



## Password Management



## Password Management Guide HMS 9700

## Hospitality Management Systems

### Purpose of document

In certain cases Micros-Fidelio will return the responsibility of maintaining user passwords, including the passwords, necessary for providing Support, back to the customer.

This may be necessary to comply with Payment Card Industry Data Security Standard (PCI-DSS) and MICROS-Fidelio Support rules.

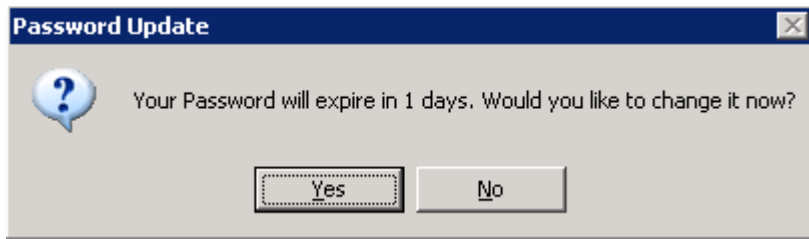
In this paper you find the documentation how to change the passwords, if necessary.

### HMS 9700 Application Password

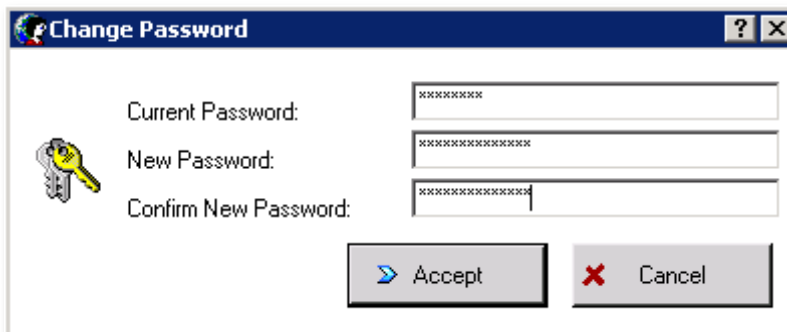
(The below procedures will also change the access password for the reporting tool of HMS 9700)

#### Changing the password at expiration

- Expiration warning appears, x days before

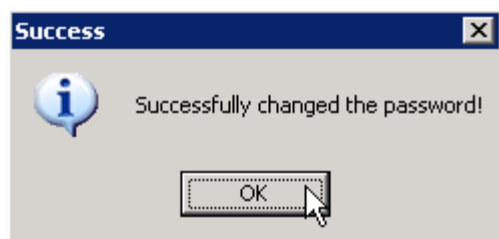


- If you press No, the message will disappear and will ask you again next time opening a backoffice application.
- If you press Yes, the change password screen will appear



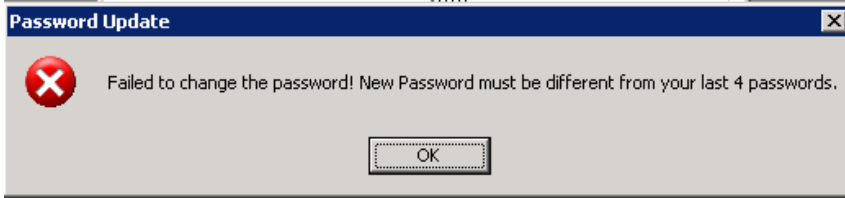
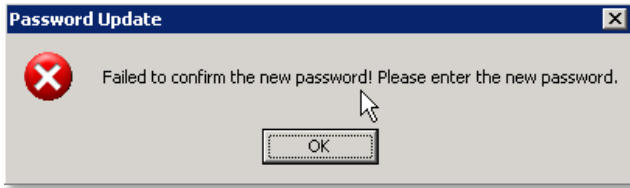
Insert your current password in "Current Password" and insert your new password into the next field and confirm it once.

- If the password has been changed successfully, the following window will appear.



- Following error messages or similar may appear if the password change was not successful.

