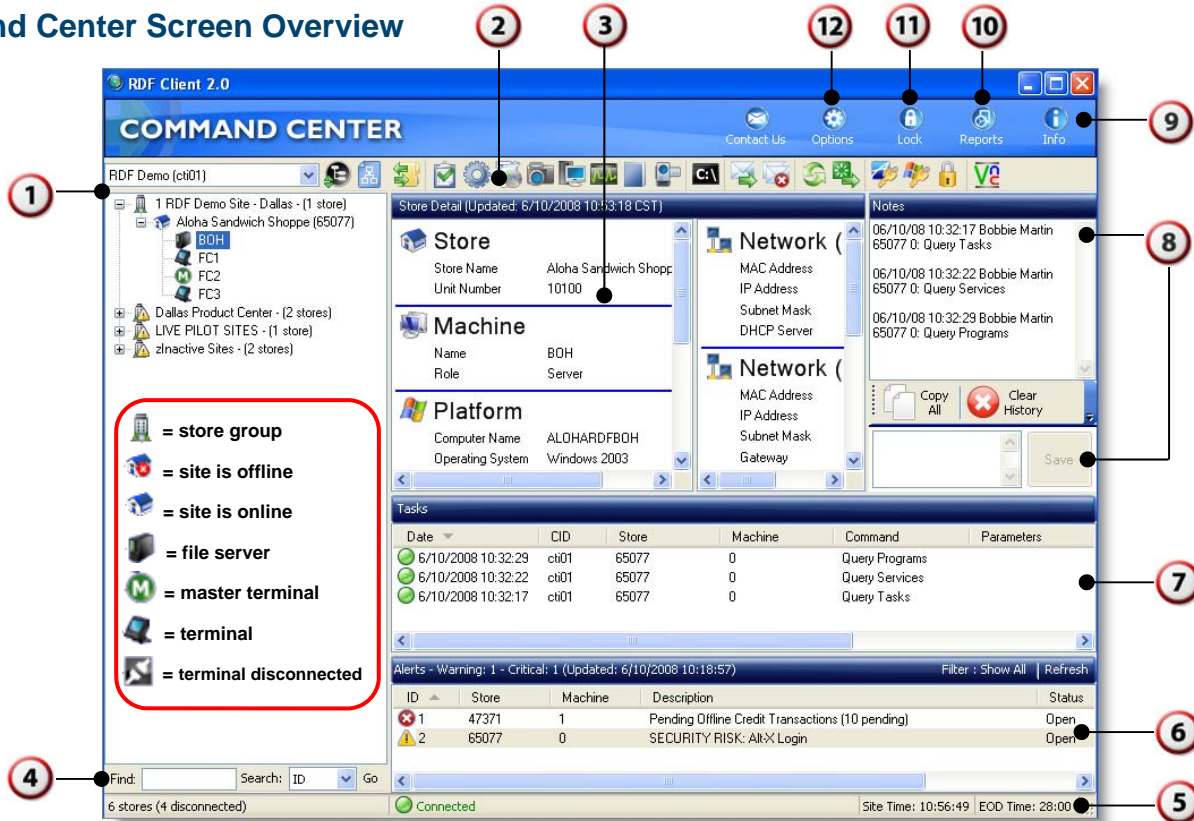


Command Center Screen Overview



- = store group
- = site is offline
- = site is online
- = file server
- = master terminal
- = terminal
- = terminal disconnected

