24ONLINE®
HOSPITALITY INTERNET ACCESS SOLUTION

HIA X3790

User Guide

GEN X

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Table of Contents

Table of Contents 2

Notice 9

Technical Support 10

Document Release Details 11

Preface 12

- About 24online 12
- Advance features of 24online 12
- Objective 13
- HIA GUI Components 13
  - Standard Components 13

Login and Register 24online 15

- Login 24online 15
- 24online Auto-Complete & HTTPS Parameters 15
  - Autocomplete 15
- Registration of 24online 16
- Contact 24online 16
- External Proxy Server 16

Control Splasher 18

- Introduction 18
  - Checked In Guest Details 18
  - Manage Package 19
  - Currently Connected Guests 20

Configuration Board 23

- Introduction 23
- PMS Configuration 23
- DHCP Configuration 24
  - Configure DHCP Server 25
  - Parameters on Add Lease Criteria Page 27
- Zero Configuration 30
  - Configure Zero Configuration 30
- Manage IPs 32
  - Add IP Address 33
- System Preferences 33
  - NAS Preferences 33
  - GUI Preferences 36
  - Invoice Preferences 42
- Manage Captive Portal Networks 44

Settings 45

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Introduction 45

Property Management System 47

Introduction 47

Hotel 47

Create Hotel 47

Manage Hotels 48

PMS Configuration 48

Room Management 49

Types of Room 49

Manage Room Type 49

Create Room Type 50

Update Room Type 51

Rooms in Hotel 52

Hotel Configuration 55

Check-in Guests 57

Change Room 58

Reports 59

Guest Session Details 59

Guest Package Purchase Report 61

Invalid Message Report 63

Manage VIP Plans 64

Manage Captive Portal 65

Create Captive Portal 65

Manage Captive Portal 68

Configure Client Login Page 69

Configure Mobile Client Login Page 70

Message Management 71

Portal Config 73

Configure Profile 75

Create Realm 75

Manage Realm 75

Create Profile 76

Manage Profile 77

Security Configuration 77

OTP Configuration 77

Dynamic Parameters 78

Social Media Config 78

Facebook Configuration 79

CP Registration Policy 80

Pool Management 81

Create Pool 81

Manage Pool 84

Edit Pool 85

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Search Node 85
Search Network 86
Event Management 87
Register Event 88
Manage Event 90
Manage Conference Room 91

Guest Details 91
Introduction 91
Manage Guest 92
Create Guest User 92
Active Guests 94
Personal Information 98
Policy Information 100
Idle - Timeout 101
Login Restriction 102
Save 103
Renew User 103
User My Account 103
Deactive Guests 114
Search User 116
Advanced Search User 117
Manage Acquisited User 119
Re-Login Leased Line Users 120
View Bandwidth Usage 120
Invoice 125
Purge Invoice 125
Invoice Reports 126
Invoice Templates 127
Create Template 128
Manage Templates 130
Dynamize Fields 131
Demographic Fields 131

Package Configuration 134
Introduction 134
Time Based Policy/Surfing Quota Policy 135
Create Policy 135
Manage Policy 136
Edit Time Based Policy 137
Access Time Policy 138
Create Access Time Policy 138
Manage Access Time Policy 141
Bandwidth Policy 142
Create Bandwidth Policy 142

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Pool Based Bandwidth Policy 142
User Based Bandwidth Policy 143
Manage Bandwidth Policy 145
Button Add Details 147
Schedule 147
Create Schedule 148
Package 150
Create Package 150
Renewal Rules 153
Add Tax on Package 155
Add Tax on Tax 157
Manage Package 158
Tax Information 160
Add Tax Information 160
Manage Tax Information 161
Configure Default Tax Information 162

System Configuration 165
Introduction 165
Network 165
Interface Configuration 165
Add Alias 166
Add VLan Subinterface 167
Gateway Configuration 168
DNS Configuration 169
Route Configuration 170
Firewall 171
Create Access 172
Manage Access 173
Changing Firewall Rule Order 175
Denial of Service (DoS) Settings 176
Manage DoS Bypass Rule 178
Manage Free Sites 179
DHCP Configuration 179
IP Leasing Report 179
Services 181
Console 182
Reset Console Password 182
Manage Data 182
Backup 183
Set Backup Schedule 184
Restore 185
Configure Auto-Purge 186
Manage Purge 188

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Migrate User 189
Client Services 192
Customizable Images 192
Forgot Password Configuration 193
Client GUI URLs 193
Web Service Parameters 194
Password Configuration 195
Access Control List (ACL) 196
Access Control 197
User Type Management 200
Access Configuration 201
Console ACL 203
Dynamic DNS Service 204
Register Host 204
Manage Dynamic DNS 205
Network Access Server (NAS) Management 206
NAS IP Configuration 206
Global RADIUS Configuration 207
RADIUS Client Configuration 208
NAS Connectivity Statistics 209
Status Tracker 210
Add Device 210
Manage Device 210
System Tools 211

Alert Management 213
Introduction 213
Email Management 213
Create Email Reminder 213
Manage Email Template 214
Configure Email Reminder 215
Proactive Reports 218
List of Users by Remaining Usage 218
User Management Related Admin Activities Log 220
Mail Based on Product and Module Expiration Status 220
User Surfing Details 221
SMTP Configuration 222
Alert Configuration 223

Reports 225
Introduction 225
Internet Usage Reports 225
Organization wise Internet Usage Report 226
Date Wise Usage Report 227
Top 10 Users by Data Transfer 227

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Top 10 Surfing Time Users 228
Top 10 Packages by Data Transfer 229
Top 10 Surfing Time Groups 229
Summary of Activity (User Sessions) 230
SNAT Wise Report 231
Generate Report 232
Entity Name Wise 234
Search Internet Usage Report 235
Internet Usage Search Results 236
MIS Reports 236
Invoice Wise Reports 237
Invoice Report 237
Extended User Invoice Report 238
Package wise Invoice Report 239
Current Year Revenue 239
Static IP List 240
Search Reports 241
Search Result 242
User Status wise Count 242
MIS Type wise Report 243
Demographic Fields 244
All Registered Users with Demographic Fields 245
Switchover FAP Usage 245
FTP Report Configuration 246

Help 247
Company Info 247
Download 24online Client 247
Upload Upgrade Version 248
Register 24online 249
Online Registration 249
24online Registration Form 249
External Proxy Server Information 249
Module License 250
24online Module Registration Form 250
External Proxy Server Information 251
Manage Customization 251

About 24online 253

24online Modules 254
Audit Log 254
Data Transfer 254
Multiple Gateway Management 254
Payment Gateway 254

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PIN Management 254
Walk-in Pins 255
Web-Services Interface 255
Franchisee/ Zone Management 255
SNAT Management 255
SMS Gateway 255
Web Surfing Logger 255
NetKapture 255
High-Availability (Active-Passive) 256
PMS Integration – HMS Module 256

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Technical Support

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- **Web site**

http://www.24onlinebilling.com

- **24online Support Contact**

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(c) Customer Support Email: support@24onlinetech.com

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Preface

About 24online

24online Billing and Bandwidth Management solution is a comprehensive service management platform for hotel, hotel chains, educational institutes, enterprises, airports, hospitals, hotspots and cafes. 24online's comprehensive framework endows hospitality industry with an advanced and complete solution offering billing control and protecting a variety of functions at the service provider, subscriber and franchisee level.

Technologically equipped for ever-changing market-segments and expanding ideas, 24online HIA offers complete Wired and Wireless (Wi-Fi) Internet management solution to chain of hotels.

- True-blue solution for hotel-chains with different geographic locations or to standalone hotels.
- Offering seamless-internet service to your esteemed guests anywhere on the property premises just got effortless!

24online solution integrates seamlessly with hotel PMS - Property Management System - allowing hotels and apartments to integrate Internet charges to the common guest bill.

24online HIA is in compliance with the lawful interceptions issued by the government bodies to provide secured Internet services. It caters to ever-changing market span and trends, clients can choose from the range of appliances being offered, depending on their hotel network. All it requires is just plug-in bandwidth from ISP and it is up and running!

Advance features of 24online

- Pulse based billing
- Package Management
- Property Management System
- Easy Prepaid Packages
- Bandwidth Management
- Subscriber Management
- Authentication, Authorization and Accounting
- Thermal Printer
- Event Management
- Social Media Login
- Customer Web Self Care
- Network Management and Diagnostic Tool
- MIS Reporting
- Third Party Integration

…and many more loaded features, specially developed for the hospitality industry.

Available on a single platform, 24online is a highly scalable and flexible solution that is easy to install and easy to use!!

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Objective

The document aims to provide detailed information of 24online HIA. This guide has been organized in different sections composed of basic functionalities available in the solution with diagrams and screenshots. It also provides information regarding the administration, maintenance, and customization of 24online. For using 24online Billing and Bandwidth Management software one requires basic knowledge of networking, TCP/IP, and knowledge of operating systems like - Windows. New users may go through the complete document in the sequential manner for thorough knowledge of the solution.

Note:

- This user guide includes complete details for all the models of 24online (HIA 15wi, HIA 25i, HIA 50i, HIA 100i, HIA 200i, HIA 500i, and HIA 1500i). 24Online administration GUI is compatible on Internet Explorer browser only.
- For add-on modules please refer to the specific module user-guides.

HIA GUI Components

Hospitality Internet Access (HIA) graphical user interface comprises of standard components like:

Standard Components

- Property Management
- Guest Details
- Package Configuration
- Pin Management
- Alert Management
- System Configuration
- Reports
- Help

Before proceeding to the above mentioned features in detail, please note that 24online GUI Web Admin interface access requires Microsoft Internet Explorer 5.5+ and SSL 1.0, to reach main menu or homepage from any of the internal menu, use '**F2**' button on keyboard.

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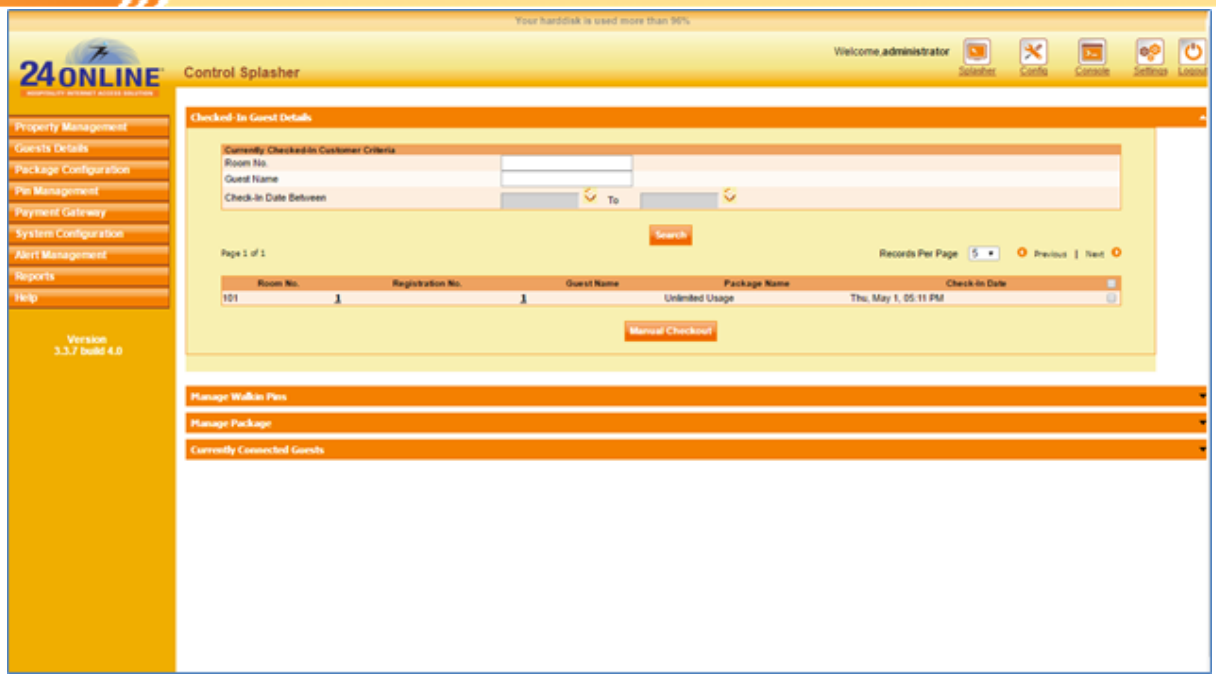

Figure: HIA GUI Components

Let's get started with detailed study of the standard components of the GUI features in the following sections!

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Login and Register 24online

After completion of cabling and configuration process as explained in 24online Quick Start Guide (QSG), the GUI can be opened using Internet explorer. Administrator logs-in using the default system password as provided in QSG. Administrator is required to register the copy of the 24online software purchased to proceed with use of the same.

Below given is the process to first login and fill in the form to register the copy of your 24online solution.

Login 24online

Open an Internet Explorer and type the IP address of the 24online system in the URL box.

Figure: 24online Administrator Login

A dialog box appears prompting to enter the username and the password. Use the default username and password to login as mentioned in QSG. Click the '**Login**' button.

Note: Username & Password are case sensitive

24online Auto-Complete & HTTPS Parameters

Autocomplete

After you enter username and password, the browser will show a pop-up window of auto-complete feature. Auto-complete involve program which predicts a word or phrase that the user wants to type in without the user actually typing it in completely. With this facility administrator need not type the username & password each time of login. To enable auto-complete feature, click on 'Yes' button.

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Figure: Autocomplete password prompt

It is suggested that the administrator enters the password each time of login for security reasons.

In-case you don't want the browser to offer the remember password option each time, select the check-box before selecting the '**No**' option.

Registration of 24online

After 24online login, the software needs to be registered and customers need to avail the license key to enable 24online functions and features, kindly follow the steps to register the product:

Contact 24online

Customers can contact to the respective channel partners from whom they purchased the 24online device for license key. Also, customers can directly contact using following options:

Sales Contact: sales@24onlinebilling.com

Email: support@24onlinebilling.com

India Toll Free: 1800-300-03080

International Dial: +91-79-39324200

External Proxy Server

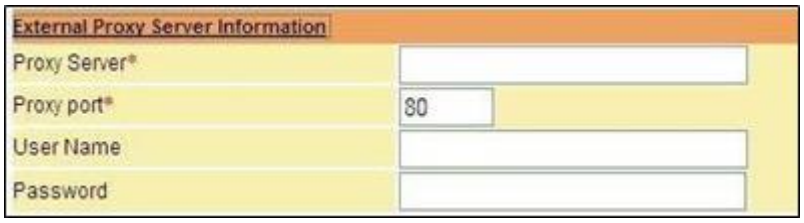

Figure: 24online External Proxy Server

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To connect system to any external server for Internet connection, specify the server IP, port details and **username/password**. 24online will automatically connect the server and follow the registration process.

We'll now move forward with the default menu-options available in 24online system. In-case you wish to refer to any modules, kindly refer to their specific user-guides.

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Control Splasher

Introduction

24online HIA offers Control Splasher - an easier management platform for hotel administrators! Tasks like manage package, checked-in guests, view connected guests and manage walk-in pins, just got simpler. Control Splasher acts as home page/dashboard and helps in managing different and necessary features in the system, from single page. The components of Dashboard- Splasher page can now be rearranged to any order by simple drag and drop. For this, hold a component and drop it to desired position.

Control Splasher analogous to its name, helps in varied necessary configurations from different menu, all this from a single page! With the help of this combination, managing the system efficiently becomes an easier task. Being home page of the system, press F2 in any of the menu/page, you will be directly taken to the Home (Control Splasher) page. Manage following activities directly instead of following the complete wizard from menu.

1. Checked-in Guest Details for complete check-in details of various guests
2. Manage Package for configuring Internet packages
3. Currently Connected Guests to view list of guests currently connected to the network
4. Manage Walk-in Pins for knowing internet pin details using which guest can access Internet

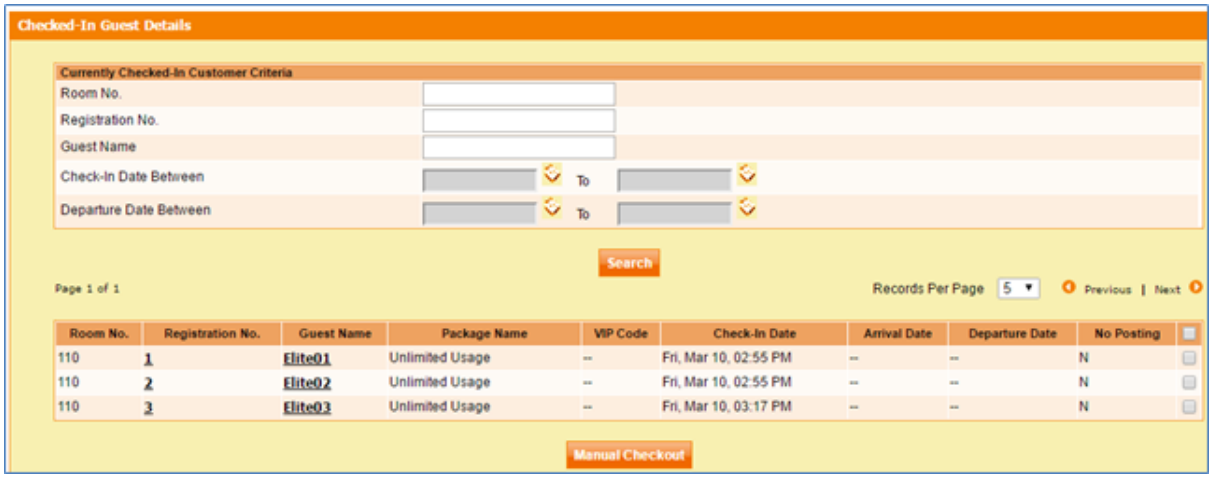

Figure: Control Splasher

List of menus given in the left hand side of the page are main menus, using which you can configure and manage the system. And, on this page you can see there are different feature slabs which are extracted from the main menu, for easier and swift operation.

Checked In Guest Details

The first slab, checked-in guest details, is a search page which allows you to find guest details currently checked-in the property. Guest details are automatically fetched by the 24online system, as it is integrated with the **property management system** running in your hotel. Search guest details by entering the room number or guest name, provided at the time of check-in. It also has the facility to define the number of records you want to view in single glance. For manual check-out or forceful

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check out, you need to just click the checkbox given against the name of the guest, and click the Manual Check Out button.

