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Microsoft Dynamics RMS 2.0 Feature Packs, Service Packs, Cumulative Updates, and Hotfixes

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Available Microsoft Dynamics Retail Management System (RMS) Feature Packs, Service Packs, and Hotfixes (Updated 3/31/2016).

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Hotfixes

Overview

Microsoft Dynamics® Retail Management System feature packs, service packs, cumulative updates, and hotfixes are cumulative. Microsoft Dynamics® Retail Management System feature packs, service packs, cumulative updates, and hotfixes contain all the fixes that are included in hotfixes that have been released following the most recent major release, feature pack, service pack, or cumulative update.

Notes:

- Because the hotfixes are cumulative, you do not have to apply each hotfix if you are jumping several builds from your current build.
- If you are on a build earlier than build 2.0.0150 you have to install [Feature Pack 1](#), [Service Pack 4](#), [Feature Pack 2](#), and the latest hotfix.
- If you are on build 2.0.0150 or 2.0.0151 you have to install [Service Pack 4](#), [Feature Pack 2](#), and the latest hotfix.
- If you are on build 2.0.0155 or higher you have to install [Feature Pack 2](#) and the latest hotfix.
- If you are on build 2.0.1000 or higher you only have to install the latest hotfix.
- You can install build 2.0.2000 (Cumulative Update 5) over the top of any Microsoft Dynamics RMS 2.0 release including RTM.

- Hotfix rollups released **after** Microsoft Dynamics RMS 2.0 Service Pack 4 are available for review and download in Knowledge Base articles. These knowledge base articles are listed in this article for your convenience.
- Hotfix rollups released **before** Microsoft Dynamics RMS 2.0 Service Pack 4 can be obtained by creating a support request with the Microsoft Dynamics Retail Technical Support team. Support requests can be created through [eSupport](#) or by telephone by calling 888-477-7877.

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Release Summary

The table below lists all the feature packs, service packs, cumulative updates, and hotfixes that have been released for Microsoft Dynamics® Retail Management System.

Important You must have the most recent Microsoft Dynamics® RMS Feature Pack, Service Pack, or Cumulative Update, installed before you will be allowed to apply a subsequent Hotfix.

Number/ Date	Issue Summary	Build
Hotfix #60 KB3096600 (9/25/2015)	<ul style="list-style-type: none"> • The following error occurs when trying to backup an RMS 2.0 database on Windows 8.1 or Windows 10 when using SQL 2012 R2: Backup failed for server 'server name'. • A join to the [Transaction] table has been added to the Accounts Receivable report to allow for the report to be customized to display additional columns. 	2.0.2022
Hotfix #59 KB3088633 (8/25/2015)	<ul style="list-style-type: none"> • When you try to settle a payment connector EDC transaction you receive the following error message. This is caused by a transaction being settled in Dynamics Online Payment Services but not in RMS. This fix settles all possible transactions to help narrow down the issue. Error: Payment card number is required. • After you disable the "Allowed to change tax status" cashier permission in Store Operation Manager, cashiers can still change the tax status in Store Operations POS. • The "Hide items with no discrepancies" button on the Physical Inventory Discrepancy form isn't available if the button is disabled for users who have a different security level in Store Operations Manager. 	2.0.2021
Hotfix #58 KB3075799 (7/16/2015)	<ul style="list-style-type: none"> • When you tender a recalled credit card transaction for return, in Store Operations POS, the card is charged and not refunded if you are using Microsoft Dynamics Online Payment Processing. • When you use a Gasoline item after you install hotfix KB2991974, you receive the following error message: "Validation Error 311: The amount for this tender cannot exceed the purchase amount." 	2.0.2020
Hotfix #57 KB3070630 (6/23/2015)	<ul style="list-style-type: none"> • When you return an item with a \$0.00 price in Store Operations POS, you receive the following error message: "Runtime error '3021': Either BOF or EOF is True, or the current record has been deleted." • In Store Operations Manager, when you use the Dynamics Online Payment Connector for payment processing, the Electronic Draft Capture Detailed report shows returns with a status of open. • In Store Operations Manager, when you use Preferred Acquirer for payment processing, the Electronic Draft Capture Detailed report shows returns with a status of open. 	2.0.2019

Hotfix #56 KB3065670 (5/25/2015)	<ul style="list-style-type: none"> New warning messages are introduced to help prevent entry of incorrect database configuration settings in Headquarters Client. After Hotfix #54 was installed, the message displayed would not allow you to process a voucher until the settings were fixed. This fix allows the cashier to continue with the mismatched settings. <p>Note This hotfix rolls back a previous change that required registry settings to be updated manually. Any registry settings that have already been entered do not have to be removed.</p>	2.0.2018
Hotfix #55 KB3058058 (4/27/2015)	<ul style="list-style-type: none"> When you close Store Operations POS, the SOPOSUSER.exe service does not stop. This causes a problem when you try to reopen Store Operations POS. When you double-click to reopen Store Operations POS, nothing happens. To have Store Operations POS opened, you have to go into the Windows Task Manager, and then manually stop the SOPOSUSER.exe process first. Adds a new Dynamics Online Payment Services Electronic Draft Capture report in Store Operations Manager. <p>Note This resembles the previously available report when you use TSYS.</p>	2.0.2017
Hotfix #54 KB3047259 (3/27/2015)	<ul style="list-style-type: none"> When security is enable to prevent a cashier for editing a Purchase Order in Store Operations Manager, cashiers who have the right to edit a Purchase Order are also unable to edit a Purchase Order. When you try to tender a transaction with a global voucher, you receive the following warning message in Store Operations POS: The voucher sale cannot be completed because Voucher Client is not configured with the correct store database. To proceed with this sale without the voucher, void the voucher line item. When you are working on an order, the Add Items item list in the Purchase Order, Inventory Transfer In, or Inventory Transfer Out window periodically updates and moves the pointer focus to the top of the list. 	2.0.2016
Hotfix #53 KB3035749 (2/27/2015)	<ul style="list-style-type: none"> When you add a sale schedule to a Matrix Code in Store Operations Manager, the sale is not enabled for the corresponding component items. When you have unsettled electronic draft capture (EDC) transactions in a database, you can switch between Test Mode and Production Mode in the Store Operations Administrator Dynamics Payment Connector window. After you apply this hotfix, if there are unsettled EDC transactions in the database, the following warning message will be displayed when you try to save changes in the Dynamics Payment Connector window: You must settle transactions before making changes to your Payment Connector configuration. When you try to add details to a transaction or set multiple quantities per line item in Store Operations POS, you receive the following error message: Run-time error '91': Object variable or With block variable not set. 	2.0.2015
Hotfix #52 KB3031731 (1/27/2015)	<ul style="list-style-type: none"> You receive the following message when you try to tender a transaction with more than one tender type: "The change tender cannot be determined. Adjust tendered amounts as needed." 	2.0.2014
Hotfix #51 KB3023865 (12/19/2014)	<ul style="list-style-type: none"> When you scan a label that was printed as a Random Weight Barcode, the price that is displayed in Microsoft Dynamics Store Operations POS will occasionally round to a price other than the one that is printed on the label. 	2.0.2013
Hotfix #50		2.0.2012

