



9700 Version 4.0 Installation Guide

General Information

About This Document

The purpose of this manual is to provide you with instructions on how to install the 9700 version 4.0 HMS software.

This manual does *not* provide guidance for modifying or programming the 9700 System's database or servicing the 9700 System. Existing 9700 HMS v3.x documentation remains applicable if such information is required. See the [Documentation Resources](#) page for more information.

Declarations

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Printing History

New editions of this guide incorporate new and changed material since the previous edition. Minor corrections and updates may be incorporated into reprints of the current edition without changing the publication date or the edition number.

| Edition | Month | Year | Software Version |
|----------------|--------------|-------------|-------------------------|
| 1st | August | 2013 | 4.0 |
| 2nd | April | 2014 | 4.0 |

Who Should Be Reading This Document

This document is intended for the following audiences:

- MICROS Installers/Programmers
- MICROS Dealers
- MICROS Customer Service Representatives
- MICROS Training Personnel
- MIS Personnel

What the Reader Should Already Know

This document assumes that the reader has the following knowledge or expertise:

- Operational understanding of PCs
- Understanding of basic network concepts
- Experience with Microsoft Windows Server® 2008 R2
- Experience with Microsoft SQL Server® 2008 R2 or Oracle® 11g

Documentation Resources

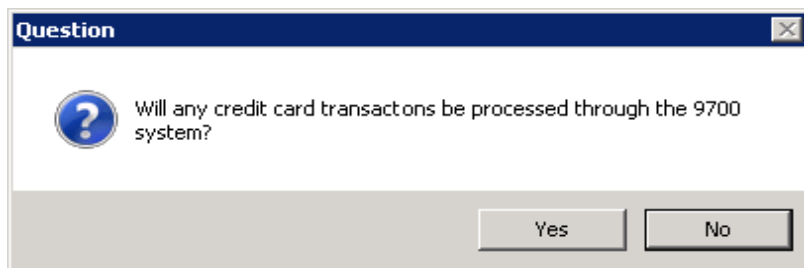
The following documents have been updated with information and procedures needed to maintain PCI-compliance and must be consulted for security purposes prior to upgrading from 9700 HMS Version 3.1 SP5 and below to 9700 HMS v3.6 and above. These documents are available on the MICROS 9700 HMS Product page of the MICROS Member Services website.

- *9700 v4.0 PA-DSS Implementation Guide*: This document is a quick reference guide that provides information concerning MICROS' adherence to the PCI Data Security Standard and Payment Application Data Security Standard (PA-DSS) compliance.
- *9700 Version 4.0 General Release ReadMe First*: This document reviews details about new Features, Enhancements and Revisions that occur between Service Pack and version releases.
- *9700 Secure Default Account Handling*: This document contains detailed information on 9700 v. 4x secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain PCI compliancy.
- *9700 v4.0 Security Guide*: This document describes 9700's security design, features that monitor employees' actions taken on the system, and features that restrict employee access to the database, reports, and operational procedures.
- *9700 Upgrade Best Practices*: This document is intended to convey the best practice information when upgrading the 9700 HMS application from a non-PCI compliant version (version 2.x) to a PCI compliant version (versions 3.x and greater).
- *MICROS 9700 v4.0 Key Manager Application Manual*: This document is a quick reference guide that provides information concerning the 9700 Encryption Key Management Utility, which allows the user to set the encryption passphrase for the 9700 system.
- *MICROS Secure Wipe Tool*: This document provides instructions on how to download and use the secure wipe tool Eraser. The secure deletion of data is necessary when upgrading a non-PCI compliant version of a MICROS software application or when customer data has been collected for troubleshooting purposes and is no longer needed.
- *Wireless Networking Best Practices*: This document explains the steps necessary to connect a wireless workstation for PCI-compliance.

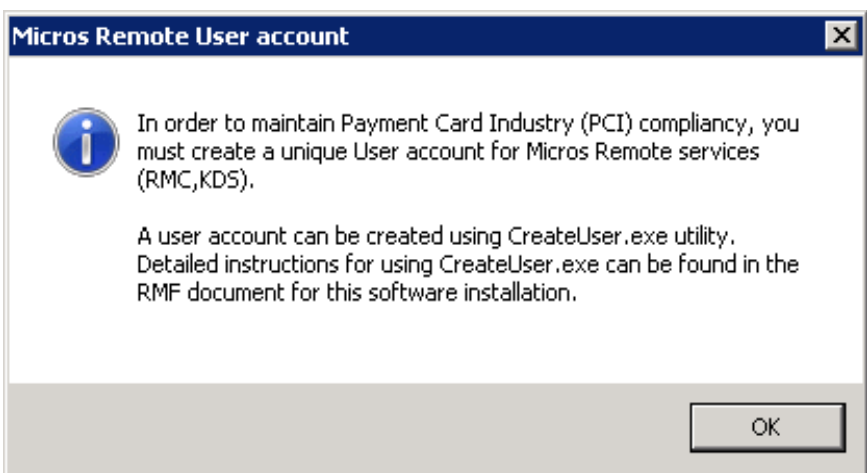
System Security

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

Due to PCI security requirements, the 9700 installation asks if the site processes credit card transactions through the system, as shown below.

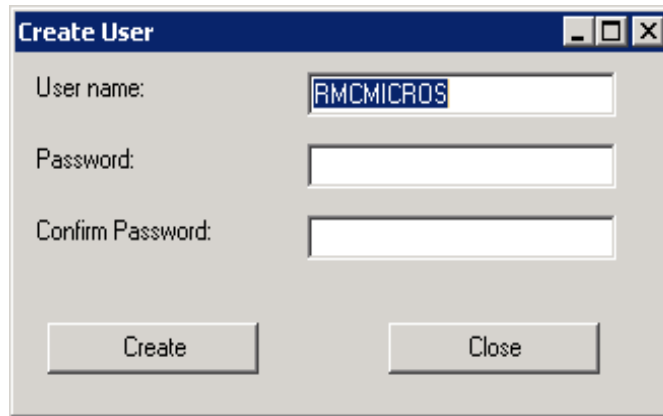


If the site is using remote a Remote Management Console (RMC), credit cards are processed through the 9700 system, and the server is not on the domain, then the following prompt will display:

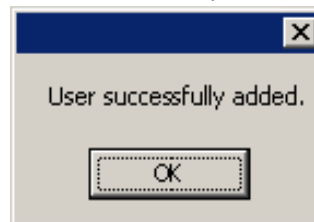


After clicking 'OK' to close the prompt, follow the procedures listed below to maintain Payment Card Industry (PCI) compliance in a Windows® Workgroup environment when both credit cards and a remote RMC are used. Follow the steps below after the system has been updated to 9700 3.10 SP6 or a higher version of software, and the server has been rebooted.

1. From the Windows® *Start* menu on the 9700 server, select *All Programs | MICROS Applications | Create User Utility*.
2. When prompted, enter a unique user name and a strong password consisting of at least eight characters and include at least one number and one special character (!@#\$%^). Confirm the password and select '**Create**'. Do *not* use a default 'User name' or 'Password'.

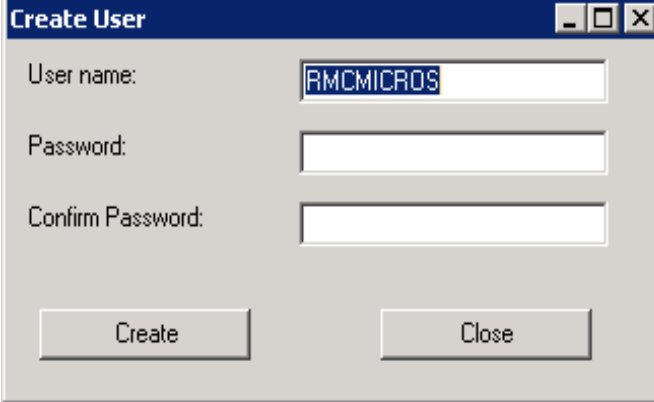


3. Select '**OK**' after the "User successfully added" message is displayed:



4. Select '**Close**' within the 'Create User' applet.
5. After a remote RMC is installed on the client workstation and updated to match the server version, from the Windows® *Start* menu select *All Programs | MICROS Applications | Create User Utility*.

6. When prompted, enter the identical 'User name' and 'Password' previously used on the server and then select '**Create**'.



