CORDAWARE
INFORMATIONSLOGISTIK

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Functions of

bestinformed®

Basis Edition

Templates

With Templates you can save once defined Infos as a master copy of the text.

Alternative languages except native language selection

It is possible to provide the message in serveral languages. The user receives the text of the message in the language of his operating system.

Editieren/Kopieren/Abbrechen von Infos

In der Infoübersicht können die laufenden Nachrichten kopiert, editiert oder abgebrochen werden.

Editing/Copying/Canceling of Infos

Current messages can be copied, edited and canceled in the Info Overview.

Environment variables

Variables like %Time% and %Date% in the Info text will be replaced by the current time or date at the client.

(Global) Scriptvars

Script variables can be used to set text-wildcards, which are repaced by automatic generated values for example a date, time or an individual text from a file. These values are generated before the Info is sent and is equal for all recipients.

Providing an All Clear

With the All Clear function you can easily set an all-clear message for an Info and distribute the message with litte effort when needed.

Acknowledgement of receipt (Receive link)

The Info Overview featues you the opportunity to check, if Infos were sent successfully.
By clicking on the link „received", then you get a table wiith all recipients and the date of receipt of the Info. In addition infor-mation are shown about the infoclients such
as domain, computername etc.

Content management
The Content management enables you to upload files onto the server, such as images and sound files which can be embedded in the Info.

Time setting (minutes, active, begin, end, open end)
The time settings can be configured in the Info-Editior indiviually. Following options are available:
Minutes: Displaying time of Infos
Active: Here you can arrange a time value how long the Info should be active on the server.
Begin: A definable point of time to start an Info.
End: A definable point of time, when an Info should end.
Open End: No time limit for an end of an Info.

One-time
The Info is sent only once per user and per computer, regardless of the active time.

Periodical Info
Periodical Infos can be used to repeat Infos in defined periods or intervals.

Sound
With the sound settings it is possible to play custom sounds by incoming messages.

„Canceling all current infos"-Function via Infoclient
By canceling all Infos at the client, you can priorise important Infos using this function.

Info as pop-up
Infos can also be displayed as pop-ups.

Inifile-Info
All settings of the Infoclient can be edited from the Infoserver remotely.

Offline-Info (Client– or Server time)

Offline Info means that the Info is also presentated by the client in the offline mode. This only possible if the client was connected to the server between the creation and the start of the info.

Info on user desktop

This option defines, if the Info should be displayed on the user desktop or not. Moreover you have the possibility to configure the ticker, so that it is closable or not.

Infofilter

Besides the default view it is possible to create an own filter (called Infofilter). Furthermore the user can create Info Fields in the Info Overview, these Info Fields have no influence on the distribution of infos, they only serve as an assignment of additional information of an Info. All values and options of an info plus the Info Fields are available to create an own Infofilter.

Change Monitor

The Change Monitor is a variant of the Infofilter, which displays change processes and their chronological trend.

Channels

Besides the groups, channels feature the opportunity to address users. Static channels can be subscribed by users.

Quickuser/Quickinfo

The Quickuser function enables you to send an Info to a certain user.

Forming groups easily

The username, computername and/or IP-adress form the basic concept to create groups.

Exclusion of recipient groups

Certain recipient groups (e. g. VIPs) can be excluded from the receipt of messages actively.

AutoBackup of the Infoserver
A constant backup can be executed by the AutoBackup function. For this purpose the AutoBackup creates a full copy of the Infoserver-database at a defined point of time. This backup can be used for recovering the Infoserver after a serious error or the Infoserver should be installed on a new system.

Presentation mode
The ticker can be faded out during presentations automatically.

Statusinfo
Statusinfos are another possiblity to presentate messages. The Statusinfos are displayed on the right lower screen edge.

Infogrid
The Infogrid is a clear presentation of all received messages which can be reviewed and pleayed by the user.

Serverboard
The Debug-Package Infoserver.zop can be downloaded from the Serverboard for debugging and support purposes. The Debug/DebugTraceOnly-Mode is activated or deactivated over the Serverboard. Moreover the Serverboard can be used to restart the Infoserver and change the configuration file Infoserver.ini.

Connection Overview / History
The Connection Overview shows a list of all clients, which are currently. The default display contains following client details: domain, username, computername, IP-adress, the language of the client-PCs plus the date of the connection.

Autoupdate/install/netinstall
The client in the network is updated automatically by the Autoupdate function of bestinformed. Through the integrated Autoinstall function it is possible to roll out the client in the network automatically. Other soft-ware distribution systems can be used alternatively.

Infoclientvalues
Infoclient values serve as a further identification of the Infoclients. The difference between Infoclientvalues and Channels is, that Channels address the whole group of users but Infoclientvalues enables an individual identification. Infoclientvalues are saved in the configuration file of the client.

TaskbarCaption
With the function TaskbarCaption it is possible to display certain information, such as computername, IP-address and the serial number in a task bar on the winlogon.

Audit (Detail)
The Audit-Mode is able to record every user activity on the Infoserver, for this purpose the tables „Audit" and „Auditdetails" are used.

Website Templates
The admin is able to customize the templates individually.

Push-Process
A new message is sent to the connected clients by the server instantly.

Polling-Process
The client asks the server about new settings/messages within a defined temporal interval.