- 1 Site Tree** — Displays the group of sites for a selected company, as well as any active computers for the site, in a tree directory format. Use the 'Edit Group' function to customize the site tree structure. In addition to using the toolbar options, you can right-click the site name or a specific computer, to perform actions and view statuses. **Note:** Refer to the above legend for site tree icon descriptions.
- 2 RDF Toolbar** — Enables you to perform the common queries, functions, and security features used to support a company. Each toolbar function is described later in this guide.
- 3 Store Detail** — Provides valuable information about the store, BOH file server, and terminals at the store. You can view the store location, hardware specifications, data storage capacity, and much more. **Note:** A computer with Windows® 95 OS is not supported, and appears as a disconnected terminal.
- 4 Find/Search** — Locates a specific store by site name, key number, or the unit ID as defined in Aloha Manager.
- 5 Site Time** — Indicates the current time for the selected site. The time reflects the correct time zone where the site is physically located. This helps to determine if it is an appropriate time to perform certain actions at the site.
- 6 Alerts** — Notifies of potential situations for which immediate action is required. The alerts list also helps to keep companies compliant with certain data security standards. You can right-click an alert to perform an 'auto-fix,' when applicable. You can filter alerts by store, or show alerts for all stores. **Note:** When you double-click an alert, the system directs you to the corresponding site, for the affected computer.
- 7 Tasks** — Displays a list of queries and commands performed. A status of the task appears, to indicate if the task is pending or complete. You can sort the task by column and double-click a task to view results. You can also right-click to cancel a pending task.
- 8 Notes** — Stores each action performed in the system. Notes are stored in the Command Center database and Audit report. You can copy and paste notes into another file, or call-tracking system. You can also use custom, or 'Quick Text,' to increase efficiency. Use 'Clear History' to clear the Notes window; however, the notes do not clear from the database.
- 9 Info** — Provides links to very helpful information, such as the release notes and license agreement, the QuickService and TableService online Help, the Command Center Quick Reference Guide, the Radiant Learning Center, and Radiant Systems Web sites.
- 10 Reports** — Generates the Audit report by company or store, which displays all actions performed, and the user that performed each action. You can also generate a serial number report for all Radiant hardware devices. **Note:** Use the Find button to quickly locate serial numbers. Also, You can add comments to any report using the 'Annotations' button, and then print the report along with the comments.
- 11 Lock Workstation** — Locks the Command Center client workstation. If the computer is inactive for 10 minutes, the system automatically locks, and you must use your password/secuID to regain access.
- 12 Options** — Enables you to define user preferences for unit ID or key number display options, alert display options, and more.

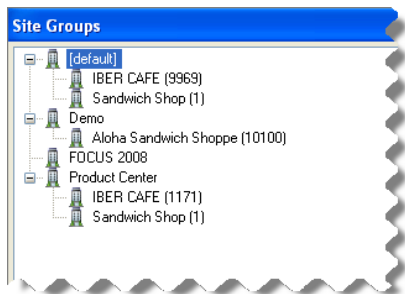


Command Center v2.0 Quick Reference Guide

Editing a Group

Use the Edit Group function to customize the site tree directory structure. Any changes you make appear in the site tree for all users within the selected company.


1. Click . The Site Groups dialog box appears.



Site Groups Dialog Box


- If you want to move an individual site to a different group, right-click the **site**, and select the **group** to which you want to move the site. **Note:** You can also use the mouse to drag a site to a different site group. A plus (+) sign appears when your mouse hovers over an available site group.
- Select a **site group**, or **individual site**, and then do one or more of the following, as needed for your site tree structure:
 - ⇒ Click **Add** to insert an additional site group.
 - ⇒ Click **Edit** to modify the name of a site group, or site. **Note:** When you modify a name, the change occurs in Command Center only.
 - ⇒ Click **Remove** to delete a site group.

2. Click **Save**.

 The Site Groups dialog box does not appear if there are no sites in the site tree.

Connecting to a Remote Computer with VNC


You can connect to a remote computer using VNC.

1. Click . The 'Viewer Status for Local Host' dialog box appears briefly, while the system connects to the remote computer. Once connected, the remote computer screen appears within the VNC window.




VNC Connection Window

2. Log in to the **remote computer** with the applicable user name and password credentials, if needed.

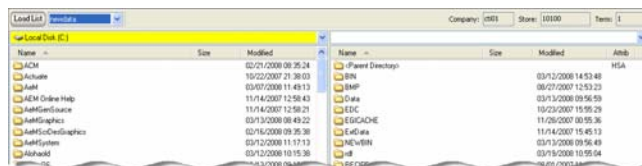
 You can adjust the color display settings in VNC, based on your available bandwidth. Use the VNC toolbar options to manage your connection with the remote computer.

Transferring a File

You can transport files between your computer and a file server, or terminal, in a seamless, 'behind the scenes' manner.


1. From the site tree, select the **computer** between which you want to transfer files.
2. Click . The Transfer File screen appears.

The left side of the screen contains the files from your computer. The right side of the screen contains the files for the remote computer.




Transfer File Screen

3. Click the **drop-down list** next to 'Load List' to select a file directory on the remote computer, and then click **Load List**. This is the file directory where you will either retrieve, or store a file. The right side of the screen populates with files for the remote computer. The company ID, store number, and terminal number for the computer you selected, also appear on the right side of the screen.

 If you select a file server in the site tree, the terminal number appears as zero (0).

