



Aloha Command Center (CMC) is a dynamic support tool that brings enhanced security and simplicity to the process of implementing, supporting, and maintaining Aloha sites. Enhancement releases provide innovative, good-for-industry features that deliver product improvements for Command Center customers.



DEPLOY MANAGER

Rolling out new software and upgrading existing software is a breeze when you use Deploy Manager. Deploy Manager provides a way to easily and efficiently oversee the rollout process. It handles scheduling, execution of pre- and post-installation applications, and system reboots, as well as allowing you to monitor the deployment process on a daily basis.

With the help of the Deploy Wizard, you can:

- ✓ Remotely upgrade the POS using proven automated versions of Aloha Update. Customers will benefit from the latest enhancements and feel confident they have access to the latest PCI (Payment Card Industry) security features. Remote deployments also minimize the effort and costs normally associated with POS upgrades.
- ✓ Conveniently deploy executable files that can be run silently using the same scheduling and rollout process.
- ✓ Easily install or upgrade the highly valuable Aloha Takeout application, now available for general release.



TECHNICIAN TOOLS

Providing critical, front-line support to customers is crucial, and having access to tools that enable you to provide that support is essential.

Enhanced PCI standards require that all users accessing a system have unique login credentials. The “Alt+X” login to Aloha Manager used by support was removed to satisfy PCI compliancy requirements. Using multi-factored Command Center credentials, you can once again launch Aloha Manager using Alt+X, thus restoring the

convenience and level of access needed for the exceptional support Aloha customers are accustomed to receiving.

When using the CMC Generate Diags function on sites running Aloha POS v6.3 and higher, the diags are now generated by CTLSVR through the new BOH COM process.



FILE MANAGER USABILITY

Enhancements to the Client make it easier and more convenient to manage files on a remote system using Command Center.

New functionality allows you to view files up to 50 MB in File Manager without having to copy that file.

Based on the need to make changes to configuration files, you can now edit files in File Manager. The size of files you can edit is limited to 2 MB, to avoid compromising system performance.

You also now have the ability in File Manager to navigate using Key Controls and to rename files using the F2 function.

The size limit for file transfers has been increased from 50 MB to 75 MB.

Additional links have been added to the Load List, for added convenience.

You are now able to select and delete multiple files and folders instead of having to delete them individually.

Command Center v3.0 Highlighted Features



INTERNAL REMARKS

"Manager is only on-site between 11 am and 4 pm."

"Site experiences power outages on a regular basis causing terms to require reboot."

"Ask for Theresa, the Admin. She is the most knowledgeable on the system."







Knowing all the quirky details for every customer is impossible, as is cloning that support technician who seems to know everything about every site that has been open for over 10 years. Well, now you don't need to!

CMC v3.0 introduces the 'Internal Remarks' feature, which allows you to post comments, or "institutional knowledge," at the site or group level. Using this feature, important information is made available via Store Manager to other users, much like a departmental bulletin board.

WHAT'S NEW IN ALERTS?

You no longer have to remember to manually refresh the application to view new alerts or to purge resolved alerts. Auto-refresh does this for you!

And.....we added six new alerts:

-  Full Credit Card Numbers are Being Printed in EDC Reports
-  Remote Desktop is enabled
-  Command Center Versioning has been Disabled
-  VNC May Not Be Secure
-  Credit/Debit Card Expiration Dates are Printing on Guest Check
-  Aloha Takeout Service is not Running

We also introduced new functionality to make adding new alerts faster and easier. Contact the Command Center support team to submit requests for new alerts.

ADDITIONAL CMC V3.0 USABILITY ENHANCEMENTS

- The login screen now provides a convenient link for emailing the Command Center support team.
- Store Manager now displays EDC and Configuration Center versions.
- The Generate Diags function now allows you to retrieve defined diags for Aloha Takeout and Configuration Center.
- The "Find Store" search method now includes an option for "All."
- The Command Center logs are now written by date and purged after a period of time, similar to the log purging that occurs in the Aloha POS system.
- The "User Preferences" you set in Command Center Options while working with one company are now retained when you switch to work with a different company or when a Refresh occurs.
- The last ten Run commands are retained in history as a drop-down list, to allow you to quickly select and run common commands in a single Command Center session.
- Run Commands are now persisted across Command Center sessions.
- Users with certain access rights are now able to delete sites/keys from Command Center using the "Edit Groups" functionality.

