Application Guide

Over the NET™ Solution for Remote Kiosk Management

As an increasing number of consumers become accustomed to the speed and convenience of handling their own transactions electronically, an increasing number of companies are turning to self-service installations in order to streamline customer service and help hold the cost of business down. Web pages, are one example. But of even more significance is the rise of information and interactive kiosks that offer flexible and specialized services that can be found in public places such as shopping malls, airline and railroad terminals, as well as self-payment stations at retail stores and parking facilities.

Under this new business paradigm, kiosk availability is critical for building consumer satisfaction and loyalty. A business can't afford to lose customers because their kiosks are unreliable or unavailable. Since the kiosks may not all be located on the same premises, the ability to efficiently manage all of their widely distributed kiosks from one central location is critical to that company's success.

ATEN's mission is to develop a solution for total control of kiosk computers. Essential requirements include BIOS-level access and remote power control. To make management more efficient and convenient, real-time updating and file transfer capability are also critical.

Finally, all of the widely dispersed kiosk servers must be managed via a single portal from any location at any time by means of a convenient, user-friendly GUI.

Solutions

ALTUSEN KN1000 KVM Over the NET™ plus ALTUSEN CC2000 Control Center Over the NET™

The KN1000 combines remote "over-IP" BIOS-level access, power control, serial console management, and virtual media functionality in a single unit. BIOS-level access allows administrators to monitor and access the kiosk server for BIOS-level troubleshooting without the need for site IT maintenance from remote locations using a standard Internet browser or KN1000-specific Windows and Java application programs.

The ALTUSEN CC2000 management software provides single portal, secure, centralized management of all the servers connected to the KN1000 devices from any location on the internet at anytime.

* The specification and pictures are subject to change without notice. Please see www.aten.com for more details.
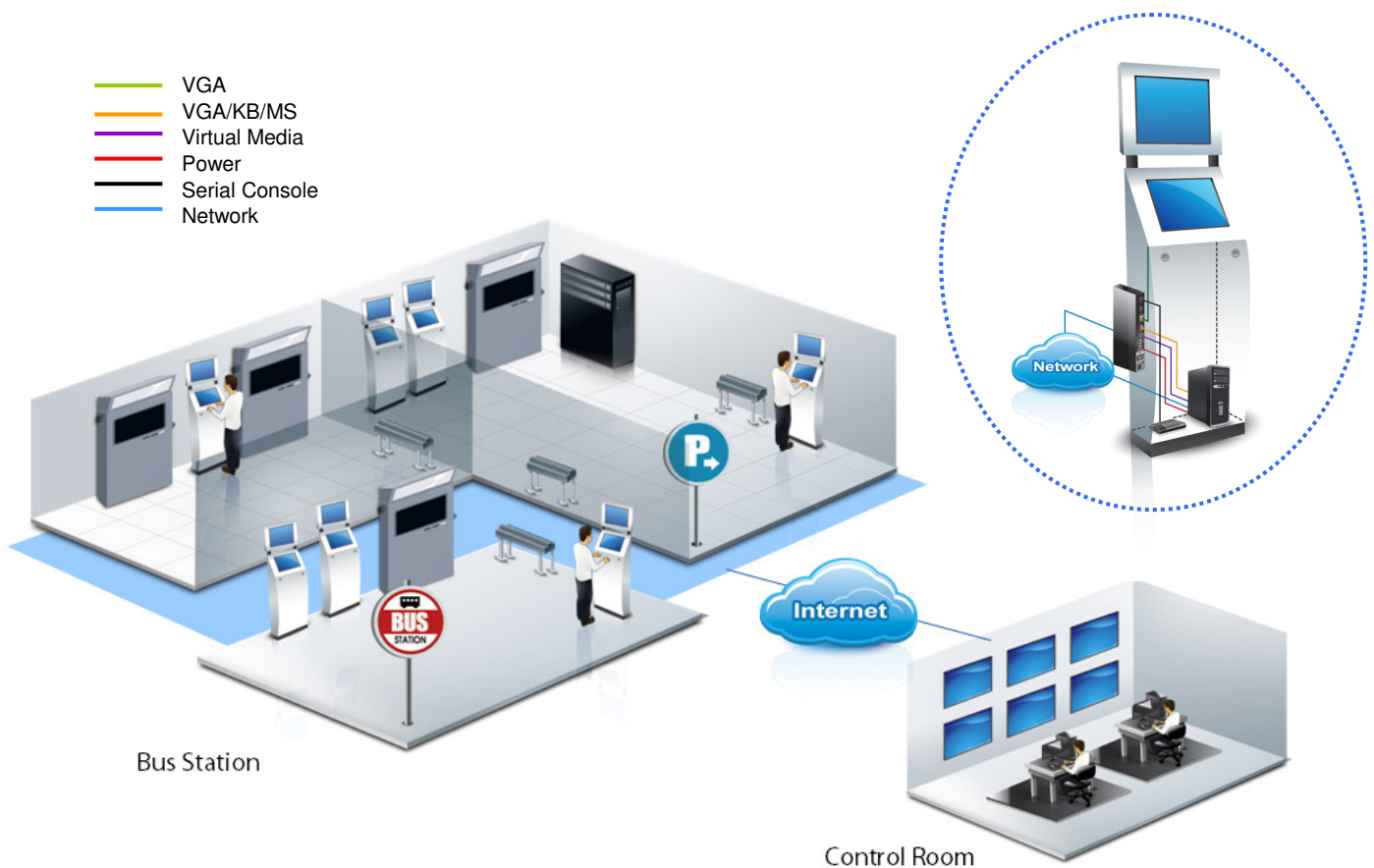
ATEN®
Simply Better Connections™

Solution Features

> Remote Access, Total Control

By providing remote BIOS-level access and power management capability, the ATEN Remote Kiosk Management Solution allows you to access and monitor kiosk computers situated in diverse locations from a single location. The kiosk's display appears on your local monitor – either full screen or as a dynamically scaled window – allowing you to perform all your maintenance functions just as if you were right there on the site. You can even make the kiosk server turn on, off and reboot directly from your remote console.

