HYOSUNG TNS

MoniManager

ATM Agent Installation and Configuration Guide

Rev. 2.0

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References

The following additional documents complement this installation guide.

- MoniManager installation and configuration guide
- MoniManager operators guide
- MoniPlus2 operator program manual

Note: Should you need any documents listed above, contact your Hyosung representative.

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Document revisions

Revision	Date	Change summary
2.0	2021/09/17	• Updated the “1.1 Scope” chapter by mentioning ATM’s Inbound only coverage. • Updated the “2 Pre-installation” chapter, replacing the package content picture supported with the latest program version. • Reorganized the “3 Installing ATM Agent” chapter. • Updated the “3.2 Installing with SWUpdate.exe” chapter regarding the new installer executable. • Revamped the “4 Configuring the ATM Agent settings” chapter regarding the basic and advanced settings.
1.0	2020/12/22	• The initial version • Based on MoniManager v3 product and its ATM Agent

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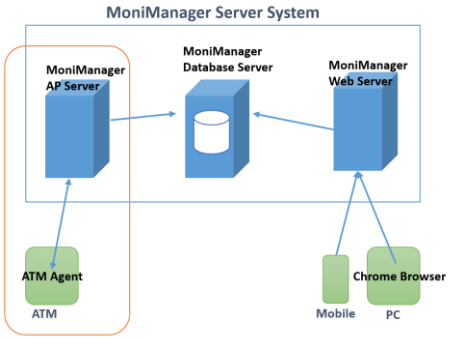
1 Introduction

MoniManager ATM Agent is a background Windows program responsible for communicating with the MoniManager AP server to report ATM status, respond to EJ Pulling, and upload and download files.



1.1 Scope

The document assumes that the MoniManager server products are installed and installers know the MoniManager AP server's IP address. The primary content will focus on installing and configuring the ATM Agent program for the first time (a.k.a Full Clean Installation).

It covers ATM's outbound connection to MoniManager only, which is the standard default setting. ATM's inbound connection is becoming legacy. If you need to set up ATM's inbound connection (in rare cases), contact your Hyosung representative.

Note: MoniManager ATM Agent and ATM Agent are used interchangeably throughout this document.

1.2 Audiences

The targeted audiences are as follows:

- MoniManager server installers or system administrators who prepare ATM images.
- Service engineers who know ATM function, Windows operating system, and Windows command prompt.
- MoniManager developers and testers.

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1.3 Document organization

- **Introduction**

The introduction briefs the document scope and targeted audiences.

- **Pre-Installation**

The chapter instructs how to prepare the installer files and pre-configure the MoniManager AP server's IP address.

- **Installing ATM Agent**

The chapter provides the prerequisites and instructs how to install MoniManager ATM Agent on the ATM.

- **Configuring the ATM Agent settings**

The chapter explains two methods of configuring ATM Agent to connect MoniManager: manually editing INI files, using MoniPlus2S Operator Program.

- **Configuring the launching method**

The chapter explains the ATM Agent's launching methods.

- **Updating ATM Agent**

The chapter briefs updating ATM Agent using MoniManager.

- **Uninstalling ATM Agent**

The chapter briefs uninstalling ATM Agent.

1.4 Hyosung contact information

If you need assistance with MoniManager ATM Agent installation, request technical support to the 'Hyosung TNS Technical Support' service desk.

- https://hyosung-tns.atlassian.net/servicedesk/customer/portals
- Log in to the service desk. If you don't have the login credentials, contact your Hyosung account representative.
- Select the 'Software: Hyosung Solutions' category, then select 'Server Solutions' to open a support ticket.

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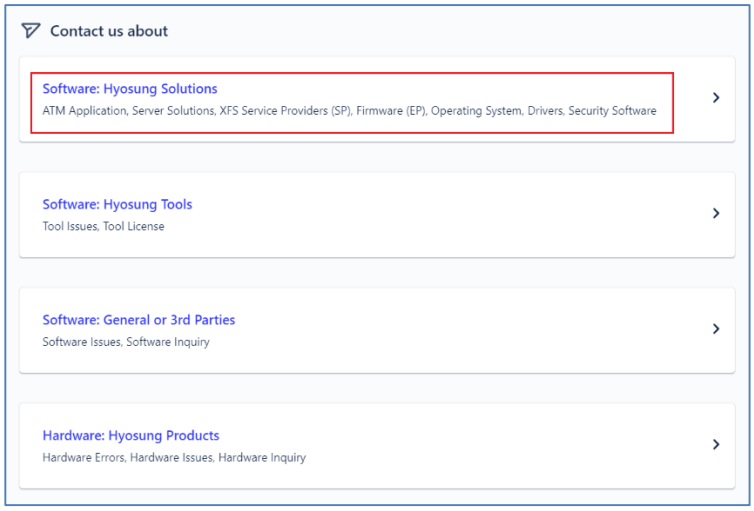

