

SiteRemote 3 Cloud

Remote Monitoring

SaaS - Kiosk Remote Monitoring & Management Software

SiteRemote is a software solution used for remotely monitoring and maintaining client terminals running a Provisio client software and the application allows you to check the status of your terminals and carry out most maintenance functions remotely.

Serverarchitektur

What is SiteRemote?

SiteRemote is a software solution used for remotely monitoring and maintaining client terminals running the Provisio Client software.

The SiteRemote Web application allows you to check the status of your terminals and carry out most maintenance functions remotely.

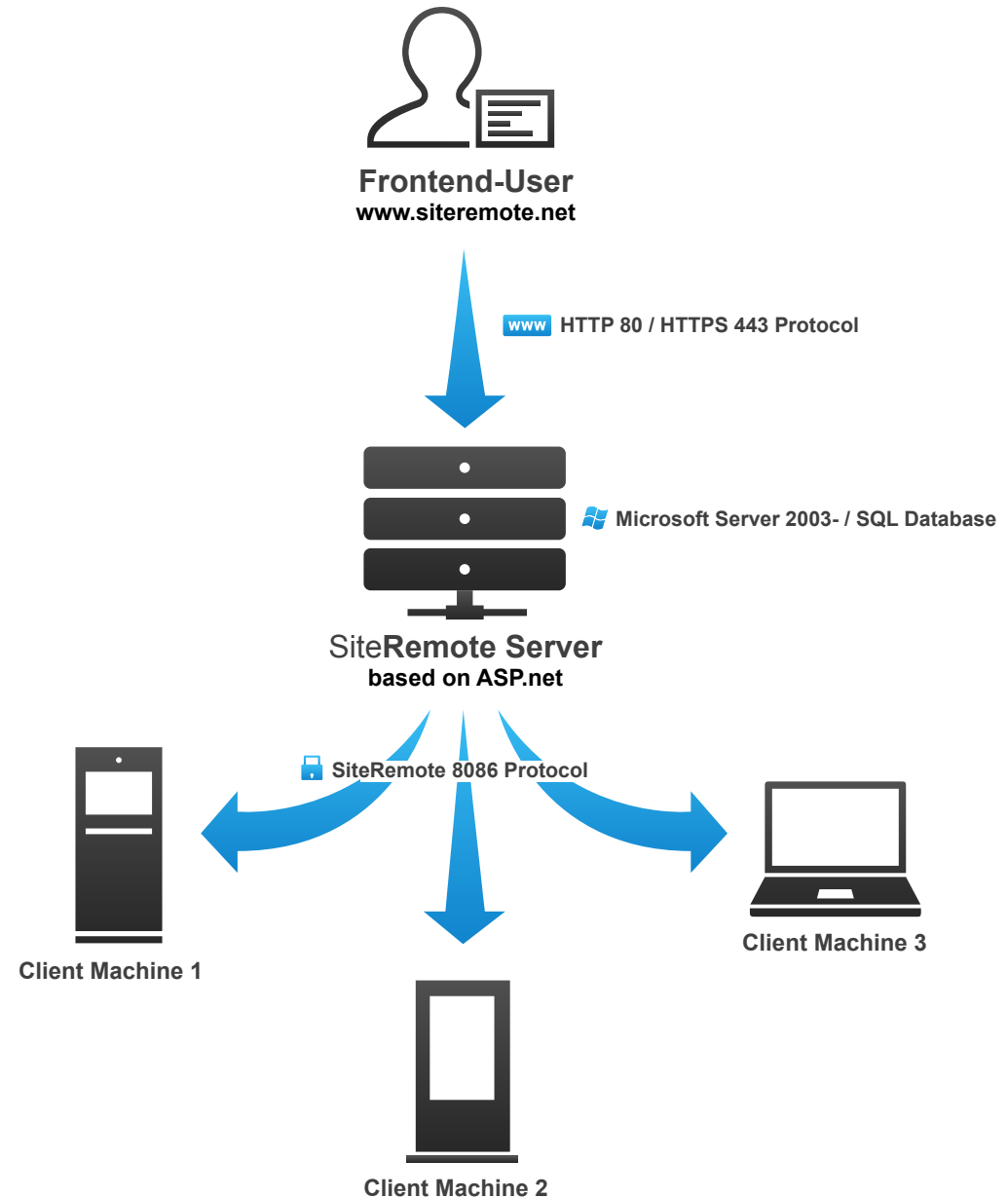
The Server Architecture

The connection between client and server is established by an encoded protocol similar to HTTP (TCP/port:8086).

The actual SiteRemote Web application (ASP.net/IIS6) runs on Microsoft Windows Server that utilizes a Microsoft SQL Server database. Requests by the client terminals are processed through the SiteRemote server, which is based on the Microsoft .NET Framework.

The Communication Architecture

Communication between the client terminal and the Site-Remote Server does not require a permanent connection and works with dynamic IP addresses and behind firewalls. After establishing a connection to the server, each terminal will synchronize with and receive jobs from the server. This allows you to monitor your terminals even if the connection to the Internet is through dial-up (e.g. ISDN, modem).



Client-Server Communication

System Requirements

The terminals (kiosk clients) you want to monitor require that you install special client software.

The available options are:



SiteKiosk



SiteCaster Player

Client Registration

You will first need to set up a team account with valid login credentials (create a team account with a free 30-day trial of SiteRemote at www.siteremote.net). Then use the Client Software Configuration Wizard to register client terminals with the SiteRemote server (see screenshot).

Note: The SiteKiosk Configuration Wizard and the SiteCaster Player user interface are available in the following languages: English, French, German, Russian,

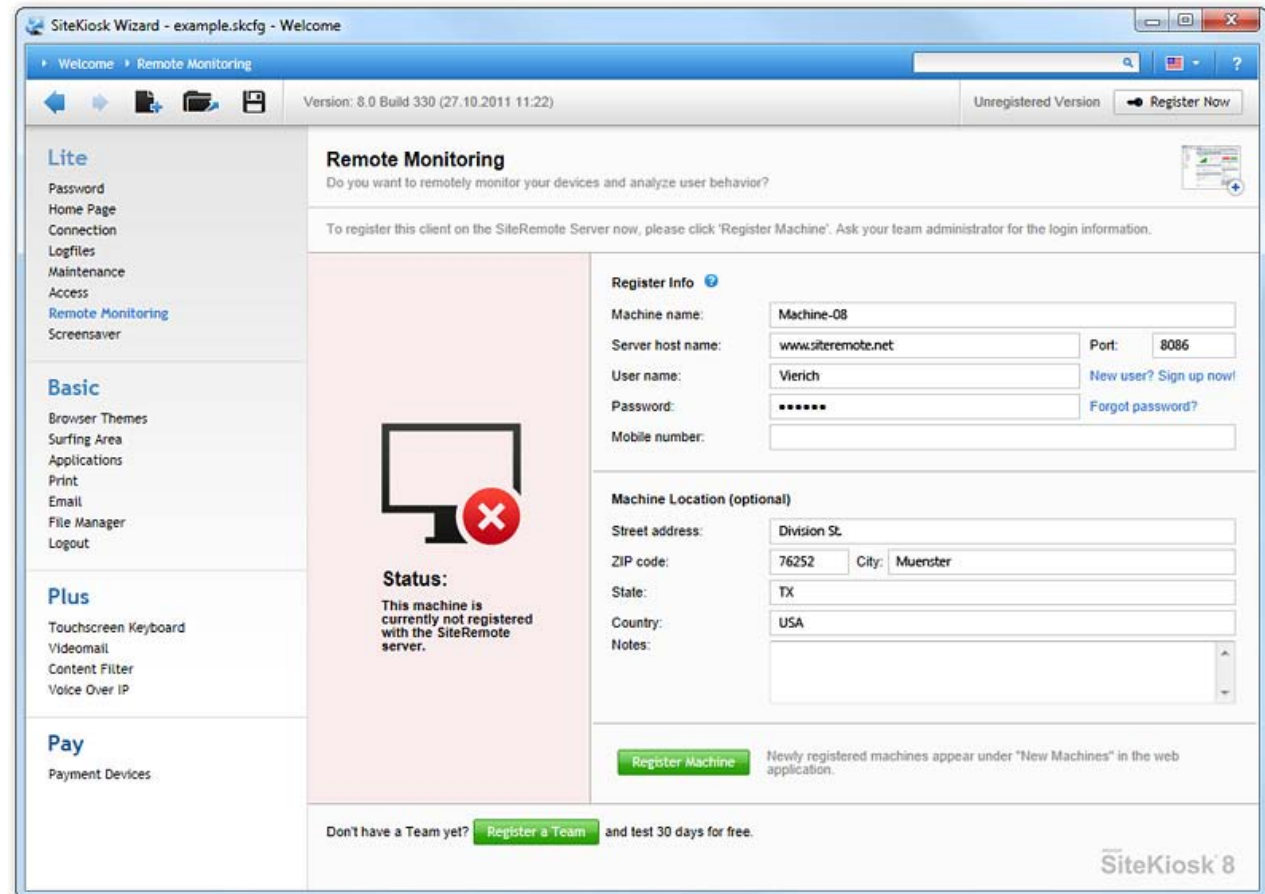
Reporting Intervals

The kiosk clients will report back to the SiteRemote server at certain intervals (e.g. every 90 seconds). On each contact to the server, the client machines transmit gathered data and log files and receive new jobs from the server.

