

Utopia Monitor: Full Service Support

Proactive Monitoring of all Lanes. Utopia Monitor allows our support professionals to know the status of your lanes 24/7. If there is a problem, we will know immediately and begin steps to resolve the error. Accessed over a VPN to ensure privacy and security.



This screenshot displays the 'Store Data' section of the Utopia Monitor. It includes fields for 'Configure Login: Login', 'Delete Store', and 'IP: 192.168.134.65'. It also shows system information such as 'Uptime: 09:03:01 up 21 days, 23:54, 3 users, load average: 0.06, 0.05, 0.00', 'Installation Date: 01/01/2006', and 'Disk Space Avail: 63.12 GB'. A 'Version Info' section lists 'Main Version: 1', 'Mantelz Version: 3', 'POS Update Version: 1', and 'Server Version: 2'. At the bottom, there are buttons for 'All Updates', 'Lane Updates', 'POS Updates', and 'Server Updates', along with a 'Lane List' table showing 'Lane Main' and 'Lane 1' with their respective active issue counts.



This screenshot shows the 'Lane Info' section for 'Lane Name: Main'. It displays 'Lane Serial: 1234-4478-6789-2354', 'Lane ID: 192.168.134.223', 'MainApp Version: 3', 'Service Version: 1', and 'Last Checkin: February 27, 2007 09:00:29 A.M.'. Below this, there are buttons for 'Lane Rollout', 'Lane Update', 'Lane Poweroff', and 'Lane Soft Rollout'. The 'Hardware' section lists various components with their status: 'PSC Magellan 9500: OK', 'Epson TMH6000III(3) USB: OK', 'Castflow 9500 Coin Acceptor: OK', 'CoinCO Coin Return: OK', 'Digital Persona Uare U: OK', 'Datalogic Dragon: OK', 'Castflow Frontach 3.8in(1.5,20): OK', and 'Verifone Omni7000 Abstract: OK'. An 'Other Errors' section is also visible.

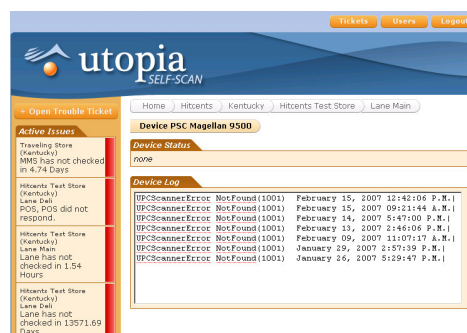
Remote Resolution. Utopia Monitor allows certain steps to be taken remotely, without interrupting front-end operations. Each individual piece of hardware can be reset and power-cycled, enabling a potentially time-consuming and tedious task to be completed in seconds. If the error cannot be resolved immediately, the store will be contacted and made aware of the situation.

Integrated Ticketing System. Your managers can receive a username and password to view the Utopia Monitor from any location with an internet connection. This will allow them to see the current status of their stores, and open trouble tickets that will be assigned to one of our support professionals.



This screenshot shows the 'Open New Trouble Ticket' form. It includes fields for 'Requested By' (Matt Robison), 'Phone Number', 'Subject', and 'Urgency' (with a dropdown menu showing 'Not Urgent', 'Medium Urgency', and 'Urgent'). There is also a 'Post a Message' section with a text area and 'Cancel' and 'Post' buttons.

Hardware Lifecycle Management. A complete history is kept of all errors that occur. If a specific component of hardware begins causing issues more frequently than normal, preventative maintenance can be scheduled.



This screenshot displays the 'Device Log' for 'Device PSC Magellan 9500'. It shows a list of error events with columns for error type, device ID, date, and time. The log entries include 'UPCScannerError Not Found(1001)' and 'UPCScannerError Not Found(1003)' occurring on various dates in 2007.