

What is Command Center?

The Command Center (CMC) is a dynamic support tool that offers enhanced security and simplicity to the Aloha support process.

With Command Center, you have an enterprise-level dashboard view of the servers and terminals for every site you support. You can quickly check the health of multiple computers, perform queries, transfer files, receive alerts, and much more, all without the need to take control of any computer at the store. This means customers are left to run their business with minimal interruption from support staff.

Key Features and Benefits

Command Center offers the ability to:

- Monitor information at multiple sites, to stay on top of potential hardware and software concerns before they become an issue at a store. This keeps your customers focused on their customers.
- Offer the strictest remote connection security, through 'multi-factor authentication.' There are typically two components to multi-factor authentication; something you know, and something you have. The username/password provides the 'something you know' component, and the system checks to make sure you have the appropriate credentials, which is the 'something you have' component.
- Stay aware of possible violations and security weaknesses at a store, through the use of automated, dashboard alerts. Alerts can help you maintain compliant POS system.
- Provide automatic updates of Command Center, to ensure each site is on the current version with no manual intervention required.

System Requirements

Client Computer:


- .NET Framework 2.0

Site File Server:

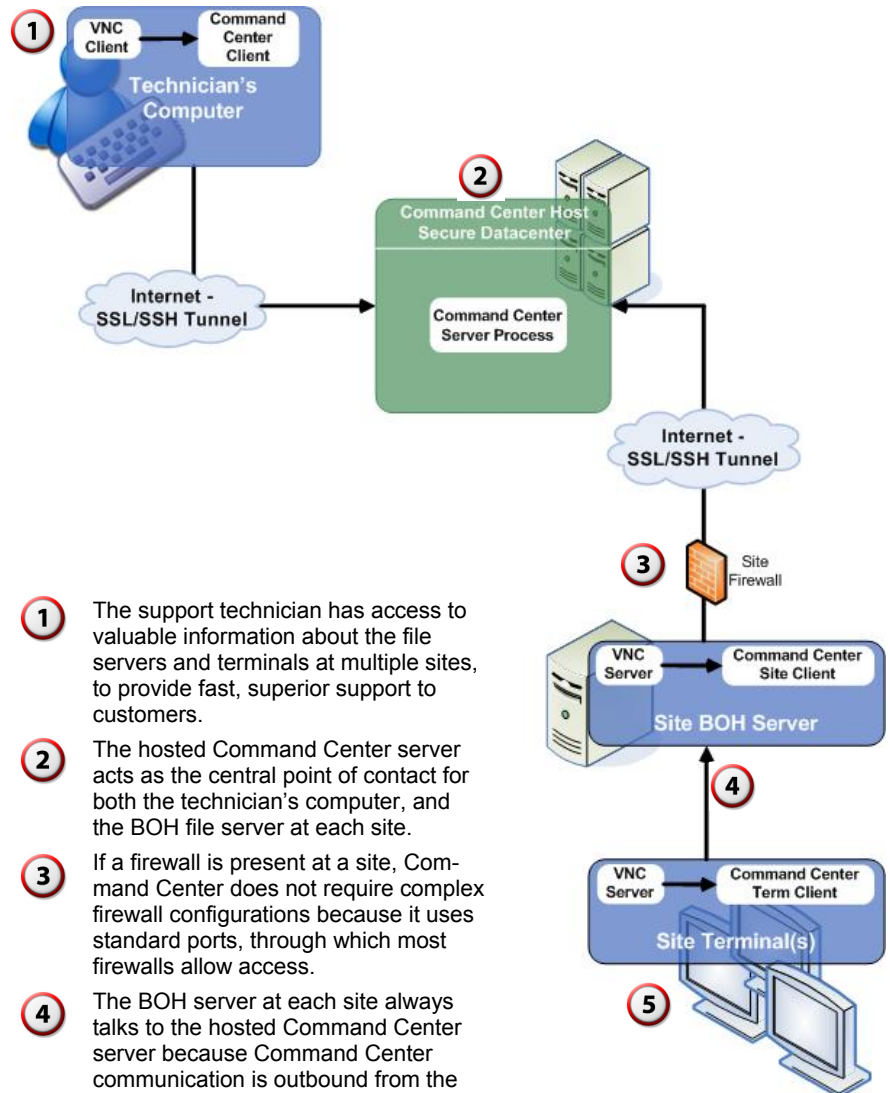
- Windows® 2000 or later
- Aloha POS version 5.3.15 or later
- 512 MB of system memory (recommended)

Site Terminals:

- Windows 2000 or later
- Windows 95 and 98
(limited Command Center functionality)

 You can retrieve manufacturer, serial number, model code, and odometer information from a Radiant terminal only, with a P15xx driver (v2.2.0.4 or later) installed.

Command Center Architecture




1 The support technician has access to valuable information about the file servers and terminals at multiple sites, to provide fast, superior support to customers.

2 The hosted Command Center server acts as the central point of contact for both the technician's computer, and the BOH file server at each site.

3 If a firewall is present at a site, Command Center does not require complex firewall configurations because it uses standard ports, through which most firewalls allow access.

4 The BOH server at each site always talks to the hosted Command Center server because Command Center communication is outbound from the site. Command Center uses Secure Socket Layer (SSL) and Secure Shell (SSH2) for its encryption and protocol technologies, which promotes secure communication.

5 Through Virtual Network Computing (VNC), the technician has direct access to the terminals at each site, without the need to first access the BOH file server.

