



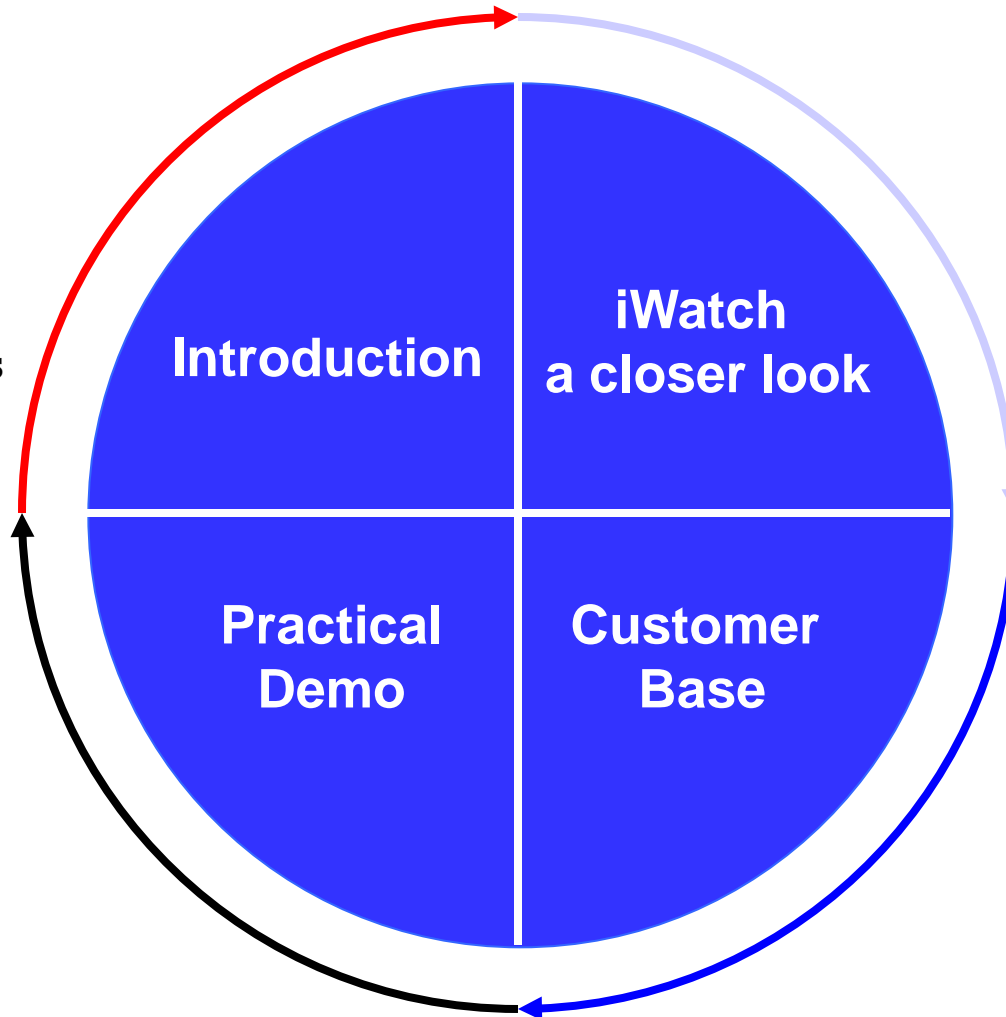
iWatch – Overview



Transforming Transactions
into Relationships

Outline of Presentation...

- The Challenges
- What is iWatch
- Benefits
- General Features



- Monitoring
- Management
- Administration
- Reports

The Challenge...

- Demands of SSTs on a rise
- Customer uses ATM more than any other channel
- Expect services to be available round the clock
- NCR's iWatch delivers a complete monitoring & management solution to maintain SST availability at its peak - allowing to add value to your SST network



What is iWatch?

- SST monitoring & management solution
- Provides financial institutions a full picture of all that is happening around their channels with the ability to focus on one SST




http://localhost - APTRA Suite - Microsoft Internet Explorer

Aptra Suite

User: admin Time: Sep 6, 2004, 11:56:03 A.M.

