Enhanced System Monitoring

Feature Reference

Date: June 24, 2019

Verifone®

Enhanced System Monitoring

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Enhanced System Monitoring feature on the Verifone Commander Site Controller.

This feature document contains the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Enhanced System Monitoring feature on the Commander Site Controller.
- **Configuring** - This section contains information on how to configure the Enhanced System Monitoring feature on the Commander Site Controller.

Verifone, Inc.
88 West Plumeria Drive
San Jose, CA 95134
Telephone: 408-232-7800
http://www.verifone.com

Revision History

Date	Description
06/24/2019	Initial Release.

Content

Overview

Feature Description

Enhanced System Monitoring enhances Commander to collect and notify registered URLs, allowing the right personnel to pro-actively react to specific events along with monitoring the health of the POS.

Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- RubyCi with Topaz
- RubyCi with Ruby2

Software Requirements

Commander Site Controller base 46 and higher.

Configuring Enhanced System Monitoring

There are two types of Events:

- Scheduled Event
- Notifying (Real/Near Time) Event

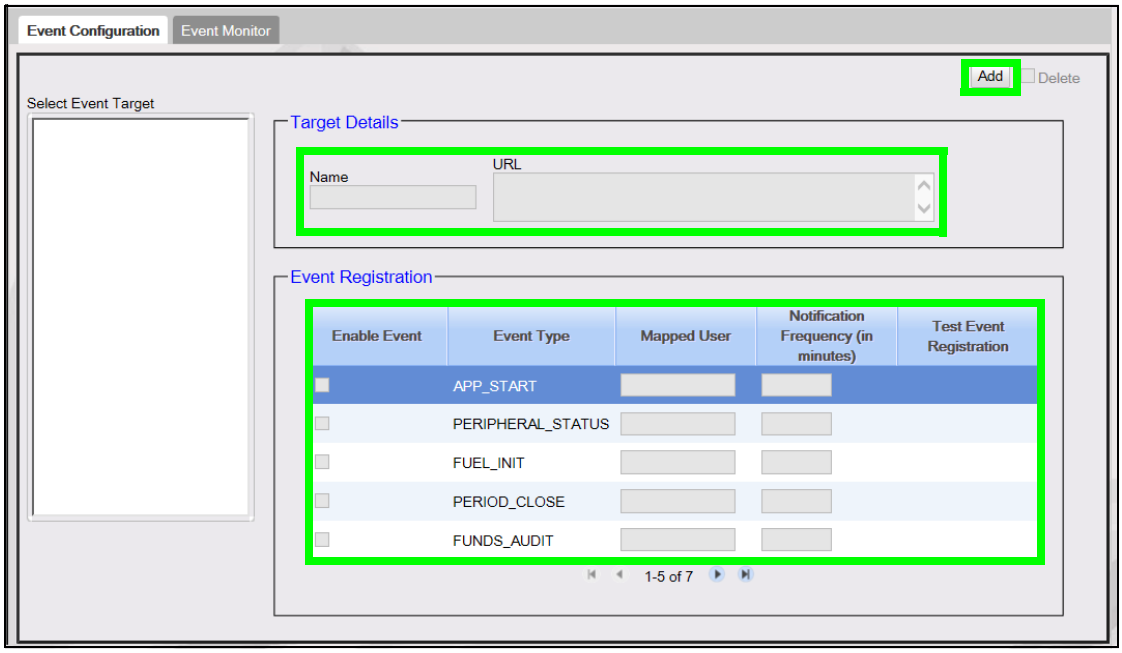
A Scheduled Event will send data at periodic intervals to that configured URL. The intervals are configurable per event. The options are:

- 15 minutes
- 120 minutes
- 240 minutes
- 360 minutes
- 480 minutes

A Notifying (Real/Near Time) Event will send data as they are received by Commander. Duplicate notifications will be sent to targets after a 15 minute delay. For example, a disconnected printer will not constantly notify a target.

Configurable Fields for an Event	
Enable Event	Allows you to enable or disable Event Types.
Event Type	The type of event that is sent to the configured URL.
URL	Text box where a URL is input. The URL is commonly a central server in the corporate office or a web server installed on the back office PC. (This is mandatory.)
 *A maximum of five URLs may be configured.*	
Name	Name for URL. (This is mandatory.)
Mapped Users	Lists all valid users that can be mapped. (This is optional.)
Notification Frequency (in minutes)	Rate at which the event should be posted at regular intervals. (This is mandatory for Scheduled Events.)
Test Event Registration	Button that tests a configured event. The button will appear after an event has been saved.

Event Configuration



1. From the Configuration Client, navigate to: **Tools > Event Manager** > **Event Configuration.**
2. Enter the One Time Password.
3. Select **[Add]** to configure a new event or **[Delete]** will remove an event.
4. Enter a URL into the URL field and enter the Name.
5. Check the box in the Enable Event column beside each Event Type that will be sent to the specified URL.
6. Select a Mapped User.
7. For scheduled events, select the Notification Frequency for the particular URL.
8. To test a configured event, click on the test button present in the Test Event Registration column.

To modify an existing event select the Target Name found in Select Event Target.

Event Details

Each Event Type monitors and collects certain data from all the registers to send to the configured URL(s).

Event	Description
Data / Event to be Monitored	
APP_START	Notifies system whenever Commander and POS reboots on site.
PERIPHERAL_STATUS	Notifies system whenever there is a change in status of the peripherals: •Outdoor printer paper •CarWash •Indoor printer paper
FUEL_INIT	Notifies system whenever fuel is initialized.
PERIOD_CLOSE	Notifies system whenever a period close is performed.
FUNDS_AUDIT	Notifies system whenever Funds Audit Report is created.
MWS_MGRACCEPTED	Notifies system whenever a manager accepts the reports for reconciled periods.
SALES_MONITOR	Collects all sales information details from all the registers on site and sends it to the configured URL(s): •Recent sales/non-sales activity done on all indoor registers •Recent fuel sales done on all indoor registers •Recent credit sales done on all indoor registers •Recent sales activity done on all the outdoor registers

Event History

The Event History data should be maintained locally to view and verify the data. Whenever data is sent to the configured secure URL, a local copy is stored in the Commander.

To view the Event History from the Configuration Client, navigate to: **Tools > Event Manager** > **Event Monitor.**