Details of different columns on the screen

- Room number - Shows the room no. in which guests have checked-in
- Registration number - Unique id given to the guest while registration
- Guest name - Displays the name of the guest, provided while check-in
- Package name- Displays the name of the package, provided to guest
- VIP code- Displays the VIP code assigned to the guest
- Check-in date - Shows time and date when the guest checked-in the hotel
- Arrival date- Displays the guest's date of arrival in the property
- Departure date- Displays the guest's date of departure from the property
- No posting- No new package purchase is allowed to guests

Manage Package

Displays complete list of packages created in the system. With the help of different options given in this slab, searching or creating internet plan/packages, becomes a very easy task.

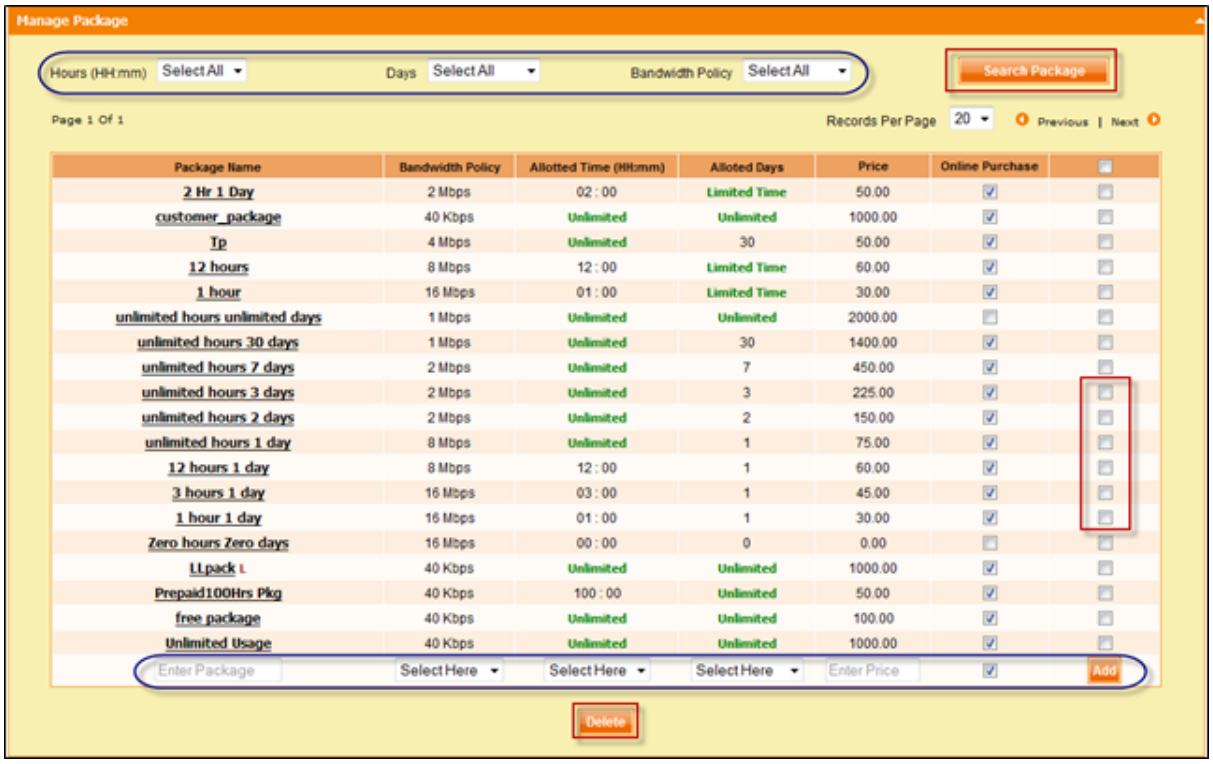

Figure: Control Splasher - Manage Package

The options given on the top of this slab, hours/days/bandwidth, are different search criteria using which you can search the package in the system. Now search the package by number of hours, number of days, or, the type of bandwidth policy utilized in the package. After selecting the appropriate value from any of the three parameters, click the search package button. The system will display the list of packages, as per your search criteria, as shown above.

Details of different columns on the columns

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- Package name - Displays the name of the package
- Bandwidth Policy - Displays type of bandwidth policy attached with the package
- Allotted time - Shows the hours of access, against each package
- Allotted days - Show the number of days of access, against each package
- Price column - Shows the price of each Internet package
- Online Purchase - If the package needs to be available for online purchase, online purchase column check box must be selected
- Checkbox column - The checkbox column is used to delete the package from the system

To Add Package

1. Enter the name of the package
2. Select bandwidth policy from drop down list, guest will get the surfing speed accordingly
3. Allot number of hours from drop down list, guest will get the hours of access accordingly
4. Allot number of days from drop down list, guest will get no of days to access internet
5. And, in the next column, if you want to avail the package for online purchase, then select the check box.

After entering the necessary details in each field, click the add button.

And, after creating a package, or, from the list of packages created in the system, if you want to update the information in any of the package. Click the name of the package, update the information, and, click the **check** icon. And to cancel the current action, click the **cancel** icon.

Currently Connected Guests

Currently connected guest's grid displays list of guests connected with the network and surfing internet. With the help of this list you can get complete details of guest's username, connected from the network address, IP addresses used to login, MAC address the guest is bound to, start time of the session, uploaded and downloaded data transfer and bandwidth speed.

The search criteria for hotel live users helps to easily find the desired live users. The search criteria has guest name, user type, user name, IPv4 address, room no., and surfing start time between.

You can send any message on-the-fly to all live users, intimating about latest offers, advertisements, or technical error. You can also disconnect users, manually by selecting the checkbox against the username, and clicking on the disconnect button, if you find any guest doing any malicious activity.

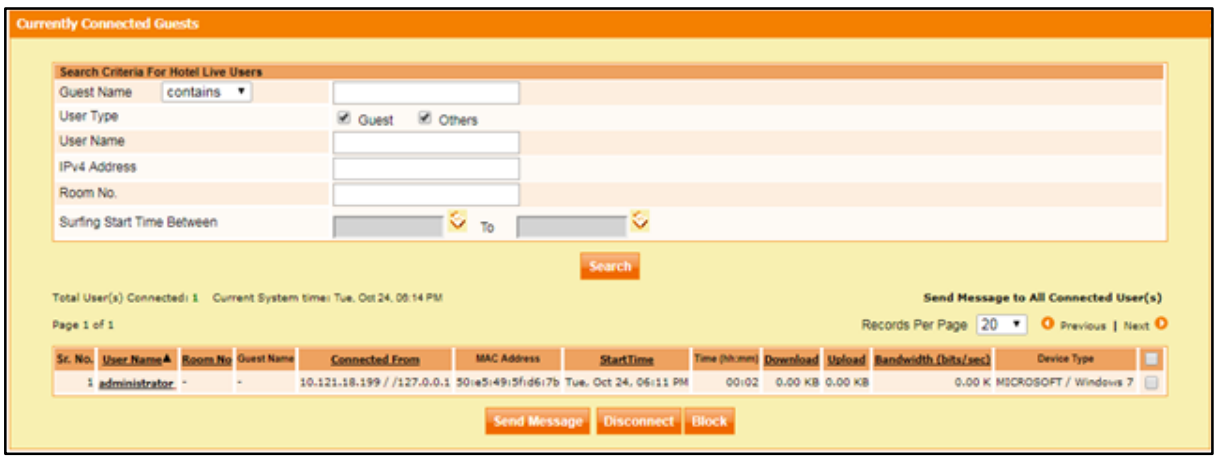

Figure: Control Splasher - Currently Connected Guests

Buttons available on Currently Connected guest page are '**Send Message to users**' and '**Disconnect**'.

'Send message to users' Button:

To send message(s) to guests currently using Internet, you need to select checkbox given against user name and select **Send message**. A pop-up window appears which prompts you to enter the message you want to send. Enter the message, and click the **send** button. The message will be flashed to all users while using the internet.

On clicking '**View Detail**' button, guest details page will appear showing guest name, room no., arrival date, departure date, etc.

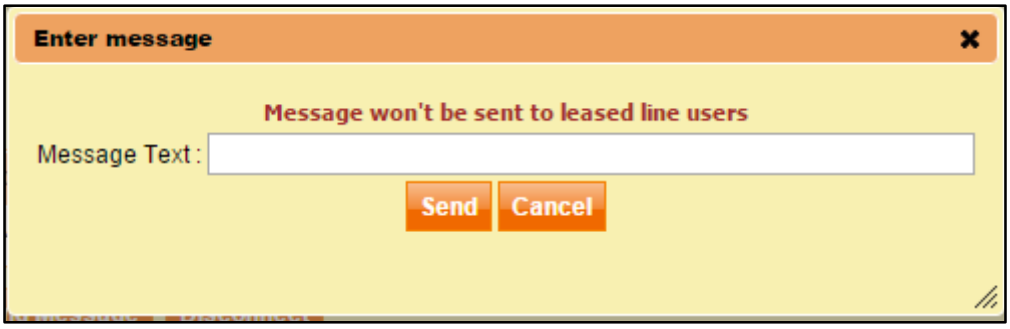

Figure: Send Message to Users

Disconnect Users

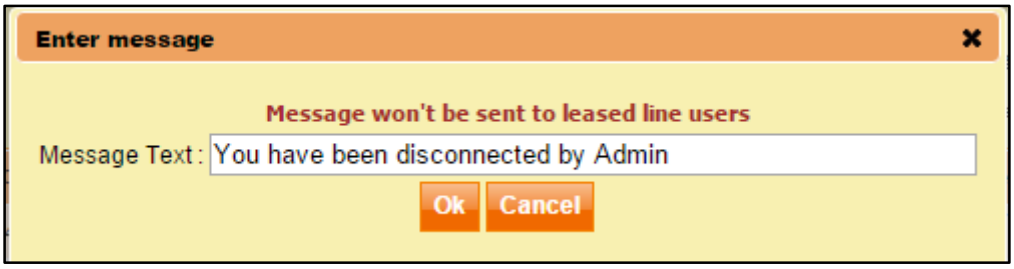

Figure: Disconnect Users

To disconnect users from the list, you need to select the checkbox against the user names. Click **disconnect button**, and the system will pop-up a window. Enter the reason for manual disconnection. You can define the reason for disconnecting the user(s) manually, E.g. technical error, illegal site visit etc. After entering the message, click the **OK** button. The message will flash on the user(s) screen, and disconnected from the network.

Block Live Users

The internet access from a device can be blocked directly from Currently Connected Guests Page. With this feature, the MAC address of device gets blocked. Thus the user cannot access internet from any user account using the blocked device. The feature is helpful to curb the illicit internet usage by organization's middlemen, who have access to end user's login credentials.

Prerequisites

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1. The feature is available as customization. Go to Config (see top right corner) > System Preferences > GUI Preferences to enable the feature. Once enabled, the 'Block' button will appear on Currently Connected Guests page.
2. The feature uses MAC address of the device. Make sure MAC address is enabled at access request (Config > NAS Preferences). 'Enable MAC Address for access request' should be set as Yes.

How to Block MAC Address from Currently Connected Guests Page?

1. Select the MAC address that you want to block (Select only 1 MAC address).
2. Click on Block button.
3. System will ask for confirmation.
4. Select 'Yes' to block the MAC address.

A firewall rule will be created to disable any internet access from the blocked MAC address. To unblock the user:

1. Go to **System Configuration > Firewall > Manage**
2. Search the firewall rule. You can find it through the description 'MAC Address blocked through live user's page'.
3. Delete the rule.

Note: The feature is not available for PPPoE users.

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Configuration Board

Introduction

24online HIA menu options include Configuration Board page, one of the three main pages, designed with combination of various frequently used menus and configurations. This page facilitates smooth administration and swift actions can be performed, with ease of availability of all frequently used features at a single point. Configure property management system (PMS) running in the hotel, dynamic host configuration protocol (DHCP) server, few system preferences, captive portals pages and manage network IP addresses. The components of Dashboard- Configuration page can now be rearranged to any order by simple drag and drop. For this, hold a component and drop it to desired position.

Each feature has been formed in different slabs/grid. We shall understand each slab in detail below.

PMS Configuration

To configure PMS Select **Config > PMS Configuration** from GUI menu

With the help of PMS configuration slab, you can enable the PMS functions integrated with 24online, if there is no PMS in the hotel network, then 24online also offers you the facility to run the system without any PMS. In such case, you have the facility to manually check-in & check-out guests, from 24online system.

Figure: Manage PMS Configuration

Configure PMS System

If you have an integrated PMS system in the hotel, you need to configure certain parameters in 24online to enable the communication between both the servers. As defined in the above parameter, you need to select the – Run Hotel Flow without PMS Integration parameter as 'No'. In simple words, you want to run the hotel flow in 24online, with the external PMS in the hotel network.

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System will automatically, save all the modified configurations, and initiate communication with PMS server. System will prompt you to restart the RMS services; you may see the message shown in screen '**Restart Management Service**' from console to take effect of changes'. You need to restart the resource manager service using the **text based console**. To understand how to restart RMS, please refer to 24online **Console Guide**.

To update the configuration details of the PMS, click on the name of the PMS. According to the PMS and the communication type, you need to enter the necessary details in the parameters.

DHCP Configuration

To configure DHCP Select **Config > DHCP Configuration** from GUI menu

DHCP stands for Dynamic Host Configuration Protocol which provides dynamic IP to hosts on request. With dynamic addressing, devices on the network can have different IP addresses every time it is connected to the network. This feature helps in maintaining track of IP addresses, rather than requiring an administrator for managing the task. For example, if a new computer is added to the network, then service provider can easily assign a unique IP address for it without any hassle, if DHCP is configured.

With different options given in this page, you can define pool IP addresses in network interface; accordingly server will lease IP from list to users. DHCP can be configured on any of the internal network defined in 24online server. You can also start/stop or define auto-start DHCP server as well as generate IP leased reports from the different options given.

DHCP Configuration Slab

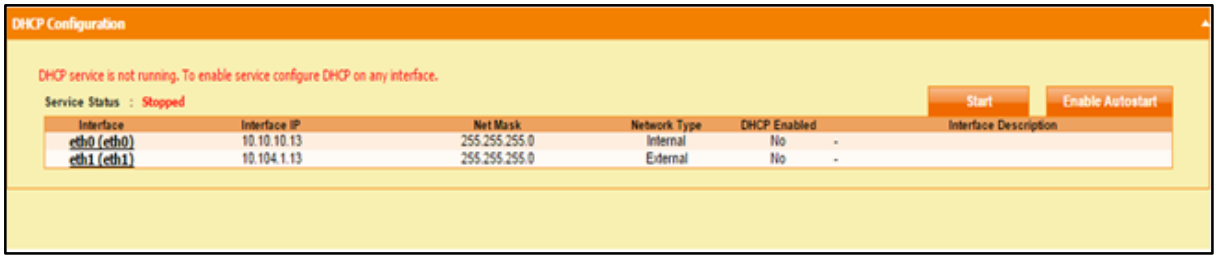

Figure: Configure DHCP Server

DHCP Configuration	
Service status	Shows current status of the DHCP server. When the server is in active state, it will show as Running When in de-active state, it will show as Stopped
Stop	Used to de-active DHCP server and stop all its process
Enable Auto-start	Used to define automatic startup of the server when 24online system is booted. With the help of this feature, you need not manually activate the server each time you boot the 24online server
Lease Report	Generates details of IP leased to different guests
Interface	Shows list of network interfaces defined in the system

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Interface IP	Configured on the Ethernet port (interface) of 24online
Net mask	Shows the subnet mask against each interface
Network type	Internal network is the LAN network, and, External network is the WAN network, defined in the system
DHCP enabled	Shows interface on which the DHCP process has been enabled
Status	Shows the DHCP process status running on which of the interface. Interface on which DHCP server is configured, and its processes are active, shows Running status

Configure DHCP Server

To configure DHCP on any of the internal interface, you need to click on specific interface name and configure certain parameters. These parameters include range of IP address to be leased from DHCP and necessary action to be taken. According to range of IP address defined in list, and action defined, system will lease or un-lease following IP addresses.

Let's understand, how to configure DHCP server:

- Click on interface name on which DHCP has to be configured

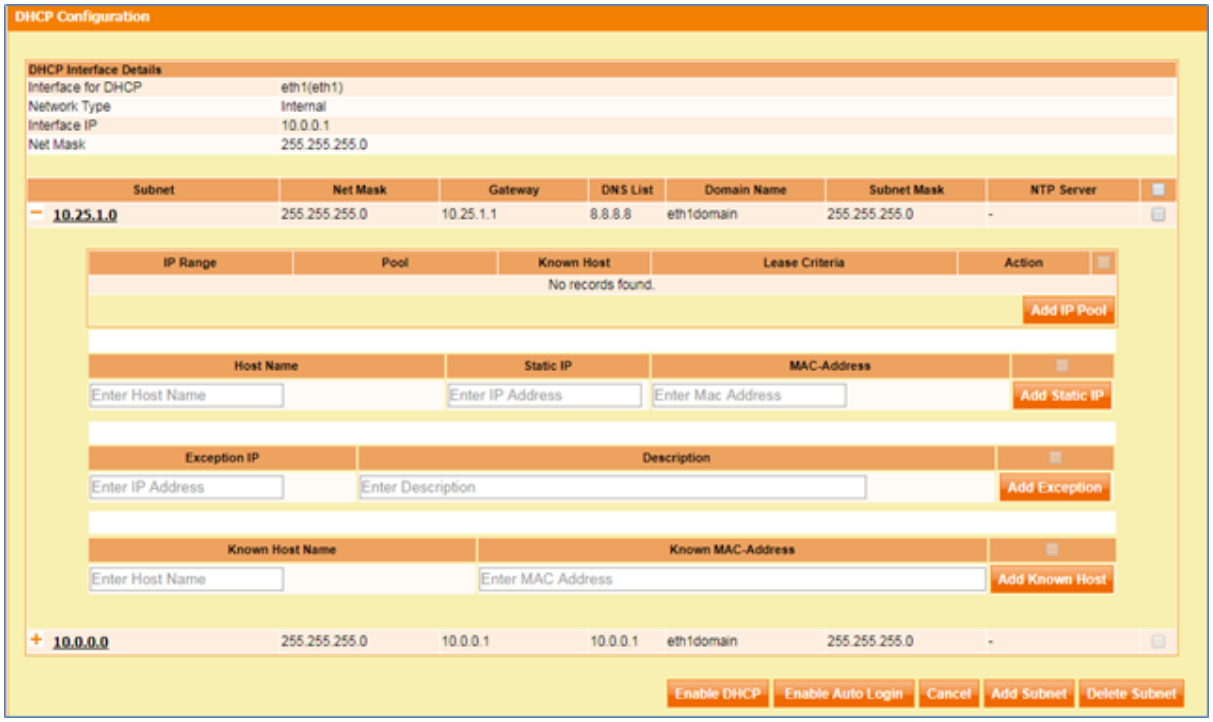

Figure: (a) Configure DHCP Server

DHCP Configuration	
DHCP interface details	Provides complete information of interface on which you have selected to define DHCP

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Subnet	Displays the network ID of the interface
Net-mask	Shows the default gateway of the network
Gateway	Shows the default gateway of the network
DNS list	Displays the list of DNS configured in the DHCP
Domain name	Displays the domain name defined
Network Time Protocol (NTP) server	Shows the IP address, if configured
Add IP Pool	Click to add IP range
Add Static IP	Click 'Add Static IP' to add MAC address to be reserved with certain IP address. On clicking, enter 'Host Name', 'IP address', and 'MAC address' for successfully configuring MAC address IP reservation.
Add Exception	Interface IP can also be added here so it doesn't get leased to any MAC.
Know Host	Known hosts are a set of MAC addresses. The addresses here can be used to allow or deny lease for given IP pool set. The addresses can be allowed lease for one IP pool and denied for other IP pool.