Monitoring

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2
 - Lahore
 - Punjab

Summary

Devices

Supplies

Cash

EJ Logs

Summarized SST Status

Region: Pakistan View: Dashboard Details

Warning / Fatal Dashboard

Avanza ATM Avanza ATM 2

SST Status

Number of SST's:	2
In Service:	0
Out of Service:	2

Alert Status

Emails:	0
SMS:	0
Facsimiles:	0

SST Management

Done Local intranet

Benefits

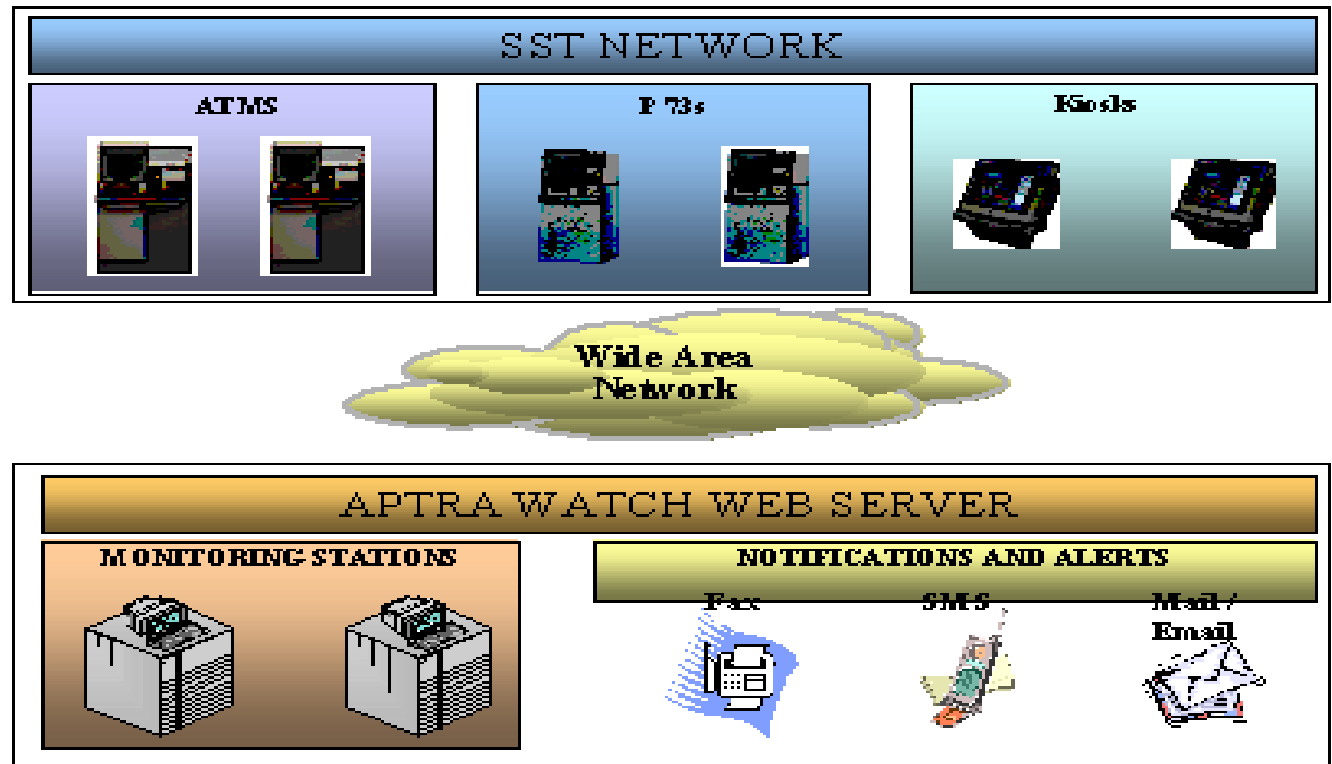
- Real time monitoring
- SST Management
- Notifications – fax, email, SMS
- Fault tracking & Resolution
- Remote Commands (Open, Close, Reset)
- Problem Escalation
- Reporting

General Features

- Maximizing service availability-Minimizing service costs
- Utilizing multiple notifications – increased efficiency
- Intuitive Web Based GUI
- Round the clock monitoring
- Valuable statistical information available from each SST