Encryption

The connection between client and server is established via an encrypted protocol similar to HTTP (TCP/ port:8086).

Communication is encrypted by a combination of RSA and AES (Rijndael) used for key exchange and symmetrical encryption, respectively. In addition, signatures are used to verify the identity of client machine and server.



Client

You will have to install compatible client software on all machines which you wish to manage/monitor. SiteCaster supports the SiteCaster Player and SiteKiosk.

SiteCaster Player Software

SiteCaster Player is free. You do, however, need your own user account under www.siteremote.net if you want to run it. The service is free for the first 30 days. Following this period, you can subscribe to the service for a period of, for example, one year.

If you want to manage SiteCaster Player on your own SiteRemote server, you will need one unlimited Player license for each display/machine.

Attention: You will not need this license if you run SiteKiosk 8 (including SiteCaster functionality).

Further information on [page 19](#).

SiteKiosk

“A public-access computer must both be very easy to operate and provide protection against vandalism.”

Our SiteKiosk kiosk application allows you to run your Windows PC unattended 24/7. Versions 8 and higher also allow you to make use of all SiteCaster Player functions (Digital Signage) in SiteKiosk at no extra charge.

Further information at www.sitekiosk.com

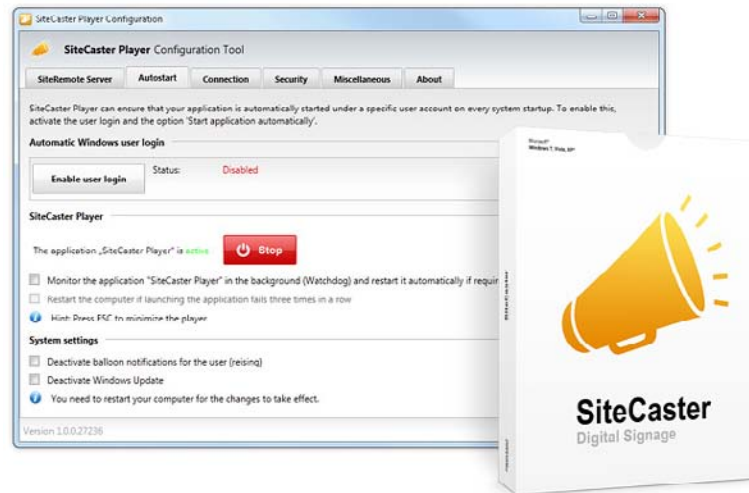


Figure: Login dialog box in the SiteCaster configuration tool

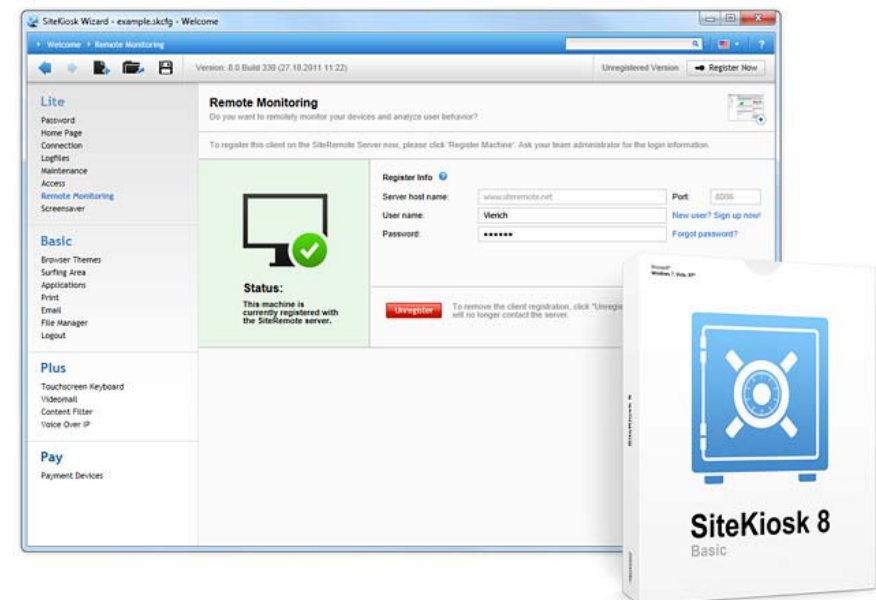


Figure: Login dialog box in the SiteKiosk configuration tool

Web-Application

Required Browser

Using the SiteRemote web application to manage your terminals only requires a Windows computer and a browser.

Login

Login at www.siteremote.net with the valid login information created by the team administrator. In case you have not yet created a team, you can sign up for a free 30-day trial at www.siteremote.net.

After logging on, you will see the overview screen which will provide you with a quick overview of the status of your client machines, all current warnings and news.

Folder View

All logged on machines will automatically be listed inside the folder "New Machines". However, you can create new folders and subfolders, and move client machines into the folders of your choice.

You also have the option of creating so-called „virtual folders“. Virtual folders allow you to sort terminals by categories. For instance, you can organize all terminals located in Switzerland or running Window XP in one virtual folder while keeping the original organization structure.

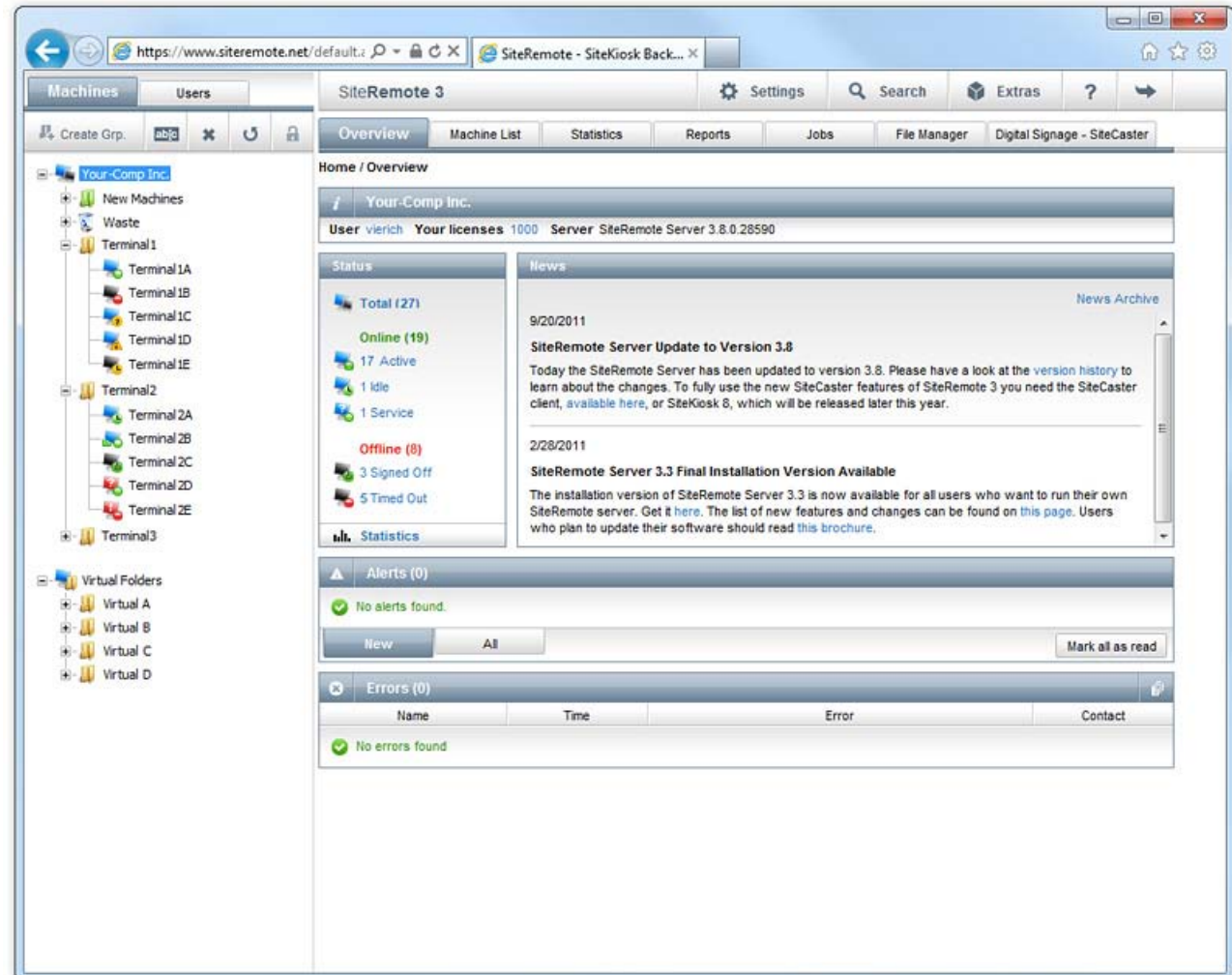


Figure: First View After Your Login At www.siteremote.net

Machine List

World Map

An embedded map engine allows you to get a quick overview on the locations of all your terminals.

