install screen	N/A	54
	Now able to run query on adjustments in NVP without error	23811	54
	Now able to view the Admin Section of the portal page in 2-node Oracle setup	N/A	54
Outstanding Totals	Add/Transfer function no longer causes erroneous carried over/outstanding totals on financial reports	24320	55
	Cancel of override check open on system no longer causes erroneous carried over/outstanding totals on financial reports	24059	55
POSSRV	POSRVC no longer failing during large amounts of simultaneous menu item updates	25129	55

Module	Feature	CR ID	Page
SAR	Sim script now fixed so that remote printing has the ability to print red/inverse or double-wide	21886	56
	Manual employee entry restricted at the workstation while option bit "Mag card entry required for employee id" is enabled	24324	56
	It is now possible to enter a bank amount at the SAR workstation with option bit "Bank Entry Required" enabled	20157	56
	Condiments configured to print in red now print in red even with mi class option 13 "print price on check" enabled	21115	56
	Room Inquiry on SAR Client no longer displays an error	25314	57
	SAR Install on WS4LX Client no longer displays error	25296	57
Touchscreen	Menu items now print Chinese translations on the touchscreen buttons	25110	57

**Revisions
Detailed**

8700sql

Export of time clock data now returns data
CR ID#: 24728

Previously, 8700sql export of time clock detail returned no data. This has
been corrected.

EMC

Remote EMC installs properly on 2-node Oracle installation on Windows Vista
CR ID#: N/A

Previously, the install would begin and then hang up indefinitely at the
point where it is "Installing the Oracle 10G OLEDB Client". This has
been corrected.

Employees have been restricted from promoting their own level
CR ID#: N/A

Previously, employees were able to sign into the employee file and
change to a higher level. This is no longer possible.

Gift Cards

Increased gift card numbers to accept up to 25 digit card numbers
CR ID#: 24971

Previously, Winstation would not accept a gift card if the card number
was more than 20 digits. It is now setup to accept a gift card numbers up
to 25 digits.

Manager Procedures

Employees have been restricted from promoting their own employee class level
CR ID#: 24952

Previously, employees were able to promote their employee class level through manager procedures even though they did not have sufficient privileges to do so. This has been restricted.

Mobile Micros

Bluetooth printer now cuts between checks when multiple checks are programmed to print
CR ID#: 25117

Previously, if multiple checks were programmed to print the paper did not cut between checks. This has been corrected. Printer now cuts after every check.

Returns post to Room Charge properly while signature capture is enabled
CR ID#: 25115

Previously, returns would double post to room charge and the check would not close properly if signature capture was enabled. This has been corrected.

MMH now prints all order receipts with the Chain/Fire Function
CR ID#: 24259

Previously, if you added orders to checks that had been previously chained and fired, only the first order would print to the kitchen. This has been corrected.

When loading MMH client, CAL no longer hangs at EXECNOWAIT command
CR ID#: N/A

Previously, when loading MMH client, CAL would hang at EXECNOWAIT command and the install would not complete. This behavior has been corrected,

Netvupoint

Employees can login to NVP regardless of employee class setting
CR ID#: 24824

Previously employees were not able to login into Netvupoint if the employee class was set to zero. This has been corrected.

Grammatical error corrected in NVP upgrade install screen
CR ID#: N/A

Previously, during the 3.2 NVP Service Pack upgrade, the screen read "Install NVP", since this is an upgrade it now reads "Update NVP".

Now able to run query on adjustments in NVP without error
CR ID#: 23811

Previously, regardless of whether there are any returns done or not, under the Adjustments link and the following "Adjustments Detail" the link under "RETURNS" would return an error. This has been corrected.

Now able to view the Admin Section of the portal page in 2-node Oracle setup
CR ID#: N/A

Previously, in a 2-node Oracle Setup, the admin section of the portal page would not display. This has been corrected.

Outstanding Totals

Add/Transfer function no longer causes erroneous carried over/outstanding totals on financial reports
CR ID#: 24320

Previously, using the Add/Transfer function could cause erroneous carried over/outstanding totals. This has been corrected.

Cancel of override check open on system no longer causes erroneous carried over/outstanding totals on financial reports
CR ID#: 24059

Previously, if you were prompted to override an open check on the system and canceled the prompt to perform the override (depending on the timing) it could cause erroneous carried over/outstanding totals. This has been corrected.

POSSRV

POSSRV no longer failing during large amounts of simultaneous menu item updates
CR ID#: 25129

Previously, if you were prompted to override an open check on the system and canceled the prompt to perform the override (depending on the timing) it could cause erroneous carried over/outstanding totals. This has been corrected.

SAR

Sim script now fixed so that remote printing has the ability to print red/inverse or double-wide
CR ID#: 21886

Previously, sim scripts did not print red/inverse or double-wide correctly. This has been fixed.

Manual employee entry restricted at the workstation while option bit "Mag card entry required for employee id" is enabled
CR ID#: 24324

Previously, it was possible for employees to manually sign into the workstation with option bit "Mag card entry required for employee id" enabled. This has been corrected.

It is now possible to enter a bank amount at the SAR workstation with option bit "Bank Entry Required" enabled
CR ID#: 20157

Previously, it was not possible to enter a bank amount on the SAR client with option bit "Bank Entry Required" enabled. This has been corrected.

Condiments configured to print in red now print in red even with mi class option 13 "print price on check" enabled
CR ID#: 21115

Previously, Condiments configured to print in red, did not print from the SAR client with mi class option 13 on. This has been corrected.

Room Inquiry on SAR Client no longer displays an error
CR ID#: 25314

Previously, performing a room inquiry would display the error "Internal Database Error No Template Specified". This behavior has been corrected.

SAR Install on WS4LX Client no longer displays error
CR ID#: 25296

Previously, when installing a SAR client on a WS4LX an error would display "Fatal Error UWS Application Does Not Match Server". This has been corrected.

Touchscreen

Menu Items now Print Chinese Translations on the Touchscreen Buttons
CR ID#: 25110

Previously, menu items w/Chinese translations only displayed in English on the touchscreen. This has been corrected.

Important: Do not upgrade your system if there are any SAR Clients offline that may have checks. Please be sure to have your SAR clients online before upgrading. MICROS also recommends applying the service pack after incrementing the business date (through Start of Day) and batching/settling credit cards.

1. On the 9700 server, open the Enterprise Management Console (EMC). Open the Control Panel module from the Menu Bar, and click the "Down" radio button to bring down the MICROS 9700 System. At the prompt, "Stop the 9700 System?", click Yes.

2. From the Windows Desktop, select Start | Settings | Control Panel | Administrative Tools | Services and stop the MICROS 9700 POS Multiplexer. A prompt box will inform you that the MICROS 9700 POS service will also be stopped. Select Yes to stop these services.

3. Locate the patch and double-click 9700HMS310SP7.exe. (Note: The patch should not be run from the \MICROS\LES\POS directory or any of its subdirectories.) Follow the installation instructions.

4. When the installation is complete, reboot your system when prompted.

5. When the system comes back up, use the Control Panel within the EMC to start the 9700 POS System and 9700 POS Operations modules.

9700 Version 3.10 Service Pack 6

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID #	Page
Security	PCI Compliance Installation Changes Security Overview	N/A	60
KDS	KDS SOS Display now able to show only tables that are currently open and active	N/A	68
	KDS Display now supported on the WS4LX and the WS5	24405	68
OPS	Menu Item name changes	23979	69
SIM	CHKDATA variable has been enhanced to handle Unicode	23217	69
Tax	More than one inclusive tax allowed per tax class	23964	69
	VAT taxes now print separately at the bottom of the check	23964	70
Workstation	New hardware supported	N/A	70

New Features
Detailed

Security

PCI Compliance Installation Changes

Changes have been made to the 9700 v 3.10 SP6 installation process to meet the Payment Card Industry Data Security Standard (PCI DSS) requirements. For more information on PCI DSS, please see the "Security Announcement" section.

Previous versions of 9700 3.x installed with four default accounts: "9700cfg," "csremote," "micros," and "m9700." MICROS Systems, Inc. previously advised that these defaults accounts be deleted, renamed, or disabled. To prevent compromised security and maintain PCI compliancy, 9700 v. 3.10 SP6 has modified or removed these default accounts. For more information, please see the "Secure Default Account Handling" section.

To meet a PCI compliance requirement, domain-level security or Windows® Workgroups must now be enabled when both the Remote Management Console (RMC) remote user account is active and credit card transactions are processed through the 9700 system. Domain-level security must be enabled when the server is on a domain. Windows® Workgroups provides security for servers not on a domain.

The installation process now recognizes if the server is on the domain or not on the domain. When the server is on the domain, domain-level security is automatically installed by the 9700 v. 3.10 SP6 installation process. Disabling domain-level security will compromise PCI compliancy. If domain-level security is disabled when the server is on the domain, the CreateUser.exe application must be used to maintain PCI compliancy. For more information on Windows® Workgroups and the CreateUser.exe application, see the "When the Server is Not on the Domain: Configuring Remote RMC in a Windows® Workgroup Environment" section on the next page.

When the Server is Not on the Domain: Configuring Remote RMC in a Windows® Workgroup Environment

Due to a new PCI security requirement, the 9700 v. 3.10 SP6 installation now asks if the site processes credit card transactions through the system, as shown below

If credit cards are processed, the 9700 v. 3.10 SP6 installation now asks if the site will use the remote RMC, as shown below.
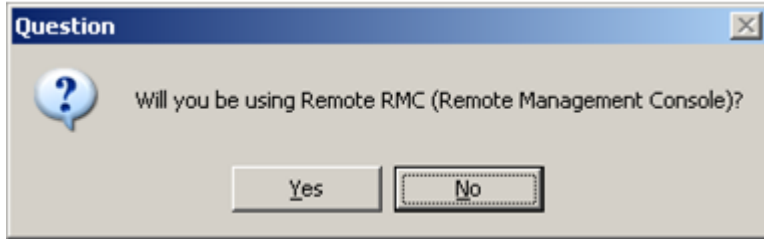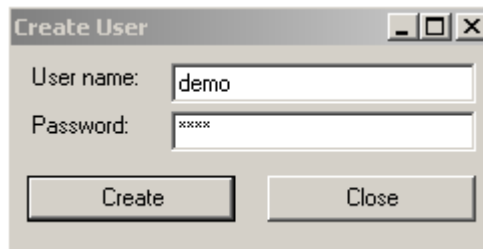

If the site is using remote RMC, credit cards are processed through the 9700 system, and the server is not on the domain, the following prompt displays.

After clicking "OK" to close the prompt above, follow the procedures on the next page to maintain Payment Card Industry (PCI) compliance in a Windows® Workgroup environment when both credit cards and Remote RMC are used. Complete these instructions after the 9700 3.1 SP6 update is finished and the server has been rebooted.
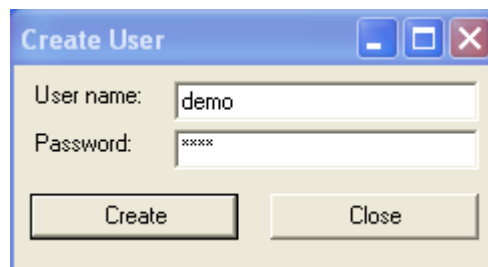
1. From the Windows® Start menu on the 9700 server, select All
   Programs | MICROS Applications | CreateUser.exe.

2. When prompted, enter a unique user name and a strong password
   consisting of at least eight alphanumeric characters. Select "Create".
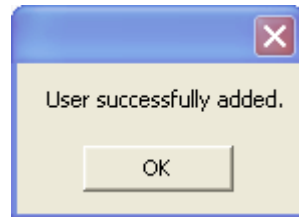   Do not use default usernames or passwords.

3. Select "OK" after the 'User successfully added' message, seen below,
   is displayed.

4. Select "Close" within the CreateUser applet.

5. After Remote RMC is installed on the client workstation and updated
   to the match the server version, from the Windows® Start menu
   select All Programs | MICROS Applications | CreateUser.exe.

6. When prompted, enter the identical username and password
   previously used on the server and then select "Create".

7. Select "OK" after the 'User successfully added' message, seen below, is displayed.

8. Select "Close" within the CreateUser applet. You should now be able to run Remote RMC on the client workstation.

9. Repeat steps 6-9 on each Remote RMC workstation. Be certain to use the same username and password previously used on the server.

MICROS Systems, Inc. mandates that the Remote RMC password on the server and all clients be changed periodically, at least every 90 days, using the CreateUser applet. After creating a new password, be certain to use the same username and password on the server and on all the client workstations.

Security Announcement

Due to new, more stringent Payment Card Industry Data Security Standard (PCI DSS) requirements, 9700 v. 3.10 SP6 encryption key rotation handling procedures, default account handling, and security-related documentation has changed.

About PCI Compliance

PCI compliance is required of all merchants and service providers that store, process, or transmit cardholder data. The program applies to all payment channels, including retail (brick-and-mortar), mail/telephone order, and e-commerce.

When customers offer their bankcard at the point of sale, over the Internet, on the phone, or through the mail, they want assurance that their account information is safe. That's why the PCI Data Security Standard was established. The program is intended to protect cardholder data- wherever it resides- ensuring that members, merchants, and service providers maintain the highest information security standard.