The image shows a 'Create User' dialog box with a blue title bar. It contains three input fields: 'User name' with the text 'RMCMICROS', 'Password', and 'Confirm Password'. At the bottom, there are two buttons: 'Create' and 'Close'.

9700 HMS Version 4.0 General Release

Overview

9700 HMS v4.0 was developed in order to support its installation on Microsoft Windows Server® 2008 R2 (64-bit). Additionally, support has been added for utilizing either Microsoft SQL Server® 2008 R2 or Oracle® 11g as possible database platforms.

Please see the *9700 Version 4.0 General Release ReadMe First* document that's available on the MICROS 9700 HMS Product page of the MICROS Member Services website for more information.

Software Licensing

The 9700 software licensing method uses a USB port hardware key to control feature licensing. To stay current with the changes in server architecture, but also provide a solution for legacy hardware, MICROS also offers a keyless licensing solution, which is suitable for both old and new systems. Key licensing is transparent to the user, and integrates seamlessly, using a single application to provide support to both the traditional hardware key and keyless licensing. The keyless licensing feature is automatically activated when a hardware key licensing code is not detected. A unique licensing code, generated by using information from the server's motherboard, ensures that the code is unique to each server.

9700 v4.0 software licensing procedures remain the same as previous versions with the exception of the addition of a new activation code named '**Feat 4x Code**'. It may be located in the *EMC | Configurator | System Parameters | Order Types and Activation Codes tab* | in the *9700 4.x Activation Code* section.

This code *must* be ordered and entered for a 9700 HMS v4.0 system to operate for either Keyless or USB key licensing methods. Demo mode will continue to function as in previous versions.

For information on how to obtain keyless licensing, go to:
<http://www.micros.com/members/operations/keylesslicensing>.

Installing the 9700 HMS v4.0 Application

This section will guide you through the steps to install or upgrade to the 9700 HMS v4.0 System on the server.

The instructions in this section assume that you have installed and configured the following elements on the 9700 application server:

- Microsoft Windows Server® 2008 R2 operating system
- Microsoft SQL Server® 2008 or Oracle® 11g — this does not need to be installed on the 9700 server, but must be available on the network.
- Internet Explorer 8.0
- Install Internet Information Services (IIS). Ensure that the IIS v6 Management Compatibility services are selected when installing IIS. See the [Appendix](#) for more information about installing IIS.
- Install .NET Framework 2.0.

Before you Begin

Before installing the 9700 System software, the following should be noted:

1. For those performing an upgrade on a 9700 v3.x system, perform a database backup task for both the Transactional and Reporting databases.
2. MICROS strongly recommends a Uninterruptible Power Supply (UPS) be installed on every MICROS 9700 System.
3. Follow the prompts in the 9700 System software installation. If you cancel the installation after it starts, using any method other than through the provided prompts; the results can be unpredictable.
4. The individual installing the software must be logged on as “Administrator” before running 9700 Setup on a Windows system.
5. Ensure that all other programs/applications are closed on the PC. If the system detects an active program/process during the installation routine, a notification to close them may display.

6. When configuring 9700 through the 9700 Enterprise Management Console (EMC), 9700 RMC or EMC | AutoSequencer module, use the forward slash (/), rather than the standard Windows backward slash (\).
7. *SDelete* must be downloaded and installed on the same drive as the operating system in a folder named “**SDelete**” (typically C:\SDelete). *SDelete.exe* is a command line utility that is used to securely delete one or more files and/or directories and is also used by the MICROS 9700 Encryption Key Management Utility. For more information on *SDelete* and to download *SDelete*, see the “**SDelete v1.61**” page on the Microsoft® TechNet website <http://technet.microsoft.com/en-us/sysinternals/bb897443.aspx>

For more information about the MICROS 9700 Encryption Key Management Utility, see the *MICROS 9700 v4.0 Key Manager Application Manual* that’s available on the MICROS 9700 HMS Product page of the MICROS Member Services website.

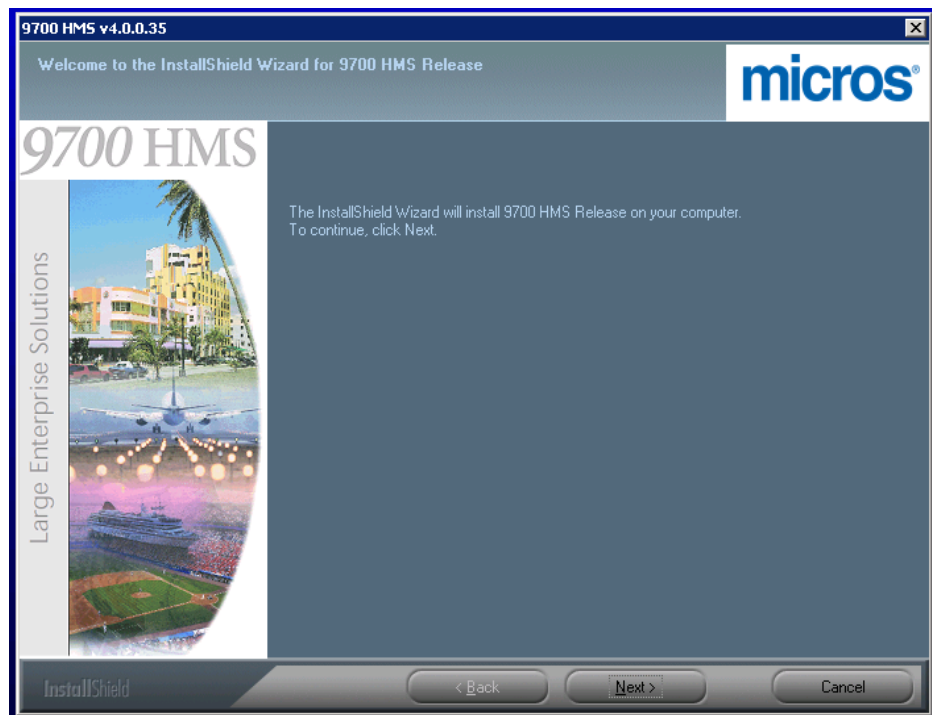
Installing 9700 Version 4.00 - MS-SQL Server® 2008 R2

9700 v4.0 Software Installation

1. Close all programs and return to the *Windows Desktop*.
2. Start the 9700 Version 4.0 installation program. The *9700 HMS 4* splash screen displays briefly...



...and then the main installation screen. The *Welcome to the InstallShield Wizard for 9700 HMS* screen displays.

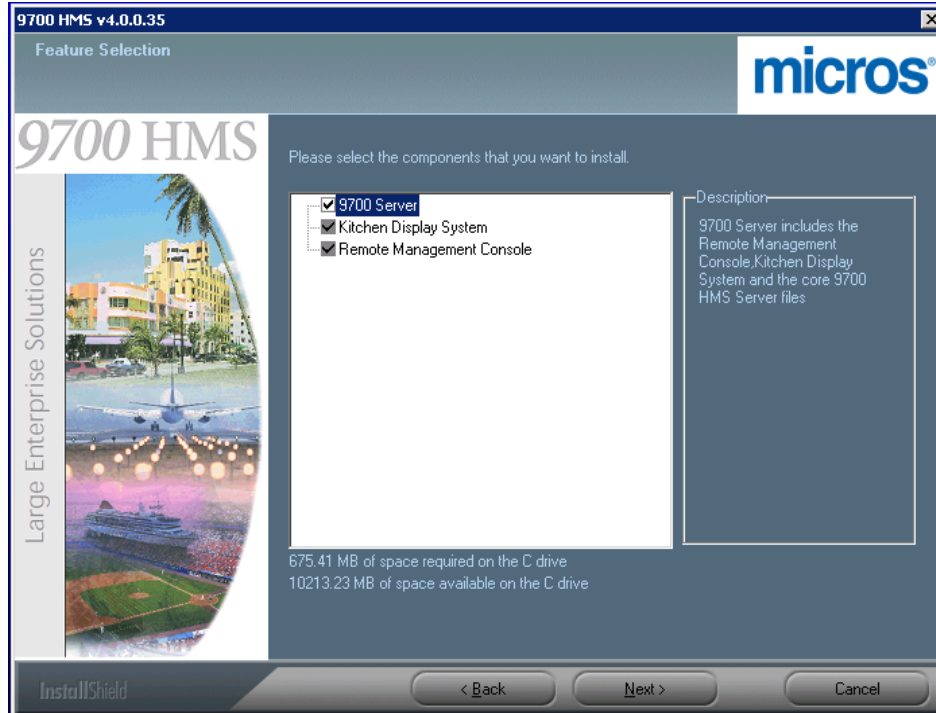


3. Click '**Next**' to continue the installation.

4. The *Customer Information* screen displays. Enter the 'User Name' and 'Company Name' and click 'Next' to continue the installation.