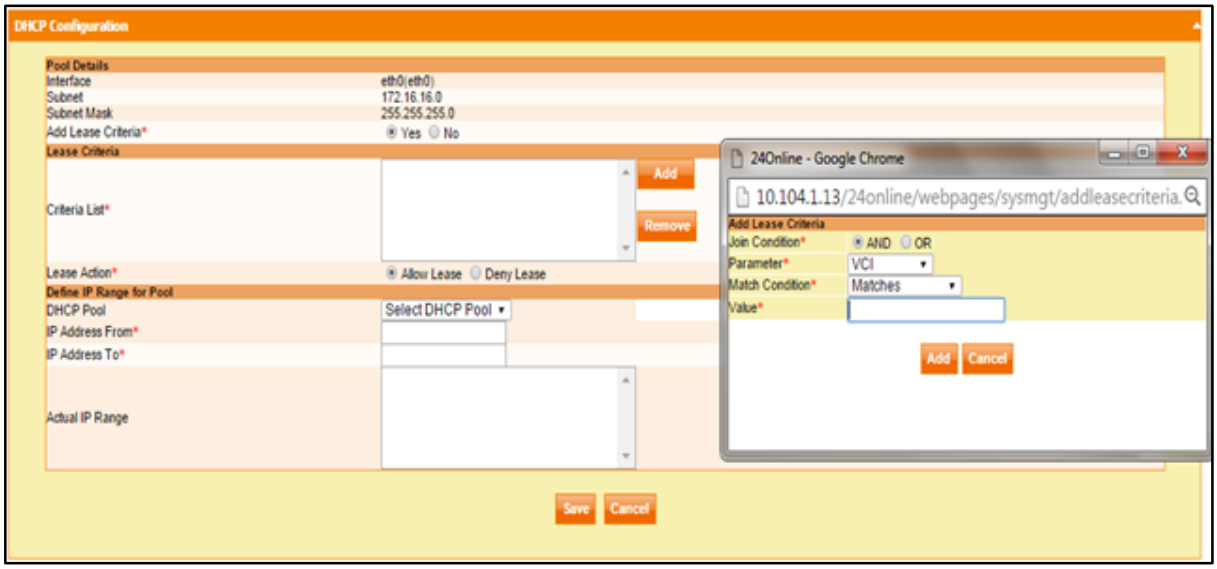

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Figure: (b) Configure DHCP - Add Pool & Lease Criteria

Add IP Pool & Lease Criteria	
Pool details	Interface/Subnet/Subnet-mask shows complete information of the interface on which you have selected to define the DHCP
Allow Lease to Known Host	When selected 'Yes', the IP of known hosts falling under this pool will be leased with IP address. Else, IP leasing to them will be blocked.
Add Lease Criteria	Define whether you want to add certain criteria according to which server will take the defined action to lease IP address. To define criteria select 'Yes', and if you don't want to define any criteria, select 'No'.
Net-mask	Shows the default gateway of the network
Gateway	Shows the default gateway of the network
DNS list	Displays the list of DNS configured in the DHCP
Domain name	Displays the domain name defined
Network Time Protocol (NTP) server	Shows the IP address, if configured
Add IP Pool	Click to add IP range

Parameters on Add Lease Criteria Page

- To add lease criteria, click Add button. The system will open a separate window with multiple parameters to define the criteria.
- Define whether server should match, the defined parameter AND the defined condition, OR, one of the available criteria (parameter or matching condition), while leasing IP address to the guest. Click the appropriate option by selecting the radio button.
- Define the Parameter by selecting the drop down, on the basis of which the server will lease the IP address. There are two types of parameters: VCI and MAC Prefix.

Parameters	Description
VCI	Select this parameter for different OS, like for windows - MSFT 5.0 & for Linux – UDHCP

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MAC Prefix	Select this parameter according to your NIC for MAC based leasing

- Select the drop down box and define whether server should lease IP address to guests 'matching', or 'not matching', the defined parameter.
- Define value according to selected parameter option. For example, if VCI is selected then define MSFT 5.0, and for MAC based leasing, define MAC value as shown in the screen. You can define multiple parameters, as required.
- After specifying necessary details in each of the above parameters, click 'Add' to save all information and add the criteria. In-case, after adding the criteria, if you wish to remove it from the list, then select specific criteria and click 'Remove'.
- Using Lease Action parameter, define whether the server should Allow Leasing or Deny Leasing, considering the leasing criteria, if defined.

Define IP Range for Pool

- Define starting range of IP address in the From* box, as shown in the screen
- Define ending range of IP address in the To* box, as shown in the screen
- The system will automatically create the range and display in the Actual IP Range box
- After entering IP range, and specifying all required information in this page, click the 'Save' button. The system will save the IP pool configured, and display a message '**DHCP pool added successfully**' as shown below.

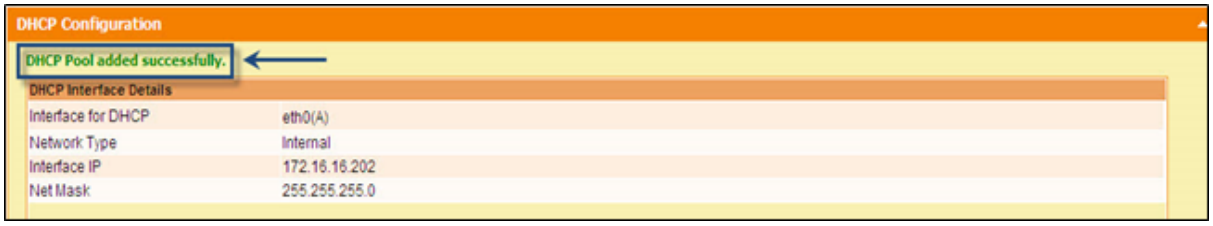

Figure: (c) Configure DHCP - Successful IP Pool Addition and Add Sunet

In the above screen, you can see the range of IP addresses and action to be taken, as configured in the add pool window. If you wish to remove the range from the system, select the checkbox against the IP range and click the '**Delete IP Pool**'.

To enable DHCP, click '**Enable DHCP**'. The system will automatically activate the server on this interface and show status as '**Running**'. To add additional or new subnet in the interface, follow the instructions as given below:

To Add Subnet

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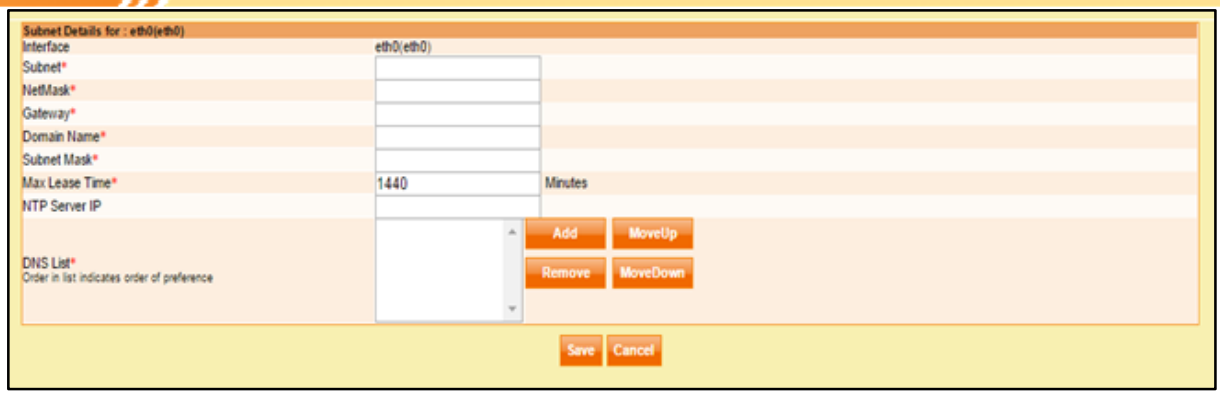

Figure: (d) Configure DHCP - Add Subnet

Configure DHCP – Add subnet	
Interface	Displays name of the network interface
Subnet	Its network ID of the interface. Define the subnet in the text box
NetMask	Its subnet mask of the interface. Define the net-mask ID in the text box
Gateway	Define default gateway IP address of the network in the text box
Domain Name	Specify the interface domain name in the text box
Subnet Mask	Enter the subnet mask ID in the text box
Max Lease Time	It's duration for which an IP will be leased to the client. Define the lease time in minutes. E.g. 1440 minutes = 24 hours
NTP Server IP	Enter the Network Time Protocol (NTP) server IP address, if configured
DNS List	Displays the list of DNS configured in the DHCP
Add	To add the DNS IP address
Moveup/Movedown	To change the order of preferences
Save	Select after all specifications are completed

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Zero Configuration

Zero configuration networking is a technique which automatically creates a usable Internet Protocol (IP) network without manual operator intervention or special configuration servers. Without this feature, guests may have to manually change their IP address in the system to connect the network. But, with the help of this feature, even inexpert and non-technical guests can connect their computers with the hotel network automatically. 24online HIA assists admin and guest with simple and friendly user interface.

- Simple configurations enable automatic communication with DHCP, lease IP from default pool
- Inexpert guests are relieved from technical configuration in their laptops

24online zero configuration features dynamically selects a wireless network to connect based on a user's preferences and various default settings. 24online automatically defines static IP, DNS, and gateway bind at customer machine. It facilitates guests for ease of use anywhere anytime.

Configure Zero Configuration

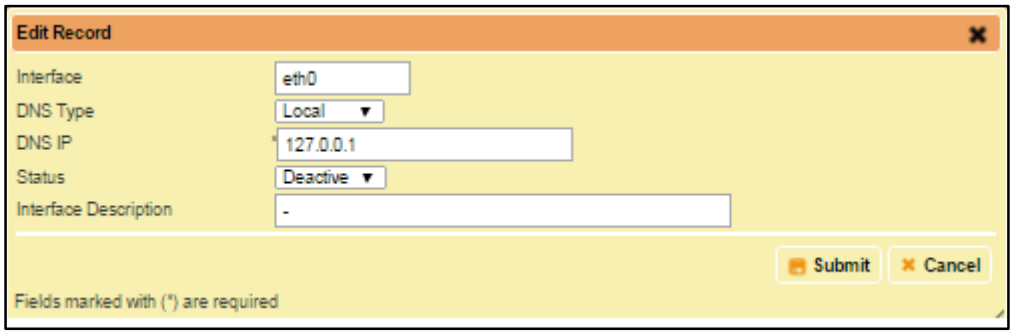

Figure: (e) Configure Zero-Configuration

Configure Zero Configuration	
Interface/Port	Select the internal interface/port from the drop-down box on which the zero configuration setup to be defined
DNS Type	Select the type of DNS type (External or Internal) according to which the guest request will be redirected to the selected DNS. On selecting external option, you need to define the DNS IP address in the text box
DNS IP	Specify the DNS IP address where entire request from guests will be redirected
Status	Select 'Active' or 'Deactive' status from the drop down menu
Interface Description	Specify interface description here.

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Submit	Select after all specifications are completed

Note

- Zero configuration and PPPoE cannot go hand-in-hand.
- In case guest machine having similar IP address, DNS or Gateway which already exists in the hotel network, it may lead to unexpected behavior.

Once the zero configuration service is enabled, the system will display following screen:

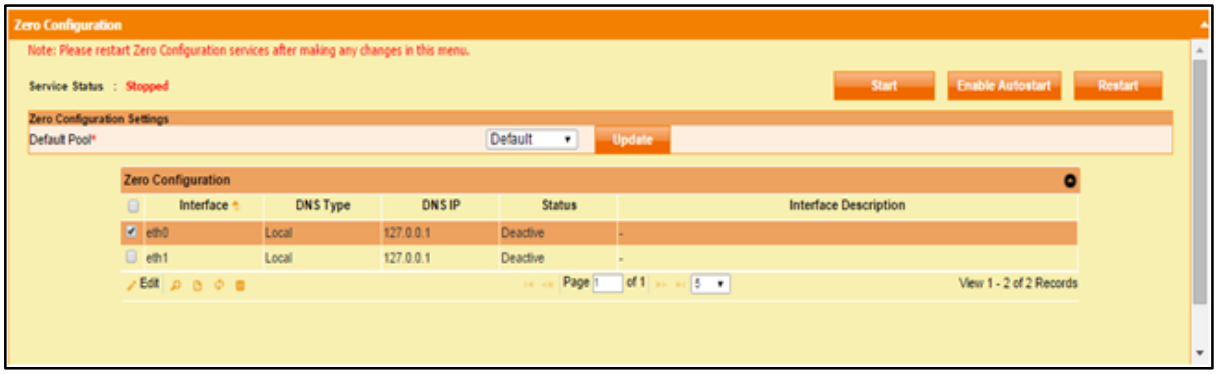

Figure: (f) Zero Configuration Successfully Enabled

Details of the different options in the screen:

- The system displays the confirmation message of successful zero configuration enabled.
- Service status displays the current status of the service. If the service is active, the status shows as **Running**.
- With the help of the '**Stop**' button you can de-active the service.
- And using '**Disable Autostart**' button will disable the auto-start function by which the service will not start automatically when the 24online server is booted.
- Use the '**Disable**' to shut the zero configuration service.
- With the help of 'Restart' button, zero configuration services can be restarted after making necessary changes to save the updates.

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Manage IPs

To configure IP's Select **Config > Manage IPs** from GUI menu

Manage IP slab, a part of pool management, is mainly used for managing different IP pools in the system. With help of different options given in this slab, you can add, update and delete IP address(s) from any pool. Use 'Previous-Next' to navigate pages within the slab.

When there are hundreds of IP addresses added in the system, it becomes hectic to search a specific IP from the system. With the help of search option given in this page, searching IPs or specific IP becomes an easier task.

Figure: (g) Manage IP Slabs - Search IP Address

Manage IP slab- Search IP address	
Select Pool	Enter any specific IP address that you want to search from any pool
Search	Select after specifications are completed
IP address	Displays list of IP address according to search criteria
Pool Name	Displays details of pool against each IP address, in which it has been added
Machine Name	Displays details of system to which IP address has been assigned
Delete	Select checkbox against IP you wish to delete from system and select 'Delete'
Add	Refer to topic given below

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Add IP Address

Add specific IP or range of IP addresses to any of the pool already created in the system. This feature assists to merge different class of IP addresses in the same pool, if required. The system will automatically merge all the IP addresses in the selected pool.

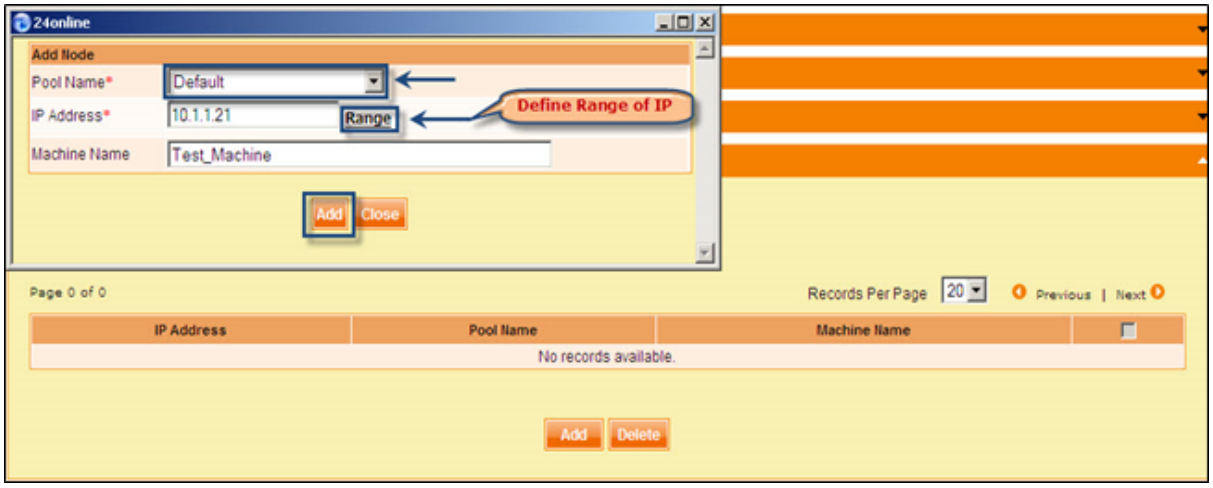

Figure: (h) Manage IP - Add IP Address

Click drop down box and select the pool name from the list, in which you want to add the IP(s)

- In-case of specific IP enter the IP address in the text box
- If you wish to enter range of IP address select the 'Range' option given next to text box
- In the *From box, enter the first IP of the range
- In the *To box, enter the last IP of the range
- Define the name of the machine for the IP address (es) to be added.
- After entering complete details in each of the parameters, click the 'Add' button.

System Preferences

To configure System Preferences, select **Config > System Preferences** from GUI menu.

System preferences page helps you configure NAS parameters, define URL that will automatically open when guest logs-in, specify number of records to be displayed per page, and, grace period for renewal so on and so forth.

The page has been bifurcated in three different sections as NAS preferences, GUI preferences and Invoice preferences.

NAS Preferences

Network Access Server (NAS) preferences includes parameters required to configure any access server in the system. If 24online is acting as a RADIUS, and needs to communicate with any third party access (TPA) server, in such case the necessary details of the TPA NAS has to be defined in the following parameters.

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NAS preferences are by default configured by 24online while deploying the solution. In-case of requirement, you are free to modify the configurations as required.