To achieve compliance with PCI, merchants and service providers must adhere to the PCI Data Security Standard, which offers a single approach to safeguarding sensitive data for all card brands. This Standard is a result of collaboration among the credit card industry and is designed to create common industry security requirements, incorporating the PCI requirements. Using the PCI Data Security Standard as its framework, PCI provides the tools and measurements needed to protect against cardholder data exposure and compromise across the entire payment industry.

For more detailed information concerning PCI compliance, please refer to the PCI Security Standards Council website, https://www.pcisecuritystandards.org/.

Key Management Utility Security Enhancements

Previously, the 9700 3.x system stored the encryption keys used to encrypt and decrypt secure data, such as credit card numbers, in the database.

Now due to a new PCI DSS requirement that mandates the secure deletion of unused encryption keys, 9700 v. 3.10 SP6 uses a new encryption scheme that avoids using secondary encryption keys. The secure deletion of the old encrypted passphrase file is accomplished using the secure delete application SDelete.

Warning: After a key rotation (the initial key rotation and all subsequent rotations) is performed by the Key Management Utility, the database and 9700 application becomes synchronized with new encryption key data.

Because of this reason, users should not swap databases (restoring/replacing the existing database with a different one) until they are absolutely sure that the new database is also in sync with the 9700 application.Generally speaking, there is no way to determine whether an offline database that is about to be restored by the user is in sync with 9700 application.

Therefore, usually the only safe scenario to restore/replace a database is to restore/replace the database with a good database backup that must have been taken prior to performing the new key rotation. The database can only be restored/ replaced if no key rotation has occurred since uploading the existing database or since the backup database was taken.

Warning: If the passphrase is lost, the encrypted data in the database is unrecoverable. There are no backdoors!

For more information and instructions on how to use the Key Management Utility, see the MICROS 9700 Encryption Key Management Utility document.

Secure Default Account Handling

This section contains detailed information on secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain Payment Card Industry (PCI) compliance.

> ⚠️ ***Important Security Warning****: The use of default accounts is not PCI compliant. Therefore, 9700 3.10 SP6 eliminates the option to operate in a non-compliant fashion by automatically deleting or disabling the existing default accounts via the installation / upgrade process.*
>
> *Disabling or deleting the existing default accounts could potentially disable functionality in the system where these accounts were used. However, these default accounts must be securely disabled or deleted to operate in a PCI compliant manner.*

Previous versions of 9700 3.x installed with four default accounts: "9700cfg," "csremote," "micros," and "m9700." MICROS Systems, Inc. previously advised that these defaults accounts be deleted, renamed, or disabled. To prevent compromised security and maintain PCI compliancy, 9700 v. 3.10 SP6 has modified or removed these default accounts.

The "micros" and "csremote" legacy accounts will no longer be installed. These accounts have been removed from the installation process as they are not used and, when not securely deleted, can compromise PCI compliancy. When upgrading to 9700 v. 3.10 SP6 from a previous version, these accounts will be disabled after the upgrade process completes.

The legacy "m9700" and "9700cfg" accounts will be disabled after the 9700 v. 3.10 SP6 installation/ upgrade process completes.

For more information on secure default account handling, see the 9700 Secure Default Account Handling document.

Documentation Resources

◆ The following documents have been updated with information and procedures needed to achieve PCI compliance and must be consulted for security purposes prior to 9700 v. 3.10 SP6 installation. These documents are available on the 9700 Product Page of the MICROS website.

◆ "9700 PA-DSS Compliance v. 3.10: This document is a quick reference guide that provides information concerning MICROS' adherence to the PCI Data Security Standard and Payment Application Data Security Standard (PA-DSS) compliance.

◆ "9700 Secure Default Account Handling: This document contains detailed information on 9700 v. 3x secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain PCI compliancy.

◆ "9700 Security Guide: This document describes 9700's security design, features that monitor employees' actions taken on the system, and features that restrict employee access to the database, reports, and operational procedures.

◆ "9700 Upgrade Best Practices: This document is intended to convey best practice information when upgrading the 9700 HMS application from a non-PCI compliant version (version 2.x) to a PCI compliant version (versions 3.x and greater).

◆ "MICROS 9700 Encryption Key Management Utility: This document is a quick reference guide that provides information concerning the 9700 Encryption Key Management Utility, which allows the user to set the encryption passphrase for the 9700 system.

◆ MICROS Secure Wipe Tool: This document provides instructions on how to download and use the secure wipe tool Eraser. The secure deletion of data is necessary when upgrading a non-PCI compliant version of a MICROS software application or when customer data has been collected for troubleshooting purposes and is no longer needed.

◆ Wireless Networking Best Practices: This document explains the steps necessary to connect a wireless workstation for PCI compliance.

KDS

KDS SOS Display now able to show only tables that are currently open and active
CR ID#: N/A

Previously, the Speed of Service KDS Display would show all tables programmed into the database. KDS SOS Display now has the capability to display only tables currently open and active in the location. This new feature can be enabled by going into EMC | System Hardware | Device Table. The option bit "Only Active Tables" has been added to the SOS Display Options on the General tab of KDS Display device.

KDS Display now supported on the WS4LX and the WS5
CR ID#: 24405

KDS Display is now supported on the WS4LX and WS5 hardware platforms.

Ops

Menu Item Name Changes
CR ID#: 23979

Name1 and Name2 of a menu item are able to be displayed concurrently in check detail and on the touchscreen button. This feature is available for WinStation and SAR Clients only. DOS Clients and Mobile MICROS Handhelds do not support this feature.

> *Note*   *In order to download to the workstation, the size of the detail area has been expanded to include the name. This change requires that the workstation must be upgraded to 3.1 SP 6 if their 9700 system is upgraded to 3.1 SP 6. If using 32 bit clients, client applications must be removed and then re-installed.*

SIM

CHKDATA variable has been enhanced to handle Unicode
CR ID#: 23217

Check detail can be sent to PMS when print mode is double byte. CHKDATA variable has been enhanced to handle Unicode.

Taxes

More than one inclusive tax allowed per tax class
CR ID#: 23964

The 9700 system used to restrict tax configurations to one U.S. inclusive tax rate per tax class. The restriction has been lifted and more than one inclusive tax is now allowed per tax class.

VAT Taxes now print separately at the bottom of a check
CR ID#: 23964

With a "VAT" configuration, it was possible to print VAT totals amounts on the bottom of a guest check by enabling the "Print VAT Line for Rate" options within RVC Parameters configuration. With an "Add on" tax configuration, it is also now possible to print the tax amounts at the bottom of a guest check if the "Print VAT Line for Rate X" options are enabled. The options have been renamed to "Print Tax Line for Rate X"

Workstation 5

New Workstation Hardware
CR ID#: N/A

New workstation hardware now supported.

What's Enhanced

There are no enhancements in this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
8700sql	MENU_ITEM_MASTER column ReportGroup no longer defaults to 1 when inserts are performed using 8700sql if column is not specified	23917	74
	Using TOTALS_PERIOD greater than 39 causes no longer displays error	N/A	74
	Importing the employee definition file no longer blanks out the users passwords	23907	74
Audit Trail	Audit trail report no longer crashing	N/A	74

Module	Feature	CR ID	Page
CAEDC	Credit Card Batch Creator creates batch with an appropriate file name	24377	75
	VisaD driver no longer intermittently batches twice when the connection is lost on the first attempt	21550	75
	VisaTCP driver no longer intermittently batches twice when the connection is lost on the first attempt	21904	75
Discounts	Taxes are now discounted properly	24281	75
DOS Client	DOS Client no longer gives "Scale UWS Error" when using the manual weight entry function key	24125	76
EMC	Improved security transmitting passwords for Remote EMC	N/A	76
Mobile MICROS	Credit card numbers are now masked properly when a second authorization is performed within the same transaction	24505	76
	Track 2 data is now read by the Symbol 8846 MAG Card Reader when Track 1 data is not present	23884	77
MSSQL	Additional indexes added to improve performance	N/A	77
NetVupoint	Watchdog Service stabilized	N/A	77
	Definitions distributed properly	23927	77
POSAPI	Sales totals post to transaction operator	24707	78

Module	Feature	CR ID	Page
Report Writer	Credit Card Batch Report masking all credit card numbers	24698	78
	Guest count is no longer overstated on the RVC Financial report	24329	78
RMC	Improved security transmitting passwords for Remote RMC	N/A	79
	RMC log file size now manageable	23939	79
SAR	Negative symbol now appears after the amount on the same line when performing a transaction void in Chinese print mode	24555	79
	Gift cards transaction no longer generates "Index outside the bounds of the array" error	24182	79
	Manual Weight function now works properly	24071	80
	Print format for closed check line is correct in Chinese print mode	24554	80
	Splitting a check on a SAR Client no longer returns an error	24550	80
TMS	Hitting the Cancel key on a check that has already been service totaled no longer cancels the check in Guest Connection	24191	80
WinStation	Error no longer received when attempting to install a WinStation client	24491	81
WS4 LX	Check detail screen display has been re-sized	24337	81

**Revisions
Detailed**

8700sql

*MENU_ITEM_MASTER column ReportGroup no longer
defaults to 1 when inserts are performed using 8700sql if
column is not specified*
CR ID#: 23917

When inserting menu items using 8700SQL, the report group was set to 0
(EMC) or NULL (MSSQL/Oracle). This caused issues with sites using
the Stratten Warren interface to insert menu items. This behavior has
been corrected.

*Using TOTALS_PERIOD greater than 39 causes no longer
displays error*
CR ID#: N/A

Using a TOTALS_PERIOD greater than 39 used to give errors. This
behavior has been corrected.

*Importing the employee definition file no longer blanks out
the users passwords*
CR ID#: 23907

When using 8700SQL to export and then import employee definitions,
employee passwords would be erased in the process. This behavior has
been corrected.

Audit Trail

Audit trail no longer crashing
CR ID#: N/A

Previously, Audit Trail would exit with an exception error when there
was over a million records in the table. This behavior has been corrected.

CAEDC

Credit Card Batch Creator creates batch with an appropriate file name
CR ID#: 24377

Previously, during credit card batch creation, an incorrect filename was intermittently generated with a .s extension. This behavior has been corrected.

VisaD driver no longer intermittently batches twice when the connection is lost on the first attempt
CR ID#: 21550

Previously, the interruption of the batch settlement process could cause double posting of records when the partially settled batch was sent again. This behavior has been corrected.

VisaTCP driver no longer intermittently batches twice when the connection is lost on the first attempt
CR ID#: 21904

Previously, the interruption of the batch settlement process could cause double posting of records when the partially settled batch was sent again. This behavior has been corrected.

Discounts

Taxes are now discounted properly
CR ID#: 24281

Previously, taxes were not reduced when a dollar Discount was applied. This has been corrected.

DOS Client

DOS Client no longer gives "Scale UWS Error" when using the manual weight entry function key
CR ID#: 24125

Previously, when using the manual weight entry function key (11:637) on a DOS Client, an error was received "Scale UWS Error" when the scale Interface option bit was disabled in the device table. This has been corrected.

EMC

Improved security transmitting passwords in Remote EMC
CR ID#: N/A

There have been measures taken to improve the secure transmission of passwords for Remote EMC.

Mobile Micros

Credit card numbers are now masked properly when a second authorization is performed within the same transaction
CR ID#: 24505

Previously, the full credit card number was shown on the credit card selection screen when a second authorization was performed within the same transaction on Mobile MICROS Handheld. This behavior has been corrected.

Track 2 data is now read by the Symbol 8846 MAG Card Reader when Track 1 data is not present
CR ID#: 23884

Previously, Track 2 data was not being read by the Symbol 8846 MAG Card Reader when Track 1 data was not present as well. This behavior has been corrected.

MSSQL

Additional indexes have been added to improve performance
CR ID#: N/A

Additional indexes have been added to improve performance.

NetVupoint

Watchdog Service stabilized
CR ID#: N/A

Previously, if the watchdog service happened to shut down NTS within a few seconds of the time the Nightly Jobs ran, they would fail to run. This behavior has been corrected.

Definitions distributed properly
CR ID#: 23927

Previously, a new install or upgrade of the 9700 database would cause NTS to not send the definitions over to the LocationActivityDB for NetVupoint. This behavior has been corrected.

POSAPI

Sales totals post to transaction operator
CR ID#: 24707

Previously, the paid total was not getting posted to the transaction operator even though both option bits in RVC Parameters are checked to post sales and tenders to the transaction operator. This behavior has been corrected.

Report Writer

Credit Card Batch Report masking all credit card numbers
CR ID#: 24698

Previously, the Credit Card Batch report was not masking credit card numbers when an Employee Class with Supervisory Privileges selected bit number 59. This behavior has been corrected and credit card numbers will always mask.

Guest count is no longer overstated on the RVC Financial report
CR ID#: 24329

Previously, the Guest Count was overstated on the RVC Financial Report when a check was added with the option bit "Add to Guest Count" enabled in Menu Item class. This behavior has been corrected.

RMC

Improved security transmitting passwords for Remote RMC
CR ID#: N/A

There have been measures taken to improve the secure transmission of passwords for Remote RMC.

RMC log file size now manageable
CR ID#: 32929

Previously, the RMC log would grow at an unreasonable rate and fill up the hard drive even with verbosity turned down. This behavior has been corrected.