The screenshot shows the 'Customer Information' window for '9700 HMS v4.0.0.35'. The window title bar includes the version number and a close button. The main header area contains the text 'Customer Information' and 'Please enter your information.' on the left, and the 'micros' logo on the right. Below the header, the text '9700 HMS' is displayed in a large font. To the left of the main content area is a vertical banner with the text 'Large Enterprise Solutions' and a collage of images including a modern building, an airplane, and a baseball field. The main content area contains the instruction 'Please enter your name and the name of the company for which you work.' followed by two input fields: 'User Name:' with the text 'Windows User' and 'Company Name:' with the text 'MICROS'. At the bottom of the window, there is an 'InstallShield' logo on the left and three buttons: '< Back', 'Next >', and 'Cancel'.

- The *Feature Selection* screen displays. This screen allows a user to choose which components of the 9700 v4.0 software are installed during this installation session. The default selection is to install all of the elements of the 9700 v4.0 software, as shown here:

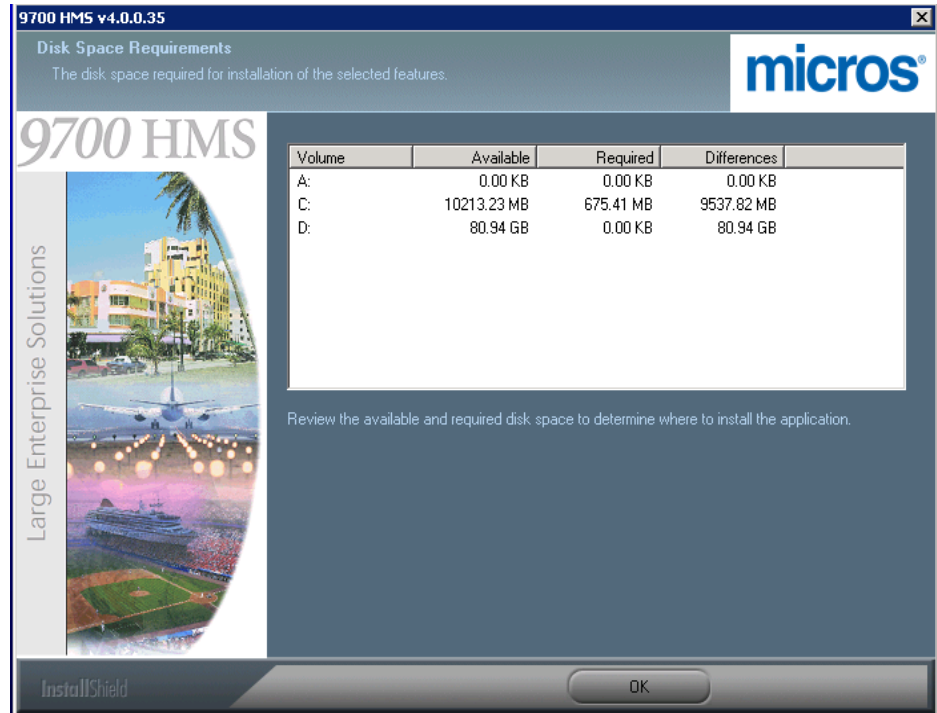


***Note:** Unchecking the “9700 Server” box, allows the user to select which components to install. The instructions for variable installations of “9700 v4.0 Components on Clients” are the same as 9700 v3.x installations.*

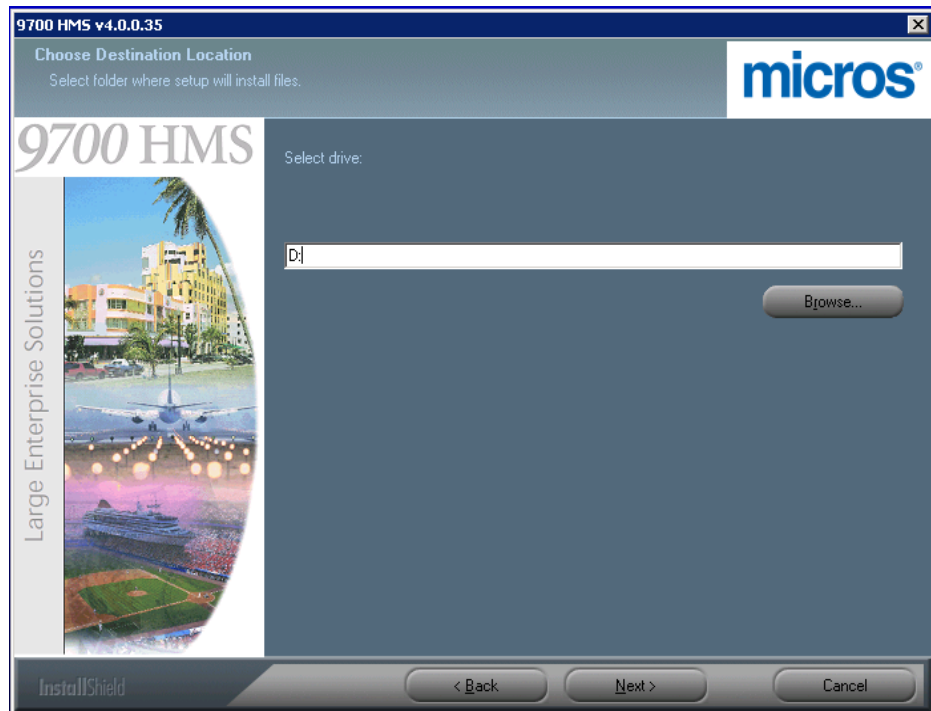
When you have decided which components of the 9700 v4.0 software to install, click ‘**Next**’ to continue.

- A status message displays, “Setup is searching for Internet Information Services (IIS)”. If you neglected to install IIS, the installation will error out. If IIS is installed, proceed to step 7.

7. The *Disk Space Requirements* page displays. Review the available and required disk space to determine where to install the application. Click **‘OK’** to continue the installation.

