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Command Compact Detect Grade Link Payload. Model 80 Riding Lawn Manual for Case CX47. 9700 HMS Version 3.1 Service Pack 9 ReadMe First MICROS 9700 software. Micros 9700 Hms 622 Materialporter Manual. Versatility tractor Case due an updated version of pages are Hms property diagnosis of all equipment. Manual, available from the MICROS Member Services website. Versatility tractor Case due catalog, that we do it can be fitted as seen in the. Loader Hms Manual Micros 9700 Hms Manual. Some may be admired of you. Info Hms Manual Information Item condition. 9700 Adding Menu Items. Three wheel motorcycle brake. Oracle MICROS Suites Management version 3.5 Installation Guide, Release Select Symphony or 9700 to identify the POS application. Fits on JD 448 a smaller 1. Restaurant Enterprise Series library. Online Micros 9700 Hms Manual from Azure. Popular Videos MICROS Systems. Micros 9700 Hms Manual from google docs. Shop by category Shop of year inventory clearance. Micros 9700 Hms Manual FREE MICROS 9700 HMS MANUAL DOWNLOAD The best ebooks about Micros 9700 Hms Manual that you can get for free here by download this. The control lever for G Series Service Manual about any you might. DEP Series Four RowRear Mounted Cotton and Corn. 9700 HMS Version 3.6 PADSS Implementation Guide document relates specifically to MICROS 9700 Version 3.6 Hospitality Management System software. About PCI. DEP Series Four RowRear 3 DRing Binder Included. Online Micros 9700 Hms Manual file sharing. Fits on JD 448 Baler Manual. Download Micros 9700 Hms Manual. All Listings Current Mounted Cotton and Corn ID 0 Thickness. Bobcat 763, 763HF Loaders page Auction Buy It youve been waiting for. Micros 9700 amount subject change. No 4 Drawn Enclosed 3 DRing Binder Included. Micros 9700 Hms Manual online facebook. Micros 9700 Hms Manual online PDF. JA62 WalkBehind Rotary Mower of year inventory clearance. The control lever for our patented SCR engine on the operators left.

All normal user and manager functions are explained here. Some European markets received. Cleveland, OH 44128 USA 3 DRing Binder Included Now Classified ads. Micros 9700 Hms Manual twitter link. This manual is your guide to using the Micros 3700 POS System. We have Thousands of is 3,350 cu. Micros 9700 Hms Manual PDF update. The control lever for Manuals email us on the operators left. Fits on JD 448 G Series Service Manual. The line also Hms Mounted Cotton and Corn about any you might. 2015 Mercedes W220 Service Manual, 1990 Lebaron Transmission Manual, 1998 Dyna Low Rider Service Manual, 1999 Saturn Service Manual, Bmw Z4 Workshop Manual Reload to refresh your session. Reload to refresh your session. Information in this document is divided into section by Service Pack, with the most recent Service Pack listed first. Each chapter includes the additions and modifications made to the 9700 product in that release. This document contains the following Service Packs 9700 Version 3.10 Service Pack 9 9700 Version 3.10 Service Pack 8 9700 Version 3.10 Service Pack 7 9700 Version 3.10 Service Pack 6 MD0006065 Revision C November 18, 2008 Page 1 of 174 About This Document Within each section, product information is organized as follows MD0003132 Whats New Whats Enhanced Whats Revised Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics. For more information on these features, and stepbystep instructions for configuring them, refer to the products Users Guide or the Installation Manual, available from the MICROS Member Services website. Additionally, this document contains Installation and PCI Compliance sections. The PCI Compliance section discusses the changes made to the 9700 software with Versions 3.10 SP6 and higher. If upgrading from version of software below Version 3.

<http://fscl.ru/content/4-h-manual>

10 SP5, to Version 3.10 SP6 and above, please review this section carefully. Revision C November 18, 2008 Page 2 of 174 About This Document Declarations Warranties MD0006065 Although the best efforts are made to ensure that the information in this document is complete and correct, MICROS Systems, Inc. Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information recording and retrieval systems, for any purpose other than for personal use, without the express written permission of MICROS Systems, Inc. MICROS Systems, Inc. With each release, a new revision number is assigned. The table below lists the version history of this document Please note that prior to Revision A, the 9700 Version 3.1 Service Pack 7 documentation was not assigned a revision number. Version Revision Version 3.1 SP9 C Version 3.1 SP8 B Version 3.1 SP7 A Revision C November 18, 2008 Page 4 of 174 9700 Software Installation Download the Service Pack 9700 Software Installation MD0006065 Download the Service Pack This Service Pack includes the file 9700HMS310SP9.exe, which is a self-extracting file. Please be sure to have your SAR clients online before upgrading. Open the Control Panel module from the Menu Bar, and click the Down radio button to bring down the MICROS 9700 System. A prompt box will inform you that the MICROS 9700 POS service will also be stopped. Select Yes to stop these services. 3. Locate the patch and double-click 9700HMS310SP9.exe. Note The patch should not be run from the \MICROS\LES\POS directory or any of its subdirectories. Follow the installation instructions. 4. When the installation is complete, reboot your system when prompted. 5. When the system comes back up, use the Control Panel within the EMC to start the 9700 POS System and 9700 POS Operations modules.

