Application Brief

Remote Server Management for Kiosks

According to a 2010 Forrester report "…retailers must boost their multichannel offerings. This includes deploying kiosks inside bricks-and-mortar stores where consumers can research products and prices on the web, and also order items not on shelves…"

How will they manage those kiosks?

Businesses that use kiosks such as ATMs to serve their customers have many unique support and maintenance challenges. As ATMs are generally deployed at multiple locations, across many geographical areas, and in some cases in remote locations, it is often difficult to provide responsive or on-site support. To ensure that ATMs are secure and available 24/7 to serve customers – security, energy, environmental and visual controls are all necessary. Remote support and management becomes critical to ATM operation and ROI.

Raritan's KVM-over-IP solutions provide:

▶ Anytime, anywhere local and remote access

▶ BIOS-level access and control for frozen or otherwise inaccessible servers

▶ Remote server access to local drives and media (Universal Virtual Media™) to troubleshoot, reboot, update and manage the servers that run the kiosk application

▶ Synchronized mouse control (Absolute Mouse Synchronization™)

▶ Modern and common browser-based user interface

▶ Security and encryption features

▶ Support for Windows®, Macintosh®, Linux®, Sun®/ Solaris™

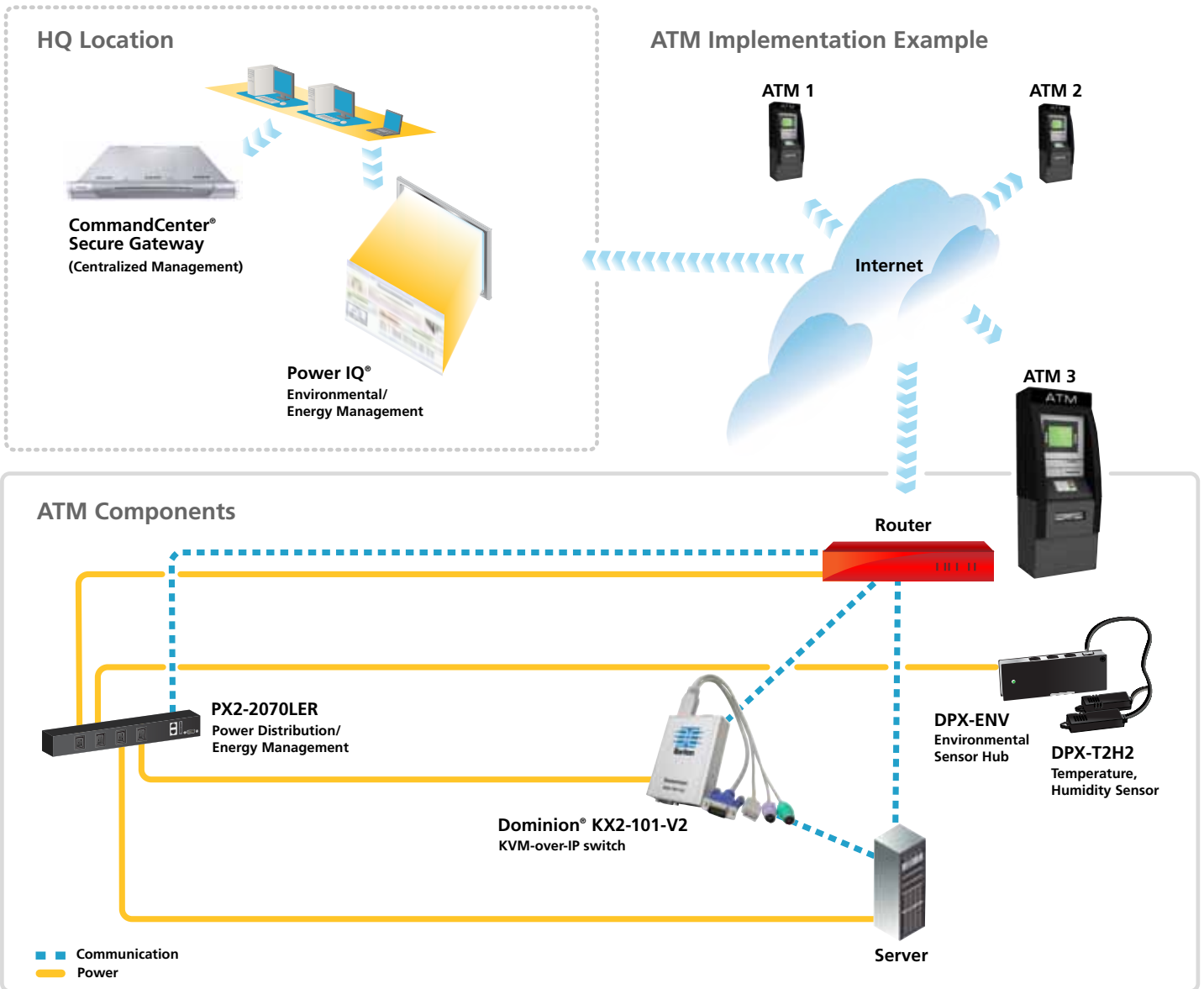▶ CommandCenter® integration for remote reboot and power on/off

▶ Flexible CIM options

Raritan's Intelligent PDU solutions provide:

▶ Environmental sensors

▶ Ping and reboot to restart hung devices or servers

▶ Load shedding, e.g., conserve emergency power

▶ DB-9M RS-232 serial port for out-of-band access

▶ USB-A port, e.g., local logging to USB stick

Challenges	▶ Many, remote locations ▶ High reliability – uptime is crucial for operation ▶ High on-site support costs ▶ Limited and secure remote access and management for troubleshooting/fixes ▶ Outdated security, patches, etc. ▶ Costly third-party assistance
Solution Equipment (application dependent)	▶ Dominion® KX2-101-V2 ▶ PX2-2070LER ▶ Environmental Sensor Hub ▶ Sensors: temperature, humidity, airflow ▶ Power IQ® ▶ CommandCenter Secure Gateway
Benefits	▶ Efficient, reliable server management ▶ Economical, secure remote access reduces travel time and cost ▶ Efficient emergency diagnostics and restore for reduced downtime ▶ Common interface for reduced training costs ▶ Small footprint to fit inside the kiosk ▶ Monitor temperature, humidity and airflow to ensure reliability ▶ Power and environment thresholds and alerts ensure uptime ▶ Remotely cycle power to resolve problems

Raritan.

Know more. Manage smarter.™

KVM over IP for ATMs and kiosks in:

- ▶ Airports, bus, train stations and other travel locations
- ▶ Health and hospital facilities
- ▶ Hospitality locations

- ▶ Retail stores
- ▶ Company branch offices
- ▶ Banks

HQ Location

**CommandCenter®
Secure Gateway
(Centralized Management)**

**Power IQ®
Environmental/
Energy Management**

ATM Implementation Example

ATM 1

ATM 2

Internet

ATM 3

ATM Components

Router

**PX2-2070LER
Power Distribution/
Energy Management**

**Dominion® KX2-101-V2
KVM-over-IP switch**

**DPX-ENV
Environmental
Sensor Hub**

**DPX-T2H2
Temperature,
Humidity Sensor**

Server

■ ■ **Communication**
▬ **Power**

Ready to find out more? Contact Raritan today.
Call +31 (0)10 284 4040 or visit www.raritan.eu