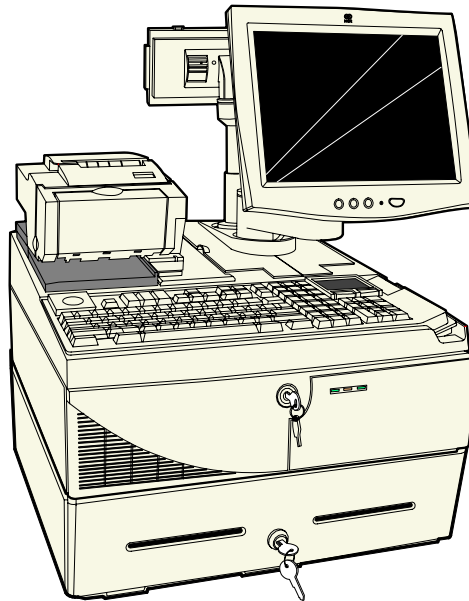


# NCR Retail Platform Software for Windows

Release 2.1

## User's Guide



20385a

B005-0000-1634  
Issue B

---

The product described in this book is a licensed product of NCR Corporation.

NCR is a registered trademark of NCR Corporation.

NCR RealPOS, NCR RealPrice, NCR RealScan, NCR EasyPoint, and NCR FastLane are either registered trademarks or trademarks of NCR Corporation in the United States and/or other countries.

It is the policy of NCR Corporation (NCR) to improve products as new technology, components, software, and firmware become available. NCR, therefore, reserves the right to change specifications without prior notice.

All features, functions, and operations described herein may not be marketed by NCR in all parts of the world. In some instances, photographs are of equipment prototypes. Therefore, before using this document, consult with your NCR representative or NCR office for information that is applicable and current.

To maintain the quality of our publications, we need your comments on the accuracy, clarity, organization, and value of this book.

Address correspondence to:

Manager, Information Products  
NCR Corporation  
2651 Satellite Blvd.  
Duluth, GA 30096

Copyright © 2005  
By NCR Corporation  
Dayton, Ohio U.S.A.  
All Rights Reserved

# Preface

## **Audience**

This book is written for software installer/service personnel, system integrators, and field engineers.

**Notice:** This document is NCR proprietary information and is not to be disclosed or reproduced without consent.

## References

- NCR Retail Systems Manager Software User's Guide  
(B005-0000-1518)

---

# Table of Contents

## Chapter 1: Client Software Installation

Workstation Model .....	3
Custom Setup .....	4
NCR OPOS/JavaPOS .....	7
NCR OPOS Custom Setup Options .....	8
Logs and Tallies Custom Setup Options .....	12
Installing the Retail Platform Software .....	13
Resolving Client Names.....	28
Retail Platform Software for Windows .MSI Install Parameters .....	30
Running NCRSysprep Utility .....	31
Using RSM LE .....	33
Logins .....	33
Services Menu.....	35
Using Profiles .....	37
Creating New Profiles .....	37
Changing a Profile .....	38
Deleting a Profile.....	39
Diagnostics.....	39
Power States for Groups and Systems .....	40

## Revision Record

Issue	Date	Remarks
A	Feb 2005	First issue
B	Apr 2005	Various Updates

---

## *Chapter 1:* Client Software Installation

---

The Retail Platform Software for Windows CD provides a single Windows Installer executable that can be used to install NCR OPOS, NCR JavaPOS, NCR RSM Agent, and NCR Logs and Tallies components, on NCR terminals that run Windows XP, WindowsXPe, Windows 2000, or Windows NT operating systems. The Retail Platform Software for Windows installation is released on a single LPIN, D370-0548-0000, eliminating the need of separate media for NCR retail terminal software components.

The Retail Platform Software for Windows CD provides the following benefits:

- Single CD distribution for all Retail Platform software.
- Auto-detection of terminal type (if it is running on an NCR Gold Drive or OS Recovery Image).
- Ability to select complete or custom installation of platform software.
- Complete installation installs NCR OPOS, NCR Retail Systems Manager agent, RSM LE, and NCR Log and Tally agent software. The installation requires minimal customer input, and only one reboot to install all components.
- RSM LE is installed to provide access to the OPOS Configuration and diagnostics locally.
- There is no need to know the order in which to install platform software. The Retail Platform Software for Windows installation ensures that all required components are installed and configured properly.

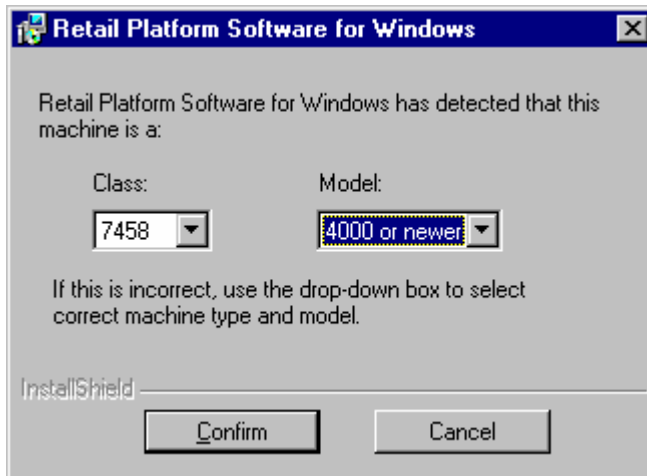
- Custom installation provides the ability to pick and choose components based on a customer configuration. The Retail Platform Software for Windows installation ensures that all the software required in support of a selected component, is installed and configured properly.
- Custom installation selections include:
  - NCR OPOS – including the ability to select individual Service and Control objects.
  - NCR JavaPOS 1.2 or 1.7
  - NCR Retail Systems Manager
  - NCR FitClient
  - NCR Base Platform Support
  - NCR Log and Tally Agent
  - NCR Log and Tally Development Kit
  - NCR Unified POS Services
- Ability to upgrade existing installations.
- Distribution of both “.exe” and “.msi” files to permit partners or branded applications to bundle platform software installation into their own Windows Installer applications.
- The Retail Platform Software for Windows “.msi” distribution can also be uploaded to the RSM website for “push” installation on remote terminals.

The components of the installation package features and definitions for the installation options are described in the following sections.

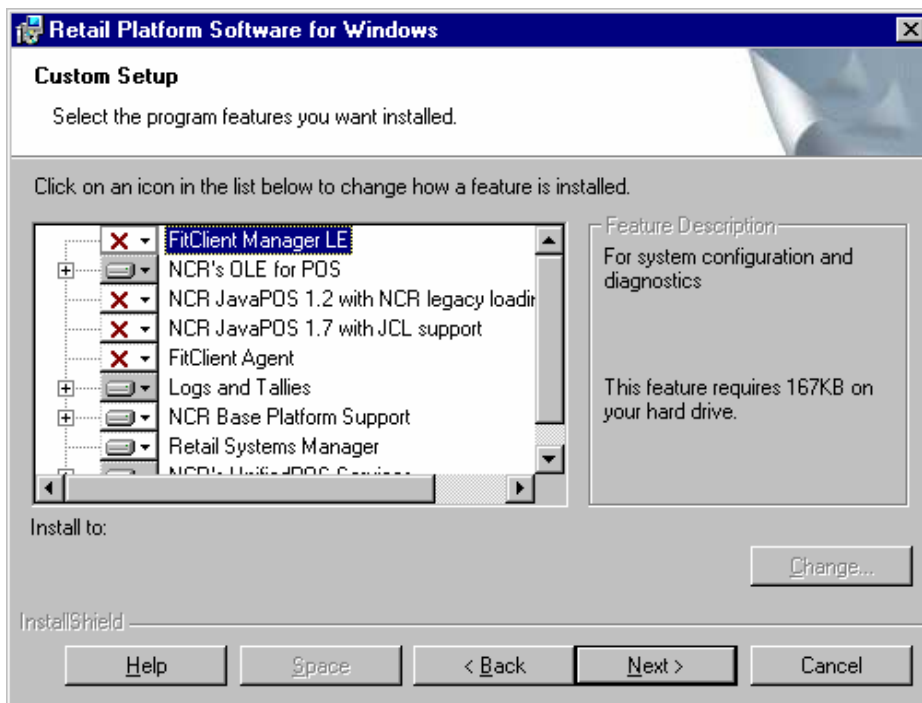


## Workstation Model

The workstation model defines the type of system where you are installing the Retail Platform Software for Windows. The retail systems are automatically detected and you are shown the class and model that was detected. You can change this information if it is not correct.



