# DEVICE MANAGEMENT SERVER – FAQs

**1. What do the different colors on the Device Management Server Reporting screen mean?**

The main reporting screen has been designed to identify and prioritize devices with potential issues that require action. Products are displayed in different colors to allow for simpler identification. They are prioritized from top to bottom as follows:

| COLOR | DESCRIPTION |
|-------|-------------|
| **Red** | Devices that have failed to properly implement commands or that have lost contact with the Management Server are displayed in red and placed at the top of the display. |
| **Black/Bold** | Devices that have been enrolled, issued commands and are ready for deployment show as black bold. |
| **Green** | Devices operating in a normal fashion and reporting to the Management Server properly are shown in green. |
| **Purple** | Unregistered devices that contact the Management Server before being enrolled could be at risk if at a merchant site and so are displayed as a higher priority. |
| **Blue** | Inventoried devices are displayed in blue at the bottom of the screen. |

Products that are bolded have been issued commands but the management server is still awaiting contact from that device. These devices are prioritized just after alarmed (Red) devices. New devices that are issued commands from Inventory through the ENROLL PRODUCTS process will change to bold black once the Update button is clicked and the changes are accepted.

**2. What other options do I have to select a product or group of products?**

*Search by Serial #* - search for particular devices or groups of devices in the "Search by Serial #" dialog box. Just enter any part of the device's Serial # and click on Search. The report will list all devices containing the searched string on the page.

*Choose a Report* - clicking on the Choose a Report dropdown will allow you to filter the report to show only Alerts (Red devices and Bold devices), only functional devices (Green) or only device in Inventory. The Audit report can also be chosen.

*Report by Merchant* - the column heading for merchants is a drop down list that allows you to display only the devices for the particular Merchant chosen.

*Sorting by Column* - clicking on the column headings will sort the rows in alphabetical order. Click again to switch the order (ascending /descending). To return to the main screen from a specific sorted view, click the Back button on your browser.

*Returning to Main Reporting Screen* - to return to the main screen from a specific merchant view, either choose All Merchants from the Reporting drop-down list, click on Reporting option on the Management Server menu bar or click the Back button on your browser.

3. **What is the difference between Internal and External in the IP Address column of the Reporting screen?**

   The Internal IP/External IP drop-down in the title of this column allows you to choose between displaying the Internal or External IP Address of the devices listed. Internal IP is the IP Address on the WAN Port of the Main device and External IP is the IP Address of the gateway router. Both IP Addresses are received from the poll messages sent by the device to the Management Server.

4. **How do I find out who made a certain change on a product or when a change was made?**

   The Management Server maintains a comprehensive log of all activity on the system within its Audit Log. Users are able to view activity within their account using this report. The default view displays the latest 24 hours of activity. Other options can display the Last week, Last month, All activity or to search on activity of selected devices by entering a portion or the entire Serial # in the 'By serial #' dialog box and clicking on Search.

5. **What do the different columns on the Reporting screen display?**

   *Location* - displays location or store specific information such as store number that will allow Merchants to differentiate between different devices.
   *Product* - identifies the type of Product connected to the Management Server (i.e. iPocket232, POSLynx220, Ether232DUO, etc.)
   *Internal/External IP Address* - the Internal IP/External IP drop-down in the title of this column allows you to choose between displaying the Internal or External IP Address of the devices listed. Internal IP is the IP Address on the WAN Port of the device and External IP is the IP Address of the gateway router. Both IP Addresses are received from the poll messages sent by the device to the Management Server.
   *Serial #* - displays the serial number of the device. This number is unique across all products and allows the Management Server to track all activity related to this product.
   *Version* - displays the current application version on the device as last received from the device by the Management Server. Firmware downloads not performed through the Management Server will be displayed in the current status in parentheses but will not be displayed within the history window when the selected item is clicked. Note: While application versions are being downloaded into the target device, the Management Server will display the version number in a bold, tan color. It is important that the device not be unplugged while the download is in process as this could cause a product failure.

***Config File*** - displays the latest configuration file imported into the device. Configurations edited by the Management Server before being sent to the device will be listed as precidia.cfg. Configuration transfers not performed through the Management Server will be displayed as "custom" in the column but will not display within the history. They may however have been captured by the Management Server and stored in the Diagnostics column under the configuration file (precidia.cfg), within the diagnostic files.

***Diagnostics/Statistics*** - the Diagnostic/Statistics dropdown displays the last date that a Diagnostic file or a Transaction Statistics file was received by the Management Server.

6. **What short-cuts are available from the Reporting screen?**

On any row within the ISO view, product specific information is available on a product's history, current status, etc., by clicking on the particular entry for that product.

***Quick-Edit*** - clicking on the product's Serial # will bring you to the Edit Product page for that product, displaying current settings and allowing changes to be set and sent to the device the next time it calls into the Management Server.

***Product Support*** - clicking on a specific entry in the Product column will bring up a support request that can be sent to iPocket232 Support along with the selected product's associated diagnostics files and a description of the issue.

***Internal IP/External IP (and Polling History)*** - clicking on the IP Address displays the Polling History page for this device. An entry in the table is made when the device loses contact with the Management Server (the Management Server does not receive a number of expected polls) and also when it re-connects. Entries within this table are also made each time a new WAN IP address is assigned to the device - this can be a good way of understanding when the device is going to dial back-up.

Note: Should the device connect to the Management Server through PPP, which is normally used as a back-up method of communication when a primary link is down, the Management Server will display the IP Address in a bold, tan color.