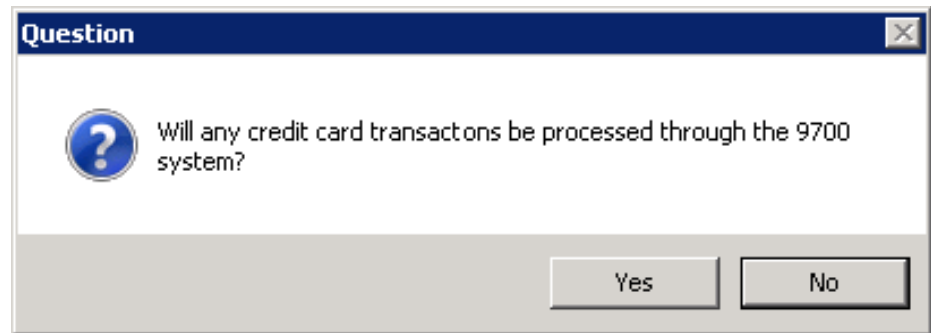


8. The *Choose Destination Location* screen displays. Select the drive to install 9700 Version 4.0.



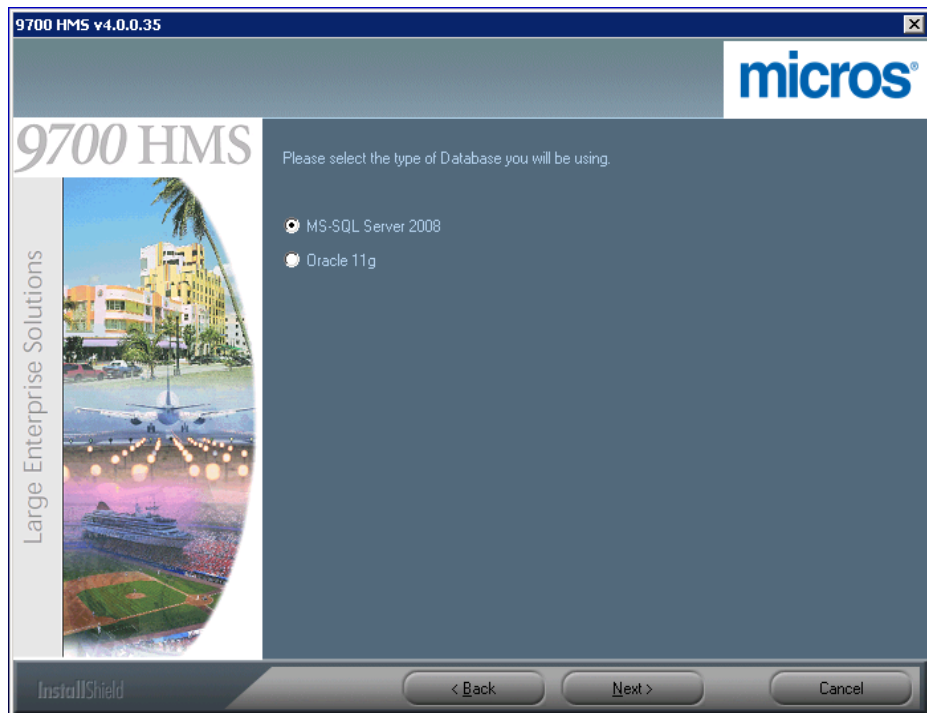
Note: MICROS strongly recommends **against** installing 9700 Version 4.0 on the same drive as the Operating System (Microsoft Windows Server® 2008 R2).

9. A *Question* pop-up message will display asking, “Will any credit card transactions be processed through the 9700 system?” Typically, “Yes” is the response. After the selection is made, the installation will continue.

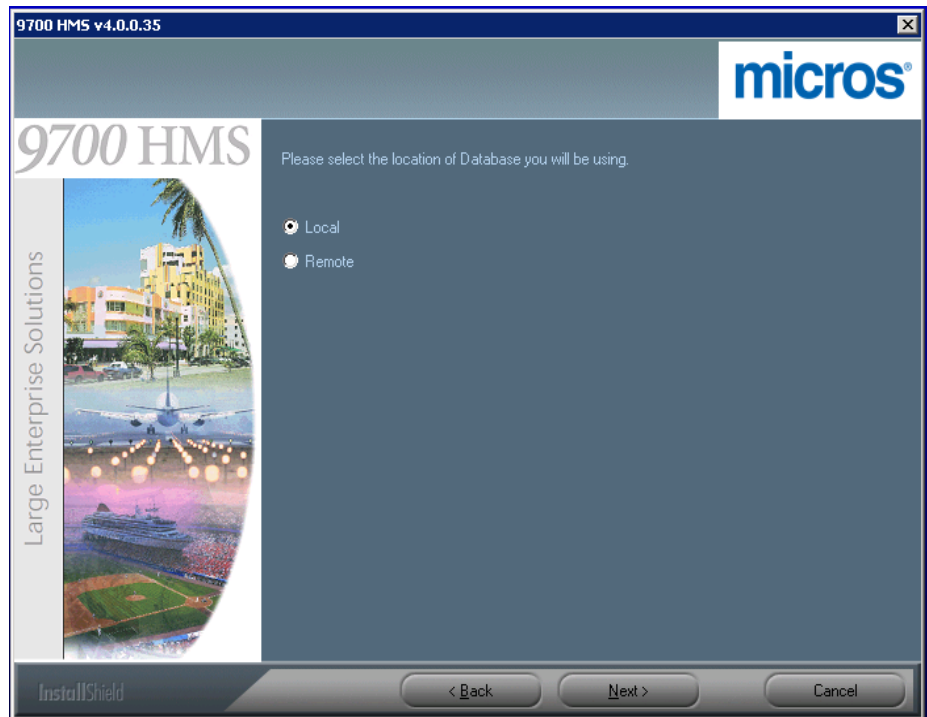


After you have selected the drive you want to install 9700 v4.0 on, click ‘**Next**’ to continue.

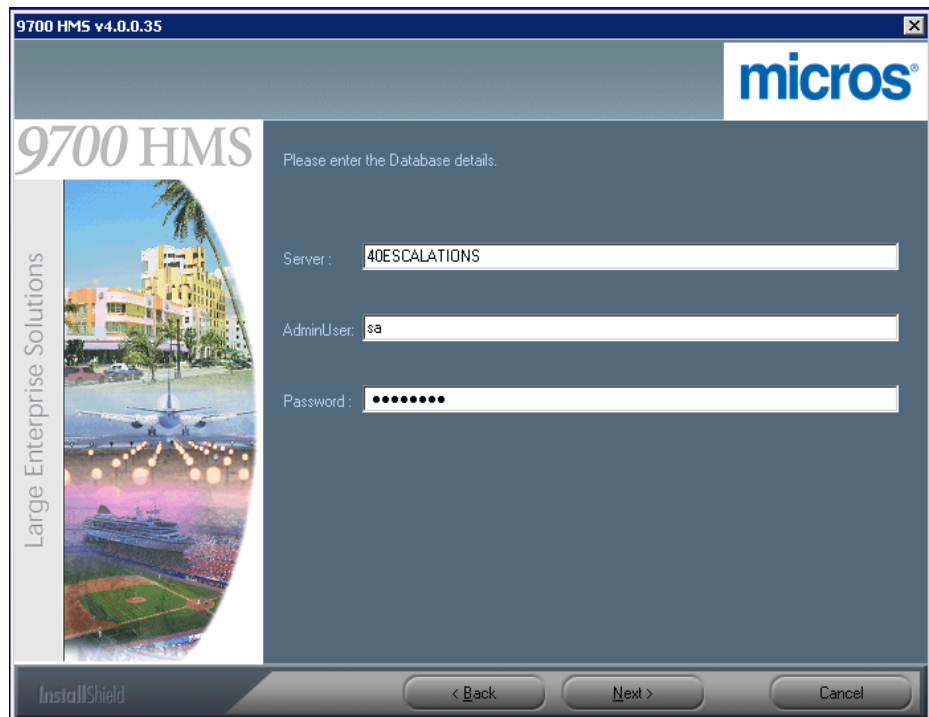
10. The *Database Type* selection screen displays. Select 'MS-SQL Server 2008', then click 'Next' to continue.



11. The *Database Location* selection screen displays. The 'Local' database selection is shown here. Once selected, click 'Next' to continue.



12. The *Database detail* screen displays. The ‘Local’ machine configuration is shown here. Configure the screen according to the installation parameters detailed below.



Select the Database Server:

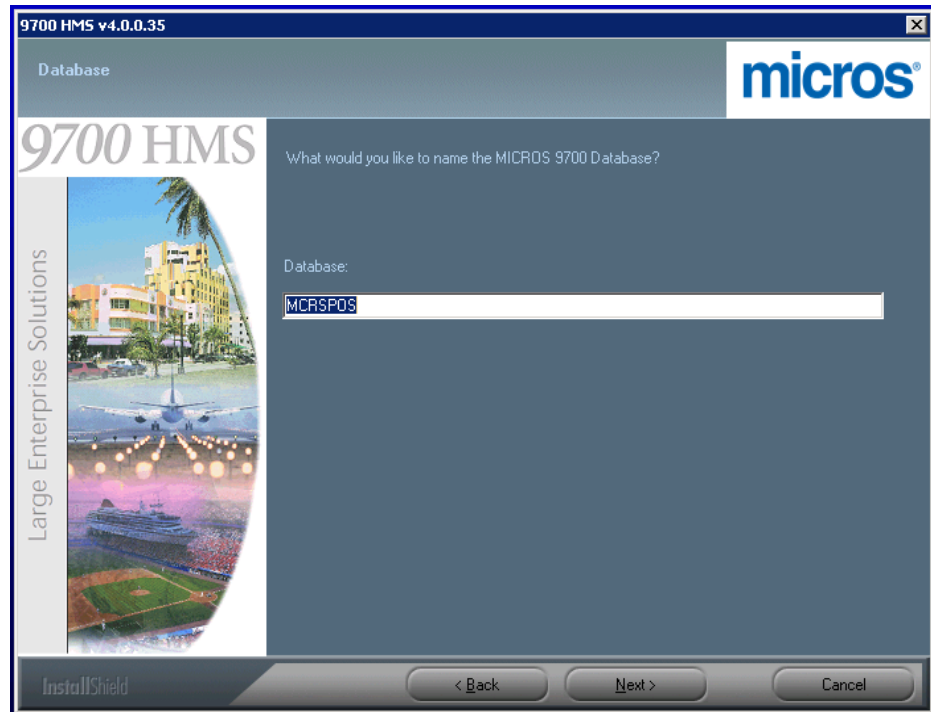
- **Local Machine** - choose this option if Microsoft SQL Server 2008 is also located on the same server you are installing 9700 Version 4.0.
- **Remote Machine** - choose this option if Microsoft SQL Server 2008 is *not* located on the server you are installing 9700 Version 4.0 (i.e., another computer located on the site’s network); enter the computer’s name or the static IP address to identify the MS-SQL database server on the network.

