

QMATIC

Manual

Certified Hardware Admin

271.01F

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1. What's new

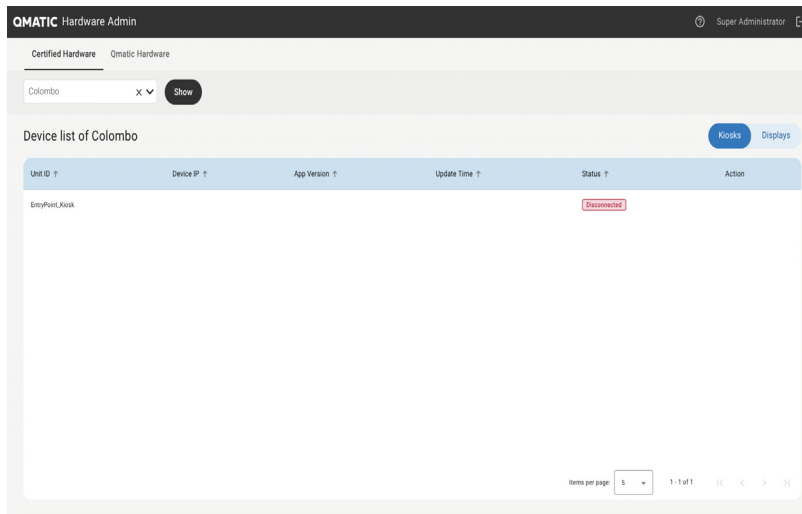
Version	Chapter	Change
01.A	• General	• Manual for Certified Hardware Admin created
01.B	• Introduction	• Add phrases to add to applicationMessages.properties • Update required access modules
01.C	• Introduction	• Add sql queries for making required changes to database
01.D	• Using Certified Hardware Admin	• Add section about disabling the navigation bar
01.E	• General	• Change name to Hardware Admin
	• Using Hardware Admin	• Add information about monitoring Qmatic hardware status
01.F	• Using Hardware Admin	• Add information about limitations when disabling the device navigation bar for devices running newer versions of Qmatic Kiosk and Qmatic Display.

2. Introduction

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2.1 About Hardware Admin



Hardware Admin is a application for monitoring the status of hardware devices and remotely accessing the logs from Qmatic Certified Hardware apps.

2.1.1 Main features

- View all devices in a branch and see their status (connected/disconnected), update time, app version and device IP.
- Access the logs from Qmatic Display and Qmatic Kiosk devices.

2.2 System requirements

- For on-prem systems, Orchestra 7 or later is required

2.3 Installation

This section describes how to manually install Hardware Admin. If you install from Xtend, go to step 5.

1. Copy `certifiedHardwareAdmin.war` to
 `<Orchestra_install_dir>\system\custdeploy`.
2. Copy `certifiedHardwareAdminMessages.properties` to
 `<Orchestra_install_dir>\system\conf\lang`.
3. Add the following lines to `applicationMessages.properties`:

 `application.certifiedHardwareAdmin = Hardware Admin`

 `application.certifiedHardwareAdmin.description = Get`
 `logs from Certified Hardware applications and see the`
 `connectivity of hardware devices.`

 `module.certifiedHardwareAdmin = Hardware Admin`
4. To make the required changes to the `qp_central` database, execute the following queries in the `qp central` database:

Postgres

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,icon_url,url,version,view_index)
VALUES ('certifiedHardwareAdmin', true, false, 1, NULL,
'certifiedHardwareAdmin', 1, 101);
```

```
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('certifiedHardwareAdmin', 0, 0, NULL, 20, NULL, 0,
'certifiedHardwareAdmin');
```

MS SQL

```
INSERT INTO applications
(id, branch_app, is_distributed, enabled, icon_url, url,
version, view_index)
VALUES ('certifiedHardwareAdmin', 1, 0, 1, NULL,
'certifiedHardwareAdmin', 1, 101);
```

```
INSERT INTO application_modules
(id, is_distributed, enabled, icon_url, privilege_level,
url, view_index, application_id)
VALUES ('certifiedHardwareAdmin', 0, 0, NULL, 20, NULL, 0,
'certifiedHardwareAdmin');
```

Oracle

```
INSERT INTO applications
(id, branch_app, is_distributed, enabled, icon_url, url,
version, view_index)
VALUES('certifiedHardwareAdmin', 1, 0, 1, NULL,
'certifiedHardwareAdmin', 1, 101);

