

# Device Management Server



For organizations with a significant investment in legacy systems, the Pocket232™ delivers the benefits of Internet technology in a simple, cost-effective device. Whether integrating IP PBXs and property management systems, networking manufacturing equipment or replacing modems, the iPocket232 IP adapter is the only device you need to bring RS232 equipment onto an Ethernet LAN/WAN.

## Benefits:

- **Remote Deployment feature decreases support costs**
- **24/7 Device Monitoring facilitates fast resolution of problems**
- **Reduce operational support costs with remote access to centralized data**
- **Alerts for network failure offer peace of mind**

## Management Tools for Simplified Support

A powerful management tool, the Device Management Server (DMS) sets iPocket232 apart from its competitors. Designed to work with iPocket232's Device Networking products, DMS is the driver behind iPocket232's unique deployment, management, monitoring and reporting features.

## Monitoring

With the Device Management Server, VARs and other first line support providers are the first to know when a customer's site is down, and can often pinpoint the source of the problem before any significant downtime has occurred. The DMS is always working in the background, monitoring the unit's activities on the network. It collects data from the iPocket232 device at regular pre-set intervals, which is used to monitor the health of the device and its network. The DMS allows the user to actively manage the device and resolve problems quickly. Data collected by the DMS includes network status, device status, log files of device activity, details on users and their activities. Alerts can be configured by SMS or email for network failure, for added peace of mind.

## Deployment

Recognizing that deployment of new technology can be a costly drain on technical resources, the Device Management Server was designed to streamline the process. Each unit can be deployed easily by the end user or VAR, without onsite technical assistance. When the unit is plugged in, it automatically calls the DMS to download its configuration, which has been set up in the DMS by the dealer/VAR. This feature means installation is virtually plug and play for the end user, and saves thousands of dollars in onsite technical support costs, particularly in larger deployments with multiple sites.

## Management

By leveraging the data delivered by the Device Management Server, customers and their support providers can resolve problems quickly and cost effectively. The availability of this data eliminates fingerpointing amongst suppliers when there is a problem, ensuring it is resolved quickly with minimal downtime. To simplify remote support, the DMS has been designed to allow help desk applications to interface to this data through standard web services. Additional management features offered by the DMS include asset management and version control, configuration storage, search and download capabilities and application downloads

# Reporting Screen

Test ISO/Demos	Location	Product	Internal IP	Serial #	Version	Config File	Diagnostics
Test ISO/Demos	IS - Test	EtherPOS	192.168.4.103	00011E00209E	(V4.02.01)		Jan/22/08
Test ISO/Demos	NACSTech Show	POSLymx220	191.32.17400011E0B01EA	(V2.11.065R)	precidia.cfg		Jun/10/08
Test ISO/Demos	Pilot 1	POSLymx220	192.168.1.219	00011E0B01F7	(V2.10.391R)	custom	Jun/10/08
Test ISO/Demos	IS Office	EtherDial	10.0.3.21	00011E04031F	(V4.01.00)	EtherDial.txt	Feb/23/07
Test ISO/Demos	Bank Street	iPocket232	192.168.1.213	00011E050E15	(V5.01.00)	custom	Feb/19/07
Test ISO/Demos	Testlabs	iPocket232		00011E051855	V5.00.00	n/a	
Test ISO/Demos	Lab	iPocket232	10.0.3.38	00011E052248	V5.00.00	test1212.cfg	Nov/30/99
Test ISO/Demos	NACSTech Show	POSLymx220	191.32.17400011E0B01EA	(V2.11.065R)	precidia.cfg		Jun/10/08
Test ISO/Demos	Pilot 1	POSLymx220	192.168.1.219	00011E0B01F7	(V2.10.391R)	custom	Jun/10/08
Test ISO/Demos	IS Office	IPOS	192.168.4.106	00011E053F23	(V4.01.00)	config.txt	Jan/09/08
Test ISO/Demos	Test lab	iPocket232	192.168.4.97	00011E054976	(V5.00.01)		May/15/08
Test ISO/Demos	Sharp Pinpad	iPocket232	192.168.4.97	00011E0549D9	(V5.00.01)		Apr/24/08
Test ISO/Demos	NACSTech Show	POSLymx220	191.32.17400011E0B01EA	(V2.11.065R)	precidia.cfg		Jun/10/08
Test ISO/Demos	Pilot 1	POSLymx220	192.168.1.219	00011E0B01F7	(V2.10.391R)	custom	Jun/10/08
Test ISO/Demos		iPocket232	192.168.4.100	00011E0566F5			
Test ISO/Demos		POSLymx220		FFFFFFFFFFFF	n/a		
Test ISO/Demos		IPOS		00011E05249B			
Test ISO/Demos		iPocket232		00011E05374A			

<b>RED</b>	offline/have lost contact
<b>BLACK</b>	waiting for contact
<b>GREEN</b>	active and calling home with heartbeats
<b>PURPLE</b>	unregistered
<b>BLUE</b>	ready to be programmed
<b>BOLD</b>	commands pending

The reporting screen of the Device Management Server depicts the status of devices in the field.

## Customer Feedback

"The Precidia solution has allowed us to more effectively manage and monitor the dataloggers that record metering data throughout our campus. Not only can we view meter data from any network PC, but the data is presented in real-time, ensuring we can pinpoint system problems and respond quickly. The solution was easy to implement and has resulted in optimal energy usage for the University".

**-Randolph Haines, Energy Manager at Thomas Jefferson University**

"The NetVu management server simplifies many of our most time consuming tasks. We can configure units remotely for easier deployment, and remotely access data from any device in the field. These management and monitoring tools save time and money for businesses like ours."

**-Jim Stewart, Advanced Data Systems**

"Unidine has taken advantage of TransNet's design to access NetVu remotely. We receive network alerts for all of our locations on our smartphones, and can use the browsers on these handheld devices to access data on and manage changes to the POS devices in our locations. The ability to access data and manage the devices from virtually anywhere offers significant advantages when supporting multiple locations with a lean IT team."

**-James Lux, Unidine Corporation**

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