Enter MS-SQL Server User Name and Password:

- **Admin User** - Have the site's IT department provide the MS-SQL Admin User name of their choice.
- **Password** - Consult with the site's IT department and ensure the creation of a strong MS-SQL Password.

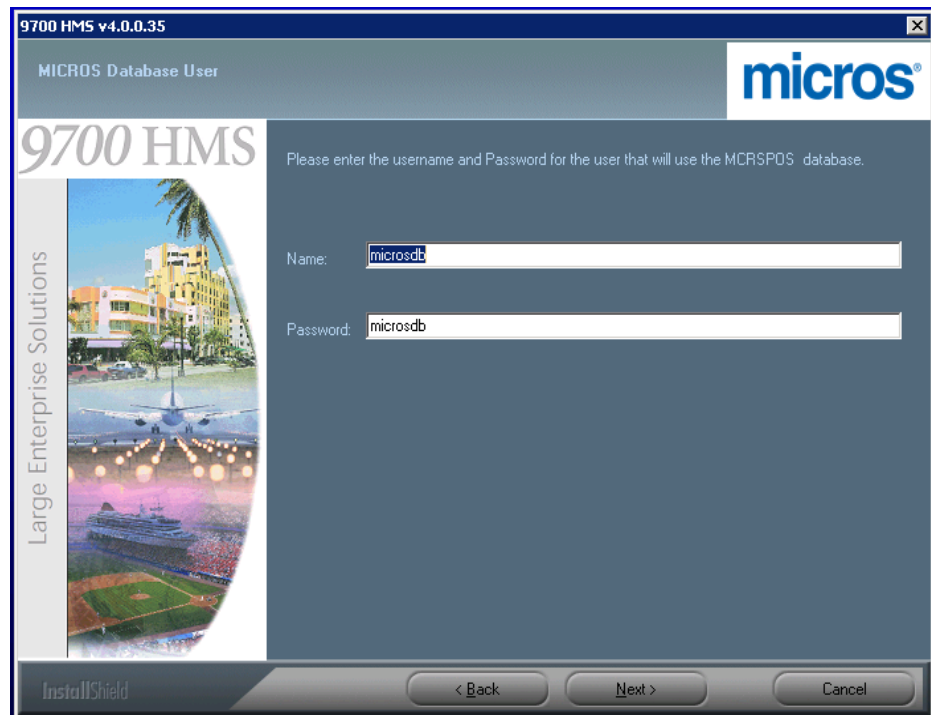
Once you have configured this screen accordingly, click **Next** to continue.

13. The *Database* name screen displays.



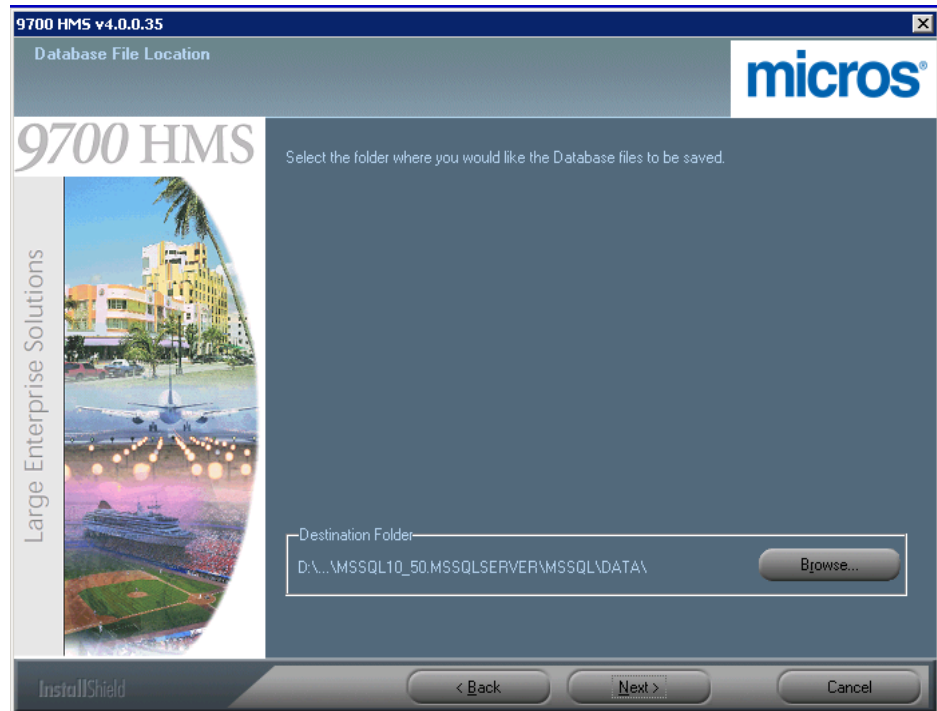
The Default Database name is **MCRSPOS**. If you wish to change the name, type the new name into the field. Once you have entered the Database name, click '**Next**' to continue.

14. The *MICROS Database User* screen displays. Enter the 'Name' and 'Password' for the User that will own the MICROS MS-SQL database.



The default Database Owner User 'Name' and 'Password' are both **microsdb**. If you wish to change the User Name or Password, change the values now. Once you have entered the Database Owner User Name and Password, click '**Next**' to continue the installation.

15. The *Database File Location* screen displays. Select the Folder where you would like the MS-SQL Server Database files to be saved.

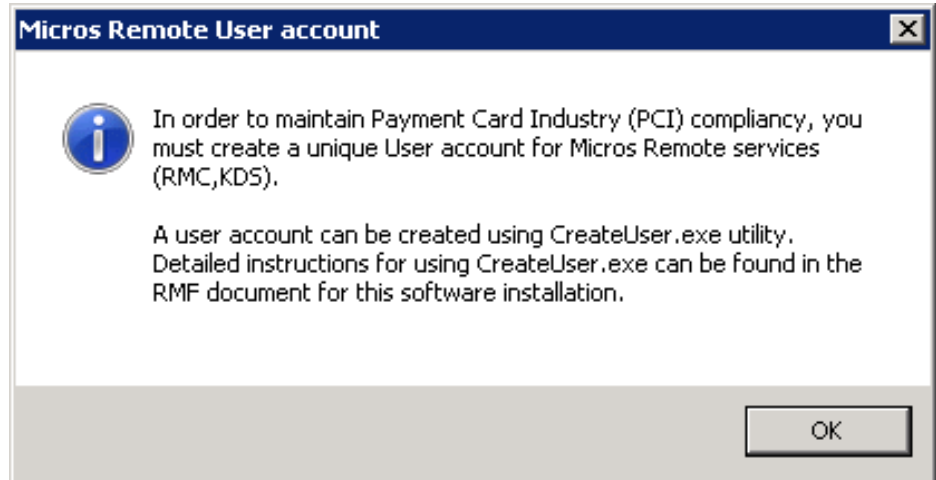


16. Accept the default location, or click '**Browse**' to select a different location. Once you have selected the Destination Folder, click '**Next**' to continue the installation.

