

# ENABLING TLS 1.2

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# RES 3700

## How to Identify Version of RES Credit Card Driver (Doc ID 2405948.1)

### Applies To:

Oracle Hospitality RES 3700 - Version 4.0.0 and later  
Information in this document applies to any platform

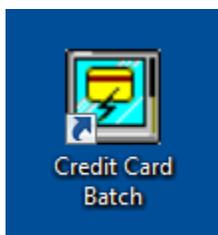
### Goal:

3700 RES - How to Identify Version of Credit Card Driver

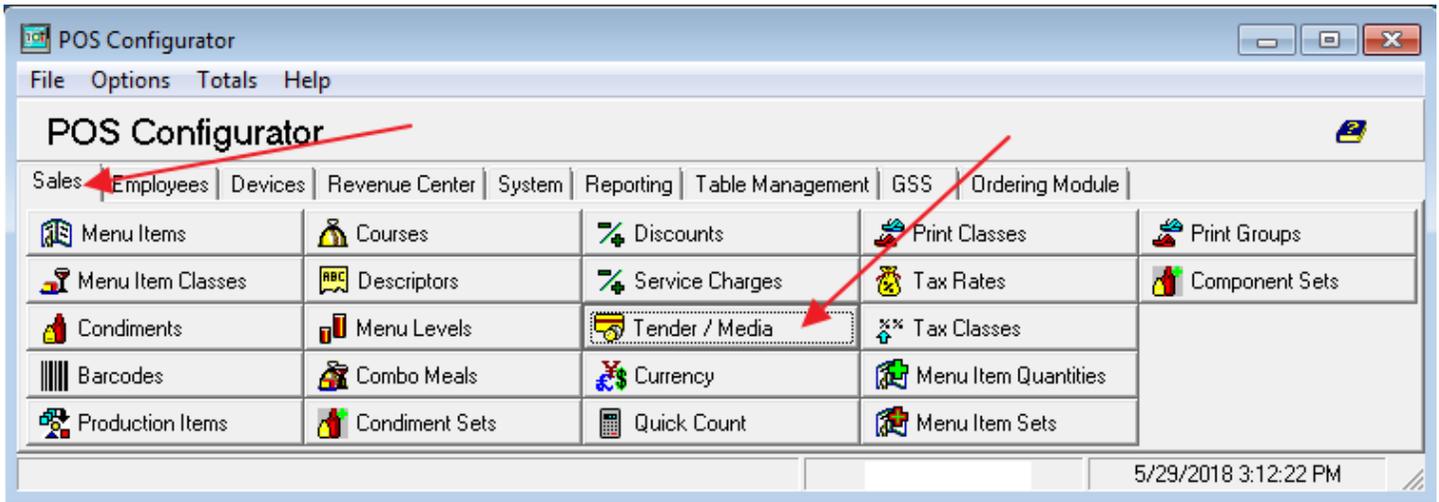
### Solution:

First Find out Which Credit Driver / Processor is being used

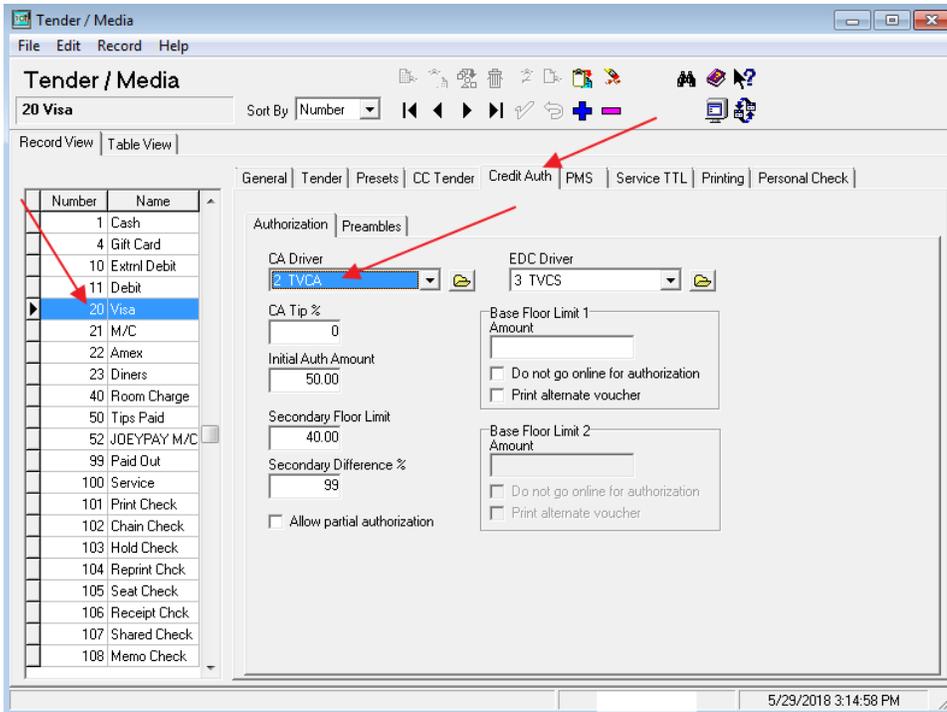
On the Desktop or Start Menu, Double Click on the POS Configurator



Select "Sales" and Select / Media"



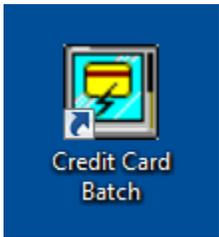
Select "Visa"  
 Select "Credit Auth"  
 Note Down the "CA Driver" being used



