

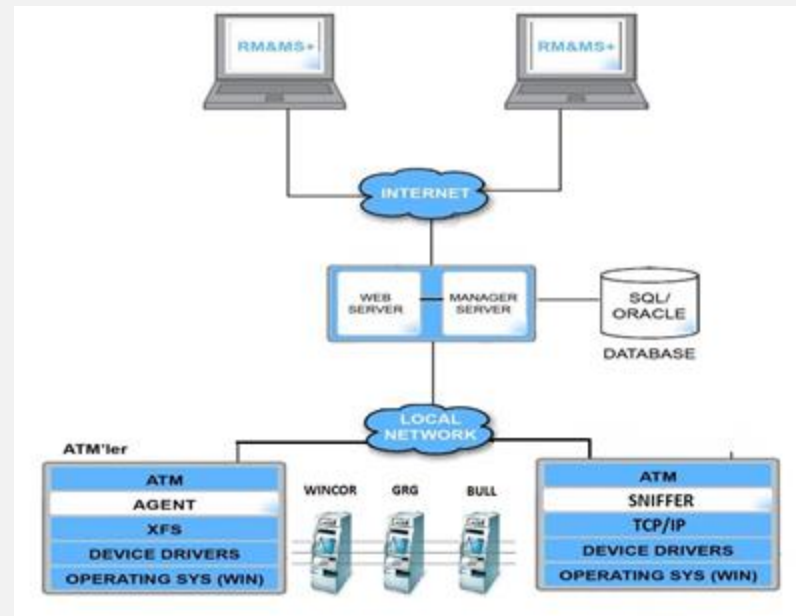
# Finosoft



## MonX

Short Path for  
ATM Monitoring  
& Management

# Architecture



- 
- Native MS SQL Server Support
  - C++, C#.NET, ASP.NET and Ajax Technology
  - Web-Based Management Console
  - Configurable Screen Management
  - Infinite Number of ATM Support

# Features

---

- Multi-Bank, Multi-Language Support
- Remote Interactive Device Tests
- Complete Remote Desktop Management Accessing
- Inquiry of Windows System Info
- Automatic ATM Device Repository Information (Device configuration ID, Firmware Serial Number, etc.)
- User Management
- Easy Detection of Device Failures (More than 2500 Hardware Error Codes and Description support)
- Remote Command Execute
- Remote Process & Service Control
- Inquiry and Management of Services and Processes
- ATM Device Status Monitoring. Email, SMS
- Instant or scheduled File Transfer Between ATM and Centre

# Benefits

- 
- Multi Vendor (GRG, Wincor, BULL, Diebold, etc) Support and WOSA/XFS Platform Usage
  - Easy ATM Integration with Sniffing TCP Layer
  - Easy, Manageable and Configurable Web-Based Front End
  - Dramatic Decrease in Maintenance Cost with Remote Maintenance
  - Addressing the Problem and Preparation before Side Maintenance
  - Ticket Alert System Usage (SMS, Email, etc.)

# Problem Tracking and Addressing

- Detailed ATM Status (Offline, In Service, Out of Service, In Supervisor, etc.)
- Different ATM Brands and Model Support (GRG NMD100, Wincor Lobby)
- Error Codes and Explanation for Devices (Cash Acceptor, Cash Dispenser, Card Reader, Pinpad, etc) on all ATM Brand and Model Levels
- High Level of Filtering Options by Different Criteria (Geographic Loc, City, Branch /Offsite ATM, Ticket Status- Open/Closed, etc)

The screenshot displays the VakıfBank ATM Monitoring Web Interface. The interface includes a sidebar with navigation options like 'ATM', 'Sorun Takip', 'Nakit Takip', 'Harita', 'Rapor', 'Test', and 'Ayarlar'. The main area shows a list of ATM status and error logs. The table below represents the data shown in the screenshot.