SAR

Negative symbol now appears after the amount on the same line when performing a transaction void in Chinese print mode
CR ID#: 24555

Previously, the negative symbol format was incorrect on the payment line and was pushed down to the next line when performing a transaction void in Chinese print mode. This behavior has been corrected.

Gift card transactions no longer generate "Index outside the bounds of the array" error
CR ID#: 24182

Previously, gift card transactions generated an error "Index was outside the bounds of the array". This behavior has been corrected.

Manual Weight function now works properly
CR ID#: 24071

Previously when using the manual weight key (11:637) on a SAR Client an error message was received: "Scale not configured at UWS". This has been corrected.

Print format for closed check line is correct in Chinese print mode
CR ID#: 24554

Previously when printing in Chinese mode, the closed check line printed incorrectly and was wrapped over to the next line. This behavior has been corrected.

Splitting a check on a SAR Client no longer returns an error
CR ID#: 24550

Previously, when splitting a check on a SAR Client, an error was received: 'Print format incompatible with printer. Check configuration'. This behavior has been corrected.

TMS

Hitting the Cancel key on a check that has already been service totaled no longer cancels the check in Guest Connection
CR ID#: 24191

Previously when selecting the Cancel key on a service totaled check, a canceled message was sent to Guest Connection and the table was closed and cleared in GC even though the table was still open on 9700. This behavior has been corrected.

WinStation

Error no longer received when attempting to install a WinStation client
CR ID#: 24491

Previously, when installing WinStation an error was received: 'Admin Check: A local user account was detected. You must use a domain admin account to install 9700 WinStation client'. The error was received when installing either Administrator or WinStation mode. This behavior has been corrected.

WS4LX

Check detail screen display has been re-sized
CR ID#: 24337

Previously, the check detail section of the screen on the WS4LX would cut off the seat numbers so they could not be seen. This behavior has been corrected.

9700 Version 3.10 Service Pack 5

What's New

There are no new features in this release.

What's Enhanced

There are no enhancements in this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

◆   The basic form, feature, or functionality must be part of the previous version of the software.

◆   The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
DOS Client	2 line pole display now displays properly	24166	85

Module	Feature	CR ID	Page
EMC	EMC does not crash when inserting a range of menu item definitions	24028	85
	Employees must have proper privileges for class changes	24571	85
	Non-privileged employee can no longer use F3 F4 to alter employee class options	23406	85
	RVC Parameter options for multi-page format checks no longer causes UWS Reports to print in multiple pages	24360	86
KWS	KWS does not beep while ringing an order	24499	86
Ops	Ops lock-ups no longer occur when pressing save, exit, or cancel during credit card authorizations.	24419	86
POS87SVC	Handling of clearing cache has been improved	N/A	87
POSSRV	C++ error messages no longer display	N/A	87
RMC	Logging into Remote RMC as a user with an expired password now prompts user to update the password by logging into EMC	20574	87
	The check count in the order type summary of the System Financial report matches the check count of the Closed Check report	23657	88

Module	Feature	CR ID	Page
SAR	The percent symbol displays properly on the screen when a percent discount is applied	24533	88
	SAR Ops no longer exits if POSSRV is stopped or re-started in the middle of a transaction	24266	88
	TMS Disabled message no longer displayed after using the transaction cancel function on SAR clients	23976	89
SCC	SCC no longer exits intermittently	24601	89
SIM	No longer prompted to send message again after using a SIM with 'exitcancel' or 'exitwitherror' commands	24537	89
SVC	Gift cards with numbers longer than 19 digits now accepted	24515	90
	Redeem chit displays correct redeem amount	24316	90
Transaction Services	Credit Card batch settlement successful for checks created by the NextStep kiosk application	24585	90
	POSAPI credit card numbers now masked	24602	90
VISA	VISA and CAPN requirements added	N/A	91
WinStation	Slip printer now prints without error on WinStation client	24103	91
WS4 LX	COM5 now available for WS4 LX client	24327	91

Revisions Detailed

DOS Client

2 line pole display now displays properly
CR ID#: 24166

Previously, when the 2 line pole display was configured and output was sent to the display, the DOS workstation would beep with an error. This behavior has been corrected.

EMC

EMC does not crash when inserting a range of menu item definitions
CR ID#: 24028

Previously, EMC would crash when inserting a range of menu item definitions. This behavior has been corrected.

Employees must have proper privileges for class changes
CR ID#: 24571

Previously, EMC allowed employees without the correct privileges to change their own employee class to one with higher privileges. This behavior has been corrected.

Non-privileged employees can not use F3 F4 to alter employee class options
CR ID#: 23406

Previously, EMC allowed user to copy paste privileges in table view using F3 and F4 when they didn't have the correct level of privileges.

RVC Parameter options for multi-page format checks no longer causes UWS report to print in multi-page format
CR ID#: 24360

Previously, when enabling the RVC Parameter format options to specify multi-page guest check page length, it also resulted in UWS reports to be printed in multi-page format as well. This behavior has been corrected.

KWS

Keyboard workstation does not beep while ringing in an order
CR ID#: 24499

Previously, the KWS would beep 3 times with each touch of the keyboard. This has been corrected.

Ops

Ops lock-ups no longer occur when pressing save, exit, or cancel during credit card authorizations.
CR ID#: 24419

Previously, when the user tried to cancel out of the screen after hitting the credit card authorization key, it would result in a locked workstation that could only resolved by either a power cycle or a reload. This behavior has been corrected.

POS87SVC

Handling of clearing cache has been improved
CR ID#: N/A

The handling of clearing cache has been improved for pos87svc.

POSSRV

C++ error messages no longer display
CR ID#: N/A

Previously C++ errors would display when POSSRV crashed. This behavior has been corrected.

RMC

Logging into Remote RMC as a user with an expired password now prompts user to update the password by logging into EMC
CR ID#: 20574

Previously, when logging into Remote RMC as a user with an expired password the user would be prompted to change their password. Once selecting Yes, RMC would close without providing a password window. This behavior has been changed to now prompt the user to change their password in EMC.

The check count in the order type summary of the System Financial Report matches the check count from the Closed Check Report
CR ID#: 23657

Previously the check count in the order type summary of the System Financial report did not match the actual check count from the Closed Check report or the checks begun/paid section from the System Financial report. This behavior has been corrected.

SAR

The percent symbol displays properly on the screen when a percent discount has been applied
CR ID#: 24533

Previously, when applying a percent discount to a check on a SAR client, the percent symbol (%) would display incorrectly on the screen. This behavior has been corrected.

SAR Ops no longer exits if POSSRV is stopped or restarted in the middle of a transaction
CR ID#: 24266

Previously, if POSSRV was stopped or restarted while the SAR client was in the middle of a transaction, and an attempt is made to tender the check, then the SAR client would prompt "Unable to send transaction to host PC transaction cancelled" then SAR Ops will exit. This behavior has been corrected.

TMS Disabled message no longer displayed after using the transaction cancel function on SAR clients
CR ID#: 23976

Previously, the SAR client would display a TMS Disabled error message even though the TMS interface was properly disabled in EMC. This behavior has been corrected.

> *Note*   *If the option bit 'TMS is enabled' is checked within EMC, and TMS is not being used by the site, the 'TMS disabled' message will appear after tendering, service totaling, or cancelling a transaction. This is by design.*

SCC

SCC no longer exits intermittently
CR ID#: 24601

Previously, SCC would exit intermittently at some sites. This behavior has been corrected

SIM

No longer prompted to send message again after using a SIM with 'exitcancel' or 'exitwitherror' commands
CR ID#: 24537

Previously the SIM would incorrectly prompt to "Send Message Again". This has been corrected.

Stored Value Card

Gift cards with numbers longer than 19 digits are now accepted
CR ID#: 24515

Previously the redeem chit displayed incorrect redeem amount when a gift card was applied with a balance insufficient to pay for the total due on the check. This behavior has been corrected.

Redeem chit displays correct redeem amount
CR ID#: 24316

Previously the redeem chit displayed incorrect redeem amount when a gift card was applied with a balance insufficient to pay for the total due on the check. This behavior has been corrected.

Transaction Services

Credit Card batch settlement successful for checks created by the NextStep kiosk application
CR ID#: 24585

Previously, credit card batch settlement would fail when there were checks in the batch that were created by the NextStep kiosk application. This behavior has been corrected.

POSAPI credit card numbers now masked
CR ID#: 24602

Previously POSAPI credit card numbers were not masked. This has been corrected.

Visa

Visa and CAPN Requirements added
CR ID#: N/A

This is a change in response to a VISA and CAPN Requirement for information that is sent to and received from the credit card host during authorization and settlement. American Express now accepts transaction totals under $1.00

WinStation

Slip printer now prints without error on WinStation client
CR ID#: 24103

Previously, the WinStation client would display an internal print session error after printing multiple checks from a TM-U295 Slip Printer. This behavior has been corrected.

WS4 LX

COM5 now available for WS4 LX client
CR ID#: 24327

Previously, COM5 was not available for WS4 LX client in the configuration utility. This behavior has been corrected.

9700 Version 3.10 Service Pack 4

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID #	Page
SAR	VSS functionality now supported on SAR clients	18536	92

New Features Detailed

SAR

VSS Functionality now supported on SAR Clients
CR ID#18536

VSS (Video Security System) functionality is now supported on SAR clients through the 9700 Server interface. SAR client activities can now be monitored through the VSS system.

What's Enhanced

There are no enhancements in this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

♦ The basic form, feature, or functionality must be part of the previous version of the software.

♦ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
8700sql	Totals in 8700sql match Cashier report totals	24052	96
	Shift Period records are deleted when employee/cashier records are deleted	24184	96
	Cascading delete of menu item master records	N/A	96
	Performance improvement in high volume sql exports	24279	96
Credit Cards	Credit card temp file created during settlement is now deleted automatically when settlement completes	N/A	97

Module	Feature	CR ID	Page
Database	Optimization of indexes improves performance of cp8700	24280	97
	Indexes have been added to Oracle database to improve performance	N/A	97
DOS Client	Proper display using 2 line pole display	24166	97
Install	Appropriate version of HHTSuitesSIM.dll file for Mobile MICROS	24175	98
KWS4	Display function using SIM script works properly on KWS4	N/A	98
Mobile MICROS	Display function using SIM script works properly on KWS4	N/A	98
Ops	Check amount displays correctly with 'Print simplified Alt Summary Totals' and 'Enable Euro Dollar System' option bits selected	23365	99
	Connection leaks on database platforms have been fixed	23063	99
	Ability to limit the number of checks an employee can print before authorization is needed	24145	99
RMC	Income Audit report generation performance	22286	99

Module	Feature	CR ID	Page
SAR	Currency displays on check with System Parameters option 'Enable Euro Dollar System' option selected	23363	100
	Guest check printing using RVC Parameters option bit for minimum lines per page	24022	100
	Date/Time display on remote order device using Chinesehhttext.trn	24023	100
	Multi Language dopplebon printing shows double byte characters in red when voiding	24026	100
	Multi Language dopplebon chit printing	24027	101
	Cancel Transaction function and TMS disabled message	23976	101
Stored Value Card	Mobile MICROS HHT reading track 2 data on gift cards	23901	101
	Stored Value Card messages sent from SAR clients	24100	101

**Revisions
Detailed**

8700sql

Totals in 8700sql match cashier report totals
CR ID#: 24052

Previously, when retrieving totals in 8700sql, totals would show for an entire shift instead of using period instance per cashier. This would cause a discrepancy between 8700sql and Cashier report totals. This behavior has been corrected.

Shift period records deleted when employee/cashier records are deleted
CR ID#: 24184

Shift period records that are related to an employee/cashier are now deleted when the employee/cashier are deleted from the database.

Cascading delete of menu item master records
CR ID#: N/A

Previously, when deleting menu item master records, the menu item definitions and prices for that master record would remain. This has been fixed. Now, when a menu item master is deleted, the definition and price are deleted as well.

Performance improvement in high volume sql exports
CR ID#: 24279

Changes have been made to improve performance in high volume sql exports.

Credit Cards

The Credit card temp file created during settlement is now deleted automatically when settlement completes
CR ID#: N/A

Previously, when a credit card batch was settled, a temp file was created and remained in the \ETC directory after settlement. This temp file is now automatically deleted when settlement completes.

Database

Optimization of indexes improves performance of cp8700
CR ID#: 24280

Through the optimization of indexes, performance has been improved for cp8700 printing.

Indexes have been added to the Oracle database to improve performance
CR ID#: N/A

Additional indexes have been added to the Oracle database to improve performance.

DOS client

Proper display using 2 line pole display
CR ID#: 24166

Previously, when a display was configured and output was sent to the display, the DOS workstation would beep with an error. This issue has been corrected. The display now shows properly.

Install

Appropriate version of HHTSuitesSIM.dll file for Mobile MICROS
CR ID#: 24175

The previous version of the HHTSuitesSIM.dll file for mobile MICROS did not handle multiple owners correctly. This has been corrected. The version included in this Service Pack will resolve the issue.

KWS4

Display function using SIM script works properly on KWS4
CR ID#: N/A

Previously, when a display function was called through a SIM script without a specific 'Wait for Clear or Wait for Confirm' call, text was never displayed on the KWS4. This has been resolved.