Your own Location

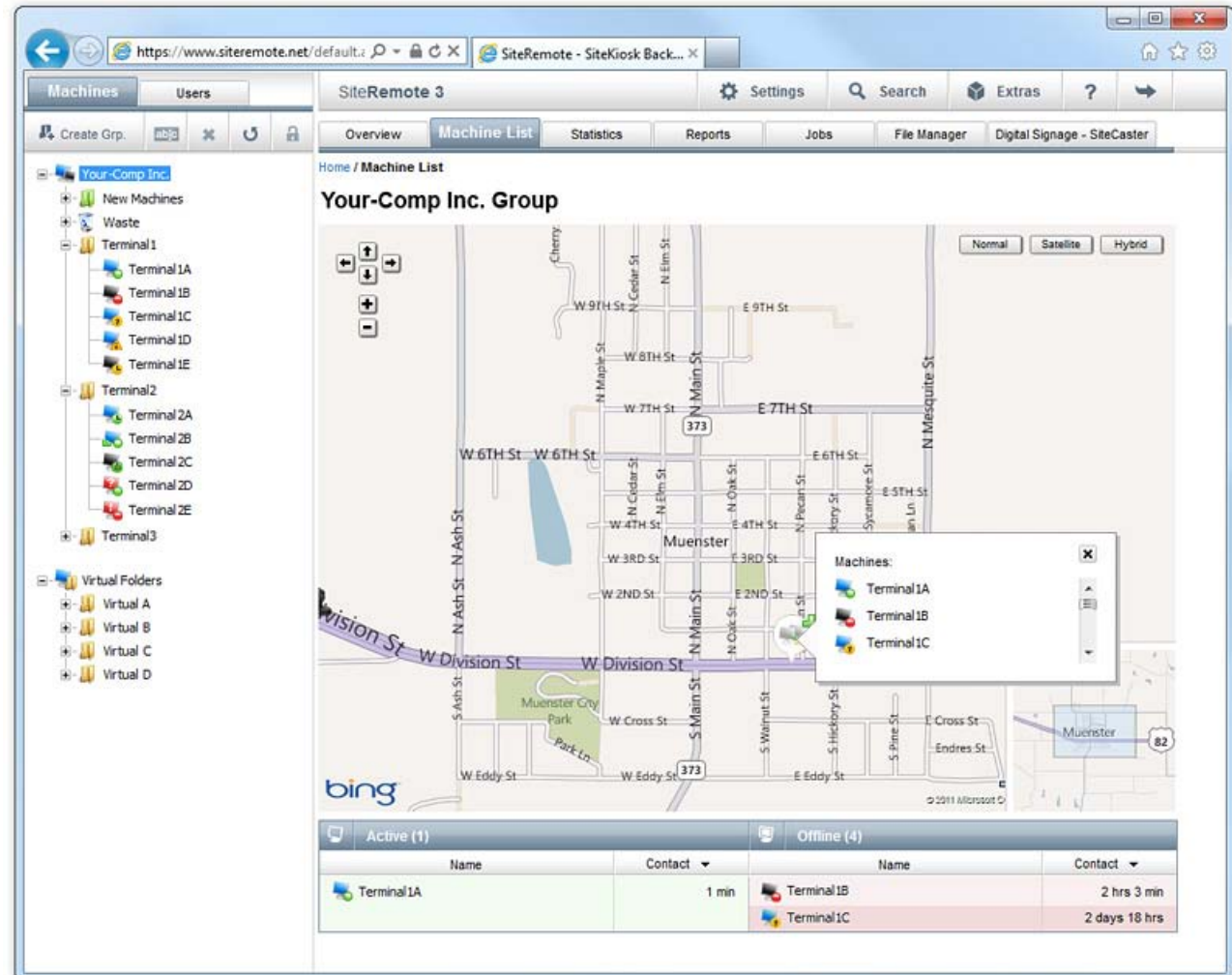
Your current location is marked by the blue person icon.

Status Informationen

Current status information about the terminals is displayed, showing which machines are not working properly.

Map Engines

Currently, Virtual Earth and Google Maps are supported with this feature.



Real-Time Statistics

Select the "Statistics" menu tab to view real-time statistics about the usage and sales generated by your machines for the periods "Today", "Current Week", and "Last Week".

You can also view real-time statistics for each individual terminal under the „Machine Overview“ tab.

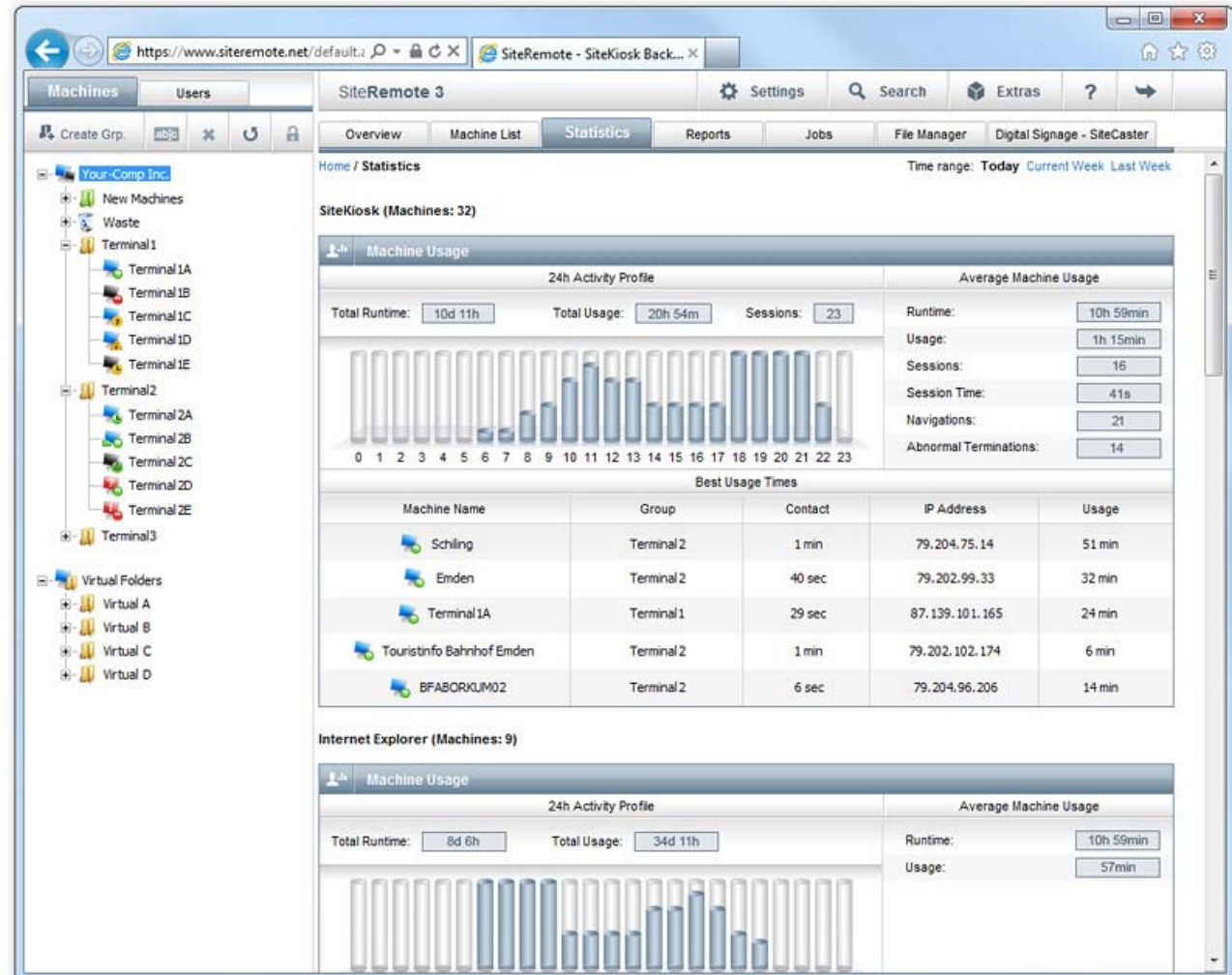
Average Usage Time

The Average Usage Time information for all machines is displayed, provided the screensaver option is enabled in the SiteKiosk software. All screensaver times will then be considered as inactive. Also, SiteRemote will display the five most often used terminals separately.

Average Turnover

The statistics on the Average Turnover achieved by all logged on machines are shown, provided you have enabled a payment device. The five terminals that achieved the largest turnover will be listed separately.

Refer to the "Reports" section on [page 12](#) for much more extensive statistics.



Overview Machines

By selecting a specific machine from the list, you will be taken to that terminal's overview page. This page displays a summary of all important information concerning this particular machine (such as name, last contact, next contact, current IP address, etc).

Name, last contact, next contact, current IP address

Shows the most recent connection data for the selected machine.

Errors and warnings

If applicable, all current problems and error messages are listed under the Errors and Warnings section.

Screenshot

Captures a screenshot of the content currently displayed on the machine.

Activity Profile

The Activity Profile shows the machine's activity (usage) for the last 24 hours, the current week or the last week.

Machines Uptime Chart

The Machine Uptime Chart section shows the operating times for the currently selected machine.

Settings

The Settings section allows you to adjust the time zone information for the area where you set up your machines and lists the name the team member responsible for that particular machine.

Maintenance Protocol

The Maintenance Protocol section provides an overview of all maintenance activity taking place on the selected machine.