## Custom Setup



### Base System Support

**Display Panel extension** - This feature adds LCD display properties to the Display folder in the control panel.

**LCD-Off Screensaver** - A screensaver that shuts off the LCD panel after a set period of time.

**Windows SetCMOS Utility** - This utility provides a means to modify the PC BIOS setup parameters.

**Windows FlashCCL Utility** - This utility obtains Model, Class, Serial Number, and Version of the terminal; builds an ini file, and launches WinPlash (the Flash BIOS Utility) with the proper command line parameters for the terminal.

### Unified POS

## OPOS

### Control Objects

**NCR Control Objects** - OPOS 1.3 compliant. NCR Controls are listed individually

**Common Control Objects** - Unified POS 1.8 compliant. Common Control Objects are listed individually

### Service Objects

**NCR OPOS 2.4** - Supports all terminals. Updates to this feature have been capped. This feature is not being updated as new features are added to the various terminals.

Service Objects are listed individually

**NCR OPOS 3.3** - Supports RP20, 30, 70, 80, 80C and newer terminals. Updates to this feature will parallel the NCR JavaPOS 3.3 updates.

Service Objects are listed individually

### Utilities

**Data Capture Viewer** - The Data Capture Viewer displays trace information obtained from the NCR OPOS 2.4 Controls.

**UPS Support** - Uninterruptable Power Supply support for the NCR 7452, 7453, 7456, and 7458 terminals.

**NCR Wedge Configuration Utility** - The Wedge configuration utility provides a user friendly interface to configure various devices attached to the keyboard wedge.

### Miscellaneous

#### Development Tools

**Form Designer** - The Form Designer is an application that permits you to design forms in conjunction with the Form Control.

**Include Files** - Include files for application development.

**Event Logging Message Files** - Event log message dlls. Provides additional details in the event logs.

**Help Files** - OPOS Windows Help File version 2.4 This file is not being updated as new features become available.

The NCR OPOS User's Guide (B005-0000-1619) and the UPOS committee documents are being used for OPOS 3.3.

## JavaPOS

### Device Controls

**JavaPOS Common Controls 1.7.2** - JavaPOS common controls released by the UPOS committee

### Device Services

**NCR JavaPOS 2.0 with NCR Legacy Loading Scheme** - Uses registry entries for peripheral configuration parameters.

**NCR JavaPOS 2.1 with JCL Support** - Uses XML file entries for peripheral configuration parameters.

**NCR JavaPOS 3.3** - Supports the NCR RP20, 30, 70, 80, 80C and newer terminals. Updates to this feature will parallel the NCR OPOS 3.3 updates.

### Utilities

**JCL Editor** - This is the Java editor released by the UPOS committee.

**Retail Systems Manager** - Retail Systems Manager agent (communicates with the RSM Server) and Retail Systems Manager LE which provides local configuration and diagnostic capabilities.

### Logs and Tallies

**Development Kit for Logs and Tallies** - The software and documentation you use to develop applications that generate events and tally information. The *Programmer's Guide* is on the CD in Microsoft Word format. The documentation describes the API's.

**Logs and Tallies Executables** - A software component that transfers error log and tally information from OPOS and other software applications to a log file, the Retail SNMP Agent, or both, so that the information can be used in resolving problems with the client terminals.

**FitClient Agent** - provides communication and synchronization with the FitClient Manager Server.

**FitClient Manager LE** - provides local configuration and diagnostic capabilities.

## NCR OPOS/JavaPOS

- NCR OPOS – An industry standard interface for accessing and configuring the retail peripherals. NCR OPOS also provides interactive and non-interactive diagnostics for analyzing problems with the peripherals.
- NCR JavaPOS – A wrapper application for OPOS which permits you to write Java applications using the Retail Controls.
- Although NCR OPOS operates alone, installation of the Log and Tally Agent is required in those instances where NCR Support Services provide support.

If you install the Retail Platform Software for Windows, and install OPOS 2.2, then you try to install an older release OPOS over it -- the install will let you. This is because the "product name" has changed from OPOS to Retail Platform Software for Windows, and the old installation can't detect the newer release. The real problem comes if you then try to upgrade that older version you just installed back to the newer version -- the install thinks the newer version is already there, and doesn't upgrade. If you get into this situation, you have to uninstall both the older release and the newer release of OPOS, then reinstall.

## NCR OPOS Custom Setup Options

### *OPOS 2.4 Controls*

The following list shows the NCR OPOS service objects that can be included in the installation. The OPOS Controls and Service objects are selected independently.

#### Cash Drawer

NCRPrinter.CashDrawer - Cash Drawer connected to a 7140, 7141, 7152, 7156, 7162, 7166, and 7193 printer.

NCRCashDrawer - Controls the Cash Bases DRUR01, MPU, and the Teller mate SmarTill cash drawers via serial connection and the 7401, 7448, 7453, 7454, 7455, 7456, 7458, and 7460 Cash Drawer using the I/O port connection.

#### Form

NCR5992.Form - Provides forms for the NCR 5992 Capture device.

#### Hard Totals

NCRHardTotals - Store totals information on Disk or in CMOS (for a retail workstation).

#### Keylock

NCRWedge.Keylock - Controls the keylock on a Wedge device.

NCRKeylock - Controls the keylock on the NCR 7448 or a USB keylock.

### **Line Display**

NCRLineDisplay - Controls various Line Displays.

NCR5945.LineDisplay - Controls the display on the NCR 5945 Signature Capture device.

NCR5991.LineDisplay - Controls the display on the NCR 5991 Signature Capture device.

NCR5992.LineDisplay - Controls the display on the NCR 5992 Signature Capture device.

NCRInternational.LineDisplay - Controls the International version of the 5972 Line Display.

### **MICR - Magnetic Ink Character Recognition**

NCRPrinter.MICR - Controls the Magnetic Ink Character Recognition (MICR) reader on the NCR 7156 or NCR 7162 printer.

### **MSR - Magnetic Stripe Reader**

NCRWedge.MSR - Controls a magnetic stripe reader that is attached to a Wedge device.

NCRFitClient.MSR - Controls a magnetic stripe reader that is attached to a NCR 7401, 7448, 7454, 7455, or NCR 7460 Workstation.

NCR5945.MSR - Controls the magnetic stripe reader on the NCR 5945 Signature Capture device.

NCR5991.MSR - Controls the magnetic stripe reader on the NCR 5991 Signature Capture device.

NCR5992.MSR - Controls the magnetic stripe reader on the NCR 5992 Signature Capture device.

### **Motion Sensor**

NCRMotionSensor - Detects motion on the NCR 7401, 7454, and 7455.

### **PINPad**

NCR5945.PINPad – Controls the PINPad on the NCR 5945.

NCR5992.PINPad – Controls the PINPad on the NCR 5992.

### **POS Keyboard**

NCRPOSKeyboard – Provides keyboard input to an application on Windows NT 4.0.

NCR5945.POSKeyboard – Controls the keyboard on the NCR 5945 device.

### **POS Printer**

NCRPrinter.POSPrinter - Controls the NCR printer with a serial interface. (Models: 7156, 7193, 7152, 7166, 7140, 7141, 7162, 1001, 2001, 520, 7161, 7194, 7158, 580, 590, 7166-5005, 7167, 7196, 7196-3205, 7196-5005, 7196-8005, 7197, 2208, and 200.)

### **Scale**

NCR78xx.Scale - Controls a scale on the NCR 7870 or 7880 Scanner with a serial interface.