Mobile MICROS

Addition of Bluetooth printing functionality for MC70
CR ID#: N/A

The MC70 Mobile MICROS Handheld client functionality now includes printing support for the Epson TM-P60 Bluetooth printer.

OPS

Check amount displays correctly with 'Print simplified Alt Summary Totals' and 'Enable Euro Dollar System' option bits selected
CR ID#: 23365

The check amount now displays correctly when System Parameters option bits 'Print simplified Alt Summary Totals' and 'Enable Euro Dollar System' option bits are selected.

Connection leaks on database platforms have been fixed
CR ID#: 23063

Previously, the ops.exe processes were not exiting/closing properly which caused connection leaks in the database. This issue has been resolved.

Ability to limit the number of checks an employee can print before authorization is needed
CR ID#: 24145

Previously, when the RVC Parameters setting for 'The number of checks printed before authorization' was set to an amount greater than 1, the prompt for authorization would occur after just one check had printed.

This behavior has been corrected.

RMC

Income Audit report generation performance
CR ID#: 22286

Performance for the Income Audit report has been improved.

SAR

Currency displays on check with System Parameters option 'Enable Euro Dollar System' selected
CR ID#:23363

In SAR previously, with the option bit "Enable Euro Dollar System" checked, the currency did not display on the check tendered. Currency is now displayed correctly.

Guest check printing using RVC Parameters setting 'Minimum lines per Roll Check/Receipt'
CR ID#: 24022

With the setting of 'Minimum lines per roll check/receipt' set, guest check printing is now working as expected.

Date/Time display on remote order device using Chinesehhttext.trn
CR ID#: 24023

Previously on SAR clients, the Date/Time display on remote order devices that were using Chinesehhttext.trn would print on separate lines. The Date/Time now prints on the same line.

Multi Language dopplebon printing shows double byte characters in red when voiding
CR ID#: 24026

Previously, when using multi language dopplebon printing, double byte characters did not display in red when voiding. This issue has been corrected. Double Byte characters now print in red as expected after menu item is voided and sent back to the order device.

Multi Language dopplebon chit printing
CR ID#: 24027

Previously, when multi language dopplebon chit printing was used, the text would wrap instead of printing all on one line. This has been corrected.

Cancel Transaction function and TMS disabled message
CR ID#: 23976

Previously, after signing into SARops and beginning a check if you used the transaction cancel function, a 'TMS disabled' message would display. This message no longer displays after cancelling a transaction.

> *Note*   *If the option bit 'TMS is enabled' is checked within EMC, and TMS is not being used by the site, the 'TMS disabled' message will appear after tendering, service totaling, or cancelling a transaction. This is by design.*

Stored Value Card

Mobile MICROS HHT reading track 2 data on gift cards
CR ID#: 23901

Previously, Track 2 data was not being read by the Mobile MICROS mag card reader if Track 1 data was not present on stored value gift cards. This issue has been resolved.

Stored Value Card messages sent from SAR clients
CR ID#: 24100

Previously, if 2 SAR/Mobile MICROS clients sent any type of Stored Value Card message around the same time, it was possible that one of the messages may have gotten lost by the PMS. This behavior has been corrected

9700 Version 3.10 Service Pack 3

What's New

There are no new features in this release.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID #	Page
Database	Touch item discount functionality available within current round now supported	N/A	103
Ops	NLU Printing on Guest Checks for all items	N/A	103
	Option now available to print more than two copies of Guest checks/ Receipts	N/A	103
	Single signature needed to send/ resend PMS inquiry on Mobile MICROS and Winstation clients	N/A	104
Remote RMC	Running Start of Day from Remote RMC is now supported	N/A	105

Module	Feature	CR ID #	Page
Stored Value Card	Introduced interface option bit #10: iCare SVC interface	21781	105
WS4 LX	New Workstation Hardware	N/A	105
Workstation Reports	Employee/ Cashier Shift Reporting now working correctly	N/A	105

Enhancements Detailed

Database

Touch item discount functionality available within current round now supported
CR ID#: N/A

It is now possible to touch an item in the check detail area of your screen and apply a discount while in the current round.

OPS

NLU Printing on Guest Checks for all items
CR ID#: N/A

Previously, an NLU number would print when items were scanned but not from manually entered items. NLU numbers now print on guest checks for all items regardless of how they were ordered.

Option now available to print more than two copies of Guest Checks/Receipts
CR ID#: N/A

Previously, it was only possible to print two copies of guest checks/ receipts. There is now an option available to print up to 99 copies of guest checks/receipts.

The following options were modified to accommodate this change:

◆ RVC Parameters | Format Options | #36 Allow Tender/Media to Print Multiple Guest Checks and Receipts

◆ Tender Media | Options | Printing Options | Print Multiple Guest Checks/ Receipts

◆ Tender Media | Options | Printing Options | Prompt for Multiple Guest Checks/ Receipts

Note   *Suggested usage for best performance is to print no more than 15 copies of guest checks/receipts at a time from a workstation, and if using Mobile MICROS, no more than 10 copies at a time.*

Single signature needed to send/resend PMS inquiry on Mobile MICROS and Winstation clients
CR ID#: N/A

Previously, when a guest signed in using the Signature Capture device, if the guest name or Room number was incorrect, when the rejection message came back from the PMS, the guest would have to sign again to resend information to the PMS.

Now, if incorrect information is sent, a rejection message is returned from PMS and the guest will be prompted to enter correct information without having to sign again.

Note   *Available only for Mobile MICROS and Winstation clients. Not currently supported on SAR clients.*

Remote RMC

Running Start of Day from Remote RMC is now supported
CR ID#: N/A

Previously, Start of Day was not supported through Remote RMC. Start of Day can now be run from Remote RMC.

Stored Value Card

Introduced interface option bit for iCare SVC interface
CR ID# 21781

A new interface option bit, #10 has been added for specific iCare SVC interface functionality.

WS4 LX

New Workstation Hardware
CR ID#: N/A

New workstation hardware now supported.

Workstation Reports

Employee/ Cashier Shift reporting now working correctly
CR ID#: N/A

Previously, the Employee/ Cashier shift reporting was not working correctly. This report is now working properly.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
8700sql	Export of non-US Diners club card	N/A	110
Autosquencer	Autosequencer now works with Internet Explorer 7 installed	23360	110
Credit Cards	Credit Card Numbers are now masked in the Credit Card Batch Edit Utility	N/A	110
Database	Automatic Service Charges contribute to total revenue	23467	111
EMC	Tare weight is saved when entered in EMC	N/A	111
	Fatal Error in System Parameters has been resolved	23536	111
Install	Variable removed to ensure smooth installation	23910	111
IP Printing	E5 IP Printer behavior corrected	N/A	112
KWS4	New Platform supported	N/A	112

Module	Feature	CR ID	Page
Mobile MICROS	I205 Bar Code now supported	22871	112
	Seat Filtering	N/A	113
	Bluetooth printing functionality	N/A	113
	'Use Floor Amount' option implemented	N/A	113
	Mobile MICROS on HHT version prior to MC50	N/A	113
NetVupoint	VAT Changes	N/A	113
	Inclusive Tax totals on Tax Report	23343	114
	Cost of Goods Value under Today's Operations Report	22506	114
	Offline SAR workstations replayed transactions	23024	114
	Guest and Check count in Daily Operations	23391	114
	Offline transactions import Check ID from database	N/A	114
	Net Sales in Daily Operations report are now synced	N/A	114
	Net Sales in Daily Operations report and inclusive taxes	N/A	115
	Queries for reference information in Dataviewer	23878	115

Module	Feature	CR ID	Page
OPS	RVC VAT Tax Summary Reports consistent on RMC and UWS reports	23756	115
	Weighed items properly display in check detail when voided	N/A	115
	New price calculation is shown on adjusted check	N/A	116
	Tare Weight displays on WinStation and SAR as 0.00	N/A	116
	RFID band reader support (WinStation & MMH clients only)	N/A	116
	Reopening training checks	N/A	116
POSSRV	Eatec updates install as expected	23319	116
	Database updates install as expected	23495	117
RMC	Ability to sign in with username/ password regardless of PC Functions ID	20150	117
Report Writer	Improved system performance when running longer reports	N/A	117

Module	Feature	CR ID	Page
SAR	Hold and Fire now works from SAR clients	23370	118
	Hold and Fire will prevent splitting of checks once an item is on hold	20146	118
	Changing sublevels on voided items now possible	23250	118
	Main/sublevel prefix prints if using dopplebon printing	23252	118
	Room Postings with more than 11 check details (multi-lingual environment) now possible	23386	118
	DST: Check open and close times are synced	N/A	119
SIM	Number of check trailer and header lines increased	N/A	119
Stored Value Card	KWS4 Gift Card Transactions speed improved	23836	119
	Swiped balance inquire transactions passing correct information	23858	119
Transaction Services	POSSRV Memory Allocation Normalized	N/A	120
	Closed Check Report with Guest Information Detail	N/A	120
VisaTCP/ SSLGW	Improved resiliency with SSLGW	23068	120
WS4	New Platform Supported	N/A	120

Revisions Detailed

8700sql

Export of non-US Diners Club card now masked
CR ID#: 23260

The 8700sql export of non-US Diners Club card when a card is swiped or manually entered through OPS is now masked.

Autosequencer

Autosequencer now works with Internet Explorer 7 installed
CR ID#: 23360

Previously, with Internet Explorer 7 installed, Autosequencer would display a message, "Server Busy: Switch To/Retry" when running autosequences. This has been corrected.

Note	*Internet Explorer 7 should not be installed on systems using NetVupoint. The NetVupoint reports website is not compatible with Internet Explorer 7 and will not work from the server if it is installed.*

Credit Cards

Credit Card Numbers are now masked in the Credit Card Batch Edit Utility
CR ID#: N/A

Previously, when using the Credit Card Batch Edit Utility, it was possible to see unmasked Credit Card numbers. This issue is now resolved. Credit Card numbers are now masked.

Database

Automatic Service Charges contribute to Total Revenue
CR ID#:23467

Automatic Service charges now contribute both to tracking group totals and total revenue.

EMC

Tare weight can be saved and edited
CR ID#: N/A

Previously when entering a tare weight in EMC incorrectly, it was unable to be edited or saved. This has been corrected.

Fatal error in System Parameters has been resolved
CR ID#:23536

Previously, when opening System Parameters | Licensing, a fatal error could occur. This issue has been resolved.

Install

Variable removed to ensure smooth installation
CR ID#:23910

Previously, after entering the sa password during install, a certain variable would prevent installation from completing. The variable that caused this issue has been removed to ensure smooth installation.

IP Printing

E5 IP Printer behavior corrected E5 IP Printer behavior corrected
CR ID#: N/A

Previously, the E5 IP printers were not behaving properly. This issue has been corrected.

Note	*A Static IP Address must be specified for the IP printer within EMC	Device Table.*

KWS4

New Platform supported
CR ID#: N/A

A new CAL Server and Client Platform are available for download under the members section of the MICROS website (www.MICROS.com). These updates (necessary for the Daylight Saving Time changes for 2007 referenced in the document "2007 Daylight Savings Time Bulletin") must be installed manually. Detailed installation instructions are located in the update zip files.

Mobile MICROS

I205 Bar Code now supported
CR ID#: 22871

Mobile MICROS Handhelds now support the I205 barcode scanner format.

Seat Filtering now available

CR ID#: N/A

Previously, when trying to use seat filtering the MMH would not receive proper detail to POSSRV and the transaction could not be completed. This has been corrected.

Bluetooth printing implemented

CR ID#: N/A

Bluetooth printing functionality is now supported on both MC50 and MC70 models.

'Use Floor Amount' option now available

CR ID#: N/A

The option bit, "Use Floor Amount" for service charges has been implemented.

Mobile MICROS on HHT version prior to MC50

CR ID#: N/A

Previously, on Handheld Terminals prior to the MC50 model, the Mobile MICROS application would not start. This has been corrected.

NetVupoint

Value Added Tax (VAT) changes

CR ID#: N/A

Value Added Tax (VAT) changes for new VAT rates have been implemented.

Inclusive Tax Totals on Tax Report
CR ID#: 23343

Previously, Net Sales and Total Revenue amount could differ in the Daily Tax Report in NetVupoint and the System Financial Report in RMC when inclusive taxes were used.

Cost of Goods Value in Today's Operations Report
CR ID#: 22506

The Cost of Goods Value in Today's Operations Report now matches the Cost of Goods Value on the parent report.

Offline SAR workstations replayed daily totals
CR ID#: 23024

Previously, when offline SAR workstations replayed daily totals, the drill-downs were not balancing. This has been corrected.

Guest and Check count in Daily Operations Report
CR ID#: 23391

The Guest and Check count in Daily Operations Report drill-downs now show consistent data.

Offline Transactions import check ID from database
CR ID#: N/A

Previously, offline transactions would record more than one record in the Guest_Check table within the database. Now, offline transactions import the check ID from the database and compare it so that it will only record one record in the Guest_Check table.

Net Sales in Daily Operations report are now synced
CR ID#: n/a

Net Sales in the Daily Operations report sync with Service Performance Summary totals.

