



**Application Note:**

## **Remote Diagnostic Access**

***Designed to support ATMs, the JBM Gateway products preserve core management access while migrating the ATMs to an IP-based network.***

### **Overview**

Many ATMs installed in low traffic areas use dial connections, as they do not have sufficient transactions to justify a dedicated connection. Often times these ATMs are in locations that can access a wireless cell network or available Ethernet connection. These connections provide superior speed and lower costs than the traditional dial calls. The cost savings are driving the wholesale conversion of dial devices.

However, after the conversion, the ability of the processor to manage the ATM is impacted since the normal diagnostic tools used to communicate with the ATM are hampered by the different network topology.

The JBM Electronics Gateways C101, C201, and C3000 Series can provide a dial tone to the dial-only ATMs, converting the data to TCP for transfer via Ethernet or wireless connections. The Gateways also provide special program support to restore the management capability, no matter what method the host application uses for a connection.

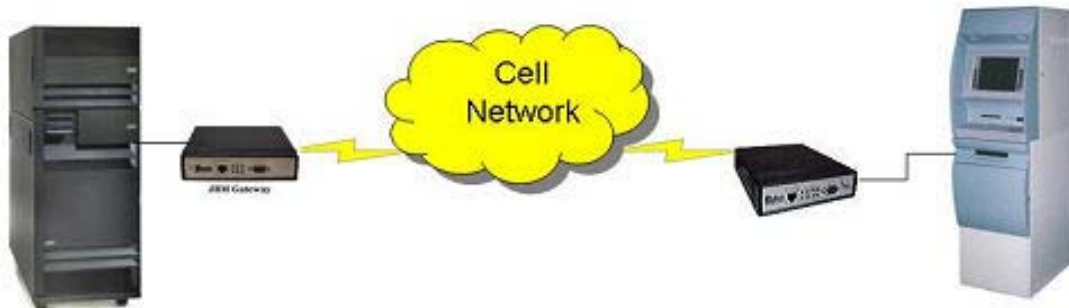
The availability of the management path provided by the Gateways can eliminate unnecessary truck rolls and maintain the ATM's software, all while taking advantage of superior connections. Furthermore, the Gateway's dial tone capability can significantly reduce the time required to complete a transaction. The Gateway's tunable connection logic coupled with the higher speed connection can cut the transaction time by up to 75% percent.

### **Operation**

Once a TCP session is established, the Gateway will dial the attached device using the stored phone number. When the device answers, the connection is open to the host application. The connection can be used to update the device's stored program, execute diagnostics or other management functions.

If the central site does not have a TCP-based application, a small Gateway can provide the interface to the network.

## Configuration



With this configuration, the host can dial the local Gateway using the standard access method. The local Gateway will establish a connection through the cell network to the remote Gateway. The remote Gateway will then dial the ATM, establishing a management path back to the host

If you have any questions or need further information on the Gateway's remote dial support, please contact us.