### **Scanner (Bar Code Reader)**

NCR78xx.Scanner - Controls a scanner with a Serial interface. (Models: 7835, 7836, 7837, 7870, 7872, 7875, 7880, 7882, 7890, and 7892.)

NCRWedge.Scanner - Controls a scanner that is connected to a Wedge device. (Models: 7837, 7880, and 7890.)

### **Signature Capture**

NCR5991.SigCap - Controls the Signature Capture features of the NCR 5991 Signature Capture device.

NCR5992.SigCap – Controls the Signature Capture features on the NCR 5992 Signature Capture device.



**Tone Indicator**

NCR ToneIndicator – Permits tones to be played on the Wedge speaker.

**OPOS 3.3 Controls**

The following table shows the support for OPOS 3.3.

UnifiedPOS Control	NCR Support	Devices Supported
Bump Bar	NO	NCR 7167, NCR7197 Printers
Cash Changer	NO	
Cash Drawer - On Printer	YES	
Cash Drawer - Integrated	YES	
CAT - Credit Authorization Term	NO	NCR 7402/7443/7446/7456/7457/7458. NCR 7452/53-3xxx
Check Scanner	NO	
Coin Dispenser	NO	
Fiscal Printer	NO	
Hard Totals	YES	
Keylock	YES	Disk Based Media
Line Display	YES	NCR 5932 USB Keyboard or 5952 USB Dynakey
MICR	YES	NCR 5972 VFD, LCD, and Occular LCD ( Serial only for all models), NCR 7402 APA, NCR 7402 2x20. NCR 7443/7446 2x20
Motion Sensor	YES	Connected to Printer
MSR	YES	NCR 7401 and 7402
PIN Pad	NO	NCR 5932 USB Keyboard or 5952 USB Dynakey
Point Card Reader Writer	NO	NCR 7167, NCR 7197
POS Keyboard	NO	
POS Power	NO	
POS Printer	YES	
Remote Order Display	NO	

Scale	YES	NCR 7872, NCR 7875, 7876, 7883 (Serial, USB)
Scanner	YES	NCR 7872, NCR 7875 (Serial, USB), NCR 7837 (Serial, Wedge), NCR 7880, NCR 7882, NCR 7883, NCR 7892 (Serial, USB) NCR 7832 (Serial)
Signature Capture	NO	
Tone Indicator	YES	NCR 5932 USB Keyboard or 5952 USB Dynakey

### *OPOS Utilities*

#### Data Capture

This is the Data Capture Viewer. It is an application that permits you to view a Data Capture (live) as it is occurring. Then you can save the capture to a file.

#### UPS

Although not configured via an OPOS profile, UPS configuration is supported from RSM.

#### JavaPOS

A wrapper application for OPOS which permits you to write Java applications using the OPOS Retail Controls.

- NCR Log and Tally Development Kit – The software and documentation you use to develop applications that generate events and tally information. The *Programmer's Guide* is on the CD in Microsoft Word format. The documentation describes the API's.

### Logs and Tallies Custom Setup Options

#### Logs and Tallies Executables

Application to view the logs and tallies.

# Installing the Retail Platform Software

The Retail Platform Software for Windows (D370-0548-0100) can be installed from a CD or uploaded to the RSM Server or FitClient Server so that it can be downloaded and installed on the system terminals. Refer to the *Using Retail Systems Manager* chapter in the NCR Retail Systems Manager Software User's Guide (B005-0000-1518) for additional information on how to upload applications.

The Retail Platform Software comes in two versions.

- Retail Platform Software for Windows.MSI
- Retail Platform Software for Windows.EXE

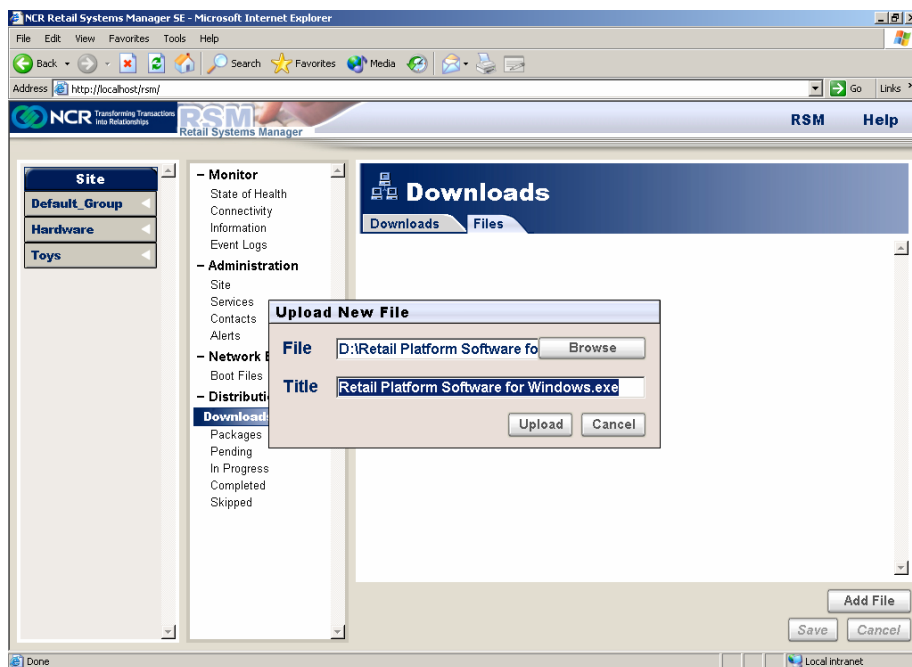
The EXE version contains the Windows installer package in addition to the Retail Platform Software, and the file size is larger than the MSI version.

Remote installs can be performed on \*.MSI files. This means that the application can be pushed from the server to the client without any action at the client terminal. Remote Installs are explained in the *Using Retail Systems Manager* chapter in the NCR Retail Systems Manager Software User's Guide (B005-0000-1518). The Install Parameters (for non-GUI installation) for the Retail Platform Software are listed in the "NCR RPSW Installation Notes.rtf" file on the CD.

**If this is the initial install and you are using the Windows Installer version of the Retail Platform Software, you need to install the ISScript.MSI file first.** It is on the installation CD. Once it's installed on a client, you don't need to install it again on future installs or upgrades. You can install it just like any other application. Upload it to the RSM web site on the server, and access it from the System's web browser. If you run the .EXE version of the Retail Platform Software, it automatically installs the ISScript file.

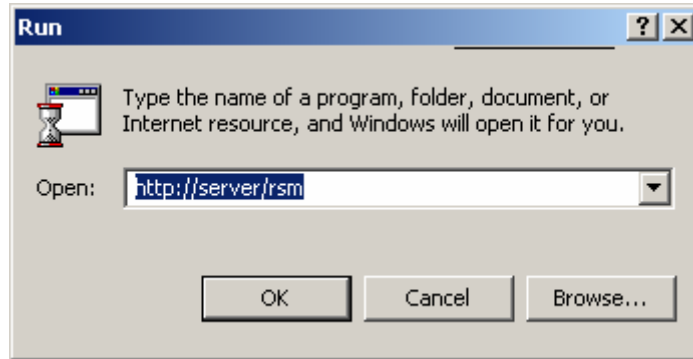
Push installs using RSM can't be done until the Retail Platform Software for Windows LPIN (with RSM pieces) is installed on the system terminal.

1. If the “Retail Platform Software for Windows” software has not been uploaded to RSM, you must do that first. At the Server, Select **Site** → **Distributions** → **Downloads** → **Add File** button. Browse for the “Retail Platform Software for Windows.exe” file, provide a title that is used in RSM and select **Upload**.