ID	AtmKodu	Atm Adı	Ana	Detay	Alt Detay	S.Tarihi	S.Saati	S.K.N	K.Tarihi	K.Saati
6819	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	23.03.2010	13:11		23.03.2010	13:52
6818	0012	0012_EbisTest	Windows	Genel	Reset	23.03.2010	12:27		23.03.2010	12:27
6817	0012	0012_EbisTest	Hat Anzasi		Atm bağlantı hatası	23.03.2010	12:26		23.03.2010	12:27
6816	0015_Serifal_Test	Vakıfbank_0015	Hat Anzasi		Atm bağlantı hatası	23.03.2010	11:43			
6815	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	23.03.2010	11:41		23.03.2010	13:11
6814	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	23.03.2010	11:41		23.03.2010	11:41
6813	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	23.03.2010	10:16		23.03.2010	10:22
6812	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	23.03.2010	10:16		23.03.2010	10:16
6811	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	22.03.2010	18:05			
6810	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	22.03.2010	18:03		22.03.2010	18:05
6809	4038	4038_EbisLive	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Okuma hatası	22.03.2010	17:57		22.03.2010	17:57
6808	0013	0013_EbisTest	Hat Anzasi		Atm bağlantı hatası	22.03.2010	17:42		22.03.2010	17:42
6807	0012	0012_EbisTest	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Kart okuyucu halen çalışmıyor	22.03.2010	16:56		23.03.2010	12:27
6806	0012	0012_EbisTest	Kart Okuyucu	Ayrigt ( Device )	(Mdata) Kart okuyucu halen çalışmıyor	22.03.2010	16:56		22.03.2010	16:56
6805	0012	0012_EbisTest	Kart Okuyucu	Ayrigt ( Device )	(Mdata)	22.03.2010	16:56		22.03.2010	16:56

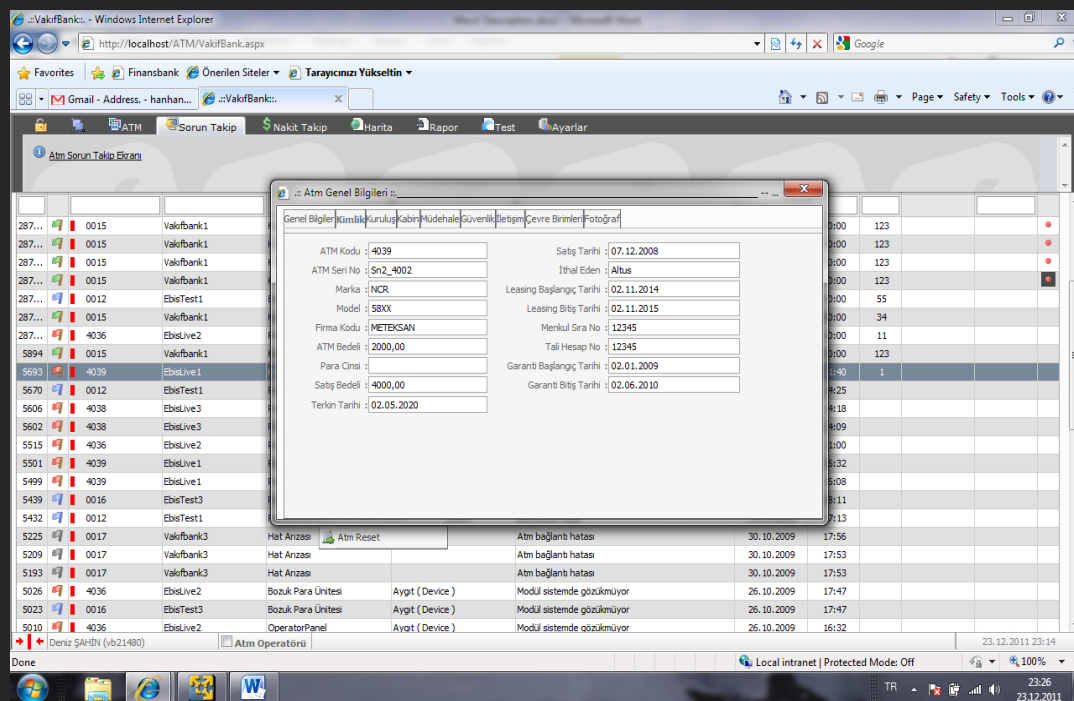
# Problem Tracking and Addressing

- Automated Ticketing System
- Automatic Ticket Opening and Closing.
- Manuel Ticket Closing
- Ticket Forwarding Options for Branch, Maintenance Companies
- Ticket Capturing
- Ticket Details
- Ticket Time Period Details
- New Manuel Ticket