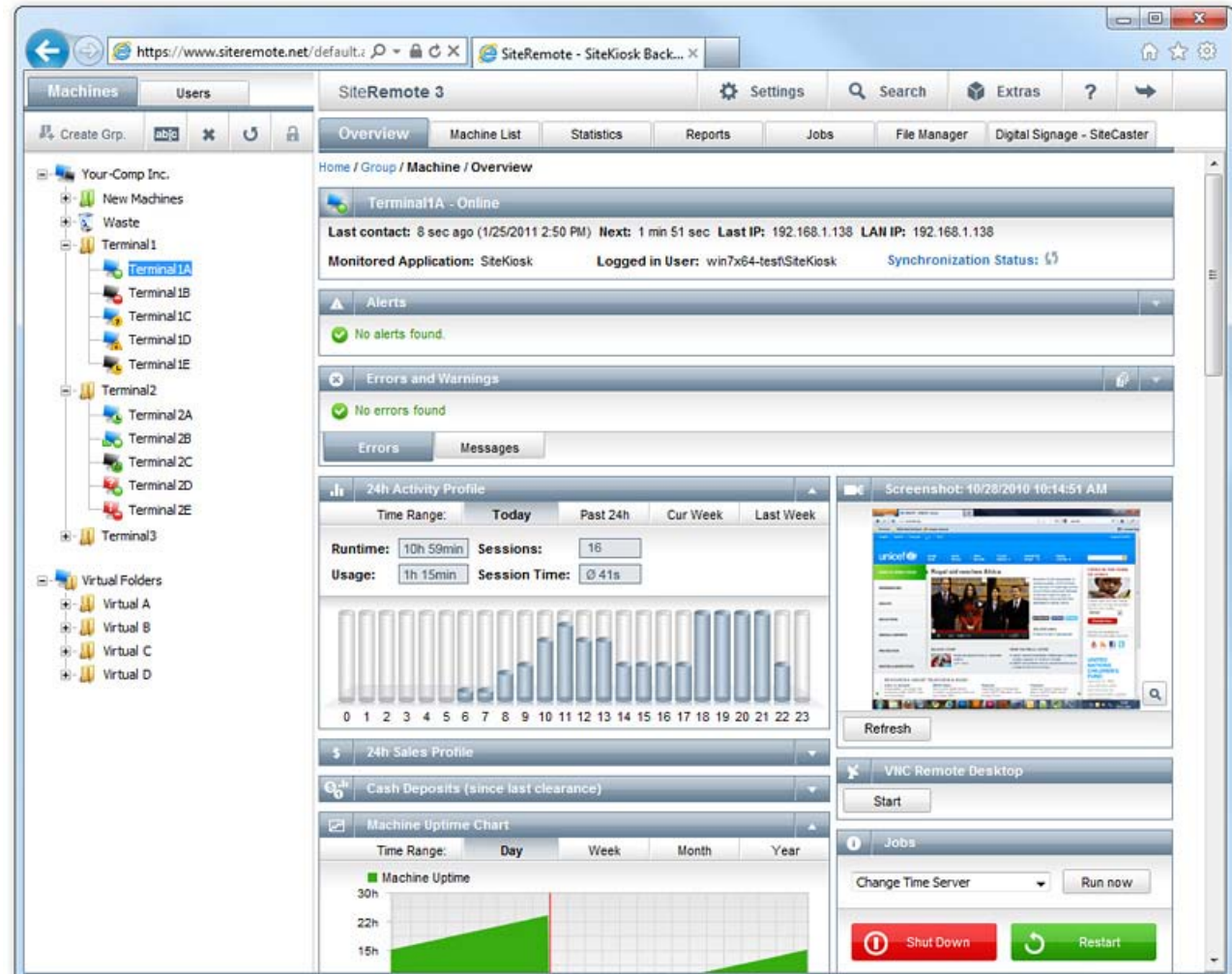


Figure: Machine Overview In Detail

Software & Hardware Overview

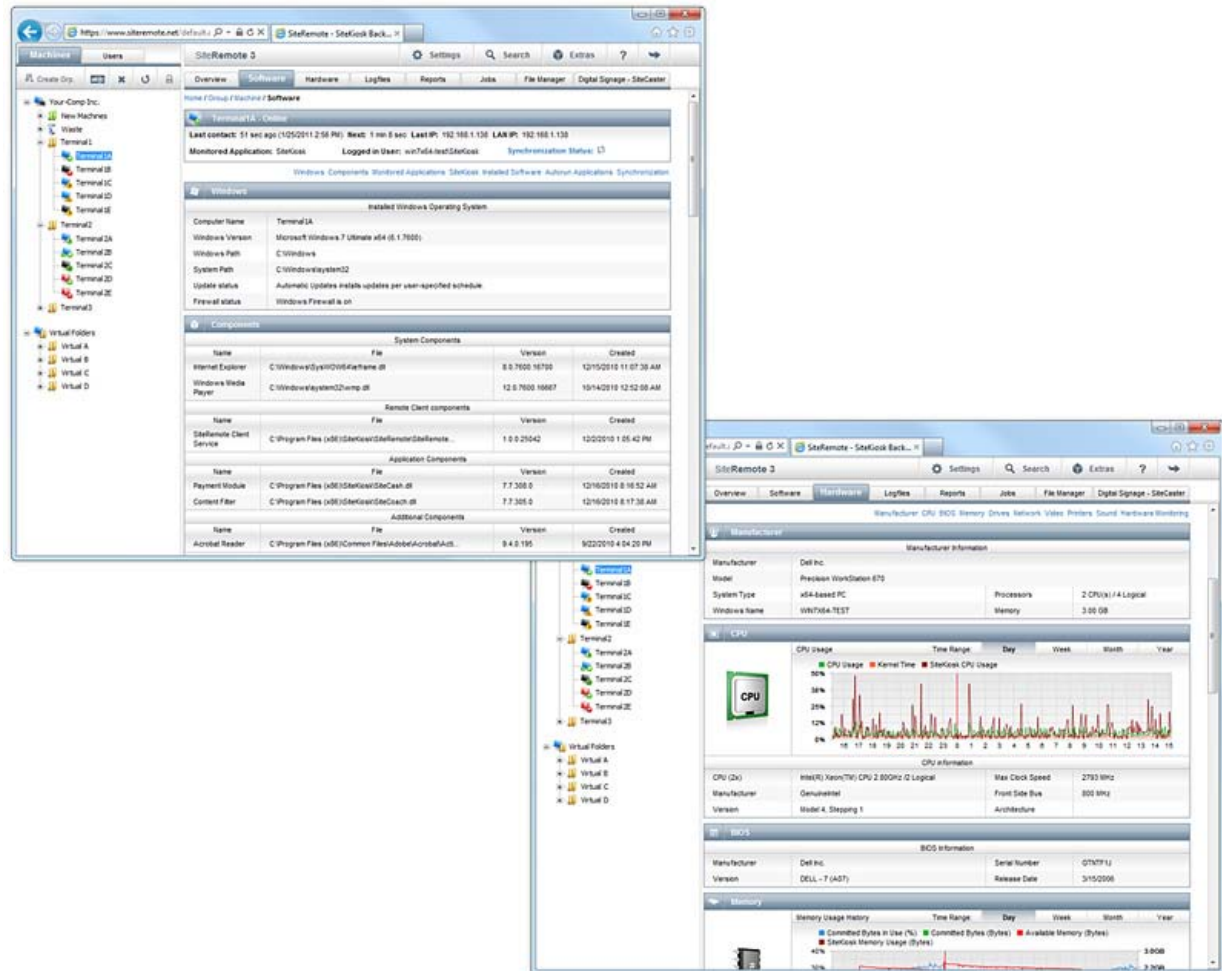
The machines will automatically submit extensive information about the installed and used software as well as the hardware components and performance data.

Software

The software overview provides you with information about important system components and plugins. You will also be able to review which client software (SiteCaster Player or SiteKiosk) is being used. All automatically launched applications and the folders selected to be synced across the machines will be listed.

Hardware

Information about manufacturer, CPU, BIOS, memory, drives, network settings, video, printers, and sound. Other information includes graphical statistics on CPU usage, memory usage, and network traffic. Depending on the hardware used, you can also monitor the temperature, fan speed and power supply of this hardware.



Configuration

Viewing and editing configurations

The "Configuration" menu tab refers to the SiteKiosk configuration applied by the client. The configuration files are available for viewing, downloading, and editing.

Editing Configuration Files Directly

If you have SiteKiosk installed on your computer, you can open and edit the client terminal configuration with the SiteKiosk configuration tool, save any changes you make locally and upload the configuration file to the SiteRemote server.

You can enable the configurations on the client terminals you have uploaded either immediately, or at scheduled dates and times

You can create a job that will replace configuration files on several machines.

