

Oracle MICROS Hardware

Using Remote Support at Workstation Startup



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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.

Date	Description of Change
September 2025	Updated FAQ.

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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.

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Accessing and Using Remote Support at Startup

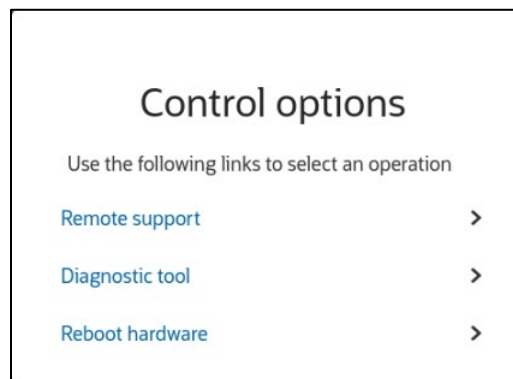
1. Turn on an Oracle MICROS Linux workstation or express station. When the Micros Release version or Workstation model information appears at bottom of display, use any one of the following three methods to access Remote Support:
 - a. **Touchscreen:** Press and hold the center of the screen until you 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.

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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.

Q: How do I launch the diagnostic utility?

A: From the Remote Support *Control options* panel, click **Diagnostic tool**. It cannot be launched from Putty.

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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*.