The screenshot shows the VakıfBank ATM Problem Tracking System interface. The top navigation bar includes links for ATM, Sorun Takip, Nakit Takip, Harita, Rapor, Test, and Ayarlar. The main content area is titled 'Atm Sorun Takip Ekrani'. It features a search section with filters for 'Coğrafi Bölge', 'Şube (Kod / Ad)', 'Atm (Kod / Ad)', 'Sorumlu Birimi', 'Şube Kodu Aralığı', 'Şube Önü / Dışı', 'Oluşma Tarihi', 'Kapanma Tarihi', 'Bildirim Tarihi', 'Arıza Statüsü', and 'Alarmlar'. Below the search section is a table with columns: ID, AtmKodu, Atm Adı, Ana, Detay, Alt Detay, S.Tarihi, S.Saati, S.KN, K.Tarihi, and K.Saati. The table contains several rows of data, including entries for 'VakıfBank1' and 'EbiLive' with various error codes and descriptions. The bottom status bar shows the user 'Deniz ŞAHİN (vb21480)' and the system is in 'Protected Mode Off'.

ID	AtmKodu	Atm Adı	Ana	Detay	Alt Detay	S.Tarihi	S.Saati	S.KN	K.Tarihi	K.Saati
287...	0015	VakıfBank1	Kart Okuyucu	Aygit (Device)	Kullanıcı Hatası	31.01.2010	00:00	123		
287...	0015	VakıfBank1	Kart Okuyucu	Aygit (Device)	Kullanıcı Hatası	31.01.2010	00:00	123		
287...	0015	VakıfBank1	Sorun Ayrıştırma	Aygit (Device)	Kullanıcı Hatası	31.01.2010	00:00	123		
287...	0015	VakıfBank1	Sorunu Sahiplen	Aygit (Device)	Kullanıcı Hatası	31.01.2010	00:00	123		
287...	0012	EbiTest	Sorun Yönlendir	Aygit (Device)	Elektrik Arızası	01.05.2010	00:00	55		
287...	0015	VakıfBank1	Sorun Güncelle & Kapat	Aygit (Device)	Modül sisteminde gözüküyor	01.05.2010	00:00	34		
287...	4036	EbiLive	Sorun Güncelle & Kapat	Para Ünitesi (CashUnit)	Kaset ünitesinde para az	01.05.2010	00:00	11		
5894	0015	VakıfBank1	Süre Bilgisi	Aygit (Device)	Kullanıcı Hatası	31.01.2010	00:00	123		
5693	4039	EbiLive	Yeni Sorun		Atm bağlantısı hatası	23.11.2009	11:40	1		
5670	0012	EbiTest	Atm Genel Bilgileri	Dağıtıcı (Dispenser)	Nakit Ünitesi arızası nedeniyle, dağıtım mümkün değildir	20.11.2009	14:25			
5606	4038	EbiLive	Atm Genel Bilgileri	Dağıtıcı (Dispenser)	Nakit Ünitesi arızası nedeniyle, dağıtım mümkün değildir	17.11.2009	14:18			

# Problem Tracking and Addressing



- Online Detail ATM Info
  - General Info
  - Identity info
  - Safe Case Info
  - Communication Info
  - Different Photographs
  - Security Info
  - Cabin Info
  - Setup Info
  - Operating Times Info
- Sending Command to ATMS
  - Out of Service
  - In Service
  - Supply Counters.
  - Health Status
  - Date Time Info