4. Right-click the **file(s)** you want to upload to the remote computer, or download to your computer, and then select **Upload**, or **Download**, respectively. Hold down the **Shift** or **Ctrl** key to select multiple files.

 Additional options, such as Move, Rename, Delete, and more, are available when you right-click a file.

The file transfer appears as a task under the Tasks area. When the transfer is done, the status changes from 'pending' to 'complete.'


5. After the transfer is complete, right-click in the destination **file directory**, and then select **Refresh (F5)**.

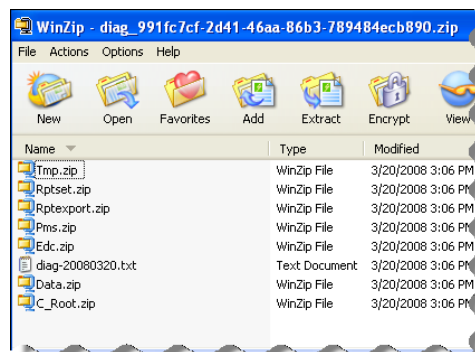
The transferred files are now visible in the list.

6. Click the store icon, to return to the Store Detail screen.

Generating a Diagnostic File Set

You can generate a diagnostic file set, similar to the Aloha DIAG feature.

1. From the site tree, select the **BOH file server** for which you want to create a set of diagnostic files.
2. Click . The Generate Diag dialog box appears briefly, while the system creates the diagnostic files. Once complete, the WinZip dialog box appears, containing files that are helpful for troubleshooting an issue.




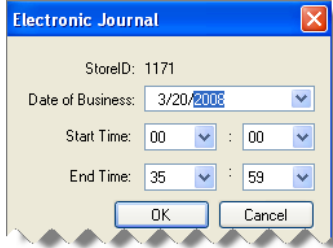
WinZip Dialog Box Containing Diagnostic Files

3. Extract the **Zip files** to your computer. You can also double-click the completed **Generate Diag** task, to view the Zip file again.

Viewing the Electronic Journal

Use the Electronic Journal to review Trans Log detail for a selected store.

1. From the site tree, select the **BOH file server** for which you want to view Trans Log detail.
2. Click . The Date Selection dialog box appears.




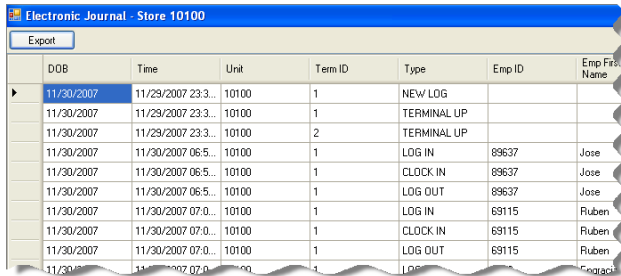
Electronic Journal dialog box with the following fields:

- StoreID: 1171
- Date of Business: 3/20/2008
- Start Time: 00 : 00
- End Time: 35 : 59
- Buttons: OK, Cancel

Date and Time Selection for Electronic Journal

3. Enter a valid **date**, and if you want, a specific **start** and **end time**.
4. Click **OK**. The Electronic Journal screen appears.

 If a Trans Log does not exist for a specified date, an error message appears.




DOB	Time	Unit	Term ID	Type	Emp ID	Emp Ftr Name
11/30/2007	11/29/2007 23:3...	10100	1	NEW LOG		
11/30/2007	11/29/2007 23:3...	10100	1	TERMINAL UP		
11/30/2007	11/29/2007 23:3...	10100	2	TERMINAL UP		
11/30/2007	11/30/2007 06:5...	10100	1	LOG IN	89637	Jose
11/30/2007	11/30/2007 06:5...	10100	1	CLOCK IN	89637	Jose
11/30/2007	11/30/2007 06:5...	10100	1	LOG OUT	89637	Jose
11/30/2007	11/30/2007 07:0...	10100	1	LOG IN	69115	Ruben
11/30/2007	11/30/2007 07:0...	10100	1	CLOCK IN	69115	Ruben
11/30/2007	11/30/2007 07:0...	10100	1	LOG OUT	69115	Ruben
11/30/2007	11/30/2007 07:0...	10100	1	LOG IN		Georgica

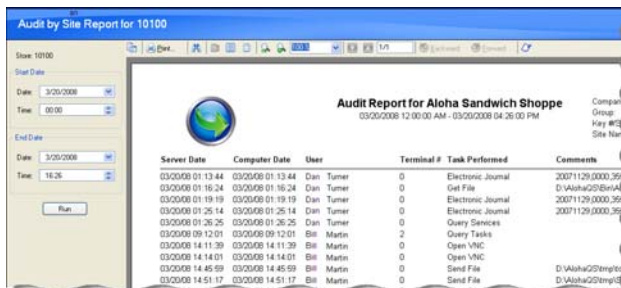
Electronic Journal

5. Click a **column heading** to sort by that column.
6. If needed, click **Export** to save the file as a .csv file, for use with a compatible application.