KB3014738 (11/25/2014)	<ul style="list-style-type: none"> When you export the Inventory Transfer Out report from Microsoft Dynamics RMS Headquarters Manager to a comma delimited (csv) file, the data is not displayed on one row as expected. 	
Hotfix #49 KB3007530 (10/30/2014)	<ul style="list-style-type: none"> You receive the following error message when you try to tender a return transaction with a tender type that is set as Inactive: Run-time error '91': Object variable or With block variable not met The refund amount is incorrect when you process a return for a transaction that was tendered with a currency other than the default store currency. 	2.0.2011
Hotfix #48 KB3001083 (9/26/2014)	<ul style="list-style-type: none"> You cannot setup and configure an Ingenico iSC250 device to successfully implement the pole display, PIN pad, signature capture, and MSR functionality. Note Our testing for this hotfix was on UIA v3.0.0.0006 with Telium SDK v9.6.1. Testing on more recent device software is in progress. You are able to over tender a transaction with a Credit Card Tender Type if you remove some items after swiping the credit card. The following warning message is displayed if the Voucher Client is not configured to use the correct Microsoft Dynamics RMS Store Operations database: The voucher sale cannot be completed because Voucher Client is not configured with the correct store database. To proceed with this sale without the voucher, void the voucher line item. Consider a scenario where you have the Dynamics Online Payment Connector setup in Test Mode, and then set the Test Mode option to False without first settling the transactions that were processed in Test Mode. The result is that you cannot settle the EDC batch because it still has unsettled Test Mode transactions in it. After you apply this hotfix, the following warning message will be displayed when you click Advanced Options to remind you to that you should settle all transactions in the database before you change the Test Mode option: To avoid issues with settlement, settle transactions before making any changes to your payment connector configuration. 	2.0.2010
Hotfix #47 KB2991974 (8/27/2014)	<ul style="list-style-type: none"> When you compare the results from an Inventory Valuation report that is generated in Headquarters Manager with the results from another Inventory Valuation report that is generated in Store Operations Manager, the values in the Opening Quantity and Closing Quantity columns do not match. When you tender a transaction that has one or more items, and the items have three decimal places, the Total and Total Due values on a transaction receipt do not match. When you create purchase orders on more than one computer at the same time, if a matrix item is created in one of the purchase orders, the matrix item is automatically added to a different purchase order that is created on another computer. When you create one of the following worksheets, only the first store that is included in the worksheet is updated in Headquarters Manager. <ul style="list-style-type: none"> Style 301: Set Item Sale Prices Style 302: Change Item Costs Style 303: Change Item Ordering Info Style 304: Change Item Prices (Regular) Style 305: Change Item Prices (Level Pricing) Style 306: Change Item Price Limits 	2.0.2009
Hotfix #46 This hotfix is only available via	<ul style="list-style-type: none"> You experience an issue in which you are only able to use Microsoft Dynamics RMS 2.0 Store Operations POS for one session after you successfully activate a trial key. When you try to log on to Store Operations POS again, you receive the following message: You have entered a Trial product key, but not yet activated. Would you like to try a different key? 	2.0.2008

support request (8/13/2014)	<p>IMPORTANT NOTES</p> <ul style="list-style-type: none"> This is a special use hotfix that should only be installed in a Trial Key environment. Do not try to install this fix on top of any build other than the RTM build. You can however install Cumulative Update 5 and any later hotfixes on top of this hotfix. In a scenario where you have applied this hotfix on top of the RTM build, and then subsequently installed Cumulative Update 5 or later, you can safely convert to a perpetual key and continue to use the system in a live customer environment. 	
Hotfix #45 KB2984659 (8/4/2014)	<ul style="list-style-type: none"> For transactions on multiple registers selling the same item, if a transaction on one register is put on hold, the item is allowed to be sold on another register even if its total quantity being sold on both registers is greater than its available quantity despite having the Do not allow sale of items out of stock option enabled. When you use the Dynamics Online Payment Connector payment processing option, a settlement window is not displayed as it does when you use the Preferred Acquirer Credit/Debit Card Processing (TSYS) payment processing option. Note After you apply this hotfix, the Dynamics Online Payment Connector settlement window will not show the status of each transaction. It will only display the final status after all the transactions are settled. You receive The following error message intermittently when you try to process a Style 401: Request Data Upload worksheet: Error -2147467259 Subquery returned more than 1 value. 	2.0.2007
Hotfix #44 KB2972865 (6/24/2014)	<ul style="list-style-type: none"> The Inventory valuation report at Headquarters shows incorrect opening and closing quantities. 	2.0.2006
Hotfix #43 KB2963079 (6/5/2014)	<ul style="list-style-type: none"> The signatures entered by customers into the signature capture form on the Verifone MX860 payment terminal appear distorted in Store Operations POS when you have the Real-time Capture option enabled. Note In addition to applying this hotfix, you must set the value for Savemode equal to 0 in the Windows Registry. The registry key can be found at one of the following locations: For 32 bit: HKEY_LOCAL_MACHINE\SOFTWARE\OLEforRetail\ServiceOPOS\SignatureCapture\Verifone Mx\Mx Params\ For 64 bit: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\OLEforRetail\ServiceOPOS\SignatureCapture\Verifone Mx\Mx Params\ A debit card must be swiped two times when you tender a transaction with a debit card with surcharge and cash payments and one or more other tender types. The matrix grid is not displayed after you create a new matrix item in a purchase order. The Style 251: Update Inventory - Item Prices worksheet is not created for a particular store when the items to be updated are selected from a particular department. 	2.0.2005
Hotfix #42 KB2962467 (4/30/2014)	<p>Report Issues</p> <ul style="list-style-type: none"> The Purchase Order List report in Headquarters Manager and Store Operations Manager is blank when you add a tax filter to the report. The Inventory Valuation report in Headquarters Manager and Store Operations Manager shows Non-Inventory items with negative quantity. 	2.0.2004

Other Issues

- An incorrect value is passed for the Product ID (card types) when you settle electronic draft capture (EDC) transactions with the **Preferred Acquirer Credit/Debit Card Processing (TSYS)** payment processing option in Store Operations POS.
- When You Create a **Style 340: PO Planner** worksheet, the values in the **Price** column are rounded to two decimal places.
- You receive the following error message when you when try to process a transaction with the **Touchscreen Keyboard** functionality and pay for the transaction with more than one tender type:
Run-time error '400': Form already displayed, can't show modally

Hotfix #41 KB2949974 (4/9/2014)	<ul style="list-style-type: none"> • Tax amounts do not appear in the Purchase Order report in Store Operations Manager and Headquarters Manager. • The store-related fields do not show data in the Headquarters Top Customers reports. • The restriction against overtendering of a particular tender type can be bypassed by pressing OK in the tender window. • A blank report is displayed when you run the Top Cashiers reports in Store Operations Manager with filters in addition to the Cashier Inactive filter. • When you open the Items in the Transit report that has default filter options, the following run-time error occurs: Invalid length parameter passed to the LEFT or SUBSTRING function. 	2.0.2003
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Hotfix #40 KB2934369 (2/26/2014)	Device Issues <ul style="list-style-type: none"> • When you use the VeriFone Mx860 payment terminal with Microsoft Dynamics RMS Store Operation POS, the line display messages scroll only on the left part of the device screen and the font size of the text is small. • When you swipe a credit or debit card in Microsoft Dynamics RMS Store Operations POS with the Ingenico iSC250 or Ingenico iSC350 payment terminal, you have to click the ENTER key before the transaction starts to process. • When you process credit card transactions in Microsoft Dynamics RMS Store Operations POS with a VeriFone Mx860 payment terminal, the signature does not appear in the journal tender form. 	2.0.2002
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Report Issues

- The **Cashier Inactive** filter only appears in the **Top Cashiers** report in Microsoft Dynamics RMS Store Operations Manager when VAT is configured.
- No data is displayed when you use the **Inactive Cashier** filter in combination with other filters in the Top Cashiers and Top Sales Reps reports in Microsoft Dynamics RMS Store Headquarters Manager and Microsoft Dynamics RMS Store Operations Manager.

The fixes for these issues require a modification to the following report files installed with Microsoft Dynamics RMS Store Headquarters Manager and Microsoft Dynamics RMS Store Operations Manager:

- Sales - Top Cashiers Report (Tax Inclusive)
- Sales - Top Cashiers Report
- Sales - Top Sales Reps Report (Tax-Inclusive)
- Sales - Top Sales Reps Report

The files are located in the following Microsoft Retail Management System program files folders:

C:\Program Files (x86)\Microsoft Retail Management System\Store Operations\Reports

C:\Program Files (x86)\Microsoft Retail Management System\Headquarters\Reports

Other Issues

- When you set the requested execution level in the "SOPOSUSER.exe.manifest" file to **AsInvoker**, you receive the following error message three times before you can start Microsoft Dynamics RMS Store Operations POS in **Terminal Offline** mode:
Can't connect to database.
- You can over tender **Account** tender types in Microsoft Dynamics Store Operations POS that have the **Prevent Cashier Overtendering** option enabled.
- Obsolete payment processing options (PC-Charge, IC Verify, and WinTI/European EFT) appear in the EDC tab of the configuration form in Microsoft Dynamics RMS Store Operations Administrator.
Note To provide backward compatibility, the registry settings for these options continues to exist in the following Windows registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Retail Management System\Store Operations\POSUser\EDC\- When you print labels for a serial item from a purchase order in Microsoft Dynamics RMS Store Operations Manager, the first serial number is printed on all labels for the item instead of printing the unique serial numbers for each label.
- When you print labels for a serialized matrix component item in Microsoft Dynamics RMS Store Operations Manager, you cannot set the quantity of labels to print equal to the **Quantity On Hand** value.
- After you change and save changes to a matrix item in Microsoft Dynamics RMS Store Operations Manager, the component items have the **This item is on Sale** option enabled in the item properties.