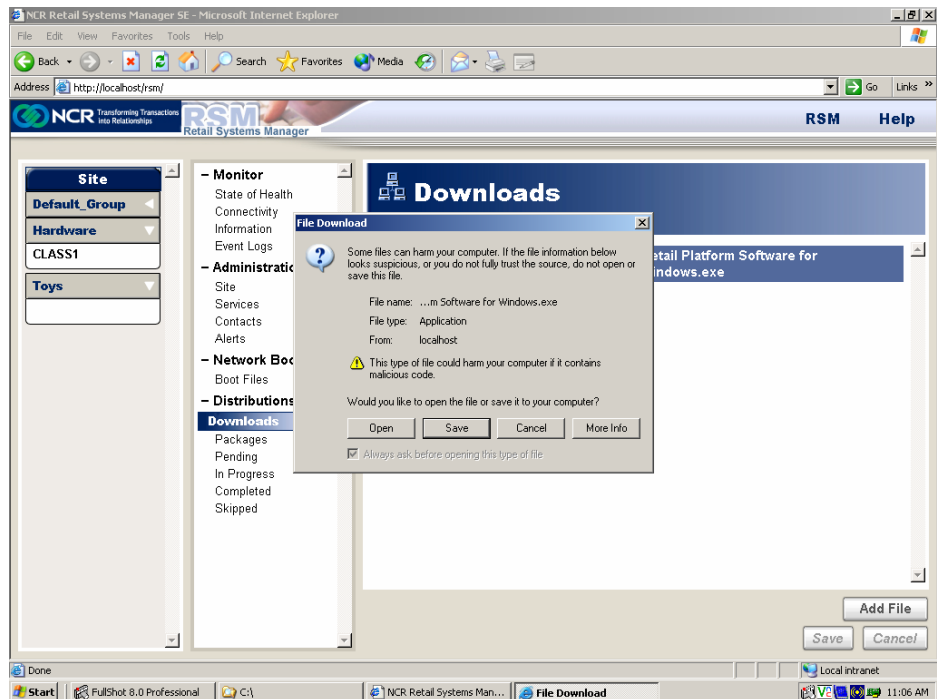


2. On the client, select **Start** → **Run**, and enter the network path to the **RSM** server or enter this line in your browser.

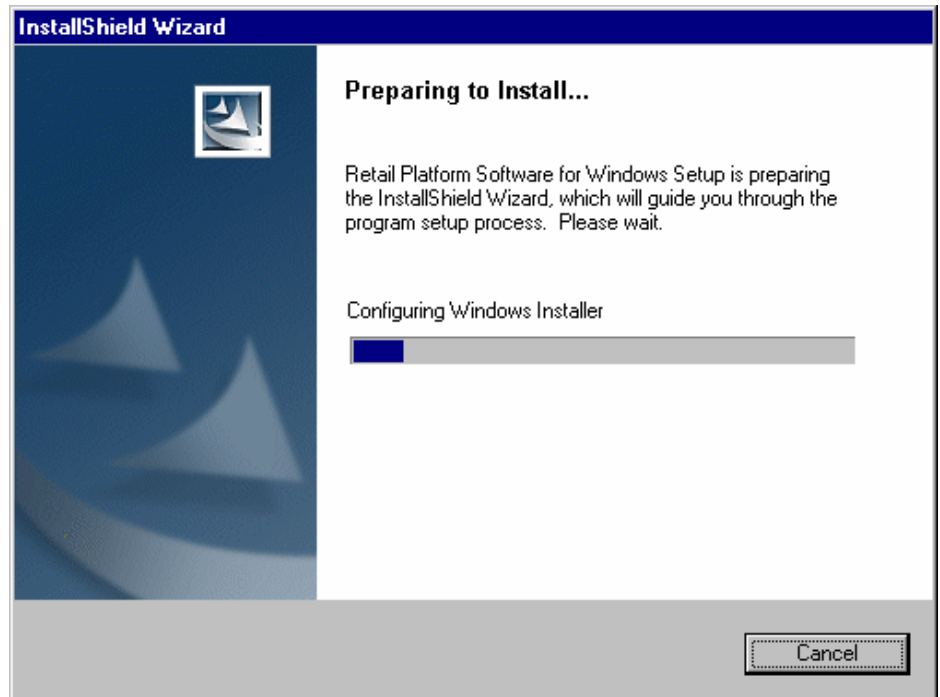
**Example:** `http://<server name>/RSM`



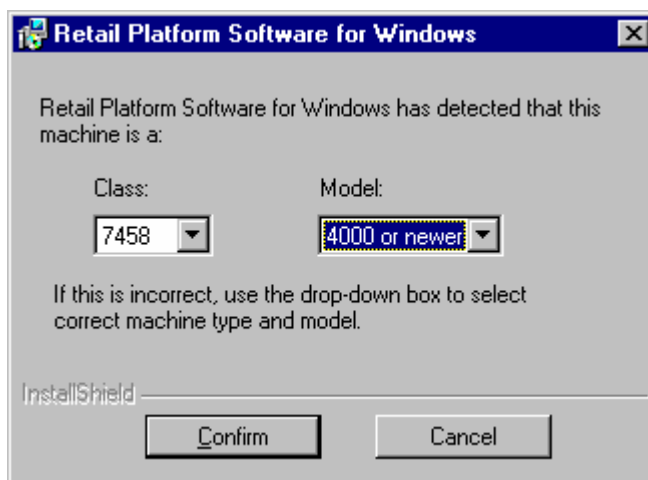
3. Select **OK** to run the **RSM** web site.
4. From the RSM web site, select a Site Group or a System → **Distributions** → **Downloads** → **Downloads** Tab, then select the file you wish to open. You are given the option of Opening the file or Saving it to disk. Select **Open** to install RPSW.



5. If you are installing from the Windows Installer (.MSI), restart the system at the screen prompt. If you are installing from the .exe file, the Windows Installer is installed, then the Retail Platform Software for Windows package is installed.



6. The Retail Platform Software for Windows tries to detect the current configuration. Make sure the configuration is correct and select **Confirm**.



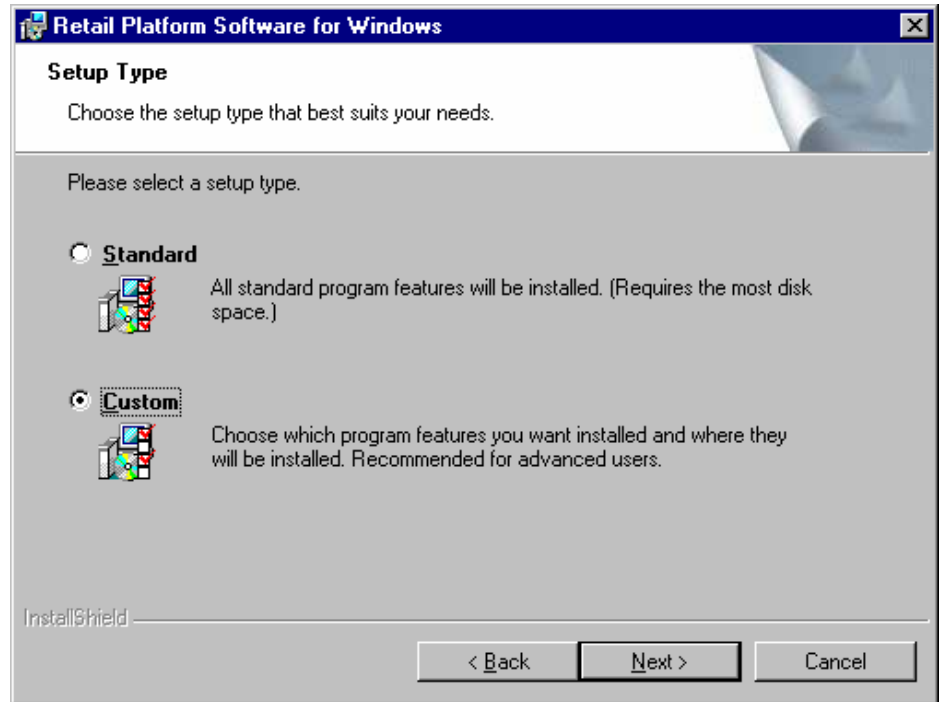
7. After the system reboots, the Install Wizard automatically starts. First, the Welcome screen is displayed. Select **Next**.



