

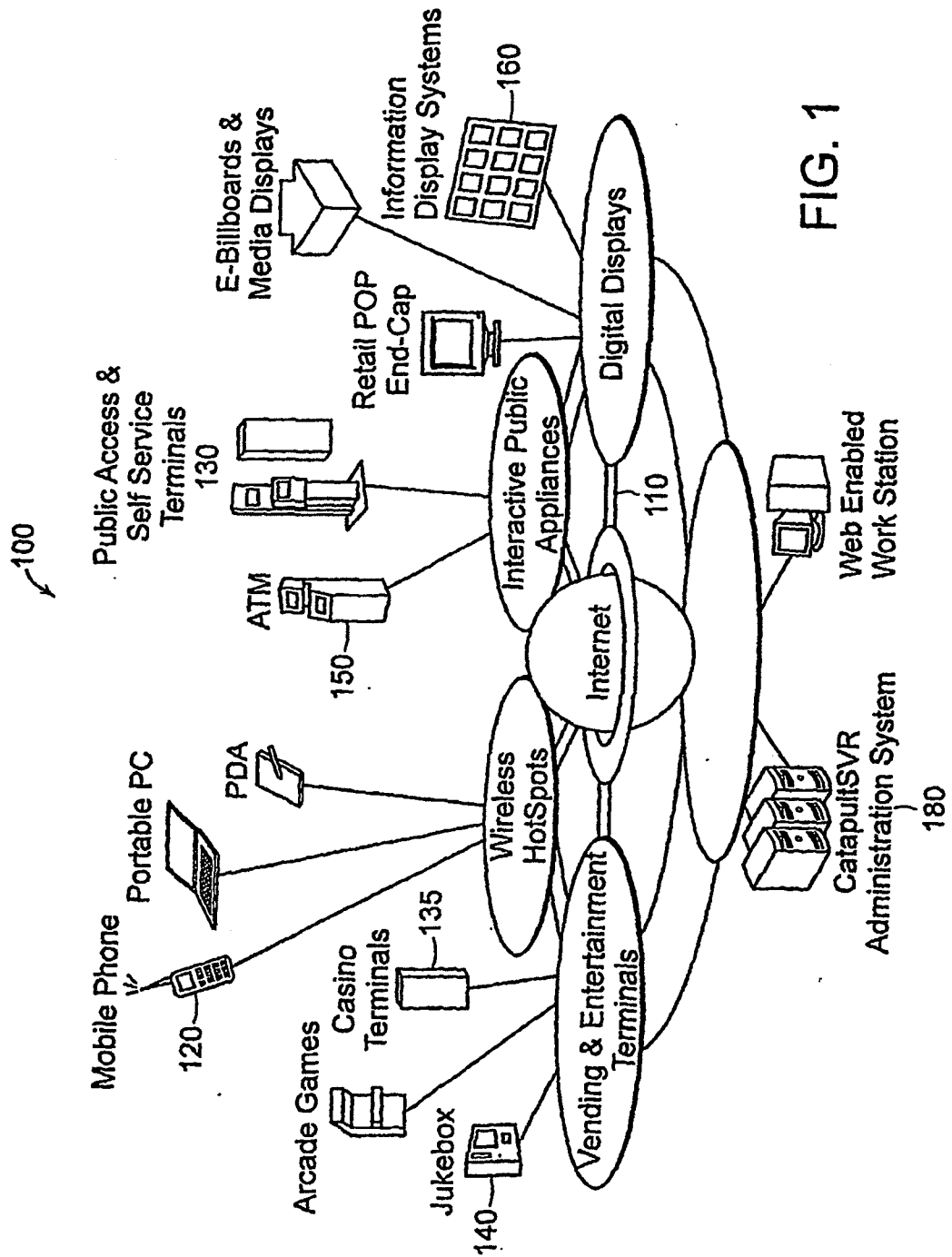


FIG. 1

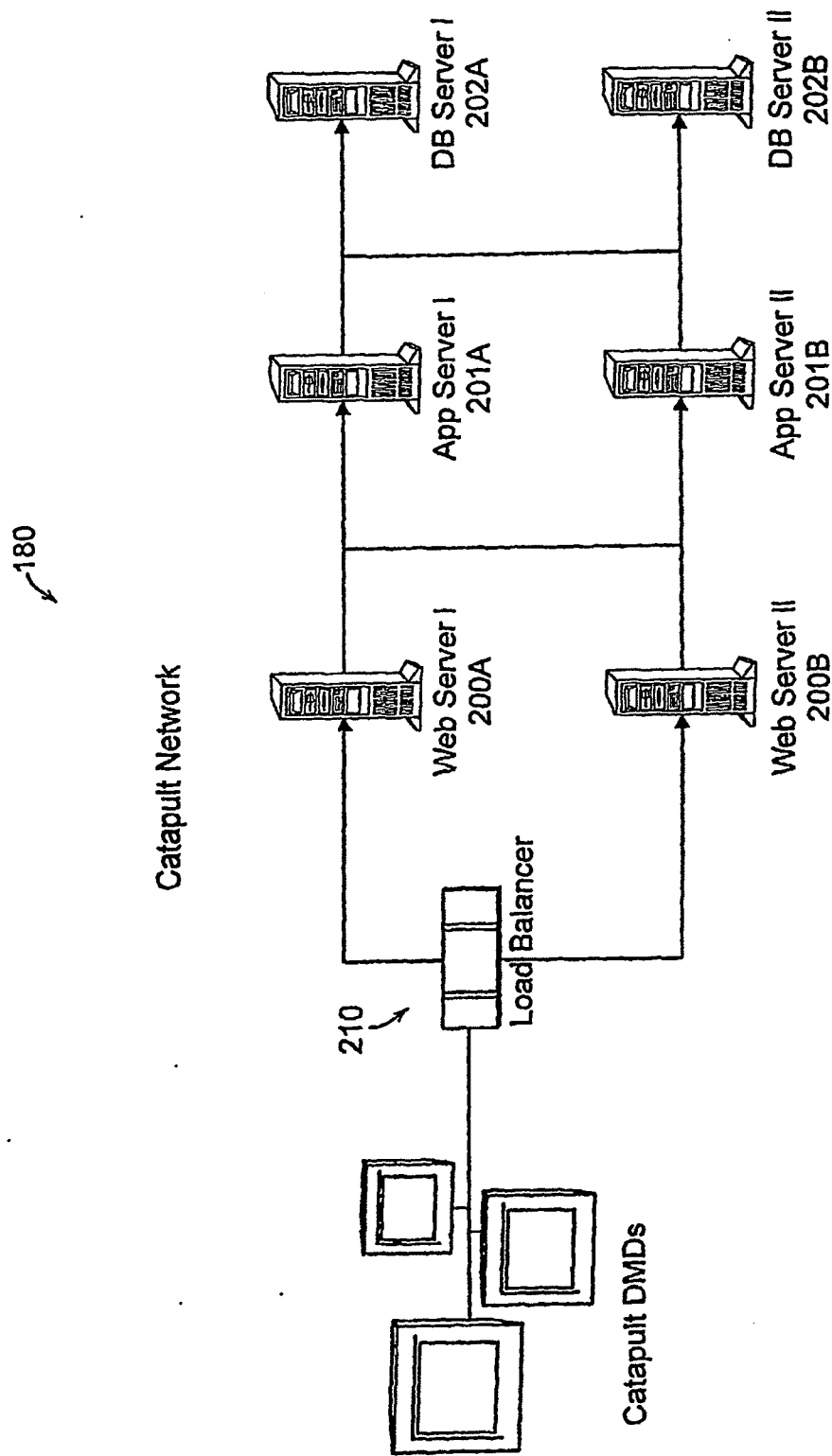


FIG. 1A

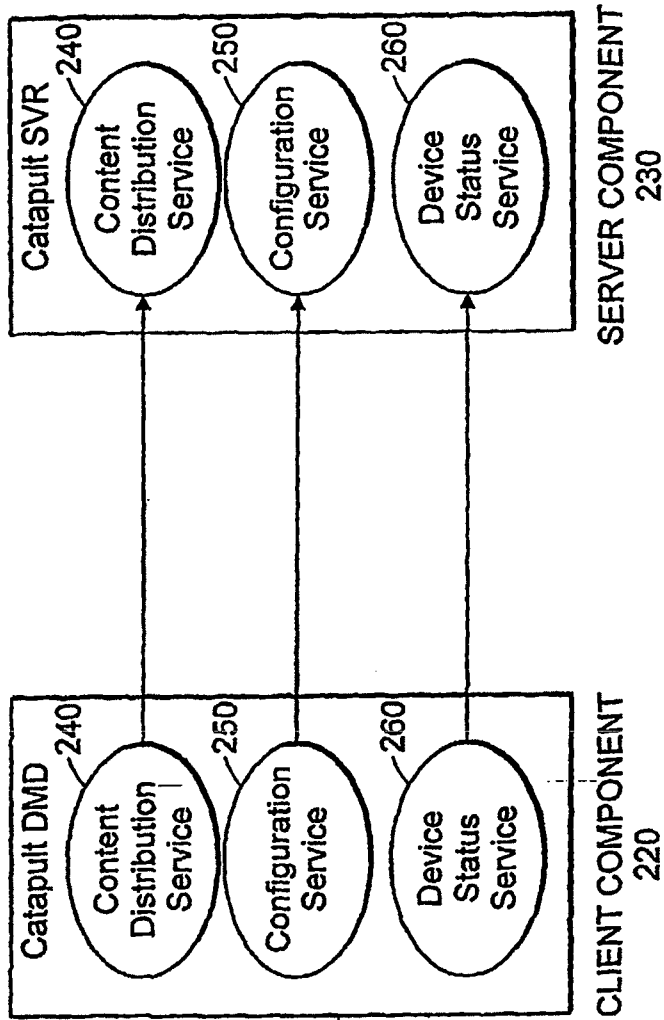


FIG. 2

FIG. 3A
FIG. 3B
FIG. 3C

FIG. 3

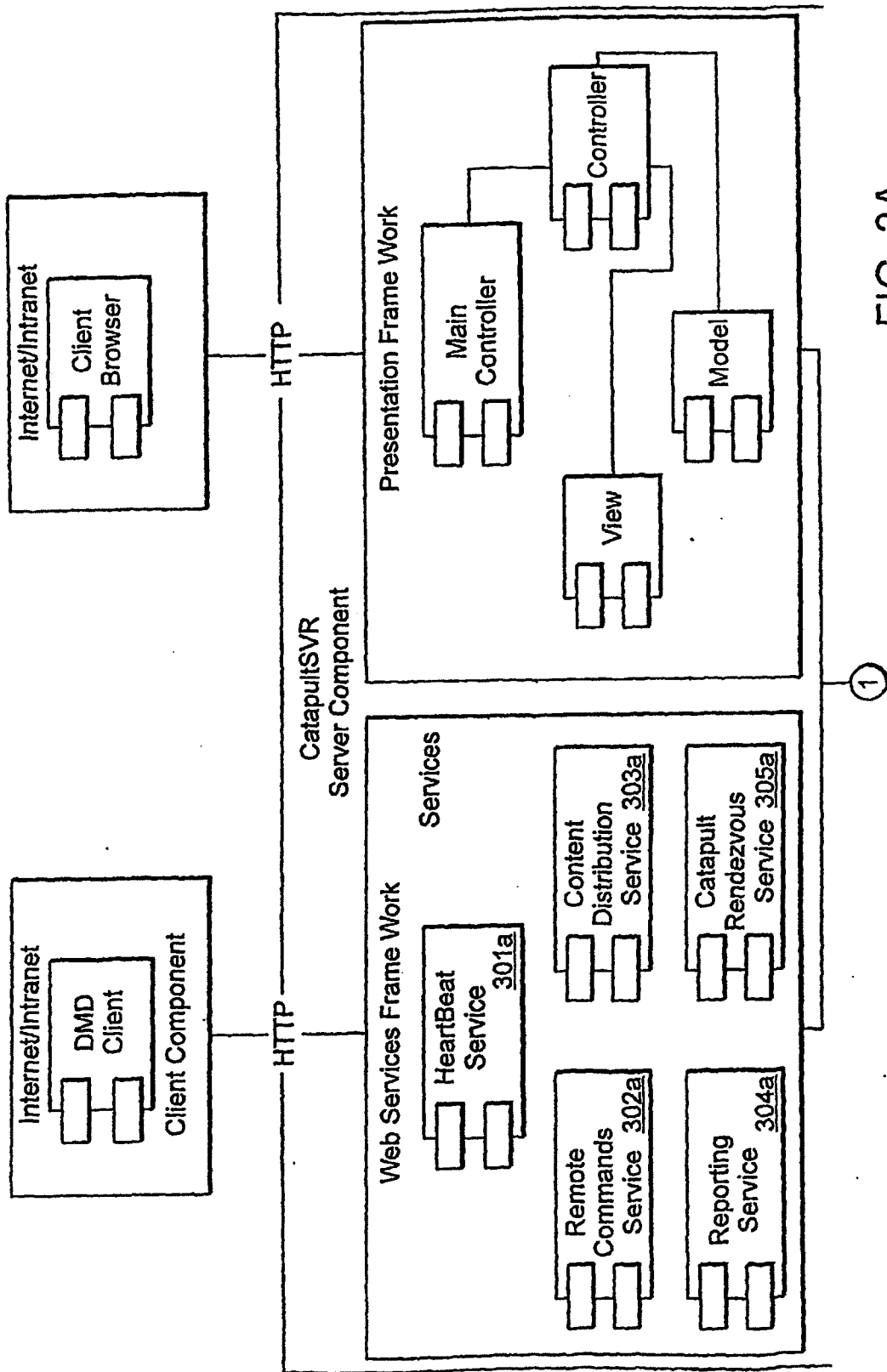