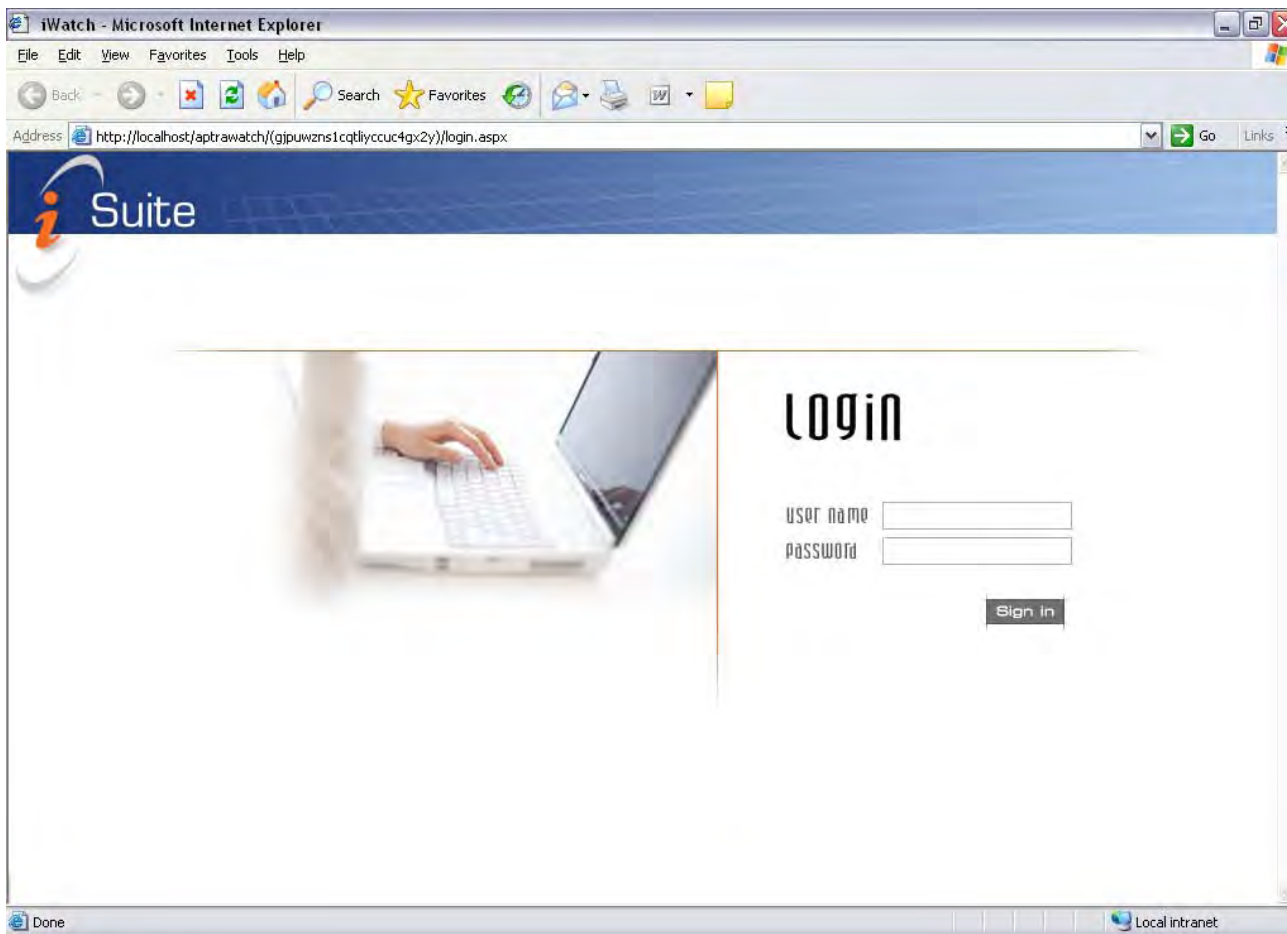
iWatch – a Closer Look

An ATM / SST monitoring and management solution. The system interacts with the **SST Network** over **Wide Area Network** to maintain devices' health and supplies statuses. The application has a web-based User Interface in order to facilitate remote monitoring from any terminal with a web browser installed.