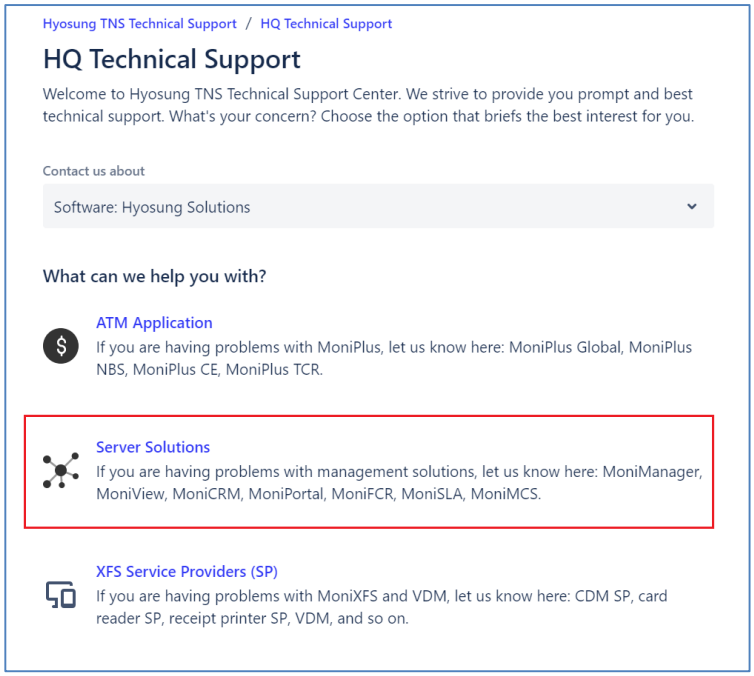

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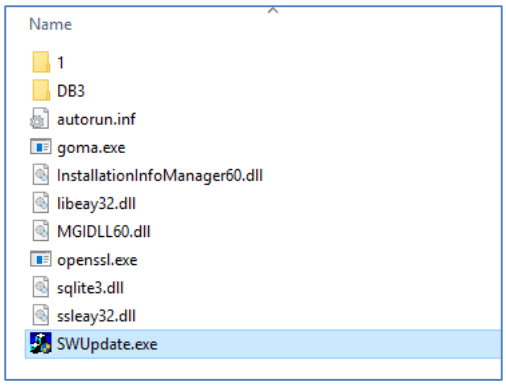
2 Pre-Installation

Hyosung provides the ATM Agent package in a zip file format. We recommend decompressing the package and preparing the decompressed content on a thumb drive (or any accessible storage from the ATM) on your local computer. This document will presume installers prepare the decompressed content on a thumb drive.

The decompressed content has folders and files as follows:



Hyosung developers may change the file content unnoticed. However, the overall installation process would not be affected.

- Prepare a clean thumb drive.
- Copy the decompressed content (as shown above) onto your thumb drive's root.

Note: The content should be on the ROOT path. Do not place the content under any directory.

3 Installing ATM Agent

This chapter assumes the installers prepared the thumb drive containing the decompressed package content.

The whole installation process takes three steps at a high level:

1) Insert your thumb drive into the terminal and execute the SWUpdate.exe program.

2) Configure the INI file for MoniManager connectivity.

3) Set the ATM Agent's automatic launching method.

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3.1 Prerequisites on ATM

Installing MoniManager ATM Agent requires prerequisites as follows:

- Installers know how to stop the running ATM application.
- Installers know how to reboot the ATM.
- If the ATM does not automatically boot with an administrator-type account, installers prepare the administrator credentials to log in to Windows.
- Installers know how to access Windows Desktop and Windows Explorer. If the vendor's security measurement restricts the access, they should consult with the ATM service team and acquire the access method beforehand.
- If ATM Agent is installed on ATMs with the Hyosung ATM application MoniPlus, installers know how to enter and log in to the MoniPlus Operators Program.