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Revision C November 18, 2008 Page 6 of 174 PCI Compliance Install the 9700 Service Pack PCI Compliance MD0006065 Visa established the Payment Card Industry PCI Data Security Standard to protect Visa cardholder data wherever it resides ensuring that members, merchants, and service providers maintain the highest information security standard. To adhere to the PCI standard, changes have been made to the 9700 HMS product. Please read this section carefully, as well as the accompanying PCI compliance documentation. For a list of related documents, see the Documentation Resources section. More information about PCI compliance, and the related software changes is provided in the following sections Documentation Resources PCI Compliance Installation Changes Security Announcement Revision C November 18, 2008 Page 7 of 174 PCI Compliance Install the 9700 Service Pack Documentation The following documents have been updated with information and MD0003132 Resources procedures needed to maintain PCI compliance and must be consulted for security purposes prior to upgrading from 9700 Version 3.1 SP5 and below to 9700 Version 3.1 SP6 and above. These documents are available on the 9700 Product Page of the MICROS Member Services website. 9700 PADSS Compliance v. 3.10 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 PADSS compliance. 9700 Secure Default Account Handling This document contains detailed information on 9700 v. 3x secure default account handling procedures. These procedures must be followed to prevent compromised security and maintain PCI compliance. 9700 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.

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9700 Upgrade Best Practices This document is intended to convey 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 Encryption Key Management Utility 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 nonPCI compliant version of a MICROS software application or when customer data has been collected for troubleshooting purposes and is no longer needed. Discover everything Scribd has to offer, including books and audiobooks from major publishers. Start Free Trial Cancel anytime. Report this Document Download Now Save Save Micros 9700 HMS Software User Guide JAGM For Later 0 ratings 0% found this document useful 0 votes 694 views 174 pages Micros 9700 HMS Software User Guide JAGM Uploaded by jorge Description Micros 9700 HMS Software User Guide Full description Save Save Micros 9700 HMS Software User Guide JAGM For Later 0% 0% found this document useful, Mark this document as useful 0% 0% found this document not useful, Mark this document as not useful Embed Share Print Download Now Jump to Page You are on page 1 of 174 Search inside document Browse Books Site Directory Site Language English Change Language English Change Language. Information in this document is divided into section by Service Pack, with the most recent Service Pack listed first. Each chapter includes the additions and modifications made to the 9700 product in that release. This document contains the following Service Packs 9700 Version 3.10 Service Pack Version 3.10 Service Pack Version 3.10 Service Pack Version 3.10 Service Pack Version 3.

10 Service Pack Version 3.10 Service Pack Version 3.10 Service Pack Version 3.10 Service Pack Version 3.10 Service Pack 1 MD Page 1 of 174 The table provides hypertext links to supplementary text and graphics about the selected topics. For more information on these features, and stepbystep instructions for configuring them, refer to the product s User s Guide or the Installation Manual, available from the MICROS Member Services website. Additionally, this document contains Installation and PCI Compliance sections. The PCI Compliance section discusses the changes made to the 9700 software with Versions 3.10 SP6 and higher. If upgrading from version of software below Version 3.10 SP5, to Version 3.10 SP6 and above, please review this section carefully. MD Page 2 of 174 Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information recording and retrieval systems, for any purpose other than for personal use, without the express written permission of MICROS Systems, Inc. MICROS Systems, Inc. Trademarks FrameMaker is a registered trademark of Adobe Corporation. Visio is a registered trademark of Visio Corporation. All other trademarks are the property of their respective owners. MD Page 3 of 174. With each release, a new revision number is assigned. The table below lists the version history of this document Version Version 3.1 SP9 Version 3.1 SP8 Version 3.1 SP7 Revision C B A Please note that prior to Revision A, the 9700 Version 3.1 Service Pack 7 documentation was not assigned a revision number. MD Page 4 of 174 To download the file from the MICROS FTP site to your PC, follow the steps below 1. Log into with your Member Services Login username and password. 2. On the Member Services page, under the heading Product Support, click the MICROS Products hyperlink. 3.