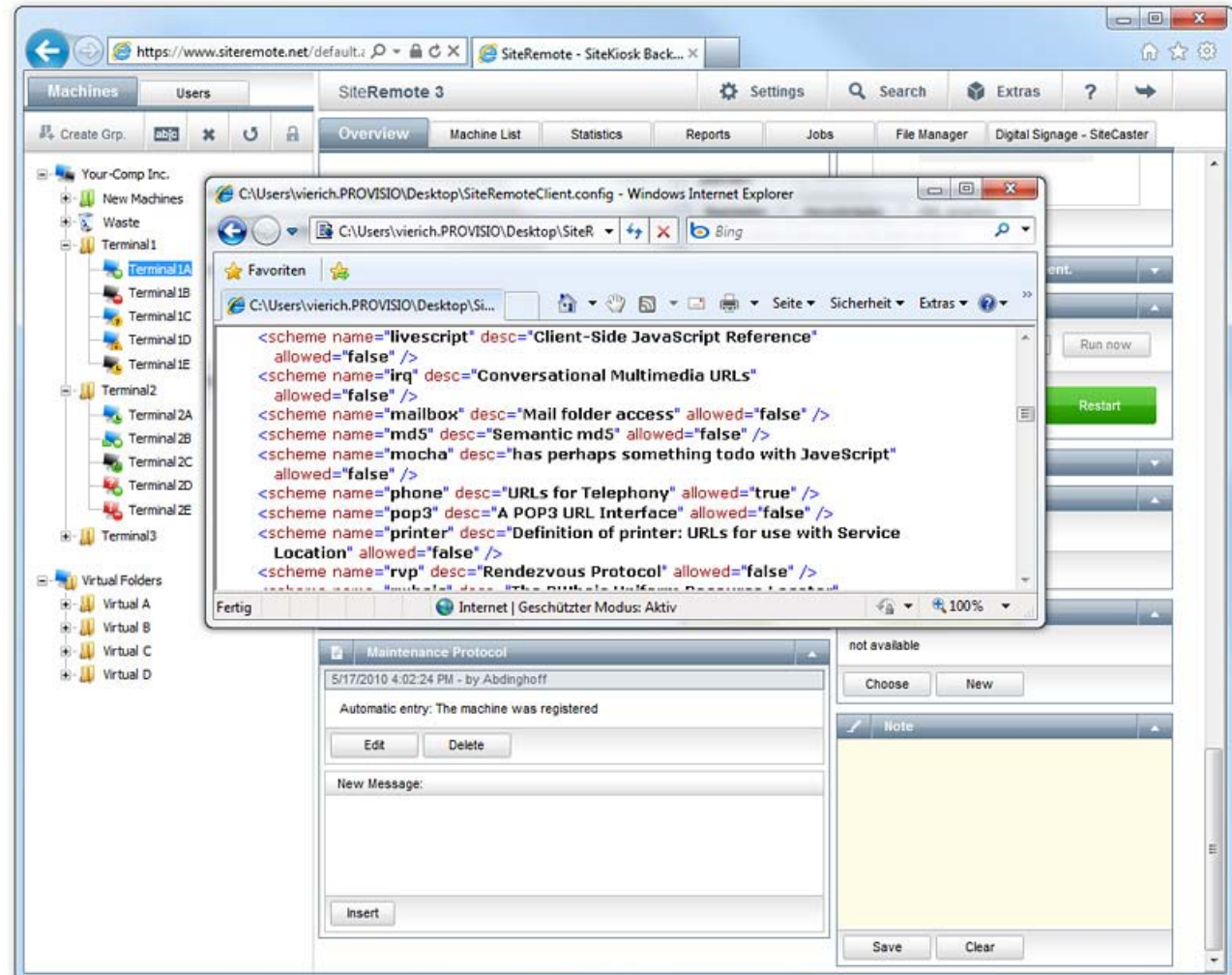


Figure: Change Client Configurations On The Fly

Runtime Protocol

Precision Logging

Remote clients record all processes with the times documented. The log files will allow you to keep track of all processes performed on the terminal and will help you identify possible errors.

Real-Time Transmission

Since the runtime logs are transmitted on each contact with the server, you will be able to view the protocols shortly after they have been transmitted. You can view the information filtered according to protocol levels and components.

Exporting and Deleting Logs

You can summarize and download runtime protocols as .zip archives and permanently delete old log files from the server.

The screenshot displays the SiteRemote web interface. The left sidebar shows a tree view of machines under 'Your-Comp Inc.', including 'Terminal1' (Terminal1A through Terminal1E) and 'Terminal2' (Terminal2A through Terminal2E). The main content area is titled 'SiteRemote 3' and shows the 'Logfiles' tab selected. It displays details for 'Terminal1A - Online', including the last contact time (38 sec ago), next contact (1 min 21 sec), and IP addresses. Below this is a 'Log Analyzer' section with a calendar for January 2011, where the 25th is selected. The 'Log Messages' section at the bottom shows a list of log entries with timestamps and details, such as 'Session ended. Total revenue: USD 50.000000 Duration: 06:41:36' and 'Application started [SiteKiosk]'.

Figure: Second-Precise View Of All Activities

Usage, Sales and Error Reports

SiteRemote enables you to create detailed reports which can be used to evaluate user activity, usage times, problems, and sales figures for your business and financial calculations.

Report Parameters

All reports can be created for any number of machines (individual machines, groups, or all machines) and specific time periods (today, yesterday, current week, last week, current month, last month, current year, last year, or custom).

Individual Reports

You can also create individual reports and store them in .CSV format.

Scheduled Reports (Scheduling)

Automatically creates the desired reports at specific intervals:

- ✓ Daily
- ✓ Weekly
- ✓ Monthly

Email Submission

You can send all reports automatically to one or several email addresses.

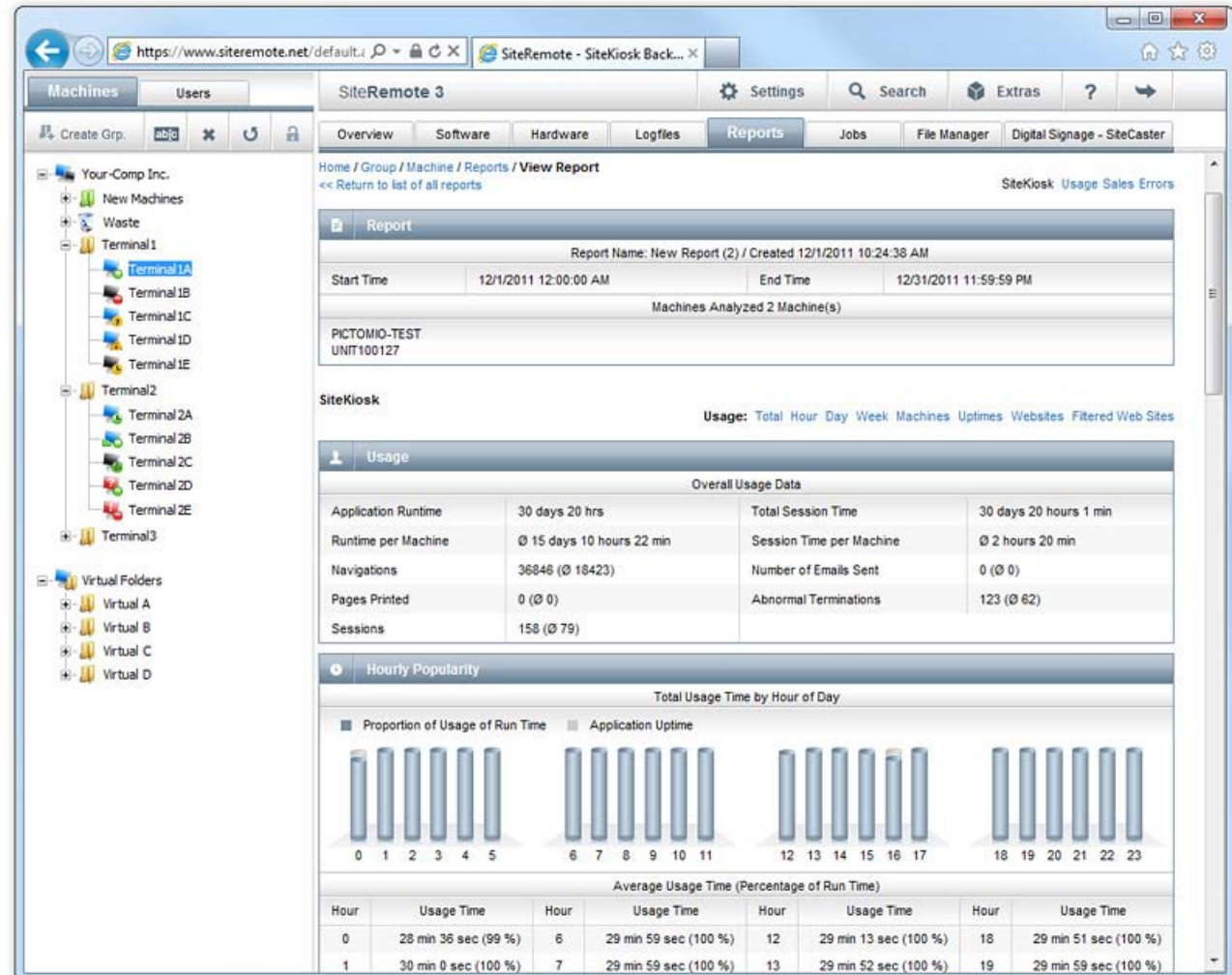


Figure: Get Customized And Detailed Reports

Job Management

Maintaining and updating a computer, such as transferring files or rebooting the machine, usually does not take a long time. But if you are dealing with hundreds of machines spread out over various locations, completing this task manually would take hours, if not days, as you would have to perform this process for every individual terminal.