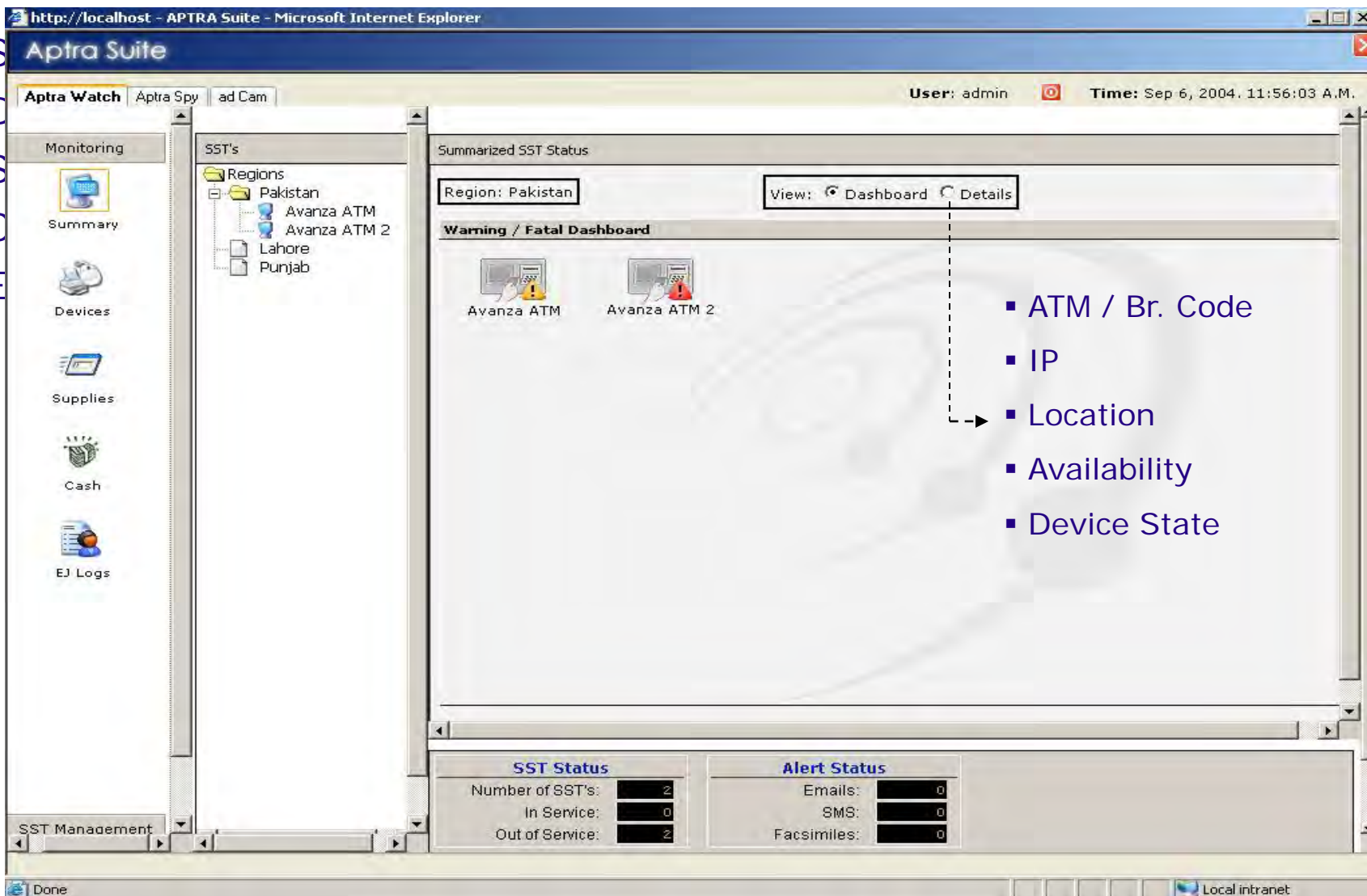
iWatch – Login

<http://localhost/aptrawatch/login.aspx>



Watch – Monitoring

■ S
■ D
■ S
■ C
■ E



The screenshot shows the Aptra Suite web interface in Microsoft Internet Explorer. The browser address bar shows 'http://localhost - APTRA Suite - Microsoft Internet Explorer'. The page title is 'Aptra Suite'. The user is logged in as 'admin' and the time is 'Sep 6, 2004. 11:56:03 A.M.'. The interface has a navigation menu on the left with options: Summary, Devices, Supplies, Cash, and EJ Logs. The main content area is titled 'Aptra Watch' and shows a tree view of 'SST's' under 'Regions', including 'Pakistan', 'Avanza ATM', 'Avanza ATM 2', 'Lahore', and 'Punjab'. The 'Summary' option is selected. The main display shows 'Summarized SST Status' for 'Region: Pakistan' with a 'View: Dashboard' button. Below this is a 'Warning / Fatal Dashboard' section with two icons for 'Avanza ATM' and 'Avanza ATM 2', both showing warning symbols. At the bottom, there are two status boxes: 'SST Status' and 'Alert Status'. The 'SST Status' box shows: Number of SST's: 1, In Service: 1, Out of Service: 0. The 'Alert Status' box shows: Emails: 0, SMS: 0, Facsimiles: 0.

- ATM / Br. Code
- IP
- Location
- Availability
- Device State

iWatch – Monitoring (Devices)

http://localhost - APTRA Suite - Microsoft Internet Explorer

Aptra Suite

Aptra Watch | Aptra Spy | ad Cam | User: admin | Time: Sep 6, 2004, 11:58:32 A.M.

Monitoring

- Summary
- Devices
- Supplies
- Cash
- EJ Logs

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2
 - Lahore
 - Punjab

SST Devices Status

SST

SST Name: Avanza ATM 2 Availability: **Unreachable**

Address: 192.168.0.231 Device State: **Attention Now**

Location: Pakistan Supplies: **Attention Soon**

Last Boot Time: 27-08-2004 12:22:03 Last Scan Time: 27-08-2004 13:05:41

Show devices with status: All Warning or Fatal Fatal

Device Name	Device Status	Status Description
SDC_CASH_HANDLER	Good	
Bottom Cassette	Attention Soon	Bottom Cassette (Type 4) Low
Second Cassette	Attention Soon	Second Cassette (Type 1) Low
Third Cassette	Attention Soon	Third Cassette (Type 3) Low
Top Cassette	Attention Soon	Top Cassette (Type 2) Low
SDC_DEPOSITORY	Fatal	
Depository Printhead	Attention Now	Head Not Fitted

Fault Actions (0)

No actions available.

SST Status

Number of SST's: 2
In Service: 0
Out of Service: 2

Alert Status

Emails: 0
SMS: 0
Facsimiles: 0

Done | Local intranet

iWatch – Monitoring (Supplies)

http://localhost - APTRA Suite - Microsoft Internet Explorer

Aprta Suite

Aprta Watch | Aprta Spy | ad Cam | User: admin | Time: Sep 6, 2004. 12:00:07 P.M.

Monitoring

- Summary
- Devices
- Supplies
- Cash
- EJ Logs

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2**
 - Lahore
 - Punjab

Supply Status

SST Name: Avanza ATM 2 Region: Pakistan

Supply Name	Status		Description
PC_JOURNAL_PRINTER			
Printhead	Healthy	✔	Healthy
Paper	Healthy	✔	Healthy
PC_RECEIPT_PRINTER			
Printhead	Healthy	✔	Healthy
Paper	Healthy	✔	Healthy
Knife	Healthy	✔	Healthy
SDC_CASH_HANDLER			
Top Cassette	Attention Soon	⚠	Top Cassette (Type 2) Low
Second Cassette	Attention Soon	⚠	Second Cassette (Type 1) Low
Third Cassette	Attention Soon	⚠	Third Cassette (Type 3) Low
Bottom Cassette	Attention Soon	⚠	Bottom Cassette (Type 4) Low
Purge Bin	Healthy	✔	Healthy
SDC_ENVELOPE_DISPENSER			
Envelope Hopper	Healthy	✔	Healthy

SST Status

Number of SST's: 2 | In Service: 2 | Out of Service: 0

Alert Status

Emails: 0 | SMS: 0 | Facsimiles: 0

SST Management

Done | Local intranet

iWatch – Monitoring (Cash)

http://localhost - APTRA Suite - Microsoft Internet Explorer

Aptra Suite

Aptra Watch | Aptra Spy | ad Cam **User:** admin **Time:** Sep 6, 2004. 12:01:13 P.M.