<p>Hotfix #39</p> <p>KB2919032</p> <p>(1/22/2014)</p>	<ul style="list-style-type: none"> • When you move child items to the offline inventory if the available child quantity is less than the quantity that you are trying to transfer, you experience incorrect parent and child quantities in Microsoft Dynamics RMS Store Operations Manager. • When you tender a return transaction in Microsoft Dynamics RMS Store Operations POS, the credit and debit card tender amounts are not automatically filled in. Note After you apply this hotfix, the return amount is filled into the field for the appropriate credit or debit card tender type only when a single tender type was used in the original sales transaction. If more than one tender type was used, the cashier will have to select each return tender type, as appropriate, and enter the correct amount for that tender type. • You experience an issue in Microsoft Dynamics RMS Store Operations POS in which the discount reason code is not removed from the transaction when a discount is removed. • When you try to obtain a voucher in Microsoft Dynamics RMS Store Operations POS that is not listed as the first item in a work order, you receive the following error message: Run-time error '91': Object variable or With block variable not set. • You experience an issue in Microsoft Dynamics RMS Store Operations Manager in which tax amounts that you entered into a purchase order revert to zero after you receive and commit the items. This causes incorrect results to be displayed in the Inventory Received report. Note The fix for this issue required a modification to one of the report files installed with Store Operations, PORcv.xml. This file is located in the following folder: C:\Program Files (x86)\Microsoft Retail Management System\Store Operations\ReceiptTemplate If you have made any modifications to this template, we recommend that you make a copy of the file before you install this hotfix, and then merge your changes into the new file after the hotfix is installed. 	<p>2.0.2001</p>
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- You experience an issue in Microsoft Dynamics RMS Store Operations POS in which the customer signatures that were entered with the signature-capture form on the Verifone Mx860 payment terminal appear jagged and distorted.
- You cannot set security on the toolbar buttons in Microsoft Dynamics RMS Store Operations Manager or Microsoft Dynamics RMS Headquarters Manager.
- By default, the **Test Mode** field in the **Payment Connector configuration** dialog box in Microsoft Dynamics RMS Store Operations Administrator is set to "True." This can cause issues during payment processing.

Cumulative Update #5 Microsoft Dynamics® RMS 2.0 Cumulative Update 5 (CU5) is cumulative and contains all hotfixes that were released after Feature Pack 2 (FP2). 2.0.2000

[Download Page](#) New Features

(12/2/2013)

- Integration with Microsoft Dynamics Online Payment Services. This integration provides up-to-date access to Microsoft Dynamics Online services and, through the Payment Services software development kit, provides new customization options for partners and payment processors who want additional payment options.

Note The previous Microsoft Dynamics Online integration (sometimes referred to as "version 1") no longer appears as an option on the EDC tab of the Configuration dialog box in Store Operations Administrator. If you have been using that option, your settings will be preserved in the registry and you can continue to do so. However, we strongly encourage you to move to the latest integration, which has been validated against the latest PCI Payment Application Data Security Standard. For more information about how to update your system, see "Integrating EDC software" in Store Operations Administrator Online Help.

- In support of current industry standards, Store Operations now sends reversals instead of refunds for voids of debit purchase and return transactions and for transactions that time out.
- Store Operations now rejects payment processing connections that do not use strong ciphers (128 bits or higher).

Notes

- This change was implemented as part of our validation against version 2.0 of the Payment Card Industry (PCI) Payment Application Data Security Standard and our effort to keep Microsoft Dynamics RMS PCI compliant.
- Changes to your environment might be necessary to maintain PCI compliance in your organization. For more information, see the most up-to-date PCI Data Security Standard for merchants and see the latest version of the Microsoft Dynamics RMS Implementation Guide for PCI Compliance, available in the Cumulative Update 5 Downloads section.

Changed Functionality

- The "-q" switch introduced in hotfix rollup 2735491 for suppression of warning messages in Headquarters Client has been added to Headquarters Server, Voucher Server, and Voucher Client. To suppress warning messages for these programs, change the shortcut for the program so that it looks something like this (with the path adjusted for your system and with the correct executable name):
"C:\Program Files (x86)\Microsoft Retail Management System\Headquarters\HQServer" -q
- The following obsolete payment options have been removed from the EDC tab of the Configuration dialog box in Store Operations Administrator.
 - PC-Charge
 - ICVerify
 - Atomic Authorizer

- WinTI / European EF

Note These integrations have not been PCI validated and are no longer supported by Microsoft. Customers who wish to continue using these options can do so by explicitly setting the registry key for these integrations to True. The registry key is:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Retail Management System\Store Operations\POSUser\EDC\

- The behavior of **Style 251: Update Inventory – Item Prices** worksheet has been updated. The **Cost** and **Profit Margin** columns have been made read only to prevent costs set by the store manager from being inadvertently overwritten.
- The Original PO number has been added to the PO receipt in Headquarters Manager and Store Operations Manager.
- The item list in both Store Operations Manager and Headquarters Manager opens with active items shown by default. As before, if you make another selection in the list, this selection is preserved through the session.

Other Improvements

In addition to the new features and changed functionality listed above, Cumulative Update 5 includes fixes for the following issues:

- You receive the following error message when you process debit transactions: **Connection error: Authorization response contained NAK or ENQ. Please try again. None = 0, Source =**
- You receive an error when you try to settle credit or debit transactions that were voided in Terminal Offline mode.
- When you export a new store database from Headquarters with Microsoft SQL Server 2012, the centrally maintained data is not populated and the store ID is incorrect.
- You receive the following run-time error message when you try to approve a Style 251: Update Inventory – Item Prices worksheet that is missing a date field:
Run-time error '-2147217887 (80040e21)': Multiple-step operation generated errors. Check each status value.
- Incorrect opening amounts are shown in the Inventory Valuation report.
- Deadlock issues can occur when you tender transactions or work on purchase orders on multiple registers, or when you run reports on one machine while transactions are being processed on other registers.
- The **Help** button in the Top Cashier report in Headquarters Manager does not work as expected.
- Matrix item component costs are not updated correctly when new matrix items are created.

Hotfix #38 KB2841453 (5/15/2013)	<ul style="list-style-type: none"> • The line display and signature capture features of the Ingenico iSC350 payment terminals do not work as expected with Microsoft Dynamics RMS Store Operations POS. • Consider a situation in which you try to tender a transaction in Microsoft Dynamics RMS Store Operations POS with more than one tender type that requires customer signatures. In this scenario, the last signature that is submitted will overwrite the first. • When you try to add a Matrix or Assembly item to a Style 251: Update Inventory – Item Prices worksheet in Microsoft Dynamics RMS Headquarters Manager, you receive the following error message: Unable to add this item to the worksheet. • You experience an issue in which temporary files that are used for POS Task Pad images are not deleted when the cashier signs out from Microsoft Dynamics RMS Store Operations POS. • You experience an issue in which the quantity of Serial items that are received at a store through a purchase order are not updated correctly in Microsoft Dynamics RMS Headquarters Manager. 	2.0.1007
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- Incorrect totals are displayed in the Non-Taxable Sales column when you generate a Sales Tax Analysis report in Microsoft Dynamics RMS 2.0 Feature Pack 1 and later versions.