Viewing the Audit Report


Use the Audit Report to review all actions performed on the BOH file server or terminals, for a selected store.

1. From the site tree, select the **site** for which you want to view audit detail.
2. Click **Reports** , and then select **Audit by Company** or **Audit by Site**. The Audit Report dialog box appears.
3. Select a **Start/End date** and **time**, or, keep the current date.
4. Click **Run**. The Audit report appears.




Server Date	Computer Date	User	Terminal #	Task Performed	Comments
03/20/08 01:13:44	03/20/08 01:13:44	Dan Turner	0	Electronic Journal	20071129,0000,352
03/20/08 01:16:24	03/20/08 01:16:24	Dan Turner	0	Del File	D:\Aloha\20temp\A
03/20/08 01:19:19	03/20/08 01:19:19	Dan Turner	0	Electronic Journal	20071129,0000,352
03/20/08 01:25:14	03/20/08 01:25:14	Dan Turner	0	Electronic Journal	20071129,0000,352
03/20/08 01:26:25	03/20/08 01:26:25	Dan Turner	0	Query Services	
03/20/08 09:12:01	03/20/08 09:12:01	Bill Martin	2	Query Tasks	
03/20/08 14:11:39	03/20/08 14:11:39	Bill Martin	0	Open VNC	
03/20/08 14:14:01	03/20/08 14:14:01	Bill Martin	0	Open VNC	
03/20/08 14:45:59	03/20/08 14:45:59	Bill Martin	0	Send File	D:\Aloha\20temp\tr
03/20/08 14:51:17	03/20/08 14:51:17	Bill Martin	0	Send File	D:\Aloha\20temp\tr

Audit Report for a Specific Site

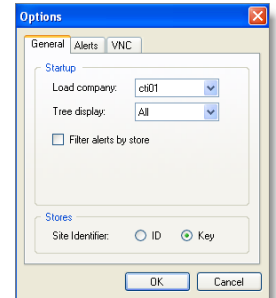
- ⇒ To add comments, click , and then click and drag an **annotation shape** to the desired area of the report.
- ⇒ Right-click an **annotation shape**, select **Properties**, and then type **comments** in the 'Text' field.

Setting System Options

Use the Options button to configure general display settings, alerts, and VNC port information.

1. Click **Options** . The Options dialog box appears.
2. Use the **General tab** to define:

- ⇒ The default company that loads when you open Command Center.
- ⇒ The default site tree display mode.
- ⇒ If you want to filter alerts by store.
- ⇒ If you want to identify stores in the site tree by unit number or key number.




Options dialog box with the following settings:


- Startup: Load company: cti01, Tree display: All, Filter alerts by store:
- Stores: Site Identifier: ID, Key
- Buttons: OK, Cancel

3. Use the **Alerts tab** to indicate the warnings you want to appear in the Alerts window.
4. Use the **VNC tab** to change VNC port information for improved communication between client and site computer, when necessary.

Command Center Alert Descriptions

 When you double-click an alert, the system directs you to the corresponding site, for the affected computer.