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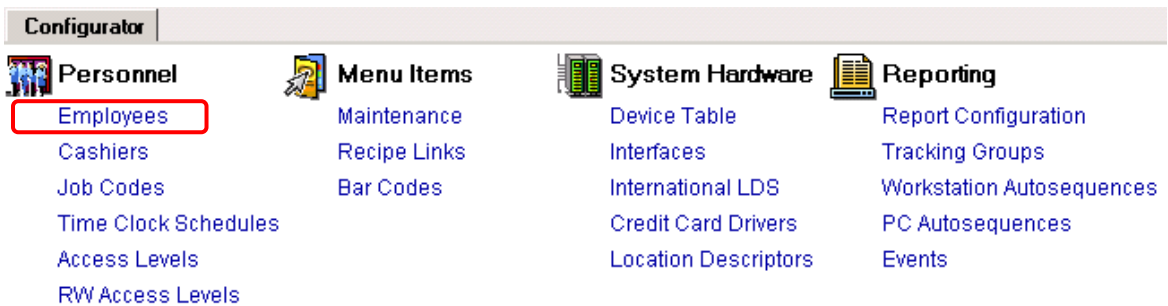


- If so, please press OK and try it again.

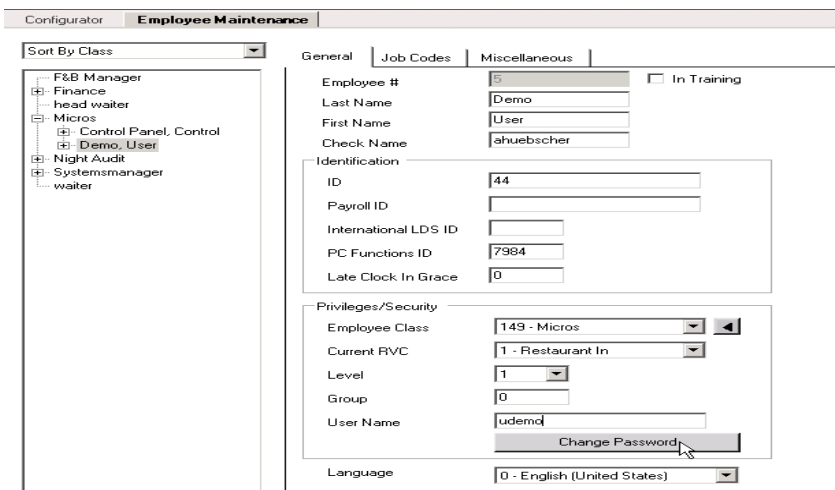
## Set new password

- **EMC configuration**

Open Enterprise Management Console (EMC), select Employee Maintenance.

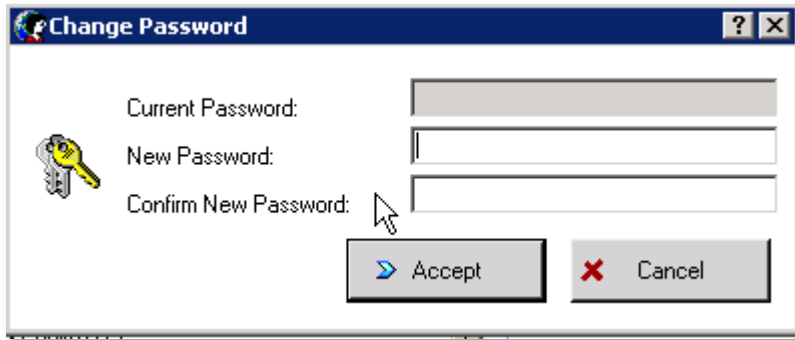


Search for all or for the employee you want to change, double click on the entry you want to change and get into the detail configuration.



Press the button "Password" and the password change dialogue will open.