FIG. 3A

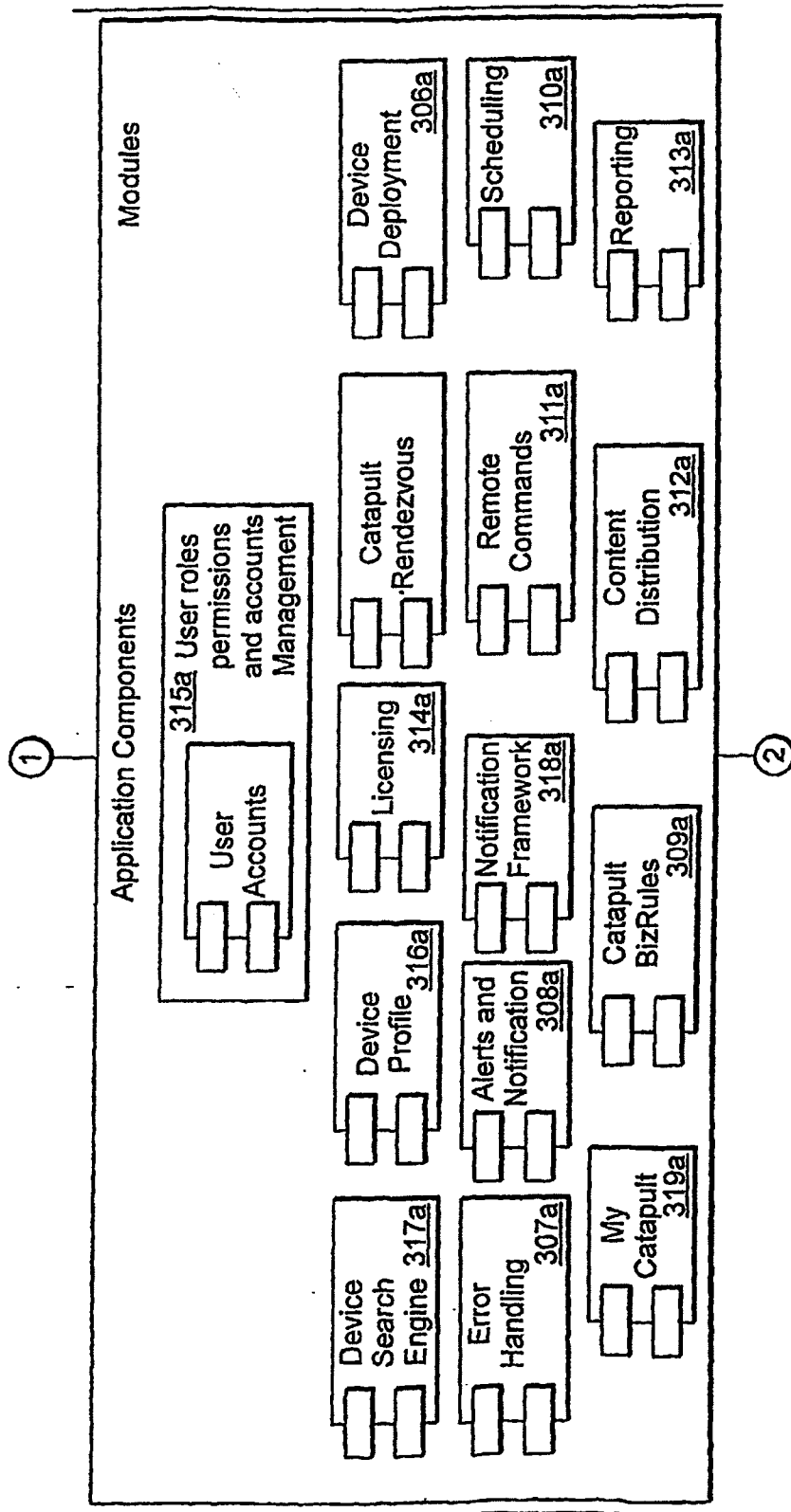


FIG. 3B

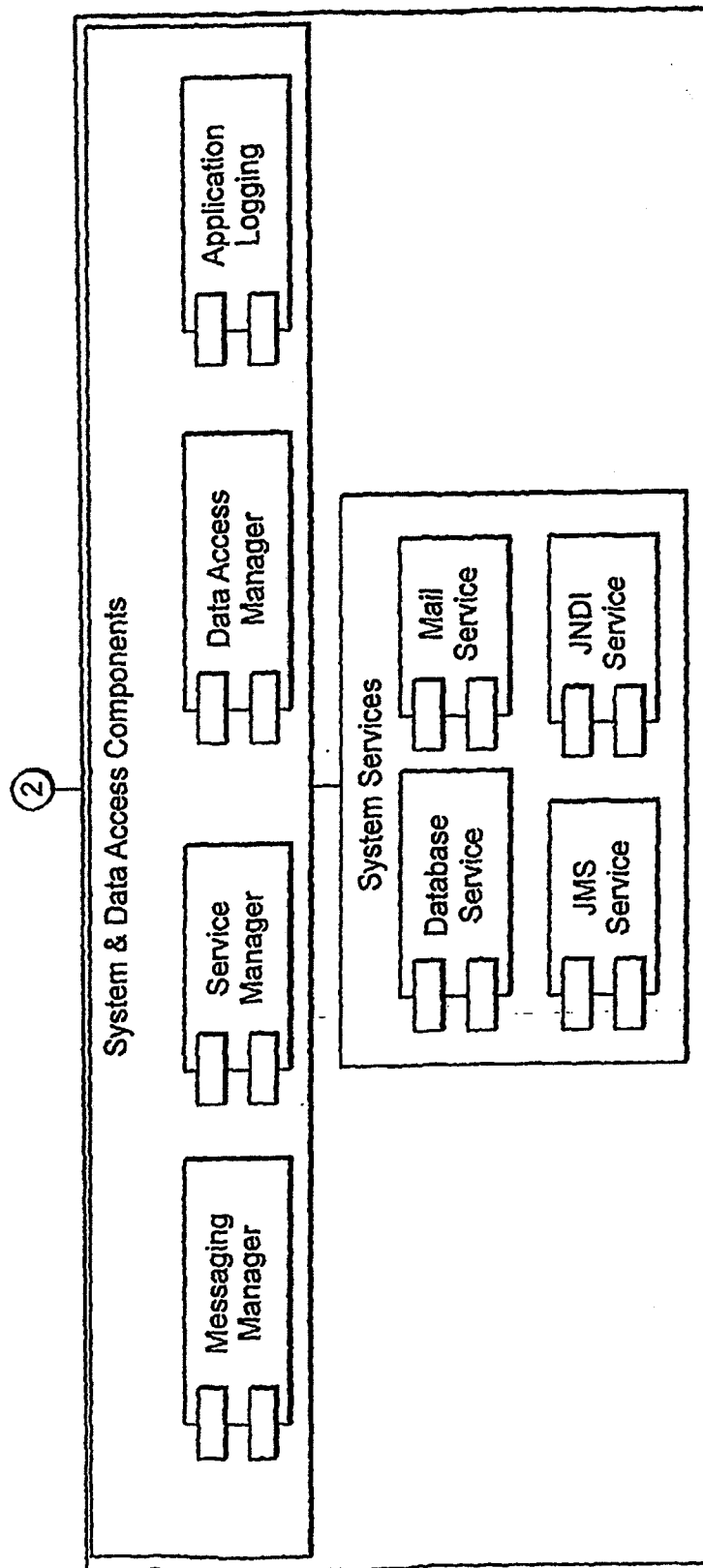


FIG. 3C

FIG. 4A
FIG. 4B

FIG. 4

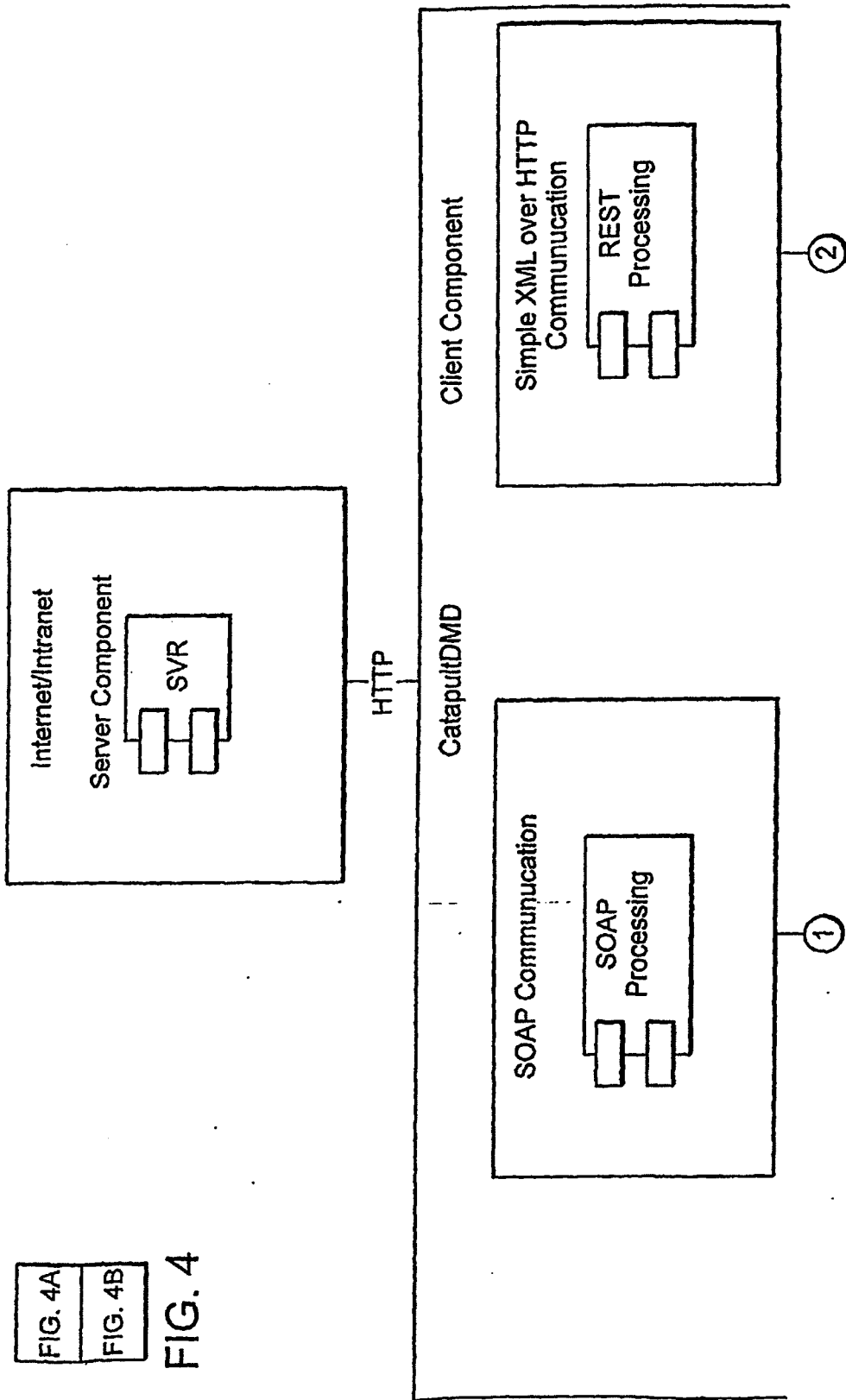
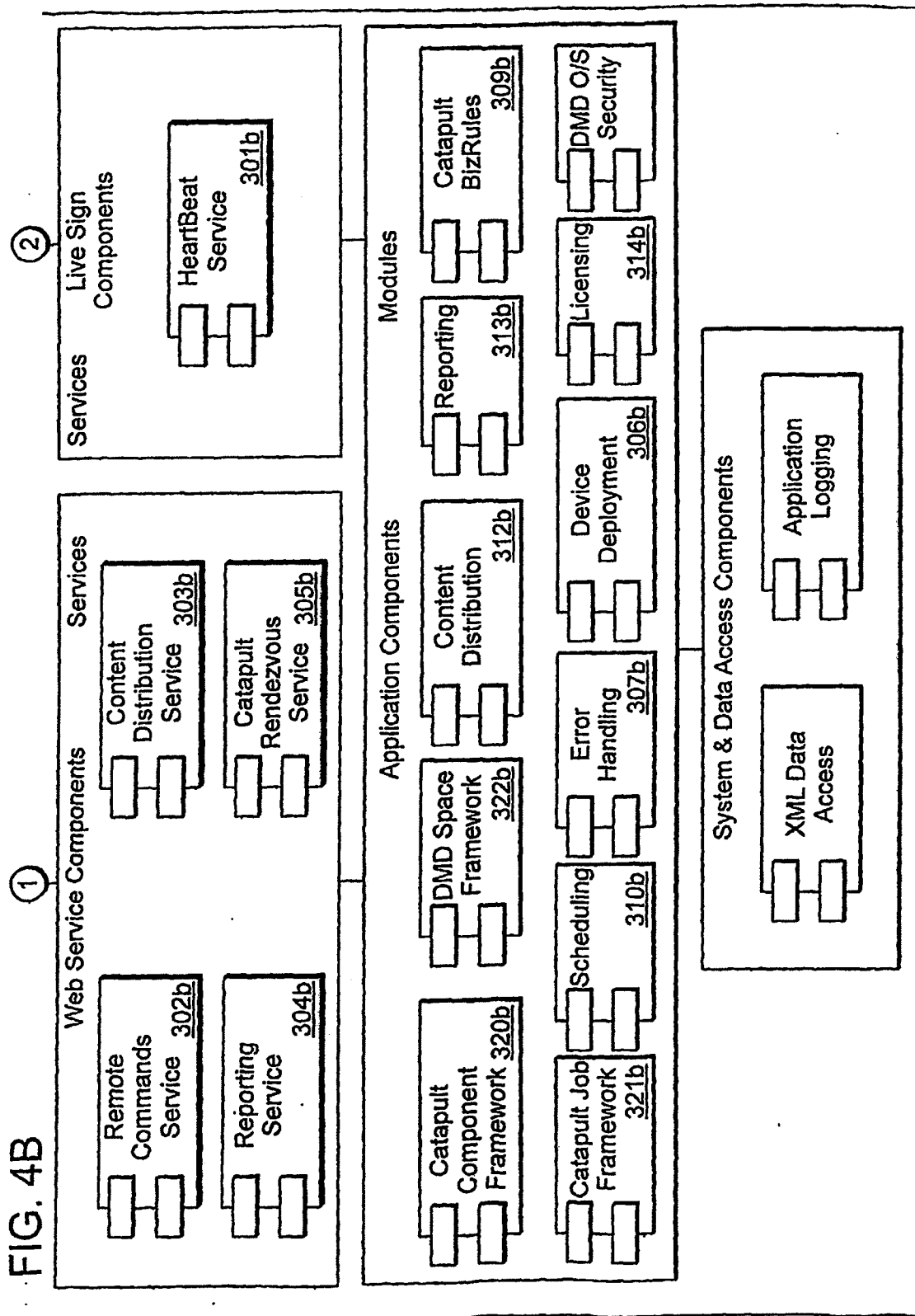