SiteRemote's Job Management functions allow you to reduce the time used for performing maintenance duties on all of the terminals. Simply define a job and assign it to an individual machine, groups, or even to all of your machines. You can also specify a certain time for a job to perform.

Feedback

Every time a job is executed on a machine SiteRemote's feedback function provides you with a notification whether a job has been successfully completed or not.

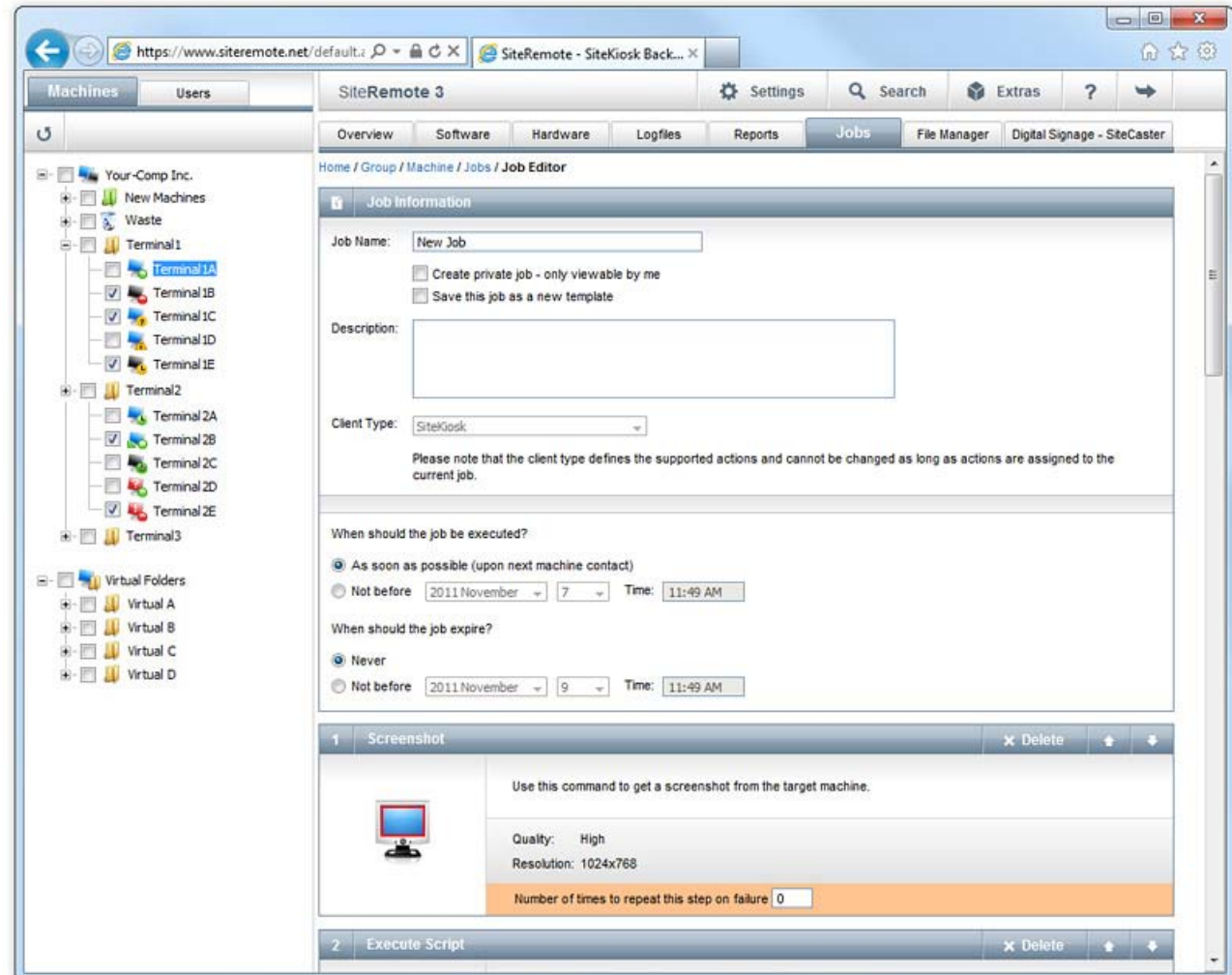
Job Templates

Instead of creating a new job each time a certain task is performed, you can save a job as a template and implement it again at a later point in time.

Scheduled Jobs (Scheduling)

Automatically executes the desired jobs at specific intervals:

- ✓ Daily
- ✓ Weekly
- ✓ Monthly



File Management

Use the file manager to upload any number of files and manage them on the SiteRemote server from one central location.

Upload

Use the upload function to transfer files from your work terminal to the server in a few easy steps.

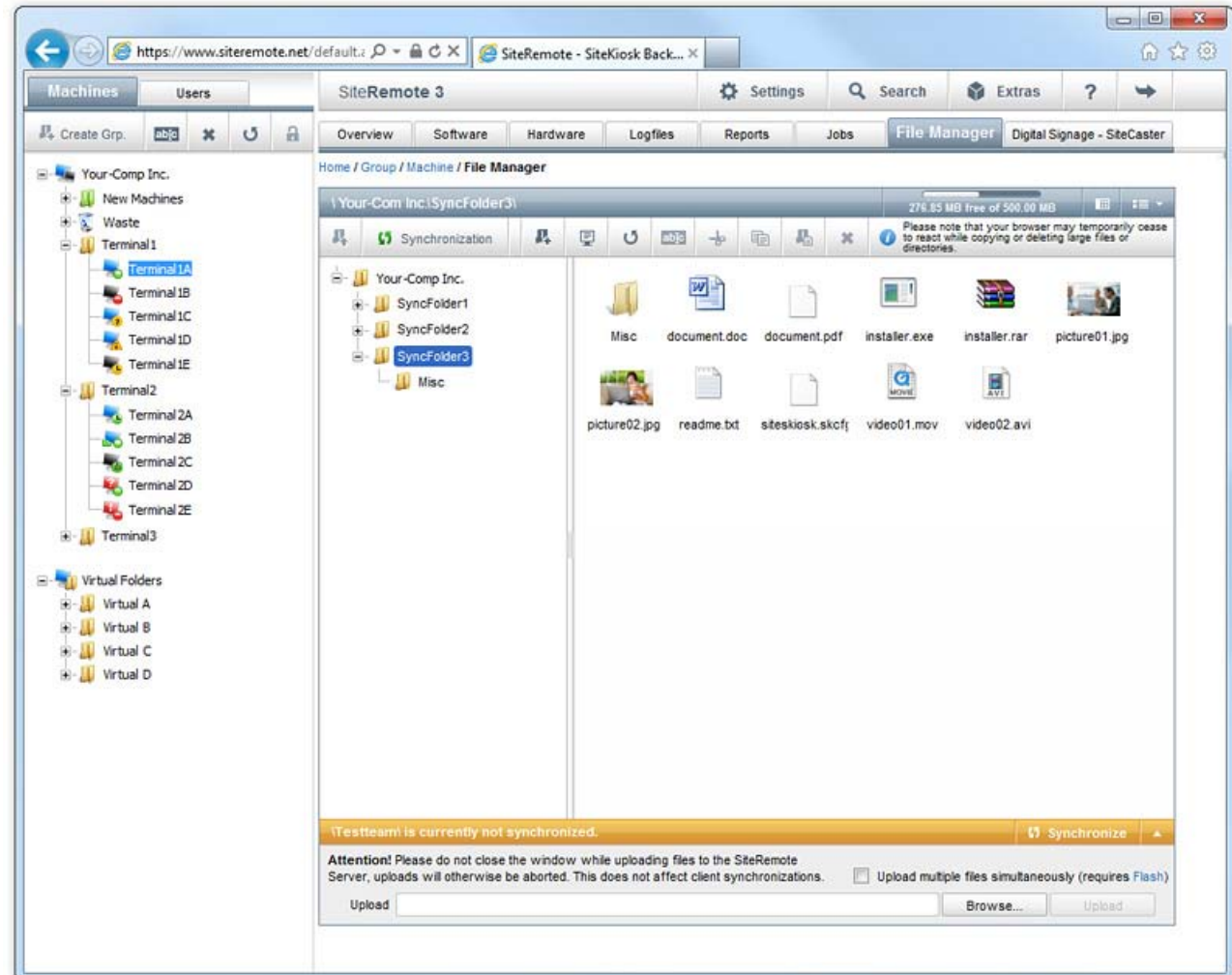
File Management

The file manager overview lets you manage your files in a convenient manner. You can make use of an extensive range of tools that let you manage your files:

- ✓ Create Folder
- ✓ Rename
- ✓ Cut
- ✓ Copy
- ✓ Paste
- ✓ Delete
- ✓ View

Synchronize Folders

You can synchronize folders and their contents with one or several machines (see next page).



