Maximizing Operational Efficiency

Entrust Issuance Device Management software is the intelligent command center for your card issuance program, bringing automated data-gathering and powerful insights about your entire fleet of devices to your desktop.

- **Real-time status dashboard**
- **Remote device configuration**
- **Customized notifications**

ENTRUST

SECURING A WORLD IN MOTION

Issuance Device Management

SOLUTION HIGHLIGHTS

Get valuable insights to enhance efficiency

Entrust® Issuance Device Management (IDM) software lets you manage and monitor your instant issuance fleet from one central location. Its automated data-gathering capabilities provide insights about your fleet of devices to help ensure maximum efficiency for your card-issuance program.

KEY FEATURES & BENEFITS

Drive the success of your card program

- Maintain system uptime with a real-time look at the status of your devices
- Enhance operational efficiency with customizable automated notifications
- Leverage insights to optimize the performance of your location

Control your fleet of devices with ease

- Automated intelligence/data-gathering reduce time-consuming phone calls and emails with proactive system notifications
- Web-based dashboard consolidates all necessary data, giving you a snapshot of the entire fleet, as well as the ability to drill down to look at data from each device
- Linked functionality with other Entrust services and products drives operational efficiencies and cost savings, enables remote fault diagnostics and recovery, and automates supply replenishment
- Service contracts link defined error codes with automatic service calls, and software maintenance agreement gives you access to upgrades and technical support

Enhance overall security

- Update and manage unique certificates per device
- Easily apply firmware updates across your entire fleet
- Seamlessly scale the fleet while maintaining oversight and remote management

Entrust PCI-CP

Now available in the Cloud

Issuance Device Management is now available in Entrust's PCI-CP data centers, offering you the peace of mind of full security and reducing the impact to your IT organization and branch operations.

HOW IT WORKS

Enable informed decision making

- Business managers gain insight into how tools are deployed and how these tools help to grow the business
- Marketers and card portfolio managers can ensure their devices are actively driving issuance programs
- IT employees have a more effective means to keep their device firmware up to date with the latest security patches
- The help desk can ensure each location can resolve errors remotely and replenish supplies in a timely manner

Issuance Device Management

TECHNICAL SPECIFICATIONS

Issuance Device Management 6.6 Feature Set

System Administration	Features
User Access Control	Application or LDAP
Group Permission Management	•
SQL Server Database	•
Multi Web Client	•
Device Administration	
Device Registration	•
Custom Device Category Label	•
Location Setup	•
Supply Level Threshold	•
Backup/Restore Device Setup	•
Remote Printer Activation	•
Supervision	
Device Status & Details	•
Supply Status	•
Hopper Status	•
Email Notifications	•
Reactive - Fault Management	
Error Details Information	•
Error Recovery Text	•
Remote Restart Printer	•
Device Management	
Firmware Update	1-1 or Mass
TLS Certificate Update	1-1 or Mass
Payload Certificate Update	1-1 or Mass
Device Setting Update	1-1 or Mass
Traceability	
Device Activity Log	•
User Activity Log	•

Issuance Device Management

Operating System:

Issuance Device Management software requires Windows Server 2012 R2, Windows Server 2016, or Windows 8.1. It was tested using computers that had Windows 7 operating systems installed.

Database

H2
Microsoft SQL Server 2014 Express
Microsoft SQL Server 2014
Microsoft SQL Server 2016 Express
Microsoft SQL Server 2016
Microsoft SQL Server 2017 Express
Microsoft SQL Server 2017
Microsoft SQL Server 2019
Microsoft SQL Server 2019 Express

Related Software

Datacard® Software Licensing System 1.2 or higher

Entrust Instant Financial Card Issuance Software

Entrust Adaptive Issuance™ Instant ID

Browser

Internet Explorer 10 or 11; Google Chrome

Hardware

Issuance Device Management software requires Windows Server 2012 R2, Windows Server 2016, or Windows 8.1. It was tested using computers that had Windows 7 operating systems installed.

Issuance Device Management software supports the following printers connected via Ethernet but will not work with USB;

Recommended for Financial Card Printing:

Datacard® CD820™ Instant Issuance System
Datacard® CE840™ Instant Issuance System
Datacard® CE870™ Instant Issuance System
Datacard® CE870™ K Instant Issuance System
Entrust CR825™ Instant Issuance System
Entrust CE875™ Instant Issuance System

ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, or accessing corporate networks. With our unmatched breadth of digital security and credential issuance solutions, it's no wonder the world's most entrusted organizations trust us.

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