FIG. 4A

FIG. 4B



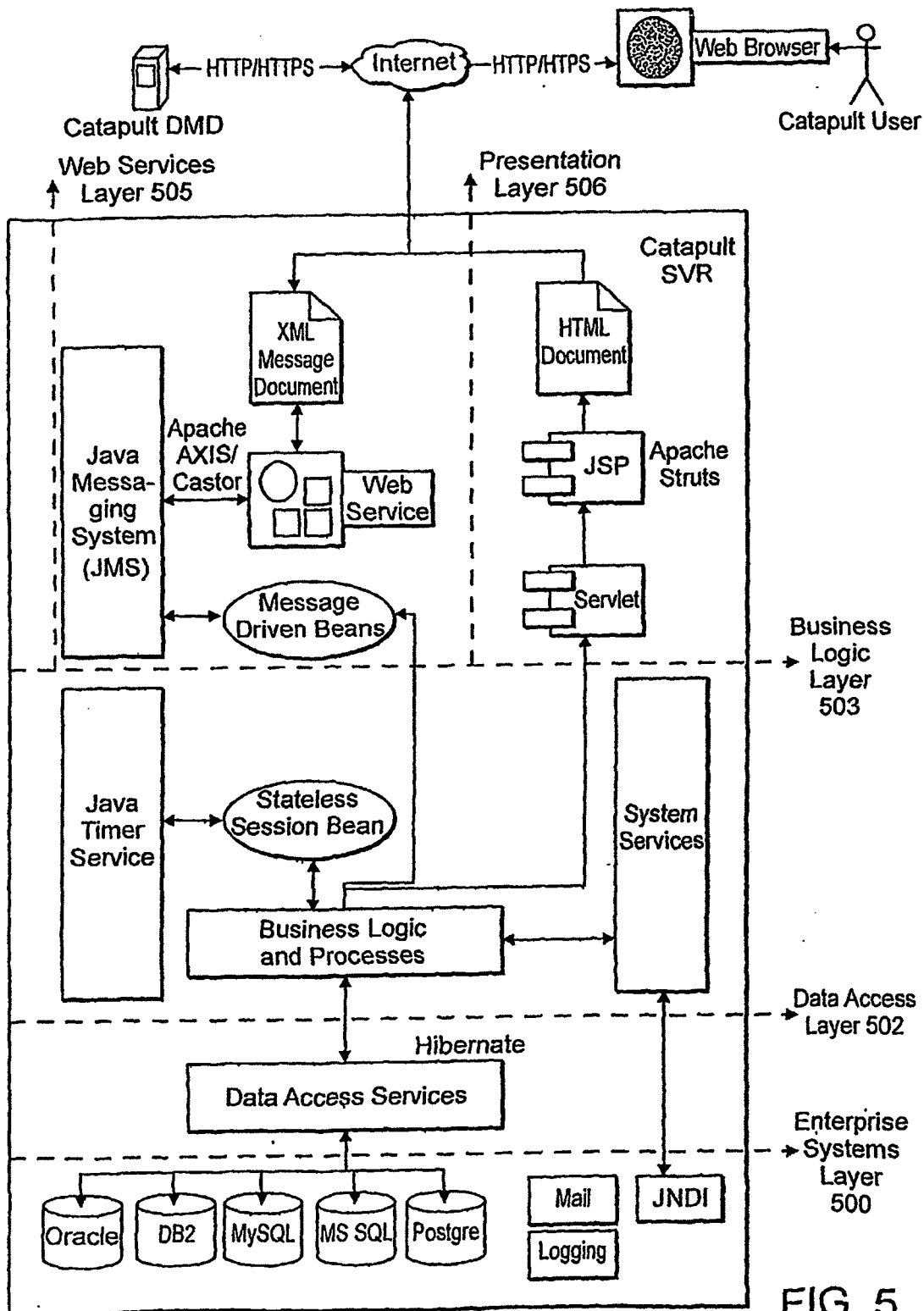


FIG. 5

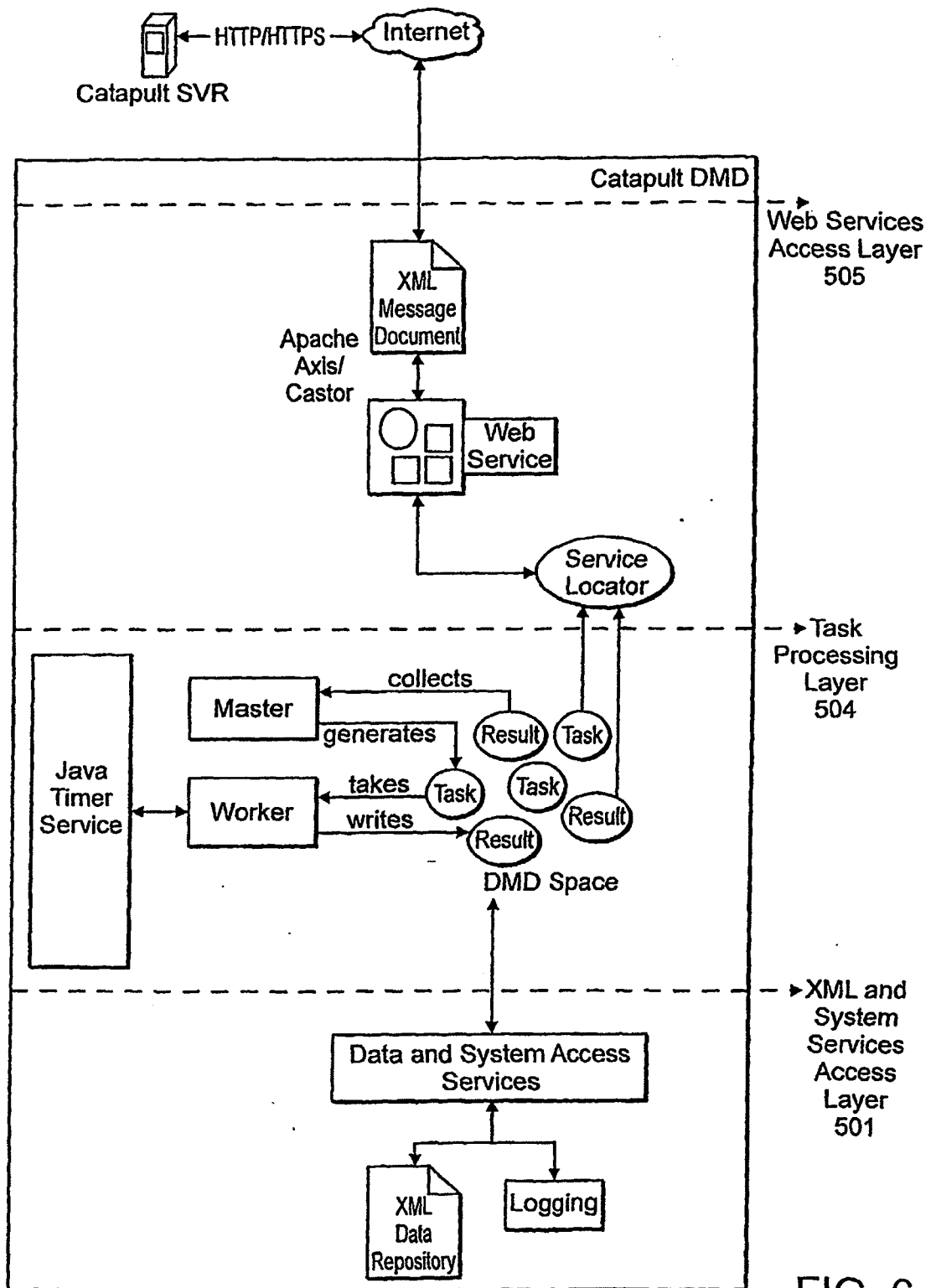


FIG. 6

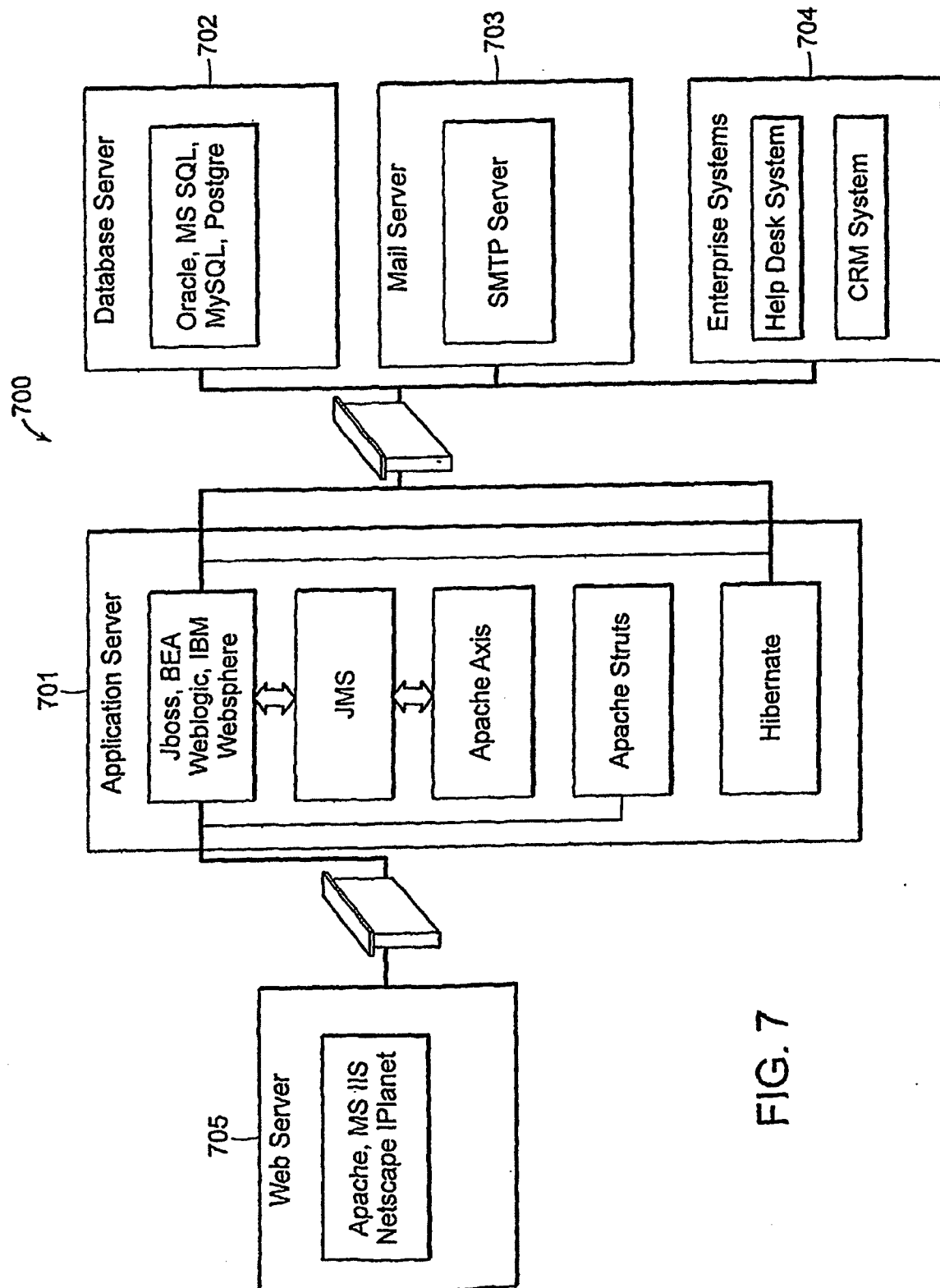


FIG. 7

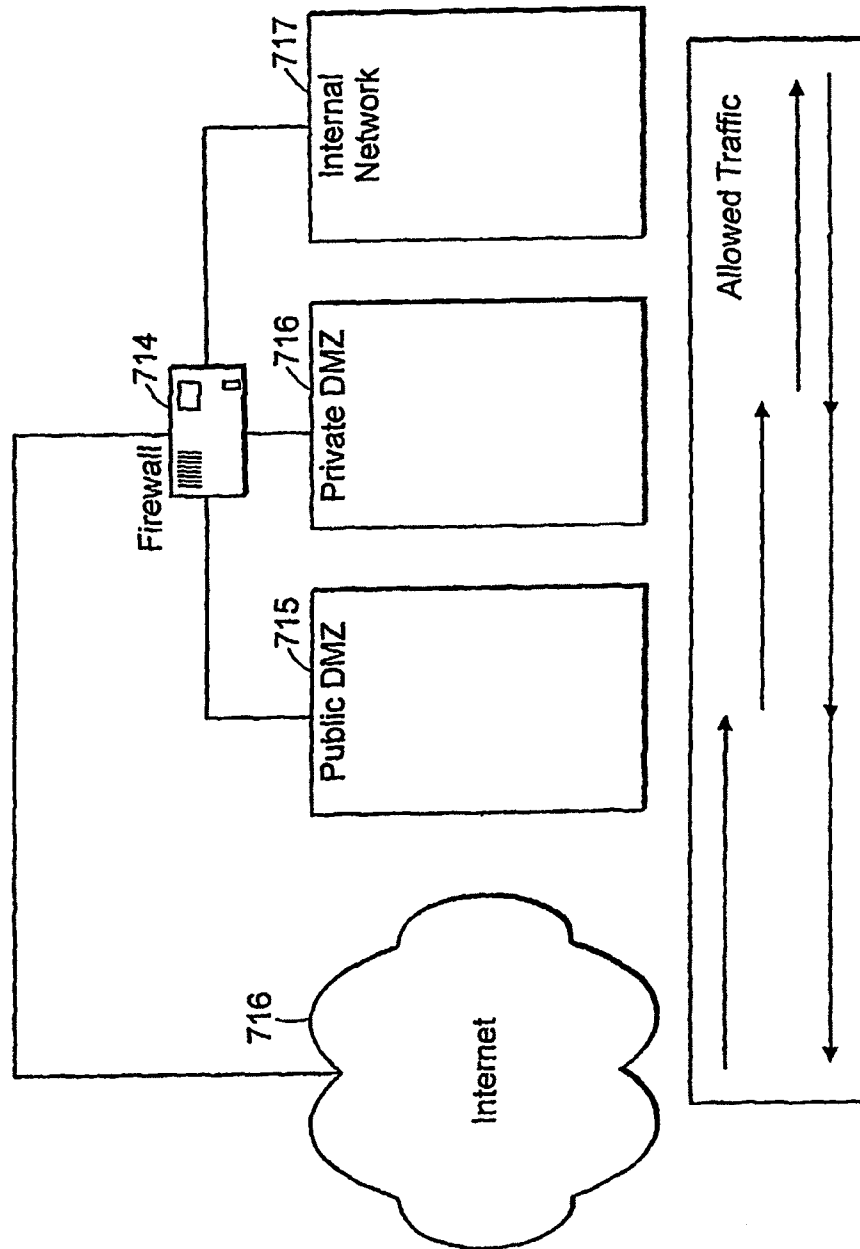


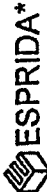
FIG. 7A

Catapult Generation J-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Home Search Favorites
Address http://catapult6.touchpoint.ca/catapult/useraccount/login.do
Google Search Web 4 Blocked Auto Options
WestCiteLink CL FI KC
User:Mark Chan Feb 15, 2005
Configuration Help Logout
Catapult* 800
My Catapult
Devices Profiles Rules Users Software Updates Digital Content Reports

To Do List
Done Task Assigned by
Set up an error handling .. Jonathan Wolf
Set up a new user .. Jonathan Wolf
Apply error handling rule .. Myself
Prepare report for .. Myself
Set up a new user .. Sue George
Add Task Item 803
Shortcuts
My Inbox
Done Task Sent by
Report: Errors in the las .. Jonathan Wolf
Report: Boston area .. Jonathan Wolf
Checkout Express DB failu .. System
Alert: Ink low device 223 .. System
Task complete: Edit de ... Steve Morant
Sales Revenue (New Engl ... System
Delete Message Next 25 802
Tip of the week
Catapult News

Dashboard Analysis
Usage by Type Errors by Profile Uptime by City Errors by Type
Zenstore: Massachusetts Devices
95% 72% 85% 89% 85% 88% 55% 79% 67% 95%
Boston Springfield Andover Millon Oak Bluffs
Cambridge Newton Dartmouth Nantucket Salem
Edit Report Export / Email Report Add / Remove Reports
Dashboard: Errors and Problems
Severity Device Path Name Problem Last Check-in
New England/Mass/Boston/Zenstore 4 Z765765 Offline 08/07/05 22:04
New England/Mass/Boston/Zenstore 22 Z9876876 Offline 08/07/05 17:54
New England/Mass/Cambridge/Zenstore 2 Z876873 Media reader.. 08/08/05 10:08
New England/Mass/Cambridge/Zenstore 2 Z876873 Application st... 08/08/05 10:08
Internet

FIG. 8



! User owner

My Esprida

Devices

Device Profiles

Rules

Users

Digital Content

Reports

Configuration | Help | Logout

800

SetUp New Profile

Step 2 of 7

Organization: Esprida, ET-Org-01, Tim

Source Devices:

Devices selected: 810

820

Set properties: Business setup

Note that fields containing only spaces are considered to be empty.

Store

Street

City

State / Region

Zip Code

Country

Fred

Name

Phone 1

Phone 2

Back

Next

* mandatory

FIG. 8A

ESPRIDA* User: owner Configuration | Help | Logout