# Cash Handling

ID	Icon	Code	Description	Status	Location	Date	Time
108801		0017	0017_SerFallTest	Hat Anzasi	Atm başlanı hatası	30.10.2009	17:53
108784		0017	0017_SerFallTest	Hat Anzasi	Atm başlanı hatası	30.10.2009	17:53
108668		4036	4036_EbiSive	BNA	Güvenlik Kapağı	30.10.2009	10:13
108667		0014	0014_SerFallTest	BNA	Güvenlik Kapağı	30.10.2009	10:13
108618		4004	4004_EbiSive	Günlük Yazı (Journal)	Kağıt (Paper)	26.10.2009	17:52
108614		4036	4036_EbiSive	Bozuk Para Ünitesi	Aygıt ( Device )	26.10.2009	17:47
108611		0014	0014_SerFallTest	Bozuk Para Ünitesi	Aygıt ( Device )	26.10.2009	17:47

Page 1 of 2 (17 items)

Sorun Ayrntı Açıklamalar Sorunlular Kaset Bilgileri

Yüklenen Adet	Çekilen Adet	Kalan Adet	Kalan Tutar
Kupür1 (10 TL)	700	359	3410
Kupür2 (20 TL)	800	463	6740
Kupür3 (50 TL)	1100	750	17500
Kupür4 (100 TL)	0	0	0
Kuruş (1 Kr)	0	0	0
Kuruş (5 Kr)	0	0	0
Kuruş (25 Kr)	0	0	0
Kuruş (1 TL)	0	0	0

Yatırılan Adet	Alınan Adet
1 TL	0
5 TL	0
10 TL	0
20 TL	0
50 TL	0
100 TL	0
200 TL	0

Toplam Banknot Tutarı : 27650 TL

Son İşlem Tarihi :	Kuruş Çekme Tarihi :
04.11.2009 10:47:27	

Kupür Çekme Tarihi :	Kuruş Yükleme Tarihi :
04.11.2009 10:47:27	

Kupür Yatırma Tarihi :	Kuruş İlave Tarihi :
	30.10.2009 14:38:03

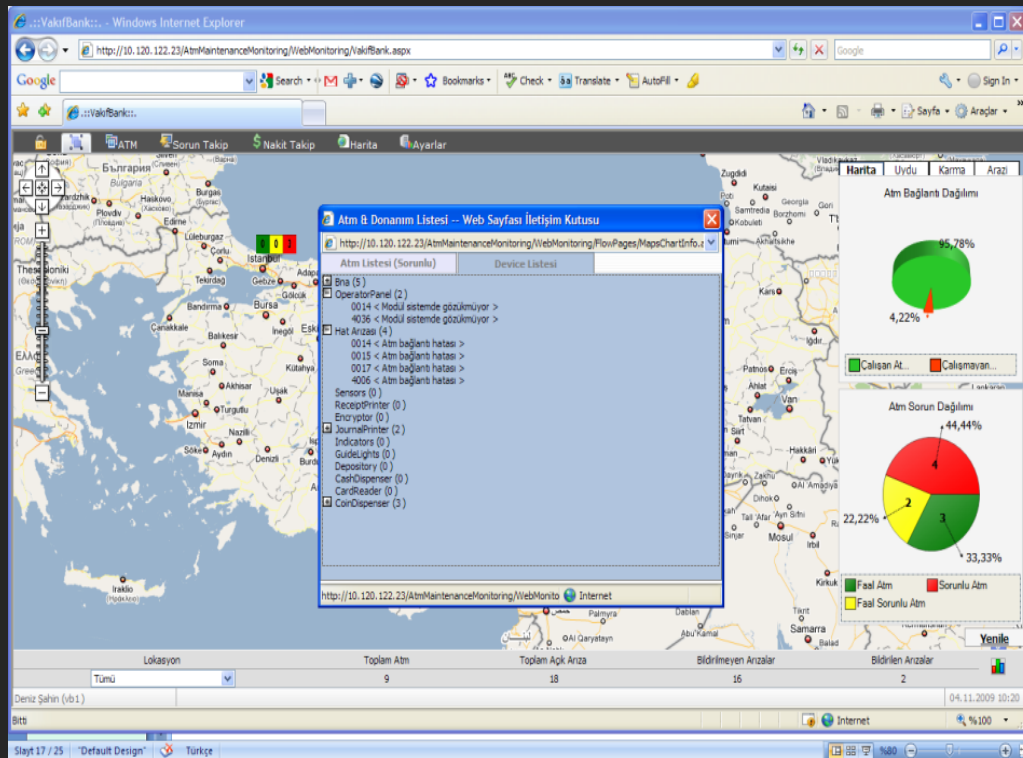
Kupür Yükleme Tarihi :	Kayıt Ekleme Tarihi :
26.10.2009 14:51:23	25.02.2009 18:24:01