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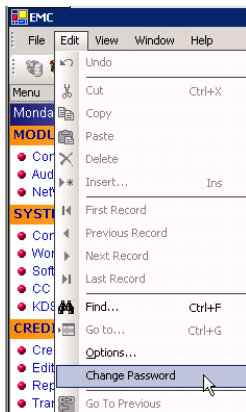


- Type in the new password and confirm the new password. Please note this is only a password which is valid for the next logon, where the employee is forced to change the password.

## Changing the password manually

- **EMC configuration**

Open Enterprise Management Console (EMC), select Edit and Change Password.



## Security Guidelines

- Each employee with the access to the MICROS applications, should have its own user name and password; Passwords should never be shared.
- In PCI-DSS\* compliant systems, passwords have to be changed, at least every 90 days. For not PCI-DSS\* compliant system it is recommended as well.
- The passwords must meet strong password rules.
- Maintaining Micros Support user password:
- There should be a support user in the MICROS HMS 9700 System, to ensure the support from MICROS-FIDELIO on 2<sup>nd</sup> and 3<sup>rd</sup> level support.  
This password of the support user needs to be changed whenever the password has been given to an authorized MICROS-FIDELIO support agent and the agent has finished working on the system.

## Access level of Micros Support user:

- Micros Support user should always have access to the whole system and all functions on an administrator level.

## Database Passwords

### Premise

- HMS 9700 supports 2 different database types: Microsoft SQL Server and Oracle. The change of the passwords are different and therefore there is a section for each database type which describes how the DB user passwords can be changed.
- After changing the DB user passwords it is necessary to change the connection parameters for the HMS 9700 application.
- Before any database passwords can be changed, all existing connections to the database must be disconnected. Therefore all Micros HMS 9700 related service must be stopped. Please open the Command Line and type

```
c:\C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.
E:\MICROS\LES\POS\9700>micros ops down y_
```

```
c:\C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.
E:\MICROS\LES\POS\9700>micros ops down y
E:\MICROS\LES\POS\9700>micros dbs down y_
```

```
c:\C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.
E:\MICROS\LES\POS\9700>micros ops down y
E:\MICROS\LES\POS\9700>micros dbs down y
E:\MICROS\LES\POS\9700>micros stop y_
```

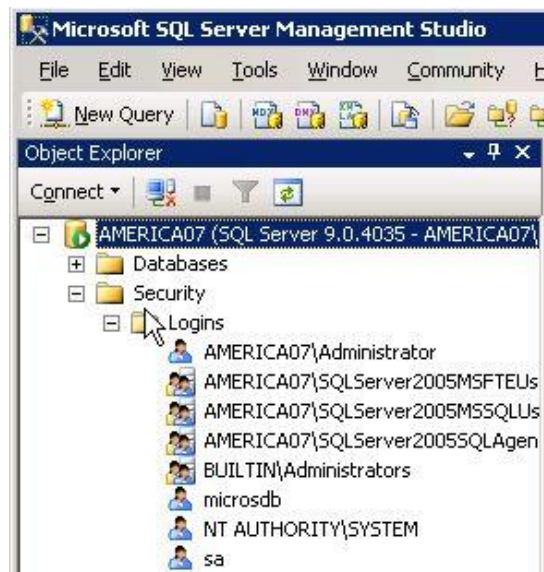
```
c:\Command Prompt
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.
D:\MICROS\LES\POS\9700>micros kill all y_
```