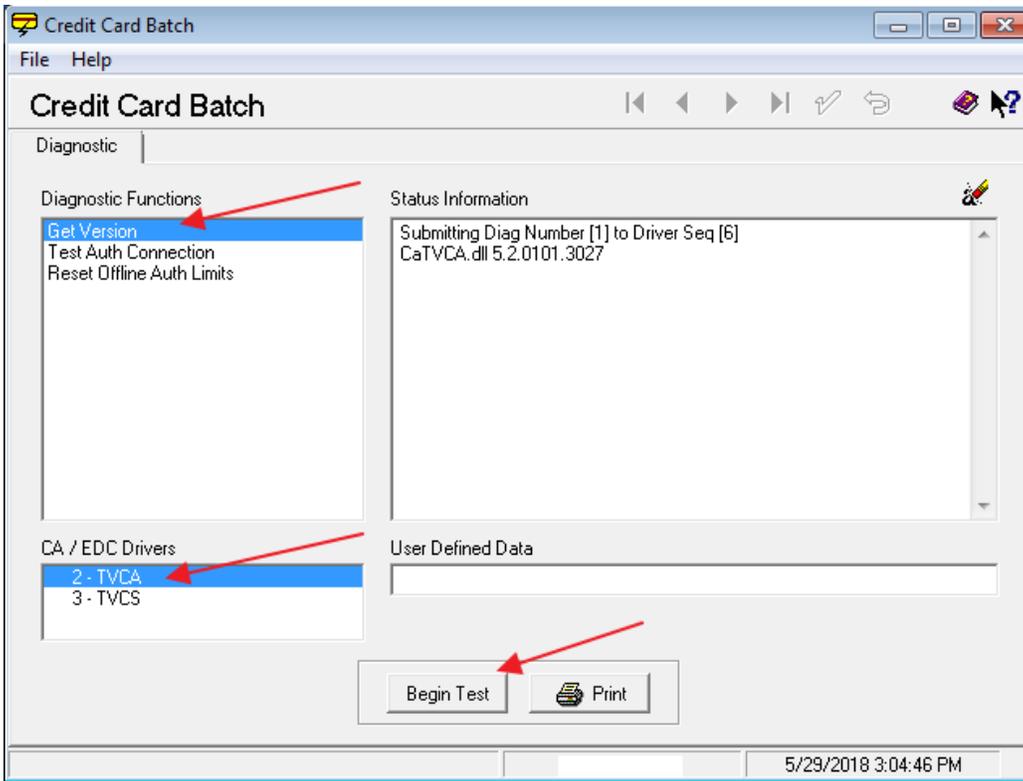
Next Find the Version of the Driver being used



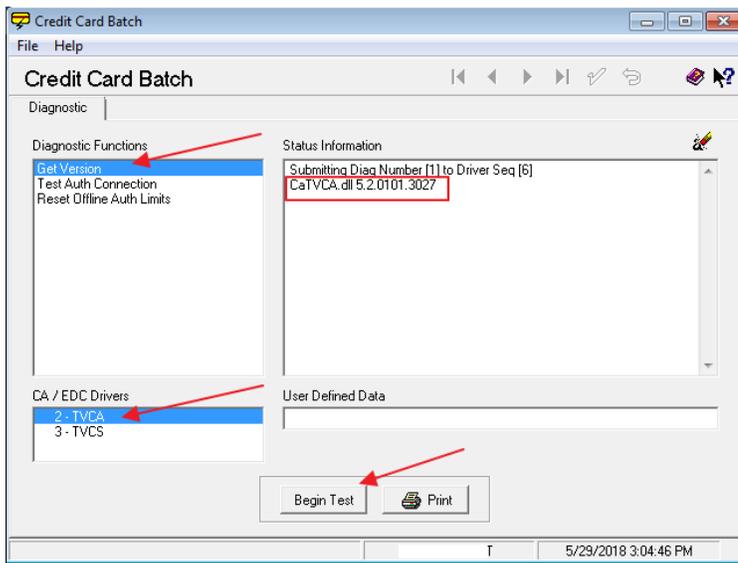
On the Desktop or Start Menu, Double Click on the Credit Card Batch



Select "Get Version"  
Select the driver under "CA / EDC Drivers".  
Select "Begin Test"



The Driver Version will display in the window



## Where can you get the latest versions of Oracle Hospitality POS software?

RES 5.2 Credit Card Drivers

See Doc 2407684.1

[Direct Link](#)

Download general availability software from the Oracle Software Delivery Cloud:

<https://edelivery.oracle.com/>

Download patch sets from My Oracle Support:

<https://support.oracle.com>

## How to Identify the Version RES Build Version Numbers (Doc ID 2102659.1)

### Applies To:

Oracle Hospitality RES 3700 - Version 4.9.0 and later  
Oracle Hospitality RES 3700 EM - Version 4.9.0 and later  
Information in this document applies to any platform.

### Goal:

The goal of this document is to provide a listing of full build versions for RES and its maintenance releases (MR) and hotfixes (HF).

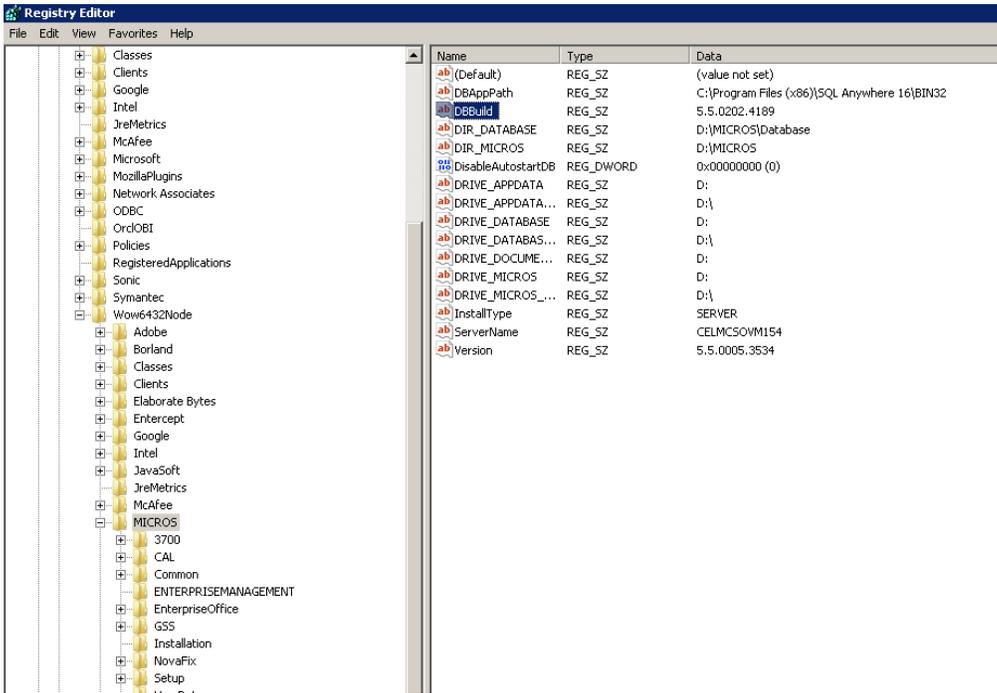
### Solution:

Identification for the current build version of RES can be found through Registry Editor (regedit.exe).