 Click **Contact us** to email the Command Center support team with questions, issues, enhancement suggestions, and more.

commandcenter.support@radiantsystems.com



Command Center Technical Overview Quick Reference Guide

Easy Client Installation on the Technician's Computer


You can use Command Center (CMC) on any computer with .NET Framework 2.0 installed.

To install Command Center on a technician computer:


1. Send an **email** to: commandcenter.administration@radiantsystems.com to obtain a user account. You will receive a response email with your temporary credentials and download links.
2. Download the **Command Center client application** from: <https://rdf2.alohaenterprise.com/client/RDFClient.zip>.

Easy Installation at a Site

You install Command Center through a single executable run on the file server at a site.

 *If you are an existing Aloha Insight (formerly Enterprise.com) customer, Command Center can be deployed to most of your sites without any effort on your part.*

To install Command Center at a store:

1. Download the RDFInst.exe file from <https://rdf2.alohaenterprise.com/client/RDFInst.zip>.
 *The zip file contains the RDFInst.exe file you will use to install RDF at each store you support.*
2. Double-click the **RDFInst.exe** file to install Command Center on the Aloha BOH file server only.
RDFInst.exe installs the Radiant Heartbeat service, and other necessary components into the %Iberdir%\RDF folder. It also installs UltraVNC as a manual start service, if a current instance of VNC does not exist.
3. At End-of-Day, or the next refresh, the Command Center components are pulled down to each terminal.

To uninstall Command Center at a store:

1. Stop **Radiant Heartbeat** service or stop the **Poll-check** service.
2. Delete the **HbRDF.dll** file from %Iberdir%\ftp.
3. Remove the **HbRDF.dll** file reference from the [Plugins] section of %Iberdir%\ftp\PollCheck.ini.
4. Restart **Pollcheck** service.
5. Remove the **FOHRDF.exe** file from the BIN directory on the BOH server and FOH terminals, and then stop the **task** on each terminal.
6. Delete the %Localdir%\RDF folder after you stop the task.

Easy Firewall Setup

For normal operations, the Command Center Client needs outbound access on ports 443 and 8080. VNC access requires either port 22, 80, or 443 be open.

The site needs outbound access on ports 80, 443, and 22 (22 is optional for VNC) for TCP traffic.

If needed, you can define rules to allow outbound access to the following IP addresses:

- 206.123.121.24 (core CMC functionality)
- 206.123.121.25 (add-on services)
- 206.123.121.26 (VNC connection only)

Configure Windows Firewall to allow an exception for Poll-Check.exe.

Command Center File Structure

BOH:

Radiant Heartbeat Service (PollCheck.exe)

C:\debout.rdf

- Debout.rdf – Contains the installation log information for Command Center. Command Center appends any new debut information to the existing file.

%Iberdir%\FTP

- HbAloha.dll – Performs various Aloha-specific functions.
- HbHasp.dll – Used to read the SEC values to determine the Aloha key number.
- HbRDF.dll – RDF-specific functions.
- HbTunnel.dll – SSH Tunnel wrapper for VNC, etc.
- Libeay32.dll – SSL library DLL.
- PollCheck.exe – Radiant Heartbeat Service.
- PollCheck.ini – Config file for PollCheck.exe.
- SSLeay32.dll – SSL library DLL.

%Iberdir%\RDF

- RDF.ini – Contains the MAC address and IP address for each terminal on site, as well as many other configuration options that control how the store-side application behaves.
- WinVNC.exe – Used to VNC into BOH and terminals.
- VNCHooks.dll – Used to launch VNC for remote connections.

%Iberdir%\RDF\Logs

- RDFInstLog.txt – Contains information generated by the Deployment feature. Command Center appends any new log information to the existing file.
- RDF.yymmdd.txt – Command Center log file. A new file is created for each business day, and kept for eight days.
- Weborder.yymmdd.txt – Web ordering log file. A new file is created for each business day, and kept for five days.

%Iberdir%\Bin

- DevInfo.dll – Determines hardware type (Vital 'system info' DLL file).
- FOHAdm.exe – Runs on FOH only.
- HbUtil.exe – Executes Command Center commands.
- HbPopup.dll – FOH functions.
- HbCommon.dll – Wrapper for VNC files (compressed and stored).
- IberAdm.dll - Runs on FOH only; managed by Command Center.
- SysInfo.dll – Reads odometer data (Vital 'system info' DLL file).

FOH:

%Localdir%\RDF

- FOHRDF.exe – Communicates with Radiant Heartbeat Service. Runs on FOH only.
- RDF.ini – Contains information generated by the FOH, such as the terminal number and server name.
- VNCHooks.dll – Used to launch VNC for remote connections.
- WinVNC.exe – Used to VNC into BOH and terminals.

%Localdir%\RDF\Logs


- Term.yymmdd.txt – Command Center terminal log file. A new file is created for each business day, and kept for 11 days.

%Localdir%\Bin

- DevInfo.dll – Determines hardware type (vital 'system info' DLL file).
- FOHAdm.exe – Communicates with Radiant Heartbeat service. Runs on FOH only.
- HbUtil.exe – Executes Command Center commands.
- HbPopup.dll – FOH functions.
- HbCommon.dll – Wrapper for VNC files (compressed and stored).
- IberAdm.dll - Loads FOH components from the POS at startup.
- HbVideo.exe – Executes the 'Record' command.
- SysInfo.dll – Reads odometer data (vital 'system info' DLL file).

%Localdir%\Tmp

- RDFTermLog.txt – The log file for Command Center. FOH component.

 *The Command Center log files are stored by date and purged after eight days.*