## Microsoft SQL Server Database Passwords

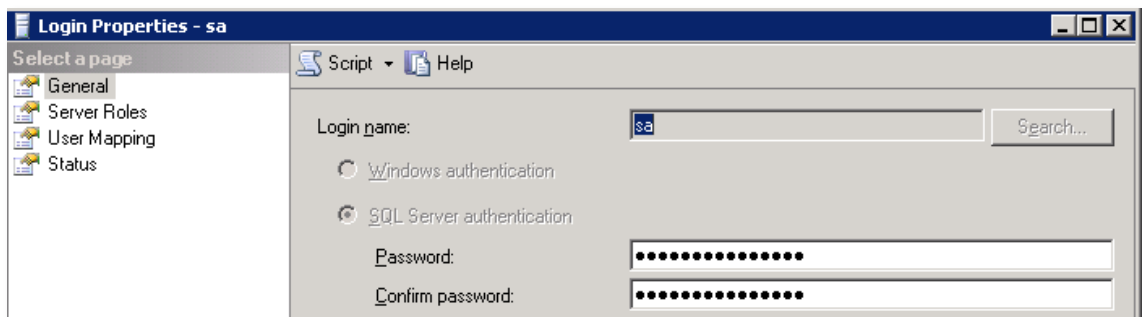
If you are using Oracle, please go to page 7

### Changing the database password (1<sup>st</sup> step for Microsoft MS-SQL):

1. Open the "SQL Server Enterprise Manager". This is usually under "Start"-->"Programs"-->"Microsoft SQL Server".
2. Login with the user sa and the appropriate credentials.
3. Navigate to the "Logins" object under the "Security" folder on the SQL Server you wish to administer. Then, right click on the 'sa' account and select "Properties".



4. Now, enter a new password in the "Password" field under the "General" options.



Please repeat these steps for these MICROS HMS 9700 related users.

- sa
- microsdb

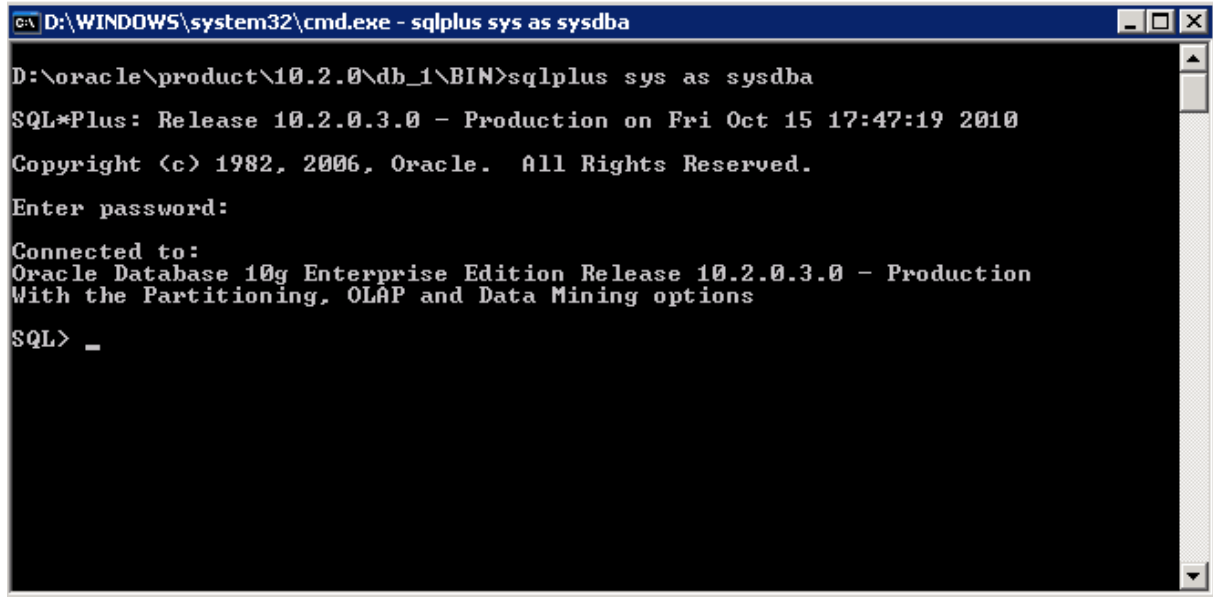
## Oracle Database Passwords

If you are using Microsoft SQL Server, please proceed with page 6

### Changing the database password (1<sup>st</sup> step for Oracle):

To change the Password, we need to alter the database for all HMS 9700 related database users existing. (SYS/system/MICROSDB/Location\_Activity\_DB/Portal/Core/RTA)