1. Open regedit.exe
  - o To open Registry Editor, do one of the following from the Windows Start button:
    1. Select run, type **regedit** and select Run
    2. Type **regedit** in the search field and press enter
2. Navigate to **HKEY\_LOCAL\_MACHINE\Software\Micros\**

Note: If running on a 64 bit version of Windows, the path in the registry might be  
HKEY\_LOCAL\_MACHINE\Software\WOW6432Node\Micros\.

### 3. The full version number is under the key **DBBuild**.



## RES Build Versions 4.X

Release	Build Number
<b>4.0 General Release</b>	<b>4.0.8.312</b>
4.0 GR hf1	4.0.11.374
4.0 GR hf2	4.0.14.418
4.0 GR hf3	4.0.17.502
<b>4.1 General Release</b>	<b>4.1.7.550</b>
4.1 hf1	4.1.13.641
4.1 hf2	4.1.17.773
4.1 hf3	4.1.19.906
4.1 hf3 NovafixE	4.1.19.906E
4.1 hf3 NovafixH	4.1.20.1117
4.1 hf3 NovafixL	4.1.20.1238
4.1 hf3 NovafixT	4.1.20.1586
<b>4.3 General Release</b>	<b>4.3.6.1200</b>
4.3 hf1	4.3.16.1526



4.3 hf2	4.3.22.1824
<b>4.8 General Release</b>	<b>4.8.3.2655</b>
4.8 MR1	2741
4.8 MR2	2758
4.8 MR3	4.8.4.2841
4.8 MR4	4.8.4.2905
4.8 MR5	4.8.4.2976
4.8 MR7	4.8.4.3620
<b>4.9 General Release</b>	<b>4.9.3.2824</b>
4.9 MR1	2930
4.9 MR2	4.9.4.3103
4.9 MR2 NovaFix B	2930
4.9 MR3	4.9.4.3202
4.9 MR4	4.9.4.3217
4.9 MR5	4.9.4.3288
4.9 MR6	4.9.4.3328
4.9 MR7	4.9.4.3429
4.9 MR8	4.9.4.3642
4.9 MR9	4.9.4.3741
4.9 MR10	4.9.1000.3945
<b>4.10 General Release</b>	<b>4.10.3.3355</b>
4.10 MR1	4.10.3.3495
4.10 MR2	4.10.3.3634
<b>4.11 General Release</b>	<b>4.11.1.3618</b>
4.11 Nova A	4.11.1.3618

# RES Build Versions 5.X

Release	Build Number	5.5 General Release	5.5.0005.3534
<b>5.0 General Release</b>	<b>5.0.0003.0416</b>	5.5 HF1	5.5.0005.3534
5.0 MR1	5.0.0101.0497	5.5 MR1	5.5.0101.3787
5.0 MR2	5.0.0201.0653	5.5 MR1 HF1	5.5.0103.3867
5.0 MR3	5.0.0300.0722	5.5 MR1 HF2	5.5.0103.3867
5.0 MR4	5.0.0400.0774	5.5 MR1 HF3	5.5.0104.3941
<b>5.1 General Release</b>	<b>5.1.0004.0938</b>	5.5 MR1 HF4	5.5.0104.3970
5.1 MR1		5.5 MR1 HF5	5.5.0105.3991
5.1 MR2	5.1.0201.1115	5.5 MR1 HF6	5.5.0106.4109
5.1 MR3	5.1.0302.1463	5.5 MR2	5.5.0200.4128
<b>5.2 General Release</b>	<b>5.2.0005.1327</b>	5.5 MR2 HF1	5.5.0201.4125
5.2 MR1 (Sybase 16)	5.2.0.100.1560	5.5 MR2 HF2	5.5.0202.4189
5.2 MR2	5.2.0202.1979	5.5.2.3	5.5.0203.4207
5.2 MR3		5.5.2.4	5.5.0204.4262
<b>5.4 General Release</b>	<b>5.4.0003.2219</b>	5.5.2.5	5.5.0205.4340
5.4 MR1	5.4.0100.2276	5.5.3.0	5.5.0300.4334
5.4 MR2	5.4.0203.2682	5.5.3.1	5.5.0301.4407
5.4 MR2 HF1	5.4.0204.2751	5.5.3.2	5.5.0302.4419
5.4 MR2 HF2	5.4.0203.2682		
5.4 MR2 HF3	5.4.0203.2682		
5.4 MR2 HF4			
5.4 MR3	5.4.0302.2877		
5.4 MR3 HF1			
5.4 MR3 HF2			
5.4 MR3 HF3			
5.4 MR3 HF4			
5.4 MR3 HF5			
5.4 MR4	5.4.0100.2276		
5.4 MR4 HF1	5.4.0401.3448		
5.4 MR4 HF2	5.4.0401.3728		
5.4 MR4 HF3	5.4.0403.4081		

# How to locate the latest patch & version of RES Credit Card Driver in MOS (Doc ID [2407684.1](#))

## Applies To:

Oracle Hospitality RES 3700 - Version 4.0.0 and later  
Information in this document applies to any platform.

## Goal:

3700 - How to locate latest patch version of RES Credit Card Driver in MOS

## Solution:

### Sign into My Oracle Support

<http://support.oracle.com>

- Select Patches & Updates
- Select the Product "Oracle Hospitality RES 3700"
- Select Product or Family (Advanced)
- Select Release "Oracle Hospitality RES 3700 Credit Card Interface 5.2" from drop down
- Click Search

The screenshot shows the Oracle My Oracle Support interface. The 'Patches and Updates' section is active. The 'Patch Search' section is visible, showing search criteria: Product is 'Oracle Hospitality RES 3700', Release is 'Oracle Hospitality RES 3700 Credit Card Interface 5.2.0.0.0', and Platform is selected. The search results list various patches, with 'Oracle Hospitality RES 3700 Credit Card Interface 5.2.0.0.0' selected. Red arrows point to the search criteria and the search button.

