OpenWay Telescope System Overview

Contents

Introduction

 Support of Telescope will be terminated starting from 03.48.30.00 version of WAY4Cards.

OpenWay Telescope System is a remote workplace of OpenWay System based on Java technologies.

The Telescope System is designed to be installed in the bank branches or agent banks connected to the central processing system on-line.

The remote workplace has a wide functionality. For instance, it provides tools to enter applications to issue cards, to replenish card accounts, to generate and to print out reports, it also covers needs of the customer support service, makes it possible for the remote offices to perform voice authorization, ATM and POS network monitoring.

The system is adapted for the use of low-rate channels. In this case the high operation speed is ensured by architecture and technology features of the system.

Chapter 1. The Telescope System Purpose

OpenWay Telescope System provides access from the remote office to the central OpenWay System and thus ensures functionality similar to the standard local workplace.

Telescope System makes it possible to work in a remote office communicating with the central database via a low-rate channel of 9600 baud and higher. The high speed of communication with the database is ensured in this case by the special optimization of requests and caching of rarely changed data in the proxy-server installed in the same LAN as the remote workplaces.

The major purpose of Telescope System is to provide operation of customer support service, voice authorization service, generating and printing out of reports, monitoring of local ATM and POS network in the bank branches located in the distance from the processing center or in the agent banks.

Telescope System also provides tools to enter card issue applications locally, to replenish card accounts, to enter applications to create new merchants in the System or to change data of existing ones.

The Telescope System users are registered in the central System. Central System administrators configure the functionality of the remote workplaces and provide the required access rights and areas.

Telescope System is not designed to administer the System or to execute daily procedures, e.g. to open new banking day, to receive or send clearing files, to accept documents etc.

Below find the fields of application specific for the Telescope System.

Customer Support Service

If the branch offices are located in the distance from the processing center, the clients often face problems when they need to apply to the customer support service. They can only contact the service located in the processing center via the long-distance calls. In many cases it is rather expensive and does not provide the required service level.

When a local customer support service is arranged in the bank branch or the agent bank by mean of the OpenWay Telescope System, the problem can be solved. As this takes place, the remote office communicates with processing center via the bank WAN or using modem via the dial-up lines.

Telescope System ensures the customer support quality on the same level as in the central System. The client can find out the reason of the last declined authorizations, block the card, reset wrong PIN entry counter. In addition, the client can get a real-time statement in the local customer support service.

Voice Authorization

Due to the same reasons (high price of the long distance calls if compared with the local calls) it is more cost effective for a merchant to apply to a local voice authorization service.

ATM Network Monitoring

The major tasks of the ATM network monitoring are to monitor state of the devices, to timely effect replenishment and to eliminate faults.

Telescope System allows arranging the local service to support a compact group of ATMs. The local support service personnel can monitor the devices they are responsible for and to maintain them in due time.

Chapter 2. The Telescope System Architecture

Components

A number of essential components should be installed in the processing center and in the remote workplaces for operation of Telescope System.

Processing Center

- Oracle Server used to process queries to the database
- Oracle Connection Manager used to ensure proxy-services required for Telescope System when it communicates with Oracle Server. Since Java applets of Telescope System should connect only the same server as the Java classes were received from, the Connection Manager should be installed on the same server as Web-Server.
- Web Server. The Java classes and rarely changed data are sent to the remote workplace using the HTTP protocol. This makes it possible to cache unchanged data in the proxy-server in the remote workplace LAN.
- Oracle Report Server used to generate reports. It can be installed on any server of the processing center, e.g. on the same computer as the Web Server.
- Oracle Report Server CGI used to enable access of the remote workplace to the report server using the HTTP protocol.

The Remote Workplace

- Proxy-server in the remote workplace network; the server is used to catch unchanged data received from the processing center Web Server.
- Web browser in the remote workplace computer; the browser is used to launch the Telescope System Java applet.

Architecture

The Web Server of the processing center should be configured to provide the remote workplaces with an access to Java classes, data and additional files, e.g. additional SQL-files.

The OpenWay System administrator needs to get full access to the physical directories of the Web Server where the OpenWay application data is kept.

A dedicated "Admin" Java applet is used to create the required files in the Web Server. The OpenWay System administrator runs this applet each time after the rarely changed database data is modified. Changes of the User Menu, currency table, MCC etc. refer to such changes.

When Telescope System operates, it uses the HTTP and the Oracle SQL*Net through TCP/IP communication protocols. The access to the listening port of the Oracle Connection Manager should be ensured to the remote workplaces.

The network architecture block diagram