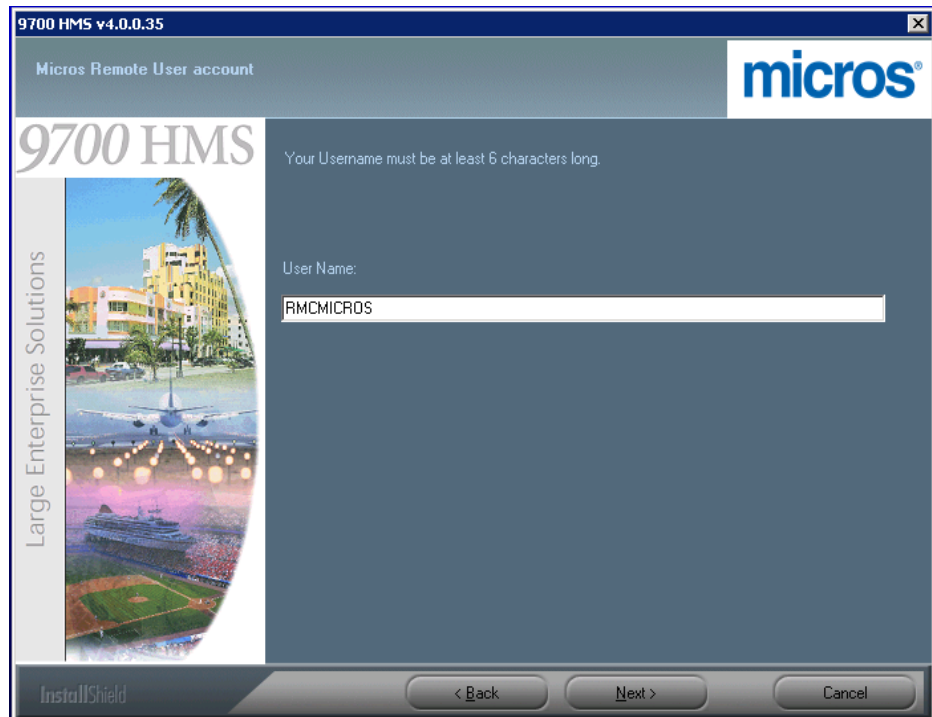
17. The *Set the password for the 9700 HMS User* screen displays. The ‘m9700’ User password is no longer automatically created, and therefore must be created here. Enter a unique and strong password consisting of at least eight characters and include at least one number and one special character (!@#\$\$%^). Re-enter the password to confirm it. Click ‘Next’ to continue.



18. A *Micros Remote User account* message displays. This message explains that in order to maintain Payment Card Industry (PCI) compliance, a unique User account must be created for all Micros Remote services (e.g., RMC or KDS users). Click 'OK' to close the message.



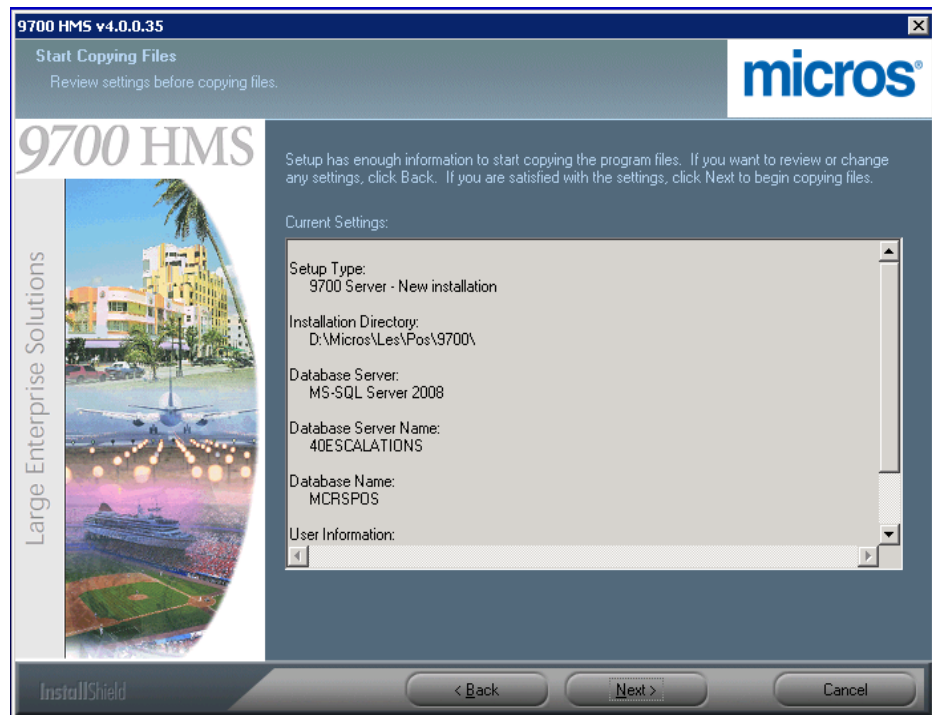
19. To assist in the creation of Remote User accounts, the *Micros Remote User account* screen displays. To create a Remote RMC user, enter a unique 'User Name' (e.g., RCMCROS) and click 'Next'. In the event that the Remote RMC User is *not* successfully created, refer to the *System Security* section for more information about utilizing the **Create User Utility**.



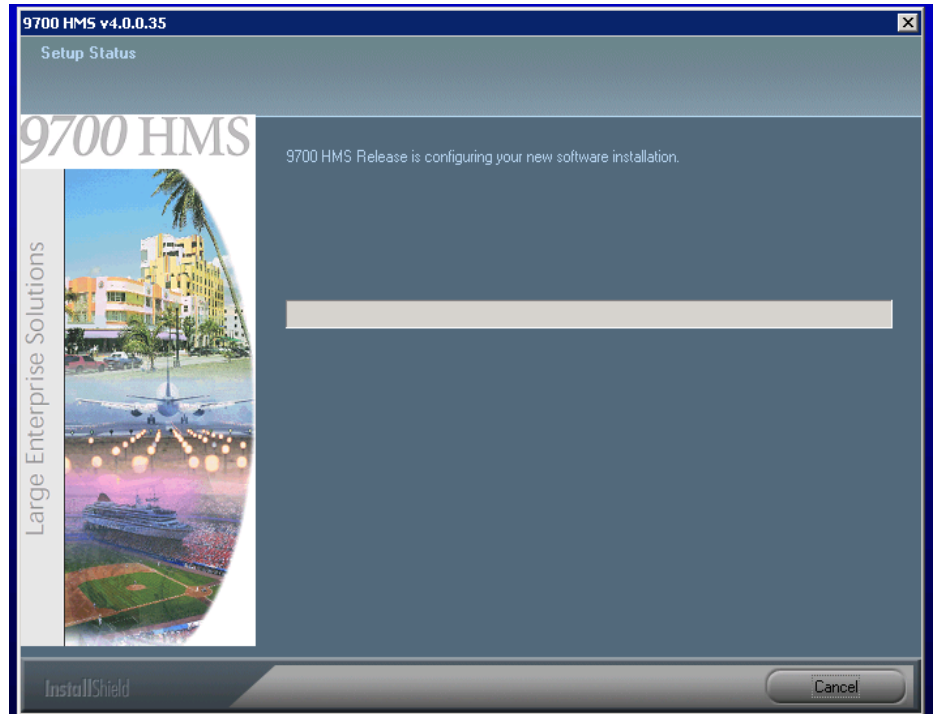
20. If a Remote User account Name is added from the previous screen, the *Set the password for the User 'RMCMICROS'* screen will display to allow for the entry of the Remote RMC user's password. Enter a unique and strong password consisting of at least eight characters and include at least one number and one special character (!@#\$\$%^). Re-enter the password to confirm it. Click **'Next'** to continue. Remember this User Name and Password, as it **must** be used again when installing the Remote RMC component on another computer.



