



EDJ Enterprises, Inc.

System & User Management

StoreGazer

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ABOUT EDJ

For more than 20 years, we have focused on building products to assist store personnel, system administrators, loss prevention and sales audit professionals in performing their daily duties more efficiently.

Our products are used by some of the largest retailers in the world as well as small, locally owned, family businesses.

We believe strongly in application evolution. Products are enhanced over time as we work closely with our customers to develop new and innovative functionality.

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STOREGAZER

StoreGazer is the most widely used systems management application among retailers. By simplifying processes and automating actions, data is delivered faster and problem resolution is more efficient.

Problems are solved before
you know they exist.

StoreGazer is the leading systems management application for traditional and specialty retailers. By solving common system issues automatically and sending immediate notifications for items requiring user response, StoreGazer has quickly improved response time and efficiency for hundreds of help desks worldwide.

FEATURES INCLUDE:

- Detailed inventory views for controller hardware resources, software levels, and vital product data (VPD) details.
- System status views for monitoring critical messages and alerts.
- Multi-Store Operation controls for running jobs, reloading systems, transferring and distributing files, defining, changing, and deleting background applications and logical file names, adding and deleting operators, etc.
- PCI Tools for User Activity Tracking, File and User Change Detection, and Command Logging.
- WhiteListing reports for monitoring all processes running on your systems.
- PIN Pad Monitoring to detect skimming devices and track inventory.
- Custom views to access RMA data.
- Scheduling functions for automated polling and software rollout tasks.
- Email controls for immediate system status updates.

StoreGazer centralizes the data from the store enabling your information to be delivered quickly and efficiently. A “data on occurrence” rather than “data on demand” model provides your team real time reporting on the inventory, status, and stability of your systems.

As a PCI Compliance tool, StoreGazer supports User Activity Tracking, File and User Change Detection. Now administrators are not only able to view which files have changed but which user made those changes. In addition, retailers can now manage user ids, complex passwords, and permissions chainwide from one centralized console.

Auditors and Loss Prevention personnel who need to know “who’s doing what” will find the Command Logging and User Activity features to be valuable tools.

Real-Time Monitoring

StoreGazer centralizes the data from all stores displaying both real-time, as well as historical data to provide you with a complete look at the inventory and status of your systems. Before critical issues occur at the store level, StoreGazer will solve those problems automatically without any employee interaction.

4690 System Inventory

1. Controller Hardware

Real-time and historical views to quickly identify key information such as CPU usage, memory, and disk levels for individual controllers.

2. Controller Software

Identify installation consistency and details chainwide for operating system, application, and software product versions.

3. Vital Product Data

View VPD and BIOS model and serial numbers for both controllers and terminals being monitored.

4690 System Status

1. Message Monitor

View and respond to conditions within the 4690 event log, including messages when programs end, controllers IPL, hardware errors, etc.

2. Alert Monitor

Configurable conditions being monitored which are otherwise not easily accessible including the status when files exceed size limits, processes not running, dropped connectivity, disks exceeding capacity, etc.

Multi-Store Operations

StoreGazer enables administrators to remotely take action on multiple store locations at the same time with a wide variety of functions including:

- Start/Stop Processes
- Reload Controllers/Terminals
- Transfer Files
- Signoff Terminals
- Define/Change/Delete Background Apps
- Distribute/Delete Files
- Define/Change/Delete Logical Filenames
- Add/Delete Operators
- Change/Set Operator Passwords

Job Management

Users are able to create predefined jobs which can be issued on-demand or scheduled for later execution. These jobs can contain multiple steps, and decisions can be made to proceed, or quit, based on the success or failure of each step at each location. By defining the rollout process or automated polling process as a job, the likelihood of user error is greatly reduced when moving from test to production, as the steps and parameters have already been proven and preserved.

Use StoreGazer to automatically restart programs which should be running. Take it a step further by configuring StoreGazer to email administrators when programs continue to stop after numerous unsuccessful restarts.

PCI Compliance Tools

StoreGazer offers several unique features related to PCI compliance which enable administrators to quickly detect when something has changed on the 4690, identify who made that change, and prevent future security breaches.

1. Password Management

StoreGazer maintains a report of users with expired or expiring passwords, and enables users (particularly, corporate users) to change their password globally without logging in to each location individually.

2. File Change Detection

StoreGazer users define which files should be monitored across their network. Any changes to those files including size, distribution, timestamp, or other attributes are reported in real-time. Administrators also have the option to be notified of these changes.

3. User Change Detection

StoreGazer monitors the authorization records at each location. Any changes to these records (password, permission set, or other attributes) are immediately reported. Administrators also have the option to be notified of these changes.

4. Permission-level Reporting

Through the User Change Detection feature, COPS is able to generate a chain-wide list of users with a specific permission. Several of our customers have reported that PCI auditors often request a list of all users with command line or Enhanced Security permissions, and COPS makes this data immediately available based on the current authorization records at the store. Historical reporting is also available.

5. User Activity Reporting

The 4690 controller logs a variety of events when certain user-initiated activities occur. StoreGazer stores these events centrally and generates custom reports on this data, including failed login reports and SSH/SFTP connections.

6. WhiteListing

StoreGazer's WhiteList feature ensures system integrity by monitoring processes running on the 4690 controllers and comparing them to a known list of accepted processes. When unauthorized processes are started, retailers can configure StoreGazer to notify them immediately via email.

