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Preface

Audience

This document is intended for those who set up, install, and operate the Oracle MICROS Compact Workstation 310. It is not specific to a particular software application.

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 re-create
• Exact error message received and any associated log files
• Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
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<tbody>
<tr>
<td>February 2018</td>
<td>Initial publication</td>
</tr>
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</table>
1 Compact Workstation 310 Security Overview

This chapter provides an overview of Compact Workstation 310 security features and explains general device security principles.

Basic Security Considerations

The following principles are fundamental to using any hardware or software securely:

- Keep software up to date. This includes software and drivers specific to the product as well as the latest patches available from 3rd party vendors.
- Limit account privileges as much as possible. Users should only be given the access necessary to perform their work. User privileges should be reviewed periodically to determine relevance to current work requirements.
- Install software securely. For example, use firewalls, secure protocols using TLS (SSL), and secure passwords. See Performing a Secure Workstation 310 Installation for more information.
- Monitor system activity. Establish who should access which system components, and how often, and monitor those components.
- Learn about and use the Compact Workstation 310 security features. See Implementing Workstation 310 Security for more information.
- Use secure development practices. For example, take advantage of existing database security functionality instead of creating your own application security.
- Keep up to date on security information. Oracle regularly issues security-related patch updates and security alerts. You must install all security patches as soon as possible. See the Oracle Critical Patch Updates and Security Alerts web site: http://www.oracle.com/technetwork/topics/security/alerts-086861.html

Overview of Compact Workstation 310 Security

The Compact Workstation 310 Point-of-Sale terminals are ruggedized devices that incorporate a mixture of hardware and software components commonly found in PC-based devices. For peripherals connectivity, both industry standard and Oracle MICROS proprietary ports have been integrated on-board.

Table 1 – Compact Workstation 310 Hardware Component Overview

<table>
<thead>
<tr>
<th>Feature</th>
<th>310</th>
<th>310R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Atom x5-E3930 Processor @ 1.30GHz, 2C/2T, 2M Cache, (Apollo Lake)</td>
<td></td>
</tr>
<tr>
<td>Storage</td>
<td>64GB eMMC v5.0, 400MB/sec MAX</td>
<td></td>
</tr>
<tr>
<td>TPM</td>
<td>Intel Platform Trust Technology</td>
<td></td>
</tr>
<tr>
<td>Magnetic Stripe Reader (MSR)</td>
<td>3 track, encryption-capable with Merchantlink encryption key pre-injected</td>
<td></td>
</tr>
<tr>
<td>Network</td>
<td>10/100/1G Ethernet, optional WiFi w/ Bluetooth</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>310</td>
<td>310R</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>USB</td>
<td>5 Total:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 USB 2.0 on I/O Panel (<a href="mailto:5V@0.5A">5V@0.5A</a>)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 USB 3.0 on I/O Panel (<a href="mailto:5V@0.75A">5V@0.75A</a>)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 USB 3.0 Type C on I/O Panel (5V/15V@3A MAX)</td>
<td></td>
</tr>
<tr>
<td>Serial Ports</td>
<td>2 Total:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 - RJ45 RS422 IDN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 - RJ45 RS232</td>
<td></td>
</tr>
<tr>
<td>Cash Drawer</td>
<td>2 Total:</td>
<td></td>
</tr>
<tr>
<td>Ports</td>
<td>For use with Series 2 Cash Drawers. Dongle available to convert Series 1 Cash Drawers to Series 2.</td>
<td></td>
</tr>
</tbody>
</table>

**Table 2 – Compact Workstation 310 Software Architecture Overview**

<table>
<thead>
<tr>
<th>Feature</th>
<th>310</th>
<th>310R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Microsoft Windows 10 IoT Enterprise (64-bit only)</td>
<td></td>
</tr>
<tr>
<td>Boot Firmware</td>
<td>UEFI - Phoenix SecureCore Technology 4.0 based</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• UEFI 2.4, 2.5</td>
<td></td>
</tr>
</tbody>
</table>

**Understanding the Compact Workstation 310 Environment**

When planning your Compact Workstation 310 implementation, consider the following:

- Which resources need to be protected?
- You need to restrict access to external ports, such as USB ports or serial ports.
- You need to protect customer data, such as credit-card numbers.
- You need to protect internal data, such as proprietary source code.
- You need to protect system components from being disabled by external attacks or intentional system overloads.
- Who are you protecting data from? For example, you need to protect your subscribers’ data from other subscribers, but someone in your organization might need to access that data to manage it. You can analyze your workflows to determine who needs access to the data; for example, it is possible that a system administrator can manage your system components without needing to access the system data.
- What will happen if protections on a strategic resource fail? In some cases, a fault in your security scheme is nothing more than an inconvenience. In other cases, a fault might cause great damage to you or your customers. Understanding the security ramifications of each resource will help you protect it properly.