Deniz Şahin (vb1) 04.11.2009 10:47

- Accessing All Cash Status Info
  - BNA Cassettes
  - Cash Dispenser Cassettes
  - Coin Dispenser Hoppers
- Filtering Options
  - Low and High Barriers
  - Intervals for Total Banknotes
  - Intervals for Total Coins
  - Intervals for Total Accepted Cases
- Ticket Automation (Open/Close/Forward) for Critical Levels
- Supplying Cash Status Either from an ATM

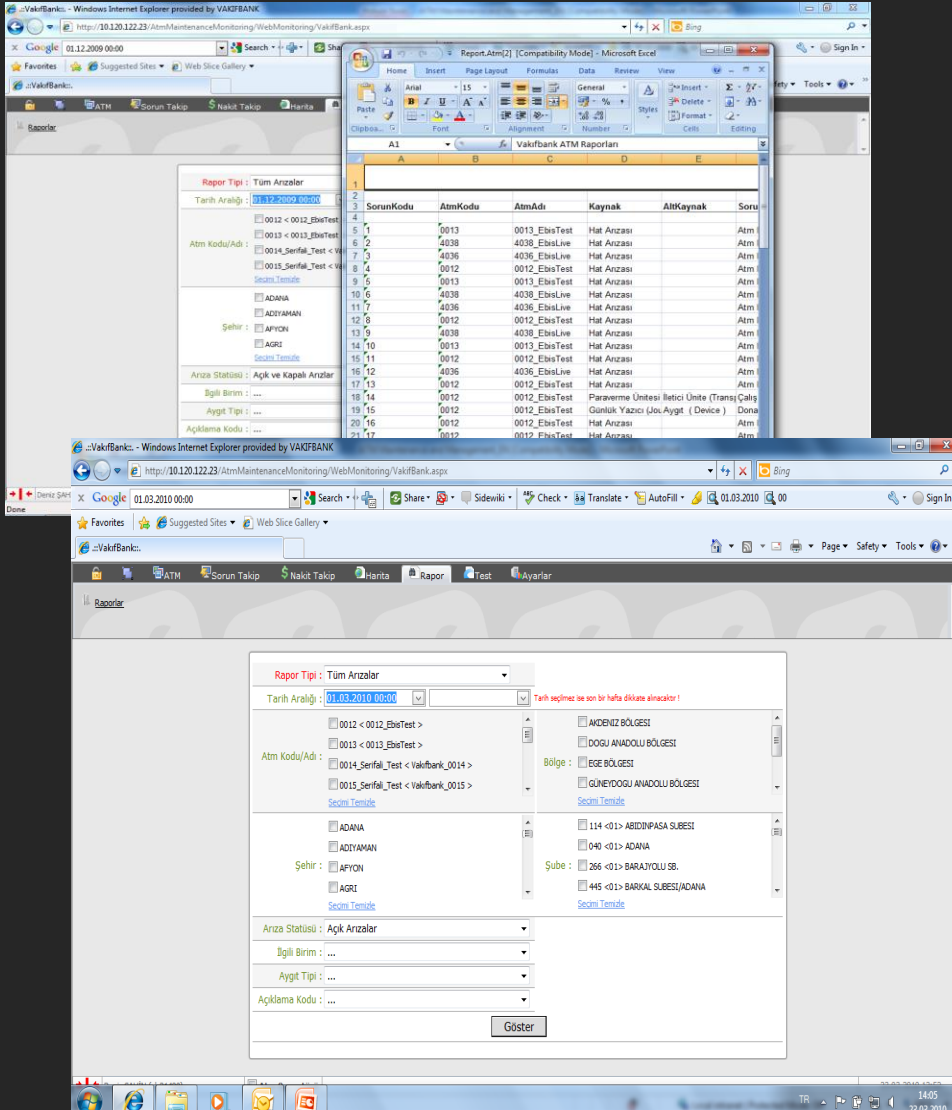


# Map Tracking



- Detailed Info City or Country Base
- State Classifying
  - In Service
  - Out of Service
  - In Service with Error
- Network Errors
- Error Classification Details
  - Error Code
  - Device Name
  - Error Explanation
- Classification by Device
- Navigating to Ticket