***View Product Status*** - clicking on the View Product Status link at the top right hand side of the Polling History page displays the status of the previous commands issued to the particular device. Only commands that have been sent to the device are listed in this table. The Product Status page can also be reached from the link provided in the Edit Product page for any selected device.

***Edit Product shortcut*** - clicking on Serial # will display the Edit Product page for that product, showing current settings and allowing commands to be set and/or changes made and sent to the device the next time it calls into the Management Server.

***Version*** - clicking on a particular version will provide a history of all application downloads to the device delivered via the Management Server.

*Config File* - clicking on a Config File entry will display a history of the configurations sent to the device and the date they were accepted by the device. Clicking on the individual entries within the history window will display the configuration sent to the device on the associated date. These configuration files can be saved as templates and made accessible for download into other devices by clicking on the "Save as Template" link in the upper right frame. For certain products, such as the POSLynx220, the configuration files can be edited and saved to the selected device as a command by clicking on "Save as Command". This configuration file would then be sent to the device upon its next contact.

Configurations edited by the Management Server before being sent to the device will be listed as precidia.cfg. Configuration transfers not performed through the Management Server will be displayed as "custom" in the column but will not display within the history. They may however have been captured by the Management Server and stored in the Diagnostics column under the configuration file (precidia.cfg), within of the diagnostic files.

*Statistics* - clicking on the date presented when the Statistics dropdown is selected from the column heading will display the latest statistics file received by the Management Server.

*Diagnostics* - clicking on the date associated to the selected product in this column will display a list of diagnostic files and the date they were sent, either as a scheduled contact or other diagnostic file upload from the device. In some ways, this is perhaps the most important information available on the Management Server as it will allow you to determine where issues are occurring. It can also provide the back-up data required to ensure your merchants know where the problem resides so it can be resolved quickly by the right organization. Clicking on the individual filenames will display a number of diagnostic files. Those displayed for the POSLynx220 are described in the table below.

| FILENAME | DESCRIPTION |
|---|---|
| transac.conf | physical and virtual port configurations. |
| precidia.cfg | current configuration file used by the device. Product configuration files can be saved as template files. For certain products, such as the POSLynx220, these files can be edited and saved back to the device. |
| wan_status | wide area network status of the product at time of data capture. |
| cpe.conf | the Management Server Scheduled Contact and Polling parameters as well as primary and secondary host addresses configured in the device. |
| resolve.conf.eth1 | domain name server addresses/settings for WAN interface at time of capture. |
| dhcpcd-eth1.info | complete current settings for external network in v2.08.xxx releases. |
| networking.conf | current LAN, WAN and f/w settings. |
| messages | log messages since last power cycle in v2.08.xxx or since last diagnostic file transfer in v2.09.xxx and above. Messages file is size limited. |
| info.txt | MAC ID and firmware version on the device at the time. |
| iptableinfo.txt | IP Routing table information including blocked or allowed ports. |
| processesfile.txt | Status information on the various processes operating on the POSLynx. |

For the iPocket232, Ether232DUO and similar products, the diagnostic file displayed is more limited:

| FILENAME | DESCRIPTION |
|---|---|
| log.txt | Log messages do not get deleted but are rolled over after file size limit is reached. |
| config.txt | current configuration file used by the device. These files can also be saved as template files. |
| status.txt | Status of device including device uptime, port link status, port data received/ transmitted, and Network routing information. This page is reset upon power-cycling the device. |

Clicking on the 'Advanced' checkbox will display more extensive diagnostic files if available.

7. **What commands can I set in the Management Server for a particular product?**

You can issue commands either by choosing ISO Admin from the menu bar, choosing Edit Product, selecting a MAC ID from the dropdown list and clicking on Continue or, you can click on the product's Serial # on the main reporting screen. From this screen, you can store the following commands in the Management Server to await the next device contact:

*Firmware*
Select the Firmware # of the application firmware you would like to download into the end device from the drop down list. If the version # you require is not listed, contact iPocket232 Inc. at sales@ipocket232.com.
Warning: Please note that incorrectly downloading application firmware or not following all steps properly can lead to the end device being harmed beyond repair. The utmost care and diligence is required when selecting this action for a device, particularly an existing device functioning in the field.

*Configuration*
Select the appropriate Configuration file from the Configuration drop-down list. To add Configuration files to the existing list, please create a config template or use an existing configuration file and choose the Save as Template link in the upper right frame of the display. Warning: When selecting a configuration template to download to the device (all templates for chosen product type will appear in Configuration drop-down list), be careful to verify the IP Addresses of the template file BEFORE shipping to the product as templates will retain IP addressing information. In particular, this could cause issues when the template is set to Static IP Addressing - these settings should be changed to correct addressing before sending to the targeted device.

***Contact***

The end device will contact the Management Server at a predetermined interval (from every 5 minutes to Daily or Never). At each Scheduled Contact, the device will send a complete diagnostic file to maintain a history on the device. The Scheduled Contact interval for new installations should be set to one hour intervals until locations have stabilized, at which time they can be set to a less frequent interval if needed.

***Polling***

This option allows you to set the interval between polls sent by the device to the Management Server. These 'heartbeats' allow the Management Server to monitor the device and its network path and display and track any connectivity losses. Select how often you wish to poll the device, from 2-15 minutes, or Never. When these selections have been made and all fields are complete, you may click the Update button at the bottom of the page to set these commands in the Management Server and await the product's next contact.

***Device Reset Commands***

Specific commands can be stored by clicking on the checkboxes associated to the commands on the right hand side of the Command Panel, namely Reset Password, Reboot Device and (set to) Factory Defaults. These reset commands are only available to POSLynx220 devices. POSLynx220 devices running v2.08 and prior versions can only interpret the Reset Password command.