My Esprida Devices Device Profiles Rules Users Digital Content Reports

820

▶ Browse Device Directory

☐ Select All
☐ Show Selected

☐ frog
☐ T003_ser_0
☐ TEST004_02

825

Esprida

Test_Org

ET-Org-01

Jan4_test

Tim

TestSmoke

Unassigned

sub2

amir

Walmart

Another scary nam

Store is Leo

Inactive

Fred Store

SM_KH_STR

Bug_1478_kh

ACT

ALL KIOSK

▶ Create Smart Group

Devices in this group will meet ALL criteria that you set below. However, you don't necessarily have to create the smart group based on all the criteria that are displayed below. You can base your smart group merely on one criterion and that criterion could be any from the ones that are given below.

Device Type:

☐ All

Device Status:

☐ All

☐ Active

☐ Inactive

830

Store

Street

City

State / Region

Zip Code

Country

Fred

* Name This Group

Search by Profiles

Search by Filters

FIG. 8B

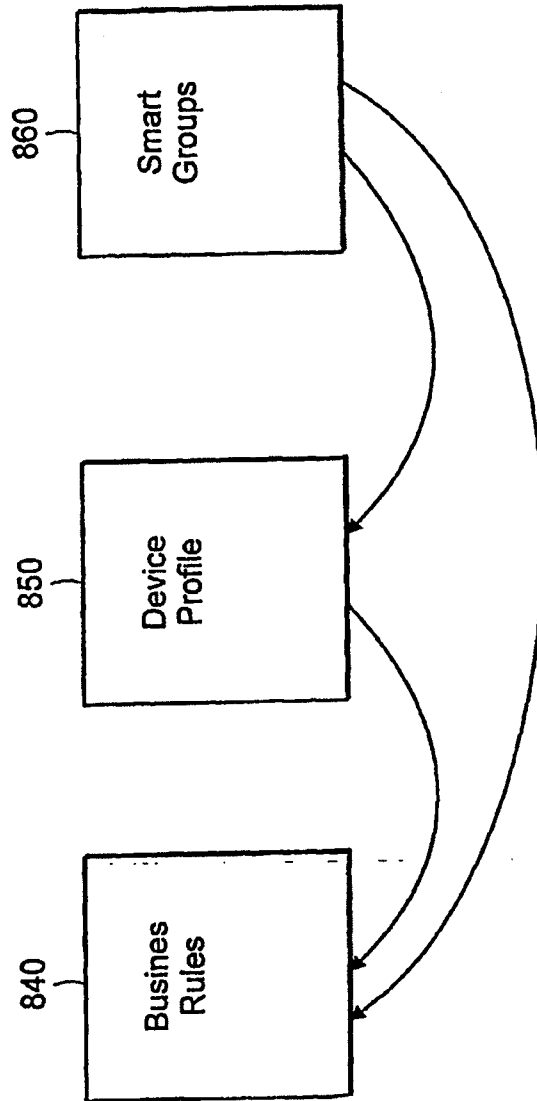


FIG. 8C

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites WestCiteLink CL FI KC

Address http://catapult6.touchpoint.ca/catapult/rules/rulesMenu.do

User: Mark Chan Feb 15, 2005

Catapult*

My Catapult

Configuration | Help | Logout

Go Link

Rules Users Software Updates Digital Content Reports

Search:

West Cite Link

Please select a rule category:

Error Handling (Set Up Rule)

Alerts and notifications (Set Up Rule)

Schedule Reports (Set Up Rule)

Schedule Maintenance (Set Up Rule)

900

Existing: All Rule Categories

Name	Transfer	Status	Category	Data and Time	Target devices	Details / comments
☐ Auto recovery ZenAd	☐	Active	Error handling	12.05.05 11:35	Cambridge	recover printer from possible...
☐ ZenPhoto maintenance	☐	Pending	Schedule maintenance	04.05.05 07:33	Cambridge	Update devices with...
☐ All types CPU usage weekly report	☐	Active	Scheduled reports	06.05.05 16:45	Boston South	check the CPU usage...
☐ Out of toner alert	☐	Active	Alert and notifications	06.05.05 13:15	Brookline	let us know when your out of...
☐ Out of paper alert	☐	Inactive	Alert and notifications	08.05.05 12:56	Concord	check the printer paper status...
☐ Uptime ZenSelfService	☐	Inactive	Scheduled reports	11.05.05 11:35	Boston North	Uptime status...
☐ Out of toner alert Noritsu	☐	Draft	Alert and notifications	12.05.05 07:22	Boston North	...
☐ Out of paper alert Noritsu	☐	Active	Alert and notifications	09.05.05 16:45	Brookline	check the printer paper status...