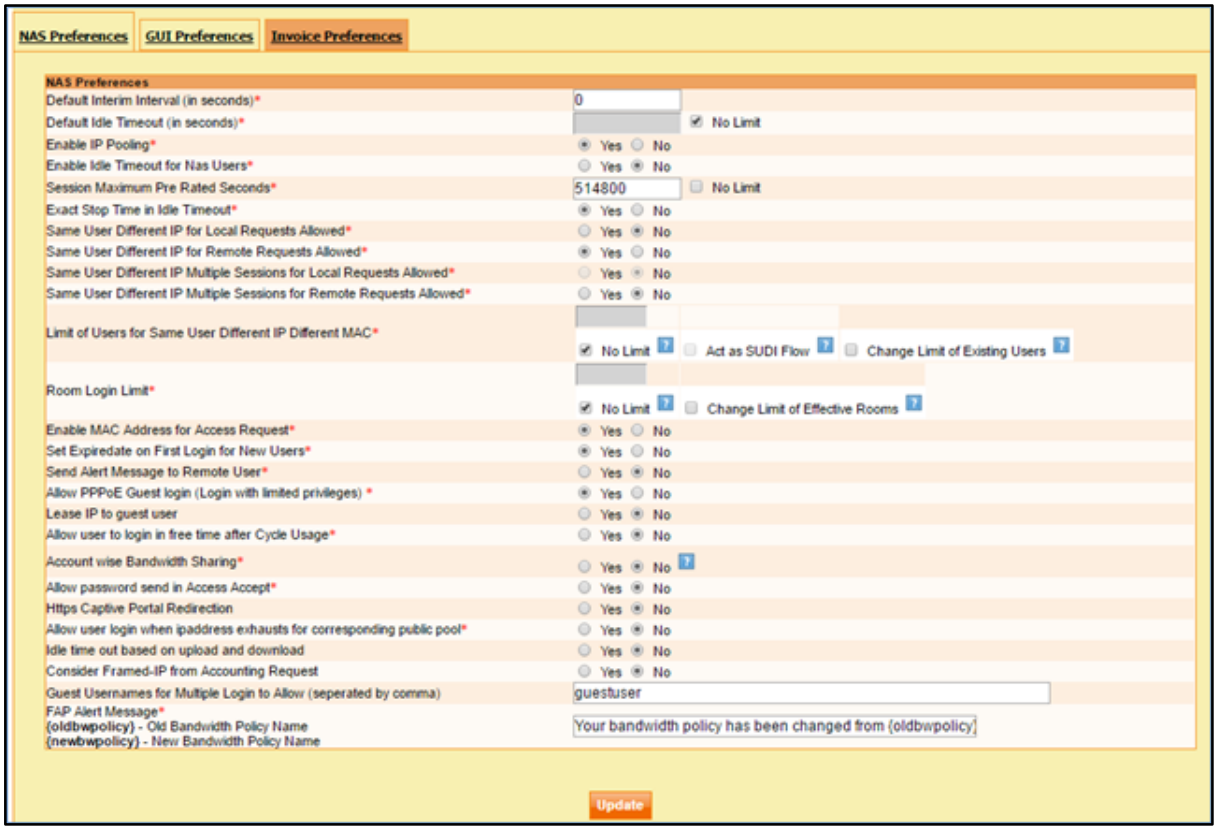

Figure: (i) NAS Preferences

NAS Preferences	
Default interim interval	Time-period defined to generate communication between NAS and RADIUS. Interim needs to be defined in seconds. As per the defined time limit, both the servers will keep communicating with each other
Default Idle Timeout	Time-limit defined to disconnect the connection when access server stops communicating due to any reason. Idle time out should be defined in seconds. After the defined time limit, if the communication request is not accepted by NAS server, RADIUS will automatically disconnect the connection and consider it is failed request. In such case, guest connected through the same NAS will be also be disconnected by the RADIUS
Enable IP Pooling	Select 'Yes/No'. Only on allowing IP pooling you will be able to manage pools efficiently
Enable Idle Timeout for NAS users	Default Idle time out is the time limit defined to disconnect the guest from the NAS, when there are no packets received from the guest machine. The default limit defined by 24online is fifteen minutes. You need to select an appropriate option whether the system should logout the guest while experiencing idle time out. To enable select 'Yes', if not, select 'No'

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Session Maximum Pre-rated	Displays maximum session timeout defined for guests. (-1 indicates maximum time allowed for user session)
Exact stop time in idle timeout	Resource monitor which keeps the track of guest active status is an inbuilt application. It runs every 15 min to check the live status. In-case of no packets received from guest during the interim, the resource manager intimates the idle time out experienced. Select 'Yes/No', whether the system should disconnect the guest when resource manager gets the update or immediately when the NAS experiences the idle timeout.
Same User different IP for Local Requests allowed	E.g. In a scenario where guest sends login request from his own room, later he sends login request from cafe with same username. In-case of normal guests, select 'Yes/No'. On selecting 'No', when guest sends the request system will display the message as 'Some other user is logged in from same IP'.
Same User different IP for Remote requests allowed **Same User different IP different MAC for local requests allowed**	E.g. In a scenario where guest sends login request from room, later sends login request from cafe with same username. In-case of normal users, select 'Yes/No'. On selecting 'No', when guest sends the request system will display the message as 'Some other user is logged in from same IP'. In-case 'No' is selected in 'Same User different IP for Remote requests allowed' option, the entry for the Same User Different IP different MAC for login request will be disabled.
Same User different IP different MAC for Remote requests allowed **Limit of users for same user different IP different MAC**	In-case of PPPoE users, select whether you want to allow same user remote request also or not. To allow select 'Yes' and to disallow select 'No' In-case 'No' is selected in 'Same User different IP different MAC for Remote requests allowed' option, Limit of users for same user different IP different MAC cannot be entered. Select 'No Limit' if required.
Room Login Limit	It limits the number of devices allowed to use same login credentials inside a room. The value will set here will be applicable to all rooms in all hotels. Select no limit to bypass the login limit. Change limit of effective rooms will override previous room login limit configurations.
Enable MAC address for access request	Allows admin to receive user's MAC address when user logs-in the system
Set Expiredate on First Login for New User	In-case of single-box global mode; to enable multiple login of same user from different IP, select the radio-button 'Yes'. User login request is treated as Local request as the request is directed to Access Server (NAS) initially
Send Alert Message to Remote User	To send alert messages to live users i.e. welcome messages, error messages etc. To enable select 'Yes' and to disable select 'No'

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Allow PPPoE Guest Login (Login with limited privileges)	24online provides administrator options to allow/disallow guest users to connect to 24online server. Users can be given limited privileges. With help of limited privileges, a guest user can Top-Up/Renew his account, 24online PPPoE allows tunnel-establishment till 24online server. Though guest user is unable to surf internet, account can be renewed/Top-up.
Allow user to login in free-time after Cycle Usage	Cycle type is a form of restriction bind with the user package to control high usage. (For detailed understanding please refer to package management à cycle type). In-case admin has offered free night usage, and user has already exhausted his total limits, then in such case should he be allowed to login. Select 'Yes/No' as required.
Account-wise Bandwidth Sharing	Allow account-wise bandwidth sharing. Select 'Yes/No'. This option allows same bandwidth policy applicable on account-id users. If 'No' is selected then bandwidth will be shared amongst all total number of users logged-in the system. If 'Yes' is selected then: E.g. Account-1 has two guests guest-A and guest-B. Bandwidth policy 'B-1024' which has policy to provide 1024 Kbits is applicable on Account-1. When guest-A logs-in, he receives 1024, when both guest-A and guest-B are logged-in at same-time, the bandwidth is shared amongst them i.e. they receive 512 Kbits each.
Allow password send in Access accept	When access-accept is received from RADIUS end, the password is send along-with all other details to NAS side for authentication purposes. Select 'Yes/No' as requirement. (Applicable in-case of Multi-mode or NAS-RADIUS mode only)
Captive portal redirection	Define whether you want to redirect HTTPS traffic to captive portal or not
Guest Usernames for Multiple Login to allow(separated by comma)	In-order to connect unregistered PPPoE users to 24online; administrator can use the 'guest user'. With the help of this option, any unregistered PPPoE user can register in 24online and select package(s) as suitable to his requirement. Multiple users can also login by using user's username and password as well as any user created in system can be converted into a guest profile. Guest user package information and login restrictions can be configured by using GUI
Update	Select after necessary specifications are completed

GUI Preferences

GUI preferences include necessary parameters which mainly effect at the user interface and admin GUI. Various parameters like pre/post login URL, no. of records to be shown on each page, title of user my account page etc. can be availed.

The image is divided into two parts i.e. Part I & Part II for better understanding.

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Figure: (j) GUI Preferences - Part 1

GUI Preferences	
Site to be opened after client logs on	Specify the URL that will appear whenever client logs in. In-case, you do not want any URL or page to open while client login, then please leave the field empty.
Open URL in	The specified URL can be opened in a new window or the same window by selecting the required option. After necessary specifications select Update.
No. of Records to display per page	This value defines how many records will be visible per page. The setting applies to the lists in all pages of 24online.
Enable/Disable Live Alerts for HTTP- Client Users	When selected yes, the live alerts will be sent to end users. The alerts are of various type ex: FAP alert, disconnection alert, limit exceed etc.
Disable CNA for IOS Device	Disables the captive network access page in IOS devices.

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Figure: GUI Preferences - Part 2

GUI Preferences	
Byte Reducer	Shows the remaining accessible time of internet (precise to seconds).
Execution Interval for Byte Reducer (in seconds)	Synchronizes the upload and download data with byte reducer. The value in seconds here will refresh the screen and shows updated upload/download data. Byte reducer will update the time remaining in the post-login page after the specified time-limit is reached.
Configure Global Expire Date	Expires the user either at the ending of date i.e. 12:00 AM midnight or at the specific time of date.
Configure Post Login page	Defines the behavior of post login page.
Configure Window Title	Customized title of tab/window that appears on mouse hover above the address bar. The title can be set for 3 types of pages.

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Figure: GUI Preferences - Part 3

GUI Preferences	
Hide Pin Password	The pin passwords will only be visible to administrator user and not any other user (except those who purchased the pin).
Pin Password Configuration	With password option, administrators can renew the end users using only the password of a pin. With pin and password option, administrator can renew the user using both credentials of pin (pin and password). The pins used here are the value based pins and package based pins. Only administrator (or subsequent role) can use this feature.
Top up Account Configuration	Part Payment - User account can be credited balance with top-up recharge. Top-up amount will be deducted from the available user balance. Remaining amount will be available in the user account. In part payment only a part of the user's available amount will be debited. Full Payment - User can be credited balance with the amount present his account. There will be no remaining amount available here as the account will be recharged with the whole amount in the user account.
Only Password Authentication Configuration	With this configuration, users will only need to type the password. This option will make username and password (both) unique fields.
Device type Column Visible in My Account Page Configuration	The type of device on which the customer is using the internet (for example: computer- windows 7, mobile- android) will be visible to end customers. The column of device type will be added in my account > usage details > session usage details.

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Figure: GUI Preferences - Part 4

GUI Preferences	
Pin Type Option visibility Configuration	With this feature, end users won't need to select the pin type during package renewal. As 24online provides a wide variety of pins, this is very useful when hotel is using only package based pin and renews users using it.
Configure Reset Day for Weekly FAP	Set the specific day of week when the weekly FAP policy will reset.
FAP-Proration for Postpaid users	Enabling the option allows end users to use the FAP plan without requiring to pay charges of complete cycle. The pricing will be prorated and users will pay only for what they have consumed.
Configure Cookie Based Auto Login	When the user open the captive portal second time to access internet service; system will automatically take user credentials from cookies. User gets automatically logged into system. The cookie duration (in minutes) is the time for which cookies will be stored in the system. This time is also used to save user password in cookies.
Allow Login for Checked out Guest	With this option, the checked out guests can login into system to use internet access. The guest can only use internet if the allocated package is not expired. Else the user can go for internet vouchers.
Account No. Configuration	This adds the prefix to the account number. It helps to keep the list sorted as 24online assigns random account numbers to end users.

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Figure: GUI Preferences - Part 5

GUI Preferences	
Default MAC Binding Configuration for Registration	This adds the prefix to the account number. It helps to keep the list sorted as 24online assigns random account numbers to end users.
Checksum Configuration for PMS Rules	The option enables checksum for PMS communication to reduce errors in data transition.
Event Based Email Reminder Configuration	The option allows system to send automatic emails to concerned users on occurrence of an event.
NP Parameter Configuration	No Posting decision is made when selected as No. 24online will respond to NP requests by PMS. When selected Yes, 24online will ignore NP requests and will not post. In this case user will not be allowed to purchase package using PMS flow.
Auto-Archive of Users	24online will automatically purge the users and add them in archive list. The records purge cycle will run after the number of days defined here.

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Figure: GUI Preferences - Part 6

GUI Preferences	
Revenue Report and Cumulative Count Report	The option adds two reports in Reporting section: Revenue Report and Cumulative Count Report
Enable User Graphs	The option enables end users to see the bandwidth consumed by them
Enable External Radius CDR	When external RADIUS is integrated the logs of user sessions are dumped in NAS. When this option is enabled, only then 24online will dump the logs.
Reset Password Configuration	Select “Yes” to allow password reset using email or phone no. When selected yes, the option shows a dropdown having ‘email-address’ and ‘phone number’ to choose from.

Invoice Preferences

Invoice configuration includes all the necessary parameters, based on which all invoices in the system will be created. 24online offers currency conversion option for clients in different region/currency in their accounts. You can define the currency symbol and conversion factor, by which all invoice generated from the system can be created as per your requirements i.e. as per the defined currency rate.

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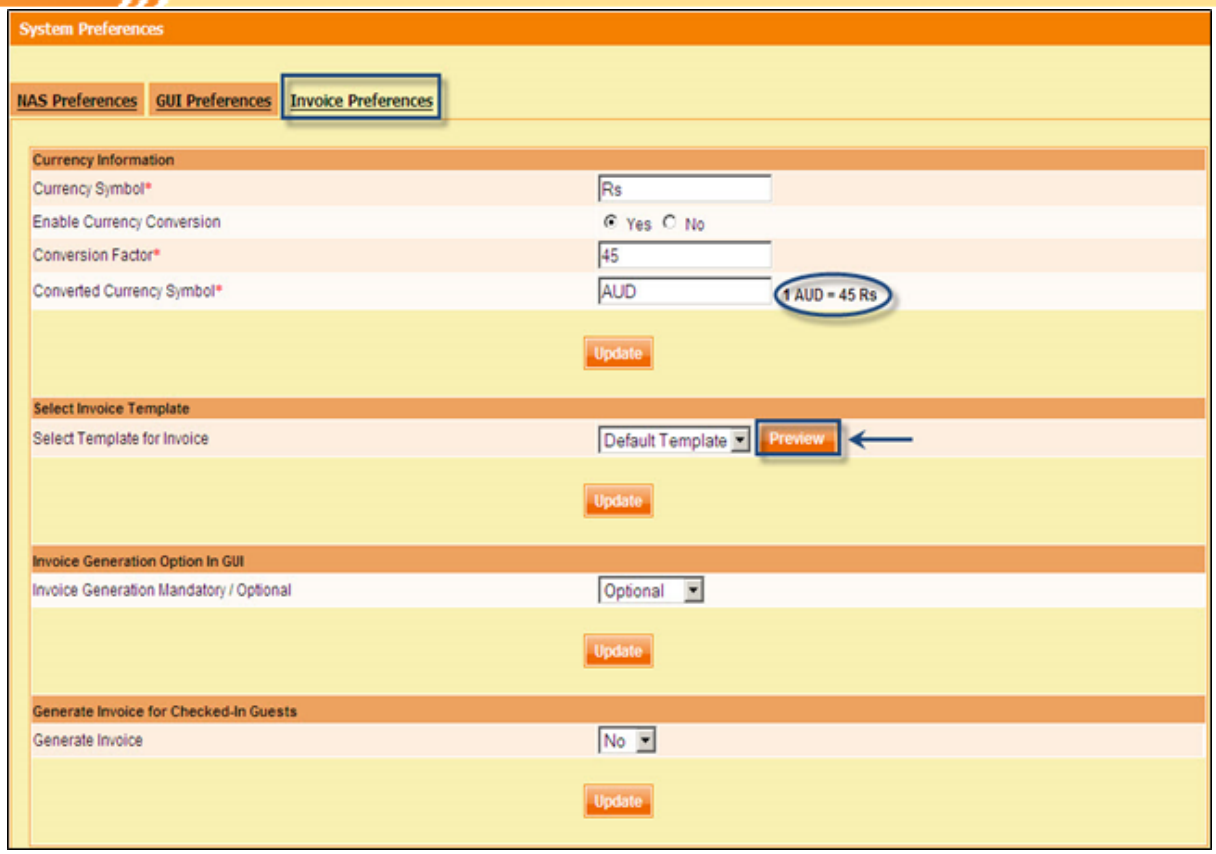

Figure: (k) Invoice Preferences

Invoice Preferences	
Currency Symbol	The base currency is your local currency, which can be converted into any other currency, if required
Enable currency conversion	Select the required option
Conversion Factor	Enter the conversion factor of your currency in the text box, as shown in the screen. i.e. 1 AUD = 45 Rupees
Converted Currency symbol	Define the converted currency symbol in the text box. This will be displayed in invoice generated from the system. Click 'Update' on completion.
Select template for invoice	Select the template to be used while generating the invoice. To preview the template design and values appearing in each box, click on the 'Preview'. After verifying the template, click the 'Update' button to confirm it.
Add Ancillary Service charge in Invoice	Select whether you wish to add ancillary charges to invoice or not. **Never**- does not add ancillary charges ever to invoice **Registration Time**- adds charges to invoice at registration time **Every time**- adds charges every-time invoice is generated
Invoice Generation Mandatory/Optional	Select '**Optional**', if you don't want system to generate invoice for all users Select '**Mandatory**', if you want to compulsorily generate invoice for all

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users created in the system

Click '**Update**' button after all the specifications are completed.

Manage Captive Portal Networks

To Manage Captive Portal Select **Config > Manage Captive Portal Networks** from GUI menu.

Captive Portal Network is the facility available where the Network ID can be defined. The users in the defined network require to be authenticated with the captive portal. The Captive Portal requires the username and password for the user authentication. The network ID and the net-mask can be defined in the page. All the users/subscribers can be registered in this page, so that proper billing and bandwidth management can be done.

Figure: (l) Manage Captive Portal Networks

Manage Captive Portal Networks	
Network ID	Enter the network ID which should display the captive portal when the user in that network is trying to connect to the Internet
Net mask	Enter the net-mask
Select	Select the checkbox in-case you have to delete the network or the net-mask
Add	Add a new network ID and new net-mask. Select 'ADD' button to add the network in the list
Delete	Select the checkbox and select delete to delete the network or the net-mask

Note: Users/Subscribers not defined in the list will not be displayed the captive portal. They will also not be able to surf the internet. IPSET entry will not be alone.

