

MICROS CWDirect

Release Notes
Release 18.0.13
March 2018

This document highlights the major changes for Release 18.0.13 of MICROS CWDirect.

Note: The non-sequential version number of this application is intentional.

Overview

CWDirect allows you to manage all aspects of direct commerce transactions including order management, fulfillment, and customer service.

Note: References to former MICROS product names may exist throughout this document.

Hardware and Software Requirements

To install CWDirect 18.0.13, you must be on CWDirect version 18.0 and a minimum of V7R1 of the IBM Operating system.

Release 18.0.13 supports Jacada v9.2.1 and is compatible with Internet Explorer versions 7 through 11 and JRE up to version 1.8.0_31.

You need to configure the iSeries and WebSphereMQ to use TLSv1.2 configuration set up provided by IBM when sending credit card data.

See the MICROS CWDirect installation instructions for additional hardware and software requirements.

Note: Customers with unique environments should check the Changed Object list to review the modified programs and files and retrofit these changes to their unique model.

Functional Enhancements

The enhancements below are included in this release.

Data Privacy

CWDirect Release 18.0.13 incorporates new security features related to securing personal information.

New Menu Option: Manage Private Data Rights (MPDR)

New Manage Private Data Rights (MPDR) menu option allows you to perform the following actions related to data privacy.

- **End User Access and Other Requests (Right to Access):** New option, **G Find**, allows you to find personal data for the person or order specified in the *Search Value* and return the personal data to the screen.
- **Right to Erasure:**
 - New option, **C Check Only**, allows you to check for personal data for the person or order specified in the *Search Value* and validate whether the personal data can be anonymized.

- New option, **F Forget**, allows you to check for personal data for the person or order specified in the *Search Value*, validate whether the personal data can be anonymized, and if it can, perform the anonymization.
- **Anonymization:** When using the **F Forget** option to forget personal data for a specified person or order, the system replaces the personal data with asterisks; the personal data is removed from the application and is no longer retrievable. For example, instead of displaying a person’s email address in the application, such as `tbrown@example.com`, the system now displays the email address as `*****`.

Note: The Manage Private Data Rights (MPDR) menu option is available only in green-screen format.

For more information, see the Data Security and Encryption Guide.

Data Deletion

Customer Sold To Purge

New **PURGECS** Purge Sold To Customers periodic function removes eligible sold to customers from the application based on the number of days defined in the *Customer Purge Days* property (PROP). Once the purge completes, the system generates the Purged Customer List, listing the sold to customers that were purged.

For more information, see the Online Help.

Spool File Purge

New **PURGESP** Purge Spool Files periodic function removes spool files from the application based on the *Spool File Purge Days* property (PROP).

For more information, see the Online Help.

New Menu Option: Work with Properties (PROP)

New Work with Properties (PROP) menu option allows you to define the following configuration settings in the application.

- Customer Purge Days: Used by the **PURGECS** Purge Sold To Customers periodic function to remove sold to customers from the application.
- Spool File Purge Days: Used by the **PURGESP** Purge Spool Files periodic function to remove spool files from the application.

Note: The Work with Properties (PROP) menu option is available only in green-screen format.

For more information, see the Online Help.

Logging: Masking Sensitive Data in Logs

When writing messages to a log, the system looks at the XML Removed by Logger (IXXXRL) file to determine which data should be masked in the log files. This file lists all message tags that contain sensitive data, such as credit card number, CID number, and all personal data (such as person or company name, mailing address, email address, phone number, and so on).

Note: Once you install the 18.0.13 patch, run the following program at a command line to clear the XML Removed by Logger file and reload it with all tags that contains sensitive data: `Call mx0025 parm(' ')`

For more information, see *Working with XML Log Files* in the Online Help; also, see the Data Security and Encryption Guide.

Data Privacy in CWData and CWAnalytics

If you use CWData and CWAnalytics to perform detailed analysis of information in the CWDirect database, the system sends anonymized personal data to CWData and on to CWAnalytics. Before you transfer data in CWDirect to CWData, make sure that all related customer and order information is anonymized. For example, if you have anonymized order information but not the associated sold to customer, do not run the CWData transfer until you have also anonymized the sold to customer. Otherwise, the system will send the anonymized order information, but send the actual customer information to CWData and CWAnalytics.

Related Documentation

For more information, see the following documents in the MICROS CWDirect documentation set:

- Online Help
- E-Commerce Manual
- Reports Guide

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

<https://support.oracle.com>

Data Security and Encryption Guide (ID 2087641.1)

The Data Security and Encryption Guide provides information on how to encrypt credit card information in the application and database, how to replace the credit card number with a token, and how to retrieve and anonymize personal data.

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