3.1.1 Supported operating systems

ATM Agent runs on the Windows operating system and is compatible with all ATM vendors' models running on the Windows platform.

3.1.2 Keyboard and mouse preparation

Installers should prepare a keyboard and mouse attached to the ATM. They also make sure the keyboard and mouse are usable by releasing the access restrictions if there are any.

3.2 Installing with SWUpdate.exe

To install the ATM Agent on any ATM models (including 3rd party's), follow the instructions below.

1) Ensure the ATM Windows boots with an administrator account.

2) Stop the ATM application if it is running.

3) Insert the thumb drive and launch Windows Explorer.

4) Find the '**SWUpdate.exe**' file on your thumb drive path, and execute the file using the "Run as administrator" context menu item.

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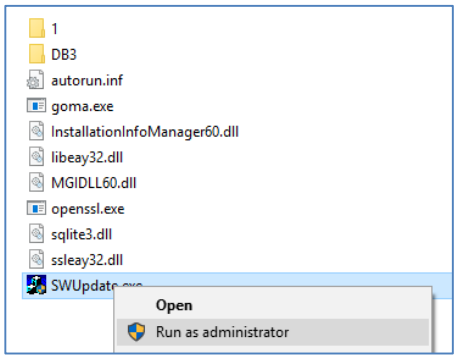
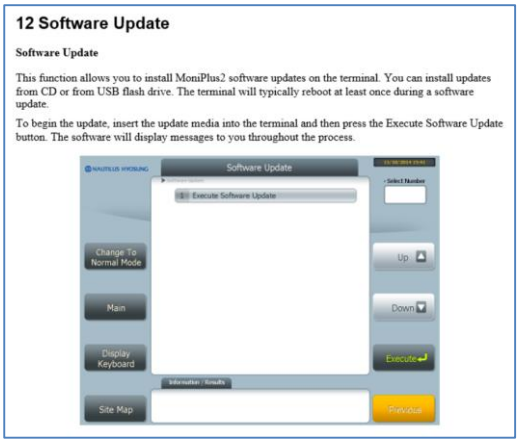


SWUpdate.exe will install ATM Agent files to the 'C\Hyosung\MoniManager\' directory on the ATM and automatically configure the registry for XFS event watching.

Note: If you install ATM Agent on a terminal where MoniPlus2S is installed, you may use MoniPlus2S Operator Program. If you decide to use MoniPlus2S Operator Program, you can complete ATM Agent installation and configuration without a keyboard and mouse attached to the ATM.

Refer to "MoniPlus operator program manual" for details.



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4 Configuring the ATM Agent settings

Once the ATM Agent files are installed on your ATM, you need to configure the ATM Agent program to connect to MoniManager.

There are two configuration methods as follows:

- **Editing the INI configuration files**

Utilizing a keyboard, mouse, editor program, you can manually edit a few configuration files.

- **Using MoniPlus2S Operator Program**

If your terminal is equipped with Hyosung software, MoniPlus2S, you can use Supervisor Panel to configure ATM Agent. This method also assumes you have running MoniPlus2S and valid credentials to the Operator Program.

4.1 Editing the INI configuration files

ATM Agent offers two types of configuration as follows:

- **Basic connection settings** (**Required**): This type covers basic configurations required to connect to the MoniManager AP server.
- **Advanced settings** (Optional): This type offers more detailed technical settings such as SSL and port numbers. In general, you won't need advanced settings. Refer to the "4.1.2 Advanced settings" chapter for details.

4.1.1 Basic connection settings

The basic connection settings are required to connect with MoniManager. The settings are AP Server's IP address and terminal information.

To configure the basic settings, follow the instructions below.

1) Stop the ATM application if it is running.

2) From the Windows desktop, launch Windows Explorer. Go to the "C:\Hyosung\MoniManager" directory.

3) Open the '**MoniManager.ini**' file with your editor program.