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Settings

Introduction

To get current system settings Select Icon **Settings** from GUI menu on the upper right side.

Current system settings page offers complete picture of the HIA system in a single glance. Important information related to system configurations from different menu have been merged in single page to offer complete details in the same page. With the help of this information, one can easily understand the various configurations, CPU information or back-up status of the system.

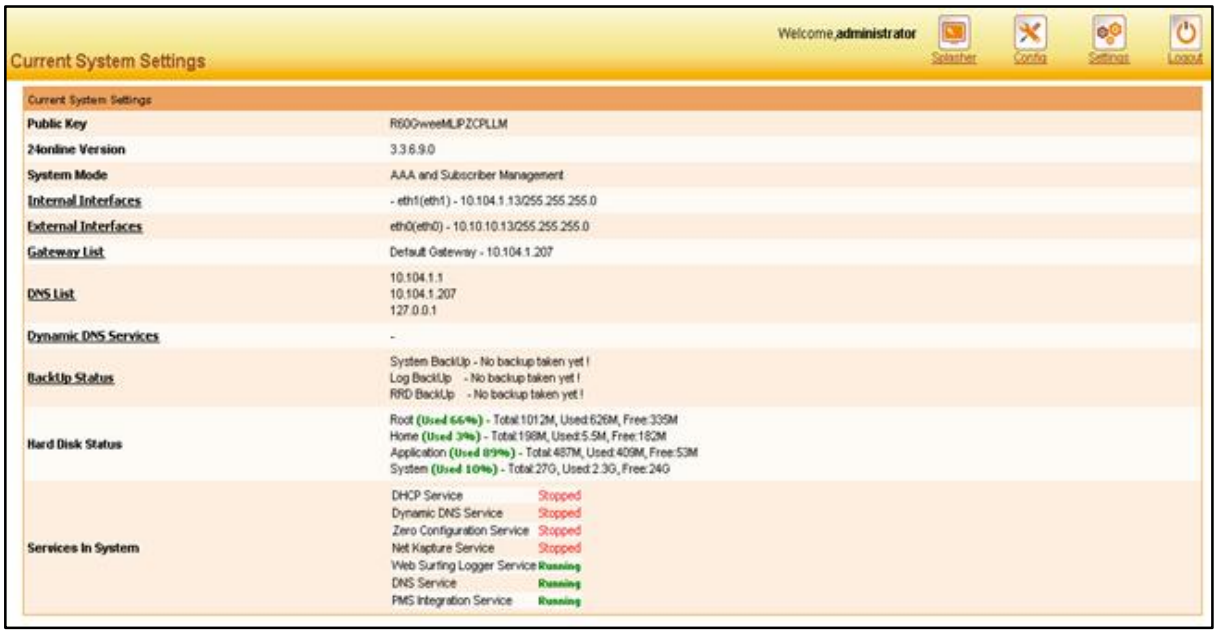

Figure: Current System Settings

Details mentioned in the screen above are mentioned here:

- **Public Key** – It's a unique identification number issued while production for each appliance
- 24online Version – It's the 24online software standard version offered
- **System Mode** – 24online is a flexible solution which can be configured into 3 different modes as per the requirement of the network, 1) AAA 2) Access Gateway 3) Single Box (AAA + Subscriber Management)
- **Internal Interface** – This option displays the internal interface configured in the system. For updating the internal interfaces, you can click the 'Internal Interface' and update the necessary information. For detailed information please refer to system configuration à internal networks
- **External Interface** – This option displays the external interface configured in the system. For updating the external interfaces, you can click on the 'External Interface' and update the necessary information. For detailed information please refer to system configuration à internal networks
- **Gateway List** – This option displays the gateway of the network configured in the system. To update the gateway, you may click on the 'Gateway List' and update the necessary

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information. For detailed information, please refer to system configuration à gateway configuration

- **DNS List** – The option displays the DNS configured in the system. To update the DNS, click on the 'DNS List' and update the necessary information. For detailed information, please refer to system configuration à DNS configuration
- **Dynamic DNS** – Displays the list of DNS added in the system
- **Backup Status** – There are three types of backup that can be taken from the system like System Backup, Log Backup and RRD Backup. Displays history of following backup taken from the system. For detailed information, please refer to system management à manage data à backup
- **Hard Disk Status** – Displays hard disk consumption details of the 24online system
- **Services in the system** – Displays different services (servers) running in the system:
    - **Stopped** means the server has is in stopped mode
    - **Running** means the server is active and working in the system

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Property Management System

Introduction

With ever-evolving hospitality chains and services, 24online provides integration with well-known Property Management Systems (PMS). 24online provides Property Management System which offers complete set of menu, which facilitates hotel admin to easily manage Internet service in different rooms, check-in guests, generate various reports and create different pools in the system.

Hotel

The PMS configuration for the hotel can be done from this menu section. The hotels can be created and added to the system based on which PMS configuration is done.

Create Hotel

The hotel can be created from this menu option for further doing PMS configuration for it.

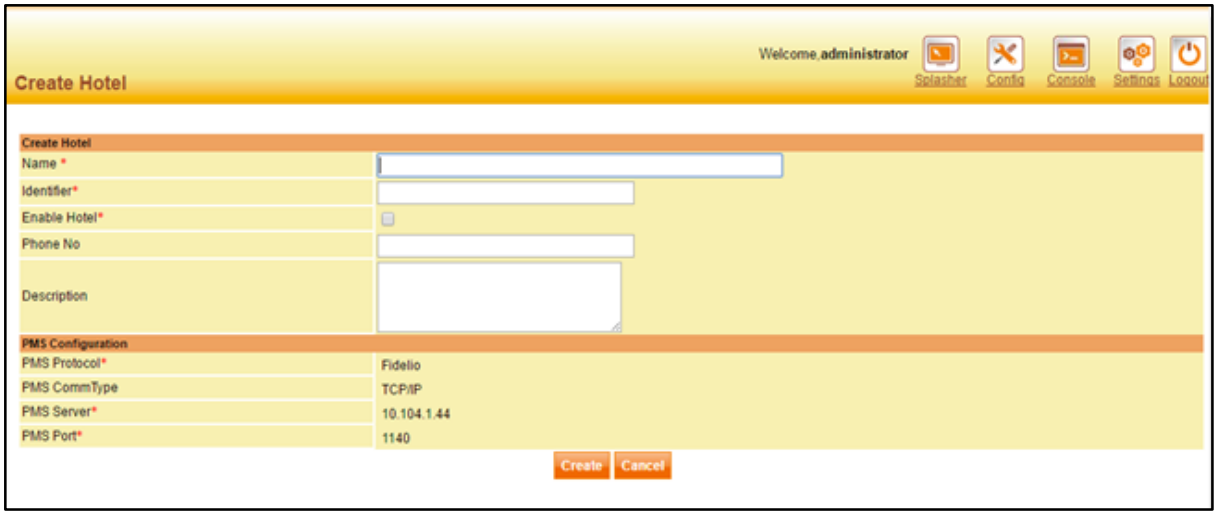

Figure: Create Hotel

Create Hotel	
Name	Enter name of the hotel here
Identifier	Enter value for hotel identifier parameter here based on which PMS configuration for the hotel will be done.
Enable Hotel	Select checkmark here if you want to enable the hotel.
Phone No	Enter contact phone number here

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Description	Enter description of the hotel to be created here.

Manage Hotels

On successfully creating the hotel, all hotels created can be easily managed from this menu section.

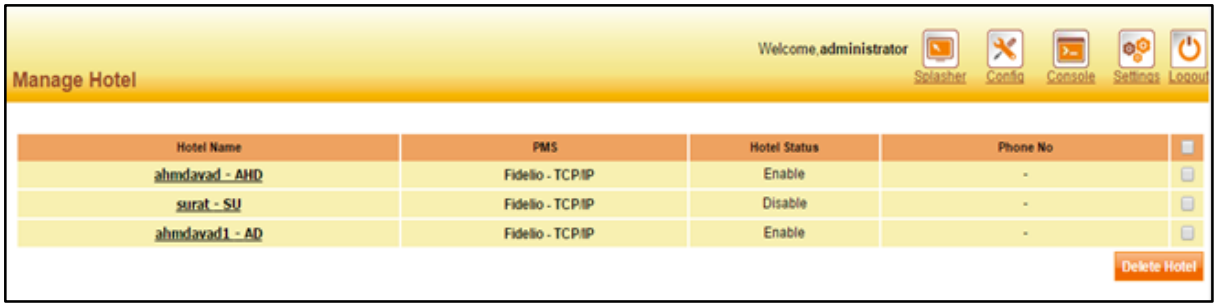

Figure: Manage Hotels

The details of the hotel can be edited and updated by clicking on the hotel name to be edited from the list here as shown below:

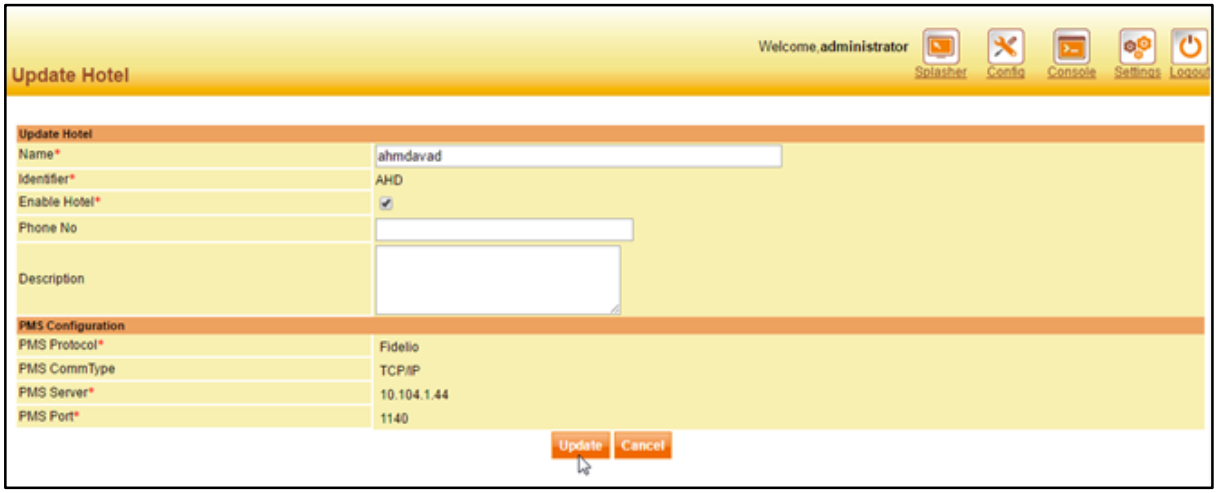

Figure: Update Hotel

PMS Configuration

On creating hotel successfully, PMS configuration needs to be done for that hotel by providing all necessary details.

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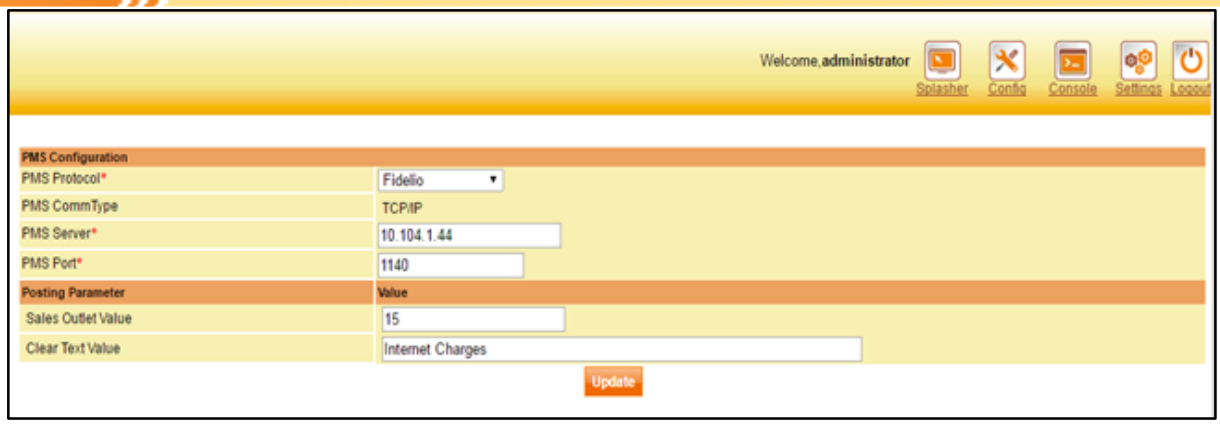

Figure: Hotel Configuration

Hotel Configuration	
PMS Protocol	Select PMS protocol from the drop-down list.
PMS Comm Type	The PMS communication type is configured here.
PMS Server	The PMS server id is needed for communication needs to be entered here.
PMS Port	The PMS port is needed for communication needs to be entered here.
Sales Outlet Value	Sales Outlet value needs to be configured here which will be taken into consideration at the time of PMS posting.
Clear Text Value	Clear Text value needs to be configured here which will be taken into consideration at the time of PMS posting.

Room Management

To Manage Room Services, Select **Property Management > Room Management** from GUI menu.

Property Management in 24online allows hotel admin to create varied rooms, manage guests efficiently, provide services like change room and special plans etc. Hotel admin can also view extensive reports related guests package purchase, guest session details, invalid messages etc.

Types of Room

Manage Room Type

Room management provides you different functions using which you can categorize the type of rooms available in your hotel i.e. Premium Suites, Standard Suites, Regular Rooms etc. You can also

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allot different packages created in the system to multiple rooms in a single click. Package allotted to different rooms would be default and guests checked-in for that room will be directly allotted the package configured.

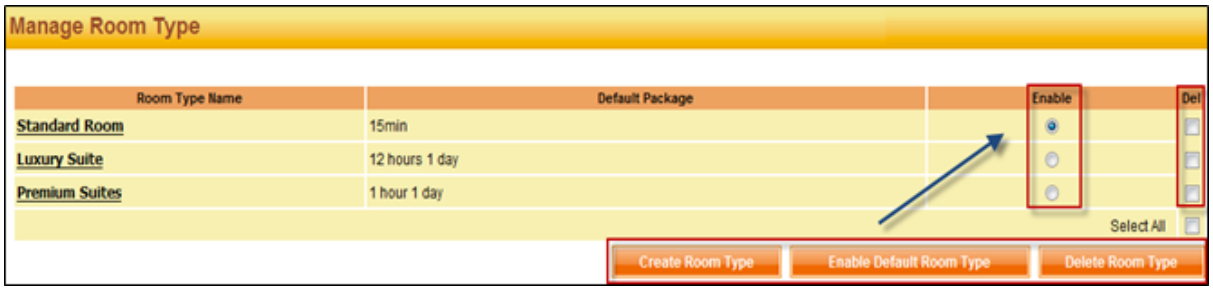

Figure: Manage Room Type

Manage Room type	
Room Type	Displays list of different room types created in system
Default Package	Displays list of package assigned to each room type
Enable	Use enable option with Default Room Type button
Del	Select the check-box against the room-type you wish to delete and select 'Delete Room type' button
Delete Room Type	Click the button to delete room type
Create Room Type	Use to add any new type of room in the list
Enable Default Room Type	Use to assign a default room type and package, whenever any guest checks-in

Create Room Type

Every hotel basically has different standards of rooms like standard, luxury, royal etc. Facilities and services are also provided according to the standard of the room. 24online Room Management provides hotels an option to create varied room types. 24online offers simple GUI options to provide internet packages to various rooms. This option also provides hotel admin to provide single room type with multiple packages for online purchase.

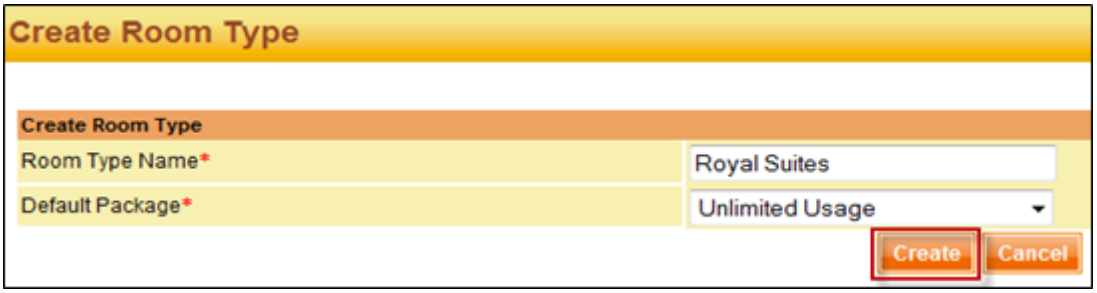

Figure: Create Room Type

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Create Room type	
Room type Name	Specify name of the room, or the type of room defined according to the hotel E.g. Royal Suites
Default Package	Click drop-down list and select the type of package you want to assign to the type of room e.g. Unlimited Usage
Create	Select after all necessary specifications are completed

Update Room Type

After successful creation of room type, admin can decide the cycle of renewal of package allotted to the room. Package selected can be renewed daily/weekly or monthly automatically as defined. Renewal of default package can also be done with a new package in renewal cycle.

Complete list of packages can be availed for online purchase, for the room type selected. With help of this facility you can define specific package(s) to be offered for online purchase as per room type. Options to add/delete required package(s) is also provided in the page.