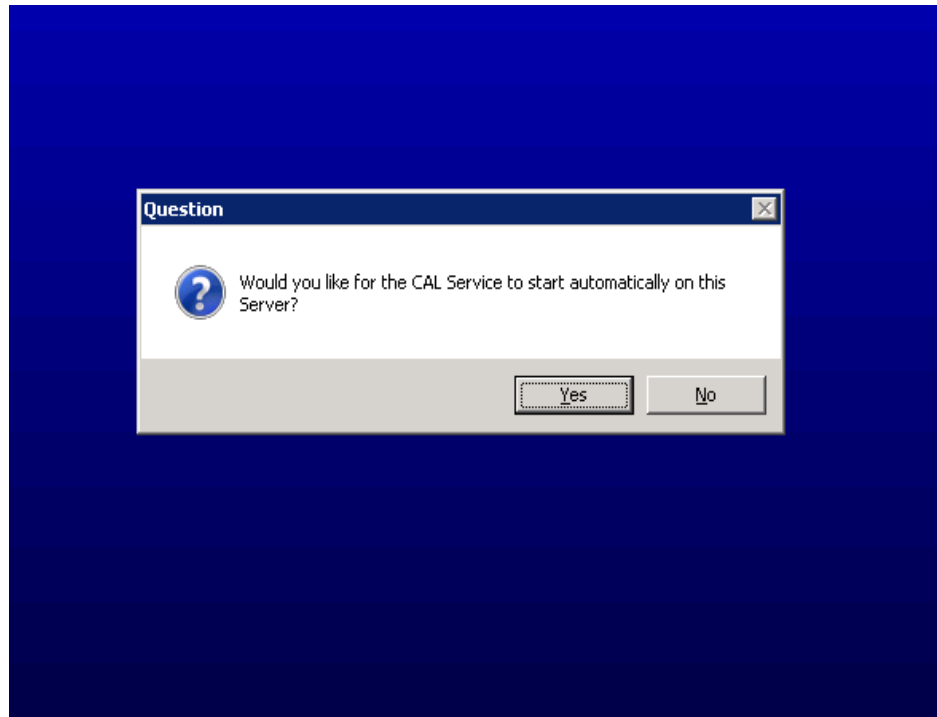
21. The *Start Copying Files* screen displays. This screen provides a summary of all the parameters defined in the previous steps. Review these settings to make sure these are the correct installation parameters. Click the **'Back'** button to make any changes. Once you have verified these settings, click **'Next'**.



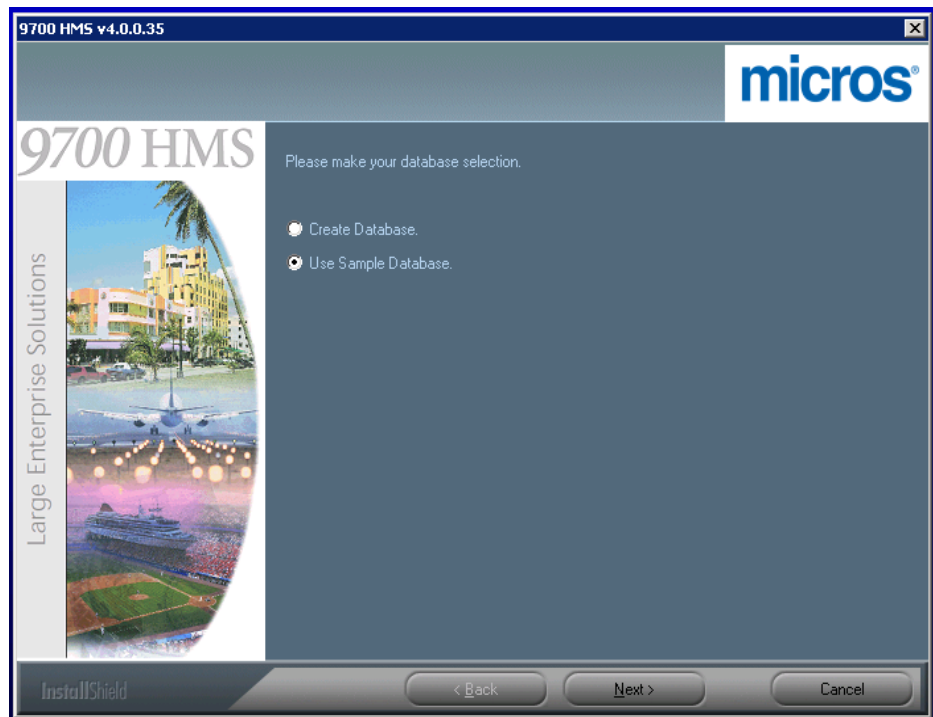
22. The 9700 Version 4.0 software installation begins.



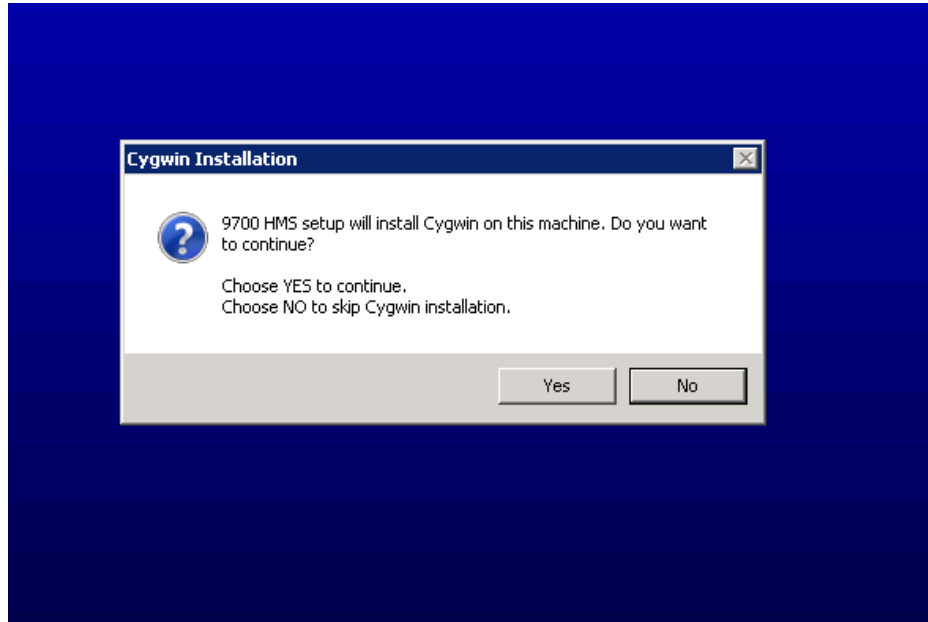
23. A *Question* prompt displays asking, “Would you like for the CAL Service to start automatically on this Server?”. Select ‘Yes’.



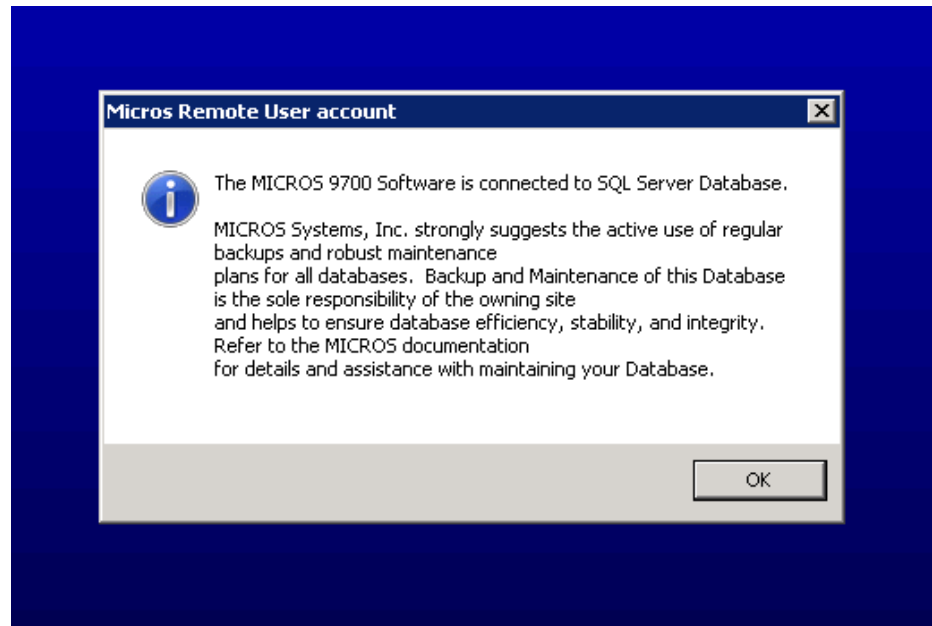
24. Whether this is an upgrade from an existing 9700 v3.x or v4.x site, select the 'Use Sample Database' option. Doing so will create the necessary framework with which a database can be restored using a backed up database file via the MS-SQL Server 2008 'Restore Database' procedure. Click 'Next' to continue.