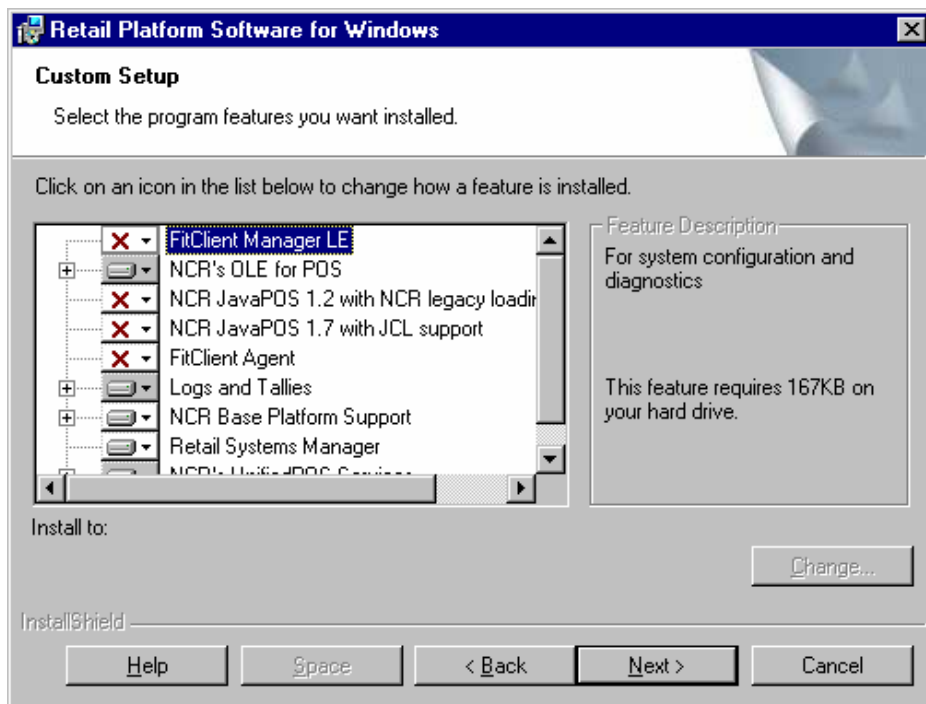
8. If you have a previous version of OPOS or Logs and Tallies currently installed, a screen appears with options for dealing with the existing installation. Select **Next**.



9. Select the type of installation. Standard installation gives you the items that are initially selected for the custom installation. In this case, **Custom** is selected. Select **Next**.



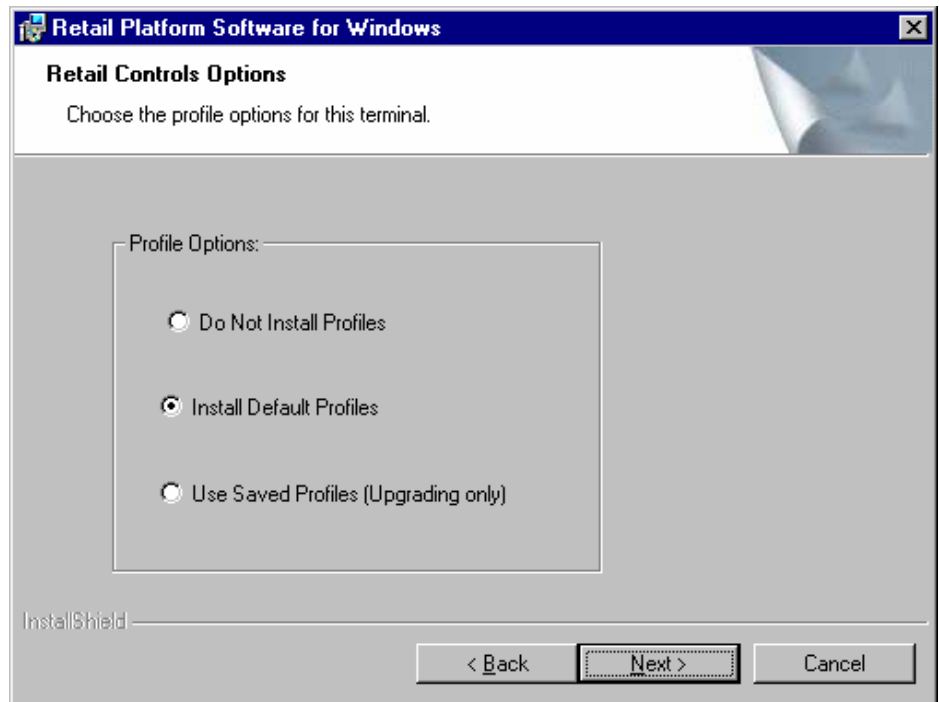
10. The custom setup permits you to choose the options you wish to install. Refer to the previous sections in this chapter for an explanation of the various selections on this and the following installation screens. You can also change the install directory from this screen. Select **Next**.



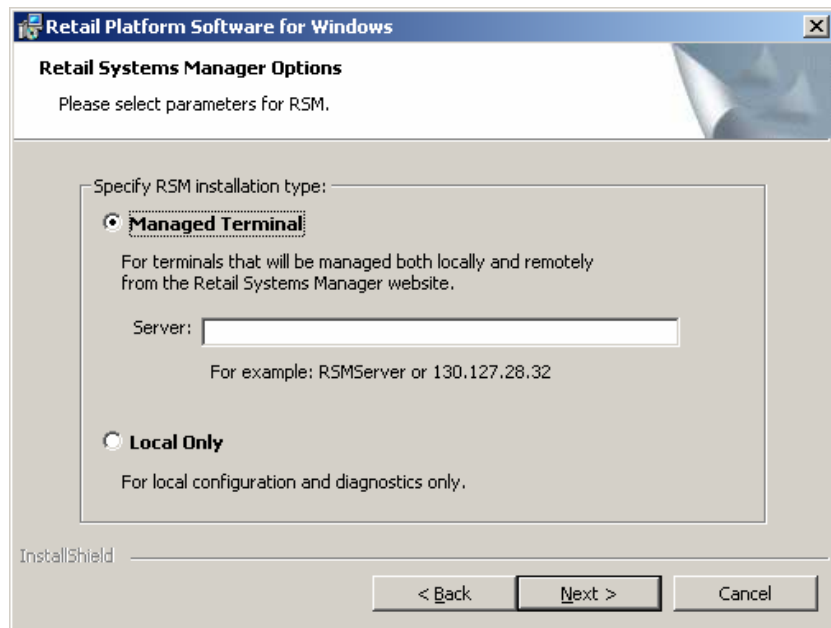
If you choose the standard setup, you are given the option as to which OPOS controls to install.



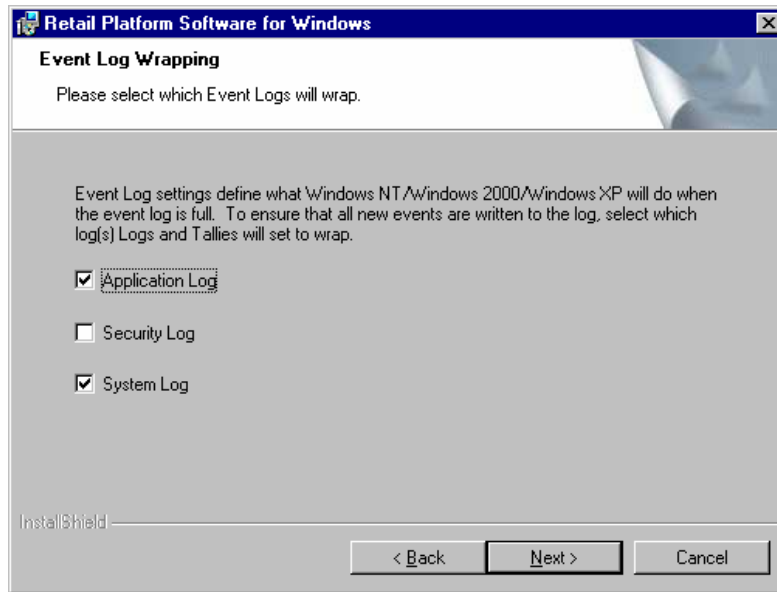
11. This screen presents the OPOS Options. The OPOS profiles are the configuration information associated with each retail control. On a new installation, you probably want to **Install Default Profiles**. If you select **Do Not Install Profiles**, none of the OPOS Profiles are installed. The **Use Saved Profiles** setting is used if you are upgrading OPOS and you want to use the same profiles that were being used with the old version of OPOS. When you start the Retail Platform Software for Windows installation, it checks to see if there is already a version of OPOS installed on your system. If there is, you are given the opportunity to save the profiles. These are the saved profiles that are used with the **Use Saved Profiles** option. Select **Next**.