Monitoring

- Summary
- Devices
- Supplies
- Cash
- EJ Logs

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2**
 - Lahore
 - Punjab

Cash Counts

SST

SST Name: Avanza ATM 2 **Region:** Pakistan

Cassette	Currency	Denomination	Remaining	Rejected	Dispensed	Jammed
Type 1	Rs.	500	0	86	121	0
Type 2	Rs.	1000	97	68	35	0
Type 3	Rs.	0	0	0	0	0
Type 4	Rs.	0	0	0	0	0
Total Amount	Rs.		97,000	111,000	95,500	0

Detailed view of cash on the selected SST

SST Status

- Number of SST's: 2
- In Service: 0
- Out of Service: 2

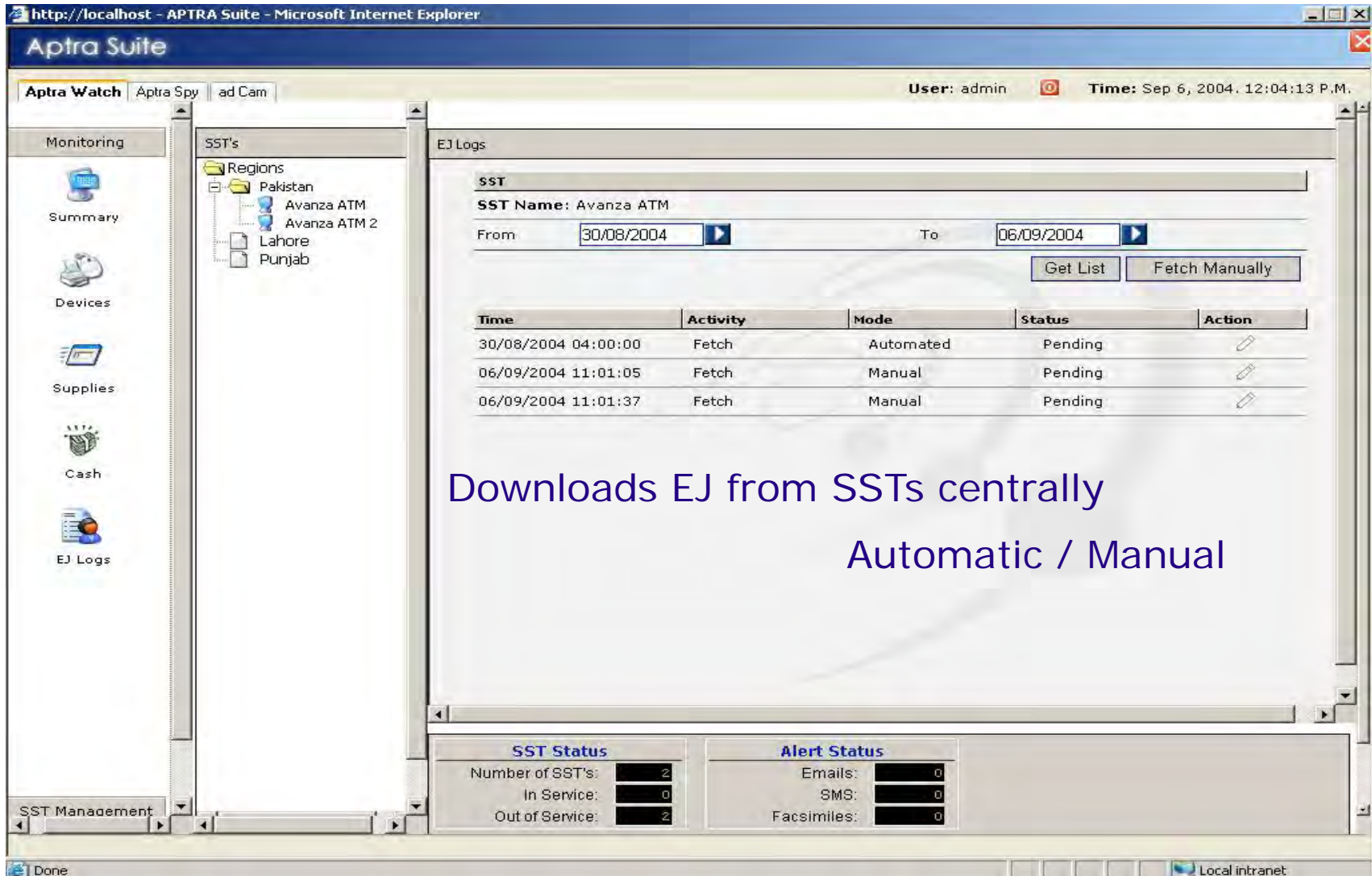
Alert Status

- Emails: 0
- SMS: 0
- Facsimiles: 0

SST Management

Local intranet

iWatch – Monitoring (EJ Logs)






The screenshot shows the Aptra Suite web interface in Microsoft Internet Explorer. The browser address bar shows 'http://localhost - APTRA Suite - Microsoft Internet Explorer'. The page title is 'Aptra Suite'. The user is logged in as 'admin' and the time is 'Sep 6, 2004, 12:04:13 P.M.'.