4) Find the [**MoniManager**] section and SVR_IP key. Modify the IP address value with your MoniManager AP server's IP address. The red-colored texts in the boxes below are

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examples.

```
[MoniManager]
SVR_IP = 18.130.25.148
```

5) Find the [**JNLAgent**] section and SVR_IP, DR_SVR_IP keys. Modify the IP address value with your MoniManager AP server's IP address.

```
[JNLAgent]
SVR_IP = 18.130.25.148
DR_SVR_IP=18.130.25.148
```

Notice that DR_SVR_IP is for the IP address for the disaster recovery backup server for a journal. It can be optional if your AP server environment does not have a recovery backup. It can have a different IP address value from the MoniManager AP server if they are different machines.

6) Find the [**XFSAgent**] section and SVR_IP key. Modify the IP address value with your MoniManager AP server's IP address.

```
[XFSAgent]
SVR_IP = 18.130.25.148
```

7) Find the [**MACHINEINFO**] section and enter all key values as follows (all are required):

```
[MACHINEINFO]
Manufacturer =
Model =
SerialNumber =
TerminalNo =
```

- **Manufacturer**

The name of ATM/Terminal provider. E.g., Hyosung.

- **Model**

Terminal's model name. E.g., MX8600S.

- **SerialNumber**

Terminal's serial number.

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- **TerminalNo**

The terminal number assigned to the ATM by switch host or bank organization.

8) Lastly, make sure you save the modifications on the 'MoniManager.ini' file.

4.1.2 Advanced settings

Advanced settings are not required but are optional for engineers to adjust more detailed technical parameters. The ATM Agent package includes default and common values of all advanced settings. So, generally, ATM Agent installation engineers would not need to follow the steps in this chapter.

However, this chapter provides descriptions for a few settings that can be adjusted from the default values.

MoniManager_default.ini

You can find the "MoniManager_default.ini" file at "C:\Hyosung\MoniManager\."

This section provides descriptions of a few INI keys and values regarding MoniManager connection properties. You can modify values if your MoniManager environment requires different values from the default ones.

```
[MoniManager]
CON_PORT = 22005
…
[JNLAgent]
CON_PORT = 22005
…
[XFSAgent]
CON_PORT = 22005
…
[EJAgent]
CON_PORT = 21031
```

- **CON_PORT 22005**

A port number for ATM Agent to connect to MoniManger for ATM Status monitoring, remote controlling, etc. 22005 is a default value contracted between MoniManager AP

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server and ATM Agent. If the MonManager AP server environment didn't allow the number 22005 for the bank's specific reason, the server installer would inform the ATM Agent installer to change this value.

- **CON_PORT 21031**

A port number for ATM Agent to connect to MoniManger for EJ Pulling feature. 21031 is a default value contracted between MoniManager AP server and ATM Agent. If the MonManager AP server environment didn't allow the number 21031 for the bank's specific reason, the server installer would inform the ATM Agent installer to change this value.

```
[SSL]
SSL_GUBUN_AGENT1 = 1
SSL_GUBUN_REMOTE1 = 1
SSL_GUBUN_REMOTE2 = 1
```

This section enables SSL security features by default. If your ATM fleet environment requires you to turn off SSL (in rare cases), you can change values from 1 to 0.

4.2 Using MoniPlus2S Operator Program

As stated before, if your terminal is equipped with Hyosung software, MoniPlus2S, you can use Supervisor Panel to configure ATM Agent to connect MoniManager.

You will need a valid method to log in MoniPlus2S Operator Program that offers **basic connection settings** for MoniManager—advanced settings are not offered.

You will need to locate the 'RMS Menu' screen on the supervisor program, as shown below, and follow the manual's instructions.

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4.4.5 RMS (Remote Management System) Menu

Configuration>Network Config>RMS

The RMS menu allows you to define the remote management system (RMS) type when used in your network and a variety of RMS-related environmental parameters.

Refer to the “MoniPlus2S operator program manual” for details.

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5 Configuring the launching method

There are two different methods in configuring ATM Agent launching on the Windows platform: 1) turning the ATM Agent executable into the Windows Service, and 2) integration with the MoniPlus2S application.

5.1 Turning ATM Agent into Service

If you install ATM Agent on ATMs where other vendor's application is installed, ATM Agent should be launched as Windows Service to start on Windows booting automatically.

We recommend using the 'SC CREATE' system command on the Administrator Command Prompt.