Net Sales in Daily Operations report with Inclusive Taxes
CR ID#: n/a

Previously, the Net Sales in Daily Operations and drill-downs were different when using Inclusive Taxes. This has been corrected and the Net Sales and drill-downs in Daily Operations now match.

Queries for reference information in Dataviewer now working correctly
CR ID#: 23878

Previously, when running queries for reference information in Dataviewer, the NetVupoint database populated with correct reference information, while the reference column within Dataviewer was empty.

The queries now show correct reference information within Dataviewer.

OPS

RVC VAT Tax Summary Reports consistent on RMC and UWS reports
CR ID#: 23756

Previously, the information on the RVC VAT Tax Summary reports differed between RMC and the UWS reports. This issue has been resolved.

Weighed items properly displayed in check detail when voided
CR ID#: N/A

Previously, when voiding weighed items, a negative amount would show in check detail. This has been corrected.

New price calculation is shown on adjusted check
CR ID#: N/A

For adjusted items - price adjustment, unit (weight) price adjustment, or weight price override with option bit #47 checked within EMC | Configurator | MI Maintenance | Class | Options, the adjusted, new price calculation is shown and the original price will no longer show in the check detail or printed check.

Tare Weight displays on WinStation and SAR as 0.00
CR ID#: N/A

Previously, tare weight displayed on WinStation and SAR clients as "0". This has been corrected.

RFID Band Reader support added
CR ID#: N/A

RFID band reader support has been implemented for WinStation and MMH clients. SAR clients are not currently supported.

Reopening Training checks
CR ID#: N/A

Previously, reopening a closed training check would cause all subsequent non-training checks to display in training mode. This has been corrected.

POSSRV

Eatec updates install as expected
CR ID#: 23319

Previously, after performing an Eatec update, POSSRV would crash and Mobile MICROS was unable to download any subsequent updates. This behavior has been corrected.

Database updates release memory as expected
CR ID#: 23495

Previously, performing numerous database updates could cause POSSRV not to release memory as it should have. Memory usage is now managed properly.

RMC

Ability to sign in with username/password regardless of PC Functions ID
CR ID#: 20150

Previously, if someone signed in using username and password with proper privileges, but had no PC Functions ID assigned, a message regarding insufficient privileges would display. This has been fixed.

Report Writer

Improved System Performance when running longer reports
CR ID#: n/a

Previously, when running longer reports such as Previous Month, or Month to Date, the system could become sluggish. This issue has been corrected.

SAR

Hold and Fire and SAR clients
CR ID#: 23370

Previously, when an item was placed on hold from a SAR client, the item was sent to the order devices, and you would be unable to change the hold status of the item. The item would remain on hold as far as the workstation display was showing. This behavior has been corrected.

Hold and Fire will prevent splitting of checks once an item is on hold
CR ID#: 20146

Previously, when an item was on hold, checks could be split using the Touchsplit function. An error message now displays when attempting to split a hold and fire check.

Changing sublevels on voided items now possible
CR ID#: 23250

Previously, there was a problem when attempting to change the sublevel on voided items. This has now been corrected.

Main/Sub Level prefix prints if using dopplebon printing
CR ID#: 23252

The Main/Sub Level prefix now prints when using dopplebon printing.

Room postings with more than 11 check details (multi-lingual environment) now possible
CR ID#: 23386

Previously, when attempting to post more than 11 check details using a Win32 SAR Client, the 9700 application would crash/close. This has been corrected.

Daylight Saving Time: Check open and close times synced
CR ID#: N/A

Previously, check close time was obtained from local client time settings when online, and check open time was obtained from the server. Check open and check close times are now both obtained from the server.

SIM

Number of allowed check trailer and header lines Increased
CR ID#: N/A

Previously, check trailer and header lines were limited to 12. Now, there is an unlimited amount of check header and trailer lines that can be added.

Stored Value Card

KWS4 Gift Card Transactions speed improved
CR ID#: 23836

Previously, when performing gift card functions on the KWS4, there was a time delay after entering the gift card account number. This issue has been resolved.

Swiped balance inquire transactions passing correct information
CR ID#: 23858

Previously when attempting a swiped balance inquiry transaction, improperly formatted account information was being passed to the Stored Value Card server resulting in an error message. This behavior has been corrected.

Transaction Services

POSSRV Memory Allocation Normalized
CR ID#: N/A

Previously, there was a memory leak in POSSRV during the calculation of summary totals. This issue has been resolved.

Closed Check Report with Guest Information Detail
CR ID#: N/A

Previously, when attempting to run a Closed Check Report when the checks contained guest information detail through RMC>Report Writer for the Revenue Center used with Transaction Services, Report Writer would return an error that there were no totals. This issue has been resolved.

VisaTCP/ SSLGW

Improved resiliency with SSLGW
CR ID#: 23068

Previously, SSLGW could become unresponsive within some network environments. Changes have been made to improve resiliency for SSLGW.

WS4

New Platform supported
CR ID#: N/A

A new CAL Server and Client Platform are available for download under the members section of the MICROS website (www.MICROS.com). These updates (necessary for the Daylight Saving Time changes for 2007 referenced in the document "2007 Daylight Savings Time Bulletin") must be installed manually. Detailed installation instructions are located in the update zip files.

9700 Version 3.10 Service Pack 2

What's New

There are no new features in this release.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID #	Page
Database	Changes made to comply with new Japanese Tax Laws	N/A	123
EMC	Ability to add more than a 4 digit port number for an interface	N/A	123

Enhancements Detailed

Database

Changes made to comply with new Japanese Tax Laws
CR ID#: n/a

Discount handling for Japanese Tax has been modified to accommodate changes in Japanese Tax Laws.

EMC

Ability to add a five digit port number for an interface
CR ID#: n/a

Previously, it was only possible to enter up to a four digit port number for an interface within EMC.

The allowable amount of digits for port number with EMC | Configurator | Interfaces, has been increased to five digits.

What's Revised

There are no revisions in this release.

9700 Version 3.10 Service Pack 1

What's New   A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized   The table below summarizes the new features included in this version.

Module	Feature	CR #	Page
Database	*Automated Totals Purging Introduced	N/A	125
EMC	*Option Bit Search Functionality introduced into EMC modules	N/A	125
Dataviewer	Check images contain both close time and posting time	N/A	129
	Query option created for offline checks	N/A	130
Ops	*Signature Capture devices support custom logos	21434	130
Ops/SAR	*Menu Item Price Override has the ability to hide the original price	22373	132
	*Weight Price Override function key introduced	N/A	132
System	*Reopen Closed Check functionality offers RVC prompt and date selection	N/A	133
	System now supports Japanese Tax Requirements	N/A	133

New Features Detailed
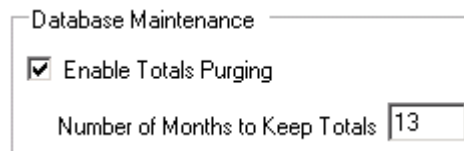
Database

Automated Totals Purging introduced
CR ID#: n/a

The 9700 system now includes automated Totals Purging functionality, designed to keep 9700 POS databases at a reasonable size as well as to maintain a reasonable reporting performance level. By default, the totals purging feature is disabled, however, MICROS strongly recommends enabling Totals Purging with a retention period of 13 months.

The Totals Purging options are located in the EMC's System Parameters, on the General Tab, as shown in Figure 13.1. To enable Totals Purging, check the "Enable Totals Purging" checkbox, and enter a value in the "Number of Months to Keep Totals." Again, MICROS recommends setting the Totals Purging to a retention period of 13 months.

For more information about Totals Purging and reporting performance, consult the 9700_V300_TotalsPurging.pdf White Paper, available from www.micros.com.

EMC

Option Bit Search Functionality introduced into EMC modules
CR ID#: n/a

The following modules now include option bit search functionality:

In the Menu Item Class module (Figure 1.2), a "Filter" box and "Search within Context Sensitive Help" checkbox have been added. To filter the list of option bits, simply begin typing. In the example below, the user entered the text "print" with the "Search within Context Sensitive Help" option enabled. The result is that the list box shows all options where the text "print" appears in either the option bit name or in its context sensitive help.

```
☐ 6 - Validation Required
☐ 9 - Condiment Changes Print Group of Parent Menu Item
☐ 13 - Print Price on Order Chit
☐ 14 - Do Not Put in Transaction Detail
☐ 17 - Print Name 1 and Name 2 on Checks
☑ 18 - Print Name 2 on Order Output instead of Name 1
☐ 20 - Allow Decimal Quantity Entry when Ordering
☐ 22 - ON = Use Own Output Link; OFF = Use Parent's (Condiments Only)
☐ 28 - Print Main Level Prefix and Suffix
☐ 29 - Print Sub Level Prefix and Suffix
☐ 30 - Sort Condiments by Print Group
☐ 37 - Use Parent's Print Group for a Fixed Price Meal Course
☐ 41 - Consolidate Menu Items with Condiments on Order Output
☐ 42 - Consolidate Parents with Matching Condiments on Order Output
☐ 47 - Do Not Print Original Price when using Price Override
```

Filter
```
print                        ☑ Search within Context Sensitive Help
```

In the Revenue Center Parameters module (Figure 1.3), a "Search" tab has been created as the second tab of the form. On this tab, a user can enter text to search, text to exclude from the search, and select the option to "Search within Context Sensitive Help". In the example below, the user entered the text "on d" (probably in an effort to find the "On Demand Customer Receipts" option). The result is that the Search Results list box shows all the options where the "on d" text appears in the name of the option bit.

- The Search Results list box shows the name of the list box where the option originally appears, as well as the number and name of the option.

- Context Sensitive Help can be accessed for the bits in the Search Results list box.

- If the "find results with the text" box is empty, no results will display in the Search Results list box.

◆ The purpose of the "Exclude results with the text" is to refine the search even further. One example may be that the "Find results with the text" box has the word "tax", while the "Exclude results with the text" box has the word "vat". This combination will return options relating to tax, but not options relating to "VAT" tax.

◆ Option bits can be checked/unchecked on either this tab or on the original tab where the option is located. When an option changes on one tab, the other tab will reflect the change immediately.

Similarly to the Revenue Center Parameters module, the Employee Class module (Figure 1.4), also includes a "Search" tab as the second tab on the form.

On this tab, a user can enter text to search, text to exclude from the search, and select the option to "Search within Context Sensitive Help". In the example below, the user entered the text "menu item". The result is that the Search Results list box shows all the options where the "menu item" text appears in the name of the option bit.

◆ The Search Results list box shows the name of the tab, name of the list box, and name of the option.

◆ Context Sensitive Help can be accessed for the bits in the Search Results list box.

◆ If the "find results with the text" box is empty, no results will display in the Search Results list box.

◆ Option bits can be checked/unchecked on either this tab or on the original tab where the option is located. When an option changes on one tab, the other tab will reflect the change immediately.

Dataviewer

Check images contain both close time and posting time
CR ID#: n/a

Check images now contain both the close time and "posting time" when the check was posted to the 9700 system. This functionality is for checks that were rung on offline SAR clients, where the check close time and the posting time to the 9700 system are different. A sample image below:
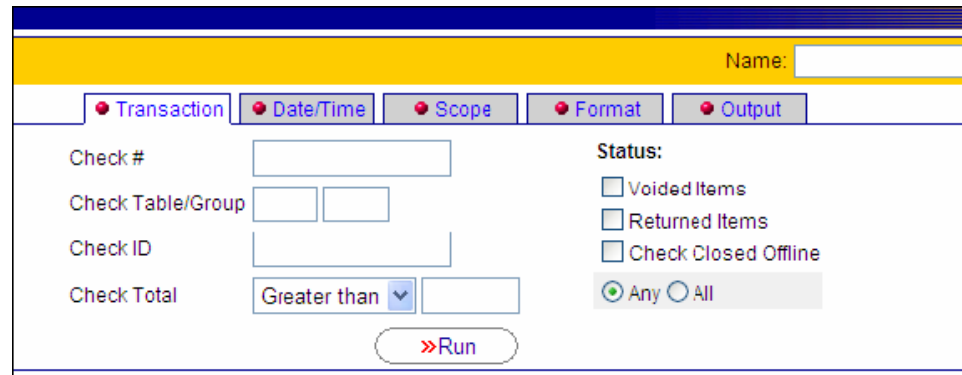
```
         Restaurant Prnt
1010 Ofalltrades1
CHK 3                     GST 0
Nov15'06 11:17AM
--------------------------------
*********** OFFLINE  ***********
--------------------------------
  1 Cheese Fries        10.00
  1 Soda                 2.00
  1 Shrimp Cocktail     11.95
  0 20% Banquets         4.79
  1 Cash                30.18

    Subttl              23.95
    Tax                  1.44
    Total               25.39
----CLOSED  Nov15'06 11:17AM----
----POSTED  Nov15'06 11:18AM----
```

Query option created for offline checks
CR ID#: n/a

Dataviewer queries can now return checks with the status "Closed Offline", as shown below:

Ops

Signature Capture devices support custom logos
CR ID#: 21434

Ops workstation clients now support custom logos for signature capture pads. To use a custom logo, follow these steps:

EMC/Server Configuration

1. In the EMC Device Table, enable the workstation's "Enable Signature Capture" option.

2. On the 9700 server, create a bitmap logo file.

   a) The file needs to be placed into the 9700\xdt3\bitmaps\win32_icons directory.

   b) The file must be black and white.