The interface has a left sidebar with navigation options: Monitoring, Summary, Devices, Supplies, Cash, EJ Logs, and SST Management. The 'Monitoring' section is active, showing a tree view of 'SST's' under 'Regions' with sub-items: Pakistan, Avanza ATM, Avanza ATM 2, Lahore, and Punjab.

The main content area is titled 'EJ Logs' and displays the following information:

- SST Name:** Avanza ATM
- From:** 30/08/2004
- To:** 06/09/2004
- Buttons: Get List, Fetch Manually

Time	Activity	Mode	Status	Action
30/08/2004 04:00:00	Fetch	Automated	Pending	
06/09/2004 11:01:05	Fetch	Manual	Pending	
06/09/2004 11:01:37	Fetch	Manual	Pending	

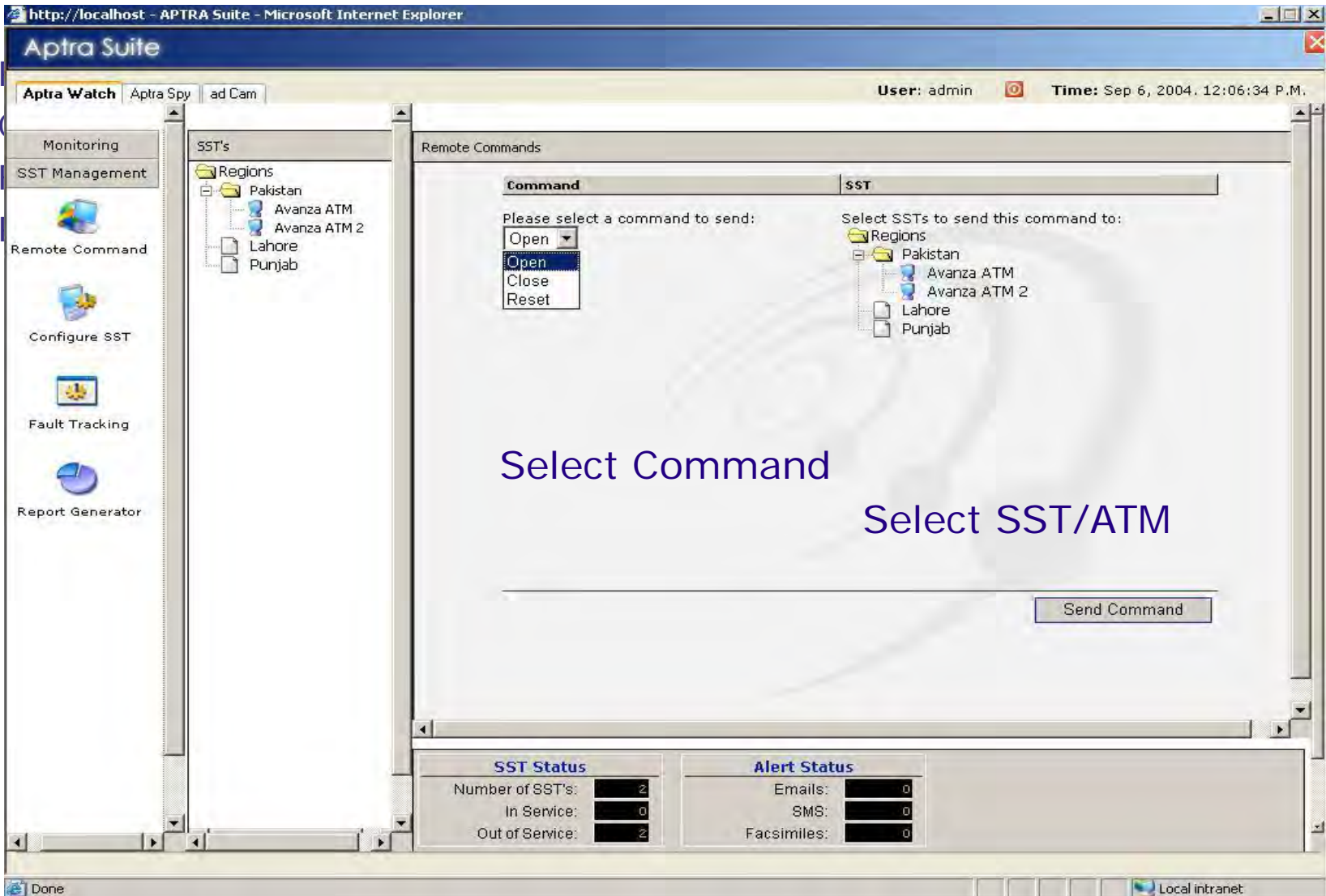
At the bottom of the interface, there are two status panels:

- SST Status:**
 - Number of SST's:  IN
 - In Service:  IN
 - Out of Service:  IN
- Alert Status:**
 - Emails:  0
 - SMS:  0
 - Facsimiles:  0

Downloads EJ from SSTs centrally

Automatic / Manual

iWatch – Management



http://localhost - APTRA Suite - Microsoft Internet Explorer

Aprta Suite

Aprta Watch | Aprta Spy | ad Cam

User: admin | Time: Sep 6, 2004. 12:06:34 P.M.