Hotfix #37 KB2821635 (3/5/2013)	<ul style="list-style-type: none"> • You cannot remove or reset a previously configured button on the task pad in Microsoft Dynamics RMS Store Operations Manager. After you apply this hotfix rollup, a new button type that is called Unassigned is available in the Button Type drop-down list in the Task Pad Properties dialog box. You can use the Unassigned button to reset task pad buttons. • When you import data into a "Style 251: Update Inventory - Item Prices" worksheet in Microsoft Dynamics RMS Headquarters Manager, you receive the following error message: Run-time error '91': Object variable or With block variable not set. • Assume that you highlight a purchase order in the purchase order list in Microsoft Dynamics Store Operations Manager. Then, you perform sales transactions in Microsoft Dynamics Store Operations POS on another computer. In this situation, the position of the highlighted purchase order in the list is changed unexpectedly. 	2.0.1006
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Hotfix #36 KB2805279 (2/15/2013)	<ul style="list-style-type: none"> • The Purchase Order and Inventory Transfer reports in Microsoft Dynamics RMS Headquarters and Microsoft Dynamics RMS Store Operations are updated incorrectly if one or more of the following conditions are true: <ul style="list-style-type: none"> • The PO Date filter is applied. • The Order Date filter is applied. • There is an OR criterion along with a date filter. • The Negative Expression filter is applied. • Assume that you filter a report by a column that contains a date range and one other column in Microsoft Dynamics RMS Headquarters or Microsoft Dynamics RMS Store Operations. When you run the report, the report displays no result. • After you perform certain operations in Microsoft Dynamics RMS Store Operations POS, the VeriFone MX860 payment terminal screen does not clear. • When you process debit-card transactions in Microsoft Dynamics RMS Store Operations POS, the VeriFone MX860 payment terminal screen displays the last selected item instead of the total tender amount. • When you tender a transaction that has multiple tender types in Microsoft Dynamics RMS Store Operations POS, the signature capture dialog box appears only on POS but not on the VeriFone MX860 payment terminal screen. • When you tender a transaction that has multiple tender types in Microsoft Dynamics RMS Store Operations POS, the VeriFone MX860 payment terminal stops responding. 	2.0.1005
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Hotfix #35 KB2791653 (12/13/2012)	<ul style="list-style-type: none"> • When you change an item's description in Microsoft Dynamics RMS Headquarters Manager or Microsoft Dynamics Store Operations Manager, the item list is immediately resorted. • You experience performance issues in Microsoft Dynamics RMS Store Operations Manager while users are processing sales on other computers. • When you save changes in Microsoft Dynamics RMS Store Operations Manager that you made in the Item Properties window on a computer that accesses the database server over a network, the item list takes 10-20 seconds to save the changes and refresh the list. 	2.0.1004
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Hotfix #34 KB2784931 (11/29/2012)	<ul style="list-style-type: none"> • The POS TaskPad in Microsoft Dynamics RMS Store Operations is not displayed in Terminal Offline Mode. • Mix and Match discounts do not work as expected in Microsoft Dynamics RMS Store Operations POS when one or more items in a transaction have the "Must enter price at the POS" option enabled. 	2.0.1003
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- You receive the following error message when you try to open the Cashier list in Microsoft Dynamics RMS Store Operations Manager:
'Runtime Error 381: Invalid Array Property Index'
- You receive the following error message when you try to open the Tender Type list in Microsoft Dynamics RMS Store Operations Manager:
'Runtime Error 381: Invalid Array Property Index'
- You receive the following error message when you try to tender multiple concurrent transactions at the same time in Microsoft Dynamics RMS Store Operations POS:
Error #-2147467529
Transaction (Process ID xx) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction.
Note To resolve this issue, there is a separate set of instructions that you must complete. These instructions are listed in the Hotfix [2784931](#) knowledge base article.

Hotfix #33 KB2761529 (10/29/2012)	<ul style="list-style-type: none"> • Error message when you try to edit or save a Purchase Order in Microsoft Dynamics RMS Store Operations Manager: 2.0.1002 Run-time error '91': Object variable or With Block variable not set • The Totals section is truncated in Microsoft Dynamics RMS Store Operations POS when you switch between "Classic View" and "TaskPad View" or when you adjust the size of the Custom POS Buttons, TaskPad, or Function Keys. • TaskPads do not function correctly when you change the Language.dat file in Microsoft Dynamics RMS POS. • You experience an issue in Microsoft Dynamics RMS Store Operations POS where the Upper and Lower Bound warning message no longer reverts the price back to the original price when you click "No." • Error message when you try to start Microsoft Dynamics RMS Store Operations Manager or Microsoft Dynamics RMS Store Operations POS applications: Run-time error '430': Class does not support Automation or does not support expected interface • Error message when you try to process a worksheet in Microsoft Dynamics RMS Headquarters Client when you use a Windows locale that uses a day/month/year date format: Error -2147217913: The conversion of a char data type to a datetime data type resulted in an out-of-range datetime value. • Error message when you click Properties to open a TaskPad in Microsoft Dynamics Store Operations Manager: Run-time error '94': Invalid use of Null • The Password Policy Settings, New Encryption Key, and Delete Audit Logs are greyed out in Microsoft Dynamics RMS Store Operations Administrator. • The item list in Microsoft Dynamics RMS Store Operations Manager refreshes and the focus is moved to the first item in the list when a sale is processed on another computer. • The item list in Microsoft Dynamics RMS Headquarters Manager refreshes and the focus is moved to the first item in the list when a store connects and processes worksheets. • All item quantities in an Inter-Store Transfer out in Microsoft Dynamics RMS Store Operations Manager are zero in the issuing store. • Error message when you try to drill into a purchase order from the Purchase Orders report in Microsoft Dynamics RMS Headquarters Manager:
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Run-time error '383':
'Text' property is read-only

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- Hotfix #32
KB2735491
(8/28/2012)
- When you try to access KPI information from a purchase order or you run the "GMROI and Inventory Turns" report in Microsoft Dynamics RMS Store Operations Manager, you receive the following error message:
Error #2147217913 - The conversion of a VARCHAR data type into a DATETIME data type resulted in an out of range value. (Source: Microsoft OLE DB Provider for SQL Server)
 - You cannot sell or redeem vouchers in Microsoft Dynamics RMS Store Operations POS that uses pre-encoded magnetic gift cards, when the pre-encoded magnetic gift card are formatted as "%12345?" instead of the Format B standard.
Note We recommend that you use pre-encoded magnetic gift cards that are encoded as "Format B" gift cards. Please contact your gift card supplier to make sure that the new cards that you buy are encoded as "Format B" cards.
 - When you try to process a "Style 401: Request Data Upload" worksheet in Microsoft Dynamics RMS Headquarters Client, you receive one of the following error messages:
 - **Dynazip zip Warning Zip File error... missing end signature.**
 - **Run time error 40006 : Wrong protocol or connection state for the requested transaction or request.****Note** To resolve this issue, there is a separate set of instructions that you must complete. These instructions are listed in the Hotfix [2735491](#) knowledge base article.
 - You cannot add money to a Global Voucher in Microsoft Dynamics RMS Store Operations POS when security is set to prevent modification to the Price column and the Must enter price at the POS option is enabled.
 - You cannot change the font color for captions of task pad buttons in Microsoft Dynamics RMS Store Operations Manager.
Note If you created new task pads in addition to the default Custom task pad, there is a separate set of instructions that you must complete. These instructions are listed in the Hotfix [2735491](#) knowledge base article.
 - If the ID of a remote payment is the same as the ID of a local payment that was made at the store, receipts are displayed incorrectly for the remote payment in Microsoft Dynamics RMS Store Operations POS.
 - You cannot print a gift receipt by clicking Print Gift Receipt in Microsoft Dynamics RMS Store Operations POS when the Mark as duplicate receipt option is enabled.
 - You cannot select a value in the Status of quantity discrepancies drop-down menu on the Issue and Receive tabs in an inventory transfer order in Microsoft Dynamics RMS Headquarters Manager.

Feature Pack #2 Microsoft Dynamics® RMS 2.0 Feature Pack 2 (FP2) is cumulative and contains all hotfixes that were released after Service Pack 4 (SP4). 2.0.1000

- [Download Page](#)
(8/15/2012)
- New Features in Headquarters
- Improved worksheet handling
 - Manage store prices and sale prices from Headquarters
 - Automatic item lookup codes
 - Inactive stores
 - Inactive cashiers
 - Inactive tender types
 - New report for tracking in-transit inventory
 - Interstore inventory transfer discrepancy management
 - Support for multiple currencies in the purchase order workflow

New Features in Store Operations

- POS task pads
- Automatic item lookup codes
- Gift receipts
- Inactive cashiers and inactive tender types
- Prevent sale of all inactive items
- Set custom back order deposits

Other Improvements

In addition to the new features listed above, Feature Pack 2 includes fixes for the following issues:

- Tender rounding amount is not included in the batch totals when using "Round to value" for the tender type.
- The buttons "Add Item" and "QuickScan" on the Transfer Order and Purchase Order forms are not available when these buttons are disabled for users with a different security level.
- Buttons are not available in the Receive Purchase Order form when the buttons are disabled for users with a different security level.
- Voucher sales cause incorrect over/short amounts in the Batch List report.
- The Item Movement History report does not show InventoryTransferLog Type 11 movements.
- In the Help Files, the formula for the Inventory Turns calculation is not correct.

For a complete list of all the new features and fixes that are included in Feature Pack 2, refer to the Microsoft Dynamics RMS 2.0 Feature Pack 2 What's New document which can be found in the Download section on the Feature Pack 2 download page.