- If using Microsoft Paint, choose Image > Attributes, and then select the Black and White radio button in the Colors group box.

c) The file size should not exceed 320 x 240 pixels.

d) Name the file for all workstations in the system, or for a specific Revenue Center (see explanation about the hierarchy in the Workstation Configuration section):

- SigCapLogo.bmp - this is the file name that will be used by all workstations in the system.

- SigCapLogo_xxx.bmp - this is the file name that will be used by workstations in a specific Revenue Center, where "xxx" represents the Revenue Center number.

Workstation Configuration

1. The workstation must be rebooted before the logo will display on the Signature Capture Device.

2. A hierarchy exists to determine which logo will display. The example below shows the logic for a workstation that is in Revenue Center 2.

a) If the file SigCapLogo_2.bmp exists, this will be used as the logo.

b) If the file SigCapLogo.bmp exists, this will be used as the logo.

c) If neither file exists, the default "micros" logo will be displayed.

3. Note that if the Revenue Center of the workstation changes, the new Signature Capture logo will not be displayed until the workstation has been rebooted.

4. With the configuration from step #2, all workstations with Signature Capture pads that are not in Revenue Center 2 will use SigCapLogo.bmp (if it exists) or the default "micros" logo. The purpose for the hierarchy is to allow some RVCs to have unique logos, while the rest of the workstations at the property can use another logo.

Ops/SAR

Menu Item Price Override has the ability to hide the original price
CR ID#: 22373

Previously, guest checks and customer receipts showed the original Menu Item Price when an item's price was changed via the Menu Item Price Override function key. Now, the original price can be suppressed. To suppress the printing of the original Menu Item Price, enable the new Menu Item Class option bit, Do Not Print Original Price when using Price Override.

Weight Price Override function key introduced
CR ID#: n/a

A new function key, 652-Weight Price Override, can now be configured in the system. This function key allows an item's unit weight to be overridden. For instance, if a menu item is $4.00/lb., and a user enters 6.5 lbs, the entire price of the item is $26.00. This new function key can be used to change the $4.00 price of the unit. With the previously-existing "Menu Item Price Override" function key (641), only the entire price ($26.00) could be overridden.

System

Reopen Closed Check functionality offers RVC prompt and date selection
CR ID#: n/a

A new option bit has been added to the EMC in the Device Table: "Prompt for RVC Number when Reopening Closed Check." This option, which applies only to WinStation clients, is designed for sites where one user (such as an accountant or a purser) at one workstation performs refunds for the entire property. When this option is enabled, the user will be prompted for the RVC Number, the Check Number, and (if multiple checks with the same number exist) the calendar date that the check was closed.

System now supports Japanese Tax Requirements
CR ID#: n/a

Japanese Tax Requirements have now been formally integrated into 3.1 Service Pack 1.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID #	Page
Audit Trail	*Command line utility (atrail_b.exe) allows "Yesterday" report	N/A	136
EMC	*Table View option bit selections include context sensitive help	N/A	137
	*Options column for Tender Media is disabled for preamble tenders	22889	138
	*Control Panel Reload requires Employee Class Privilege	22654	138
Printing	Epson T88 IV (IP) is now supported	N/A	138
Autosequencer	Automated Reports will now work with Internet Explorer 7 installed	23360	138

Module	Feature	CR ID #	Page
SAR	*Offline Check Report added to SAR client	N/A	139
	*Offline transactions can print "OFFLINE" trailer on checks and receipts	N/A	139
	*Online/Offline Check handling rule has been defined	22905	139
	*Options added to allow users to enter online/offline modes without prompting	N/A	139
	"Local Order Receipt" printing is now supported	18674	140
System	*Service Charge option added for "Gift Certificate Sale"	23055	141

Enhancements Detailed

Audit Trail

Command line utility (atrail_b.exe) allows "Yesterday" report
CR ID#: n/a

Previously, the Audit Trail command line utility (atrail_b.exe) options were to:

◆ Save the entire audit trail to a text file ("save" argument)

◆ Reset the entire audit trail ("reset" argument)

◆ Save the entire audit trail and reset it ("save_reset")

Two new command line arguments have been added, that allow report generation on Audit Trail activity for "Yesterday".

◆ "save_yesterday" - With this option, activity from "Yesterday" will be generated to a text file, and the report will not be reset.

◆ "save_yesterday_reset" - With this option, activity from "Yesterday" will be generated to a text file, and the report will reset.

Because the audit trail can only report on dates (and not specific times), "yesterday" for atrail_b.exe calculations refers to the calendar date on which yesterday's business date started. For instance, if yesterday's business day was from 4am to 4am, atrail_b.exe execution with the "save_yesterday" option will generate a report from 12am yesterday to the current second. Therefore, if the "save_yesterday" option is used every day, some information will be duplicated between two days' reports (in this example, the 12am-4am Audit Trail activity will show two days in a row).

Please also read the System Setup Utility enhancement for this service pack, which allows easy configuration of these new options.

EMC

Table View option bit selections include context sensitive help
CR ID#: n/a

Previously, Options listed in Table View's Options Selection dialog did not include context sensitive help. This has now been included for all modules; Figure 14.4 shows an example from Menu Item Class.

Options column for Tender Media is disabled for preamble tenders
CR ID#: 22889

In table view of the Tender Media module, the "Options" column is now disabled when the Tender Type is "Preamble."

The Epson TM-T88 IV IP printer is supported
CR ID#:n/a

The Epson TM-T88 IV IP printer is now supported in 3.1 Service Pack 1.

Control Panel Reload requires Employee Class Privilege
CR ID#: 22654

Previously, the Reload button in the Control Panel was accessible to all EMC users. Now, this button can only be accessed by users in Employee Classes with the privilege to perform a system reload. The new option bit is located at Employee Maintenance > Maintenance > Class > Utilities Tab > Control Panel box > Reload the System from the Control Panel.

Autosequencer

Automated Reports will now work with Internet Explorer 7
CR#:23360

Automated Reports will now support systems with Internet Explorer 7 installed.

> *NOTE   Systems with NetVupoint installed should not install Internet Explorer 7*

SAR

Offline Employee Closed Check Report added to SAR client
CR ID#: n/a

An Offline Check Report has been added for the SAR workstation. When in Offline Mode, a privileged operator can run Offline Report #4, Employee Closed Check report.

Offline transactions can print "OFFLINE" trailer on checks and receipts
CR ID#: n/a

A Revenue Center Parameters Format option bit has been added; "Print ***OFFLINE*** on Offline Guest Checks and Receipts". When the option is enabled, the text "***OFFLINE***" will print on guest checks and customer receipts. If the option is disabled, the printing is ***OFFLINE***.

Online/Offline Check handling rule has been defined
CR ID#: 22905

A check handling rule has now been defined for situations where a check owned by an offline workstation is picked up and used from an online workstation. In this situation, the check is now owned by the online workstation; when the check is being replayed from the offline workstation, all offline postings to this check will be discarded.

Options added to allow users to enter online/offline modes without prompting
CR ID#: n/a

Options have been added to the EMC to control the SAR workstation behavior for entering online and offline modes:

◆ Device Table > Workstation Options > Disable Auto-Online: A workstation will automatically return to Online Mode if communications with the server have been reestablished and five or fewer transactions have been rung offline. By enabling this option, the workstation will prompt the user to return online, instead of continuing online automatically.

◆ Device Table > Workstation Options > Go Offline Without Prompting: When this option is enabled, a workstation will go offline automatically when communication with the server is lost. When this option is disabled, the user will be prompted to work offline.

◆ Employee Maintenance > Employee Options > Disable Online Prompt: Enable this option to prevent this Employee from seeing the prompt to return online. If this option is disabled, the user will be prompted to return to online mode when communications have been reestablished. With this option enabled, this employee can still press the [Go Online] function key to return to Online Mode, however the employee will not be prompted to go online when communication has been reestablished.

"Local Order Receipt" printing is now supported
CR ID#: 18674

Previously, it was not possible to print "Local Order Receipts" from SAR devices. This functionality is now available. If an Order Device is programmed as a "Local" order device, a SAR client will print to the printer selected in the "Local Order Receipt" field. If the "Local Order Receipt" field is set to 0-None, the Local Order Receipt will print to the SAR client's physically-attached local printer (if it exists).

System

Service Charge option added for "Gift Certificate Sale"
CR ID#: 23055

A new option bit has been added to the EMC Service Charge module, "Gift Certificate Sale". The behavior of this option bit is described in its context sensitive help: Select this option to create a Service Charge which can be paid without posting to the system's sales totals. (The amount can be tracked, if necessary, by a tracking group total.) This option is similar to #7, "Non-Revenue Service Charge", except that menu items may be present on the check in addition to this service charge.

Notes:

1. If this option is enabled, the Service Charge must be programmed as an "Amount" Service Charge;

2. If a cashier link is required for tendering, a cashier link is also required to post a non-revenue Service Charge.

What's Revised	A revision is defined as a correction made to any existing form, feature, or function currently resident in the software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized	The table below summarizes the revisions included in this version.

Module	Feature	CR ID #	Page
Audit Trail	*Keyboard Design changes are logged to the Audit Trail	22866	150
	*Mobile MICROS touchscreen revisions report to Audit Trail properly	N/A	150
	*Touchscreen Design key revisions are logged into Audit Trail	N/A	150
	*Command line utility (atrail_b.exe) generates correct report	22708	150
	*POS/MMH Touchscreen Assignment modules have been removed	N/A	151
Check Print	*Performance improved for Check Print (cp8700.exe) application	22661	151

Module	Feature	CR ID #	Page
Credit Cards	*Credit Card batching during PM hours returns correct results	22796	151
	*CAPMS verbosity settings no longer cause unmasked CC numbers	22893	152
Database	*RDBTracker continues to send updates after large changes	22980	152
	*MS-SQL option set to Autogrow by amount instead of percentage	N/A	152
Dataviewer	Check images display without error	N/A	152
	Date and Time are accepted in Transaction Search Field	N/A	153
DB Conversion	"New DB Version" field text has been changed for clarity	N/A	153

Module	Feature	CR ID #	Page
EMC	KDS Display Chit Style help shows for style 107	N/A	153
	*EMC prevents users from deleting themselves	N/A	153
	*Menu Item Class option bit has been renamed for clarity	N/A	154
	*Menu Item Maintenance ignores RVC change to itself	N/A	154
	*Menu Item Master records are created with F&B options enabled	23259	154
	*MMH Touchscreen Design displays correct Menu Item SLU names	23125	154
	*Power on Keyboard field saves in all configurations	23203	155
	*Revenue Center Parameters fields show only valid choices	N/A	155
	*Tax exempt Tender/Media records can be deleted	23183	155
	*Touchscreen Style modules hold values after tab switching	N/A	155
	*Bulk employee changes can be saved	N/A	156
	*Keyboard Design deletions check for Power On Keyboard before delete; performance improved	22290	156
	*Check-related modules prevent deletions for items entered on checks the same day	22221	156
	*Employee Maintenance additions do not cause EMC crash	22705	156

Module	Feature	CR ID #	Page
Hardware	*2010 Workstation peripheral devices initialize properly	22559	157
Interfaces	*Serial Interfaces reconnect after reboot of 9700 server	22414	157
KWS4	*Cash Drawer assigning/unassigning error has been eliminated	22904	157
Mobile MICROS	*Declined credit cards do not cause a blank box to display	20931	157
	*SIM DLL is supported on Mobile MICROS clients	18388	158
NetVupoint-NTS	Last Run Time is properly updated for Journal Jobs	23062	158
	Daily Ops Totals for Revenue Centers match drill down totals	N/A	158
	Definitions job performance improved	23047	158
	Move History job moves all checks	22943	158
	Open Checks query gets all open checks	23014	159
	Scheduled Transaction job returns all checks	N/A	159
Ops	Adjust Time Card procedure allows Add and Delete	21851	159
	*Clock in process does not cause server slowdowns	N/A	159
	*Menu Item Definition updates do not cause SLU item duplication	22147	160
	*TouchSplit function does not cause erroneous log messages	22583	160

Module	Feature	CR ID #	Page
Ops/SAR	*Large transactions do not cause intermittent MRDB failure	23146	160
	*On Demand Customer Receipt functionality behavior corrected	N/A	160
	*Prices changed with the Change Price Sub Level Function Key post correctly to the database	21668	162
	*Stored Value Card function "Prompt for Program" has been implemented	21781	162
	*Workstation Reports can function on Totals Periods 10 and higher	21532	162
	*Check transfers between RVCs function properly when using different check number ranges	22609	162
	*Credit Card Authorizations will batch for checks from previous business days	N/A	163
	*Payment rounding does not cause incorrect totals	22937	163
	*Workstation prevents user from paying a check to a previously-batched authorization	22756	163
	*Custom Mag Cards are recognized	22515	164