Monitoring

SST Management

Remote Command

Configure SST

Fault Tracking

Report Generator

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2
 - Lahore
 - Punjab

Remote Commands

Command

Please select a command to send:

- Open
- Close
- Reset

Select Command

SST

Select SSTs to send this command to:

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2
 - Lahore
 - Punjab

Select SST/ATM

Send Command

SST Status

Number of SST's:	2
In Service:	2
Out of Service:	0

Alert Status

Emails:	0
SMS:	0
Facsimiles:	0

Done

Local intranet

iWatch – Management (Configure SST)

http://localhost - APTRA Suite - Microsoft Internet Explorer

Apra Suite

Apra Watch | Apra Spy | ad Cam

User: admin | Time: Sep 6, 2004, 12:10:25 P.M.

SST Management

SST's

- Regions
 - Pakistan
 - Avanza ATM
 - Avanza ATM 2
 - Lahore
 - Punjab

SST Configuration

Address: 192.168.0.1
 Name: Cavalry Ground
 Type: All

Cassette	Currency	Denomination
Type 1:	Rs.	500
Type 2:	Rs.	500
Type 3:	Rs.	1000
Type 4:	Rs.	1000

Region:

- Pakistan
- Lahore
- Punjab

Adding an SST/ATM

Save | Go Back

SST Status

Number of SST's:	2
In Service:	0
Out of Service:	2

Alert Status

Emails:	0
SMS:	0
Facsimiles:	0

Done | Local intranet

iWatch – Management (Fault Tracking)

The screenshot shows the APTRA Suite web interface. The main content area is titled "Fault Tracking" and includes a "Search Criteria" section with the following fields:

- From: 16/09/2003
- To: 06/09/2004
- Status: Resolved
- Region: Regions (expanded to show Pakistan, Avanza ATM, Avanza ATM 2, Lahore, Cavalry Ground)

Below the search criteria is a "Get List" button. The main area displays a table of fault tickets:

Sr #	Ticket Id.	Region	SST	Device	Resolved	Action
1	AW_5JPN0721	Pakistan	Avanza ATM	PC_JOURNAL_PRINTER: Mechanism	Y	
2	AW_7MODE0722	Pakistan	Avanza ATM	CURRENT_MODE	Y	
3	AW_8MODE0722	Pakistan	Avanza ATM	CURRENT_MODE	Y	
4	AW_9MODE0722	Pakistan	Avanza ATM	CURRENT_MODE	Y	
5	AW_10MODE0722	Pakistan	Avanza ATM 2	CURRENT_MODE	Y	
6	AW_11MODE0722	Pakistan	Avanza ATM	CURRENT_MODE	Y	
7	AW_12ENV_0723	Pakistan	Avanza ATM 2	SDC_ENVELOPE_DISPENSER: Envelope Hopper	Y	
8	AW_18RPNT0723	Pakistan	Avanza ATM 2	PC_RECEIPT_PRINTER: Mechanism	Y	
9	AW_19MODE0723	Pakistan	Avanza ATM	CURRENT_MODE	Y	

At the bottom of the interface, there are two summary boxes:

- SST Status:**
 - Number of SST's:
 - In Service:
 - Out of Service:
- Alert Status:**
 - Emails: 0
 - SMS: 0
 - Facsimiles: 0

- Fetch ATM along with its specific problem
- Take appropriate action. Mark resolved after resolving it

iWatch – Management (Report Generation)

The screenshot shows the Aptra Suite web interface in Microsoft Internet Explorer. The browser address bar displays "http://localhost - APTRA Suite - Microsoft Internet Explorer". The page title is "Aptra Suite". The user is logged in as "admin" and the time is "Sep 6, 2004. 12:12:58 P.M.". The interface is divided into several sections:

- Navigation Menu (Left):** Includes "Aptra Watch", "Aptra Spy", "ad Cam", "Monitoring", "SST Management", "Remote Command", "Configure SST", "Fault Tracking", and "Report Generator".
- Main Content Area:**
 - Filter:** A section for selecting filter criteria, with "From" and "To" date pickers set to "06/08/2004" and "06/09/2004" respectively.
 - Report Type:** A section for selecting a report type from a list:
 - SSTs' Summary Availability
 - SSTs' Detailed Availability
 - Devices' Availability
 - Devices' Detail
 - Cash Position
 - Generate Report:** A button to initiate the report generation process.
- Status Summary (Bottom):**
 - SST Status:**
 - Number of SST's: 3
 - In Service: 0
 - Out of Service: 3
 - Alert Status:**
 - Emails: 0
 - SMS: 0
 - Facsimiles: 0

Depending on the amount of data you have and the date range you have specified, report generation may take some time, especially if you are accessing it for the first time.