- connect to sqlplus as sysdba



```
D:\WINDOWS\system32\cmd.exe - sqlplus sys as sysdba
D:\oracle\product\10.2.0\db_1\BIN>sqlplus sys as sysdba
SQL*Plus: Release 10.2.0.3.0 - Production on Fri Oct 15 17:47:19 2010
Copyright (c) 1982, 2006, Oracle. All Rights Reserved.
Enter password:
Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.3.0 - Production
With the Partitioning, OLAP and Data Mining options
SQL> _
```

**!Please be absolute sure that by now ALL Database connections have been stopped, please check the premise above!**

Run alter command (password equals here XXXX and has to be modified; numbers are mandatory in password, but it is not permitted to start a password with numbers)

System users below:

#### **SYS**

SQL> alter user sys identified by XXXX;

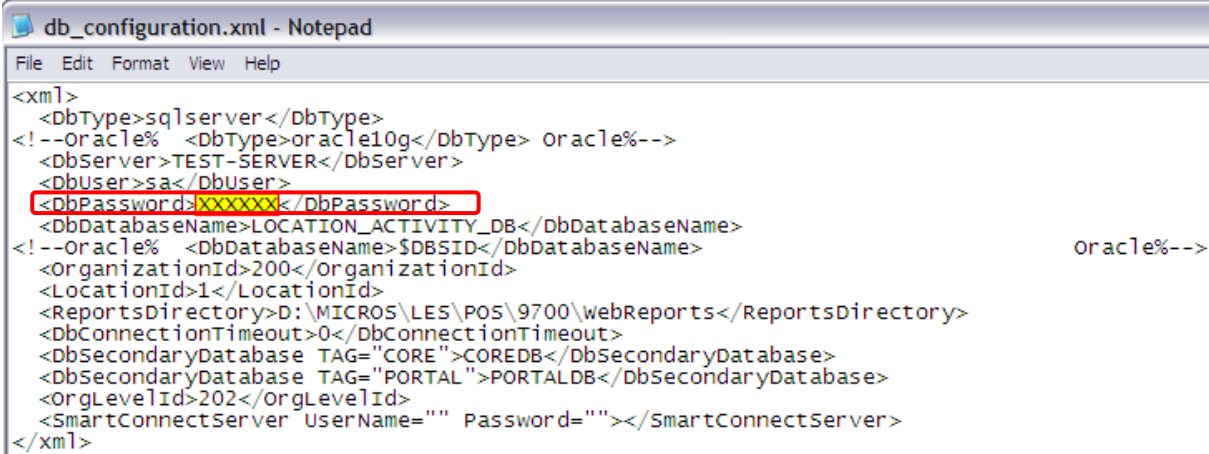
#### **SYSTEM**

SQL> alter user sys identified by XXXX;

**Please alter the password for all db users used in the HMS 9700 connection strings.**

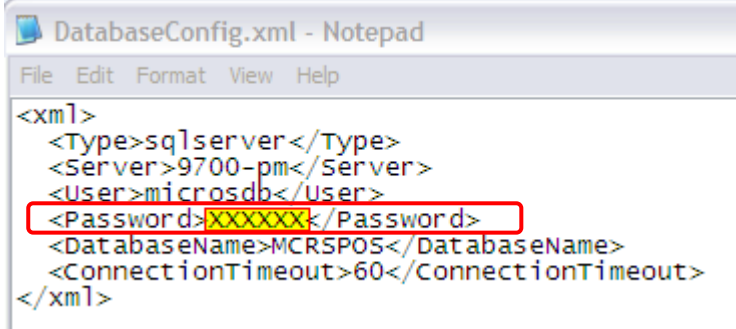
## Changing the database connection parameters for the HMS 9700 application (2<sup>nd</sup> step):

