



**Client Ready — Recommended Regular
System Maintenance — Micros 9700
Versions 3.0, 3.1, and 3.2**

About This Document

This document explains CBORD® system maintenance recommendations for the Micros 9700 server versions 3.0, 3.1, and 3.2.

Please contact CBORD's Micros 9700 Support if you have any questions about this document or want to make sure you have the latest document version. CBORD Support can be reached by phone at 866.789.2977 or 607.257.3665 and by email at cs_support@cbord.com.

This document's intended audience:

Micros 9700 administrators and IT support staff.

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Changes are periodically made to the information contained in this document. While every effort is made to ensure that all information is correct, inconsistencies may occur.

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The CBORD Group, Inc.

61 Brown Road

Ithaca, NY 14850

607.257.2410

607.257.1902 fax

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Why is Micros 9700 System Maintenance Important

Here are some reasons for completing the recommended system maintenance:

- Avoid common problems
- Prepare for worst-case scenarios
- Avoid lost revenue
- Avoid unwanted downtime
- Maximize your investment
- Use the system to its fullest capacity
- To be ahead of the curve

When Should the Steps Be Completed?

Each step has a recommended frequency when it should be completed listed at the end of each step. The frequency could be daily, weekly, monthly, or before the beginning of each of your semesters. You can come up with your own frequency as well.

Who is responsible for completing the tasks?

There are defined knowledge levels and roles customers should expect to play in order to properly maintain their Micros 9700 system. There are 6 different types of users that could complete these tasks at your site. They are the site's Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, Site IT Staff, Micros 9700 Programmer, CBORD Systems Financial Analyst, or Micros 9700 Operator.

Note: one person on site can play several roles, or a site may have a separate person for each role. See our Defining Micros 9700 Knowledge Levels and Expected Duties for End Users Document for more details.

Recommended Routine Micros 9700 System Maintenance Steps

1. Perform Reconciliation of Micros 9700 Sales

- This step is extremely important.
- Balance all sales to the CBORD card system (that is, install either Odyssey PCS™ or CS Gold®).
- Balance all credit card sales that are occurring if the credit card feature is installed.
- *Frequency* - Daily
- *Who is Completing the task?* - Micros 9700 Administrator or CBORD Systems Financial Analyst

2. Close Open Checks

- This should be performed daily because open checks cause balancing and system issues over time.
- *Frequency* - Daily
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, Micros 9700 Programmer, CBORD Systems Financial Analyst, or Micros 9700 Operator

3. Verify that all the recommended folders and files are being backed up and stored in adherence with industry standards for data recovery.

- This step is extremely important. The saying goes, "you're only as good as your last backup." If you are not making backups of the files on the Micros 9700 Application Server and Micros 9700 Database Server, a system crash could cause the system to lose all its data. **It is up to your site to set up and maintain these backups and make sure they are occurring.**
- *Frequency* - Daily
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

4. Verify that the Micros 9700 Microsoft SQL database's daily backups have occurred and are recent.

- This is extremely important. If your backups of the database are not occurring please contact CBORD Support.
- *Frequency* - Daily
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

5. Verify that NetVupoint daily jobs and nightly jobs are completing in Enterprise Management Console (EMC).

- If the jobs fail they can cause NetVupoint to not function correctly. There are multiple reasons why a job could stop.
- *Frequency* - Weekly
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, Micros 9700 Programmer, or Site IT Staff

6. Apply the recommended Microsoft Windows patches that have been certified for installation by Micros Corporation or by CBORD and Reboot Servers..

- This is important to help maintain a stable system.
- Check the [www.micos.com](http://www.micos.com/ServicesAndSupport/InformationSecurity/OperatingSystemSecurityEnhancements) security section for 9700 to download the latest patches. The link is below <http://www.micos.com/ServicesAndSupport/InformationSecurity/OperatingSystemSecurityEnhancements>
- Sign up for an automatic email at this link below to receive the patches automatically <http://www.micos.com/ServicesAndSupport/InformationSecurity/SecurityEnhancements/DistributionOfSecurityRelatedPatches>
- *Frequency* - Monthly or whenever patches are released (a server reboot should occur at this time)
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, Micros 9700 Programmer, or Site IT Staff

7. Verify that the Micros 9700 Application Server and Micros Database Server have sufficient free space to operate.

- This is important because if the system runs out of space, it will cause a system crash.
- You should have about 30% free space on your drives. If your free space is much lower than that, please contact CBORD Micros 9700 Support so we can review your system to see where you can free up space or determine if you need bigger disk drives.
- *Frequency* - Monthly
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

8. Verify that antivirus software is installed and excluding the correct files and folders from real-time scanning.

- This is important to maintain a stable system.
- Improperly configured of antivirus software can cause all sorts of problems.
- *Frequency* - Monthly
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

Recommended Micros 9700 System Maintenance Steps Before Fall/Spring Start Up

1. Clean up the EMC programming.

- In EMC assign all employees to an employee class and all menu items to a family group and menu item class (also make sure employee passwords and password IDs are current).
- Issues with NetVupoint can arise if all employees and menu items are not assigned.
- Remove any blanks from the EMC programming.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator or Micros 9700 Programmer

2. Review the system hardware for driver and firmware updates from the manufacturer (Dell or HP).

- The manufacturers can have hardware patches that improve performance and stability of the overall system.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* -Micros 9700 Administrator or Site IT Staff

3. Close all checks manually or use the close check sql script provided by CBORD.

- This should be performed daily because open checks cause balancing and system issues over time.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

4. Run update posting script on the MCRSPOS database.

- This helps correct menu items system issues over time.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

5. At the end of each semester, verify that the guest_checks table in NetVupoint has only current-business-day checks.

- If the table has older checks, please run the move history again to verify if the checks will leave the table.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

6. Defragment the hard-drives on the Micros Application and the hard-drive that contains the operating system for the Micros Database Server - !! Never defragment the hard drive where the Microsoft SQL databases are located !!

- Needs to be completed at least twice a year (based on CBORD Support's recommendation). If you do defragment the hard drive where the Microsoft SQL Databases are located please Re-Index the system immediately.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

7. Re-index the five Micros 9700 Microsoft SQL databases.

- Needs to be completed at least twice a year (based on CBORD Support's recommendation). This step is last; all of the other work should be done first.
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator, Micros 9700 Microsoft SQL Database Administrator, or Site IT Staff

8. Inspect, clean, and test registers, printers, and other Micros devices that have been installed

- Clean the register screen, card swipe, and inspect the clients\registers for any damage, broken cables, or missing screws.
- Contact CBORD Support if dispatch is needed or contact CBORD Sales staff for consumable parts such as paper and card cleaners
- *Frequency* - before fall start-up and spring start-up
- *Who is Completing the task?* - Micros 9700 Administrator or Site IT Staff

What Resources or Assistance does CBORD provide to help me complete the tasks?

Each of the above tasks has been tested and documented by CBORD Support. Self help documentation can be obtained by:

- Calling CBORD Support
- Downloading if from the customer section of www.CBORD.com
- A CBORD SE (System Engineer) can provide information during a scheduled installation or upgrade
- It can also found in the CBORD Micros 9700 Administrators 1 Course-ware distributed during training at our Duluth, GA training facility