iWatch – Management (Reports)

APTRAWatch Web Reports - Microsoft Internet Explorer

APTRA Watch Report - Microsoft Internet Explorer

1 of 1

From: 2
To: 2

Region

SST I

Casset

Sheet1

Done Internet

Done Internet

22-A

SST Non Operational Summary Report										
1										
2										
4	From:	01-Oct-2005					Total Reporting Time: 81 day(s)			
5	To:	21-Dec-2005					Generated On: Wednesd			
6										
7		Performance Variables				Numbers				
8										
9	Number of instances of out of cash ATMs.						106			
10										
11		Performance Variables		Power Breakdowns (HH:MM)		Communication Breakdowns (HH:MM)		ATM Functional Breakdowns (HH:MM)		Tot Non
12										(I
13										
14										
15	Downtime of ATM(s) during the core time(from 09:00:00 to 21:00:00)						238:26	21:00	245:19	
16										
17										
18	Downtime of ATM(s) during the non-core time(from 21:00:00 to 09:00:00)						178:55	10:08	164:44	
19										

iWatch – Administration

- R
- E
- S
- S
- A
- E
- C
- L


Region Definition










Region Definition

Region Particulars

Region Name:

Description:



















Parent Region:  Regions

-  Pakistan
 -  Karachi
 -  PECHS
 -  Defence/ DHA
 -  Islamabad
 -  Blue Area
 -  Jinnah Super
 -  Zero Point
 -  Clifton

iWatch – Administration

(Devices)



SST Devices

Sr. #	Device	Action
1	ATX38_PRINTER	
2	ATX38 Mechanism	
3	ATX38 Paper	
4	ATX38 Transport	
5	ATX38 Cutter	
6	ATX38 Print Head	
7	BAPE_KEYBOARD	
8	Main Keyboard Overlay	
9	Main Keyboard Matrix	
10	Left FDK Overlay	
11	Left FDK Matrix	
12	Right FDK Overlay	
13	Right FDK Matrix	
14	Electronics	
15	BARCODE_READER	
16	ELECTRONICS_BARCODE	
17	BDT_PRINTER	
18	BDT Printer mechanism	

Since iWatch comes with all the devices defined, a device can only be edited. You cannot add or delete devices

iWatch – Administration (SST Type)

SST Type(s)

Sr. #	SST Type	Action
1	5785	 

[Add New SST Type](#)

This entity is specifically for the model / make of the SST. Each SST has an associated type

SST Type(s)

SST Type Definition

Type:

Description:

Devices:

- ATX38_PRINTER
- BAPE_KEYBOARD
- BARCODE_READER
- BDT_PRINTER
- BUNCH_NOTE_ACCEPTOR
- CPM
- DASH_CARD_READER
- DIP_CARD_READER
- DOCUMENT_PRINTER
- DOOR_ACCESS
- ENCRYPTER_KEYBOARD
- EPP_BAPE_KEYBOARD
- EPP_ENCRYPTER_KEYBOARD
- ETHERNET_CARD
- FASCIA_LIGHT

[Save](#) [Go Back](#)

iWatch – Administration (Support Personnel)

Support Personnel(s)

Support Personnel Definition

Support Personnel Particulars

Name:

Support Type:

Manager:

Email Address:

Fax Address:

SMS Address:

Region:

Support Personnel are responsible for fixing faults or taking corrective measures. An alert or notification is generated for support personnel who can have multiple addresses

iWatch – Administration (Alert Interfaces)

Alert Interface Configuration

Email Configuration

SMTP Server Address

SMTP Server Port

User Id

Password

Email Max Retries

Alert Interface Configuration

Fax Configuration

Fax Max Retries

Alert Interface Configuration






SMS Configuration

SMS Max Retries

for faults
people

iWatch – Administration (Escalation Matrix)

Escalation Matrix defines the threshold time for fault resolution. A fault has a current escalated *level*. Corresponding to each level, the matrix defines a time in days, hours, minutes and seconds after which if the fault isn't resolved, it is escalated to next level. Every fault starts with level 1 and gets gradually propagated to level 5.

Escalation Level	Resolution Threshold	Action
1	0 day(s) and 0h:1m:0s	
2	0 day(s) and 0h:1m:0s	
3	0 day(s) and 0h:1m:0s	
4	0 day(s) and 0h:1m:0s	
5	0 day(s) and 0h:1m:0s	

Escalation Matrix

Escalation Definition

Level: 2

Days:

Hours:

Minutes:

Seconds:

Alert Interfaces: Select interfaces to use when a fault reaches this level.

Email Fax SMS

iWatch – Administration (Configuration Parameters)

Configuration Parameters

System Parameter Definition

Name:

Value:



Save

Go Back

Configuration Parameter - setting up of different parameters of the application. Almost always, it's a one-time activity to set up configuration parameters

iWatch – Administration (User Management)

User Management

UserName	Action
admin	 

[Add User](#)

User Management

User Definition

UserName:

Password:

Roles:
 Administrator
 Monitoring Operator
 Reports Manager

Define Roles [Save](#) [Go Back](#)

Client Base...



Allied Bank
الائيدٲ بينك



Practical Demo...