**Physical Security**

Point-of-Sale terminals are installed in environments where physical access to the devices can be difficult or impossible to control. The devices are typically installed in
publicly accessible areas based on optimal usage for employees rather than secured computer rooms.

All Compact Workstation 310 configurations incorporate mechanical design features that can mitigate physical security risks. Security screws have been provided for each removable cover and for all available mounting options. These features cannot prevent all physical intrusions, but they can increase the time and complexity involved in gaining access to the device.

**Factory UEFI Firmware Settings**

The UEFI Firmware provides several security settings that are not enabled or configured securely by default. In order to be configured securely, installation environment specific settings, such as passwords, will need to be created. The following settings are available in the firmware and should be enabled/configured during the installation:

- Secure Boot
- Supervisor Password
- Hard Drive Password

The UEFI firmware will enable the following hardware devices by default:

- USB Ports 1-5

**Factory Windows Installation Settings**

The factory operating system installation includes several changes to settings, policies, and services that are installed by default in Windows. The following items have modified from the defaults in order to improve operating system security out of the box:

- Local Security Policy modifications
  - Enabled clear pagefile at shutdown
  - Disabled Internet Explorer legacy TLS and SSL protocols
  - Enabled Windows Update auto-install daily at 3:00AM
  - Default Administrative shares removed
  - Disabled the default lock screen
  - Disabled password entry on Wake

- Windows Applications/Services modifications
  - Windows store uninstalled
  - Internet Information Services uninstalled
  - Homegroup Provider disabled
  - Windows Media Services disabled
  - UPnP disabled
  - Autoplay disabled
  - WifiSense disabled
  - OneDrive disabled
  - Auto Defragment drives disabled

**User Accounts in Factory Installations**

The preinstalled factory operating system should not contain any default user accounts or passwords. During the first boot, the user will be required to create an administrative user account and provide a password. Administrative users should not be used for day to day operation of the device.
Windows Defender and Windows Firewall in the Factory Installations

Windows Defender and Windows Firewall are provided in the factory operating system installation for all configurations of the Compact Workstation 310. The definitions are updated with the current version available at the time the factory operating system was created.

Factory Recovery

All Compact Workstation 310 configurations include a built-in factory recovery feature. The recovery operating system resides on a primary disk so no additional installation media is required. In situations where the device or its operating system is believed to be compromised, this feature can be used to quickly restore the operating system to the factory settings. Please note that this feature will wipe the contents of the operating system partition.
Performing a Secure Compact Workstation 310 Installation

This chapter presents planning information and basic guidance for your Compact Workstation 310 installation. Please consult your IT Security Officer for any security decisions or requirements that pertain to your operating environment.

Pre-Installation Security

- Review the Oracle Hospitality MICROS Hardware Wireless Networking Best Practices Guide if the wireless add-on card will be installed.
- Review a network diagram for the installation environment. Verify the device will only be installed on secured networks behind a hardware firewall.
- Determine how the device will be physically secured. Wall or cabinetry mounts may need to be installed in order to physically secure the device.
- Determine out of box operating system security settings. Some information is needed for Windows out of box setup. The first boot will require configuring an administrative account, network connection settings, and the computer name.

Installing Compact Workstation 310 Securely

Physically Securing the Device

The Oracle MICROS Compact Workstation 310 Setup Guide provides detailed instructions for securely assembling the device. In order to maximize the time and complexity involved for an attacker to physically access the device, install the security screws on all removable covers and mounting configurations. The following sections in the Workstation Setup chapter offer detailed instructions for securely assembling and installing the device:

- Securing the I/O Panel Cover
- Securing the Workstation to the Adjustable Stand
- Securing the Adjustable Stand Cover
- Securing the Workstation Display to the Wall Mount
- Securing the Adjustable Stand to the Counter

Windows Out-of-Box Setup

All configurations of the Compact Workstation 310 come with a preinstalled version of Microsoft Windows. The first time the device is booted, the Windows Out-of-Box Experience will launch in order to capture operating system configuration information including user accounts, computer name, and network connection settings.

General guidance for out-of-box setup:

- Picking a network connection
  Only connect to secure wireless networks. Networks using older key-exchange protocols, such as WEP, are considered insecure.

- Choose to Customize Settings
  The Windows Express installation settings are convenient, but may enable unnecessary operating system features for the use case of the device. Features
such as WifiSense or Location Services are examples of settings that are configurable using these setup screens.

