

ProView

Remote monitoring and administration for
self-service networks

The logo for ProView is displayed in a large, bold, black font with a white outline. The letter 'i' is replaced by a red triangle pointing upwards, with a black dot above it. The logo is centered on a gray background with two horizontal lines above it.

ProView

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ProView

1. Product classification and description

Reliable self-service hardware and software coupled with timely detection and fast elimination of malfunctions are key factors in the successful operation of a self-service network. These aspects are essential for acceptance and satisfaction on the part of customers and network operators alike.

With its ProView product, Wincor Nixdorf offers a monitoring system that is geared to the specific requirements of self-service systems. It is equally suitable for the administration of self-service systems in the banking sector (automated teller machines, information and transaction terminals, statement printers) and for other application areas (e.g. ticket machines, airline and kiosk systems).

2. Application areas and customer benefit

The scalable function offer, the number of self-service systems it supports and the possibilities for embedding it in a company's organizational structures allow ProView to be used extremely flexibly. It is suitable for deployment in the following areas:

Functional (by task area):

- Technical service (remote diagnostics, field operations management)
- Help desk work (remote diagnostics, user help desk)
- Central administration work (remote diagnostics, file transfer, remote operating)
- Controlling and marketing functions (evaluation of statistics, analysis of error sources, analysis of customer behavior, etc.).

Organizational

- Locally at the branch or institution level
- Centrally in the data center or an external systems management center

ProView is already proven in practice for national and international customers. Installations range from small network configurations with fewer than 20 systems to mid-size configurations with 100 to 200 systems and large networks with well over 1,000 devices.

Advantages of ProView at a glance:

- Flexible deployment options through
 - Scalable function array
 - Support for widely differing self-service systems (Wincor Nixdorf and third-party systems)
 - For central and local use (e.g. at data center or branch)
- Less money and time spent on maintenance through
 - Central view of current device states/availability
 - Prevention of faults through threshold monitoring
 - Efficient, specific service engineer deployment when devices fail
 - Reduction in service engineer work (only when needed) and avoidance of unnecessary service calls
- Cost and time saved in provisioning and administration through
 - Replenishment of consumables on request
 - Reduced on-site deployment thanks to remote operating functions (e.g. reboot, put self-service system into/take it out of service, file transfer) and automated processes (e.g. automatic reaction to problem reports, automatic file transfer)
- Improved customer satisfaction through
 - High availability of self-service systems since the self-service network is monitored round the clock
 - Acquisition of marketing data (utilization levels, frequency), making it possible to gear the self-service offering to customer needs
 - Full exploitation of the self-service system as an advertising medium, providing the opportunity for direct, specific customer address

3. Product overview

ProView is a PC-based system for the monitoring and administration of self-service systems. Administrators are given an overview of the self-service network, enabling them to recognize at a glance the status of the various terminals under their responsibility. Changes of status are indicated automatically. ProView gives operators a number of different, convenient views of the self-service network.

1. Chessboard view

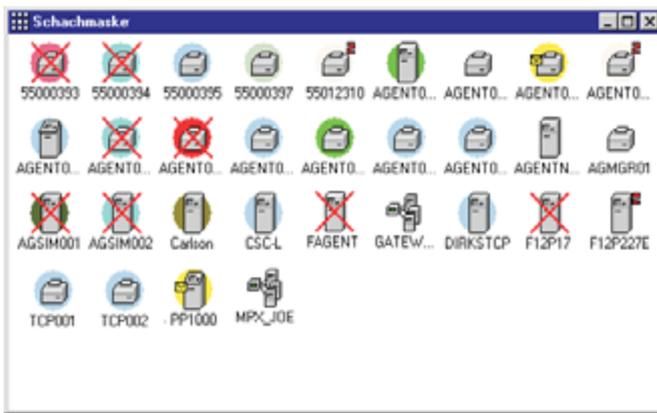


Fig. 1: Chessboard view

In the chessboard view, the self-service devices are represented by squares or symbols arranged like a chessboard. The states of the devices are shown by different colors, e.g. 'red' for out of service or 'green' for ready. The chessboard view is particularly good at presenting large networks that link several hundred systems. It gives a clear picture of the overall network even on this scale.

