DATACARD® ADAPTIVE ISSUANCE™ REMOTE MONITORING AND MANAGEMENT

ADAPTIVE ISSUANCE™ SUITE

Control your fleet of devices for maximum operational efficiency

Datacard® Adaptive Issuance™ Remote Monitoring and Management Software is the intelligent command center for your card issuance program. It brings automated data-gathering and powerful insights about your entire fleet of devices to your desktop. Maintain system uptime with a real-time look at the status of your devices, including error codes and maintenance updates. Enhance operational efficiency with automated notifications via email, tracking and fulfillment of supplies. Align sales support and drive the success of your card issuance program by leveraging insights to optimize the performance of your branches. Remote Monitoring and Management is a tool with real-world flexibility for organizations of all sizes — and part of an evolving platform ready to meet the demands of complex use-cases. Remote Monitoring and Management software is a component of a patent pending system for instant issuance, designed to create the optimal in-branch experience.

Ease of Automation. Automates the intelligence/data-gathering that a manager now must do through time-consuming phone calls and emails.

Simplified, Single Dashboard. All necessary data onto one web-based dashboard, giving you a snapshot of the entire fleet of devices, as well as the ability to drill down to look at data from each device.

Operational Efficiency. Linking functionality with other Datacard services and products can drive operational efficiencies and cost savings, enable remote fault diagnostics and recovery, automate supply replenishment, and develop service contracts that link defined error codes with automatic service calls.

Security. Update and manage unique certificates per device or easily apply firmware updates across your entire fleet.

Remote Monitoring and Management 6.4 Feature Set	Plus Edition	Professional Edition	Enterprise Edition
System Administration			
User Access Control	Application	Application or LDAP	Application or LDAP
Group Permission Management	✓	✓	✓
SQL Server Database	✓	✓	✓
Multi Web Client		✓	✓
Device Administration			
Device Registration	✓	✓	✓
Custom Device Category Label	1-1	✓	✓
Location Setup	✓	✓	✓
Supply Level Threshold	✓	✓	✓
Backup/Restore Device Setting		✓	✓
Remote Printer Activation		✓	✓
Supervision			
Device Status & Details	✓	✓	✓
Supply Status	✓	✓	✓
Hopper Status	✓	✓	✓
Email Notifications		✓	✓
Reactive - Fault Management			
Error Details Information	✓	✓	✓
Error Recovery Text	✓	✓	✓
Remote Restart Printer	✓	✓	✓
Device Management			
Firmware Update	1-1	1-20	1-1 or Mass
TLS Certificate Update	1-1	1-20	1-1 or Mass
Payload Certificate Update	1-1	1-20	1-1 or Mass
Device Setting update	1-1	1-20	1-1 or Mass
Service Management			
First Line Supply Management*	✓	✓	✓
Traceability			
Device Activity log	✓	✓	✓
User Activity log	✓	✓	✓

* Requires First Line Supplies Management Service Contract

Operating System:
Remote Monitoring and Management software requires Windows Server 2012 R2, or Windows 8.1. It was tested using computers that had Windows 7 operating systems installed.

Database:
H2
Microsoft SQL Server 2012 Express
Microsoft SQL Server 2012
Microsoft SQL Server 2014 Express
Microsoft SQL Server 2014

Related Software:
Datacard Software Licensing System 1.2 or higher
Datacard® CardWizard® Issuance Software 6.2.0 or higher
Datacard® TruCredential® Software 7.2 or higher

Browser:
Internet Explorer 10 or 11; Google Chrome

Hardware:
Remote Monitoring and Management software requires 100 GB of available disk space. 1GB required to install. 100 GB free space recommended for database and log file growth. There is a minimum memory requirement of 8 GB, with 16 GB recommended and a minimum resolution of 1280 x 1024.

Remote Monitoring and Management software supports the following printers connected via Ethernet but will not work with USB:

Recommended for Financial Instant Issuance card printing:
Datacard® CD820™ Instant Issuance System
Datacard® CE840™ Instant Issuance System
Datacard® CE870™ Instant Issuance System
Datacard® CE870™ K Instant Issuance System
Entrust Datacard™ CE875™ Instant Issuance System
Datacard® CR500™ Instant Issuance System
Entrust Datacard™ CR825™ Instant Issuance System

Recommended for Access & ID Card Printing:
Datacard® CD800CLM™ Card Printer
Datacard® CD800™ D Card Printer
Datacard® CD800™ S Card Printer
Datacard® SD360™ Card Printer
Datacard® SD460™ Card Printer
Entrust Datacard™ CR805™ Card Printer

Entrust Datacard™

Corporate Headquarters

Phone: +1 952 933 1223

www.datacard.com

info@entrustdatacard.com