Internet

FIG. 9

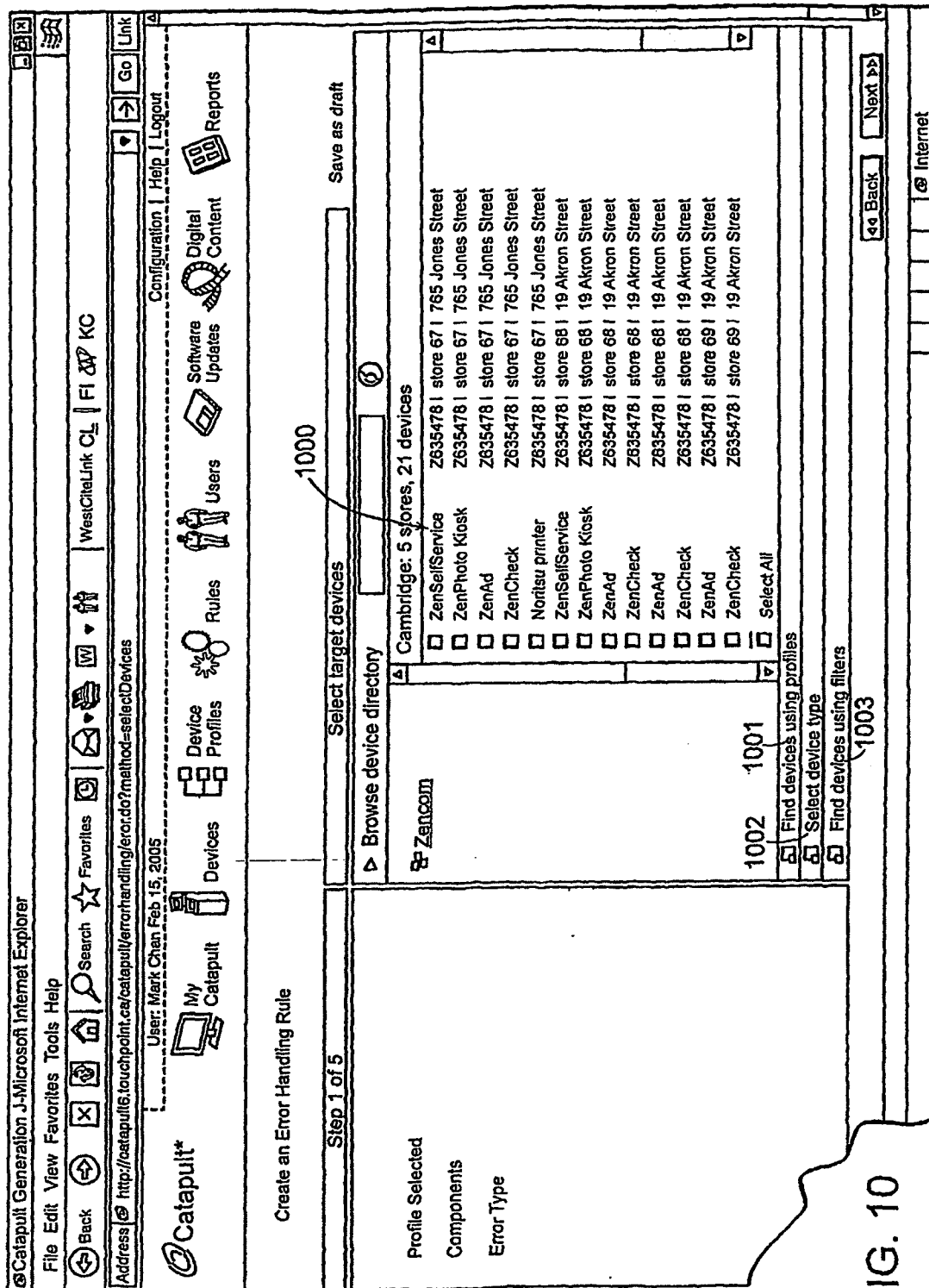


FIG. 10

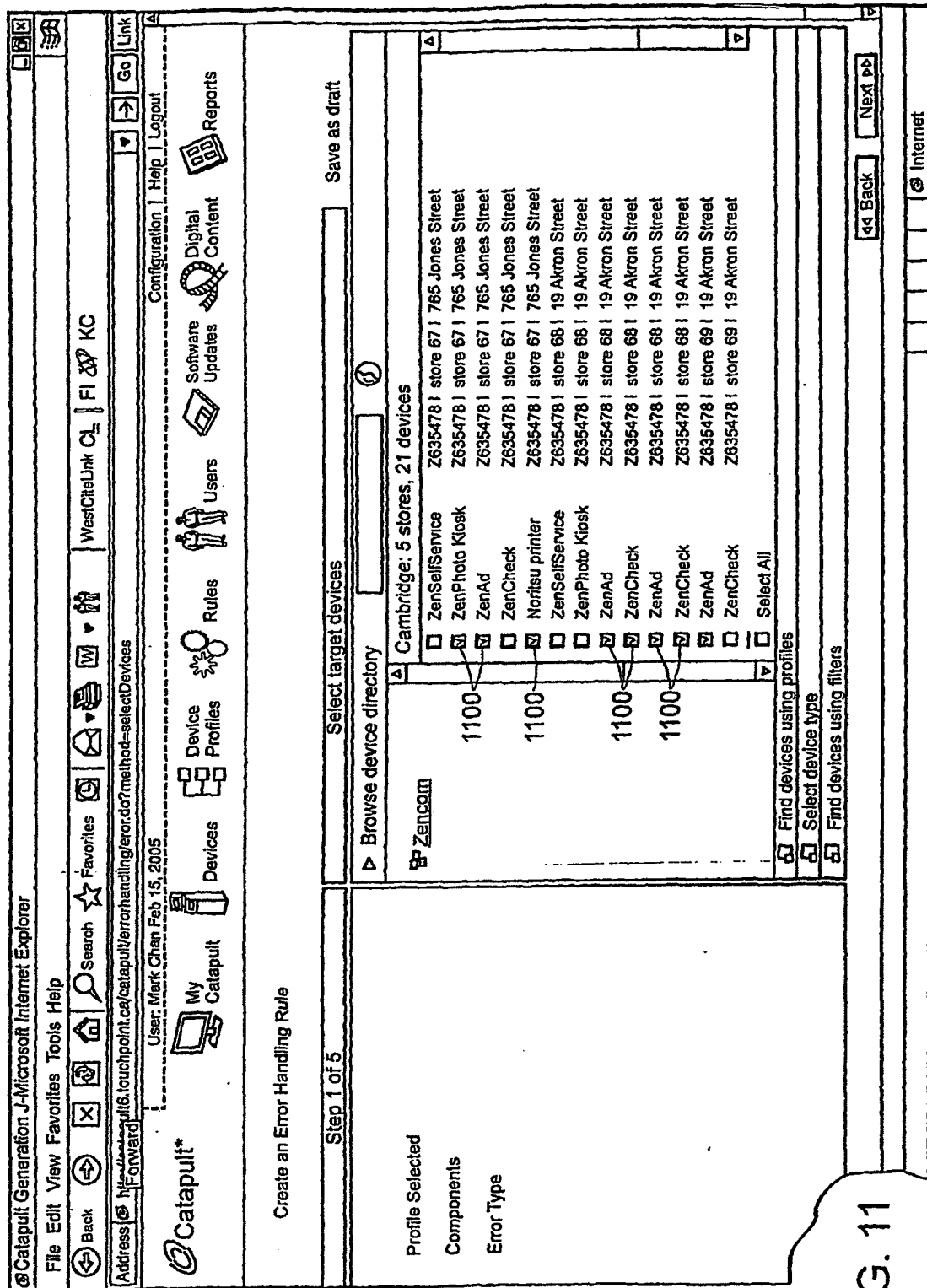


FIG. 11

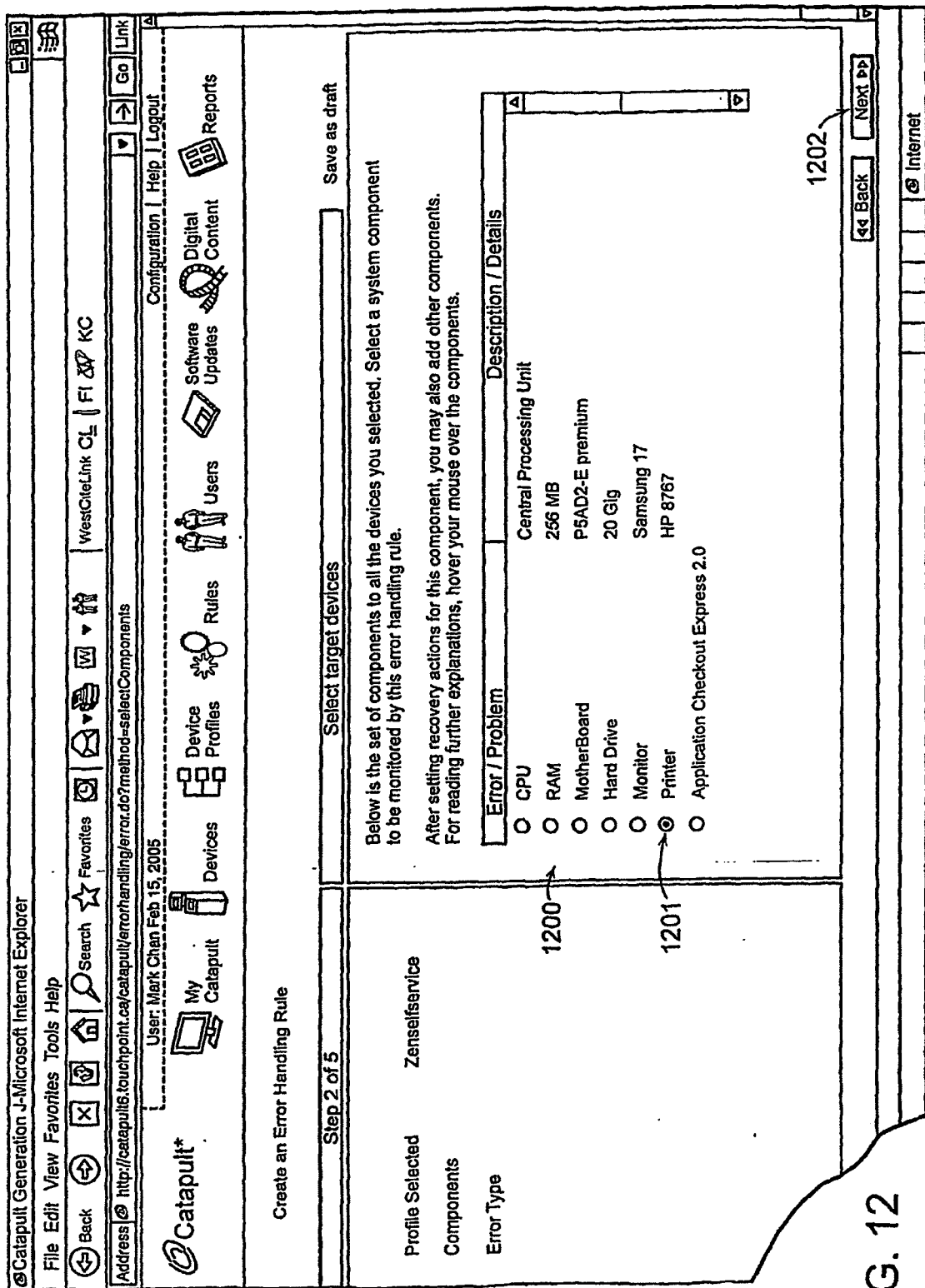


FIG. 12

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites WestCiteLink CL FI XP KC

Address http://catapult6.touchpoint.ca/catapult/errorhandling/error.do?method=selectErrors

User: Mark Chan Feb 15, 2005

Configuration Help Logout

Go Link

My Catapult

Devices Device Profiles Rules Users Software Updates Digital Content Reports

Create an Error Handling Rule

Step 3 of 5

Component Status / Error Type

Save as draft

Profile Selected Zenselfservice

Components Printer

Error Type

Selected Component: Printer 1301

Select the errors or problems for this component.
Make sure you enter status information as needed.