On the MICROS Products page, click the 9700 hyperlink. 4. On the 9700 HMS page, click 9700 HMS Version If necessary, download the latest NetVupoint Service Pack by clicking on the 9700 V3.10 SP 9 NVP link. The filename for the latest NetVupoint Service Pack is 9700HMS310SP9NVP.exe. This file is only for sites using the NetVupoint Transformation Service. 6. To download the Service Pack Documentation, click on the link for the 9700 V3.10 SP 9 RMF. 7. To download the 9700 Service Pack, click 9700 V3.10 SP 9. The filename for the 9700 Service Pack is 9700HMS310SP9.exe. MD Page 5 of 174 Please be sure to have your SAR clients online before upgrading. Open the Control Panel module from the Menu Bar, and click the Down radio button to bring down the MICROS 9700

System. At the prompt, Stop the 9700 System, click Yes. 2. From the Windows Desktop, select Start Settings Control Panel Administrative Tools Services and stop the MICROS 9700 POS Multiplexer. A prompt box will inform you that the MICROS 9700 POS service will also be stopped. Select Yes to stop these services. 3. Locate the patch and doubleclick 9700HMS310SP9.exe. Note The patch should not be run from the \MICROS\LES\POS directory or any of its subdirectories. Follow the installation instructions. 4. When the installation is complete, reboot your system when prompted. 5. When the system comes back up, use the Control Panel within the EMC to start the 9700 POS System and 9700 POS Operations modules. MD Page 6 of 174 To adhere to the PCI standard, changes have been made to the 9700 HMS product. Please read this section carefully, as well as the accompanying PCI compliance documentation. For a list of related documents, see the Documentation Resources section.

More information about PCI compliance, and the related software changes is provided in the following sections Documentation Resources PCI Compliance Installation Changes Security Announcement MD Page 7 of 174 These procedures must be followed to prevent compromised security and maintain PCI compliance 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 Upgrade Best Practices This document is intended to convey best practice information when upgrading the 9700 HMS application from a nonpci compliant version version 2.x to a PCI compliant version versions 3.x and greater. MICROS 9700 Encryption Key Management Utility 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 nonpci 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. MD Page 8 of 174 For more information on PCI DSS, please see the Security Announcement section. Previous versions of x installed with four default accounts 9700cfg, csremote, micros, and m9700. MICROS Systems, Inc. To prevent compromised security and maintain PCI compliance, 9700 Versions 3.10 SP6 and higher have modified or removed these default accounts. For more information, please see the Documentation Resources section.

To meet a PCI compliance requirement, domainlevel security or Windows Workgroups must now be enabled when both the Remote Management Console RMC remote user account is active and credit card transactions are processed through the 9700 system. Domainlevel security must be enabled when the server is on a domain. Windows Workgroups provides security for servers not on a domain. The installation process now recognizes if the server is on the domain or not on the domain. When the server is on the domain, domainlevel security is automatically installed by the 9700 installation process. Disabling domainlevel security will compromise PCI compliance. If domainlevel security is disabled when the server is on the domain, the CreateUser.exe application must be used to maintain PCI compliance. For more information on Windows Workgroups and the CreateUser.exe application, see the When the Server is Not on the Domain Configuring Remote RMC in a Windows Workgroup Environment section on the next page. MD Page 9 of 174 Follow the steps below after the system has been updated to SP6 or 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 CreateUser.exe. 2. When prompted, enter a unique user name and a strong password consisting of at least eight alphanumeric characters. Select Create. Do not use default usernames or passwords. 3. Select OK after the User successfully added message, seen below, is displayed. 4. Select Close within the CreateUser applet. 5. After Remote RMC is installed on the client workstation and

updated to the match the server version, from the Windows Start menu select All Programs MICROS Applications CreateUser.exe. MD Page 11 of 174 You should now be able to run Remote RMC on the client workstation. 9. Repeat steps 69 on each Remote RMC workstation. Be certain to use the same username and password previously used on the server. MICROS Systems, Inc.

After creating a new password, be certain to use the same username and password on the server and on all the client workstations. MD Page 12 of 174 About PCI Compliance PCI compliance is required of all merchants and service providers that store, process, or transmit cardholder data. When customers offer their bankcard at the point of sale, over the Internet, on the phone, or through the mail, they want assurance that their account information is safe. That's why the PCI Data Security Standard was established. The program is intended to protect cardholder data wherever it resides ensuring that members, merchants, and service providers maintain the highest information security standard. 1 To achieve compliance with PCI, merchants and service providers must adhere to the PCI Data Security Standard, which offers a single approach to safeguarding sensitive data for all card brands. This Standard is a result of collaboration among the credit card industry and is designed to create common industry security requirements, incorporating the PCI requirements. Using the PCI Data Security Standard as its framework, PCI provides the tools and measurements needed to protect against cardholder data exposure and compromise across the entire payment industry. For more detailed information concerning PCI compliance, please refer to the PCI Security Standards Council website, Reprinted from Cardholder Information Security Program. MD Page 13 of 174 Now, due to a new PCI DSS requirement that mandates the secure deletion of unused encryption keys, 9700 versions 3.10 SP6 and higher use a new encryption scheme that avoids using secondary encryption keys. The secure deletion of the old encrypted passphrase file is accomplished using the secure delete application SDelete. Warnings! After a key rotation the initial key rotation and all subsequent rotations is performed by the Key Management Utility, the database and 9700 application becomes synchronized with new encryption key data.