> Centralized Management

All of the KN1000 units that are used to control the kiosk computers can be integrated into a single tree view for single entry centralized access, administration and management when they are deployed under ALTUSEN's CC2000 Control Center Over the NET™ system.

Smooth and flexible management of your entire installation takes place by means of a user-friendly GUI featuring a Panel DynaArray™ display that allows you to view the output of multiple ports in individual panels all on the same screen.

VGA
VGA/KB/MS
Virtual Media
Power
Serial Console
Network

Network

Bus Station

P

BUS STATION

Internet

Control Room

> Real-time Updates

The KN1000's Virtual Media support allows you to map DVD/CD-ROMs and other storage media to your remote kiosk computers to conveniently perform maintenance tasks such as firmware upgrades, diagnostic testing, file transfers, and software installation and patches from a single site located anywhere on the internet.

> Serial Console Device Management

In IT environments, servers and network devices are widely managed through secure serial terminal access. The ALTUSEN Remote Kiosk Management Solution provides serial console management over the internet. Telnet or SSH clients can be used to manage kiosk servers or serial managed devices such as network switches and routers simply and easily.

> Powerful Security

The ALTUSEN Remote Kiosk Management Solution offers powerful security features including password protection, IP/MAC filtering, Smart Card /CAC reader support, flexible encryption, and external authentication support. Configurable permission features for users and groups limit access to only the specific kiosk computers that a user is authorized for.

> Share Control

The KN1000's multiple login support allows multiple users to log in at the same time. Three types of share mode – Exclusive, Occupy and Share – provide total flexibility for sharing computer access among them. To alleviate the problem of access conflicts that can occur during multiple logins, a convenient message board function allows logged in users to instantly communicate with each other.

Benefits

◆ **Minimal Downtime**

With 100% access to kiosk computers, if the system goes down or freezes with the "blue screen of death," you are able to access it remotely; troubleshoot the problem; and get the system up and running again in no time. No lengthy wait for the time it would take to send an engineer into the field.

◆ **Boosted Efficiency**

Configurable user and group permissions boosts management efficiency by tailoring authorization credentials for each administrator. This frees administrators from having to check into the central office in order to perform their tasks. They can operate from any location that has internet access, and also allows them to share access to specific servers for mutual support when working in a collaborative environment.

◆ **Reduced Costs**

Remote control and centralized management of all kiosks avoids on-site servicing – you save on manpower and travel costs.

In addition, energy costs can be held down through power cycling (On / Off / Reboot) of the kiosk computers according to a site's usage periods (such as peak and off hours).

Powering down a kiosk and its server when not in use extend the life of the system – saving expensive replacement costs.

Applications

This Remote Kiosk Management Solution is ideal for any kiosk environments.

Airports and Train Terminals

▶ Ticket Kiosks

▶ Check-in Kiosks

▶ Flight/Train Information (Arrival/Departure times; In-transit status)
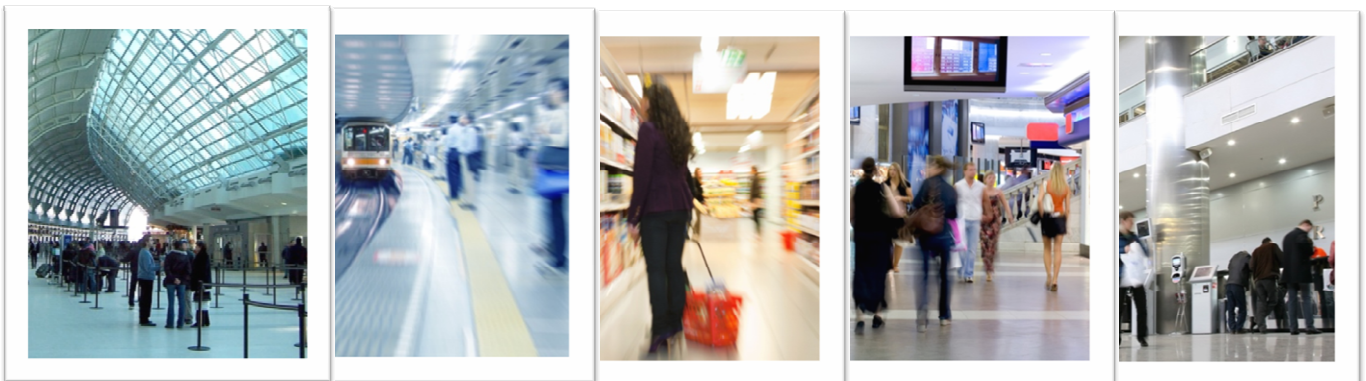
Retail Outlets and Department Stores

▶ Payment Kiosks

▶ Self Service Kiosks (Payments; Returns)

▶ Information Kiosks (Sales; Comparative Pricing; Location of Goods)

Exhibition Center / Public Squares

▶ Check-in Kiosks

▶ Local Activities Kiosks (Concerts; exhibits; etc.)

▶ Public Service Information Kiosks (Bus and Rapid Transit information; police, fire and emergency information; lists of government services together with their location and contact information; etc.)