**Latest Patches will be listed with Readme for information.**



ORACLE MY ORACLE SUPPORT PowerView is Off (Available) - Profile (0) Help

Keyword Dictionary RCA KM Admin Field Service Task Event Tracker SR Quality Review DWB Customer Exceptions CMS Service Requests **Patches & Updates** Certifications Systems Collector Settings XNS Advanced

atches & Updates >

**Patch Search**

**Patch Advanced Search Results** Edit Search

Filters: Product is Oracle Hospitality RES 3700; Include all products in a family is True; Release is Oracle Hospitality RES 3700 Credit Card Interface 5.2.0.0.0;

Patch Name	Description	Release	Platform (Language)	Recommended	Classification	Product	Updated	Size	Download Access
28102665	RES CC Drivers 5.2.2.1 Patch (Patch)	5.2.0.0.0	Microsoft Windows x64 (64-bit) (American English)		General	Oracle Hospitality RES 3700	Wednesday	449.2 KB	Software
26485609	RES CC Drivers 5.2.2.0 Patch (Patch)	5.2.0.0.0	Microsoft Windows x64 (64-bit) (American English)		General	Oracle Hospitality RES 3700	10+ months ago	2.7 MB	Software
26227864	RES CC Drivers 5.2.1.1 Patch (Patch)	5.2.0.0.0	Microsoft Windows x64 (64-bit) (American English)		General	Oracle Hospitality RES 3700	12+ months ago	1.2 MB	Software
26050580	RES CC Drivers 5.2.1.0 Patch (Patch)	5.2.0.0.0	Microsoft Windows x64 (64-bit) (American English)		General	Oracle Hospitality RES 3700	1+ year ago	445.1 KB	Software

*Merchantlink(TVS) First Data (FDHS) as of June 2018*

## Installing RES 3700 CC Driver Patches

- 1) Turn Micros Control Panel to "Off" State
- 2) Run the Patch .exe
- 3) Turn the Micros Control Panel to "Front of House"

*Consult the Read me for any information regarding patch specific instructions.*



## WHAT VERSION AND PATCH LEVEL OF 9700 IS RUNNING? (DOC ID 2149740.1)

### Applies to:

Oracle Hospitality 9700 - Version 2 to 4 [Release 2 to 4]  
Information in this document applies to any platform.  
MICROS Solution 27953

### Purpose:

How to determine what version and patch level of 9700 is running

### Solution:

1. Go to Start > Run > regedit > HKey\_Local\_Machine > Software > Micros > 9700.
2. The version is available in the MajorVersion , MinorVersion keys.
3. Service Pack version is in the ServicePack key.

## HOW TO IDENTIFY THE E7 SOFTWARE VERSION WITH BUILD VERSION MATRIX (DOC ID 2102703.1)

### Applies To:

Oracle Hospitality e7 - Version 3 and later  
Information in this document applies to any platform.

### Purpose:

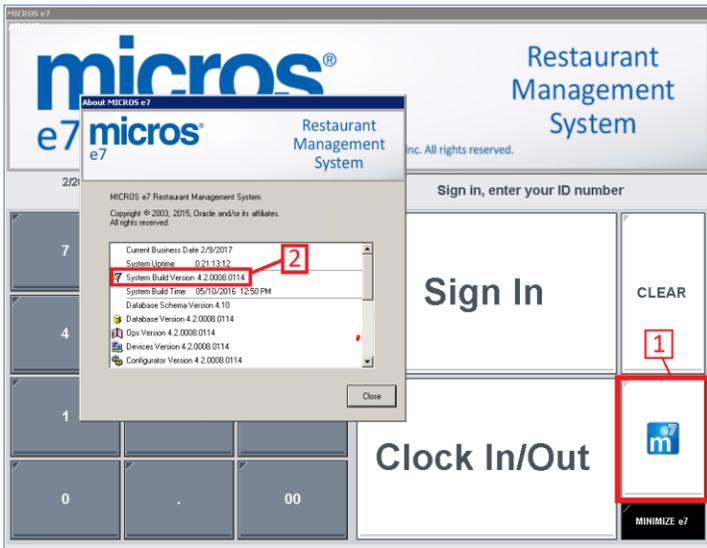
To identify the build of each version of e7

### Details:

Earlier versions e7 would identify the version and the patch of e7. In build version 3.0 and above this has changed.

To identify the System Build version, do the following:

1. Select the **About e7** button
2. Identify the **System Build Version**



System Build Version	e7 Version
2.8.0001.0095	2.8
3.0.0200.0086	3.0 GR
3.0.0100.0011	3.0 MR1
3.0.0200.0005	3.0 MR2
3.0.0300.0001	3.0 MR3
3.0.0400.0017	3.0 MR4
3.0.0500.0001	3.0 MR5
3.1.0005.0114	3.1 GR
3.1.0102.0005	3.1 MR1
3.2.0000.0078	3.2 GR
3.2.0100.0080	3.2 MR1
3.2.0200.0096	3.2 MR2
3.3.0001.0203	3.3 GR
3.3.0002.0210	3.3 MR1
3.3.0202.0216	3.3 MR2
3.3.0303.0228	3.3 MR3
3.3.0400.023	3.3 MR4
3.3.0502.0235	3.3 MR5



3.3.0600.0245	3.3 MR6
3.3.0700.0249	3.3 MR7
3.3.0800.0260	3.3 MR8
4.0.0002.0122	4.0 GR
4.0.0100.0125	4.0 MR1
4.1.0003.0035	4.1 GR
4.1.0100.0038	4.1 MR1
4.1.0200.0054	4.1 MR2
4.2.0008.114	4.2 GR
4.2.0100.0164	4.2 MR1
4.2.2.0	4.2 MR2
4.3.0.0	4.3 G

# Simphony

ENABLING TLS 1.2

## SIMPHONY - HOW TO IDENTIFY THE VERSION BUILD OF SIMPHONY EMC (DOC ID 2407231.1)

### Applies to:

Oracle Hospitality Simphony - Version 2.0.0 and later  
Oracle Hospitality Simphony First Edition - Version 1.0.0 and later  
Oracle Hospitality Simphony Cloud Service - Version 2.0.0 and later  
Oracle Hospitality Simphony First Edition Cloud Service - Version 1.0.0 and later  
Information in this document applies to any platform.

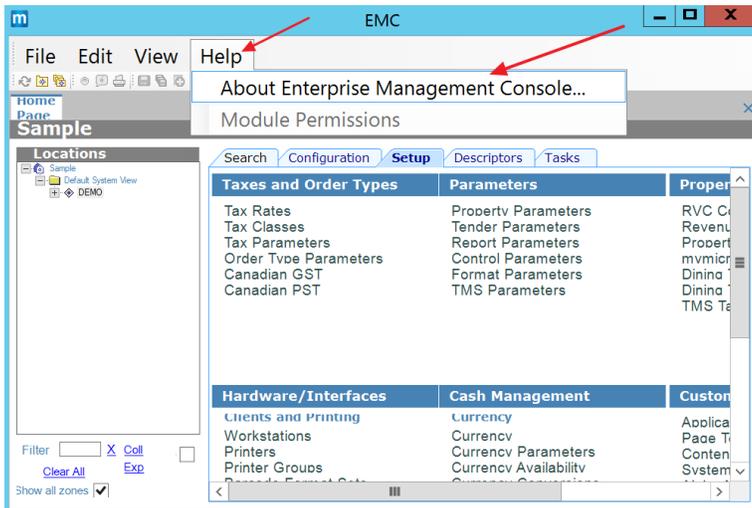
### Goal:

How to identify the version of Simphony EMC

### Solution:

## Sign into EMC - Simphony Enterprise Management Console





**Note: The version number from the About Symphony EMC window**



# 3700, e7, 9700, Symphony

## **HOSPITALITY - HOW TO IDENTIFY GIFT CARD PROVIDER (3700, E7, 9700,SIMPSONY) (DOC ID 2193490.1)**

### **Applies to:**

Oracle Hospitality 9700 - Version 2 and later  
Oracle Hospitality Symphony First Edition - Version 1.0.0 and later  
Oracle Hospitality e7 - Version 1 and later  
Oracle Hospitality Symphony - Version 2.0.0 and later  
Oracle Hospitality RES 3700 - Version 2.6 and later  
Information in this document applies to any platform.

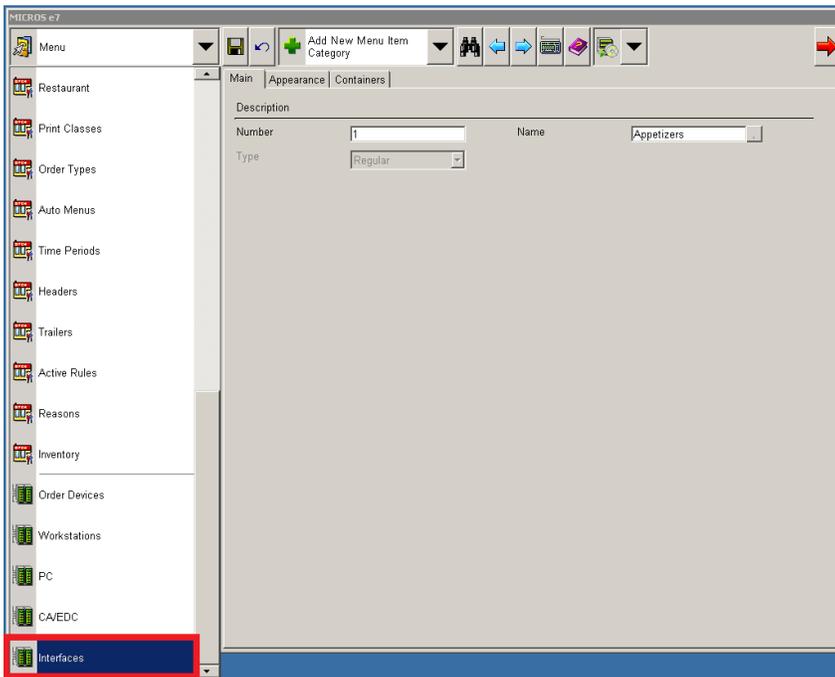
### **Goal:**

To outline the steps for identifying a site's gift card provider.

## Solution:

### E7

1. Sign in to operations as a manager.
2. On the manager screen, select the **Configurator** button.
3. From the first, drop down on the left, select the **Interfaces** form.



4. Identify the SVC interface: **The Interface Code will be SVC.**

## 5. Identify the **SVC Name** on the **SVC Host** .

The screenshot shows the MICROS e7 software interface. On the left, a table lists interfaces:

Number	Name
4	icare
5	Printer
7	mymicros-es

The main area is titled 'SVC Host' and contains the following fields:

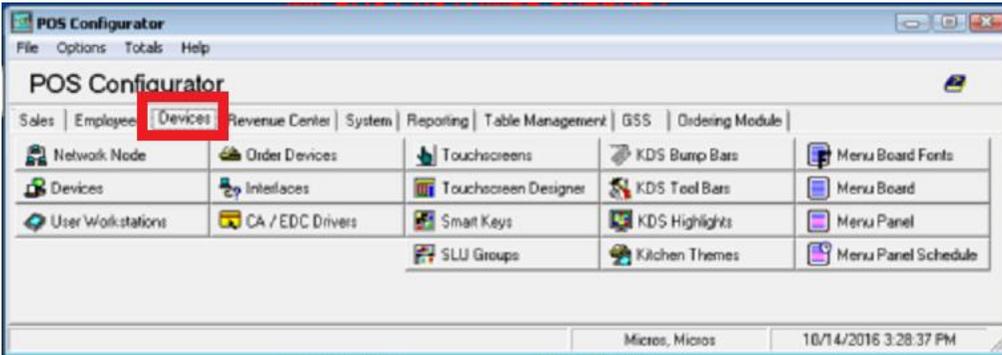
- Number: 4
- Interface Code: SVC
- Backup Interface: (empty)
- Name: icare (highlighted with a red box)
- Node: e7 PC
- Log Transactions

Below these fields is a table with the following data:

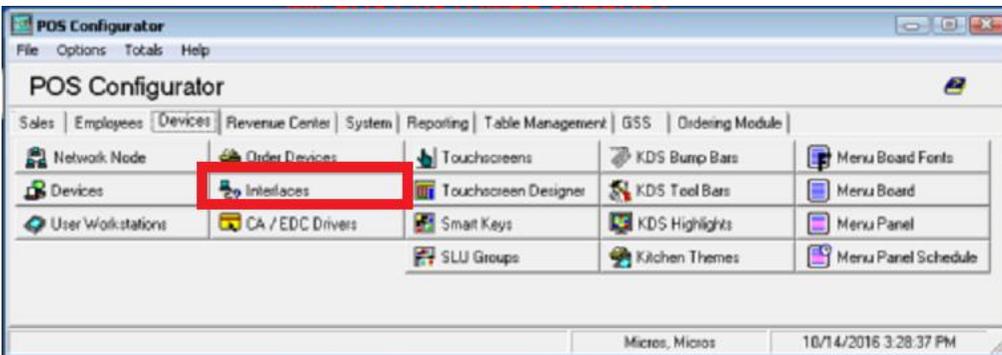
Name	Setting
Host Name	msvc-micros
Host Adapter Address	127.0.0.1
Host Adapter Port	23001

## RES 3700

1. Open POS Configurator (poscfg.ext)
2. Select the Devices tab



3. Select the Interfaces module



#### 4. Identify the Gift Card provider by using the **Outgoing Message Name**

The screenshot shows the Oracle Interfaces application window. The title bar reads "Interfaces". The menu bar includes "File", "Edit", "Record", and "Help". The main window title is "Interfaces". Below the title bar, there is a search bar containing "5 Givex MSVC" and a "Sort By" dropdown menu set to "Number". A toolbar with various icons is visible. The main area is divided into two panes: "Record View" and "Table View". The "Table View" pane displays a list of interfaces with columns "Number" and "Name". The interface "5 Givex MSVC" is selected and highlighted in blue. The "Record View" pane shows the configuration for the selected interface. The "General" tab is active, and the "Interface" sub-tab is selected. The "Outgoing Message Name" field is highlighted with a red box and contains the value "msvc-givex". Other fields include "Timeout" (30), "Network Node" (99 MICROS137), "Number ID Digits" (2), "Backup Interface" (empty), "Interface Type" (TCP), "Log Transactions" (checked), and "SIM Interface" (checked). The status bar at the bottom right shows the date and time: "10/15/2016 2:01:16 PM".