2. Ring and map views

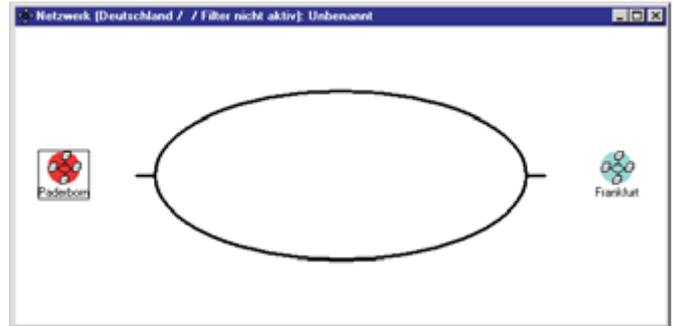


Fig. 2: Ring view

These views also represent the self-service devices as symbols. They show the entire network structure.



Fig. 3: Map view

In the map view, a user-definable image can be displayed in the background (map, ground plan of branch, etc.).

The ring and map views are suitable for presenting small and medium-sized networks.

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3. Alert view

In order to monitor a growing self-service network, the administrator must receive the information in compressed or filtered form. Here, ProView uses its 'Alert view' facility.

Name	Anzeigedatum	Zeitpunkt	Gerättyp	Servicepunkt	Ereignis-ID	Ereignis	Digital
AGSIN4001	04.02.00 12:47:44	04.02.00 12:47:44	ATM	04.02.00 12:47:44	99999907	Status unbekannt	Schnee
AGENT004	01.09.99 18:08:52	01.09.99 18:08:52	CFP	01.09.99 18:08:52	99999909	Endgerät nicht erreichbar	Offline
AGENT003	04.02.00 12:25:44	04.02.00 12:25:44	ATM	04.02.00 12:25:44	99999906	in Bearbeitung	Schnee
AGENT002	04.02.00 12:25:37	04.02.00 12:25:37	CFP	04.02.00 12:25:37	99999906	in Bearbeitung	Schnee
AGENT001	04.02.00 16:49:07	04.02.00 16:49:07	ATM	04.02.00 16:49:07	99999909	Endgerät nicht erreichbar	Offline
99000295	19.01.00 09:20:01	19.01.00 09:20:01	CFP	19.01.00 09:20:01	99999909	Endgerät nicht erreichbar	Offline

Fig. 4: Alert view

This screen provides administrators with the most important data at a glance. It only displays the devices that have encountered a problem, together with the date/time of the problem and the reason for it. The alert view is thus ideal for carrying out special tasks in self-service networks, in particular for customer service or third-party providers.

