



KioWare Server is optional but is required if you wish to maintain communication with your individual kiosks. The server software resides on a centralized server that is accessible via the Internet by all kiosks, and it consists of four components:

- Administration Tool
- Upload Data
- Update Content
- Remote Monitoring

The **Administration Tool** component is a web-based application that manages four tasks:

- User Management
- System Configuration
- Project Management
- Kiosk Management

User Management manages the users who can log onto KioWare Server and what portions of the program they have permission to use.

System Configuration is used to setup KioWare Server to send urgent event emails.

Project Management handles content revision control and the kiosks associated with that content. Each kiosk application is defined as a project and each revision release is associated only with those files that have changed so that only updated content is downloaded to the kiosks.

Kiosk Management handles kiosk definitions such as kiosk naming, special content control, urgent event email definitions and revision level configuration as well as individual kiosk performance reports such as remote monitoring activity and usage statistics.

The **Upload Data** component is a process that is invoked when a kiosk requests to upload usage log data. Using XML, the data is uploaded from the kiosk to the server where it is compiled into meaningful usage statistics data.

The **Update Content** component is a process that is invoked when a kiosk requests to download new content. When a request is received the software checks whether that particular kiosk has been scheduled for update with new content. If it has, then the objects are downloaded to the kiosk. After all objects are downloaded and the kiosk successfully installs them, the server is notified by the kiosk to update that kiosk's information with the new revision numbers.

The **Remote Monitoring** component is a process that receives and acts upon status information from the kiosks and consists of three functions:

- Heartbeat

- Urgent Log Activity
- Daily Log Activity

Heartbeat - Each kiosk can be configured to regularly send a message to KioWare Server with approximately 30 performance statistics. By virtue of receiving the heartbeat, KioWare is currently running, and the analysis of the statistics indicate how well it is running. Optionally, KioWare Server can send email notifications when kiosk heartbeats have been missed.

Urgent Log Activity - On each kiosk, KioWare can be configured to constantly scan specified equipment (ex, printers) and report anomalies (ex, paper low) to KioWare Server. Upon receipt by KioWare Server, email notifications of the problem are sent.

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

Reports

The following reports are available from KioWare Server:

- ▶ **Usage Statistics** Displays usage statistics for one or all kiosks within a project
- ▶ **Project Overview** Lists each kiosk in a project with revision (current and new) and last check-in times
- ▶ **Heartbeat Report** Displays history of heartbeats received from a kiosk. Can drill into any heartbeat for detailed view of 30+ performance parameters.
- ▶ **Content Update History** Displays history of files downloaded to the kiosk.
- ▶ **Survey Data Results** Displays summary statistics of survey information uploaded from kiosk.
- ▶ **Content Traversal** Used to analyze the most common paths taken by the user. Ex, what was the most common second page viewed?
- ▶ **Kiosk Events** Displays the event log for a kiosk.
- ▶ **Urgent Event Log** Displays the urgent event log for a kiosk.
- ▶ **Stats Upload History** Displays the history of statistics uploaded for a kiosk.
- ▶ **Survey Results Upload History** Displays the history of surveys uploaded for a kiosk.

Since KioWare Server uses a Microsoft SQL Server database to store the data, user created custom reports can also be readily created using Crystal Reports, Microsoft Access, ASP, etc.