# Reporting



- Report Filter Options
  - by Open / Closed Tickets
  - by Date Intervals
  - by Geographical Area, City Base
  - by Referred Department
  - by Device Category
  - by Explanation
- Exporting Excel and Word
- Historical & Online Reports
  - Network Status (Offline, Out of Service, In Service)
  - ATM Tickets
  - Device Base Error Classification (Cash Handler, Card Reader, Pinpad, etc.)

# Remote Testing

Windows Internet Explorer provided by VAKIFBANK

http://10.120.122.23/AtmMaintenanceMonitoring/WebMonitoring/VakifBank.aspx

Search • Share • Sidewiki • Check • Translate • AutoFill • Sign In

ATM Sorun Takip Nakit Takip Harita Rapor Test Ayarlar

Test Cash Dispenser Test Journal Printer Test Operator Panel Plan Oluşturma Test BNA Test CoinDispenser  
Test Card Reader Test Receipt Printer Test Pin Pad Planlama Gösterimi Test CheckUp

### Cash Dispenser Test Paneli

Parametreler

Ülke: TÜRKİYE Şube: (--)  
Coğrafi Bölge: AKDENİZ BÖLGESİ ATM Kodu: 0012 0012\_EbisTest  
İl: BURDUR

Device Status

Device Status: Device Online  
Dispenser Status: Unknown  
Shutter Status: Closed  
Transporter Status: OK  
Door Status: Not Supported  
Stacker Status: Empty

Fonksiyonlar

Miktar: 100 Mix Dispense Present  
Para Birimi: GBP  
TimeOut: 100 Reject Retract  
Algoritma 1

Cash Unit: 1 Test Hardware Reset

Kaset Bilgileri

(TRL/0,0000):  
Kaset1 (TRL/1,0000):  
Kaset2 (TRL/5,0000):  
Kaset3 (TRL/25,0000):  
Kaset4 (TRL/100,0000):

Kaset1 / Status: No Values  
Kaset2 / Status: Missing  
Kaset3 / Status: No Values  
Kaset4 / Status: No Values  
/ Status: OK