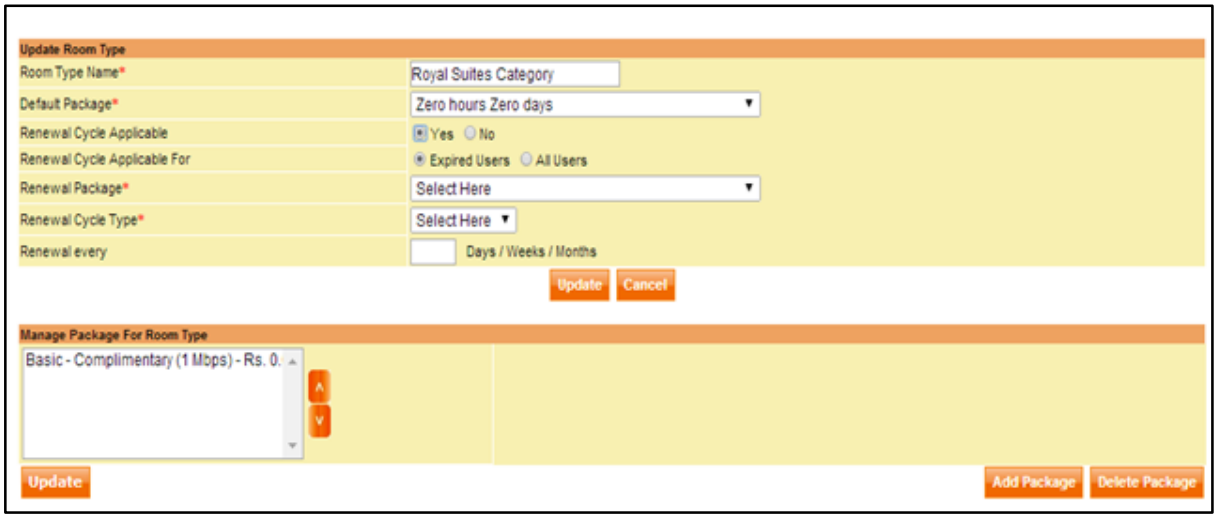

Figure: Update Room Type

Update Room type	
Room type Name	Displays name of room type
Default Package	Displays default package allotted to room
Renewal Cycle applicable	Renewal cycle is a condition according to which selected package will be automatically renewed according to the time and duration defined. Select 'Yes' if you want to define the cycle type, and 'No' if you don't want to define it.
Renewal Cycle applicable for	Define type of guests, select 'expired' if you want to set the renewal cycle for only expired package guests in the system, or select 'all' to set the renewal cycle for all the guests (package expired + active package

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	guests) in the system
Renewal Cycle Type	Select whether you wish to renew package: Daily – The cycle will automatically renew, expired or active guests, daily to the defined package. Weekly - The cycle will automatically renew, expired or all guests, weekly to the defined package. Monthly - The cycle will automatically renew, expired or all guests, monthly to the defined package
Renewal Every	Enter the number of Days/Weeks/Months when package is to be renewed E.g. Suppose you define 2 days/weeks, system will accordingly renew the package once in 2 days or biweekly. This option works in combination with the cycle type defined. i.e. Daily Cycle Type + Renewal Every 2 Days = Package renews once in 2 days at the given time.
Update	Select after all necessary specifications are completed
Add Package For Room Type	
Manage Package for Room Type	Re-arrange different packages in a list with the help of up-arrow and down-arrow buttons in a way to be displayed on a captive portal page.
Add Package	If you wish to add any other package that is not available in the list. You are free to add the same using the 'Add' button. You can see list of package names created in system. You can select the required package(s) from the list. Multiple packages can be selected.
Delete Package	In-case you wish to delete any package, select check-box against the package and click on 'Delete'

Rooms in Hotel

With the help of this feature you can add different number of rooms in the hotel. You have the facility to define a specific room number and assign a room type for the same, as well as define a range and assign a room type to the range.

Select **Room Management > Rooms in hotel** from GUI menu

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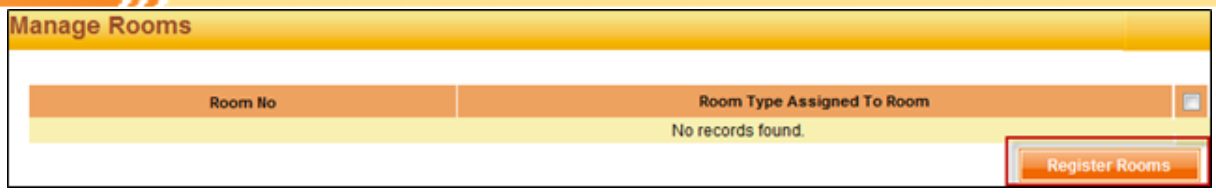

Figure: Rooms in Hotel

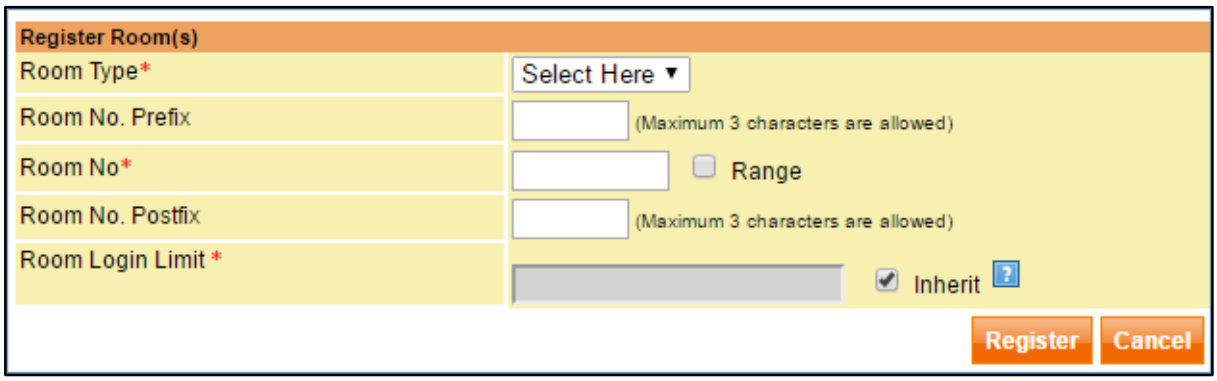

Figure: Add Single Room

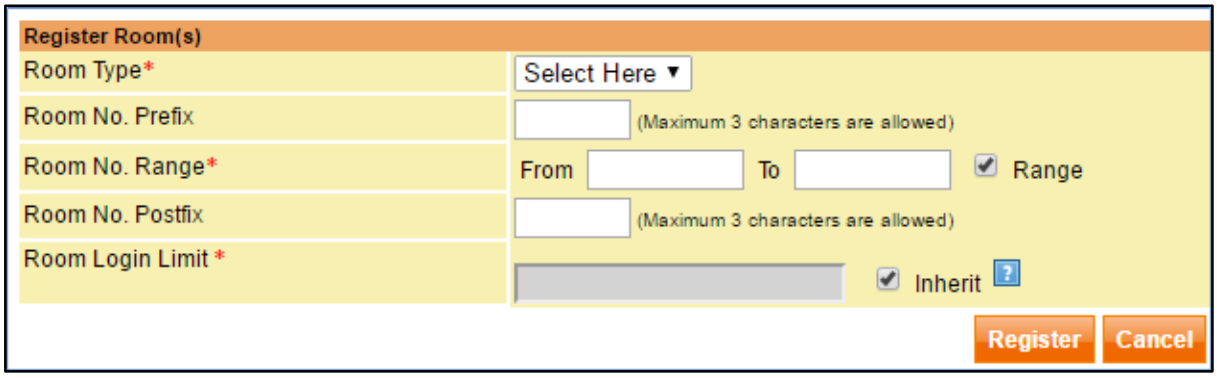

Figure: Add Range of Rooms

Add Range of rooms	
Room No. Prefix	Optional criteria which help you define prefix for room numbers. This helps in differentiating the room types e.g. Lux – Luxury, Eco – Economic, Bus – Business etc. Maximum 3 characters can be defined using any combination of A-Z, a-z, 0-9, _.
Room No. Range	Define any specific room number as well as define a range using the check box
Room Type	Select the room type to be allotted to the room number(s)
Register	Select after all necessary specifications are completed

Once room number or range of rooms is added in the system, Manage Rooms screen will display success message.

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Figure: Rooms in Hotel - Delete Rooms

Manage Rooms	
Room No. Prefix	Displays Room No. Click to edit the room details, if required. Refer to screen 4.3.1 (e) as shown below
Room Type	Displays room type allotted to the room number(s)
Register Rooms	Select to register new rooms
Delete Rooms	Select the checkbox against the room-numbers you wish to delete. Click on 'Delete Rooms' button to delete those rooms permanently from the system.

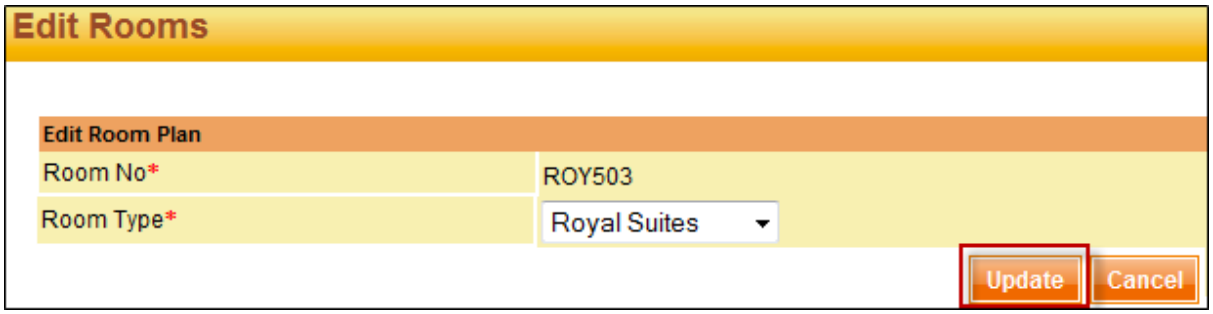

Figure: Rooms in Hotel - Update Room Information

Room type can be updated from here. After selecting the room type information, click the '**Update**' button to save the information.

Room type can be updated from here. After selecting the room type information, click the '**Update**' button to save the information.

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Hotel Configuration

To Manage Hotel Configuration, Select **Property Management > Hotel Configuration** from GUI menu.

Hotel configuration parameters helps in defining necessary parameters required for the authentication server in the hotel network and, details to be received from the property management system (PMS). These parameters help in communicating with different components in the network. For more than one hotel scenario, you can change the hotel at top to define settings for different hotels associated.

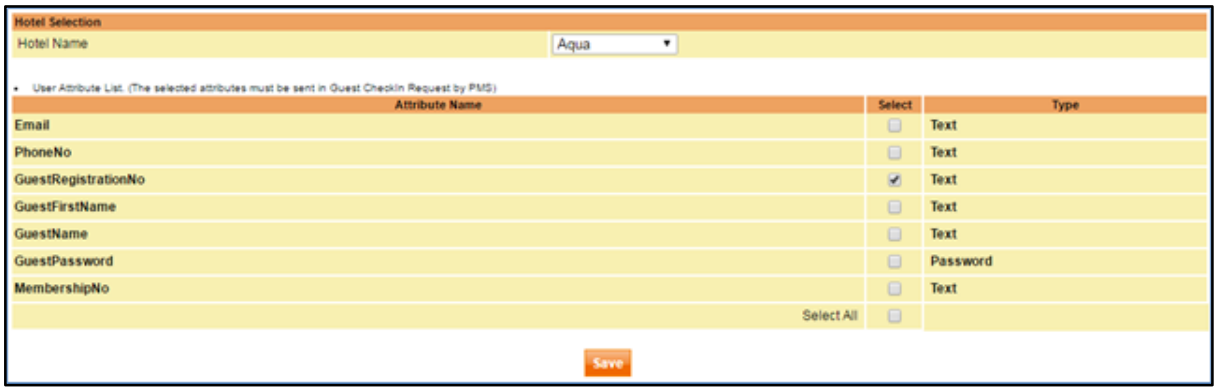

Figure: PMS Attribute Communication

The attribute list selected here is required to be pulled from PMS for successful authentication of user. For ex: in above figure, only guest registration no. is checked true. Hence only this information from PMS is required. For better security and easiness, more number of fields can be fetched from PMS.

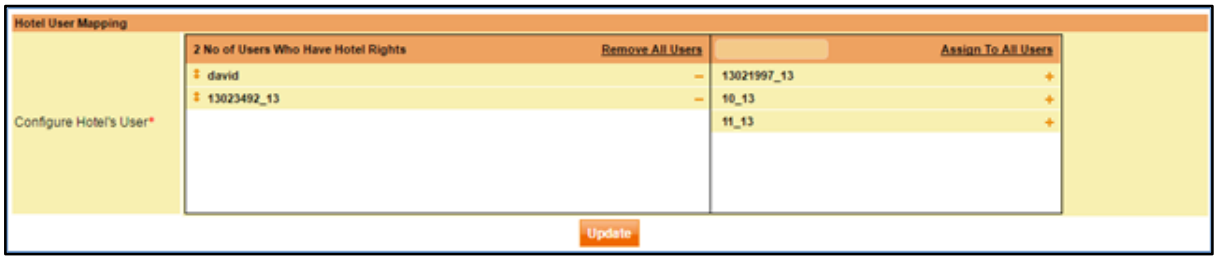

Figure: Hotel User Mapping

The hotel admin user type can be provided with hotel rights. In figure above, the hotel admin user type is always on the right. To assign hotel rights to the user, '+' button against the user can be clicked. This will move the user to left side. The left side column shows all the users with hotel rights. To remove the user from hotel rights, '-' button against the user can be clicked.

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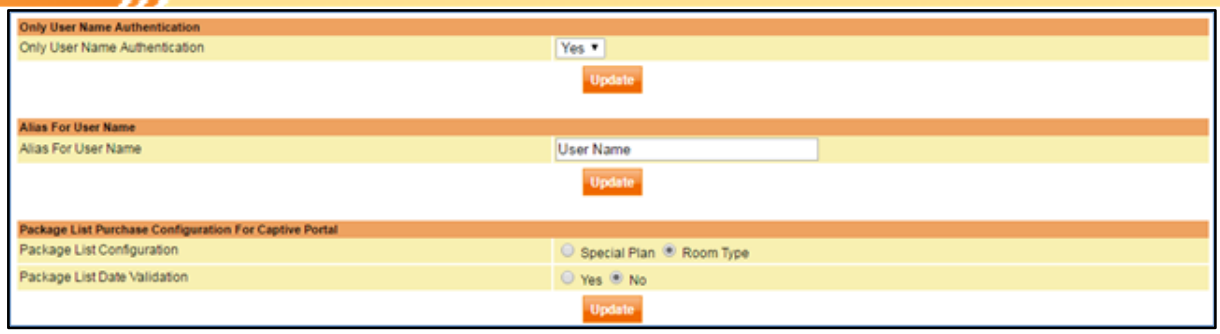

Figure: Hotel User Mapping

Only Username Authentication

24online offers two authentication methods: (1) Username & Password (2) Room No. & Registration No. These credentials are entered while user logs-in.

Username authentication parameter defines whether you wish to keep the authentication parameter as username or not.

'Yes' - the system will request for username from the guest, while login

'No'- the system will perform the default behaviour and request for room no. and registration no.

Alias for User Name

Another field title can be used at time of guest's login instead of username. The alias means using another name for field for better guest experience.

Package List Purchase Configuration for Captive Portal

Package List Configuration

24online can be configured to display the normal plans based on room type or the special plans created.

Package List Validation Date

On selecting 'Yes', the feature of displaying only data packages that are date validated on the captive portal page will be enabled. Select 'No' option for disabling this feature.

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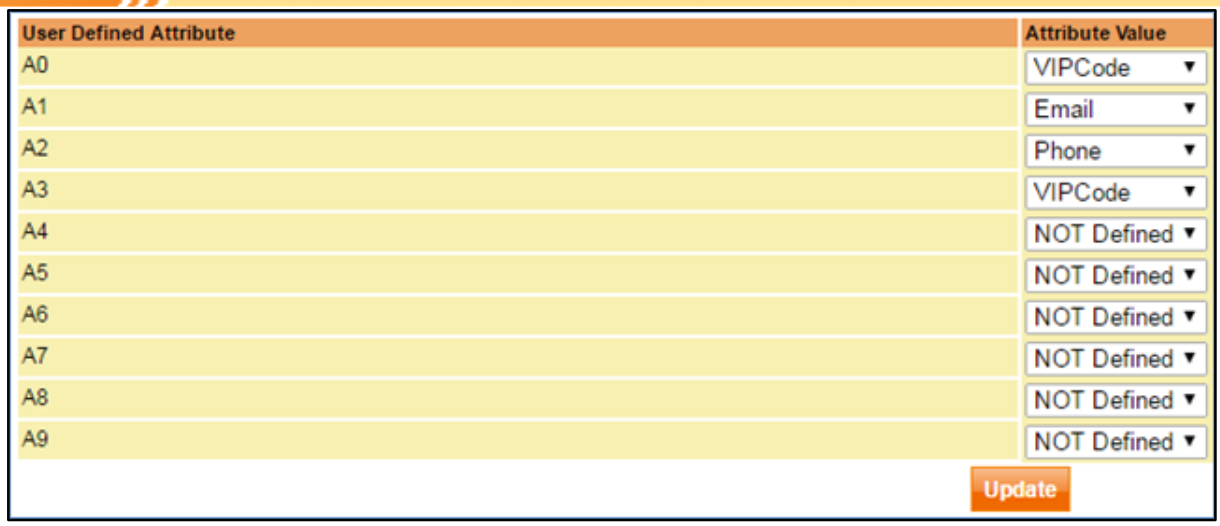

Figure: Hotel User Mapping

24online and PMS communicates with each other through ports. PMS sends specific value to 24online ports and 24online reads the value for further processing. For this communication it is necessary for 24online to know, what values are provided to its ports. Hence, after integration of PMS with 24online, customers should fill these ports according to system's setup.

With the end of this process, you have successfully configured all the necessary parameters in the hotel configuration page!

Check-in Guests

When a guest checks-in the hotel, the guest details like name, address, contact details etc are entered in a property management system (PMS) in the Hotel. 24online continuously communicates with the PMS, and when the checked-in details are received, it creates a guest in its system.

24online also offers you the facility to manually check-in the guest with necessary details. You can manually feed the required parameters in the system, and create the guest. Even in absence of any PMS system or billing system 24online acts as a PMS, creates guest, allows access, logs surfing details, generates billing and offers invoice.