- **Creating an account for the PC**
  The initial user created by Windows setup will have administrative privileges in the system. Avoid choosing user names that leak information, such as the privilege level. Use complex passwords for all Administrative and Standard user accounts.

- **Computer Name**
  The default computer name supplied by Windows setup will be randomly generated. In some cases, this naming scheme will be undesirable. When changing the computer name of the device, avoid choosing a computer name that leaks information about device. For example, Windows10POSTerminal1 allows an attacker with network access to immediately determine the operating system version and the purpose of the device.
Physical Security

- Regularly inspect that physical security controls, such as covers and screws, are present.
- Regularly inspect the workstation and its peripherals for signs of tampering.
- Regularly inspect the device for any unusual devices that have been attached to the workstation.

UEFI Firmware Security

- **Set a Supervisor Password**
  A supervisor password will prevent unauthorized access to the UEFI firmware setup and configuration user interface. This ensures that only authorized users can modify any settings configured after the installation. Users will have three attempts at keying the correct password. After three failed attempts to enter the supervisor password, entry to the UEFI setup will become locked.

  If the supervisor password is forgotten or lost, it cannot be recovered or cleared. If further UEFI setup changes need to be made, the device will need to be repaired by a qualified Oracle repair facility.

  See the *Configuring System Security Settings* section of the *Oracle MICROS Compact Workstation 310 Setup Guide* for information on enabling this setting.

- **Enable secure boot**
  Secure boot is an effective defense against low level malware that attacks the boot code used to start the operating system. Malware at this level can remain completely undetected by some security software installed at the operating system level, and cannot be removed easily. All models of the Compact Workstation 310 utilize UEFI 2.3.1 Errata C compliant firmware and include support for the secure boot feature.

  See the *Configuring System Security Settings* section of the *Oracle MICROS Compact Workstation 310 Setup Guide* for information on enabling this setting.

  A firmware supervisor password is required to enable secure boot. If enabling a supervisor password is undesired, set the password temporarily to enable secure boot. Once secure boot has been enabled, the password can be cleared (not recommended) as long as the current password is known.

- **Set a HDD Password**
  A hard drive password will prevent unauthorized access to a bootable hard drive. This ensures that only authorized users can boot the password protected drive after the installation. Users will have three attempts at keying the correct password. After three failed attempts to enter the HDD password, the HDD will become permanently locked.

  If the HDD password is forgotten or lost, it cannot be recovered or cleared. If further UEFI setup changes need to be made, the device will need to be repaired by a qualified Oracle repair facility.

  See the *Configuring System Security Settings* section of the *Oracle MICROS Compact Workstation 310 Setup Guide* for information on enabling this setting.

- **Disable any unused USB Ports**. Disabling the USB ports on the device can be an effective defense against attempts to install malware or hardware components
used to gain access to the device. When USB ports are disabled through UEFI firmware on the Compact Workstation 310 devices, the respective port will not supply power to the USB peripheral attached.

See the Other Advanced BIOS Configurations section of the Oracle MICROS Compact Workstation 310 Setup Guide for information on enabling these settings.

Operating System Security

- **Drive Encryption**
  Drive encryption can protect data stored on the hard drive when physical security controls have failed. All models of the Compact Workstation 310 come with versions of Microsoft Windows that support Bitlocker drive encryption.

- **Application Whitelisting**
  Application whitelisting allows administrators to define the applications permitted to run on the device. All models of the Compact Workstation 310 come with versions of Microsoft Windows that support the AppLocker feature.

Refer to the vendor’s documentation for operating system security information and features.

- Windows 10 IoT Enterprise Edition Security Features

Additional Reference Documents

The following documents provide standards and additional guidance for operating system hardening and maintaining a secure operating system environment:

- **PCI DSS**

- **Center for Internet Security (CIS) Benchmarks (used for OS Hardening)**
  https://benchmarks.cisecurity.org/downloads/multiform/
Appendix A: Secure Deployment Checklist

The following security checklist includes guidelines that help secure your device:

- Ensure the workstation is physically and securely mounted to a stationary object.
- Ensure all covers and security screws are installed.
- Monitor system access.
- Use Secure Boot.
- Disable unused external I/O ports.
- Enforce access controls effectively.
  - Lock and expire default or temporary user accounts used during installation.
  - Enforce password management.
  - Practice the principle of least privilege.
  - Grant necessary privileges only.
  - Do not use administrator accounts for daily operations.
  - Ensure unnecessary network shares have been removed.
- Only install system components required for the use case.
- Ensure remote access software has been disabled.
- Use a firewall to restrict network access.
- Use malware protection software.
- Use drive encryption to protect data at rest.
- Ensure the system is able to receive operating system updates automatically.
- Ensure the system is able to receive virus definition updates automatically.