- **Disk space alert** - Alerts if less than .1% percentage of total space is available.
- **EDC service stopped** - Alerts if the EDC service is configured as automatic, but is not running.
- **Pending offline credit transactions** - Alerts if .spl files exist on a terminal.
- **Unsettled Credit Card Batch (Processor: ProcessorName Oldest TXN: HHMMSS)** - Alerts if transaction (.txn) files are older than the values stated in: %Iberdir%\Data\Aloha.ini\EDCSETTLEMENTALERTHOURS=n.
- **Grind has not been run on date (YYYYMMDD)** - Alerts if the GndDBF30.xxx marker file does not exist in the last five dated sub-directories.
- **Missing or invalid WinHook configuration** - Alerts if the defined batch file does not exist in the Bin directory.
- **Incomplete EOD for the directory (YYYYMMDD)** - Alerts if the Done30 marker does not exist in the last five dated subdirectories.
- **WinHook batch process not run for date (YYYYMMDD)** - Alerts if the WinHook marker does not exist in the last five dated subdirectories.
- **Security risk: Unmasked credit card numbers or expiration dates** - Displays alerts for the following risks:
 - Checks %Iberdir%\Newdata\Aloha.ini\MASKCREDITCARD NUMBERS, and an alert appears if the setting is not '2.'
 - Checks %Iberdir%\Newdata\Aloha.ini\DONOTPRINTEXPON VOUCHER, and an alert appears if the setting is not 'True.' (You can elect to auto-fix this option.)
- **Store in redundancy mode (Fileserver = Term XX)** - On every terminal, compare: %Iberdir%\Downtime.ini\LASTFILESERVER= to the "SERVER" environment variable except when SERVER=TERMSTR+1.
- **Security risk: Alt-X password available** - If POS version is lower than v6.3, check %Iberdir%\Bin\Iberexe.dll. If the .dll file does not exist, an alert appears. (You can elect to auto-fix this option.)

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

commandcenter.support@radiantsystems.com

Command Center v2.0 Quick Reference Guide

Command Center Toolbar Options



If you perform a toolbar function while a site name is selected in the site tree, the function occurs on the BOH file server and all terminals at the site, as long as the function is applicable to both types of computers. Additionally, you can click Hide on a function dialog box while it processes, if you need to perform additional functions at the same time. Each function, along with its status, appears in the 'Tasks' section.



Display Mode — Switches the site tree view to show only store groups, store groups and individual stores, or all store groups, stores, and devices in the tree.



Edit Groups — Organizes the store group structure that appears in the site tree, for a specific company. Changes made to the site tree are viewable by all users for that company.



File Manager — Enables you to transfer files between your computer and a site. You can transfer directly to and from a remote computer. The system automatically zips and unzips the transported files. **Note:** When you click File Manager, the icon changes to a store. Use this button to toggle between the file manager screen, and store detail screen.



Query Tasks — Displays all tasks currently running on the selected computer, in the Task Manager dialog box. Use this function to view or stop a task. **Note:** You must perform a new query to obtain an updated list.



Query Services — Displays all services currently running on the selected computer, in the Services dialog box. Use this function to view the status of a service, and start, stop, or restart a service. **Note:** You must perform a new query to obtain an updated list.



Query Programs — Displays all applications and security updates currently installed on the selected computer. **Note:** You must perform a new query to obtain an updated list.



Capture Screenshot — Captures a picture of the current screen. Use this function to view exactly what appears on the computer, when providing support to a customer. If a screen capture is white, it indicates there is no available image on the computer.



Query Environment — Displays all environment variables defined for the selected computer, in the Environment dialog box. **Note:** If you use the lbercfg.bat file to override environment variables, use 'File Manager' to retrieve, and then review environment variables for the computer.



Generate DIAG — Generates and displays the common diagnostic files needed to research an issue, using the Aloha DIAG process. **Note:** You can perform this task on the BOH file server only.



Electronic Journal — Generates an electronic view of the Trans.log for the selected BOH server. You can sort the journal by column, and double-click a specific transaction for a more detailed view.



Record Activity — Captures a video clip of the current screen activity. Use this function to view exactly what occurs on the selected computer, when providing support to a customer. You can record up to 99 seconds of activity on the computer. **Note:** The recording saves in .avi format.



Run Command — Displays the MS-DOS command prompt window. Use this function to type and run MS-DOS commands on a file server. The results appear in the Tasks section.



Send Message — Sends a message directly to a computer at the site. Each new message a site receives stacks on top of the previous message.



Close All Messages — Closes all messages that were sent to a remote computer through the Send Message function.



Refresh Terminals — Performs a system refresh in Aloha Manager. Use this function to copy the \Newdata directory to \Data, and update the FOH terminals at the selected site. **Note:** You must select a BOH file server, or site, to perform this task. **Important:** This causes all terminals at the site to reboot. You can view the current time at the site, in the lower right corner of the Command Center screen, to help determine if it is an appropriate time to refresh the system.



Reboot — Forces the selected computer to reboot.



Change Aloha MGR Password — Enables you to change the Aloha Manager password for a user at the selected site.



Change Windows Password — Enables you to change the Windows® password for the selected computer. **Note:** You must know the current user name and password.



Lock Workstation — Locks the selected BOH file server.



VNC — Establishes a secure virtual network computing (VNC) session with the selected computer. Use this function to perform tasks on a remote computer, when providing support to a customer.