Synchronization

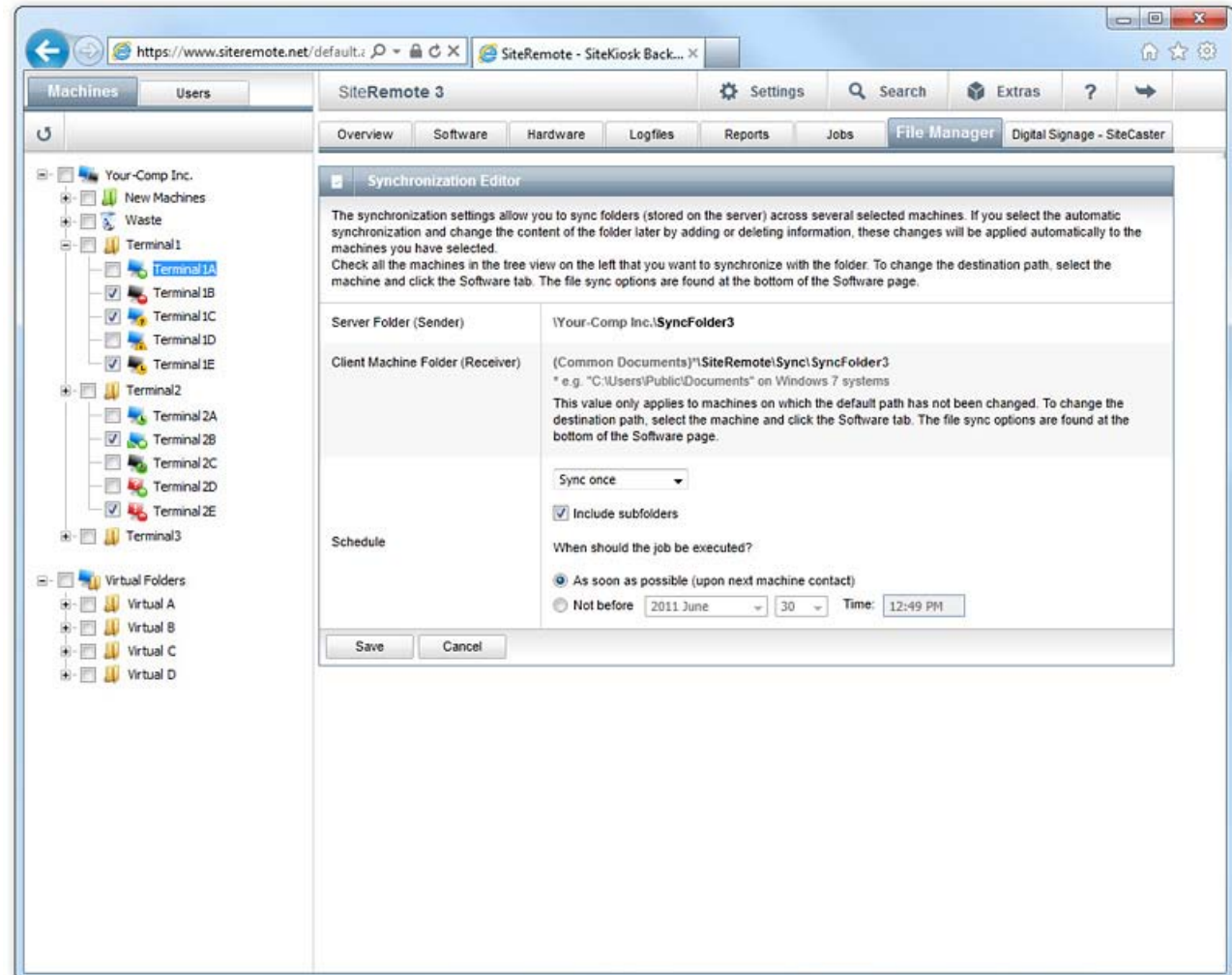
The synchronization feature makes it easy to distribute extensive content among any number of machines and keep it up-to-date.

Peer to Peer

The method used for synchronization is peer-to-peer which keeps server loads low and makes it possible for the files to be transferred to the machines at a fast rate.

Always up-to-date

When you make changes to the contents of the folder stored on the SiteRemote server, these contents will (as an option) be synchronized automatically on the associated machines. For instance, if you change a website or video, these will be transferred instantaneously.



User Management

Each team can contain any number of users, who can log on and access the SiteRemote web portal.

You can assign specific users rights for each user.

Individual rights can be specified for each user. Standard user rights can be combined to further define roles.

Example:

The role of "Team Administrator" possesses the following rights:

- ✓ editing their own user account
- ✓ manage user accounts (add / edit / delete)
- ✓ edit machine configurations
- ✓ create/view reports
- ✓ view sales statistics
- ✓ add machines
- ✓ edit machines
- ✓ add / edit / delete machine user groups
- ✓ remote machine administration /control
- ✓ create / perform LiveRequests

You can also specify the corresponding time zone and language to each individual user. Languages currently available are English, German, French, Italian, Russian, Spanish and Dutch.

Roles for technical staff

You can also specify roles for technical staff. The members of this staff will then be able to authenticate directly at the machine (on site) in order to complete certain tasks.

Auditing

The Auditing tab lets you trace precisely when the user performed which action.

The screenshot shows the SiteRemote web interface. The browser address bar displays <https://www.siteremote.net/default.aspx>. The page title is "SiteRemote 3". The navigation menu includes "Machines", "Users", "Settings", "Search", "Extras", and "?". The "Users" tab is active, and the "Address" sub-tab is selected. The main content area is titled "Home / Team / User / Address" and contains a "Change of password" section with a "User name" field set to "vierich" and a "Change password" button. Below this is the "Edit Team Member Data" form, which includes the following fields:

- Gender: Male Female
- First name: Daniel
- Last name: vierich
- Company name: Your-Comp Inc.
- Department: (empty)
- Job title: Designer
- Address line 1: Division St.
- Address line 2: (empty)
- City: Muenster
- ZIP code: 76252
- State: Texas
- Country: USA
- Email: info@your-comp.com (with a "Send Email" link)
- Phone: (0800) 916-7422
- Mobile: (empty)
- Fax: (empty)
- URL: http://www.your-comp.com/ (with a "Visit Web Site" link)
- Time zone: (GMT-06:00) Central Time (US & Canada)
- Language: English (United States)
- Date of birth: March 6 1986

At the bottom of the form are "Save" and "Cancel" buttons.

SMS & Email Alerts

When a terminal encounters a problem, a remote monitoring solution should be able to notify you automatically without delay. This is the only way to allow for an immediate response.

SiteRemote features a notification system, which will automatically react whenever an error occurs.

In the event of an error, the system will prompt the SiteRemote Server to send an email to the corresponding staff member and provide a detailed description of the problem.

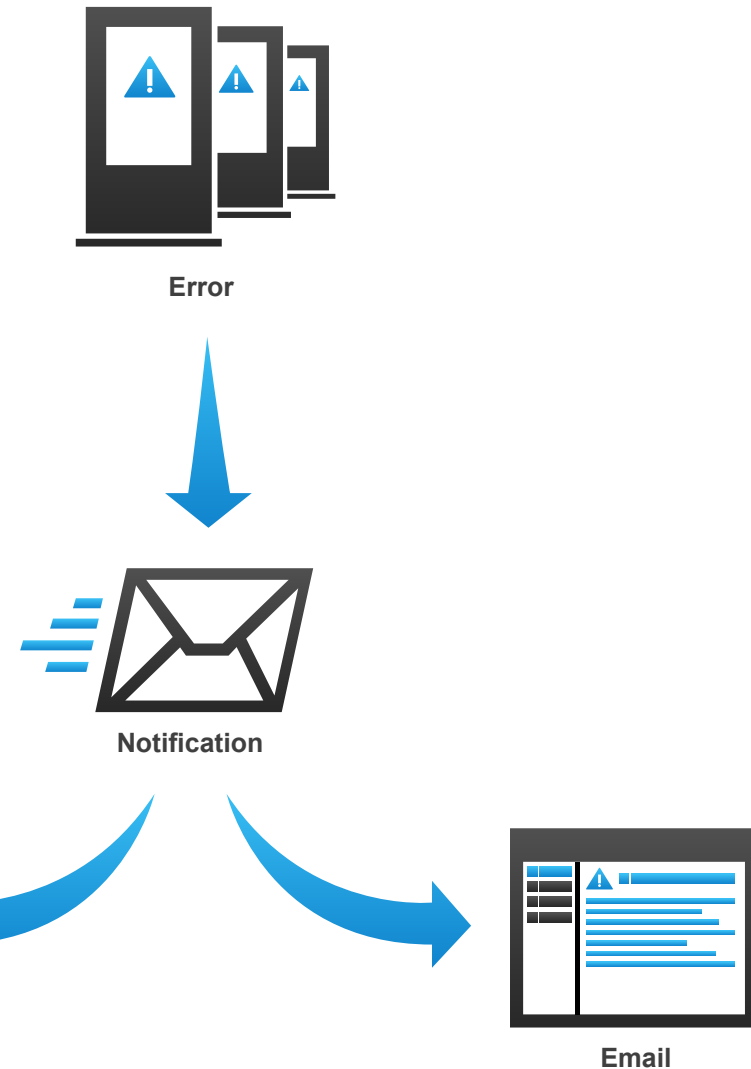
To receive alert notifications faster, the server can also deliver alerts via SMS (Short Messaging System), which will send a text message directly to your cell phone.

A set amount of text messages is included with the SiteRemote package. Additional text message volume is available for purchase.