Here is the example command format you can use.

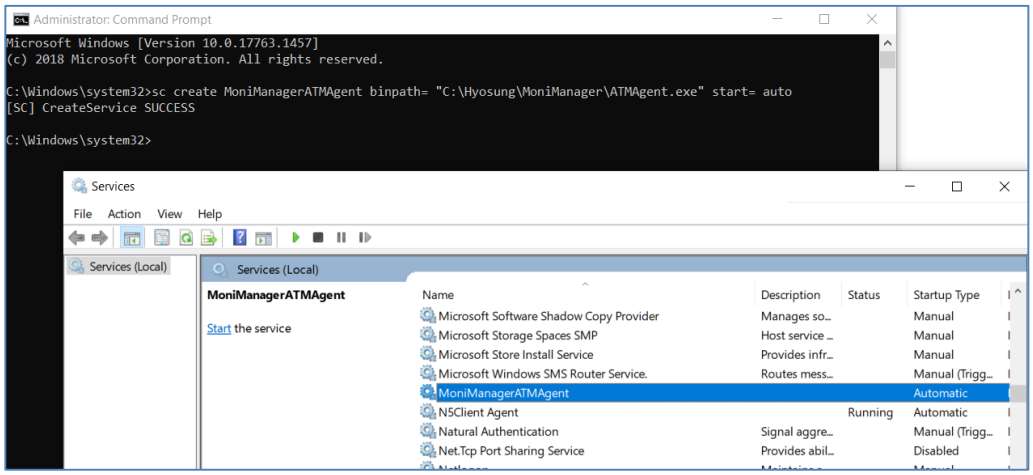
```
SC CREATE <servicename> Displayname= "<servicename>" binpath= "<executable
 path>" start= <starttype>
```

To configure the service type launching, follow the instructions below.

1) Start the command prompt as administrator.

2) Type the 'SC CREATE' command with the exact ATM Agent path and 'auto' <starttype>.

```
sc create MoniManagerATMAgent binpath=
"C:\Hyosung\MoniManager\ATMAgent.exe" start= auto
```



Ensure to put a space between 'binpath=' and the actual path value, as shown in the

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screenshot above.

3) Reboot the ATM.

5.2 Integrating with MoniPlus2S

If you install ATM Agent on ATMs where the Hyosung ATM application, MoniPlus2S, is installed, MoniPlus will automatically launch the ATM Agent executable on Windows booting once you complete the RMS configuration for MoniManager.

No further actions are required to launch ATM Agent.

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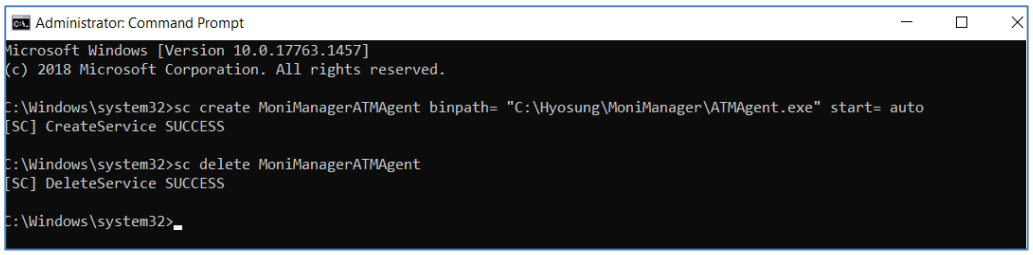
6 Updating ATM Agent

Once the ATM Agent starts communicating with MoniManager, you can remotely download the ATM Agent update package using MoniManager's remote file download function. MoniManager administrator will prepare the ATM Agent update package to upgrade the executable files and relaunch the ATM Agent automatically.

To learn more details, consult with the 'MoniManager operators guide.'

7 Uninstalling ATM Agent

To uninstall the ATM Agent, manually remove the 'C:\Hyosung\MoniManager\" folder. If installers registered ATMAgent.exe as a Windows service, unregister the service using the 'SC DELETE' command. See the example screenshot below.



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Mail:
Attn: Technical Writing team, 17th floor
281, Gwangpyeong-ro, Gangnam-gu,
Seoul, 06349, Rep. of KOREA
Fax: +82 2 6181 2222

Email: susan.kwon@hyosung.com

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