



## **KIOWARE Feature**

### **Browser/OS Lockdown**

KioWare prevents the user from accessing the Windows Desktop. It does this by removing all menu and window functions from the Internet Explorer window. All that is displayed to the user is the content window. A special mouse/touchscreen sequence, plus a password is required to exit from KioWare back to the Desktop.

### **Second Monitor**

To maximize branding or for digital signage applications, KioWare can display scriptable content on a second monitor.

### **Toolbar Skins**

In applications that require KioWare's toolbar to support navigation, print or logoff actions, it is often desired to have the toolbar integrate as much as possible with the application.

With KioWare, it is possible to design your own buttons as well as change the background color of the toolbar to match your application graphical styling.

### **Keyboard Filtering**

For applications that have a keyboard available to the user, it is important to be able to lock out certain keystrokes. In particular, Ctrl-Alt-Del is critical to lock out. In addition, Function keys, Esc, Alt, Ctrl, Start Menu, Windows, Del, Ins, Arrows, PgUp, PgDn and Print Screen can be locked out using KioWare.

### **Virtual Keyboard**

KioWare provides an easy method to hook into any HTML virtual keyboard. KioWare installs with a default virtual keyboard that may be used as is or modified to fit your application. Or, you can use your own HTML virtual keyboard.

### **Integrated Browser Error Handling**

KioWare can automatically trap browser errors, redirect to an error handling script and pass along the error number and filename for comprehensive error handling.

### **Attract Screen Management**

Often times, a kiosk is designed to have multiple graphical screens that cycle to try and attract the attention of a passerby. KioWare can easily be configured to display an unlimited number of attract screens. The length of idle time before the attract screens initiate, as well as the time each attract screen displays is configurable. Furthermore, each attract screen can have its own entry point into your application. This is especially useful

for advertising applications where each attract screen is an advertisement and clicking the ad loads pages applicable to that ad.

### **User Session Management**

Often times, it is best to warn a user that they have been idle too long and are about to be reset into attract screen mode. In these cases, KioWare can display a warning dialog box a defined number of seconds before reset (ex, 15 seconds), as well as optionally beep every second for the last defined number of seconds before reset (ex, 3 seconds).

### **Security Mat/Prox.Switch**

Where user privacy is most critical, it is important to know when a user has arrived at the kiosk and also when they have left. KioWare can easily be configured to use a security mat or proximity switch to initiate the user session and more importantly to end a user session, including running an optional logoff script. When a user trips the security mat or proximity switch, KioWare exits attract screen mode, and when the user leaves the security mat or proximity switch, then KioWare runs a logoff script (if one is defined), optionally clears cookies and cache, optionally retracts paper printed but not retrieved, and enters attract screen mode.

### **Clear Cookies and Cache**

When a user session ends, KioWare can optionally clear the user's cookies, cache and the printer queue.

### **Automatic Printer Retraction**

Where user privacy is most critical, it is important that unclaimed printed material be retracted back into the kiosk. Whereas many printers have a timer that will retract unclaimed paper, if you use a printer that supports programmatic retraction, then KioWare will immediately retract the paper as soon as the user leaves the kiosk rather than wait for the timer to timeout.

### **Automatically Run Logoff Script**

In kiosk applications that require a user to logon, it is very important that the user gets logged off when the session ends. KioWare can be configured to run a logoff script prior to entering attract screen mode, so that you can be certain the prior user was properly logged off.

### **Popup Window Control**

In certain applications, it is desirable to prevent a popup window from being displayed. KioWare can easily be configured to prevent popup windows. When a popup is blocked, an optional dialog box can be displayed to the user with a custom message.

Furthermore, to prevent runaway popups from crashing your application, KioWare can control how many popups can be displayed, and how many levels of popups can be displayed (ie; how many parent/child generations).

### **Domain/Page List Blocking**

For applications that have links to other sites, KioWare can be configured to block or allow domain navigation from an unlimited list of domains. When a domain is blocked, an optional dialog box can be displayed to the user with a custom message.

For a given domain, KioWare can also allow or deny access to an unlimited number of individual pages. When a page is blocked, an optional dialog box can be displayed to the user with a custom message.

### **File Download Blocking**

In instances where Internet Explorer doesn't recognize a file and would normally present a dialog box to the user asking whether to download and either open or save the file, KioWare can prevent the dialog box from being presented and also prevent the file from being downloaded.

### **Phone Dialing**

Web applications don't typically have an easy way to dial a phone, but it is common to have a kiosk application that requires a phone call to be dialed (ex, user presses a button on the screen to be connected to customer support). KioWare has a clever way using the HTML title tags of your application to know when and where to dial an attached modem - no need to reprogram your application. There are an unlimited number of phone numbers that can be configured in KioWare.