Hotfix #31 KB2713741 (5/28/2012)	<ul style="list-style-type: none"> • You experience an unexpected wait time when you try to open a matrix item when the "Display list of previously-defined Item Sub Descriptions" option is enabled. Disabling this option reduces the wait time to 10-15 seconds. • You can change the kit component quantities on the Kit tab in the Kit Item Properties window after you have enabled security to prevent this kind of modification to values in the Quantity tab. 	2.0.0166
Hotfix #30 KB2702822 (4/23/2012)	<ul style="list-style-type: none"> • Microsoft Dynamics RMS Store Operations does not display an error message when TSYS does not approve a duplicate Electronic Draft Capture (EDC) batch. • When you try to delete items from a Style 340: PO Planner worksheet that you created with the Create a master PO and deliver to each store option, you have to click Delete Row button two times to remove the item. • After you delete an item from a Style 340: PO Planner worksheet that you created with the Create a master PO and deliver to each store option, the pointer focus moves to the last item in the item list. 	2.0.0165
Hotfix #29 KB2692644 (3/28/2012)	<ul style="list-style-type: none"> • The Block Sales function in Microsoft Dynamics Store Operations POS does not work correctly for items with Weighed item types. • If the Add Items window in a purchase order in Microsoft Dynamics Store Operations Manager is open on one computer and you create a new item on a different computer, the newly created item is displayed in the Items Carried by the Supplier section of the Add Items window on the first computer. 	2.0.0164
Hotfix #28 KB2678120 (2/28/2012)	<ul style="list-style-type: none"> • Purchase order date changes are not saved when you change the date in the PO date field before you save the purchase order for the first time. • You experience an issue in which customers who have not had any changes are being updated every time that a Style 401: Request Data Upload worksheet is processed. 	2.0.0163

- When users from two computers create separate purchase orders for different suppliers, you may experience an issue in which an item that was added to the first computer's purchase order is added to the purchase order on the second computer.
- When you try to start Microsoft Dynamics RMS Store Operations POS with the **Net Display** function enabled, you receive the following error message:
"Runtime error '438': Object doesn't support this property or method"

Hotfix #27 KB2659454 (1/11/2012)	<ul style="list-style-type: none"> • Error message when you try to modify or add items to a purchase order in Microsoft Dynamics RMS Store Operations Manager: "Run-time error '3711': Operation cannot be performed while executing asynchronously" • When you add or delete a serial number in Microsoft Dynamics Store Operations Manager, the quantity is not adjusted accordingly in Microsoft Dynamics RMS Headquarters Manager. • Error message when you try to start Microsoft Dynamics RMS Store Operations POS: "Subscript out of range" • When you recall or return a transaction that was tendered with a Debit Card, Check, or Store Account tender type in Microsoft Dynamics RMS Store Operations POS, the amount to refund in the Tender window and on the sales receipt is incorrect. • Foreign currencies do not display correctly in Microsoft Dynamics RMS Headquarters Manager after you select the option to update the purchase order with the Supplier's Accepted Currency. • The Physical Inventory feature in Microsoft Dynamics RMS Store Operations does not recognize the Count Date when calculating the Expected Quantity. 	2.0.0162
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Hotfix #26 KB2635711 (12/7/2011)	<ul style="list-style-type: none"> • You experience an issue in Microsoft Dynamics RMS Headquarters Manager where the Store Tax tab in the Item Properties window of a Matrix item is blank. • Error message when you try to change the database collation in Microsoft Dynamics RMS Store Operations: "Method '~' of object '~' failed" • After you successfully synchronize a Terminal Offline Mode database in Microsoft Dynamics Store Operations, you still see message: "Synchronizing table: VoucherEntry" 	2.0.0161
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Hotfix #25 KB2616995 (10/17/2011)	<ul style="list-style-type: none"> • You experience unexpected Quantity Ordered values when you process a "Style 340: PO Planner" worksheet. • The QuantityDiscountID field in the Headquarters TransactionEntry table is not updated for items that were sold at the store level with a quantity discount. • When you try to add funds to a Global Voucher, you have to click the Item Lookup Code for Global Vouchers even though it is displayed as if the focus is already on the Item Lookup Code. • When you edit a purchase order in Microsoft Dynamics RMS Store Operations Manager that contains items with a cost with more decimal places than the displayed 3 digits, changing any other editable value in the Purchase Order window causes Store Operations to use the rounded 3 decimals instead of the customer entered higher precision value. • When you receive a purchase order in Microsoft Dynamics RMS Store Operations Manager that contains items with a cost with more decimal places than the displayed 3 digits, clicking the Receive All button causes Store Operations to use the rounded 3 decimals instead of the customer entered higher precision value. • You are unable to change the Preferred Acquirer Credit/Debit Card Processing Debit Gateway URL to pos.tnsi.com in Microsoft Dynamics RMS Store Operations Administrator. 	2.0.0160
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Hotfix #24 KB2604030 (9/13/2011)	<ul style="list-style-type: none"> Microsoft Dynamics RMS Store Operations does not recognize changes that you make to the Count Date in a Physical Inventory, and uses the original Count Date instead. This causes Expected Quantities to be incorrect. Only the first item is recognized when you add an item multiple times to a Style 307: Adjust Item Quantities worksheet in Microsoft Dynamics RMS Headquarters. The Item.Lastcounted field is empty in Microsoft Dynamics RMS Store Operations after you process a Style 250: Update Inventory – Items worksheet or a Style 260 – Download Items worksheet from Microsoft Dynamics RMS Headquarters. You can tender the same voucher multiple times in a transaction in Microsoft Dynamics RMS Store Operations when the Voucher tender type has the Allow Multiple Entries feature enabled. You experience unexpected results in the Physical Inventory module in Microsoft Dynamics RMS Store Operations because inventory adjustments made by processing a Style 260 – Download Items worksheet or a Style 307: Adjust Item Quantities worksheet from Microsoft Dynamics RMS Headquarters are not recognized. 	2.0.0159
Hotfix #23 KB2597074 (8/12/2011)	<ul style="list-style-type: none"> After you apply Microsoft Dynamics RMS 2.0 Feature Pack 1, when you make adjustments with an Inventory Wizard Task 150: Change Item Quantities, the changes are no longer included in the Item Movement History report When you press Shift+F9 Details during a quote transaction in Microsoft Dynamics Store Operations POS, the bottom of the screen is truncated and you cannot see the order history You experience unexpected results when you try to process Global Vouchers when your Windows Regional Setting is set to German Error message in Microsoft Dynamics RMS 2.0 Feature Pack 1 when you try to delete item/s that you imported into a purchase order that do not exist in the database: "Run-time error '3021': Either BOF or EOF is True" The LastUpdated Column is not updated when you modify Matrix item/s in Microsoft Dynamics RMS Headquarters Manager 	2.0.0158
Hotfix #22 KB2565655 (6/16/2011)	<ul style="list-style-type: none"> When you process a Recall or Return for only some items from a transaction that was tendered with a credit card, the tender window populates the tender amount based on the original transaction total instead of for the items remaining on the transaction. Error message when you try to add an item to a transaction that has the "Item is not discountable at the POS" option enabled: "Invalid Operation 417: This item is not discountable." 	2.0.0157
Hotfix #21 KB2529724 (5/17/2011)	<ul style="list-style-type: none"> When "False" is returned from a TenderEnd hook, an entry is not added to the Transaction or Tender tables because a sale has not been completed. However, a record is added to the VisaNetAuthorization table. Kit costs are not calculated correctly after they are downloaded from Headquarters. Kit costs are not calculated correctly when a Kit is automatically built, because the Kit does not have sufficient quantity at the time of the sale. Kits are built for all the ordered Kit items on a work order even though you are only picking up some of the Kit items. You cannot sell or issue pre-encoded magnetic gift cards gift cards/vouchers in Store Operations that are not Format B coded after you apply Microsoft Dynamics RMS 2.0 Feature Pack 1. Items are missing in the "Add item" list after they are added or received in a separate purchase order. EDC transactions may be downgraded because of the Authorization Characteristic Indicator that is being sent at the time of EDC Settlement. 	2.0.0156

- Card level results are not parsed correctly for Web Order transactions.