Number	Name
1	Repeat Last Item
2	Suggest Gratuity
3	Gratuity on Check
4	Order Number Trailer
5	Givex MSVC
6	Gift Card Start Check SIM
7	MGDH
10	Total Rewards-LV

General | Interface

Outgoing Message Name: msvc-givex

Timeout: 30

Network Node: 99 MICROS137

Number ID Digits: 2

Backup Interface: [Empty]

Interface Type: TCP

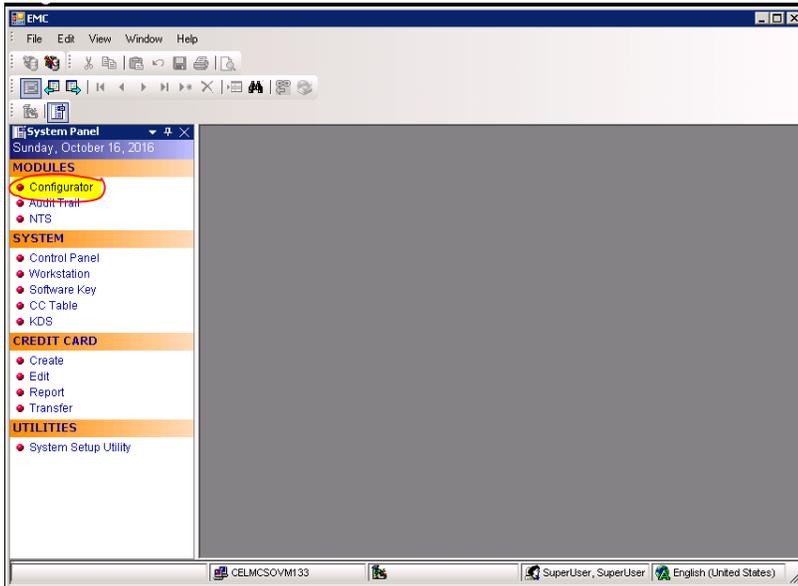
Log Transactions

SIM Interface

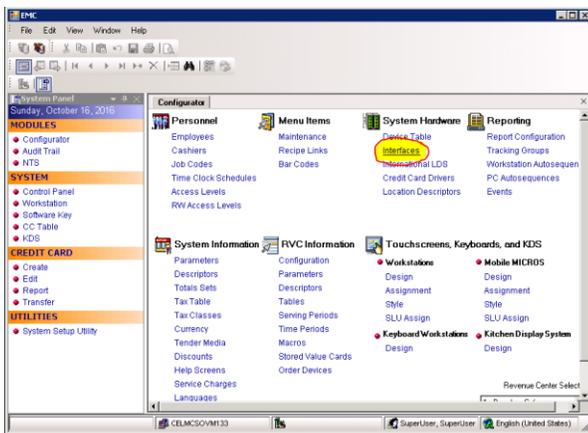
10/15/2016 2:01:16 PM

9700

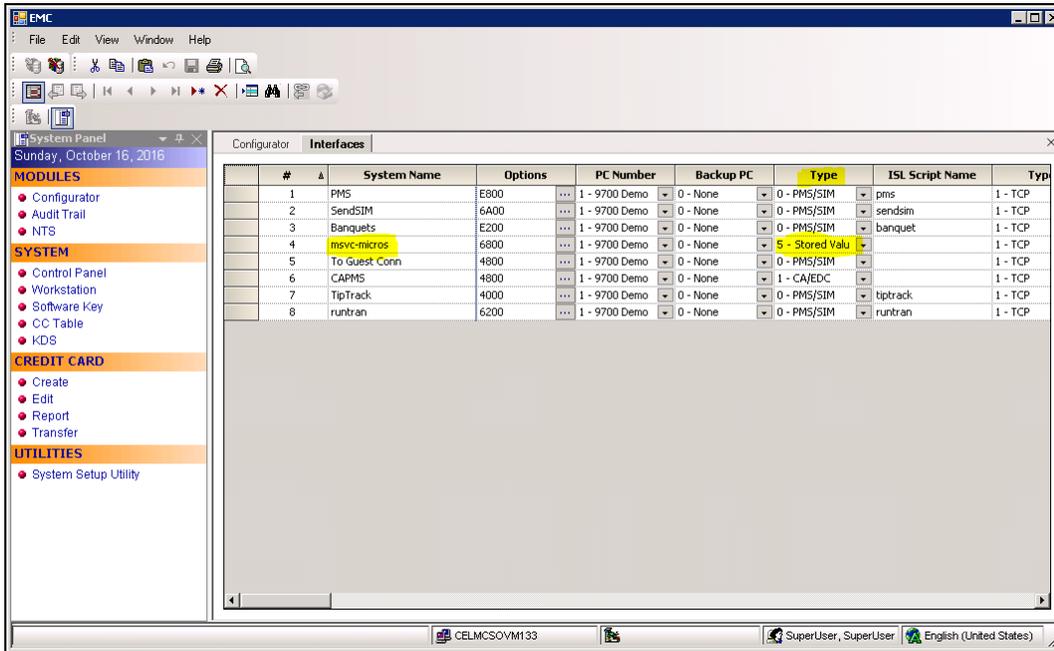
1. Open/Log-in to Enterprise Management Console (EMC)
2. Navigate to Configurator



