

KioskBridge

⚠ KioskBridge is currently in Beta status, which means it is not production-ready. We have encountered issues with it in the field: They are described at the end of this document.

What KioskBridge is and isn't

KioskBridge is an iOS App that is installed on iPads used for recording in the field. You use it to download a dock's FileMaker database to the device, send it to FileMaker, and then send it back to Kiosk from FileMaker.

It cares for the file management on the device, so you should not have to worry about wrong filenames or duplicate files. It is also connected to a specific dock, which reduces the danger of downloading from the wrong dock.

What KioskBridge does not do is prepare workstations or import uploaded databases. That's the domain of Kiosk's user interface in the browser (remember that those tasks are usually done for all of the docks at once). Those tasks are also done by the admin, while the KioskBridge app allows for a workflow where field workers can download and upload the files themselves.

How to prepare a device for digging

Let's for now assume KioskBridge is already properly set up (more about that later). This is the normal workflow:

First the admin prepares all the docks in the Kiosk UI the usual way.

Start KioskBridge on each device. It should automatically connect to Kiosk (make sure the device is connected to the right WiFi). Once it has connected to Kiosk, a green background will appear with a message that the database is ready to download from Kiosk. You will also get a download button, on which you need to click.

After the download is successful you will get the option to send the file to FileMaker. Click on that and select Filemaker Go as the destination.

⚠ Click only once! iOS does not show any sign that it got your click. It takes a while until FileMaker receives the file from KioskBridge, so be patient.

Eventually the file should open in FileMaker.

You should be asked if you want to replace the file after sending it to FileMaker. You always DO!

If you are not asked whether the file should be replaced, you should make sure there was no previous file saved in FileMaker. If there was a previous file, the lack of the replace message is a clear indication that the former file was not closed properly in FileMaker.


If you happen to log in to the recording system with the wrong filename it will warn you and not let you in. In that case, delete all the databases in FileMaker, go back to KioskBridge and re-download.

Once the file has been successfully opened in FileMaker, go back to KioskBridge and close the app (just good practice). Do you know how to close an app on iOS? If not, Google it. It depends on your iOS Version and device type.

The device is now prepared, and you should be able to log into FileMaker and start making records normally.

How to upload the database

After you are finished making records, you “logout and close” in FileMaker as usual. Select the file in FileMaker and hit the share button. Send the file to KioskBridge.

 Click only once! iOS does not show any sign that it got your click. It takes a while until KioskBridge receives the file from FileMaker, so be patient.

Eventually KioskBridge should open and thank you for the file. To make your life a bit easier in the future: close FileMaker Go at this point.

Go back to KioskBridge, make sure you are connected to the correct WiFi and that the local server is running. You should be presented with the option to upload the file. Do that.

If the upload was successful you are finished with KioskBridge.

Note that you can always repeat the whole process before the database is successfully imported in Kiosk, in case things go wrong somewhere. You can send a different file from FileMaker to KioskBridge (after having already sent a previous file) and upload that file to Kiosk instead.

After all devices have uploaded their files it is up to the admin to do the import and synchronization in the Kiosk UI in the browser. Once all the docks are prepared for the field again (after synchronization), you can go back to KioskBridge and it should offer you a new download.

How to configure KioskBridge

Once KioskBridge is configured you should not need to do it again unless the server changes the ip-address (which should not happen), or if you want to work with a different dock. Here is how to set things up:

Click on “settings” in KioskBridge and fill in the following fields:

- Server address: the protocol, ip address and port of your local server. Something like <http://192.168.8.1033:5000>, should you be on a system that uses ip-addresses. The Kiosk server tells you the ip address after startup and it is usually shown on the server’s desktop. Most local servers use http://, so use that unless you have special instructions. Newer systems using an Opal router don’t need an ip-address; instead just type in http://kiosk.
- User-id: A user id provided to you by your admin (this will be the same as your Kiosk user-id).
- Password: A password for that user id (again, the same as your Kiosk user password).
- Dock-id: The dock to which you want to connect this device. Note: in Kiosk this is the shorter id that is displayed in the upper right corner of the dock (not its full name). It must not have special characters, particularly no spaces! You usually get that dock id from your admin.

That’s it. Just click “save” and KioskBridge should connect to the server and the dock.

Trouble with KioskBridge Beta Build 3

We have encountered a crash of KioskBridge when hitting the upload button. Crash means, KioskBridge simply shuts down with no message. If this happens to you, make sure KioskBridge is actually closed and then simply try again. If it happens again, go back to File Maker and send the file to KioskBridge again. Try uploading again.

With the remedy we have also encountered that sometimes when you send the file from FileMaker to KioskBridge you get a message like “KioskBridge is not ready for this file”. In this case you can go to the settings of KioskBridge and switch on the “Unsafe mode”. After that repeat sending the file from FileMaker to KioskBridge – this time it should be accepted and you can upload it.

We have also encountered a message after the upload pretending that the upload failed. But that wasn’t the case. When you get something like that check in Kiosk itself if the dock shows that the upload is finished and it is ready for import. That’s a sign that the upload was actually fine. If that’s not the case you can also simply repeat the upload.