Module	Feature	CR ID #	Page
Report Writer	*VAT rate changes do not cause incorrect previous totals	22526	164
	*Automatic Service Charge posts correctly after Void	N/A	164
	*Menu Item Detail Report Type #2 Shows all Definitions	22696	164
	*Menu Item Reports show the Menu Level column	21248	165
	*Power cycle after CC Auth does not cause Carried Over Totals	22768	165
	*Tax Exempt Coupons do not cause invalid Charge Tip Totals	22055	165
SAR	*Credit Card number masks after Fast Transactions	23072	165
	*Error message "Print Format Incompatible with Printer" does not cause future print jobs to fail	23016	166
	*Local printing functions after toggling EMC option bit	22138	166
	*Menu Item Prices align correctly when using Asian fonts	22315	166
	*Serial printers align text properly	21858	167
	*Workstations receive database updates when screen does not clear after transactions	N/A	167
	*Begin/Pickup Check operation does not check for pending updates	22963	167
	*Checks rung immediately before network loss do not cause incorrect reports	N/A	168

Module	Feature	CR ID #	Page
	*Closed check adjustment does not lead to incorrect reports	21855	168
	*Confirm Number of Guests Threshold is read from the database	18243	168
	*"Filter by seat" does not cause inconsistent totals	N/A	168
	*Fixed-length Guest Checks print to Unicode printers	18947	168
	*Menu Level change functionality works like Ops client	18357	169
	*Multiple Check-Splits on one check does not cause incorrect totals	N/A	169
	*Multiple Menu Item Class changes on large databases do not cause error	N/A	169
	*Offline transactions are not lost when multiple interfaces are in use	22582	169
	*SIM Windows consistently display on PCWS 2010 and Windows XP	22648	169
	*Visa TCP functions when database contains all POS Clients	22620	170
	*Auto Service Charges can be exempted when using VAT	21955	170
	*CLOCK_IN SIM Event is recognized by SAR clients	22409	170
	*Database holds correct information after deletions/updates	22837	170
Signature Capture	*"Reject" and "Accept" buttons have been moved to decrease customer error	22475	171

Module	Feature	CR ID #	Page
SIM	*Discretionary data from credit cards cannot be accessed	N/A	171
	*Mobile MICROS recognizes TRANS_CNCL, MI_VOID, and MI_RETURN commands	N/A	171
	*LoadKeyboardMacro does not restore exempted Auto Service Charge	22697	171
Stored Value Card	*Card numbers can contain up to 40 digits	N/A	172
System	Pos87svc.log growth efficiency improved for sites using different default Code Page	N/A	172
Transaction Services	*Credit Card Vouchers print when enabled	N/A	172
POSAPI	*"Unknown Client Type" message does not appear	N/A	173
UWS Reports	*Employee Labor Detail reports show correct data	21220	173
Winstation	*Com Port configuration is unchanged after upgrades from sp10	22690	173
	*TouchSplit screen responds on first check after reboot	16192	174

**Revisions
Detailed**

Audit Trail

Keyboard Design changes are logged to the Audit Trail
CR ID#: 22866

Previously, changes in the Keyboard Design module were not logged to
the Audit Trail. This has been corrected. Note that changes to Keyboard
Legends will not be logged to the Audit Trail because the legends do not
directly affect workstation operations. Also note that new keyboards
default to Keyboard Workstation Type 7-KWS4.

Mobile MICROS touchscreen revisions report to Audit Trail properly
CR ID#: n/a

Previously, revisions for the Touchscreen Design and Touchscreen Style
modules for Mobile MICROS reported to the Audit Trail as "regular"
touchscreen edits. This has been corrected.

Touchscreen Design key revisions are logged into Audit Trail
CR ID#: n/a

Previously, revisions, additions, and deletions of Touchscreen keys were
not logged into the Audit Trail. This has been corrected.

Command line utility (atrail_b.exe) generates correct report
CR ID#: 22708

Previously, the text file report generated by the Audit Trail command line
utility (atrail_b.exe) incorrectly showed "All Reports Operations." Now,
the report correctly shows all activity for all modules.

POS/MMH Touchscreen Assignment modules have been removed
CR ID#: n/a

Any change made in the EMC for the Touchscreen Assignment, POS Touchscreen Assignment, or MMH Touchscreen Assignment modules is logged to the "TS Assignment (All Clients)" category of the Audit Trail. Therefore, the Audit Trail Module selections of POS Touchscreen Assignment and MMH Touchscreen Assignment are unnecessary, and have been removed.

Check Print

Performance improved for Check Print (cp8700.exe) application
CR ID#: 22661

Performance improvements have been made for the Check Print application (cp8700.exe). Previously, the cp8700 process took several hours on very large databases. Now, the process completes in under 30 minutes.

Credit Cards

Credit Card batching during PM hours returns correct results
CR ID#: 22796

Previously, Credit Card batching in Start of Day environments did not work correctly when running the "yesterday" option during PM hours. In this scenario, cards from the "yesterday" business day were not actually batched until the next day's credit card batch. This has been corrected.

CAPMS verbosity settings no longer cause unmasked CC numbers
CR ID#: 22893

Previously, high verbosity settings for the CAPMS driver caused unmasked Credit Card numbers to appear in some logs. This has been corrected.

Database

RDBTracker continues to send updates after large changes
CR ID#: 22980

Previously, the RDBTracker process may have failed to send updates to client workstations if several hundred changes had been made at once, either in EMC or via 8700sql. This has been corrected.

MS-SQL option set to Autogrow by amount instead of percentage
CR ID#: n/a

The MS-SQL option to "Automatically Grow File" has been changed to an amount of 256 MB, instead of a percentage.

Dataviewer

Check images display without error
CR ID#: n/s

Previously, check images may not have displayed for some checks, failing with an exception error message. This has been corrected.

Date and Time are accepted in Transaction Search Field
CR ID#: n/a

Previously, the Transaction Search Field allowed date and time entries for searching, but only the date was used when running the query. Now, both the date and time values are used when running the query.

DB Conversion

"New DB Version" field text has been changed for clarity
CR ID#: n/a

Previously, the Database Conversion Utility (for 9700 2.x upgrades) showed the database version as 9700 3.00. This has been corrected; the version now shows 9700 3.x, which means that it has been converted to the relational database schema.

EMC

KDS Display Chit Style help shows for style 107
CR ID#: n/a

Previously, the Device Table did not show a help chit for Chit Style #107. This has been corrected.

EMC prevents users from deleting themselves
CR ID#: n/a

Previously, a user was able to log in to the EMC, then delete their own Employee Record in the Employee Maintenance module. Now, the EMC prevents users from deleting themselves.

Menu Item Class option bit has been renamed for clarity
CR ID#: n/a

Previously, the Menu Item Class option bit #36 was named "Free Repeat Course." This has been renamed to clarify its purpose. The name of the option is now "Repeat Course at Fixed Price Meal Prices." When this option is selected, repeatable course items will repeat at Fixed Price Meal prices. If the option is disabled, courses will repeat at the "regular" menu item price.

Menu Item Maintenance ignores RVC change to itself
CR ID#: n/a

Previously, a user in the Menu Item Maintenance module could change the Revenue Center to the currently-active Revenue Center, causing the module to reload. This action may have caused a lengthy delay for sites with very large Revenue Centers. Now, the EMC prevents users from changing to the same RVC.

Menu Item Master records are created with F&B options enabled
CR ID#: 23259

Previously, if a Menu Item Master record was created without using templates, the F&B options were disabled by default. This has been corrected.

MMH Touchscreen Design displays correct Menu Item SLU names
CR ID#: 23125

Previously, the MMH Touchscreen Design module displayed the Menu Item SLU names for "regular" touchscreens, not MMH Touchscreens. This has been corrected.

Power on Keyboard field saves in all configurations
CR ID#: 23203

Previously, the Power on Keyboard field in the Device Table could not save in some database configurations where a large number of Keyboard records existed and a small number of Touchscreen records existed. Now, the field is saved in any configuration.

Revenue Center Parameters fields show only valid choices
CR ID#: n/a

The General Tab of RVC Parameters now shows only valid choices for the following fields, to help prevent programming errors:

*   Default Bank Loan Tender/Media: Only "Loan" tender media types are shown in this list.

*   Automatic Service Charge: Only preset percentage service charges are available as choices.

*   Cover Charge: Service charges appear in this list if they are fixed-amount service charges, if they do not have the "Non Revenue Service Charge" option enabled, and if the "Service Charge Adds to Guest Count" option is enabled.

Tax exempt Tender/Media records can be deleted
CR ID#: 23183

Previously, the EMC prevented deletions of Tender/Media records that were configured to exempt tax. This has been corrected.

Touchscreen Style modules hold values after tab switching
CR ID#: n/a

Previously, the Touchscreen Style and Mobile MICROS Touchscreen Style modules did not hold the correct values after being opened, switching to another tab, then accessing the Touchscreen Style tab again. This has been corrected.

Bulk employee changes can be saved
CR ID#: n/a

Previously, a database timeout occurred when saving changes in Employee Maintenance if several dozen records had been changed. This has been corrected.

Keyboard Design deletions check for Power On Keyboard before delete; performance improved
CR ID#: 22290

Previously, the EMC took approximately 40 seconds to delete one keyboard record. Now, keyboards are deleted in a 1-4 seconds. Also, the EMC now prevents a keyboard record from being deleted if the record is referenced as a "Power On Keyboard" by a Keyboard Workstation.

Check-related modules prevent deletions for items entered on checks the same day
CR ID#: 22221

Previously, the EMC did not check for current business day activity before Tenders, Service Charges, Discounts, or Operators were deleted. Now, a record in these modules cannot be deleted if the record was used in a transaction for the current business day.

Employee Maintenance additions do not cause EMC crash
CR ID#: 22705

Previously, the EMC would crash with certain database and PC configurations when adding an Employee in Employee Maintenance, then adding another employee while the first employee was selected. This has been corrected.

Hardware

2010 Workstation peripheral devices initialize properly
CR ID#: 22559

Previously, peripheral devices attached to 2010 workstations intermittently failed to initialize. This has been corrected.

Interfaces

Serial Interfaces reconnect after reboot of 9700 server
CR ID#: 22414

Previously, serial interfaces may not have reconnected after the 9700 server was rebooted. This has been corrected.

KWS4

Cash Drawer assigning/unassigning error has been eliminated
CR ID#: 22904

Previously, some databases received errors when assigning and unassigning cash drawers. This has been corrected.

Mobile MICROS

Declined credit cards do not cause a blank box to display
CR ID#: 20931

Previously, declined credit cards on Mobile MICROS devices would cause a blank box to display on the unit. This has been corrected.

SIM DLL is supported on Mobile MICROS clients
CR ID#: 18388

Previously, Mobile MICROS clients did not support SIM DLL. This has been corrected.

NetVupoint-NTS

Last Run Time is properly updated for Journal Jobs
CR ID#: 23062

Previously, Journals may not have been posted to the database with the Last Run Time field populated correctly, causing the Journal Job to hang or never run. This has been corrected.

Daily Ops totals for Revenue Centers matches drill down totals
CR ID#: n/s

Previously, the deletion of a discount record may have caused Daily Ops totals for a Revenue Center to be out of balance with the service performance drill-down. This has been corrected.

Definitions job performance improved
CR ID#: 23047

The performance of the definitions job has been improved, compared to previous versions.

Move History job moves all checks
CR ID#: 22943

Previously, the Move History job may have failed to move all checks. This has been corrected.

Open checks query gets all open checks
CR ID#: 23014

Previously, the open checks query may have failed to return all open checks. This has been corrected.

Scheduled transaction job returns all checks
CR ID#: n/a

Previously, a scheduled transaction job would not return all checks if the time period contained a large number of checks. This has been corrected.

Ops

Adjust Time Card procedure allows Add and Delete
CR ID#: 21851

Previously, time cards could not be added or deleted from the Adjust Time Card procedure. This has been corrected.

Clock in process does not cause server slowdowns
CR ID#: n/a

Previously, the clock in process may have caused CPU usage on the 9700 server to spike, depending on database configuration and the number of Timecard Records in the database. This has been corrected.

Menu Item Definition updates do not cause SLU item duplication
CR ID#: 22147

Previously, certain types of Menu Item Definition updates caused the definition to appear on the workstation SLU multiple times. This has been corrected.

TouchSplit function does not cause erroneous log messages
CR ID#: 22583

Previously, the TouchSplit function caused log messages to appear in the 8700d.log. This has been corrected.

Ops/SAR

Large transactions do not cause intermittent MRDB failure
CR ID#: 23146

Previously, large transactions intermittently failed to write to the transaction detail log, causing the MRDB process to fail. This has been corrected.

On Demand Customer Receipt functionality behavior corrected
CR ID#: n/a

Previously, the On Demand Customer Receipts option did not function as expected. The correct behavior is that the RVC Parameter option, "On Demand Customer Receipts" overrides the Tender/Media option, "Print Customer Receipt." The following charts explain the correct behavior, which has now been implemented.

RVC Parameters option, On Demand Customer Receipts, is Enabled

Tender Media Option Bit: "Print Customer Receipt"	Fast Transaction Result (Customer Receipt)	Receipt Prints after [Print Customer Receipt] Function Key is used
ON	Receipt will not Print	YES
OFF	Receipt will not Print	YES

RVC Parameters option, On Demand Customer Receipts, is Disabled

Tender Media Option Bit: "Print Customer Receipt"	Fast Transaction Result (Customer Receipt)	Receipt Prints after [Print Customer Receipt] Function Key is used
ON	Receipt will Print	No
OFF	Receipt will not Print	No

Notes:

- These charts reflect the behavior with the following configuration:

    - Operator Option Bit "On-Demand Printing" set to ON

    - Workstation Option Bit "Do Not Clear Screen After Transaction" set to ON

        - The setting of this option bit is actually irrelevant when "On Demand Customer Receipts" for the Revenue Center is enabled-the workstation will function as though this option is enabled, regardless of the EMC setting. This is necessary so the operator has a chance to use the [Print Customer Receipt] function key.

