

## DATASHEET

# 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.



### INSTANT ISSUANCE DEVICE MANAGEMENT SOFTWARE

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



**ENTRUST**  
SECURING A WORLD IN MOTION

## 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

### 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.

## 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

### 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

## 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

## 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	•

# 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

Entrust fights fraud and cyber threats with identity-centric security that protects people, devices, and data. Our comprehensive solutions help organizations secure every step of the identity lifecycle, from verifying identity at onboarding to securing connections and fighting fraud in everyday transactions. Ongoing monitoring supports compliance and safeguards keys, secrets, and certificates. With a foundation of identity-centric security, our customers can transact and grow with confidence. Entrust has a global partner network and supports customers in over 150 countries.

For more information, visit [entrust.com](https://entrust.com)

Learn more about the MX Series at [entrust.com](https://entrust.com)

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