1301

Error / Problem

☒ Credit card reader failure threshold 1303

☒ Cannot reach payment gateway

☐ Disconnect from Database

☐ Network Security failure with POS

☒ Internal Error (Application Stopped)

1302

Status

10%

1304

add add add add add

44 Back Next >>

Internet

FIG. 13

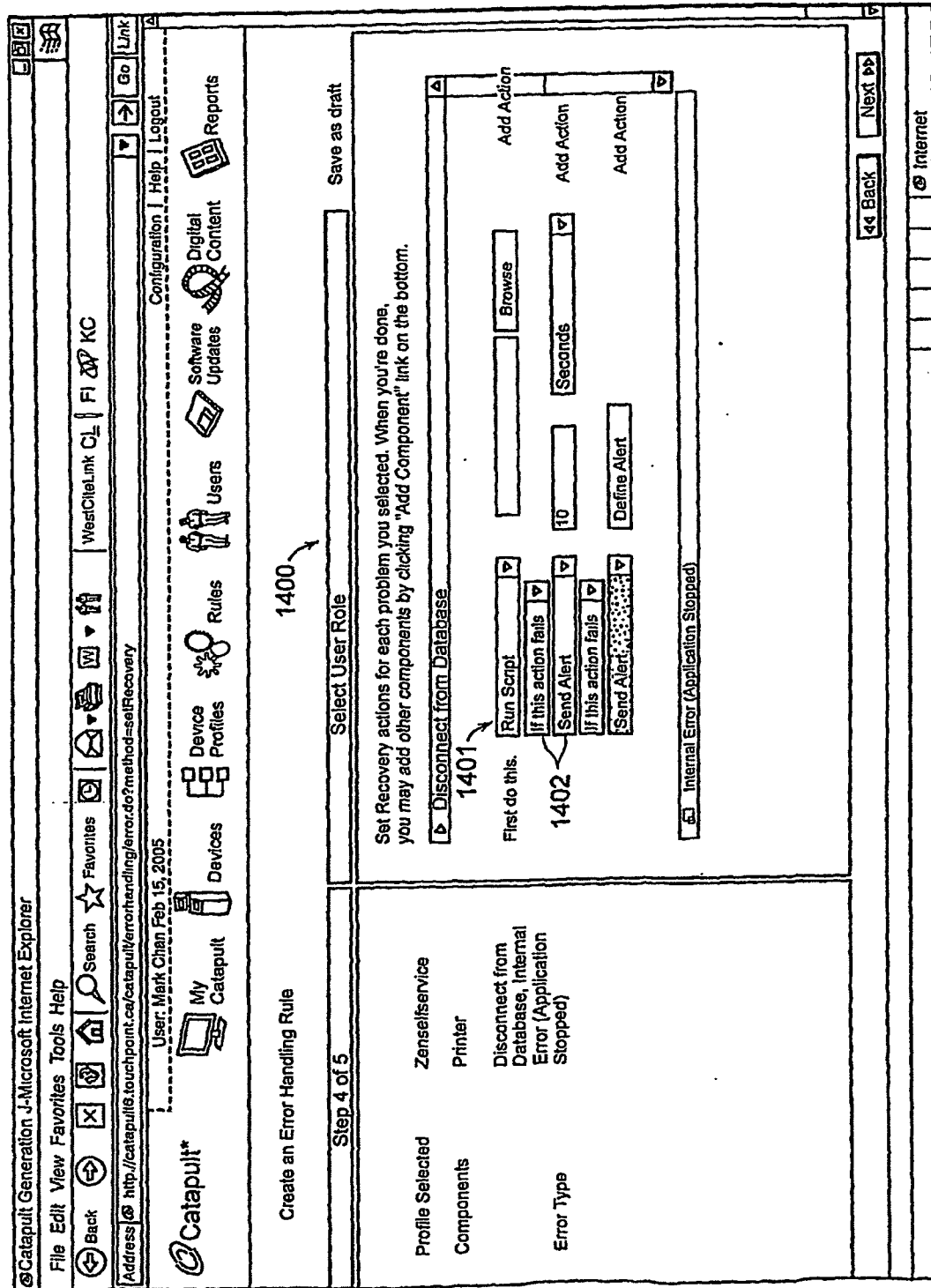


FIG. 14

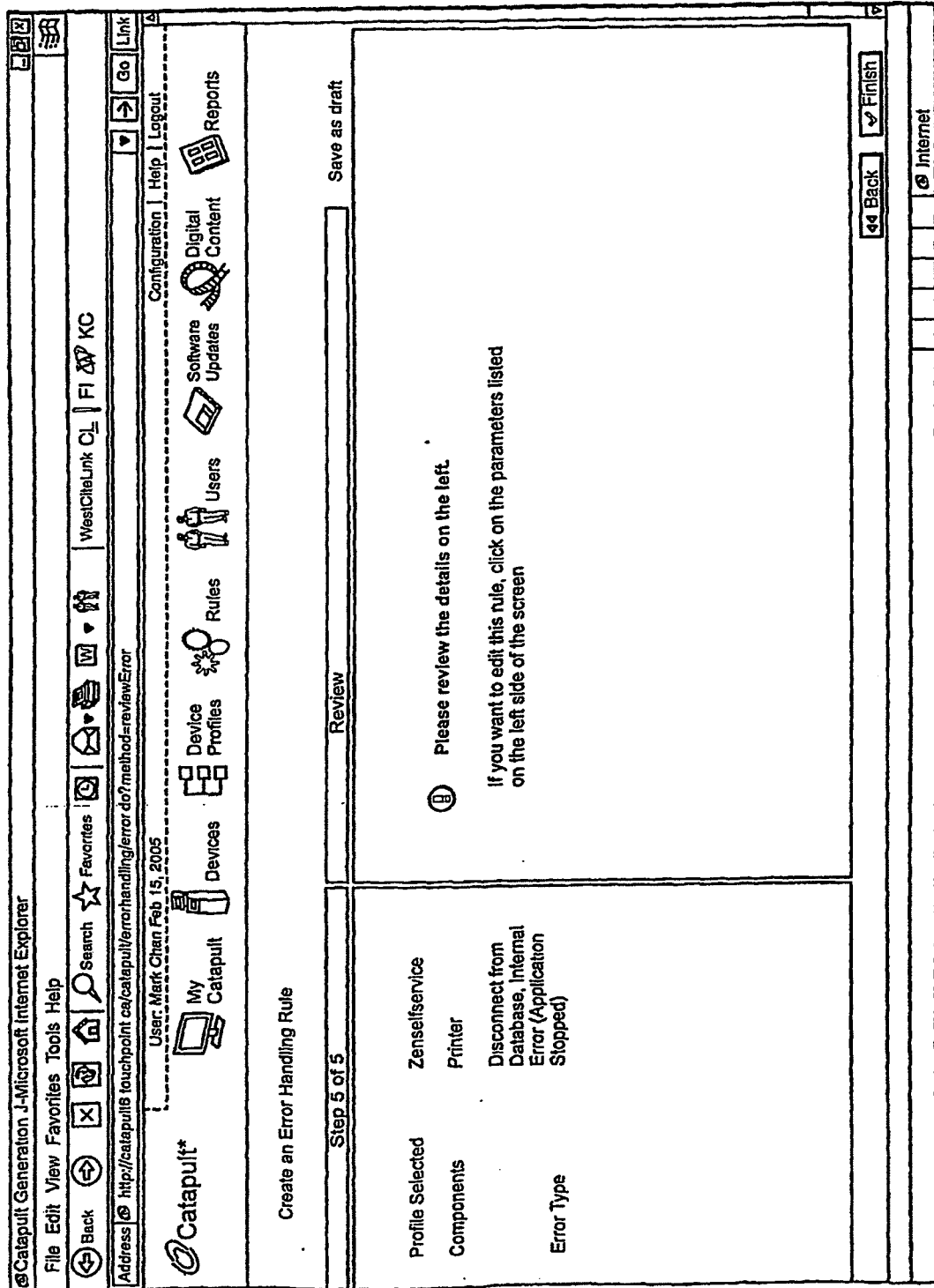


FIG. 15

Catapult Generation J-Microsoft Internet Explorer
 File Edit View Favorites Tools Help
 Back Forward Stop Search Home Favorites
 Address: http://catapult6.touchpoint.ca/catapult/deviceDeployment/DeviceSnapshot.do

WestChiaLink CL | FI XP KC
 Go Link

Catapult* My Catapult
 Devices 1600

Device Profiles Rules Users Software Updates Digital Content Reports

Search Devices: 1601
 Device View

Zenoom
 Select All
 ZenSServe
 ZenAd
 ZenPhoto
 ZenCheck
 Noritsu
 ZenSServe
 ZenAd
 ZenPhoto
 ZenCheck
 Noritsu
 ZenSServe
 ZenAd
 ZenPhoto
 ZenCheck
 Noritsu

1602

Device Snapshot
 Device Name: Device 6
 Connection: Online
 Path: Network 4/South Region/Sity D
 Location: South Lab Mississauga
 Local Time: 12:29:30 PM (GMT-5)

DMD Components
 Connectivity status: Offline
 Connectivity status: DSL
 Operating System: Window XP Pro SP2
 Catapult DMD: Version 3.8
 Last Communication: 09/13/04 11:26:34 PM

Devices and Peripherals
 Scanner: Cannon 700
 Bill Acceptor: ABC 300
 Printer: Epson 700
 Media Reader: A-tech A9
 Last Communication: 09/13/04 11:26:34 PM

Systems
 CPU: 2804Mhz 2% usage
 Total Ram: 512MB 21% usage
 Disk Drive: C: 24987 MB 220202 MB free
 D: 53253 MB 45678 MB free
 Last Communication: 09/13/04 11:26:34 PM

Applications
 Photo Kiosk: Ver. 5.1
 Music Station: Ver. 1.0
 Last Communication: 09/13/04 11:26:34 PM

Software Updates
 Photo Kiosk: Patch 1a
 Data Updated: 10/07/04 10:16:54 PM

Actions
 History
 Rules
 Profiles

Search by Profiles
 Done

1603

Internet

FIG. 16

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites

Address http://catapult6.touchpoint.ce/catapult/deviceDeployment/deviceHistory.do

User: Mark Chen Feb 15, 2005

Catapult

My Catapult

Devices Device Profiles Rules Users Software Updates Digital Content Reports

Configuration Help Logout

Go Link

Search Devices:

Device View

Zencom

Select All

☐ ZenServe

☐ ZenAd

☐ ZenPhoto

☐ ZenCheck

☐ Noritsu

☐ ZenServe

☐ ZenAd

☒ ZenPhoto

☐ ZenCheck

☐ Noritsu

☐ ZenServe

☐ ZenAd

☐ ZenPhoto

☐ ZenCheck

☐ Noritsu

1700

1702

View Details / Edit This Device

Device Name: ZenPhoto

Location: Store 67 - 785 Jones St.

Contact Manager: Steven Yip

Path: Zenstore 67

Connection: Online

Local time: 12-12-12-PM (GMT-5)

Phone: 905 829 6876

Email: syip@zencom.com

Show: From: To:

Sort by:

Checkout Express Database Error	Category: Error Handling	Recieved 3/08/05 9:12AM
Actions Performed: Run Script	Status: Completed	Result: Unresolved 03/08/05 8:10 PM
Bill Reader Error	Category: Remote MGMT	Recieved 3/08/05 9:12AM
Actions Performed: Device Reboot	Status: Completed	Result: Resolved 03/08/05 12:10 PM
Printer Offline	Category: Remote MGMT	Recieved 3/08/05 9:12AM
Actions Performed: Restart Application	Status: Completed	Result: Resolved 03/08/05 12:10 PM
Application Offline	Category: Remote MGMT	Recieved 3/08/05 9:12AM
Actions Performed: Restart Application	Status: Completed	Result: Resolved 03/08/05 12:10 PM

Rules

Internet

FIG. 17

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Address http://catapult6.touchpoint.ca/catapult/contentdistribution/contentMain.do

User: Mark Chen Feb 15, 2005

Catapult*

My Catapult Devices Device Profiles Rules Users Software Updates 1800 Digital Content Reports

Configuration | Help | Logout

Go Link

Search Digital Content:

Upload new content package

Show: All packages 1801

Name	Transfer	Status	Category	Date and Time	Target Devices	Details/Comments
☐ New Years promo	☐	Active	Vendor promotion	12/05/05 11:35	Zend North East	
☐ Christmas promo	☐	Inventory	Vendor promotion	04/05/05 07:22		
☐ Boston area promotions - general	☐	Active	Product line promotion	06/05/05 16:45	ZenAd - All	
☐ Boston area Valentine promo	☐	Inventory	Product line promotion	08/05/05 13:18		
☐ March Break Madness (promo)	☐	Active	Vendor promotion	08/05/05 12:56	ZenPhoto Mid West	
☐ Standard pricing	☐	Active	Pricing plan	11/05/05 11:35	ZenSelfservice All	
☐ Weekend discount pricing	☐	Inactive	Pricing plan	12/05/05 07:22	ZenPhoto South	
☐ Electronics discount pricing	☐	Active	Pricing plan	09/05/05 16:45	ZenSelfservice All	

1803

1802

1804

1805

Internet

FIG. 18

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Address http://catapult6.touchpoint.ca/catapult/content/distribution/distributeStep1.do

User: Mark Chan Feb 15, 2005

Catapult*

My Catapult

Devices Device Profiles Rules Users Software Updates Digital Content Reports

Configuration | Help | Logout

Go Link

Distribute and Schedule Content

Step 1 of 3

Save as draft

Select target devices

Browse device directory

Zencom

Cambridge: 5 stores, 21 devices

☐	ZenSelfService	Z635478 store 67 765 Jones Street
☐	ZenPhoto Kiosk	Z635478 store 67 765 Jones Street
☐	ZenAd	Z635478 store 67 765 Jones Street
☐	ZenCheck	Z635478 store 67 765 Jones Street
☐	Noritsu printer	Z635478 store 67 765 Jones Street
☐	ZenSelfService	Z635478 store 68 19 Akron Street
☐	ZenPhoto Kiosk	Z635478 store 68 19 Akron Street
☐	ZenAd	Z635478 store 68 19 Akron Street
☐	ZenCheck	Z635478 store 68 19 Akron Street
☐	ZenAd	Z635478 store 68 19 Akron Street
☒	ZenCheck	Z635478 store 68 19 Akron Street
☐	ZenAd	Z635478 store 69 19 Akron Street
☐	ZenCheck	Z635478 store 69 19 Akron Street
☐	Select All	

Find devices using profiles

Select device type

Find devices using filters

44 Back Next >>

Internet

Devices selected: None selected

Distribution method: None selected

Start Distribution: None selected

Activation: None selected

Deactivation: None selected

Report Recipient: None selected

Report Schedule: None selected

FIG. 19

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address http://catapult6.touchpoint.ca/catapult/contentdistribution/distributeStep2.do

User: Mark Chen Feb 15, 2005

WestChetLink CL FI KC

Configuration Help Logout

Go Link

Reports

Digital Content

Software Updates

Users

Rules

Device Profiles

Devices

My Catapult

Distribute and Schedule Content

Step 2 of 3

Save as draft

Distribution Details

2000

Distribute: "Boston area Valentine promo" to selected devices

Distribution method

☐ Normal (transfer file regardless of device activity)
☐ While device is idle
☐ Window - transfer between 1:00 AM to 1:00 AM

Start Distribution:

☐ ASAP
☐ On: Set Date 12 : 00 AM

Activate this package:

Set Date 12 : 00 AM
 Deactivate: Set Date 12 : 00 AM

Send distribution status report:

☐ To myself
☒ Upon Activation
☐ Upon Deactivation

Recipient:

☐ Find
☐ Sat Date

Report schedule:

☐ Find
☐ Sat Date

Profiles selected: Zanselfservice Bo ...