### **Barcode/MSR/Prox Reader Support**

For applications that need a clever means of passing barcode, magnetic stripe reader or proximity card data to their application, KioWare can be configured to listen to an input device and when data are received pass that data along to a specified URL for processing.

This eliminates the need to write complicated code interfacing the scanner to your application.

### **Upload Usage Stats**

[KioWare Server Req'd]

KioWare has the ability to store sophisticated usage history. Not only do we log the URL of each page loaded, but we also log the title. Because KioWare does not display the title to the user, the title can be used to make the analysis of the usage logs more meaningful.

These logs can be uploaded on a daily basis to the KioWare Server where they are reduced and available for reporting using the KioWare Server administration tool.

In addition, the title tag can be embedded with optional class information to enable aggregation and separation of log entries. For example, you could have a page with a title **English: View Widget Specs** and the Spanish version with a title **Spanish: View Widget Specs**, and the statistics reporting could give usage for the View Widget Specs page for English only, Spanish only or both combined.

## **Remote Content Updating**

[KioWare Server Req'd]

For stand-alone applications that store content locally, KioWare has the ability to manage the remote updating of that content. KioWare Server is a program that resides on a centralized server and manages project content using revision control. The kiosks will contact KioWare Server on a daily basis, and when there is new content they will automatically download the new release.

## **Server Side Kiosk Management**

[KioWare Server Req'd]

KioWare Server is a program that resides on a centralized server and manages remote content updating of the kiosks and the uploading of usage statistics and survey data from the kiosks. With KioWare Server, you can group kiosks into different projects, assign different content to each project, and track revision control of that content. There is also full reporting capability of upload and download data history, usage statistics, survey statistics, and kiosk status overview.

## **Server Side Statistics Analysis**

[KioWare Server Req'd]

KioWare has the capability to take usage statistics one step beyond standard web traffic reporting programs. Since KioWare doesn't display information contained in the HTML title tags, we log not only URL data, but also title tag data. This enables the application to be designed so that readable log information is stored. Rather than an incomprehensible URL, a straightforward description of the page can be stored in the title tag.

Furthermore, we enable class information to be stored in the title tag. For example, if you have two pages that are identical except that one is in English and the other in Spanish, the title tags can be created in such a way that when the usage data is uploaded to KioWare Server, it can be displayed either as English usage statistics, Spanish statistics, or the aggregate of both.

KioWare Server is a program that resides on a centralized server and manages the display of the uploaded usage statistics. Usage statistics can be displayed for an individual kiosk, or all the kiosks in a project. They can also be displayed between a defined date range, and also by title tag class information.

## **Remote Monitoring**

[KioWare Server Req'd]

In many kiosk deployments, it is important to know whether individual kiosks are running and their current health.

Using KioWare Server, individual kiosks will report their status in three distinct ways:

**Heartbeat** - The kiosk will send regular messages to KioWare Server with approximately 30 performance statistics. The arrival of the message indicates that KioWare is running on the kiosk, and the performance statistics indicate its current health.

**Urgent Log Activity** - KioWare actively monitors specified equipment (ex, printers), and when an anomaly is noticed (ex, paper low), a message is sent to KioWare Server and notification emails are sent.

**Daily Log Activity** - To provide a history of kiosk health, Windows application event log entries are sent to KioWare Server regularly.

### **Remote XML Configuration**

The power of KioWare to kiosk-ize a web application is due to its extensive configuration capability. KioWare can be configured to try and download an XML file from a central location everytime it starts up. The XML file contains configuration entries. If it finds a XML file, then it downloads and executes the XML instantly reconfiguring itself. This is a very useful feature for making configuration changes to large deployments.

Furthermore, KioWare can be configured to load in the XML file on a hourly, daily, etc. schedule, essentially enabling KioWare to reconfigure itself on the fly. This is particularly useful for advertising applications that need to update their advertisement attract screens on a regular basis.

### **Hardware/Software Watchdog**

For applications where reliability is critical, KioWare has both hardware and software watchdog capability. The software watchdog constantly watches the health of the KioWare exe and restarts the KioWare exe when necessary. The hardware watchdog constantly watches the health of the software watchdog and restarts the software watchdog as necessary.

### **Run as Shell**

KioWare can replace the default Explorer OS Shell. By doing so, your application will boot and run much faster, and your computer will be much more secure because the standard Windows desktop can never be displayed to the user.

### **Citrix/Terminal Server Support**

KioWare fully supports operation in a Citrix/Terminal Server thin client environment. One very useful feature is the ability for individual clients to run different configurations of KioWare. For example, half of the clients could run an HR application that requires a proximity switch security device and the other half could run a retail application.