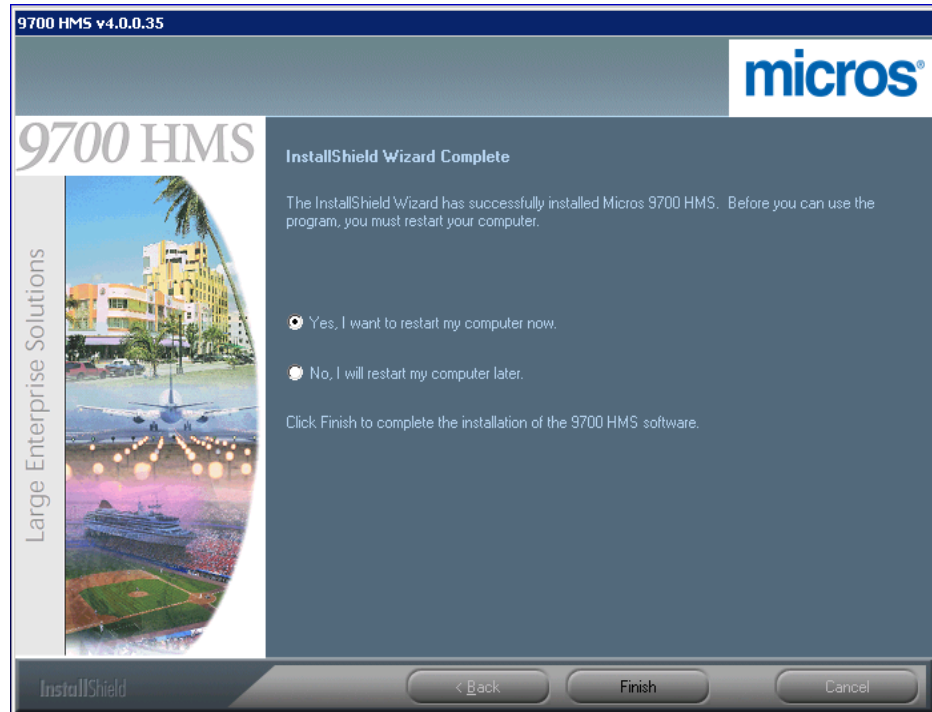
25. A Cygwin Installation prompt displays asking, “9700 HMS setup will install Cygwin on this machine. Do you want to continue? Choose YES to continue. Choose NO to skip Cygwin installation.” Typically, ‘Yes’ is selected.



26. A *Micros Remote User account* message displays that recommends that users perform regular Database Backups and execute Database Maintenance plans on all system-wide databases.



27. After a few moments, the *InstallShield Wizard Complete* screen displays.



28. To complete the installation select **‘Yes, I want to restart my computer now’**, then click **‘Finish’**.
29. Once the 9700 Application Server has restarted, stop all MICROS services and access the MS-SQL Database Server and perform the ‘Database Restore’ procedure using the desired backed up Transactional database. Once the ‘Database Restore’ procedure has successfully completed, bring the MICROS System to a ‘Workstation Operations’ UP status on the 9700 Application Server.
30. Open the EMC and logon to connect to the database and to access the Configurator.

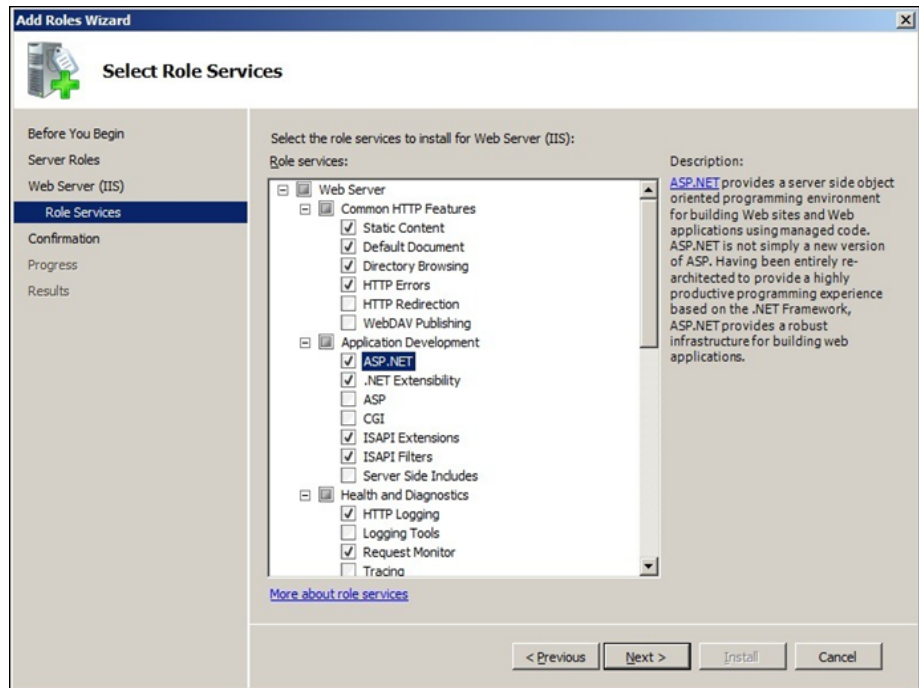
Appendix

Follow the steps below in setting up Internet Information Services (IIS):

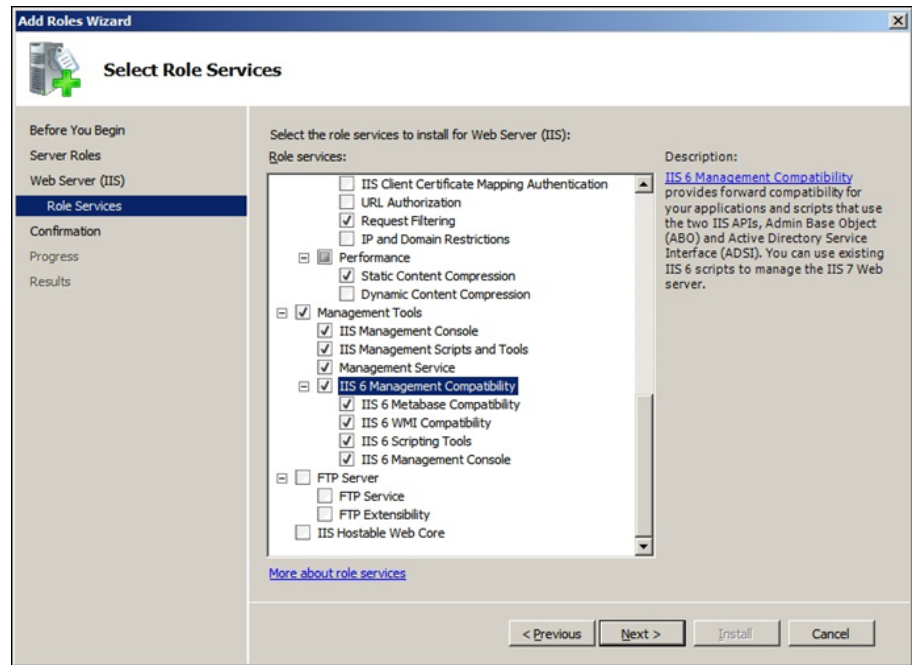
IIS Setup - Detailed

1. From the Application server's Desktop, click the *Start button* | *Administrative Tools* | *Server Manager* | **Roles**.
2. Select **Add Roles**.
3. Select **Server Roles**.
4. Check **Web Server (IIS)**.
5. Under **Web Server (IIS)** on the left; click **Role Services**.
6. Under **Common HTTP Features**, verify that the displayed selections are already checked.

7. Under **Application Development**, check the box for **ASP.NET** and verify that **.NET Extensibility**; **ISAPI Extensions** and **ISAPI Filters** are also checked as shown below:



8. Scroll down to **Management Tools** and check **ALL** of the boxes as shown below and click **Next**.



9. Click **Install**.
10. Click **Close** when complete.
11. **Reboot** the computer.

Permission Settings

1. Open **Windows Explorer** and navigate to the **C:\INETPUB** folder.
2. Right click on **WWWROOT** and select **Properties**.
3. Select the **Security** tab.
4. Under **Group or User Names** – click **Edit**.
5. Click **Add** and type in **Network Service**.
6. Click on **Check Names**.
7. Click **OK**.

8. With **Network Service** highlighted – check **Full Control** and click **OK**.
9. Click **OK**.