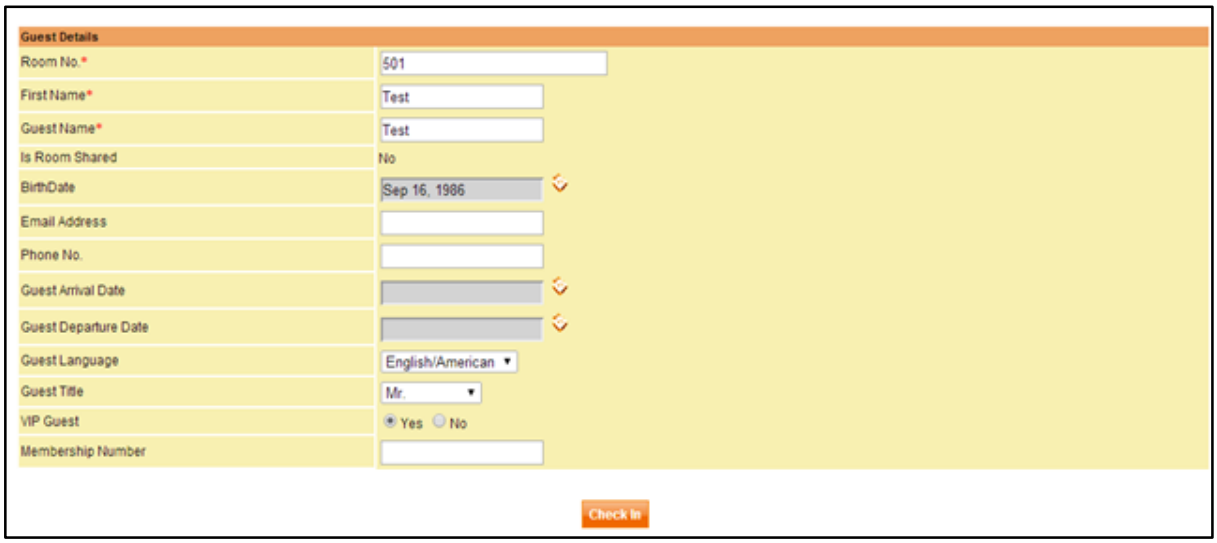

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Figure: Check in Guest

Check-in guest	
Room No	Enter the details of the room no in which the guest has checked-in or guest is allotted
First Name	Enter the first name of the guest
Guest Name	Enter the first and last name of the guest name
Is Room Shared	The shared room status displays the status of room whether it is shared or not
Birth Date	Use the calendar option to enter the birth date of the guest
Email Address	Enter the email ID of the guest to send necessary emails
Phone No	Enter the contact number of the guest
Guest Arrival Date	Use the calendar option and select the arrival date of the guest
Guest Departure Date	Use the calendar option and select the departure date of the guest
Guest Language	Click the drop-down box and select the guest spoken language
Guest Title	Click the drop-down box and select the guest title
VIP Guest	Select 'Yes' if the guest is VIP guest and 'No' if not.
Membership Number	Enter membership number of the guest.
Check-in	Select after all necessary specifications are completed

Change Room

Change room offers facility to change room of any guest. Administrator has to visit guest details page and manually enter the changed room no. in the guest details. This page offers you facility to search guest and just enter changed room no.

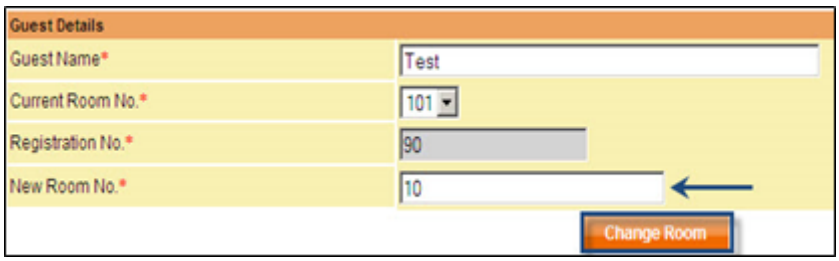

Figure: Change Room

Change Room

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Guest Name	An auto-complete text box is displayed, on entering the first letter of the guest's name, the system will automatically display list of guest names starting with that letter.
Current Room No.	On selecting the guest name, the system will automatically fill in the remaining parameters like, Current Room No. and Registration No.
Registration No.	Displays Registration number of guest
New Room no.	You need to enter the changed room no. that you wish to allot the guest
Change Room	Select after all specifications are completed

Reports

To see Reports, Select **Property Management > Reports** from GUI menu

24online offers extensive reports related to guest and package information. Admin can view required report in jiffy. There are three main types of reports in this section:

- Guest Session Details
- Guest Package Purchase Reports
- Invalid Messages

Guest Session Details

With the help of this search report, you can find the details of the different sessions created by the guest. You can have the complete details of the data transfer, start-time, stop-time, used-time etc. In single glance you can understand consumption of the guest and number of sessions created.

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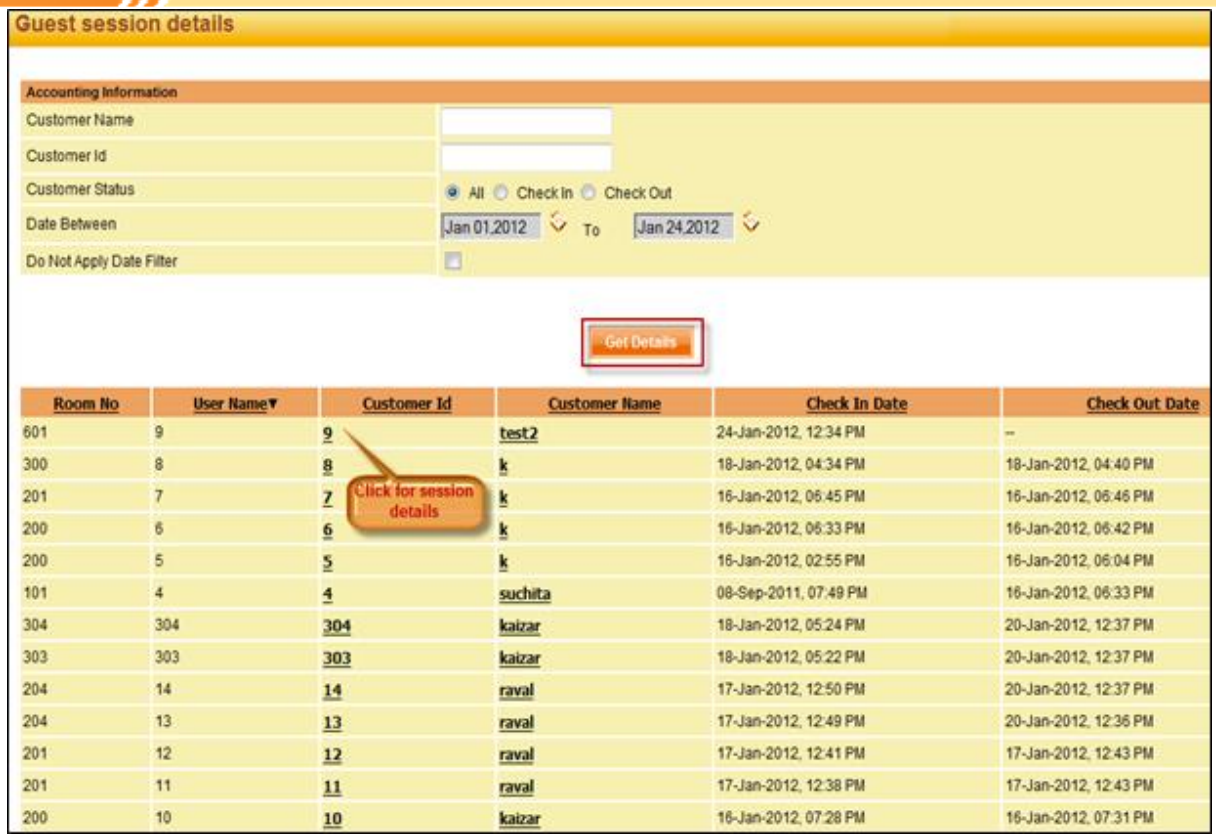

Room No	User Name	Customer Id	Customer Name	Check In Date	Check Out Date
601	9	9	test2	24-Jan-2012, 12:34 PM	--
300	8	8	k	18-Jan-2012, 04:34 PM	18-Jan-2012, 04:40 PM
201	7	7	k	16-Jan-2012, 06:45 PM	16-Jan-2012, 06:46 PM
200	6	6	k	16-Jan-2012, 06:33 PM	16-Jan-2012, 06:42 PM
200	5	5	k	16-Jan-2012, 02:55 PM	16-Jan-2012, 06:04 PM
101	4	4	suchita	08-Sep-2011, 07:49 PM	16-Jan-2012, 06:33 PM
304	304	304	kaizar	18-Jan-2012, 05:24 PM	20-Jan-2012, 12:37 PM
303	303	303	kaizar	18-Jan-2012, 05:22 PM	20-Jan-2012, 12:37 PM
204	14	14	raval	17-Jan-2012, 12:50 PM	20-Jan-2012, 12:37 PM
204	13	13	raval	17-Jan-2012, 12:49 PM	20-Jan-2012, 12:36 PM
201	12	12	raval	17-Jan-2012, 12:41 PM	17-Jan-2012, 12:43 PM
201	11	11	raval	17-Jan-2012, 12:38 PM	17-Jan-2012, 12:43 PM
200	10	10	kaizar	16-Jan-2012, 07:28 PM	16-Jan-2012, 07:31 PM

Figure: Search Guest Session Details

Search Guest Session Details Accounting Information	
Customer Name	Enter the customer name in the text box
Customer ID	Enter the customer ID in the text box
Customer Status	Select Customer status i.e. as follows All includes checked-in and checked-out customer details Checked-in includes only customer details checked-in in the hotel Checked-out includes only customer details checked-out in the hotel
Date between	Use the calendar option to define any specific date or the date range. Select the starting date in the first box and ending date in the next box. For any specific date, select the same date in the both the boxes
Do not apply Date filter	Use the check box to cancel the date filter
Get Details	Click the 'Get Details' button to run the search
Room No	Shows list of room numbers checked-in by guests
User name	Shows registration number of guest using which the guest logs-in
Customer ID	Shows registration number of the guest
Customer Name	Displays the list of customer name in which the guest is added

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Check In Date	Displays date and time the guest has checked-in
Check Out Date	Displays date and time when the guest has check-out

Click on the **customer ID** or the **customer name** to view the session details of the required guest.

Room No.	User Name	Customer Name	Check In Date	Check Out Date
601	9	test2	24-Jan-2012, 12:34 PM	-

Start Time	Stop Time	Used Time	Effective Session Time	Download Data	Upload Data	Total Data Transfer
Tue, Jan 24, 12:41 PM	Tue, Jan 24, 12:41 PM	00:00:08	00:01:00	0.45 KB	0.05 KB	0.50 KB
Tue, Jan 24, 12:43 PM	Tue, Jan 24, 12:44 PM	00:00:06	00:01:00	0.45 KB	0.05 KB	0.50 KB

Figure: Accounting Information - Session Details

Session Details	
Displays details of guest like room no., user name, customer name, check-in date, and check-out date	
Start time	Displays date and time when guest started the surfing session
Stop time	Displays the date and time when the guest ended the surfing session.
Used Time	Displays the actual time Internet used
Effective Session	Pulse rate considered for the session created by the guest
Download data	Shows amount of data downloaded by the guest
Upload data	Shows amount of data uploaded by the guest while surfing
Total data transfer	Shows sum of upload + downloads data transfer

Guest Package Purchase Report

These reports provide you complete details about Internet packages purchased by guests in hotel. With help of this report, you can easily understand the sale of plans which are regularly demanded by guests. It helps in understanding the revenue generated by the sale of number of packages.

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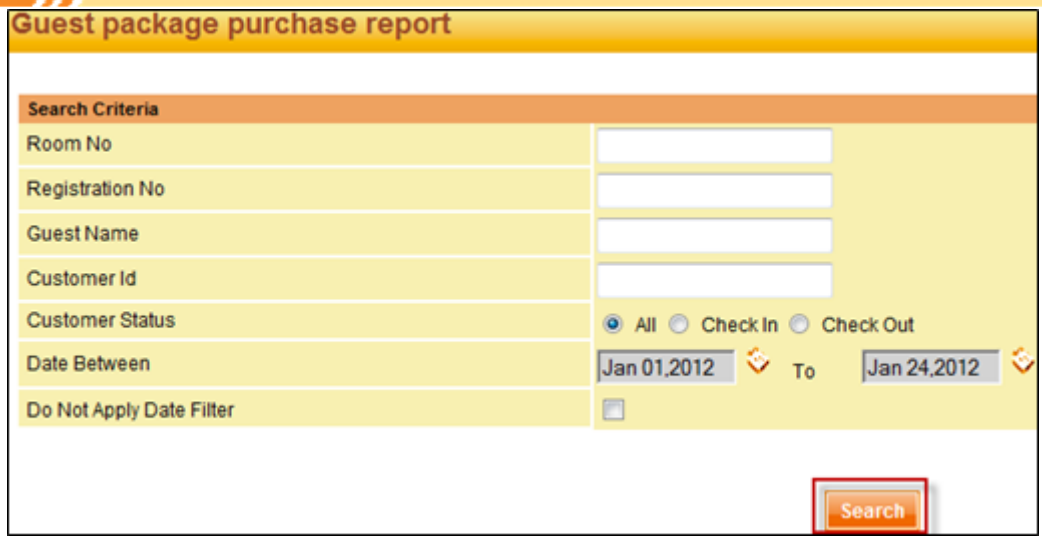

Figure: Package Purchase Search Criteria

Package purchase search criteria	
Room No	Enter guest's room no. in the text box
Registration No	Enter guest's registration no. in the text box
Guest Name	Enter guest's name in the text box
Customer ID	Enter customer ID in the text box
Customer Status	Select any appropriate option from All, Check-in or Check-out
Date between	Use the calendar option to search according to the dates when the guest checked-in. You can select any specific date or provide a date range to search
Do not apply date filter	If you do not wish to include the date range, click the check box.
Search	Select after all specifications are completed

Search Result

Registration No	Room No	Customer Id	Guest Name	CheckIn Date	CheckOut Date	Net Amt.	Tax Amt.	Discounted Amt.	Total Amt.
4	101	4	suchita	08-Sep-2011, 07:49 PM	16-Jan-2012, 06:33 PM	0.00	0.00	0.00	0.00
5	200	5	k	16-Jan-2012, 02:55 PM	16-Jan-2012, 06:04 PM	0.00	0.00	0.00	0.00
6	200	6	k	16-Jan-2012, 06:33 PM	16-Jan-2012, 06:42 PM	0.00	0.00	0.00	0.00
7	201	7	k	16-Jan-2012, 06:45 PM	16-Jan-2012, 06:46 PM	0.00	0.00	0.00	0.00
10	200	10	kaizar	16-Jan-2012, 07:28 PM	16-Jan-2012, 07:31 PM	0.00	0.00	0.00	0.00
11	201	11	raval	17-Jan-2012, 12:38 PM	17-Jan-2012, 12:43 PM	0.00	0.00	0.00	0.00
12	201	12	raval	17-Jan-2012, 12:41 PM	17-Jan-2012, 12:43 PM	0.00	0.00	0.00	0.00
13	204	13	raval	17-Jan-2012, 12:49 PM	20-Jan-2012, 12:36 PM	0.00	0.00	0.00	0.00
14	204	14	raval	17-Jan-2012, 12:50 PM	20-Jan-2012, 12:37 PM	0.00	0.00	0.00	0.00
8	300	8	k	18-Jan-2012, 04:34 PM	18-Jan-2012, 04:40 PM	120.00	0.00	0.00	120.00
303	303	303	kaizar	18-Jan-2012, 05:22 PM	20-Jan-2012, 12:37 PM	0.00	0.00	0.00	0.00
304	304	304	kaizar	18-Jan-2012, 05:24 PM	20-Jan-2012, 12:37 PM	0.00	0.00	0.00	0.00

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Figure: Package Purchase Search Result

Package purchase search result	
Registration No	Displays guest's registration no. Click to view guest details
Room No	Displays guest's room no.
Customer ID	Displays customer ID
Guest Name	Displays guest's name
Check In Date	Displays date and time when the guest has checked-in
Checkout Date	Displays date and time when the guest has checked-out
Net Amt	Displays actual price of the package purchased by each guest
Tax Amt	Displays tax added on each package purchased by the guest
Discounted Amt	Displays amount discounted to guest on purchasing the Internet package
Total Amt	Displays final amount which is charged to the guest in invoice

Invalid Message Report

Invalid messages option in the report menu enables admin to view the tabular report of the invalid messages displayed at the guest's end from the GUI itself. A detailed report can be generated with the help of this reporting functionality where the message arrival date and time, message and the reason for the invalidation can be viewed. To generate the report, please follow the instructions given below:

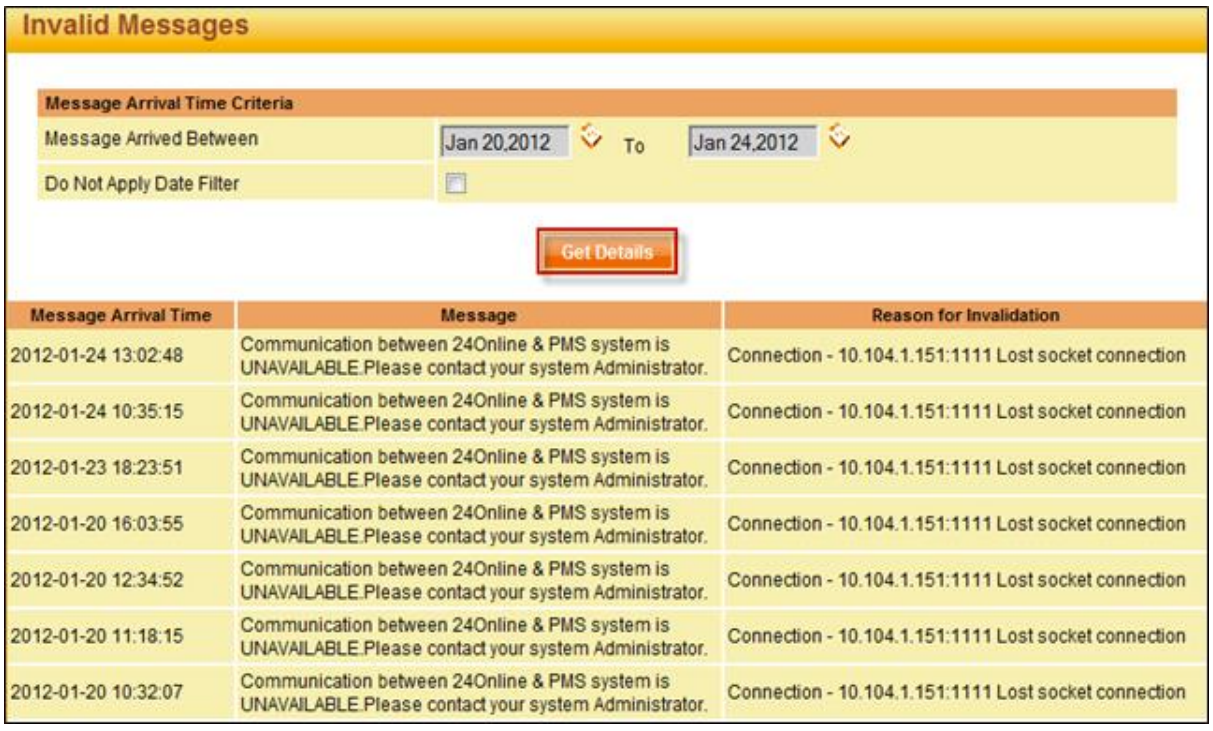

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Figure: Invalid Message Report

Invalid Messages	
Message Arrived between	Select the date-range with calendar option
Do not apply date filter	Select checkbox in-case you don't wish to apply date filter
Get details	Select to view invalid messages report

Manage VIP Plans

To Manage VIP plans, select **Property Management > Manage VIP Plan** from GUI menu

Manage special plans option in allows administrator to assign plans specific guest-type. VIP guests can be allocated special plans with the help of this option.