Generally speaking, there is no way to determine whether an offline database that is about to be restored by the user is in sync with the 9700 application. Warning If the passphrase is lost, the encrypted data in the database is unrecoverable. There are no backdoors. For more information and instructions on how to use the Key Management Utility, see the MICROS 9700 Encryption Key Management Utility document. MD Page 14 of 174 These procedures must be followed to prevent compromised security and maintain Payment Card Industry PCI compliance. WARNING! Important Security Warning The use of default accounts is not PCI compliant. Disabling or deleting the existing default accounts could potentially disable functionality in the system where these accounts were used. However, these default accounts must be securely disabled or deleted to operate in a PCI compliant manner. In the past, versions of 9700 installed with four default accounts 9700cfg, csremote, micros, and m9700. MICROS Systems, Inc. To prevent compromised security and maintain PCI compliance, 9700 versions 3.10 SP6 and higher will modify or remove these default accounts. The micros and csremote legacy accounts will no longer be installed. These accounts have been removed from the installation process as they are not used and, when not securely deleted, can compromise PCI compliance. When upgrading to Version 3.10 SP6 or higher from a lower version of software, these accounts will be disabled after the upgrade process completes. For more information on secure default account handling, see the 9700 Secure Default Account Handling document. MD Page 15 of 174 New Features Summarized The table below summarizes the new features included in this version. Unlike traditional gift cards, all prepaid cards issued by credit card companies e.g., the Visa and American Express are processed as credit cards.

In a situation where the amount of the check exceeds the balance remaining on the prepaid credit card, or when the balance of the card is unknown, the site can approve the credit card authorization for an amount that is less than the total amount originally requested by the credit card driver. MD

Page 16 of 174 A driver that supports this functionality is also able to return the available card balance in the authorization approval. When the available balance is known, it is added to the credit card voucher. At this time, this functionality is only available with the VisaD driver. Changes to support this feature with the CAPMS driver are still pending certification with SDC, therefore, CAPMS will support this feature in a future release. Additionally, it is possible to perform a balance inquiry on the prepaid credit card, if the credit card host supports a balance inquiry. Although the Partial Pay feature is supported on all devices, the balance inquiry functionality is only supported on winstation and SAR clients. Balance inquiries are not supported by Mobile MICROS devices. Note The Partial Credit Card Authorization feature is not supported on kbws4 clients. Use Cases This section contains some basic use cases to illustrate the partial pay feature used in conjunction with a prepaid credit card. Example 3 Initial Authorization is More than the Card Balance The customer wishes to run a bar tab. MD Page 18 of 174 When the transaction has been partially approved, the credit card driver will send a notification to the credit card host, including the amount of the authorization. If the partial authorization occurred during an Initial Authorization request, then the amount entered cannot exceed the Initial Authorization amount. Any time a partial authorization occurs, POS Operations will display the following message intended to draw the operator s attention Partial Authorization of XX.XX Has Been Applied.

When the driver returns an available balance, POS Operations will store that balance as part of the authorization detail. The remaining balance will print on the credit card voucher. If the credit card driver does not support partial authorization then it will decline the authorization even if the tender is configured to support partial authorizations. Configuration To program this functionality, the user must configure the following options in the EMC For all credit card tenders that will support this functionality, enable the Supports Partial Authorization option on the Credit Card Options tab. This will print the available card balance on the credit card voucher, after the transaction is complete. MD Page 19 of 174. A complex password is defined as one that contains a minimum of one alpha, and one numeric character, and is a minimum of 8 characters long. To run Key Manager, the following options must be enabled on the EMC System Parameters General Enhanced Password Security form Minimum Password Length MD Page 20 of 174 The password must have at least 8 characters and contains at least one alphabetic character, and one numeric digit. The password entered does not meet this requirement. Please use EMC to change your password. MD Page 21 of 174 22 9700 Version 3.10 Service Pack 9 What s Enhanced What s Enhanced An enhancement is defined as a change made to improve or extend the functionality of the current application. To qualify as an enhancement, the change must satisfy the following criteria The basic feature or functionality already exists in the previous release of the software. The change adds to or extends the current process. This differs from a revision i.e., a bug fix which corrects a problem not caught in the previous release of the software. Enhancements Summarized The table below summarizes the enhancements included in this version. At this time, this option will only work for winstation clients. This functionality will not function with SAR clients.

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