4. Functions

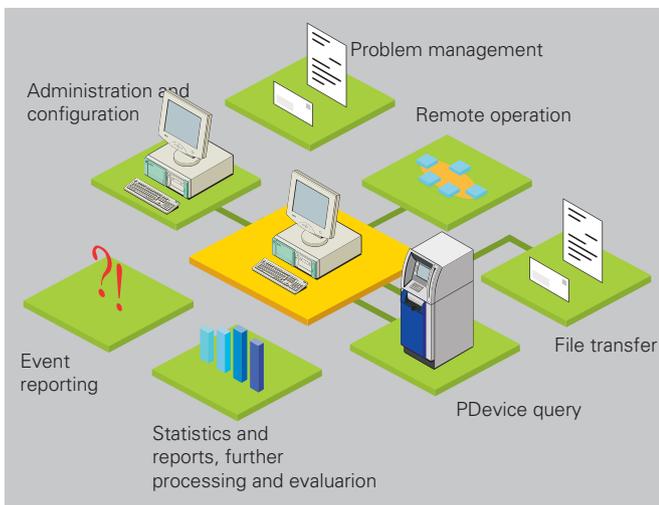


Fig. 5: Function overview

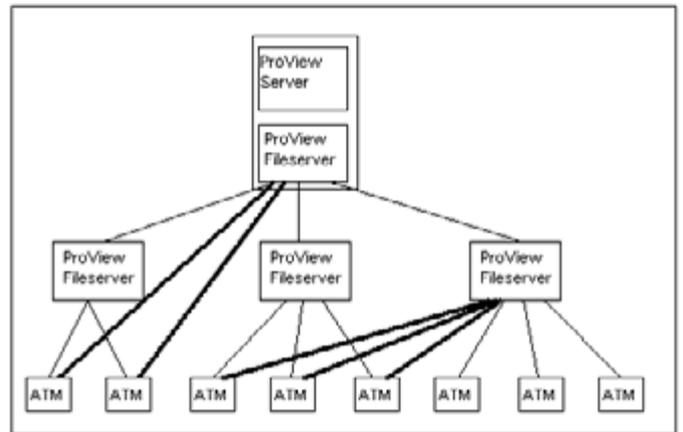
4.1 Monitoring functions

The most important functions in ProView are the monitoring functions. They are used in ProView's main task, namely remote monitoring of self-service systems and include

- Event reporting
- Device queries
- Remote operating

4.2 File transfer and file distribution

ProView supports the transfer of individual files between the ProView server and the terminal devices and, in addition, allows predefined file packages to be distributed from the server to the terminal devices. The packages are compiled, compressed and transmitted to the terminal devices via one or more file servers.



The file distribution function in ProView can be used to implement a basic SW distribution and transfer solution.

4.3 Problem management

ProView users can actively open and process problems. Potential problems are indicated on the desktop through changes of color and icons or via the alert view. ProView also allows for problems to be recorded by first-level support and forwarded to the desktop user (e.g. by phone or fax).

The main components of a problem report are the problem number, a description, prioritization, a status, an opening and closing date and additional information such as diagnostics and troubleshooting actions that have been initiated.

Problem reports can be opened and changed manually by the user or automatically by event messages. They can also automatically trigger specific actions or be forwarded and escalated.

It is also possible to integrate them in an external problem management system via a programming interface (problem API).

4.4 Statistics and reports

The fully published database schema makes it simple for customers to generate individual evaluations and statistics via standard tools such as Business Objects or Crystal Reports. ProView also creates online statistics. During operations, the server ascertains aggregated data on device failures and the reasons for them. This data is stored in various database tables and can be evaluated with custom programs or database tools. The program `statistic.exe` is standard delivery. It evaluates the online statistics tables and creates a failure report from them, stating the duration and cause of failure for individual self-service devices.

4.5 Automating jobs

Administrators can use rules and jobs to define various ways of reacting to events and triggering automatic actions or responses. For example, event messages can be forwarded automatically via an existing mail system to a fax, pager or e-mail address. One or more actions can be combined in a job and scheduled for execution (e.g. first transfer a file to the self-service device and then launch a program there).

4.6 Interfaces to external management systems

ProView offers interfaces that enable data exchange with external management systems such as Tivoli or Unicenter TNG. These systems are often the single point of control for all the systems linked to the network, e.g. routers, servers and terminal devices.

The following interfaces can be used for ProView server connections:

- SNMP (Simple Network Management Protocol)
- Text file
- Command line interface

ProView can forward event messages to the external management system via SNMP and text files or, conversely, the external system can execute ProView commands on the server via the command line interface.

Another option for integrating ProView is to incorporate a component of the ProView desktop – the Component Viewer – in the external system's console. The Component Viewer has a graphical user interface that is used to monitor and control an individual self-service device. It can be called as a separate `.exe` file and can thus be executed directly on the remote console.

4.7 Administration and configuration

In addition to its monitoring functions, ProView incorporates all the functions that are needed to manage and configure ProView itself, such as user administration, device administration, definition of rules and jobs, etc.

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4.8 Customer-specific functions

ProView's function range is scalable and can be tailored to a customer's individual needs and application areas. The option of integrating external programs and providing programming interfaces allows ProView to be expanded to include additional customer-specific functions.