3. Select Interfaces

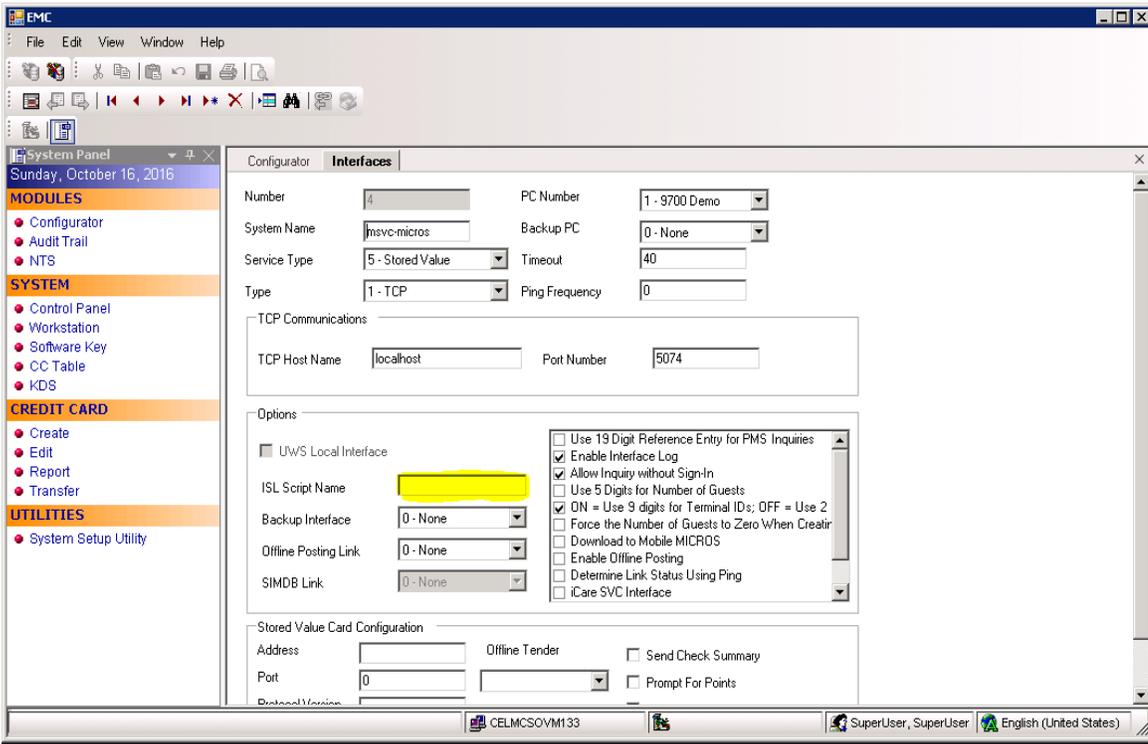


#### 4. Identify Gift Card company as **Interface** with **Type: Stored Value Card**



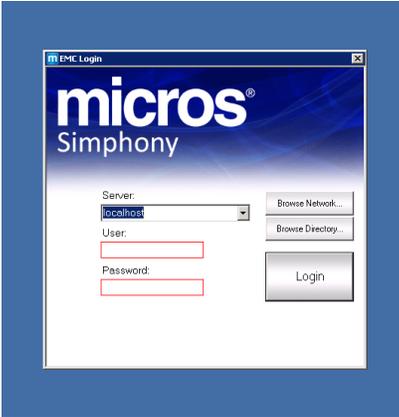
If interface name is not enough information, open/double click on the interface to find **ISL Script Name** for due Gift Card company name.



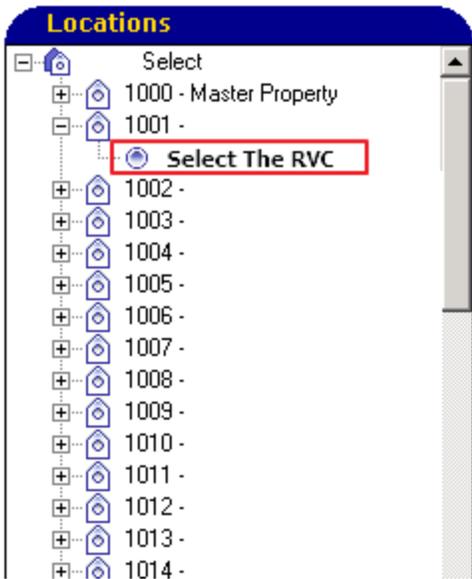


## Simphony First Edition (1X)

1. Open Enterprise Management Console (EMC)



2. Identify the **Property** in the enterprise tree
3. Expand the **Property** and select a



#### 4. Under **RVC Information**, select **Stored Value Cards**

##### Menu Items

- Menu Item Maintenance
- Menu Item Classes
- Barcodes

##### Personnel

- Employee Maintenance
- Cashiers

##### User Interface

- **Workstations**
  - Touchscreen Design
  - Touchscreen Assignment
  - Touchscreen Style
  - SLU Assignment
- **Mobile MICROS**
  - Touchscreen Design
  - Touchscreen Assignment
  - Touchscreen Style
  - SLU Assignment
- **Keyboard Workstations**
  - Keyboard Design

##### RVC Information

- RVC Parameters
- RVC Descriptors
- Tables
- Serving Periods
- Time Periods
- Macros
- Stored Value Cards**
- Order Devices
- Price Tier Assignment

#### 5. Double-Click the **Stored Value Card Interface**

#	Interface	Options
1	GC	0000
2	GC	0000

6. In the Stored Value Card Interface, **Redeem** identifies the gift card provider

Current Record

Number  [Audit This Record](#)