Service Pack #4 Microsoft Dynamics RMS 2.0 Service Pack 4 (SP4) is cumulative and contains all fixes and features that were included in all prior feature packs, service packs, and hotfixes. 2.0.0155

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New Features in Service Pack 4

(5/2/2011)

- *Support for Partial Authorization* – Payments made by credit card, debit card, or gift card will be partially approved instead of declined if there are insufficient funds on the card to complete the transaction. The customer will have the option to approve or deny the partial authorization. When it is approved, the customer will be able to submit another payment method for the remaining due amount.
- *Authorization Reversal* – When a cardholder decides not to continue with a transaction or when a cashier voids a card transaction that has not yet settled, the authorization is reversed instead of returned. This removes the authorization and restores the available balance on the customer's card.
- *TSYS Payment URL Change* – A change was made to the TSYS URL to support the TSYS payment provider workflow changes.
- *Updated Receipt Template* – The standard receipt templates have been updated to include the balance for provider-supported cards (for example, prepaid gift cards).
- *New Database Columns* – Two new columns, ResponseApprovedAmount and ResponseCardLevel, have been added to the VisaNetAuthorization table.
- *PCI PA-DSS Validation* – This release is validated against the Payment Card Industry Payment Application Data Security Standard version 1.2.1.

Performance Improvements

- *Purchase Order Performance*
 - You experience abnormally long processing times when you move between the different tabs while editing or receiving a purchase order.
 - Purchase order performance is slow due to item details pane load times.

Note – Related to this issue, new configuration options have been added to Store Operations Manager and Headquarters Manager, and a new button has been added to the Style 340: PO Planner worksheet.
- *Transaction Processing* – Store Operations POS slows down due to GMROI and Inventory Valuation calculation.
- *New Index* – A new index was added to the ItemID and LastUpdated fields in the ItemValueLog table in Store Operations and Headquarters databases.

New Fixes

- You receive the following error message when you try to check the balance of a Global Voucher if the Headquarters database Compatibility Level is set to value greater than 80:

Error -2147217900: The query uses non-ANSI outer join operators ("*" or "=*"). To run this query without modification, please set the compatibility level for current database to 80, using the SET COMPATIBILITY_LEVEL option o

- You receive the following error message when you try to save a purchase order while a purchase order is open at the same time on a different computer:

Error: #-2147217900 There is already an object named '##TempOrder' in the database.

- You receive the following error message when you try to recall a Quote that was created before upgrading to Microsoft Dynamics RMS 2.0 Feature Pack 1:

Run-time error '3265':

Item cannot be found in the collection corresponding to the requested name or ordinal.

- Duplicate EDC batch errors can occur when the VisaNetAuthorization.VisaNetBatchID contains more than 100 transactions and rolls over from 999 to 1.
- Voucher sales cause incorrect over and short amounts in Open and Blind Closed Batch report.
- You are not able to redeem vouchers for third-party gift cards that do not use B format card numbers.

Feature Pack		2.0.0150
#1	Microsoft Dynamics® RMS 2.0 Feature Pack 1 (FP1) is cumulative and contains all fixes that were included in all prior service packs and hotfixes.	
Download		
Page	New Features in Feature Pack 1	
(9/1/2010)	<p>Purchasing</p> <ul style="list-style-type: none"> • <i>Centralized purchasing</i> – Create a master purchase order at headquarters for a supplier to deliver to individual stores. • <i>Landed cost</i> – Automatically calculates the landed cost for each item received through purchase orders and inventory transfers. • <i>Ordering guidance</i> – Provides valuable information when ordering or transferring inventory, such as item sales and order history, GMROI, inventory turns, and profit margin. • <i>Partial shipments</i> – Receive partial shipments and process payments against them. <p>Vouchers</p> <ul style="list-style-type: none"> • <i>Global vouchers</i> – Offer customers the convenience and flexibility to purchase and use vouchers at any store in the chain. • <i>Voucher enhancements</i> – Automatic voucher numbering, issuing vouchers for store credit, adding funds, and checking balance. • <i>Voucher accounting improvements</i> – Proper accounting of vouchers as a liability until redemption. <p>Inventory Quantity Tracking and Reporting</p> <ul style="list-style-type: none"> • <i>GMROI and Inventory Turns report</i> – GMROI (Gross margin return on investment) is a key profitability evaluation ratio that analyzes the ability to turn inventory into cash above the cost of the inventory. View the income on every dollar spent on inventory. • <i>Inventory Valuation report</i> – Track inventory valuation of stores, departments, categories, and specific items for a specified date range. Audit item price, cost, and quantity changes. 	
Hotfix #20	<ul style="list-style-type: none"> • Headquarters users are able to enter Security and Maintenance Mode when they do not have user rights to do this • Update IDCRL file for privacy hotfix used by Dynamics Online payment processing. 	2.0.0128
KB977614		
(11/20/2009)		
Hotfix #19	<ul style="list-style-type: none"> • When you create an Inter-Store Inventory Transfer in Microsoft Dynamics RMS Headquarters or Microsoft Dynamics RMS Store Operations, you cannot select a date in the "Date Placed" box and the "DatePlaced" field in the PurchaseOrder table is populated with "05/20/1912" 	2.0.0127
KB972851		

- (6/29/2009)
- You experience significant decrease in performance in Microsoft Dynamics RMS Headquarters Manager when you try to process a "Style 401: Request Data Upload" worksheet if you have the "Calculate HQ Item Cost as weighted average" option enabled
 - Error message when you try to upgrade a Microsoft Dynamics RMS Store Operations database that contains more than 500 cashier records in the Cashier table:
"Cannot create new connection because in manual or distributed transaction mode."
 - Supplier Reorder numbers are not saved when you add existing items to a matrix in Microsoft Dynamics RMS Headquarters or Microsoft Dynamics RMS Store Operations
 - Error message in Microsoft Dynamics RMS Headquarters Client when you try to process a "Style 308: Change Item Restocking Info." worksheet:
"<> Error -2147217873: Cannot insert the value NULL into column 'ReorderPoint', table 'HQ.dbo.Item'; column does not allow nulls. UPDATE fails"
 - Error message when you click Commit in the Inventory Wizard Task 140 workpad window in Microsoft Dynamics RMS Store Operations:
"Run-time error '-2147217900(80040e14)': Line 1: Incorrect syntax near 'WHE'"

Service Pack #3 This Microsoft Dynamics® RMS service pack is cumulative and contains all fixes that were included in all prior service packs and hotfixes released for Microsoft Dynamics® RMS 2.0. 2.0.0126

[Download Page](#) **New Features and Fixes**

(4/17/2009) Microsoft Dynamics® RMS SP3 adds a new payment processor called **Microsoft Dynamics® Online Payment Services**. With this new Payments Service, retail businesses can accept a variety of payment types on premise and online to better serve their customers and reduce transaction costs. For more information about Microsoft Dynamics® Online Payment Services visit the following Web site:

<http://go.microsoft.com/fwlink/?LinkID=149192&=0x409>

This service pack contains the following new fixes:

- Error message is displayed when you try to filter the "Daily Sales by Register" report by register number in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® RMS Store Operations:
"The filter value is not valid"
- Error message is displayed when you try to click **Copy**, **Delete** or **Properties** in the "Find Customers" window in Microsoft Dynamics® Store Operations POS:
"Runtime Error 381: Invalid Property Array Index"
- Error message is displayed when you try to approve a "Style 601: Delete Global Customers" worksheet with the **Delete customers with no activity since...** option is selected in Microsoft Dynamics® Headquarters Manager
- Items are unexpectedly added or deleted from the **Add Item** or **Select Item** areas in the "Purchase Order Add Items" window in Microsoft Dynamics® RMS Store Operations Manager after you click a column header to sort the records by that column
- Error message when you receive a serialized item with a serial number that is more than 20 characters and try to commit the changes to the inventory from a purchase order in Microsoft Dynamics® RMS Store Operations Manager:
"-2147217887 (80040e21)"
- The **Store Name** and **Store ID** are not displayed when you generate an "Inventory Transfer Out" report in Microsoft Dynamics® RMS Headquarters Manager

- You experience slow performance when you click the **Component Items** tab in the "Item Matrix Properties" window in Microsoft Dynamics® RMS Headquarters Manager or Microsoft Dynamics® RMS Store Operations when there are a large number of component items in the matrix
- You experience slow performance when you add an existing **Standard** item to the **Component Items** grid in the "Item Matrix Properties" window in Microsoft Dynamics® RMS Headquarters Manager or Microsoft Dynamics® RMS Store Operations
- You experience slow performance when you use the **Filter** option to select the items that you want to display in the **Component Items** grid in the "Item Matrix Properties" window in Microsoft Dynamics® RMS Headquarters Manager or Microsoft Dynamics® RMS Store Operations
- Duplicate items are displayed in reports that are generated in Microsoft Dynamics® Headquarters Manager when the items are **Item Components** in more than one **Matrix** or **Assembly** or in a **Matrix** and in an **Assembly**

