

Oracle MICROS Hardware

Using Remote Support at Workstation Startup



Release 1
F48411-02
April 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Oracle Hospitality Hardware Using Remote Support at Workstation Startup Release 1

F48411-02

Copyright © 2023, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface	iv
<hr/>	
1 Prerequisites	1-1
<hr/>	
2 Accessing and Using Remote Support at Startup	2-2
<hr/>	
3 FAQ	3-1
<hr/>	
4 Troubleshooting	4-1
<hr/>	

Preface

The Remote Support tool allows Oracle Customer Support to remotely access Linux-based Oracle MICROS workstations/express stations when Oracle MICROS Symphony is experiencing operational issues.

Purpose

This document describes how to use Remote Support at workstation startup in the following workstation images:

- Workstation 625 and 655 Linux Image 19.0.15.210111
- Compact Workstation 310 Linux Image 20.0.10.210611
- Express Station 4 Linux Image 19.0.4.210827
- Workstation 8 Linux image 22.0.10.230322

Remote Support at workstation startup will also be included in future Oracle Linux workstation/express station images.

Important Information

In most support scenarios, customers will launch Remote Support from within Symphony Ops. If Symphony Ops cannot load properly, Remote Support can be launched at workstation startup.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to recreate
- Exact error message received and any associated log files
- Screenshots of each step you take

Documentation

Oracle Food & Beverage product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/food-beverage>

Revision History

Date	Description of Change
November 2021	Initial publication.
April 2023	Updated to reflect latest version.

1

Prerequisites

1. The Remote Support at workstation startup capability supports Oracle Linux-based MICROS workstations/express stations only.
2. Remote Support can only be used on multi-tenant systems.
3. The Remote Support at startup capability is only active after Symphony has been installed from a multi-tenant system with Remote Support capability configured.

2

Accessing and Using Remote Support at Startup

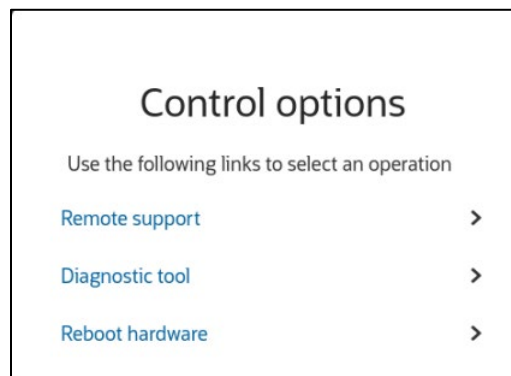
1. Turn on an Oracle MICROS Linux workstation or express station. When the Micros Release version or Workstation model information appears at bottom of display, use any one of the following three methods to access Remote Support:
 - a. **Touchscreen:** Press and hold the center of the screen until you hear a beep or the remote support screen appears.
 - b. **Keyboard:** Press the **Home** key repeatedly until you hear a beep or the remote support screen appears.
 - c. **Bump bar:** Press the top left key repeatedly until you hear a beep or the remote support screen appears. (Note: Bump bar positioned with wire coming out of right side.)

The screen shows a '1' with every button press when using the correct bump bar key. This is true for both the 2x5 and 2x10 bump bars, even though the top left buttons may be labeled differently.

NOTE:

The Remote Support capability is compatible with wired bump bars only.

The *Control options* panel appears.

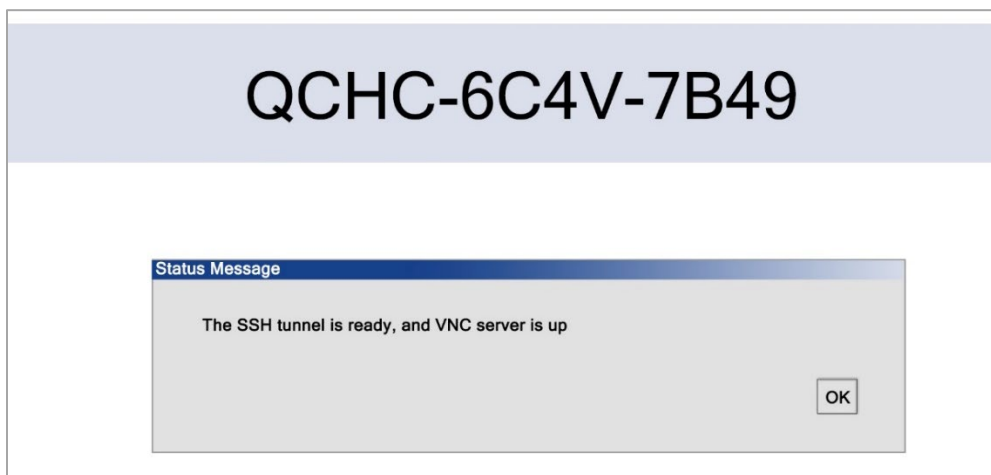


- **Remote Support:** Connects to the Remote Support server and returns a 12-character support session code.
- **Diagnostic tool:** Starts the diagnostics tool. *Note:* The **Storage Device** option is not available when accessed from Remote Support.

- **Wireless Reconfiguration:** Reconfigures wireless network settings. *Note:* `possupport` user password required to access this option. This option is only available when using wireless network connectivity.
- **Reboot Hardware:** Reboots the workstation.

2. Select **Remote Support**.

A 12-character support session ID appears on the workstation screen.



Example support session ID. Your ID will be unique.

NOTE:

The session ID screen above includes two buttons that are not visible in the image:

Stop remote support: Terminate the support session.

Resume remote support: Resume the support session.

Note: Only available on customer side.

3. Share the support session ID over the phone with the Oracle Support agent.
4. Oracle Support will enter your information and then connect to your workstation.
5. Upon completion, the user or the agent can close the support session.

3

FAQ

Q: Do I need to configure a workstation for Remote Support?

A: Not for a workstation at a customer site.

Q: When using Remote Support at startup, do I need passwords to gain access?

A: No password required to use Remote Support at startup.

Q: When Remote Support at startup is finished and I go to a CMD prompt by pressing Ctrl + Alt + F1, how do I get back to the Remote Support screen?

A: Ctrl + Alt + F5

Q: Does Remote Support work with wireless workstations?

A: Yes, Remote Support works with both hardwired and wireless workstations.

4

Troubleshooting

Situation:

When I try to launch Remote Support, I get *Support session could not be started, please retry*.

Cause 1

The Remote Support server is down.

Solution 1

Contact the person running your Remote Support server.

Cause 2

Linux OS is in bad state.

Solution 2

Reimage workstation and try again.

Situation:

When I try to open the **Storage Device** diagnostics option from within Remote Support, I enter the correct sudo password but I get an “incorrect password” message.

Cause 1

The **Storage Device** diagnostics options cannot be opened from within Remote Support.

Solution 1

To access the **Storage Device** option, exit Remote Support, open an Oracle Linux command prompt, and then type **startd** to start the *Universal Diagnostic Utility*.