INSERT INTO application_modules
(id, is_distributed, enabled, icon_url, privilege_level,
url, view_index, application_id)
VALUES ('certifiedHardwareAdmin', 0, 0, NULL, 20, NULL, 0,
'certifiedHardwareAdmin');
```

5. Restart Orchestra Central.
6. Set up roles and access rights.
7. Add the Hardware Admin unit type to the wanted operation profiles.

2.4 Access rights

Users of Hardware Admin need to be assigned to a role with the following access modules:

- Hardware Admin
- Connector Administration
- Connector EntryPoint

3. Using Hardware Admin

Topics

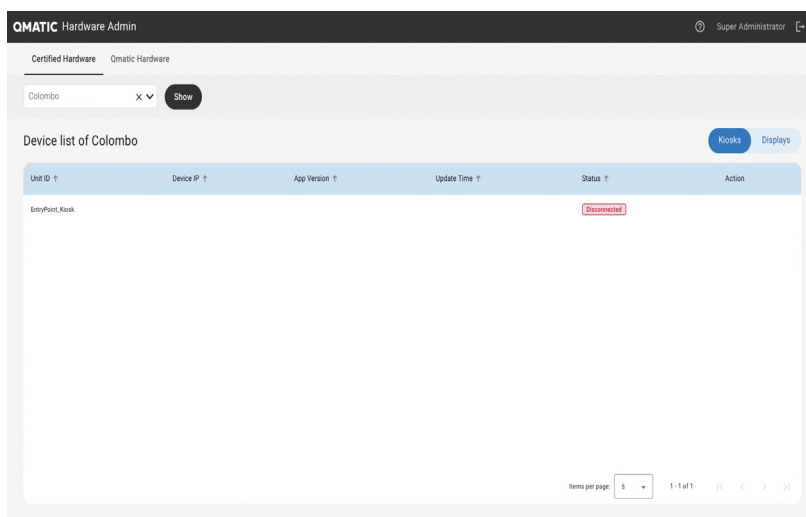
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3.1 Overview

To open Hardware Admin, click the Hardware Admin icon on the Orchestra home page.

You will be directed to the **Certified Hardware** tab, where Certified Hardware devices are listed. Select a branch from the dropdown list. If there are many branches, you can type in the branch name to filter out the branch. Click **Show** to show the device list.

When you have selected a branch, you see the list of devices. The list is based on the unit types added in Business Configuration.



In the device list, you can see the following information:

- Unit ID - Name of the device
- Device IP - The device's IP address
- App version - The app version installed on the device
- Update Time - The last time the device was connected to Qmatic platform
- Status - Connected or disconnected

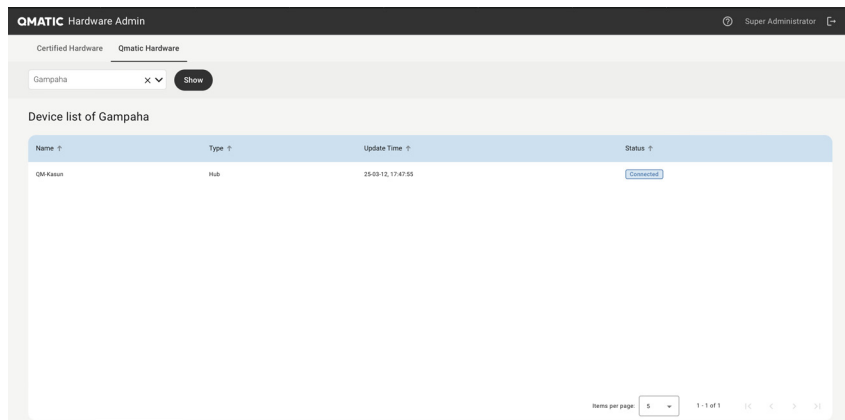
ⓘ Devices that are not configured yet are shown as disconnected and the data columns are empty.

By default, the device list for entry point devices is shown. To see the device list for displays, click **Displays**.



3.2 Monitor status of Qmatic Hardware

To monitor the status of Qmatic Hardware (hardware developed by Qmatic), go to **Qmatic Hardware** tab. Here you can see the connectivity status of Intro kiosks (printers), Hubs and Device Controllers. Select a branch from the dropdown list and click **Show**.



The list is based on the unit types added in Business Configuration. For each device, the following information is shown:

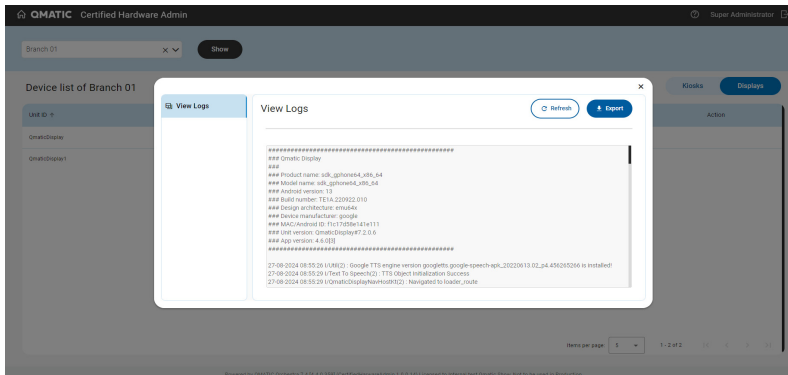
- Name - Name of the device
- Type - Type of device, i.e., Printer, Device Controller, or Hub
- Update Time - The last time the device was connected to Qmatic platform
- Status - Connected or disconnected.

The information in the table is comes from the stat database. The application checks for updates every 60 seconds.

3.3 Retrieve logs

It's possible to see and export logs from certified hardware devices.

1. In Certified Hardware Admin, find the device you want to export logs for in the list of devices.
2. In the Action column, click **Open menu**  and go to **View logs**.



3. To download a logfile, click **Export**. The logs will be exported as a .txt file.

3.4 Prevent users from opening device settings

To prevent users from opening the Settings page on devices, you can disable the device navigation bar.

ⓘ This option is not supported for devices running Qmatic Kiosk v1.14.0 or Qmatic Display v4.12.0, or later. If you are using an earlier version of Hardware Admin, the option may still appear for these devices but will have no effect.

1. In Certified Hardware Admin, locate the device in the device list.
2. In the Action column, click **Open menu**  and go to **Settings**.
3. Turn off **Enable device navigation bar and let users access settings**.

Q-MATIC

Q-MATIC AB,
Box 198,
SE-431 23 Mölndal,
Sweden.

VAT No SE556212749701

Phone: +46 31 756 46 00

Email: info@qmatic.com

Web: www.qmatic.com