12. RSM Options. This section permits you to install either **Managed Platform Software** (installs the RSM Agent and the software to discover the RSM Manager Server) or **Local Only** (installs RSM Agent without the software to discover the RSM Manager Server.) The **Local Only** option may be used in SNMP configurations or other configurations where no RSM Manager Server is available. When you choose the **Managed Terminal** option, you can optionally, identify the server's IP address so that the system communicates with a specific server. If you do not specify a server, the system automatically finds one on the network. If you don't know your Server Name or IP Address, see your system administrator.

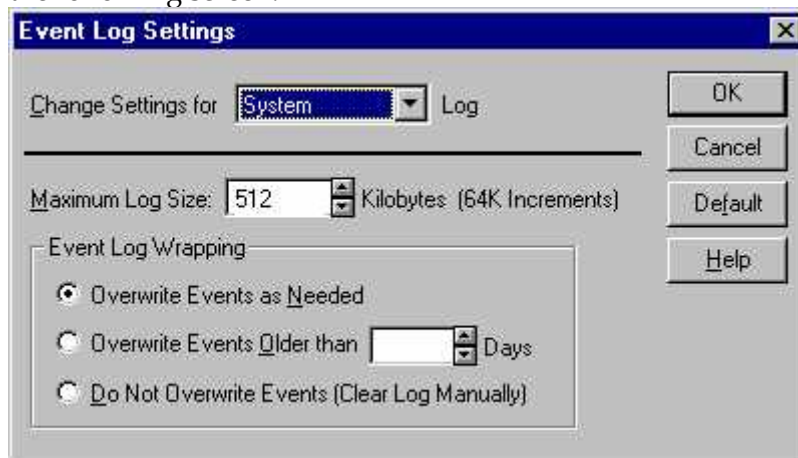


13. The Event Log Wrapping options are then presented.

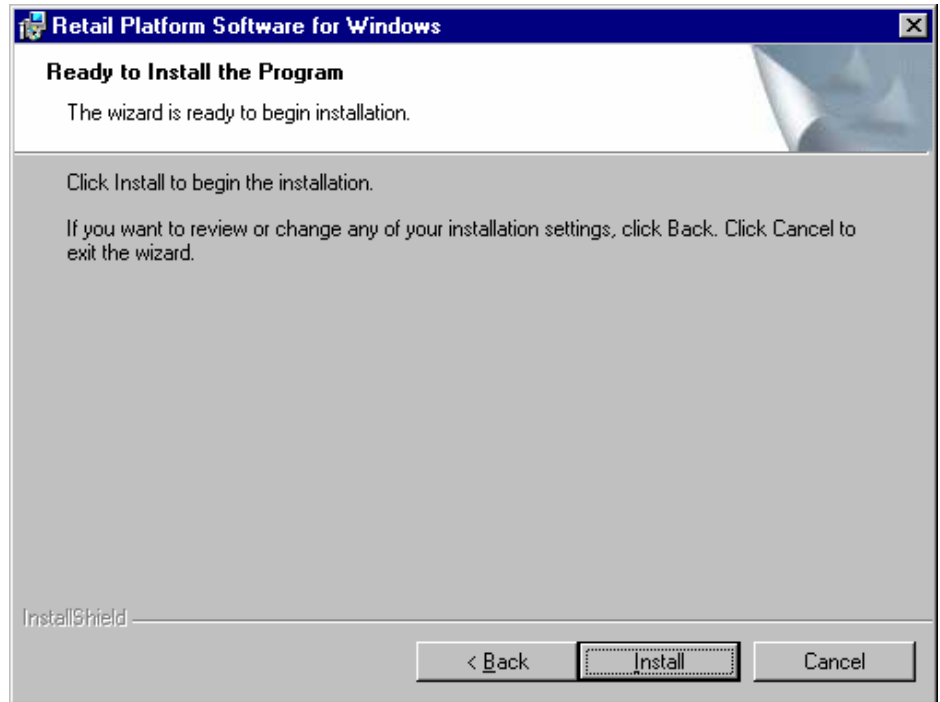


This screen defines what is done with the system logs when they become full.

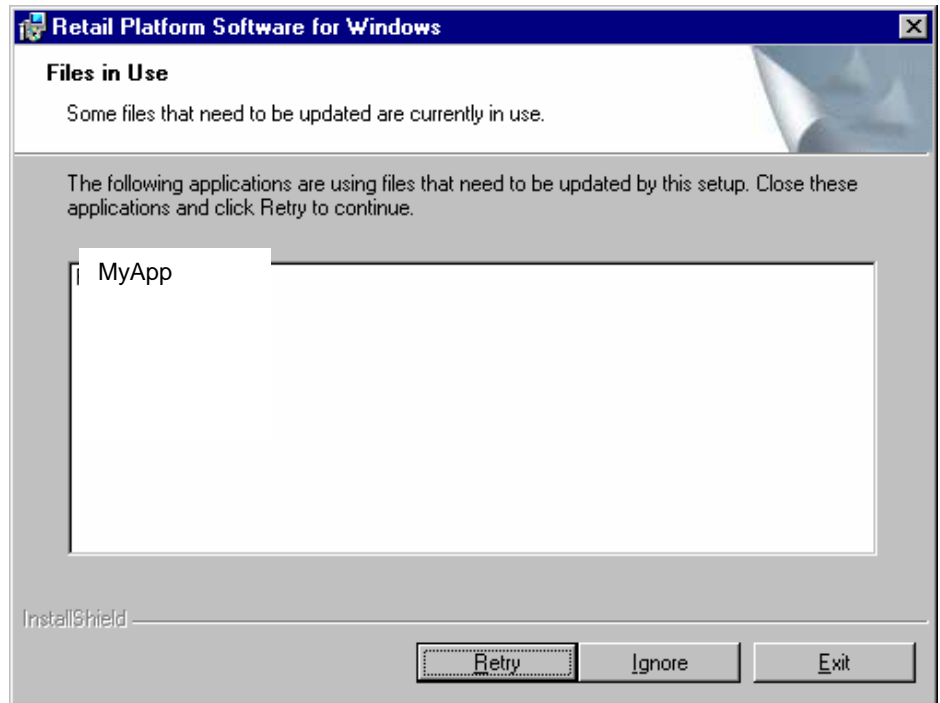
The log information can be changed after the installation by opening the Windows Event viewer and selecting **Log**, then **Log Settings** to get the following screen.



14. The Ready to Install screen displays. If you need to make any changes, you can use the **Back** button. When you are ready to install the Retail Platform Software, select **Install**.

