

Device Management Server v2.4 Release Notes (Q2/08)

The Management Server is v2.4 significantly improves performance of the core engine getting vital information to you quickly. Reporting performance and database queries have been tuned to speed up typical database requests.

Release Notes inform current product owners of new features and/or changes that are available in an upcoming release.

- Release notes do not describe how to use upcoming features (they are not a help guide, user guide or online help),
- Release notes do not describe benefits of new features except in a very limited way.

PCI Functionality on the Management Server

Single login session per user

- Users will be logged out after 15 minutes of inactivity
- Only one session per login allowed

Note that management server will see a user as already logged in if a browser session is closed and you attempt to login again under the same user name.

Revamped Edit Products page

Edit Product page has been redesigned to allow for added functionality now and in the future

- Information is presented is easy to understand groupings; Merchant Information, Product Information, Command Panel and Status Panel
- View Product Status link made available in Product Information grouping
- Command panel orientation changed to present options more clearly
- Status Panel has been added to display all commands awaiting the product to allow for better understanding of commands being held by the management server until product contact
 - These commands can be aborted if incorrect
 - Next Scheduled Contact (when commands will be sent to the product) is displayed just above the Status Panel

Better email management

Various email management features were implemented to minimize alert emails due to server side issues versus product side issues

Simplifying tasks

Password management on POSLynx220 v2.10 and future versions allow user permissions and attributes to be set by accessing 'uid_pwd.file' in the Diagnostic Files page for a particular unit's diagnostic files

Other changes made were as follows:

- Adjusted diagnostics storage to conserve space, and added the ability to remove old diagnostics by clicking on ISO Admin -> Delete Merchant/User/Diag and selecting Clean Diagnostic Files from Select Category dropdown list (file size limitation can be changed by contacting iPocket232 at sales@ipocket232.com)
- Adjusted Admin-to-ISO change to maintain admin username throughout for PCI compliance (only applies to Enterprise users)
- Records firmware download attempts (whether successful or unsuccessful)
- Added session control to present correct POSLynx220 GUI according to version being viewed.

- Only display Feature Key, Activation Key and Factory Defaults on POSLynx220 products (only applies to Enterprise users)
- Added more detailed error messages for POSLynx220 failure firmware and config downloads displayed on Product Status page

Delete functionality added

ISO's can now delete users and merchants from their profiles

- Merchant's associated products must be removed from that merchant (moved to inventory) before deleting an existing merchant.

New products added to the Management Server

iPocket232 (version 5.02.00) products that were previously available in Beta can now perform all core functions including downloading firmware, downloading configurations and sending diagnostic files and heartbeat messages according to intervals set in the management server. The diagnostic files for these products include the device's Log and Status pages as well as a complete configuration.

Please note that the application versions must match product versions noted above on order to properly carry out issued commands.

Simplifying tasks

Users can move products from one merchant to another merchant using the Merchant dropdown located on the Edit Products screen instead of moving the product to Inventory.

Reboot Device command can now be remotely applied a POSLynx device, Diagnostic search capabilities have been enhanced to speed sorting through long lists of diagnostic files.

- calendaring and date search functions have been added to zero in on a specific date more quickly,
- Previous and Next day links were added to simplify moving through daily views,
- previously viewed files are now highlighted in different color to aid navigation.

Users can now add a new merchant while enrolling a product by clicking on the Serial # of an inventoried (blue) product and choosing Add New Merchant from the dropdown menu.

Note: When enrolling products using the Enroll Products menu bar option, do not choose Add New Merchant from the Merchant Name dropdown list as this will cause the selected products to be disassociated from a merchant name. As a workaround, add a new merchant first using Add/Edit Merchant and then choose that merchant name from the Enroll Products Merchant Name dropdown list.

Added Functionality

Enhanced Diagnostic files available for POSLynx products by clicking on Advanced checkbox (within Diagnostic History pop-up),

ISOs can now load their logos onto the management server from ISO Profile page to personalize display.

Allows POSLynx220 devices to send payment transaction and network link data to the Merchant View on a scheduled basis.

Editing Device Configurations

Any POSLynx220 configuration available on the management server can be edited directly and sent to a specific product as a Config download command or used to create a template configuration. This template is saved to your templates repository (available on the ISO Admin – View/Edit Config page) and becomes available to download to all our devices within the Edit Product – Config Download dropdown.

On Edit Products page, Network Access dropdown for POSLynx220 has been removed, as these entries are freely editable from any existing configuration.

Using “gold units” to store configuration templates will no longer be required and so they have been removed – template configurations can be created from any device’s configuration file using Save-as-Template.

Expanded ability to track template configurations

Template configurations are now associated to a Notes file, an application version number, the particular device that created the template file, and if needed, even a topology of the relevant configuration,

These can be viewed on the ISO Admin – View/Edit Config page.

- Clicking on Filename link will present the template configuration file
- Clicking on Version Number will present the associated topology if any
- Clicking on Serial # will allow for the uploading of a topology
- Clicking on Date will present the version number and description of the template as entered upon creation of the template

Main Reporting Page

Displays more varied alarms for devices

- application download timeout displays ‘Timeout’ in Version column entry for that unit,
- application download in process still displays the Version number as italicized bold tan color but an application download failure now only
- changes the product’s Version number red,
- configuration download failures turn that unit’s Config File entry red,
- units moving to PPP backup from WAN primary connections will change IP Address entry for that unit to italicized bold tan,

Only units that have lost connectivity to the management server will display a general alarm (entire line entry for unit turns red),

Extended column sorting capabilities (click on column title to sort in ascending/descending order),

Better Product Status information,

- status message for WAN down (for devices using PPP backup),
- status message for lost NTP server (can affect SSL connections).

WARNINGS

Transferring WAN IP Addressing through Templates:

Users should be aware that templates will now transfer all configuration information – including Static IP addresses – when they are copied to new devices.

We recommend that users always verify their WAN Connection Type and edit as needed, before sending template configuration files to new devices.

Feature Keys

POSLynx220 configurations viewed on the management server will show all possible GUI screens for that version, including certain capabilities that can only be enabled

on a particular POSLynx by use of a feature key (provided by iPocket232 Inc.) tied to that specific unit.

Should such features be configured on the management server and be delivered to a POSLynx220 in the field, they will not be activated unless that POSLynx220 already has or receives an iPocket232 issued feature key allowing the use of that feature.

Please contact sales@ipocket232.com with any questions regarding the available extended features or their costs.