Distribution method

Start Distribution None selected
 Activation None selected
 Deactivation None selected
 Report Recipient None selected
 Report Schedule None selected

Back Next

Internet

FIG. 20

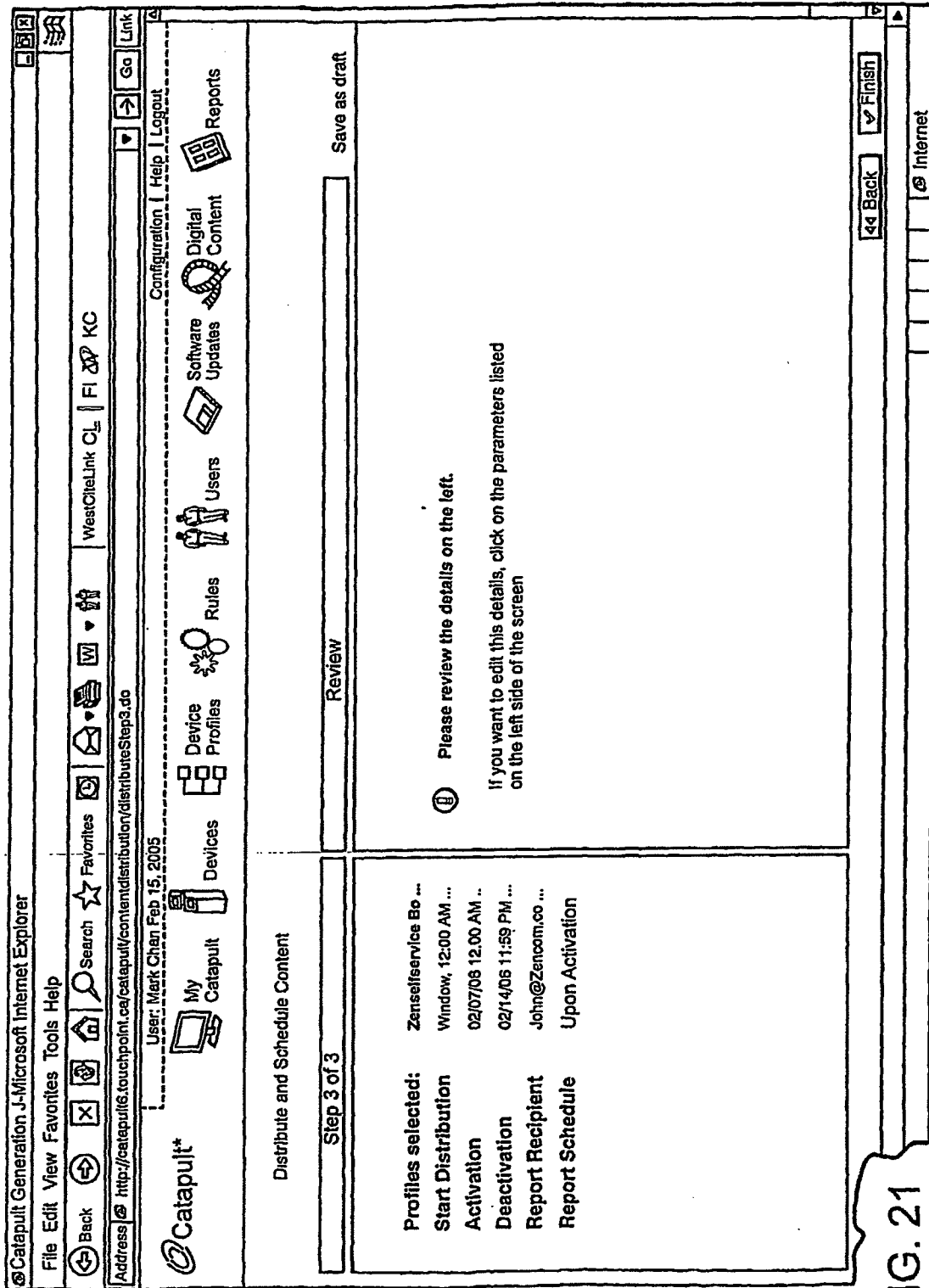


FIG. 21

Catapult Generation J-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites WestChetLink CL FI KC

Address http://catapults.touchpoint.ca/catapult/reporting/reportsMenu.do

User: Mark Chan Feb 15, 2005

Catapult*

My Catapult Devices Device Profiles Rules Users Software Updates Digital Content Reports

Configuration | Help | Logout

Go Link

Search: 2200

Create a new report: — 2201

Application Transaction (set up report)

Sales Revenue (set up report)

Sales (set up report)

Revenue per Session (set up report)

Technical Reports:

Log Activity (set up report)

Alerts & Notification (set up report)

Reports List

Name	Type	Category	Date and Time	Target Device	Details/Comments
☐ Sales Revenue (New England)	Business	Application Transactions	12/05/05 11:35	Group abc	these are the comments
☐ Sessions by Region	Business	Log Activity	12/05/05 11:35	Greater Toronto	these are the comments
☒ Log Activity by Profile	Technical	Log Activity	12/05/05 11:35	Device Type 123	these are the comments
☐ Printer Alerts Region	Technical	Alerts and Notifications	12/05/05 11:35	Network a	these are the comments
☐ CPU Errors	Technical	Events	12/05/05 11:35	Group abc	these are the comments
☐ Sessions by Day (New York)	Technical	System Usage	12/05/05 11:35	Greater Toronto	these are the comments
☐ Sessions by Hour (Toronto)	Business	System Usage	12/05/05 11:35	None selected	these are the comments

