IBM Kiosk Manager 4
Protecting and Extending your Kiosk Solution

Visibility Provides Availability

In a typical month your kiosks process thousands of transactions – from selling tickets and checking in passengers, to providing goods in exchange for payment.

IBM has over 20 years of experience monitoring 1000’s of kiosks at 100’s of customer sites with our premier monitoring tool, IBM Kiosk Manager.

Our latest version, IBM Kiosk Manager 4 (KM4), features a redesigned architecture which provides enhanced scalability. IBM Kiosk Manager 4 is portable across different software platforms. It provides J2EE compatibility, security integration and database support.

The user interface has been completely redesigned, providing an enhanced user experience that allows users to easily navigate the KM4 pages.

Complex graphical reports can now be created by using external reporting tools such as Crystal Reports or Flex.

IBM Kiosk Manager 4 allows enterprises to monitor self-service device networks around the globe 24/7.
IBM Kiosk Manager 4 Functions

IBM Kiosk Manager 4 functions are categorized into Kiosk Groups, Operations and Administration.

**Kiosk Groups**
Create device endpoint groups (such as kiosks) and review their performance details. For each group, view
- summary
- kiosk list
- component details
- locations
- connectivity and more.

**Administration**
- Manage users
  - set permissions
- Manage profiles
- Run mass user edits
- Manage files
  - upload, download or delete files
- Change server settings
- Configure database maintenance

**Operations**
- Schedule new commands
- Repeat recent tasks and operations
- Create pre-configured commands (for users with lesser permissions)
- View command execution status
- Save favourite commands
- Send pages to
  - email
  - Windows Event Viewer
  - telephone alpha/numeric pagers
  - internet paging interface
- Create alert rules and priorities
- View pending alerts
- View statistics

IBM Kiosk Manager 4 Benefits

**Flexible & Reliable**
- Monitors device endpoints geographically dispersed across cities, countries or worldwide
- Portable web application design allows for deployment on numerous software platforms
- Supports high availability clustered environments

**Provides Real-Time Status, Alert Notifications and Security**
- Provides instant, remote access on any web browser - 24/7
- Prevents service disruptions by sending out alert notifications
- Integrates into existing enterprise security infrastructures such as Lightweight Directory Access Protocol (LDAP) or Central Authentication Service (CAS)

**Manages Statistical Data**
- Places data in a relational database using a well defined format
- Creates simple statistical reports describing endpoint availability, transaction numbers and more
- Reports transaction and device usage by application for shared IATA CUSS sites
- Third party applications can access KM4 data to create enhanced reports

**Makes Usability a Priority**
- Provides easy navigation via an enhanced graphical user interface
- Sets restrictions and permissions for User Accounts
- Fast performance - AJAX technology reduces bandwidth and software load time

Control & Power
The Kiosk Groups, Operations and Administration menus provide for easy configuration and setup.

Migration Kit
Existing IBM self service customers with IBM Enhanced Program Support (EPS) can seamlessly migrate from previous versions of KM using the migration kit. If you are not an EPS customer, contact IBM for more information.
New Design & Enhanced Usability

1. **Simplified Menu**
   
   Three main navigation tabs provide monitoring and managing controls:
   
   a) Kiosk Groups
   b) Operations
   c) Administration

2. **Kiosk Tab Menu**
   
   The new tabbing feature provides increasingly detailed views of kiosk information starting with the summary, followed by the kiosk group list and finishing with specific kiosk details.

3. **Component List**
   
   Users can view the status of each kiosk’s application and device components. For IATA CUSS kiosks, all applications can be monitored. Icons show if a component is online, offline, in-use or has an error.

4. **Component Details**
   
   Users can view the application or device version, last update time and status. Components for IATA CUSS applications and platform include extra information about settings and the kiosk environment.
IBM Kiosk Manager 4 employs a simple network infrastructure. Kiosks continuously relay messages to the IBM Kiosk Manager Server. Administrators connect to IBM Kiosk Manager 4 through their company’s web server and can access valuable statistics and data by using the IBM Kiosk Manager 4 interface.

For optimal flexibility and configuration, the database and application server can run on separate machines to allow compatibility across different environments. For additional protection, this entire network integrates seamlessly with the existing security infrastructure.

Technical Requirements

For optimal performance, IBM Kiosk Manager 4 requires the following:

**Server Requirements:**
- Servlet Container or J2EE Application Server (recommended for 100+ kiosks)
- IBM DB2 v9i or Oracle Database v9i or v11g, or MySQL v5.0
- Internet Explorer 6.0+ or Firefox 3.0+
- Platform Independent – Windows, UNIX, Linux

**Supported Clients:**
- IBM Consumer Device Services (CDS) v708+ with IBM Common Use Self Service for IATA CUSS
- Common Use Self Service (CUSS) applications with IBM SMGRC4 remote monitoring client
- Other clients using the IBM Client Messaging Protocol

For More Information

Please contact us to discover how IBM Kiosk Manager 4 can benefit your organization.

For further information on IBM Self-service Solutions, please visit [www.customerfacing solutions.com](http://www.customerfacing solutions.com) or send an email to eaccess@ca.ibm.com