Deniz ŞAHİN (vb21480) Atm Operatörü 23.03.2010 14:31

Done Local intranet | Protected Mode: Off 100%

## ■ Online Remote Testing

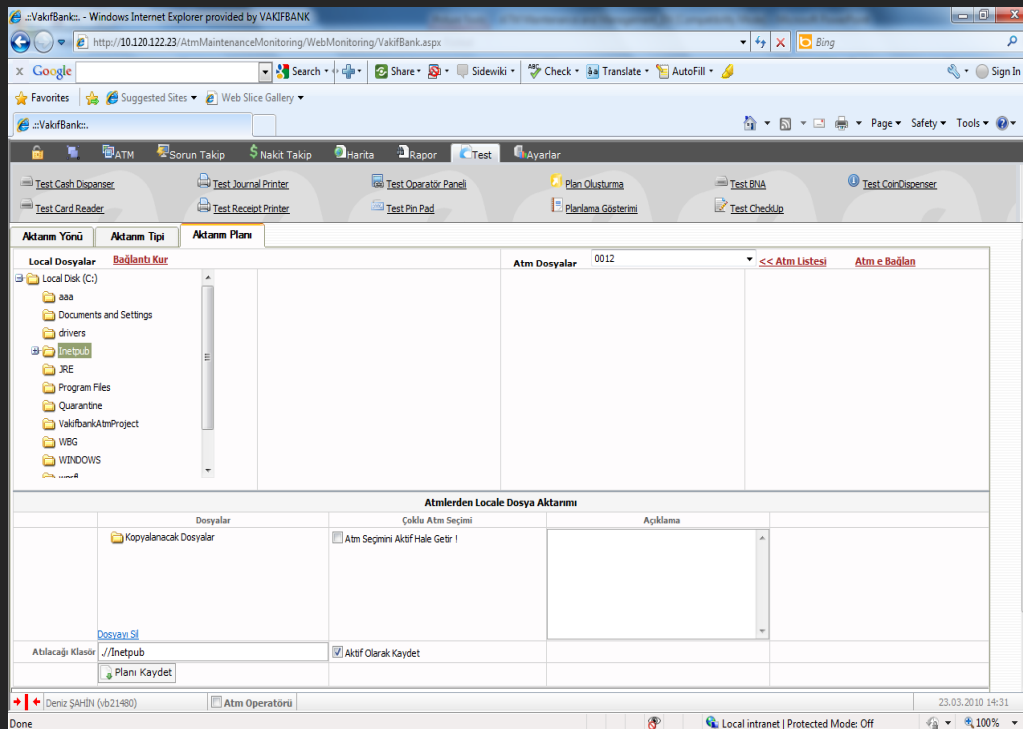
- Cash dispenser
- Card Reader
- Pin pad
- Receipt Printer
- Journal Printer
- BNA
- Operator Panel
- Coin Dispenser

## ■ Online Automated Checkup

- Capturing Error Code and Explanation
- Restricted Access

# Remote File Management

- Accessing ATM
  - File System Exploring
  - Host System Exploring
- Two-Way Instant File Copying
- Scheduling Copy by Attaching Date and Time
- Completion Status Feedback
- Retrying Unsuccessful Sending



# Remote File Management

- Error Rule Definition and Grouping
- Ticketing Rules as Normal, Routine, Critical..
- Group Rule Appliance

Atm Hata Kuralları Listesi

Serach

Yeni Kural KuralSil Doldur Kural Kopyala

||| Total Rows: 22 | Pages: 1 of 2

Id	Atm Id	Atm Adı	DeviceName	SubDeviceName	StatusCode	InterventionUnit	ErrorName
2	4001	VAKIF_1_A	CardReader	DeviceStatus	Device Offline	METEKSAN	Aygit Hatası
10	4002	VAKIF_2_A	CardReader	DeviceStatus	Device Power-off	METEKSAN	Aygit Hatası
4	4001	VAKIF_1_A	CardReader		No Device	NCR	Aygit Hatası
11	4002	VAKIF_2_A	CardReader		Hardware Error	NCR	Aygit Hatası
17	9001	VAKIF_9_S	CardReader		User Error	METEKSAN	Donanım Hatası
37	4006	VAKIF_6_O	CardReader		Blank track	Şube	Çevresel Hata
26	4006	VAKIF_6_O	CardReader		Hardware Error	METEKSAN	Aygit Hatası
27	4002	VAKIF_2_A	CardReader		User Error	NCR	Aygit Hatası
35	4003	VAKIF_3_B	CardReader		Blank track	Şube	Çevresel Hata
38	9001	VAKIF_9_S	CardReader		Blank track	Şube	Çevresel Hata
39	4002	VAKIF_2_A	CardReader		CIM self test failed	METEKSAN	Donanım Hatası
40	4004	VAKIF_4_C	CardReader		No Device	METEKSAN	Aygit Hatası
41	4005	VAKIF_5_A	CardReader		No Device	NCR	Aygit Hatası
42	4006	VAKIF_6_O	CardReader		No Device	NCR	Aygit Hatası
43	9001	VAKIF_9_S	CardReader	DeviceStatus	No Device	NCR	Aygit Hatası

Yeni Kural Giris:

Atm: Segniz...

ErrorType: (...)

Device: Segniz...

Alt Donanım: ...

Durum: ...

Mudahale Birimi: Segniz...

Kaydet

# Remote File Management

- User Granting
- Menu Assigning
- Automated Definition