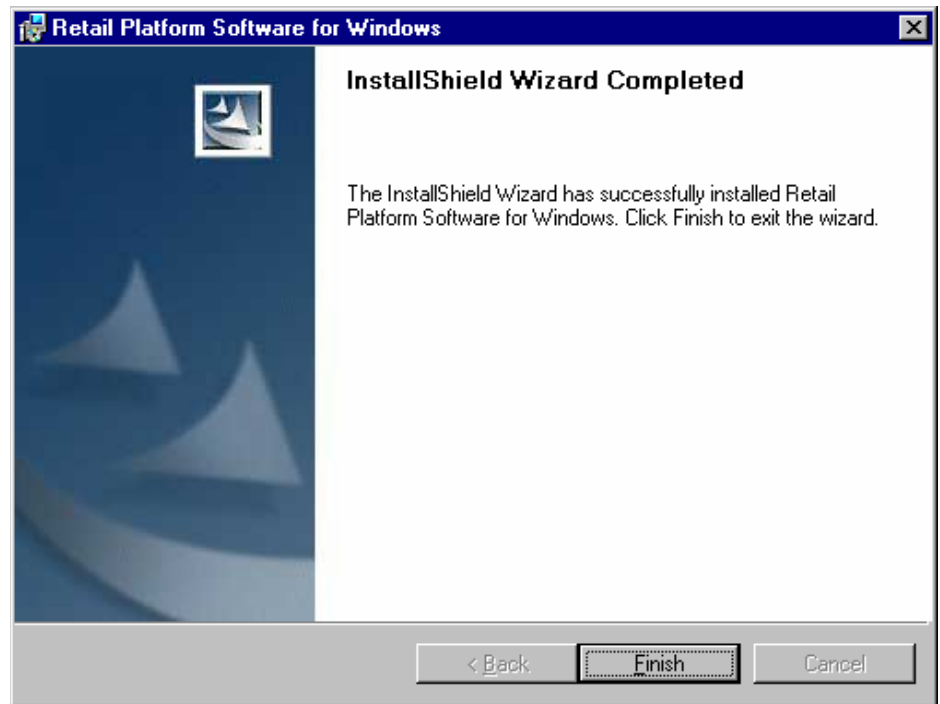


14. During the installation, setup may find files that should be closed during the installation, such as the following.

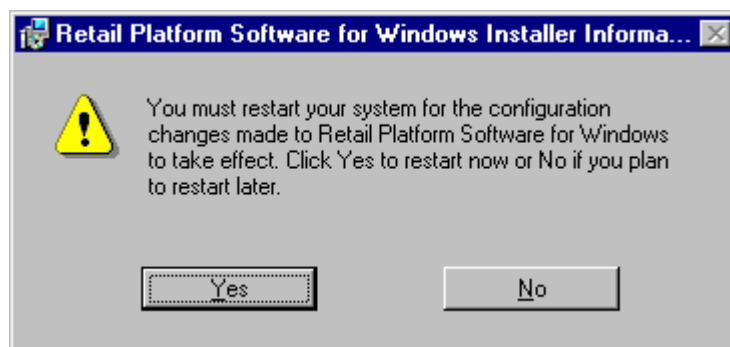




15. When the installation is complete, select **Finish**.



16. A message displays stating you should reboot the client terminal.



17. If the system and the RSM Web server are connected in a LAN and you selected Managed Terminal during installation, the system should automatically become a Managed System.

Open the browser on the system, and type the path to the RSM web site on the Address line, and then press **Enter**.

<http://ip-server/rsm>

You should see your client name (See Resolving Client Names below).

If you run the installation program after the software has been installed, you are given the option to **Modify** (Add or Remove components), **Repair** (Replace corrupt files), or **Remove** (removes all software RSM, OPOS, and Logs and Tallies) the current installation.

## Resolving Client Names

With RSM running on the server, the first time you boot a retail terminal with a PXE boot ROM, the RSM agent assigns a client name consisting of the 3-character prefix (defined in RSM **Site > Administration → Site → Default Prefix**) and the terminal's MAC address.

Later, you install the Retail Platform Software for Windows on the system so that the system terminal can communicate with the RSM Web Server. After the Retail Platform Software for Windows is installed, you must reboot the system. When the system comes back up, RSM renames the system to the Computer Name of the System.

If you want a different system name, you can change a system's logical name in RSM by selecting the **System** and then **Administration → System → Logical System Name**.



## Retail Platform Software for Windows .MSI Install Parameters

.MSI files provide another method to install applications remotely (from the server). This method can be used to install programs that are built for the Microsoft Windows Installer program (\*.MSI).

There is no user interactivity using Remote Install. Therefore, if the application installation program has parameters that require interaction, these parameters must be entered in the Install Parameters field prior to installing the Retail Platform Software on the System.

All properties and values are listed in the “NCR RPSW Installation Notes.rtf” file on the installation CD.

## Running NCRSysprep Utility

The addition of RPSW and RSM to the Gold Drive images saves the user from having to install these products individually, but when you incorporate these Gold Drive images with your applications and then wish to distribute them to multiple terminals, some issues on terminal identification must be considered.

**Problem:** The NCR Retail Platform Software for Windows (RPSW) software reads and stores terminal-based DMI information to the hard disk, in either the registry or in a file. The DMI space (firmware on the processor board) contains information like Terminal Serial number, class/model, etc. This information is critical because it may be the only way of identifying the terminal and its version.

This process works fine when each terminal's hard drive is built up from scratch at that terminal. Now, with the use of drive duplication software, this has become an issue because the duplicated terminals can get the DMI information of the source terminal where the image was created. Usually, a master disk image is created on a test terminal and then the software on that terminal is imaged on to all the other terminals. The problem occurs the first time the test terminal is rebooted after the RPSW software is installed. During this reboot the DMI information is read and written to disk. (This data is not modified on subsequent reboots.) Then, when the image is sent to the other terminals, the DMI values on the disk do not match what is actually in DMI on that terminal.

**Impact:** When this problem occurs, NCR platform software (such as the Retail Systems Manager (RSM)) shows incorrect DMI information for any terminals that have been loaded using the image. In addition, the RSM user interface will show the affected terminals as being in an unhealthy state when it detects that the board and disk drive DMI information do not match. (If you do not have RSM State-of-Health, check the event log for NCRHAL events, which indicate that the information does not match.)

**Action:** In order to get the correct DMI information on all the terminals, you need to run the NCRSysPrep utility which is included

with RPSW (2.1.1). The NCRSysPrep utility can be run for the NCR 7402, 7456, 7457, and 7458 images to make sure that the terminal DMI information matches the information stored on the drive. This utility zeroes out the data on the terminal's hard drive so that the next time the terminal is loaded or rebooted, the data will be read from the processor board. The customer can run the NCRSysPrep on each terminal to clear this error, but the best solution is to run NCRSysPrep on the terminal being imaged.

**Note:** It is important that you run this utility just prior to making your image file. Make sure that you do not reboot the terminal after running NCRSysPrep or else the DMI values will be set again.

# Using RSM LE

## Logins

RSM LE in a does not need a license for Every Unit Item (EUI) functionality. But RSM LE has additional functionality if the system has a license. EUI functionality for RSM LE provides peripheral configuration, local out-of-service diagnostics, and logging of basic events. For information on the additional functionality features for RSM LE, refer to the *NCR Retail Systems Manager User Guide* (B005-0000-1518).

When RSM LE is started, you are prompted for a login. The “Guest” username does not require a password.

A screenshot of a login dialog box. The dialog has a title bar labeled "Login". Below the title bar, there are two input fields. The first field is labeled "User Name:" and contains the text "guest". The second field is labeled "Password:" and is empty. At the bottom right of the dialog, there is an "OK" button.

Login	
User Name:	<input type="text" value="guest"/>
Password:	<input type="password"/>
<input type="button" value="OK"/>	

After logging in, the following screen is displayed.



This screen shows the information for the State of Health.

Each of the OPOS retail peripherals on the left side have a configuration screen and a Diagnostics tab so that you can test the functionality of the terminal.

There are a few system devices that are not controlled by OPOS, and they may provide some configuration information or other information about the device. The devices that are not controlled by OPOS include:

- Audio
- Disks
- Network
- Ports
- Power States
- Touchscreen



## Services Menu

The Services menu for RSM LE systems is used with a system that is being managed by a RSM server. If you are just running the RSM LE in an unmanaged local environment, you won't need to use any of these features.



If you select the **Administration** → **Services** menu, you can change the following:

### Customer Number

The customer number is used to identify the customer using RSM, This is used not used with the basic EUI functionality of RSM.