- Open the “Password Change 1.0.X.exe” utility which reads and encrypts the password for the HMS 9700 application.
- Choose your MICROS 9700 Installation Location-Drive
- After the utility opened, please change the password in the db\_configuration.xml



```
db_configuration.xml - Notepad
File Edit Format View Help
<xml>
  <DbType>sqlserver</DbType>
  <!--Oracle% <DbType>oracle10g</DbType> Oracle%-->
  <DbServer>TEST-SERVER</DbServer>
  <DbUser>sa</DbUser>
  <DbPassword>XXXXXX</DbPassword>
  <DbDatabaseName>LOCATION_ACTIVITY_DB</DbDatabaseName>
  <!--Oracle% <DbDatabaseName>$DBSID</DbDatabaseName> Oracle%-->
  <OrganizationId>200</OrganizationId>
  <LocationId>1</LocationId>
  <ReportsDirectory>D:\MICROS\LES\POS\9700\webReports</ReportsDirectory>
  <DbConnectionTimeout>0</DbConnectionTimeout>
  <DbSecondaryDatabase TAG="CORE">COREDB</DbSecondaryDatabase>
  <DbSecondaryDatabase TAG="PORTAL">PORTALDB</DbSecondaryDatabase>
  <OrgLevelId>202</OrgLevelId>
  <SmartConnectServer UserName="" Password=""></SmartConnectServer>
</xml>
```

- Set the DbPassword (“XXXXXX”) to your new sa Password
- Please save the db\_configuration.xml an close this Notepad
- After the utility opened, please change the password in the DatabaseConfig.xml



```
DatabaseConfig.xml - Notepad
File Edit Format View Help
<xml>
  <Type>sqlserver</Type>
  <Server>9700-pm</Server>
  <User>microsdB</User>
  <Password>XXXXXX</Password>
  <DatabaseName>MCR5POS</DatabaseName>
  <ConnectionTimeout>60</ConnectionTimeout>
</xml>
```

- Set the Password (“XXXXXX”) to your new microsdB Password
- Please save the DatabaseConfig.xml an close this Notepad
- Exit the Password-Change Tool with Finish





## Security Guidelines

- Normal user should have no access to the database, but the passwords needs to be maintained.
- In PCI-DSS\* compliant systems, password for DBA and Micros user have to be changed before first use. For non PCI-DSS\* compliant systems it is still recommended to change the default passwords.
- It is recommended, to keep all the passwords secure, but available on request (Responsibility of the manager).

## Maintaining Micros Support user password:

- To ensure the support form MICROS-FIDELIO, the passwords of the DBA and the Micros users should be available to hand out to the support representative if necessary.  
The password of the database user needs to be changed whenever the password has been given to an authorized MICROS-FIDELIO support agent and the agent has finished working on the system.

## Access level of Micros Support agent, if database access is required:

- 1<sup>st</sup> level support requires no database password.
- 2<sup>nd</sup> level support may require the Micros user password.
- 3<sup>rd</sup> level support may require the DBA user password.

## Changing Microsoft Windows OS Account Passwords

### Domain Accounts:

- On the domain controller use the User Maintenance Tool to change the password. In programs which use the password, such as Backup Exec, amend the configuration with the new password.

### Local Accounts:

- Use the Local Users section of the Computer Management Tool to amend the password. In programs which use the password, such as Backup Exec, amend the configuration with the new password.

# Password Management Guide

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Serving the hospitality and speciality retail industries, we are the world's leading developer of enterprise applications. Our global presence and local support have helped us build a long list of references – hotels, restaurants, conference centres, retail, stadiums, theme parks, casinos and cruise ships. We maintain an intense dialogue with colleagues throughout these industries. The result is a wide range of integrated software, hardware and business technology solutions and services. These help to optimise your operation and increase profits by providing your guests with a personalised service.

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