In addition, this service pack includes all nine hotfixes that were released after Service Pack 2. You can view a summary of all Microsoft Dynamics® RMS 2.0 hotfixes by visiting the following Web site:

<https://mbs.microsoft.com/customersource/downloads/hotfixes/20sphf-v2.htm>

Hotfix #18 KB961185 (12/24/2008)	<ul style="list-style-type: none"> • Error Message when you click the Calculator button in the Opening Amounts or Closing Amounts dialog box in Microsoft Dynamics® RMS Store Operations Manager: "Run-time error '404': MDI child forms cannot be shown modally." • When you process a debit or credit card transaction and then process a cash transaction, the customer's digital signature from the credit or debit card transaction also displays in the journal for the cash sale in Microsoft Dynamics® RMS Store Operations POS • You experience and unexpected shutdown or receive the following error message when you try to print a barcode label in Microsoft Dynamics® RMS Store Operations Manager: "Run-time error - 2147217885: Row handle referred to a deleted row or a row marked for deletion" • The number of Transactions that are displayed in the Microsoft Dynamics® RMS Headquarters Manager Journal Viewer are doubled if a worksheet is processing at the same time • You experience unexpected results when you try to discount items that have the "Must enter price at the POS" option enabled in Microsoft Dynamics® RMS Store Operations POS 	2.0.0125
Hotfix #17 KB959321 (11/26/2008)	<ul style="list-style-type: none"> • When you use the "Copy" function to create a new customer in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® RMS Store Operations, the Shipping Address for the new customer reflects the Primary Shipping Address of the customer that it was copied from • Error message when you use the "Net Display" function to display an Internet Web site in Microsoft Dynamics® RMS Store Operations: "An error has occurred in the script on this page." • When you add a current item to an existing Matrix in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® RMS Store Operations, the value of the Item.SupplierID field changes to 0 • You are unable to memorize a Crystal Report in Microsoft Dynamics® RMS Headquarters 	2.0.0124
Hotfix #16 KB958245 (10/24/2008)	<ul style="list-style-type: none"> • The Headquarters Client application stops responding if you click the red X to close the Check Stores dialog box before all the store information is displayed in Microsoft Dynamics® RMS Store Operations POS • Error message when you try to tender a transaction with a debit card in Microsoft Dynamics® RMS Store Operations: "Error 0141" 	2.0.0123

- Transactions in the Receipt Journals window are not refreshed as expected and may display duplicate transactions if transactions are being processed while the Receipt Journals window is open in Microsoft Dynamics® RMS Store Operations Manager
- The cash drawer does not open when you click "Enter closing amounts" or "Enter opening amounts" in Microsoft Dynamics® RMS Store Operations POS
- AA Style 340: PO Planner worksheet may list incorrect quantities to order if the same item is part of a purchase order at a different store that has the same PurchaseOrderID in Microsoft Dynamics® RMS Headquarters Manager

Hotfix #15 KB957873 (10/1/2008)	<ul style="list-style-type: none"> • When replicated by a third-party program, Microsoft Dynamics® RMS Store Operations transactional data may appear incomplete 	2.0.0122
Hotfix #14 KB957195 (9/19/2008)	<ul style="list-style-type: none"> • The TouchScreenKeyboard and TouchScreenKeyboardEntry tables are not populated as expected when you export a new Microsoft Dynamics® RMS Store Operations database from Microsoft Dynamics® RMS Headquarters Administrator • After you add items to a purchase order and then click Add Items to add more items to the purchase order in Microsoft Dynamics® RMS Store Operations Manager, you are taken to a random item in the item list • When you try to print labels for previously sold serial numbers with the Label Wizard in Microsoft Dynamics® RMS Store Operations Manager an incorrect quantity is set • The Headquarters Client application stops responding when you click Cancel in the Payment dialog box in Microsoft Dynamics® RMS Store Operations POS before all the customer's open account receivable records are displayed • Headquarters Client application stops responding when you select another customer in the Payment dialog box in Microsoft Dynamics® RMS Store Operations POS before all the customer's open account receivable records are displayed 	2.0.0121
Hotfix #13 KB956278 (8/22/2008)	<ul style="list-style-type: none"> • Taxes are not applied correctly in Microsoft Dynamics® RMS Store Operations when you recall a transaction and then replace a nontaxable item with a taxable item • The "LastUpdated" field in the Item table is not updated correctly when you manually adjust the quantity of an item in Microsoft Dynamics® RMS Store Operations • Exchange rates on closed purchase orders are changed unexpectedly in Microsoft Dynamics® RMS Store Operations when the supplier's exchange rate is modified • You receive an incorrect prompt after you modify a Sales Tax in Microsoft Dynamics® RMS Store Operations 	2.0.0120
Hotfix #12 KB955129 (8/1/2008)	<ul style="list-style-type: none"> • When you make an account receivable payment in Microsoft Dynamics® RMS Store Operations, but do not apply the payment to an open account receivable, the payment may appear with a date of 1/1/1900 • When you generate a new manual purchase order in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® RMS Store Operations, the supplier contact person is not added in the purchase order • The cash drawer opens when you click "No" after you are prompted to enter opening or closing amounts in Microsoft Dynamics® RMS Store Operations POS 	2.0.0119
Hotfix #11 KB954063 (7/3/2008)	<ul style="list-style-type: none"> • A purchase order is mistakenly created in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® Store Operations when you transfer items out of Offline Inventory • Item Discounts may not be calculated correctly when you manually change the price in Microsoft Dynamics® Store Operations 	2.0.0118

- You experience unexpected results when you generate a purchase order in Microsoft Dynamics® Store Operations Order based on the supplier with the lowest cost
- When you create a new Standard item in the Purchase Order dialog box in Microsoft Dynamics® RMS Headquarters or Microsoft Dynamics® Store Operations, the default commission setting is set to "Do not allow commission for this item"

Hotfix #10 KB953947 (6/10/2008)	<ul style="list-style-type: none"> • Remote payments are not applied correctly in Microsoft Dynamics® RMS Headquarters when the date format is set to a format other than mm/dd/yyyy in the Windows Regional and Language Options settings • Item costs are not updated as expected on the General and Pricing tabs in the Item Properties window in Microsoft Dynamics® RMS Headquarters Manager when the "Calculate HQ Item Cost as weighted average" option is enabled • When you change the Matrix Item Attribute display order in Microsoft Dynamics® RMS Store Operations, and then click the Create Components button, the changes are not saved • When you try to close Microsoft Dynamics® RMS Store Operations Manager from the Windows Task Bar the application locks • Error message when you try to start Microsoft Dynamics® RMS Store Operations Manager: "Run-Time Error '6': Overflow" 	2.0.0117
Service Pack #2 Download Page (5/23/2008)	<p>This service pack is cumulative and contains all fixes that were included in previously released service packs and hotfixes.</p> <p>New features have been added in this release that will help you become compliant with the Payment Card Industry (PCI) Data Security Standard. These features include the following:</p> <ul style="list-style-type: none"> • Password policy management • Audit logging • Improved encryption of payment data <p>For more information, see "How Microsoft Dynamics® RMS can help with PCI compliance" at this address: http://go.microsoft.com/fwlink/?LinkID=111473</p>	2.0.0116
Hotfix #9 KB945792 (2/18/2008)	<ul style="list-style-type: none"> • New item/s that are created in purchase orders are not automatically assigned to the supplier if you click the "More" button and then do not click the Suppliers tab in the Item Properties screen before you save the new item in Microsoft RMS Store Operations • Matrix Dimensions are not imported correctly when you upgrade a Microsoft RMS 1.X database to Microsoft Dynamics® RMS 2.0 • You experience unexpected results when you compare the quantities on the Issue, Receive, and Match tabs in the Inventory Transfer Order window in Microsoft Dynamics® RMS Headquarters 	2.0.0115
Hotfix #8 KB944747 (11/27/2007)	<ul style="list-style-type: none"> • Run-time error '91' appears if you click OK or Cancel in the Add Items window while awaiting a list of items to populate in the Add Items window of a Purchase Order • The Supplier Price in the Add Items window of a Purchase Order is rounded off to 0 decimals • AccountOpened date is Copied when using the copy customer feature in RMS • Store Details incorrect after using the "Check Store" button and sorting the Stores • Unable to select previously defined sub descriptions when creating matrix component items even if the option is enabled in Manager • Voided and returned shipping transactions still appear under the Pending Shipping Records 	2.0.0114