5. ProView/Web-Extension

Alongside the conventional desktop, ProView incorporates a Java-based desktop for the monitoring of self-service devices via an intranet or the Internet using a standard browser (e.g. Netscape, MS Explorer).

The Internet desktop is designed as a user interface in addition to the existing ProView desktop. Its functionality is geared to the requirements of third-party providers and branch staff.

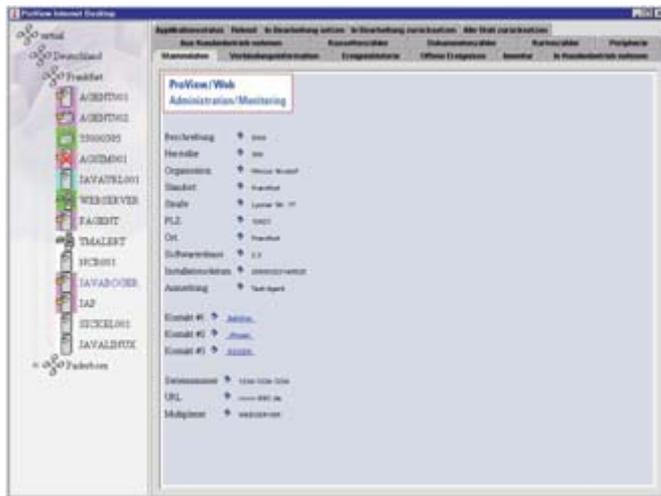


Fig. 6: Web-Extension

The Internet desktop is ideal for use in projects where monitoring duties are outsourced to specialized providers and consoles must be used outside the network operator's firewall.

6. Supported self-service systems

■ Wincor Nixdorf systems

Standard ProView agents are available for Windows and OS/2 based systems from Wincor Nixdorf.

■ Third-party systems with ProView Agent

Thanks to their configuration options and programming interfaces, the standard ProView agents can be adapted and extended for use with third-party environments and applications. This process is known as 'ProView enabling' and is normally supported by a contractual relationship between Wincor Nixdorf and the third-party vendor or partner.

■ Third-party systems connected to Base24® host systems (Tandem®)

In this case, monitoring is not handled via the ProView agent on the terminal device but via the host system. Support covers event reporting and remote operating functionalities with a limited command range. This connection version can be used in projects in which Base24 is deployed as the host package and the ProView terminal agent cannot be used for technical or license reasons.

■ Third-party systems with SNMP agent

Monitoring is handled via an SNMP agent on the terminal device. Basic monitoring can be handled via the operating system's SNMP agent. To monitor self-service components, specialized SNMP agents and MIBs must be obtained from the self-service device vendors. The event reporting function is currently supported via SNMP (SNMP traps).

7. Order information

The following ProView products are available:

Base products:

■ ProView/Basis

ProView/Basis incorporates all the ProView server functions together with the monitoring and administration console.

- ProView Server
- ProView Desktop
- ProView Administration Panel

■ **ProView/Client license**

The Client license entitles companies to monitor a certain number of terminals of a certain type connected to one server.

The following licenses are currently available:

■ **ProView/Client-CRS**

Client license for cash recycling systems

■ **ProView/Client-ATM**

Client license for automated teller machines

■ **ProView/Client-Info_Print**

Client license for information terminals and statement printers

Add-on products (optional):

■ **ProView/Web-Extension**

Internet desktop with specialized function array. It can be used in addition or alternatively to the conventional ProView desktop.

■ **ProView/Base24 Connect**

Extension of the ProView server, adding the ability to monitor self-service systems connected to BASE24®.

ProView Demo:

The ProView license product can also be supplied as a demo version without restricted functionality.

All the hardware and software names used here are registered trade marks or should be considered as such.

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Wincor Nixdorf International GmbH

Heinz-Nixdorf-Ring 1

D-33106 Paderborn

Phone +49 (0) 52 51/6 93-33 01

Fax +49 (0) 52 51/6 93-59 18

<http://www.wincor-nixdorf.com>

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