



BankWorld ATM Support Tool Operations

BankWorld ATM Support Tool provides the ability to manage the banks ATM's from a remote location. It allows the bank's ATM support staff to effectively manage an ATM network spread over a large geographical area.

This course gives participants knowledge of how to perform troubleshooting tasks and manage the health of an ATM remotely.

Benefits:

You will be able to perform the necessary ATM Support Tool functions which will support the remote running of the ATM network.

Having staff trained in the ATM Support Tool will enable the bank to better support ATM up time more efficiently, and in turn result in a better customer experience.



Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

Duration:

0.5 day (classroom-based)

Audience:

This course can be taken by anyone, but it is designed in particular for:

- ❖ Bank Operations staff
- ❖ Bank ATM Support staff

Location:

CR2 offices in Dublin, Dubai and Amman. Can also be run onsite on request.

For more information please email us at training@cr2.com.

www.cr2.com



Pre-requisites:

- ❖ *BankWorld Architectural Overview* eLearning course

Objectives: At the end of this course you will be able to:

1. Understand how the ATM Support Tool can support remote troubleshooting of ATM's
2. Understand the use of packages & their effect on the ATM
3. Understand how information is accessed from the ATM
4. Understand how diagnostic information can be viewed & retrieved
5. Understand how an ATM can be examined

Course Outline:

- ❖ BankWorld ATM Support Tool Overview
- ❖ Viewing & Retrieving E-Journals, Transaction Activity & Event Notifications
- ❖ Check Services & Device Status
- ❖ Viewing ATM Operator Panel Warnings
- ❖ Using Screen Snap Shot Option
- ❖ Monitoring Processes on ATM
- ❖ Checking ATM Disk Space
- ❖ Viewing Release / Version information of software Installed on ATM
- ❖ Viewing Bank Specific Configuration on ATM
- ❖ Viewing & Modifying ATM Registry Settings
- ❖ Viewing Events, Debug Logs & Configuration Files
- ❖ Retrieving & Saving Diagnostic Data
- ❖ Using Pre-signed Reboot Package
- ❖ Sending Pre-signed Patch Packages
- ❖ Listing Status of Packages Received by ATM
- ❖ Course Summary
- ❖ Course Exam

Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., on USB key.

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