

Configuration Requirements and Best Practices (POS)

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Server Requirements

Districts that are cloud hosted may be required to move to an in-district hosting method if it is found that there is significant network latency between the district and Campus servers.

In-District hosted customers may be required to add additional servers and/or hardware if deemed necessary by Campus Hosting.

Terminal Requirements

Terminals must be allowed to access the following website directly from the terminal for remote support.

- rds.infinitecampus.com

Each terminal must be able to communicate with the Campus application URL that is used to access the Campus application from any computer, inside or outside of the district.

Verify Java is installed on the terminal.

It is highly recommended that each terminal be synchronized to an Internet Time server (set up within the Date and Time control panel). Using any of the default time servers is acceptable.

Terminal Naming Conventions

Within Campus, during initial configuration or when adding new terminals, it is a best practice to follow a consistent naming convention; i.e, POS-001, POS-002 or SHFS-0001, SHFS-0002.

Every district also needs a terminal named **SERVER** for terminal messaging, a terminal named **CAFETERIA SERVE** for proper Cafeteria Serve operation and a terminal named **CLASS SERVE** for

proper Class Serve operation. These terminals are already populated for you and should not be modified. Any spare terminals should be named **SPARE 1**, **SPARE 2** etc. and assigned to all schools.

Infinite Campus recommends limiting terminals names to be 12 characters in length including spaces.

Terminal Best Practices

The following items are recommended for optimal terminal operation.

- At the start of every school year or new calendar, POS terminals must be [reloaded with patron data](#) to allow for changes in enrollment, meal statuses and other patron data.
- Only one terminal should be plugged into an outlet.
This prevents tripped breakers or cords coming unplugged from shutting down multiple service lines.
- If possible, terminals should not be plugged into an outlet on the same circuit as a large appliance such as a microwave or freezer/milk cooler.
Power spikes/drops could affect terminal operation.
- Use a battery back-up with AVR (Automatic Voltage Regulation).
This allows the terminal to continue operation and shut down properly in case of a power outage, spike or drop.
- Keep the terminal connected to the network at all times.
While the terminal can run in “Offline Mode” without an active network connection, it is not considered a best practice. Real-time balancing and reporting in Campus requires a live network connection.
- Purchase and regularly update a spare POS terminal.
In the event you have a failure and you have a spare terminal configured and ready, you can swap out machines and continue serving.

Additional Hardware Requirements

A PC-compatible keyboard and mouse is required for the initial POS terminal configuration or subsequent reconfiguration and may be required to perform troubleshooting tasks as instructed by Campus Support.