Infoclient:

Connections
Connections can be built over the PC directly. Furthermore bestinformed supports IMAP4-, XMPP/Jabber– and Airsync-connections. These connections can also be secured via SSL.

Quick configuration of the Infoclient
The quick configuration is an interface to adjust some basic settings such as server address and the presentation of the ticker easily.

Deactivating components in the client-quick-configuration
Single adjustments can be deactivated, so that the user can not change them anymore.

Hotkeys in the quick-configuration

For faster access to certain applications in the quick-configuration it is possible to define key combinations (Hotkeys). These hotkeys can be used if task bar sybmols aren't allowed.

Create Infoclientvalues manually (over the quick configuration)

Infoclientvalues can also be created and edited by the quick configuration.

Citrix/Terminalserver

The Cordaware bestinformed Infoclient can also be used on Citrix applications and on terminal servers.

Turn on screen by receiving an Info

The screen can be turned on automatically by incoming messages or alarm notifications.

Configuration for the energy saving mode

An Infoclient option prevents that the computer changes into the energy saving mode.

Password protected Infoclient

For additional security the Infoclient can be protected by a password.

Professional Edition

Advanced Scriptfilter functions

Besides the filtering of usernames, IP-addresses etc., it is also possible to filter existing groups, AD/LDAP groups or Filegroups. Moreover groups can be created from the connection overview.

AD/LDAP – Synchronisation

Access and synchronisation of AD and Windows domains with the Infoserver over the Groupmanager tool.

MailToInfo

The interface MailToInfo enables to connect external systems easily (e.g. ticket tools)

InfoToMail

The interface InfoToMail enables you to inform certain groups (e. g. VIPs) via E-Mail/SMS)

FTPToInfo

The interface FTPToInfo enables you to convert the content of files into Infos, which are sent to the infoser-ver via FTP. The requirement for the conversion is that the file conent is available in ASCII format for examp-le as text file or as an issue of a virtual ASCII printer.

Report Generator

The Report generator provides a wholistic overview about all dates of Cordaware bestinformed. Every infor-mation from the bestinformed database can be processed by the report generator.

Filegroups, Autogroups

Filegroups are groups, whose members were defined over a text file. Autogroups are a supplemental oppor-tunity to generate user groups from external systems automatically.

Infoszenarios

Infoszenarios are a very effective tool to send serveral messages with less clicks in certain default situations. An essential characteristic of Infoszenarios is that infos with different presentation forms, recipient and con-tents can be sent with one action.

WakeOnLan

In case of an alert the computer can be turned on via Wake on LAN, if it gets a message.

Additional domains

Besides the native domains of the Infoserver, it is possible to register multiple additional domains for a multiude of purposes for example readout of group and user information from other directory services or certain sectors readout of customized user informatition from a directory service and the usage of a domain as password container for the MailToInfo interface.

Response

The Response function enables the recipient to send a reply to the Infoserver. The content of reply can be created by the recipient over a Response–Hyperlink individually or the reply is generated by a script automatically.

Enterprise Edition

Dynamic Variables (Infoclientvalues)
Different client properties for example installed applications, running processes or connections can be trans-fered to the Infoserver by dynamic Infoclientvalues.

Dynamic Channels
Dynamic distribution of information (Only the users who are using a certain application at the moment get the message).

Poweru
Powerusers are fa flexible copy of client structures in a company. Which rola a poweruser plays in a company depends on the configuration of ist rights and ressources. The logon group enables approriate users the login into a Poweruser profile.

Servergrid
The Servergrid consists of a combination of one Main-Infoserver and serveral Client-Infoservers. The grid provides a higher reliability and disposes the demand by the Info distribution. Furthermore the distribution of Infos with a large number of recipients occurs much faster within a servergrid.

Multiclient entities (AdditionalInfoServers)
Simultaneous Client Connections to different servers.

Alarm Edition

Activating an alert without attracting attention
The initiator activates the alert without attracting the aggressors attention in the room.

Centralized administration and configuration on the server
The administration and configuration of the clients and alerts occures on the infoserver website.

Individual key combinations
There are several individual adjustable key combinations to initiate an alert.

Activating an alert while the screen saver is active
Alerts can also be activated during an active screen saver.

Activating an alert on the winlogon desktop
Alerts can also be released on the winlogon desktop.

Individual design of Alerts and All Clears
Different design possibilities can be used to create Alerts and All Clears.

Different presentation forms for Alerts and All Clears
Alerts can be displayed in different forms for example full screen, pop-ups in all sizes and as desktop-ticker.

Activating serveral alerts simultaneously
The Alarm Edition enables the user to send several alerts simultaneously.

Distribution of Alerts over additional interfaces
Alerts can also be sent to mobile devices through a SMS-Gateway and by E-Mail.

Immediate feedback of the recipients

The initiator receives a StatusInfo on his screen about the number of recipients and confirments, to assure that his alert was acknowledged and help is on the way.

All Clear through the alarm-initiator

The alarm can be canceled by a single click on a hyperlink in the Alarm-StatusInfo. Additionally an all clear message is sent to all alert recipients.

Location-Based Alerting

Dynamic alerting in dependency of the location of the initiator and the recipients.

Cascading recipient groups

The alarm-recipient group is extending automatically until the predefined minimum of recipients is reached.

> If you have any questions about the features of Cordaware bestinformed, don´t hesitate to contact us by phone or e-mail.