    - A [Print Customer Receipt] function key programmed on the default transaction screen.

- A typical database configuration would be as follows:

    - Appropriate Tender/Media records programmed with "Print Customer Receipt" enabled.

    - Revenue Center Parameter option "On Demand Customer Receipt" disabled.

    - With this configuration, receipts will always print based on the Tender/Media configuration; if a Revenue Center requires that receipts only print after a transaction per customer request, the "On Demand Customer Receipts" option should then be enabled.

Prices changed with the Change Price Sub Level Function Key post correctly to the database
CR ID#: 21668

Previously, a price changed during a transaction with the "Change Price Sub Level" function key (639) would not post to the database correctly, causing incorrect reports and 8700sql exports. This has been corrected.

Stored Value Card function "Prompt for Program" has been implemented
CR ID#: 21781

Previously, the Stored Value Card function to "Prompt for Program" was not implemented. This has been corrected.

Workstation Reports can function on Totals Periods 10 and higher
CR ID#: 21532

Previously, workstation reports did not function on Totals Periods 10 or higher. This has been corrected.

Check transfers between RVCs function properly when using different check number ranges
CR ID#: 22609

Previously, it was not possible to transfer a check from one Revenue Center to another when the check number ranges between the two were not overlapping. For instance, RVC 1 allows check numbers 1000-1999, and RVC 2 allows check numbers 2000-2999. In that instance, it was not possible to transfer a check, because the check number from one RVC was invalid in the other RVC. This has been corrected. Now, the check number from the original RVC will persist into the new Revenue Center.

Credit Card Authorizations will batch for checks from previous business days
CR ID#: n/a

Previously, when a check was adjusted from a previous business day and paid to a credit card, the credit card payment was never batched. This has been corrected.

Payment rounding does not cause incorrect totals
CR ID#: 22937

Previously, when a check was paid and currency rounding was in use, totals may have shown incorrect figures. This has been corrected.

Workstation prevents user from paying a check to a previously-batched authorization
CR ID#: 22756

Previously, the following series of steps would create a check that could not be batched by the system:

1. User authorizes a credit card on a check

2. User closes the check to another tender

3. A credit card batch is performed by the system

4. The user adjusts the check and pays to the credit card that was authorized.

Now, this process is not allowed by the system. When a user tries to pay to the previously-batched authorization (step #4), the workstation will show an error message and the operation is not allowed.

TouchSplit function does not cause erroneous log messages
CR ID#: 22583

Previously, the TouchSplit function caused log messages to appear in the 8700d.log. This has been corrected.

Custom Mag Cards are recognized
CR ID#: 22515

Previously, Custom Mag Cards may have returned the error "Magnetic card is the wrong type." This has been corrected.

Report Writer

Changes to VAT rates does not cause incorrect previous totals
CR ID#: 22526

In all previous versions of 9700, changes to the VAT rate caused the system to show previous totals using the new VAT rate, instead of the rate used for the transactions. Now, reports will show the VAT rate that was in use when the sale was performed.

> *Note*   *Changes to the VAT rates should only be made when there are no open checks in the system.*

Automatic Service Charge posts correctly after Void
CR ID#: n/a

Previously, Automatic Service Charges posted incorrectly to Tip Reports when voided, if the "Post to Service Charges Total on Tip Reports" option was enabled. This has been corrected.

Menu Item Detail Report Type #2 Shows all Definitions
CR ID#: 22696

Previously, the Menu Item Report Type #2, "Detail Report, Not Broken Down by Revenue Center", showed only the first Menu Item Definition per item. This has been corrected.

Menu Item Reports show the Menu Level column
CR ID#: 21248

Previously, the Menu Level column did not show on Menu Item Reports when the "Enable Menu Levels on Menu Item Detail Reports" option was enabled. Now, the column is displayed.

Power cycle after CC Auth does not cause Carried Over Totals
CR ID#: 22768

Previously, when a workstation lost power after a Credit Card Authorization, financial reports would show extra checks in the Carried Over Totals section of the report. This has been corrected.

Tax Exempt Coupons do not cause invalid Charge Tip Totals
CR ID#: 22055

Previously, a "Tax Exempt Coupon" tender caused sales to be added to the Charge Tip totals. This has been corrected.

SAR

Credit Card number masks after Fast Transactions
CR ID#: 23072

Previously, the credit card number would display unmasked on the SAR client display if the "Credit Card Lookup" function key was used during a Fast Transaction, and the "Do Not Clear Totals after Transaction" option bit was enabled for the workstation. This has been corrected.

Error message "Print Format Incompatible with Printer" does not cause future print jobs to fail
CR ID#: 23016

Previously, if a SAR client displayed the error message, "Print Format Incompatible with Printer, Check Configuration", future print jobs to valid printers would not print. This has been corrected.

Local printing functions after toggling EMC option bit
CR ID#: 22138

Previously, when the status of the EMC option "Enable Local Guest Check Printing" was changed, a SAR client failed to print local guest checks until a Credit Card Authorization was printed first. This has been corrected.

Menu Item Prices align correctly when using Asian fonts
CR ID#: 22315

Previously, menu item prices did not align on the workstation or on guest checks and receipts when using Asian fonts. This has been corrected. For WindowsCE clients, the following changes must be made for the font to be downloaded to the client:

1. Modify the setup.dat file in the 9700\ClientInstalls\CALInstall\Ws4\Packages\WS4SarOps directory.

    a) After the line, TRANSFERFILE,OPS08x10.TTF,\CF\PosClient\cfg\OPS08x10. TTF, add the following: TRANSFERFILE,xxxxxxxxxxxxxx,\CF\PosClient\cfg\xxxxxxxx xxxxxx

    b) In this example, the xxxxxxxxxxxxxx text will have to be replaced with the name of the font file. The three available fonts are:

        -   msmincho.ttc (Japanese)

        -   batang.ttf (Korean)

- simsun.ttc (Simplified or Traditional Chinese)

c) b.Decrement the Version number (the third line of the file) to force the workstation updates.

2. The workstations will download the font file, allowing the fix to work

◆ Note that the file size of the font file may cause the workstation to download its CAL files abnormally slow. Because of this, MICROS recommends that sites change the setup.dat file after all clients have received the font file. Simply place a # character in front of the line added in step 1a. This will prevent the workstations from downloading the file again.

Serial printers align text properly
CR ID#: 21858

Previously, SAR clients printed a smaller left margin of guest checks and receipts when printing to a serial printer than when printing to an IDN printer. Now the margins are the same for both types of printers.

Workstations receive database updates when screen does not clear after transactions
CR ID#: n/a

Previously, workstations would not receive database updates when configured to "Do Not Clear Screen after Transaction", or when in Revenue Centers with the option "On Demand Customer Receipts" enabled. Now, workstations receive the updates.

Begin/Pickup Check operation does not check for pending updates
CR ID#: 22963

Previously, the begin/pickup check operations checked for pending updates from POSSRV before beginning a check, often disrupting user operations. Now, SAR clients will not check for updates during the begin and pickup operations; updates will be processed after transactions.

Checks rung immediately before network loss do not cause incorrect reports
CR ID#: n/a

Previously, if a check was started on a SAR client and network connectivity was lost before a Service Total, reports showed incorrect totals if the check was subsequently picked up and closed on a different workstation. This has been corrected.

Closed check adjustment does not lead to incorrect reports
CR ID#: 21855

Previously, closed check adjustments on SAR clients may have caused financial reports to show incorrect totals. This has been corrected.

Confirm Number of Guests Threshold is read from the database
CR ID#: 18243

Previously, SAR clients defaulted the "Confirm Number of Guests Threshold" to 9, instead of reading this from the configured value in the database. The configured value is now used.

"Filter by seat" does not cause inconsistent totals
CR ID#: n/a

Previously, seat filtering on SAR clients may have caused reports totals to show incorrect carried over totals amounts. This has been corrected.

Fixed-length Guest Checks print to Unicode printers
CR ID#: 18947

Previously, fixed-length guest checks could not be printed to Unicode printers. This has been corrected.

Menu Level change functionality works like Ops client
CR ID#: 18357

Previously, when changing the Sub Level of a transaction, a Main Level name would appear on the screen. For instance, when pressing a "Sub Level #4" Function Key, the name of Main Level #4 would appear on the screen. This has been corrected. Now, SAR clients function like Ops clients-the name of the level changes below the Blue Option Bar, but it does not display at the top of the screen.

Multiple Check-Splits on one check does not cause incorrect totals
CR ID#: n/a

Previously, a check split multiple times on a SAR client may have caused incorrect totals. This has been corrected.

Multiple Menu Item Class changes on large databases do not cause error
CR ID#: n/a

Previously, an intermittent error, "Not enough memory to load RVC", would appear when changing the Menu Item Class of several definitions in some very large databases. This has been corrected.

Offline transactions are not lost when multiple interfaces are in use
CR ID#: 22582

Previously, offline transactions may have failed to post to the database when multiple interfaces were programmed. This has been corrected.

SIM Windows consistently display on PCWS 2010 and Windows XP
CR ID#: 22648

Previously, SIM windows intermittently failed to display on PCWS 2010 units running Windows XP and the SAR client. This has been corrected.

Visa TCP functions when database contains all POS Clients
CR ID#: 22620

Previously, the Visa TCP driver did not function unless the database was programmed with at least one Ops client or SCC. This has been corrected.

Auto Service Charges can be exempted when using VAT
CR ID#: 21955

Previously, the Automatic Service Charge could not be exempted on SAR clients when the global tax setting was configured as VAT. This has been corrected.

CLOCK_IN SIM Event is recognized by SAR clients
CR ID#: 22409

Previously, the CLOCK_IN SIM event was not recognized by SAR clients. This has been corrected.

Database holds correct information after deletions/updates
CR ID#: 22837

Previously, deletion and update changes made in EMC may have caused SAR clients to update the local database incorrectly, causing error messages such as "Menu Item Master not found". This issue, only seen in Service Pack 11, has been corrected.

Signature Capture

"Reject" and "Accept" buttons have been moved to decrease customer error
CR ID#: 22475

Previously, the "Reject" and "Accept" buttons on a Signature Capture pad were located below the signature area. Occasionally, customers accidentally pressed these buttons while signing, so the buttons have now been moved above the signature area.

SIM

Discretionary data from credit cards cannot be accessed
CR ID#: n/a

Discretionary data from credit cards is no longer available through SIM. This revision has been made in accordance with CISP compliance regulations.

Mobile MICROS recognizes TRANS_CNCL, MI_VOID, and MI_RETURN commands
CR ID#: n/a

Previously, the SIM commands TRANS_CNCL, MI_VOID, and MI_RETURN were not recognized on Mobile MICROS clients. This has been corrected.

LoadKeyboardMacro does not restore exempted Auto Service Charge
CR ID#: 22697

Previously, checks paid via the LoadKeyboardMacro SIM function would restore the Automatic Service Charge on a check if it had been exempted. This has been corrected.

Stored Value Cards

Card numbers can contain up to 40 digits
CR ID#: n/a

Previously, the maximum Stored Value Card length was 19 digits. Now, the system allows up to 40 digits for a Stored Value Card number.

Note	*Some Stored Value Card vendors wrote SIM scripts that truncated the input to 19 digits; these SIM scripts are no longer necessary after this fix has been implemented.*

System

Pos87svc.log growth efficiency improved for sites using different default Code Page
CR ID#: n/a

Previously, the pos87svc.log would grow at an abnormally large rate, if a registry setting existed to change the default Code Page of the system. This has been corrected.

Transaction Services

Credit Card Vouchers print when enabled
CR ID#: n/a

Previously, Credit Card Vouchers would not print to remote printers when the authorization was performed within a check created by Transaction Services. This has been corrected.

POSAPI

"Unknown Client Type" message does not appear
CR ID#: n/a

Previously, POSAPI transactions may have failed with the error message, "Unknown Client Type: 4". This issue, only seen in Service Pack 11, has been corrected.

UWS Reports

Employee Labor Detail reports show correct data
CR ID#: 21220

Previously, Labor Detail reports incorrectly showed detail from past pay periods. Now, the labor detail report shows the correct information.

WinStation

Com Port configuration is unchanged after upgrades from sp10
CR ID#: 22690

After installing Service Pack 11, certain devices configured on WinStation Com Ports would change configuration. This has been corrected. When installing sp12 to an sp10 (or lower) system, the Com Ports configurations will remain the same for all devices.

Note	*Note: If installing sp12 to an sp11 system, it is possible that the devices need to be reconfigured on each WinStation. A site which reconfigured certain devices after installing from sp10 (or lower) to sp11 is a site which will have to reconfigure again after installing sp12.*

TouchSplit screen responds on first check after reboot
CR ID#: 16192

Previously, the TouchSplit check area did not respond to user input on the first check split operation after a reboot of the workstation. (The user was required to press another button on the screen.) Now, the user input is immediately accepted.