### RSM Managed

Indicates whether this system is managed by an RSM Server.

### RSM Server Discovery

Indicates whether this system discovers the RSM server dynamically of uses a fixed address.

### Connected RSM Server

The IP address of the RSM server to which this system is currently connected.

### Tally Flush Interval

The frequency which tally values are flushed from memory to permanent storage.

The Services menu also has a tab to turn on data capture. Data Capture permits the developers of RSM to debug problems with the RSM application. The NCR developer will give you information to enter based on the problem he is trying to solve.

These parameters in the Services menu are used with managed RSM LE systems. Additional information on managed systems is located in the *NCR Retail Systems Manager User Guide* (B005-0000-1518).

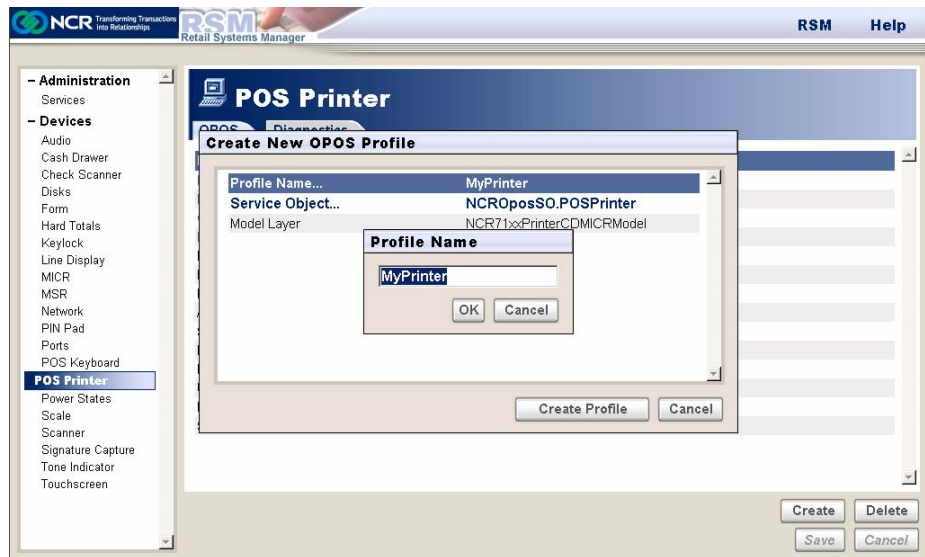
## Using Profiles

When RPSW is installed, the OPOS Profiles for the retail peripherals you choose are installed. These profiles provide some default configurations for the most common uses of the peripherals. You can change a profile's configuration or create new configurations based on your needs.

### Creating New Profiles

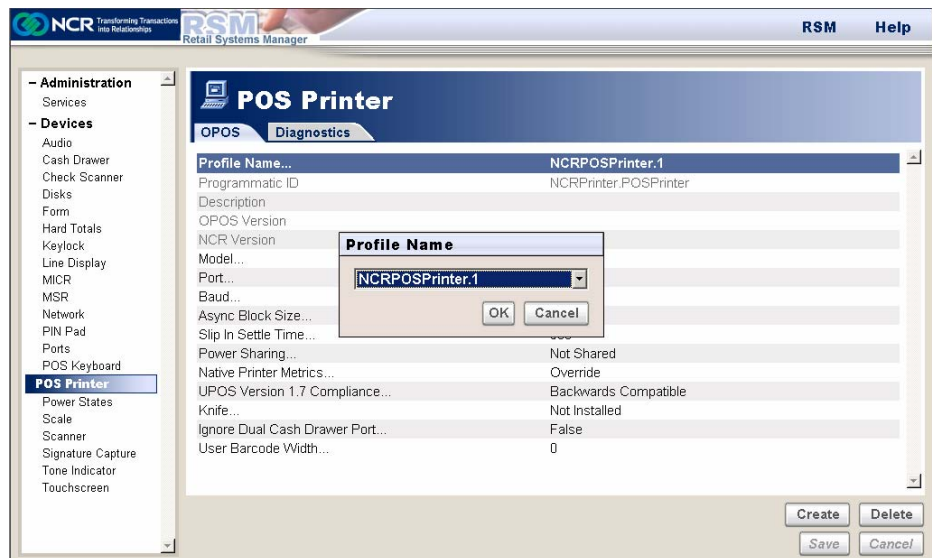
When creating a new profile, select the Device category. In this example we are adding a new printer, so the POS Printer Device was chosen. Then select **Create**. You add a new profile by supplying a profile name (If your application is to use this profile, the name needs to match the name your application is using for the device), the Programmatic ID (Service Object that the profile is to use). The Programmatic ID is different depending on whether you are using OPOS 2.x or OPOS 3.x. The OPOS 3.x Service Objects always have the format "NCROposSO.XXXXXXX". It is preferable to use the OPOS 3.x objects because of future enhancements that are being planned. The Model parameter is set to use a particular set of profile parameter values which are used as a starting point for the new profile.

The profile name "My Printer" was chosen, the service object is the OPOS 3.x Printer object, and the profile is based on the printer model "NCR71xxPrinterCDMICRModel" profile. Select **Create Profile**.



## Changing a Profile

To change a profile, select one of the available profiles from the drop down list and select **OK**.



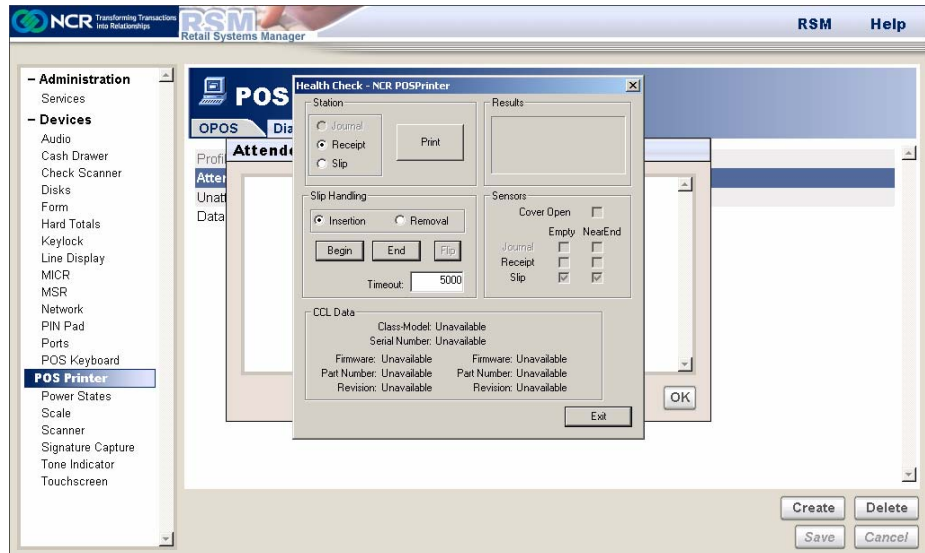
You can change any parameter that is not grayed out by selecting that parameter and making the changes.

## Deleting a Profile

Select the **Delete** button to remove the current profile.

## Diagnostics

Two different types of Diagnostics may be performed. Interactive Diagnostics usually require interaction from the user (swipe a card, scan an item). Non-interactive Diagnostics usually test the internal hardware and do not require user interaction. To run diagnostics, select a System, then **Devices** → **POS Printer**(Desired Profile) → **Diagnostics tab**, then **Attended Diagnostics**.



The printer test permits you to select a specific print station and other parameters associated with that printer. When you press the **Print** button, information should be printed on the selected printer.

## Power States for Groups and Systems

The Power States for a System or Group can be controlled within RSM. The following control is provided:

- Restart
- Shutdown
- Power Up (wake-on-LAN)
- Daily Reset
- Daily Wake Up
- Power Switch (on terminals that support power switch disable)
- Reboot Type (cold/warm)
- Boot Order (normal/network)

The various models of retail systems support different power states.

The Power States page for groups includes only the options available for all terminal types.

To access the Power States, select a Group or System, then **Devices** → **Power States**.