Name

Interface

Interface

Default Check Detail Items

Issue

Activate

Reload

Points

**Redeem**

Redeem Points

Cash Out

Coupon

Number Of Receipts To Print

Issue

Activate

Reload

Redeem

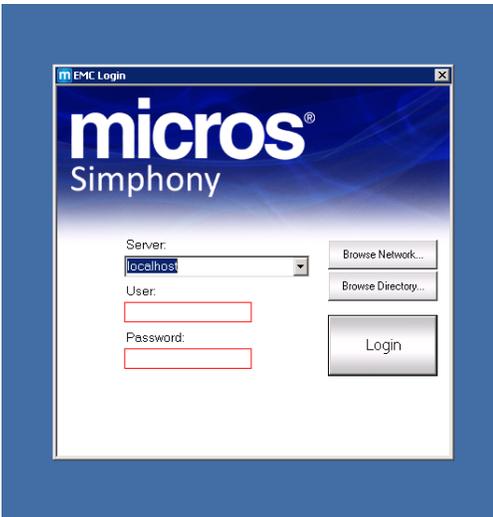
Authorization

Other

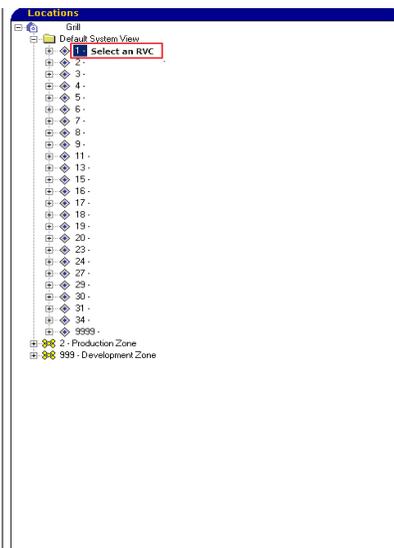
Mask Account Number on Chits

## Simphony 2.X

1. Open Enterprise Management Console (EMC) and login



2. Select the Property



3. Select the tab

Search	Configuration	Setup	Descriptors	Tasks
<b>Taxes and Order Types</b>		<b>Parameters</b>	<b>Property Configuration</b>	
Tax Rates		Property Parameters	RVC Configuration	
Tax Classes		Tender Parameters	Revenue Center Groups	
Tax Parameters		Report Parameters	Property Merchant Groups	

4. Under the Hardware/Interfaces header, select **Stored Value Module**

<b>Taxes and Order Types</b>	<b>Parameters</b>	<b>Property Configuration</b>
Tax Rates	Property Parameters	RVC Configuration
Tax Classes	Tender Parameters	Revenue Center Groups
Tax Parameters	Report Parameters	Property Merchant Groups
Order Type Parameters	Control Parameters	mymicros.net Config
Canadian GST	Format Parameters	Dining Table Class
Canadian PST		Dining Table Status Set
		TMS Table Attributes
<b>Hardware/Interfaces</b>	<b>Cash Management</b>	<b>Custom Content</b>
● <b>Clients and Printing</b>	● <b>Currency</b>	Application Text
Workstations	Currency	Page Templates
Printers	Currency Parameters	Content
Barcode Format Sets	Currency Availability	System Template
Routing Groups	Currency Conversions	Alpha-Numeric Keyboard
Workstation Class	● <b>Configuration</b>	Extension Application
● <b>KDS</b>	Cash Management Parameters	
KDS Controllers	Cash Management Classes	
KDS Displays	Cash Pull Threshold Sets	
KDS Tool Bars	PAR Level Sets	
KDS Bump Bars	Count Sheets	
KDS Highlight Schemes	Accounts	
Kitchen Themes	Vendors	
● <b>Interfaces</b>	Templates	
Payments	Receptacles	
Payment Drivers		
Payment Device		
Loyalty Module		
Loyalty Driver		
<b>Stored Value Module</b>		
Stored Value Driver		

## 5. Select the **Configuration** tab

**General**

Current Record

Number  [Audit This Record](#)

Name  [Override This Record](#)

Driver

Content Type

File Name Origin

**Content** **Configuration**

1 StoredValueCommandModule

## 6. The gift card provider's name is in the Module Class name

Assembly/Class	
Assembly Name	ValutecStoredValue.dll
Class Name	Micros.CommandModule.StoredValue.Valutec.ValutecStoredValueModule
Module Class	StoredValue
Module Category	StoredValueOperation
Module ID	<b>ValutecStoredValue</b>
Module Name	StoredValue:StoredValueOperation:ValutecStoredValue
Display Name	<b>ValutecStoredValue</b>
Description	<b>ValutecStoredValue</b>
Common Properties	
Driver ID	ValutecStoredValue
Currency ISO Code	<b>USD</b>
Language ISO Code	<b>EN</b>
Log Level	<b>ALWAYS_ERROR</b>
Stored Value Module Properties	
Account Number Maximum Length	<b>22</b>
Account Number Minimum Length	<b>16</b>
Cash Module Name	<b>Cash:Cash</b>
Max Card Activation Quantity	<b>1</b>
Max Card Issue Quantity	<b>1</b>

# Links to Common Payment Providers

## **HOSPITALITY - EXTERNAL LINKS TO COMMON PAYMENT PROVIDERS / PROCESSOR CONTACT INFORMATION (DOC ID 2406124.1)**

### **Applies to:**

Oracle Hospitality RES 3700

Oracle Hospitality e7

Oracle Hospitality 9700

Oracle Hospitality OPERA Property Cloud Service

Oracle Hospitality OPERA Hotel Property Cloud Service Special Interfaces

Information in this document applies to any platform.

### **Purpose:**

Hospitality - Links to Common Payment Providers / Processor Contact Information

### **Details:**

#### **Oracle Payment Gateway Interface**

<https://www.oracle.com/corporate/acquisitions/micros/support.html>

#### **Merchantlink**

<http://www.merchantlink.com/about/contact-us/>

#### **Shift4**

<https://www.shift4.com/company/contact/index.cfm>

#### **Elavon**

<https://www.elavon.com/about/contact-us.html>

**First Data**

[https://www.firstdata.com/en\\_us/contact/contact-support.html](https://www.firstdata.com/en_us/contact/contact-support.html)

**Heartland Payment Systems**

<https://www.heartlandpaymentsystems.com/contact-support>

**TSYS**

<https://www.worldpay.com/global/about/contact-us>

<https://www.tsys.com/contact-us.html>

**Worldpay**

<https://www.worldpay.com/us/support>

**Eigen**

<https://www.eigenpayments.com/en-ca/contact>

**TD Canada Trust**

<https://www.tdcanadatrust.com/products-services/small-business/merchant-solutions/contact-us.jsp>

**Moneris**

Phone 1-866-319-7450

<https://www.moneris.com/en/Support>

**Chase Paymentech**

U.S [https://www.chasepaymentech.com/contact\\_us\\_overview.html](https://www.chasepaymentech.com/contact_us_overview.html)

Canada Phone 1-800-265-5158

**Global Payments**

Canada Support Phone 1-800-263-2970

**Freedmpay**

<http://corporate.freedmpay.com/support/>

**Stored Value Gift Card Processors****Oracle Hospitality Gift & Loyalty (iCare)**

<https://www.oracle.com/corporate/acquisitions/micros/support.html>

**GIVEX**

<http://web.givex.com/contact-us/customer-support.aspx>

**SVS**

<http://www.storedvalue.com/en-US/contact/index>

**Valuelink**

[https://www.firstdata.com/en\\_us/contact/contact-support.html](https://www.firstdata.com/en_us/contact/contact-support.html)

**Valuetec**

[https://www.valueteccardsolutions.com/templates/t\\_oursupport.shtml](https://www.valueteccardsolutions.com/templates/t_oursupport.shtml)