Internet

FIG. 22

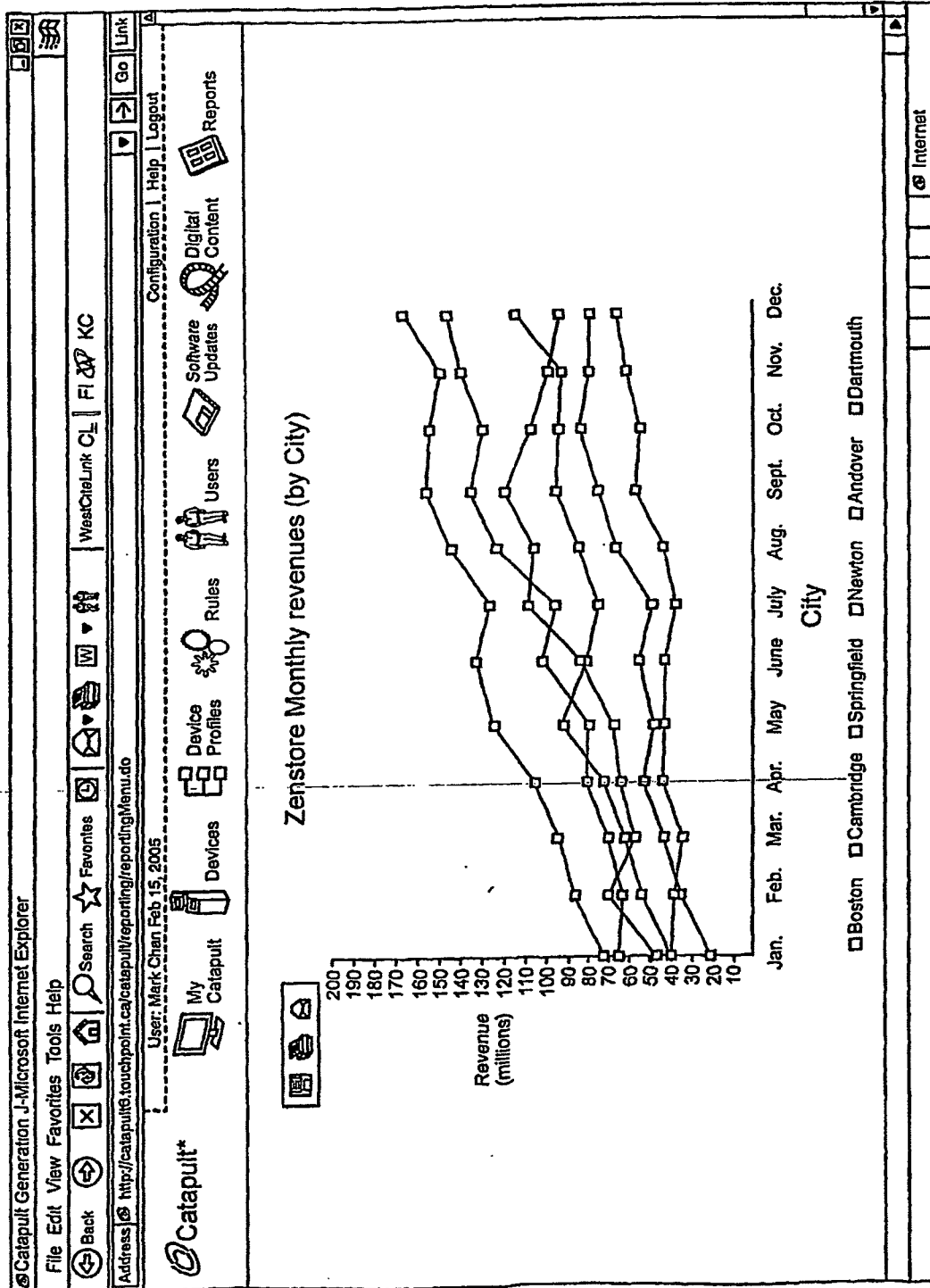


FIG. 23

FIG. 24

FIG. 24A

FIG. 24B

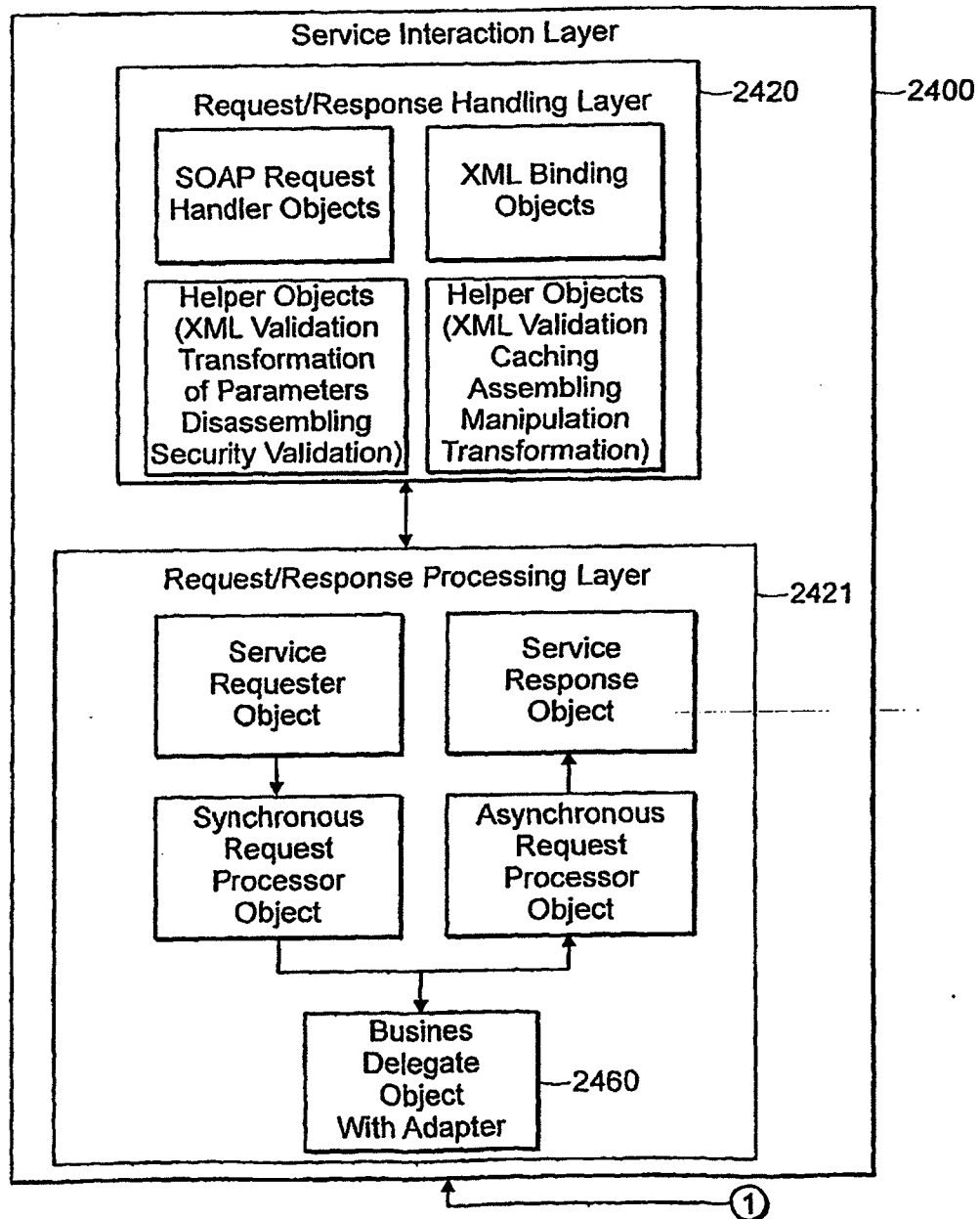


FIG. 24A

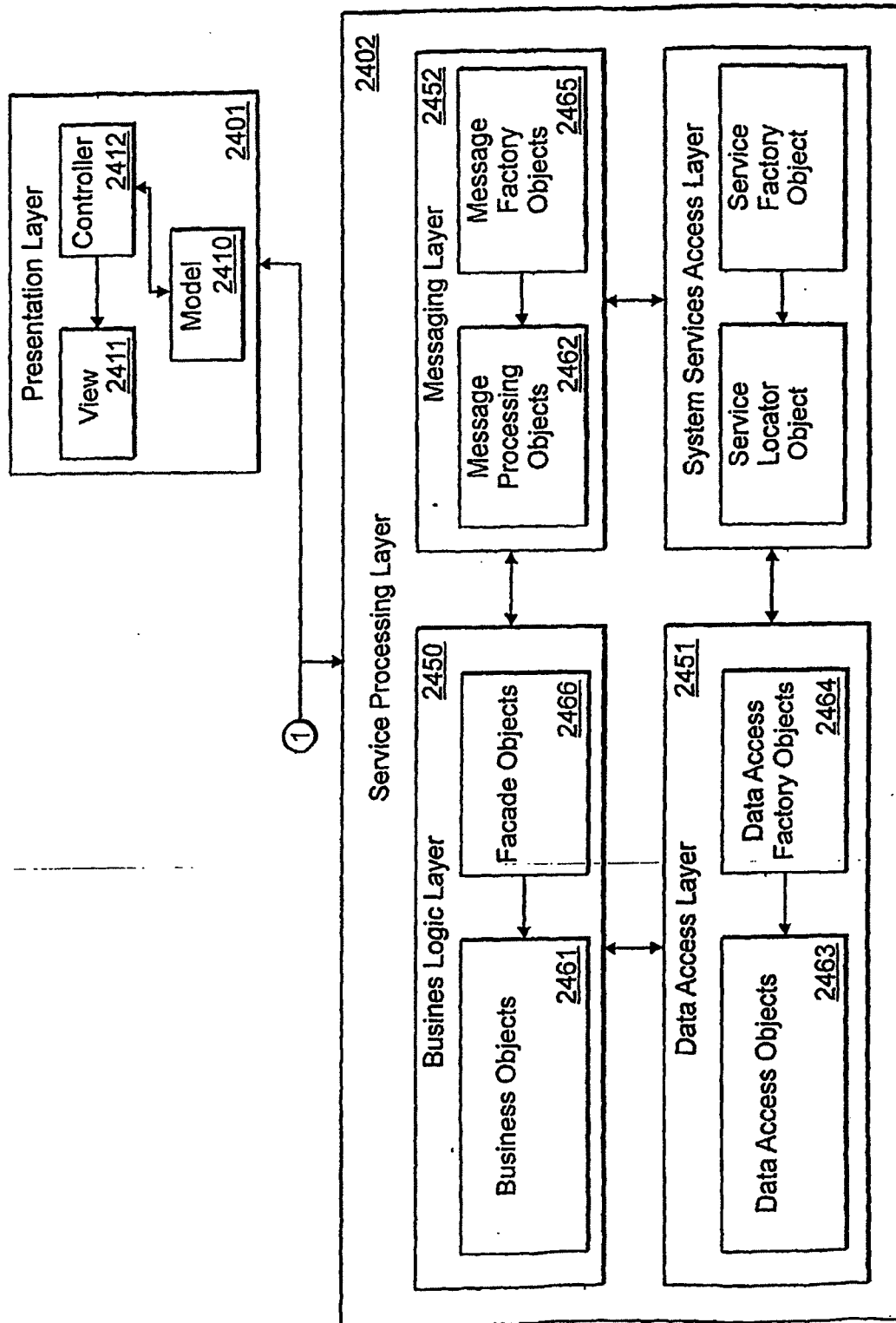


FIG. 24B

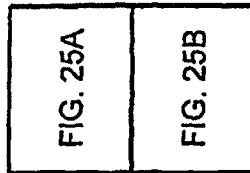


FIG. 25

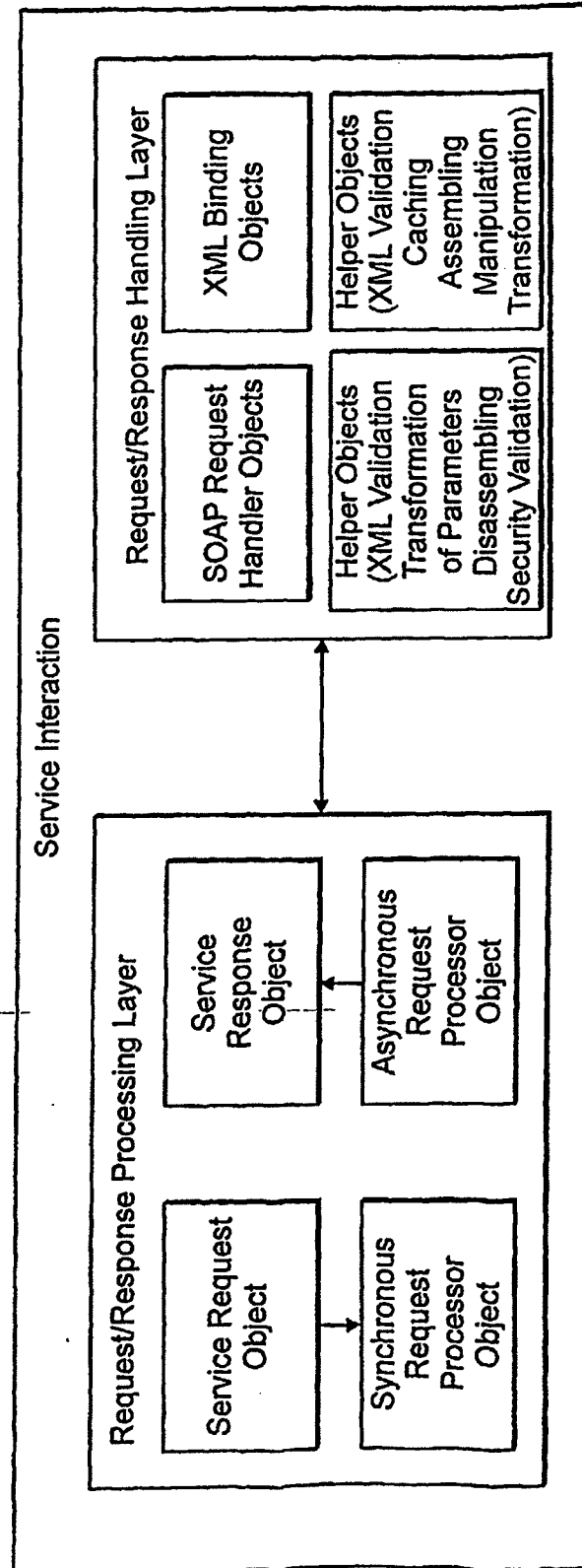


FIG. 25A

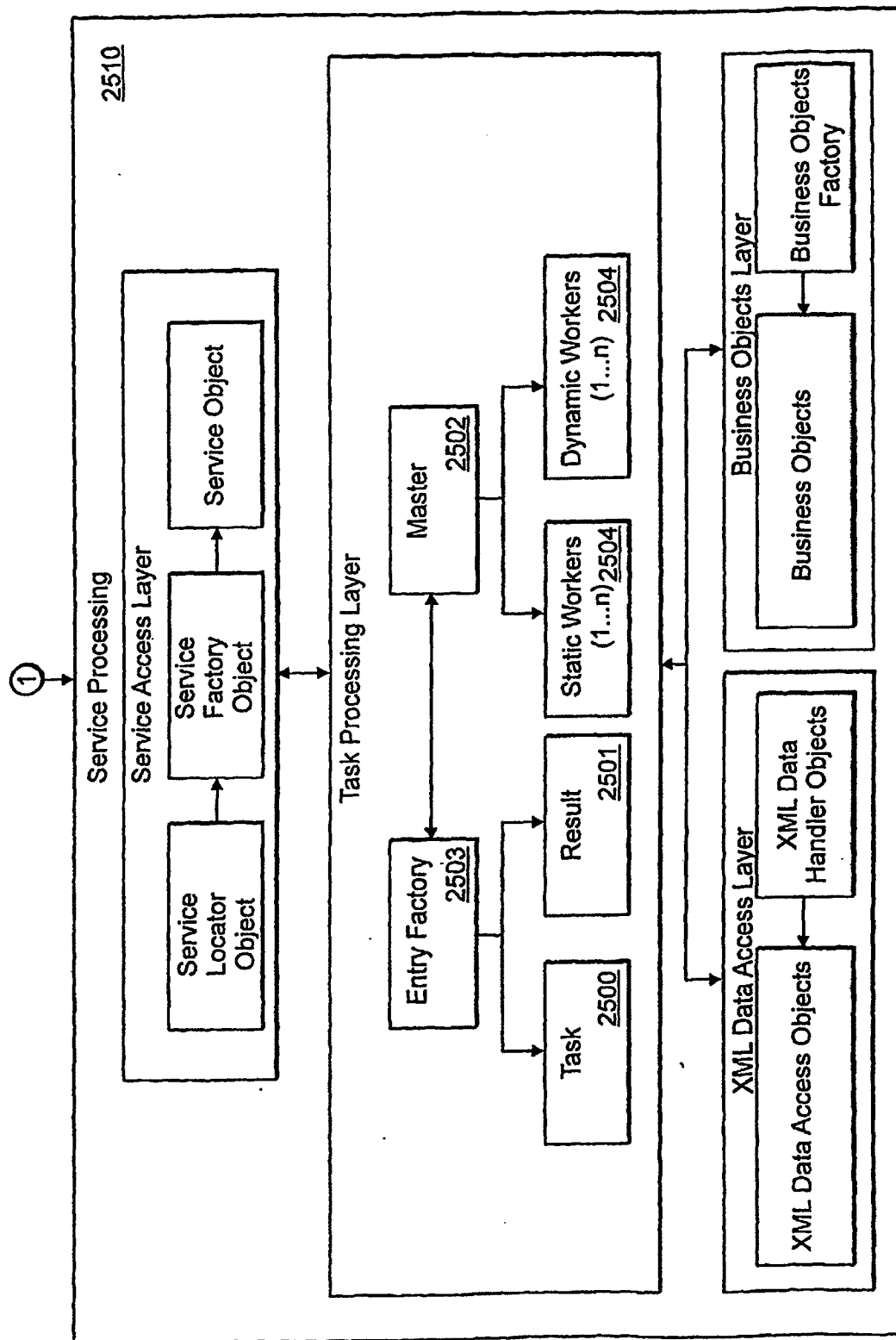


FIG. 25B