7. PIN Pad Monitoring

To combat against fraudulent devices, StoreGazer will notify retailers immediately via email when unauthorized PIN pads have been attached to terminals. StoreGazer also tracks PIN pad serial numbers, software versions, as well as which terminals they have been associated with over time.

8. Command Logging

The 4690 controller generates logs for every command line, SFTP session, and file editing session. StoreGazer centrally stores these logs and can generate reports based on operator, location, or keyword searches. The OS makes these logs available as soon as the session ends, and StoreGazer sends them to the server immediately afterwards.

9. Historical Tracking

StoreGazer keeps historical records on most of the data it reports, so reports can be generated not only for today, but for last week or last month as well. Through this historical data, it is possible to tell not only what changed but when it changed, and, in many cases, who made that change happen.

RMA reporting through STOREGAZER

StoreGazer offers the most comprehensive Remote Management Agent (RMA) reporting solution and the most robust set of tools to quickly identify and resolve critical issues from a single enterprise console.

StoreGazer has been the most comprehensive systems management application for nearly 20 years. By utilizing a variety of data sources including 4690 event logs, file system, process tables, and most recently Toshiba's Remote Management Agent (RMA), administrators are provided a complete picture on how their store systems are performing.

While StoreGazer introduced RMA integration a number of years ago, our international clients have driven the current expansion and demand for additional reporting. Recent additions to StoreGazer's RMA real-time insights include details surrounding:

- **Processors**
- **Memory Modules**
- **IDE Devices**
- **Logical Drives**
- **Solid State Drives (SSD)**
- **On-Board Devices**
- **Numeric Sensors**
- **Terminal Hardware**
- **POS Printers**
- **USB Devices**
- **Install Packages**
- **JVM Environment**
- **and much more...**

Administrators will enjoy the same smart grid for their RMA reports that is consistent throughout StoreGazer. This smart grid provides users the customization options to filter, group, and sort the data in a matter which is specific to their business needs. All reports can then be exported to a CSV file to share.

StoreGazer does not require RMA to function and can produce many of the same reports through other sources. With RMA installed, StoreGazer can utilize this data as an additional resource to expand its reporting capabilities.

KEY Performance Indicators within RMA

1. Numeric Sensors

Through this report, administrators are able to monitor various temperature gauges and fan speeds. When they reach specific thresholds, action can be taken to prevent controllers from overheating.

2. Processors

This report displays additional information inside RMA which is not available elsewhere including processor version, voltage, and characteristics. Administrators hoping to take advantage of low voltage processors for power saving purposes now have access through StoreGazer's RMA Processors Report.

3. Terminal Hardware

This RMA inventory report displays a complete list of all terminals within your network in addition to their connected devices, model and serial numbers, and firmware levels.

4. POS Printers

StoreGazer uses RMA to report on printer details including paper cut count, receipt character printed count, and failed paper cut count. Understanding various thresholds for your printers can be useful to determine its lifespan and predict when they need to be replaced or simply when the ink will run out.

5. Solid State Drives (SSD)

Hard drive failures can cause major downtime for stores. With RMA, administrators are able to predict the life expectancy of their SSDs by monitoring how long the drive has been powered on, how much of the drive has been used, and whether an imminent failure has been reported.

STOREGAZER REQUIREMENTS

In addition to the 4690 installation, StoreGazer consists of three server-side components: an application server, a web server, and a database. These three components can co-exist on a single server or can be installed in any combination on up to three separate systems. The following requirements apply to any of these environments:

Processor

- 2.6 GHz speed or faster
- Pentium Core 2 Duo or better
- AMD Athlon II or better
- Both 32 and 64-bit architectures are supported

Memory

- 2 GB minimum
- 4 GB or more recommended

Disk Space

- 2 GB required for application(s)
- 100 GB recommended for data storage (SQL)
- Exact data storage requirements will vary widely based on configuration

Operating System

- Windows Server 2008, 2008 R2, 2012, 2012 R2
- 32 and 64-bit architectures are supported
- All service packs supported
- Virtualized systems supported

.NET Framework

- Requires .NET Framework 3.5 (SP1 or later)
- Requires .NET Framework 4.0

SQL Server

- Processor:
 - i3 or Equivalent
 - i5 or Equivalent (recommended)
- Memory:
 - 4 GB minimum
 - 16 GB - 64 GB (recommended)
- Disk Space:
 - 100 GB
 - 500 GB (recommended)
 - Exact data storage requirements will vary widely based on configuration
- SQL 2008, 2008 R2, 2012, 2014 are supported
- 32 and 64-bit architectures are supported
- All service packs supported
- Standard, Enterprise, and Datacenter editions are supported
- Express edition is supported for small environments
- Express edition is limited to 1GB memory and 10GB data storage

Internet Information Services (IIS)

- IIS 7.0 (or later) is supported
- ASP.NET 4.5 and Static Content features must be enabled

Supported Web Browsers (StoreGazer 4.0 only)

- Microsoft Internet Explorer 9, 10, 11
- Google Chrome
- Mozilla Firefox

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StoreGazer has the largest global footprint when compared to other systems management applications and is being used by retailers ranging from 2 to over 1500 locations.



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System Management

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EDJ Enterprises, Inc. is a high quality provider of productivity solutions and products for the retail and grocery store environments. We build products that assist store personnel, loss prevention professionals and sales audit clerks in performing their daily duties. EDJ offers programming services to enhance installed point of sale systems to meet the needs of the retailer.

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