Hotfix #7 KB943297 (10/31/2007)	<ul style="list-style-type: none"> • Activation & Registration error with special characters • Duplicate ILCs in Database if Item with Substitute item listed is copied • Commission flag defaults to "Do not allow commission for this item" for created matrix items • Default setting for matrix items set to 'Do not allow commission for this item' • The "Term" field is not populated in a Purchase Order in Store Operations that was created in Headquarters • Incorrect item may be added to a Purchase Order if sales are being made while items are being added to a purchase order • Shipping Details disappear if Shipping Address window is closed by clicking the red X. 	2.0.0113
Hotfix #6 KB942316 (10/3/2007)	<ul style="list-style-type: none"> • Information cannot be displayed when filter parameters are set for the Department and Total Sales fields • Items in kits not taken into account when computing cost based on weighted average • In the Label Designer, when you click "Save" to save a label, the default folder that is displayed is the My Documents folder instead of the folder that is specified in the Store Operations Administrator • When you click the "Export Document" button in the Purchase Order Print Preview window, nothing happens • Inventory Wizard does not update the LastUpdated field of the Item table • CalculateInventoryAdjustments uses the Selling Price for calculations and should use the Cost Price • Using Today as a range for the Last Updated filter in the Label Wizard does not pull up items • Incorrect price displayed on tender screen for recalled work order with discount 	2.0.0112
Hotfix #5 KB941267 (9/7/2007)	<ul style="list-style-type: none"> • Error message when you have debit card pin pads enabled in Microsoft Dynamics® RMS Store Operations: "Error #-2147467259 Database connection lost, application will be closed" • You experience unexpected results when you click the "Add Item" button in the Edit – Purchase Order window in Microsoft Dynamics® RMS Store Operations when you have the "Always display 'Find'" option enabled • You cannot edit the dimensions for items that you add to matrix in Microsoft Dynamics® RMS Store Operations or Microsoft Dynamics® RMS Headquarters when you use the "Add Items" feature in the Item Matrix Properties window • When you print a receipt in Microsoft Dynamics® RMS Store Operations there are no tenders displayed on the printed receipt or in the journal • When you send new items from Microsoft Dynamics® RMS Headquarters to Microsoft Dynamics® RMS Store Operations, the DepartmentID, CategoryID, and SupplierID are incorrect 	2.0.0111
Service Pack #1 Download Page (7/31/2007)	<p>This service pack is cumulative and contains all fixes that were included in previously released hotfixes. This service pack includes 24 bug fixes in addition to fixes that were included in the four previously released Microsoft Dynamics® RMS 2.0 hotfixes.</p> <p>Click here for a document that contains a list of the primary issues that are fixed in Service Pack #1.</p>	2.0.0110
Hotfix #4 KB935984 (5/11/2007)	<ul style="list-style-type: none"> • Error message occurs when you try to use the "Print to Slip" function in Microsoft Dynamics® Retail Management System Store Operations: "Runtime error 5 invalid procedure" • When you process a Style 401: Request Data Upload worksheet that contains a Cash Drop from a store, the store ReasonCodeID is added to the DropPayout table in Microsoft Dynamics® Retail Management System Headquarters instead of the Headquarters ReasonCodeID 	2.0.0109

- Incorrect serial numbers are displayed in Microsoft Dynamics® Retail Management System Store Operations reports when you process an "Inventory Transfer Out" to transfer serialized items out of "Offline Inventory"
- You create a new Microsoft Dynamics® Retail Management System Headquarters database, the Dimension and DimensionAttribute tables from the Store Operations Master database are not populated into the Headquarters database

Hotfix #3 KB935982 (4/23/2007)	<ul style="list-style-type: none"> • When you create a new Matrix, Lot Matrix, or Assembly item with a quantity not equal to zero in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations, a record is not created in the InventoryTransferLog table • You cannot modify the Item Tax when you create a new Matrix item in Microsoft Dynamics® Retail Management System Store Operations POS • When you create a new Matrix item in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations, the default quantity is set as one and a record is not created in the InventoryTransferLog table to reflect the quantity • You cannot select previously defined sub descriptions when you create a new matrix item in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations • When you enter custom Captions for item sub descriptions, they are not displayed in the Item Matrix Properties window in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations • The Sub Descriptions in the Component Items area on the Component Items tab in the Item Matrix Properties window are displayed as "Detail Line X" in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations • When you change the quantity of an item on the Quantity View tab in the Item Matrix Properties window in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations, you are not prompted to select a Reason Code • When you create a new Matrix item in Microsoft Dynamics® Retail Management System Headquarters or Microsoft Dynamics® Retail Management System Store Operations and select a barcode format, the selected barcode format is not applied to the component items 	2.0.0108
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Hotfix #2 KB934871 (3/30/2007)	<ul style="list-style-type: none"> • After you process a Style 401: Request Data Upload worksheet, the Transaction.ShipToID value in the Microsoft Dynamics® Retail Management System Headquarters database reflects the ShiptTo.ID value at the store instead of the ShipTo.ID value in Headquarters • When you change the cost of a kit component in the headquarters or the store database in Microsoft Dynamics® Retail Management System, the kit cost is not updated as expected based on the new kit component cost • You cannot display an item's weight in a specified number of decimal places in Microsoft Dynamics® Retail Management System • You are unable to scan a random weight barcode label with an EAN prefix of "02" or "28" in Microsoft Dynamics® Retail Management System • When you click the "Add Item" button in a purchase order, the "Add Items" dialog box does not open if you have the "Always display 'Find' window for items" configuration option enabled in Microsoft Dynamics® Retail Management System • Error message when you enter more than the maximum 25 characters for an Item Lookup Code and 30 characters for an item Description in the Component Items area of the Item Matrix Properties window in 	2.0.0107
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Microsoft Dynamics® Retail Management System:

"Error -2147217887: Multiple-step operation generated errors. Check each status value."

- When you create a new item within a purchase order in Microsoft Dynamics® Retail Management System, the default Item Tax is not populated for the item

Hotfix #1 KB932533 (3/17/2007)	<ul style="list-style-type: none"> • A record is not created in the InventoryTransferLog table when you process a "Style 260: Download Items" worksheet in Microsoft Dynamics® Retail Management System Store Operations • An Electronic Draft Capture batch is not settled even though it appears to settle successfully in Microsoft Dynamics® Retail Management System Store Operations if the "VisaNetBatchID" value has previously been used • Items are not printed in the correct order when you sort items in a purchase order in a specific order in Microsoft Dynamics® Retail Management System Store Operations • Item costs change unexpectedly when you create or synchronize a new store in Microsoft Dynamics® Retail Management System Headquarters • The tax amount at the top of an "X Report" or of a "Z Report" does not match the total of the sales taxes in the report in Store Operations • Error message when you try to settle an Electronic Draft Capture (EDC) batch in Microsoft Dynamics® Retail Management System Store Operations: "There was an error and no transactions were settled" • Cashiers can still view the item cost value in the Item Properties window after you disable the "Allowed to view cost information" cashier right in Microsoft Dynamics® Retail Management System Store Operations • Cashiers can open closed physical inventories after you use the Security function to disable the Commit button in Microsoft Dynamics® Retail Management System Store Operations • The extended description is not displayed when you recall a transaction that was on hold in Microsoft Dynamics® Retail Management System Store Operations • You experience unexpected results when you run a report that has been modified to include a Shipping Service column in Microsoft Dynamics® Retail Management System Headquarters • A discount reason code is displayed for items in a transaction that have not been discounted in Microsoft Dynamics® Retail Management System Store Operations POS • The payment date is incorrect when you make an accounts receivable payment at a store that is not the store where the transaction originated in Microsoft Dynamics® Retail Management System • Error message when you try to tender an amount that is larger than \$99,999.99 in Microsoft Dynamics® Retail Management System Store Operations: "Cannot authorize more than \$99,999.99 on a credit/debit card" <p>Note This fix only applies if you have the "Do Not Use electronic draft capture software" Store Operations Administrator EDC Configuration option enabled.</p>	2.0.0106
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We recommend that you contact your Microsoft Dynamics® Partner before installing feature packs, service packs, cumulative updates, or hotfixes. It is important to verify that your environment is compatible with the feature packs, service packs, cumulative updates, or hotfixes being installed. A feature pack, service pack, cumulative update, hot fix, or download may cause interoperability issues with customizations, and third-party products that work with your Microsoft Dynamics® solution.

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