Example:

SMS alerts through SiteRemote SaaS are only available in Europe. It is possible to setup SMS alerts on your SiteRemote Server installation in any country but additional charges from your carrier may apply.

- ✔ Application not running/has no valid license
- ✔ System time incorrect
- ✔ Overflow of the log limiter or error limiter
- ✔ Printer (e.g. no paper, low toner, etc.)
- ✔ Data storage medium (e.g. hard disk full)
- ✔ Memory usage
- ✔ CPU load
- ✔ Hardware failure
- ✔ No depot within the specified time period
- ✔ System was rebooted by the software watchdog (e.g. SiteKiosk)
- ✔ File synchronization/Digital Signage error



Remote Desktop Connection

Use UltraVNC, which is free and can be installed as an option, to establish a remote desktop connection to machines in a quick and easy fashion.

You will find an extensive range of options at your disposal. In addition to viewing the screen of the client, you can also exchange files directly.

As soon as the desktop of the client terminal shows up in your Web browser, a maintenance message will pop on the screen of the machine on site (see screenshot). This information indicates to the user that the terminal is currently being serviced and cannot be used.

Terminal Commander

Terminal Commander is an additional tool that allows you to exchange files with a remote machine. The main window shows two parallel directory listings: Local hard drive on the left and the remote machine on the right.

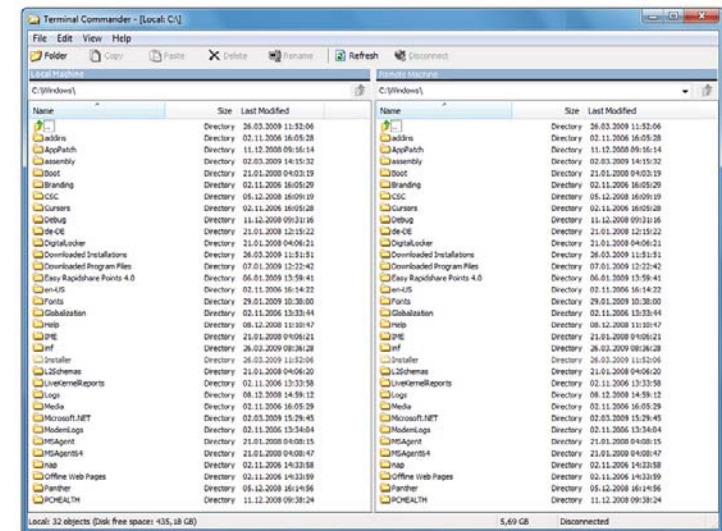
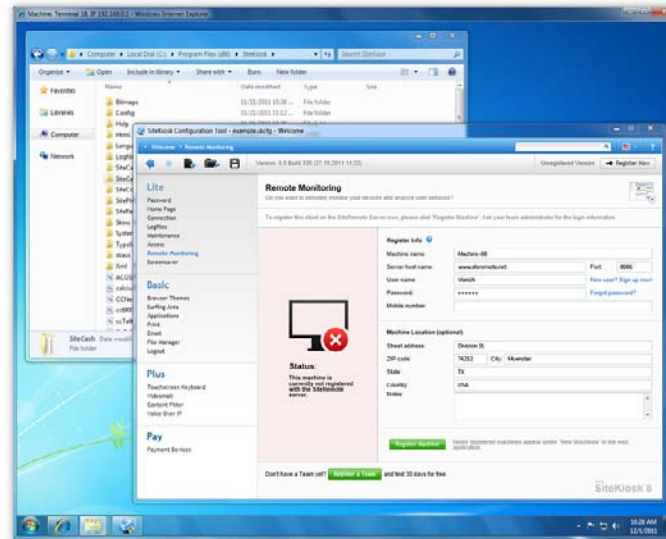


Figure: Web Client (VNC Viewer) & Terminal Commander

SiteCaster - Digital Signage

What is SiteCaster?

SiteCaster is included with SiteKiosk starting with the Lite version. It is a software solution that helps you create, manage, and publish media content for your Digital Signage displays. It takes only a few clicks to share the campaigns you created with your clients, where they can be played back automatically at the times you specify. Watchdog functionality keeps downtimes at a minimum if the application fails to respond due to critical system conditions (insufficient RAM, video codec error, etc).

Create Campaigns

You can use customizable layout templates to quickly create a campaign in a snap and display your campaigns in the resolution of your choice (including full HD).

Simply drag and drop your media content to arrange it in a time line. SiteCaster supports a host of different formats including Images (PNG, JPG), video files (H.264 and WMV), web pages (HTML, Flash), and text (RSS, static or ticker).

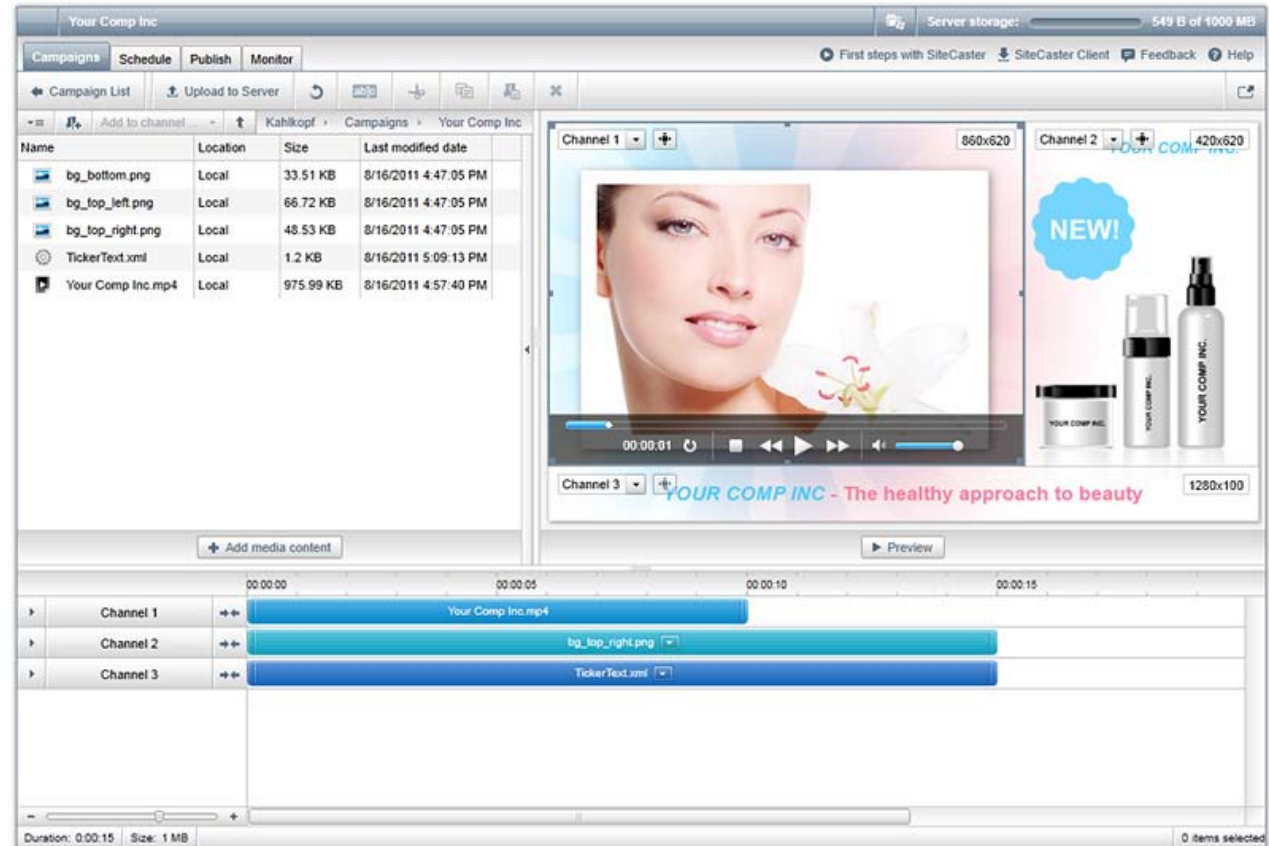
Schedule

SiteCaster's scheduling functionality allows you to plan with split-second accuracy which campaigns are to be played at which times. You can also edit existing broadcasts to add more campaigns and change the playback schedule.

Publish

Share your content with up to 10,000 players using just a few clicks. Choose either peer-to-peer sharing or encrypted sharing via HTTPS/SSL.

For more information, log on to
www.sitecaster.com or consult the SiteCaster [PDF-Broschüre](#).



SiteRemote

Remote Monitoring

30-Day Trial Access (Free)

SiteRemote's 30-day Trial Access includes:

- ✓ unrestricted use of all SiteRemote features for 30 days (www.siteremote.net)
- ✓ 500 MB of transfer volume
- ✓ 50 SMS messages included (Europe)
- ✓ free customer support
- ✓ administration of up to 50 terminals

Go to www.siteremote.net and sign up to register your own team account for a free 30-day trial. Thoroughly test all the features and functions of SiteRemote to ensure that it is the right solution for your business needs.

Pricing

For pricing information please visit our online store at www.provisio.com.

PROVISIO GmbH, Münster, Germany
<http://www.provisio.com/>

PROVISIO LLC, Miami, USA
<http://www.provisio.com/>