24online offers a special facility for hospitality segment and to enter special code through PMS by which your privileged guests are upgraded with complimentary VIP package defined in 24online. With the help of this facility, guests enjoy free surfing or as defined in the VIP package and you gain total customer satisfaction. This is an ideal solution highly demanded in hotel industry to offer value added services to valued guests!

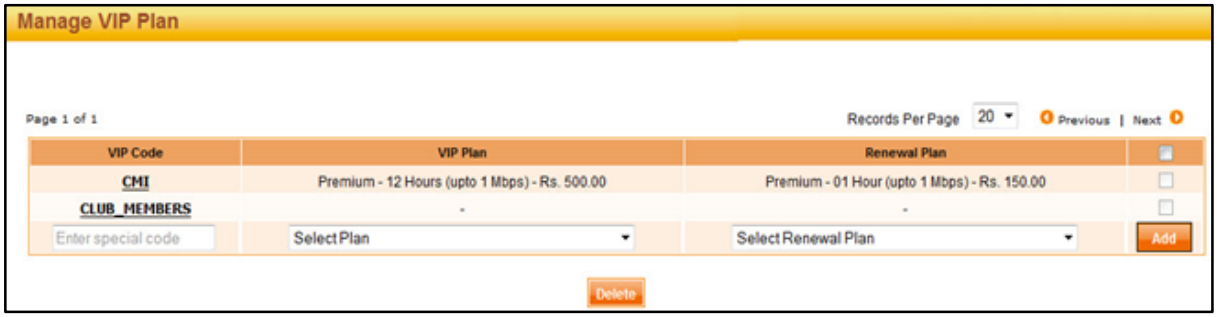

Figure: Manage VIP Plans

Manage VIP Plans	
VIP Code	Enter the name/abbreviation for the VIP code
VIP Plan	Select the plan to be assigned with the VIP code
Renewal Plan	Select the renewal plan. Renewal plan will be applicable when the VIP plan expires.
Add	Select after all specifications are completed
Delete	Select the check-box against the VIP code which is to be removed and select delete button.

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Manage Captive Portal

To Manage Captive portal, Select **Property Management > Captive Portal** from GUI menu

Captive portal technique forces unauthenticated guests' http request to a web page (usually for authentication purposes) before surfing the Internet normally. Whenever the guest sends the login request to surf Internet, the captive portal turns the web browser into a secure authentication device. So, 24online will redirect the guest to client login page, which require authentication, this page may reside within 24online or it can be hosted on third party portal as well.

Captive portal menu offers various options to create and configure pre-login page, post-login page etc. 24online allows you to make login process attractive and also increase marketing via advertisement options. There are various parameters configuring which you can even define different login pages for different networks.

Create Captive Portal

Define necessary details and generate captive portal templates in the system. 24online provides facility to create multiple templates, as per requirement. The create option offers you the facility to create a customized page or you can define URL to which guest needs to be redirected.

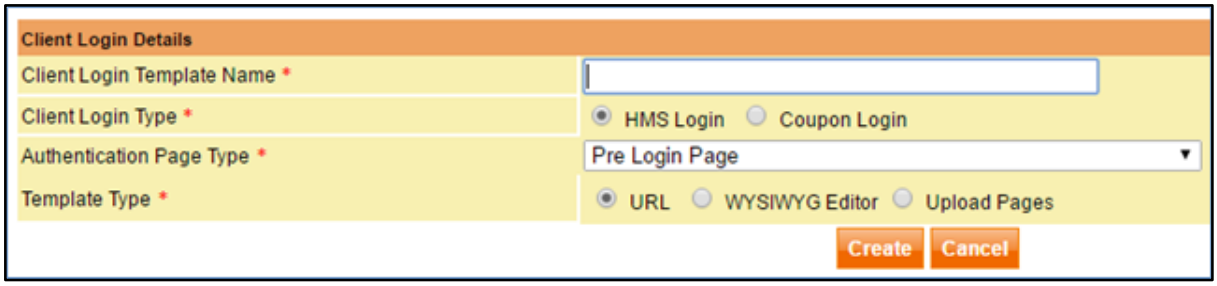

Figure: Create Captive Portal

Create Captive Portal	
Client Login Template Name	Define the name of the template by which it can be identified
Client Login Type	Hotel management system (HMS) login will display a page asking for room no. and registration no. parameters Coupon login will display a page asking for username & password

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Authentication Page Type	Specifies whether the customization of the page to be added: Pre Login Page - The page before a client logs in. Post Login Page - The page after the client logs in Leased Line Page- The welcome page for Leased line users Change Password on Login Page– The page for resetting password. [This option will be available only on selecting 'Compulsory to reset password' option and configuring no. of days for the same from System > Client Services > Parameters section]. Forgot Password Page – The page when end-user clicks on 'Forgot Password' option can be configured from here. Self-Registration Page – The page where client can create his own account by registering itself. Register Using Pin Page – The page where the client registers himself and access the service using the values of pin. Renew Account Using Pin Page – The page where the client renews the services using values of pin. Buy Package/Pin Using PG Page – The page where client purchase the package or the PIN using payment gateway. Renew Account Using PG Page - The page where client renew the account using payment gateway. My Account Login Page – The page used by client to login into his account. · PG Purchase Confirmation Page – The page appears after a purchase is confirmed through payment gateway.
Template Type	Specify whether page should be customized with a redirecting URL /display the customized page /Upload Pages
Create	Select after all specifications are completed

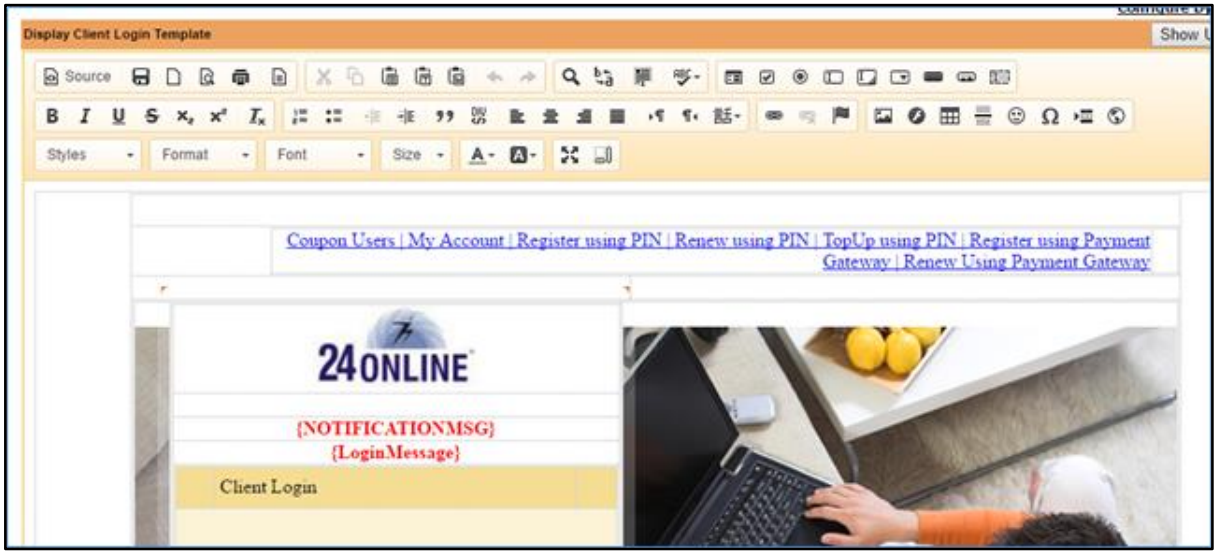

Figure: Create Template - Customizable Page

The above screen has been created using dynamic values by which you can change the required options or button as per your requirement. Make the necessary modifications and click the 'Save' button. When the client requests for login, '**Test_Template**' will appear to all guests.

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Similarly, to redirect the guests to the specific URL, follow the instructions given below:

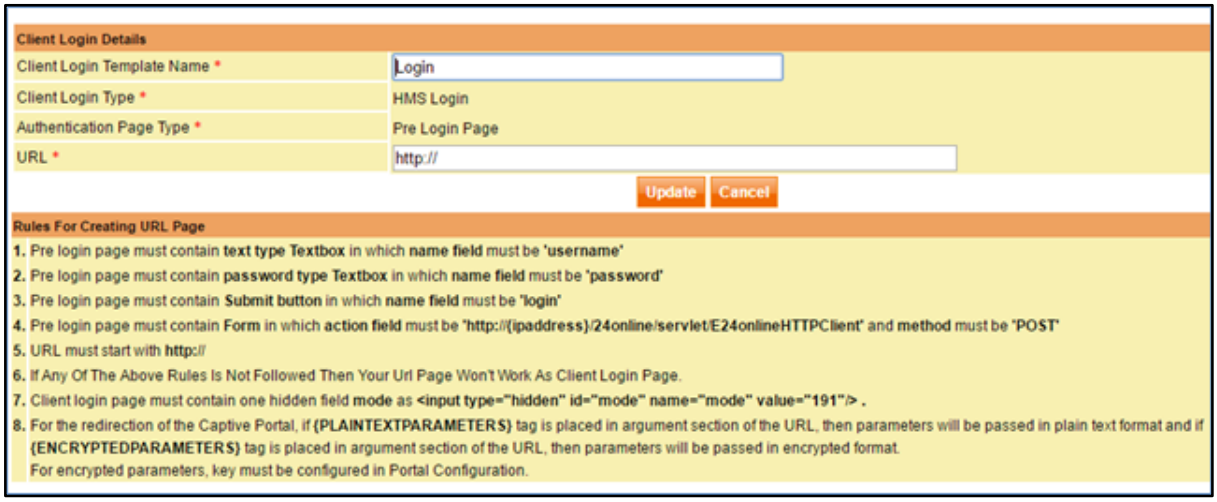

Figure: Create Template - Customized URL

Create template – Customized URL	
Client Login Template Name	Define the name of the template by which it can be identified
Client Login Type	Hotel management system (HMS) login will display a page asking for room no. and registration no. parameters Coupon login will display a page asking for username & password
Authentication Page Type	Displays the authentication page type
URL	Specify details of the URL, where the page will be redirected to
Update	Please follow the instructions and rules defined in the 'Rules for creating URL page' before entering the details Select after all specifications are completed.

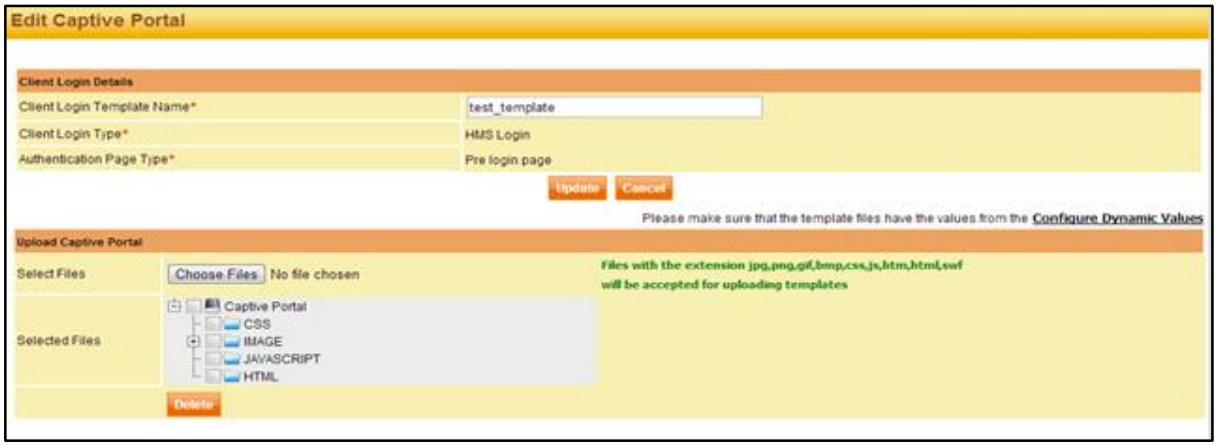

Figure: Create Template - Upload Captive Portal

Create template – Upload Captive Portal

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Client Login Template Name	Define the name of the template by which it can be identified
Client Login Type	Hotel management system (HMS) login will display a page asking for room no. and registration no. parameters Coupon login will display a page asking for username & password
Authentication Page Type	Displays the authentication page type
Update	Please follow the instructions and rules defined in the 'Rules for creating URL page' before entering the details Select after all specifications are completed.
Cancel	Cancel the action and return to manage captive portal page
Upload Captive Portal	
Select Files	24online supports following files extensions - jpg, png, gif, bmp, css, js, htm, html to create captive portal
Selected Files	All the uploaded images as per their categories will be displayed
Delete	You can delete the selected image using 'Delete' option

Manage Captive Portal

24online assists admin with 'Manage Captive Portal' page where all the created templates can be viewed from a single location. Also update any information in templates after creating, delete the unused templates or pre-view the details of the captive portal. 24online offers few default templates, which cannot be deleted from the system. If you have not configured any template, the system will by default display the templates defined in the system.

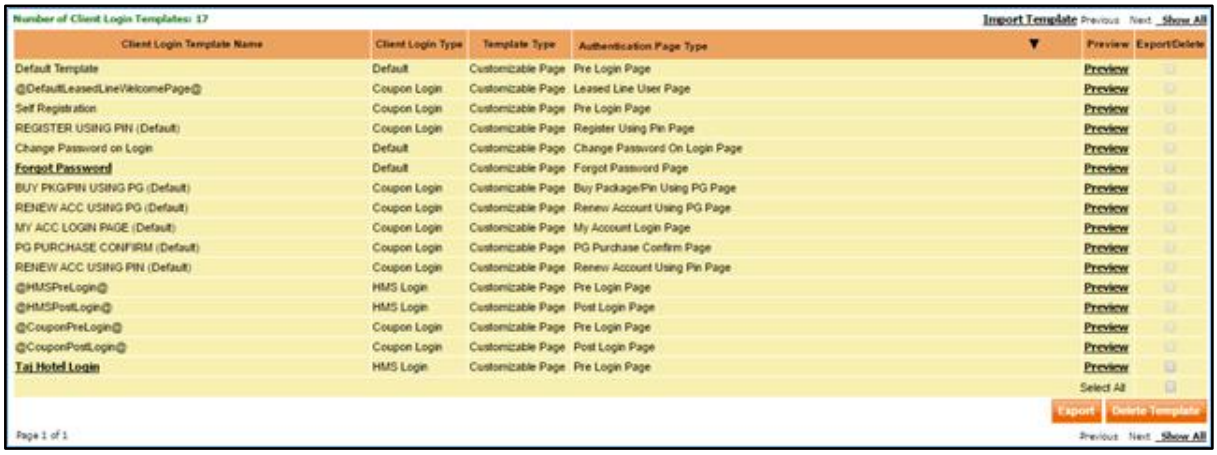

Figure: Manage Captive Portal

The templates for captive portal pages can now be exported in format of ZIP file. Multiple templates can be exported simultaneously. When more than 1 template is exported, the CSS and Images files will be stored in common CSS and Images folders respectively while, all other files will be stored in their own folders and named according to their client login id. When importing the captive portal page if the name of images, JavaScript and CSS files are identical to the files already present in the

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system, the existing files will be replaced with new ones. In case if the upload directory name is same as of client login template, an 'imported' suffix will be added to new client page.

Manage Captive Portal	
Client Login Template Name	Displays list of templates created in the system with its name
Client Login Type	Displays login type of the template defined while creation
Template Type	Displays whether it is a URL defined page or customizable page against each template
Pre login page/Post login page/Leased Line Welcome Page	Displays type of login defined for each template
Preview	Use the preview option against each template to see the information as it would appear to the guest

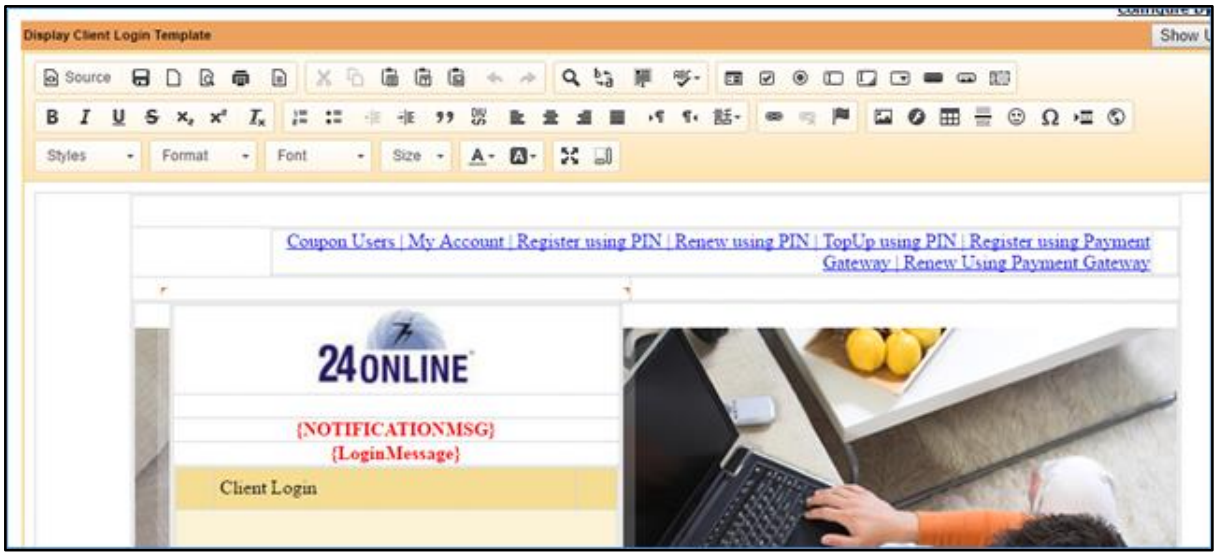

Figure: Manage Captive Portal - Preview

- To update any of the templates from the list, click on the name of the template.
- To delete any template from the list, click the checkbox against the template name you wish to delete and click the 'Delete' button. You can select specific or multiple templates at the same time.

Configure Client Login Page

With the help of configure client login feature, you can assign various templates to different networks of the hotel. You are free to define the pre-login and post-login template for each network. Also, you have facility to define different pages for different type of login i.e. HMS and Coupon login.

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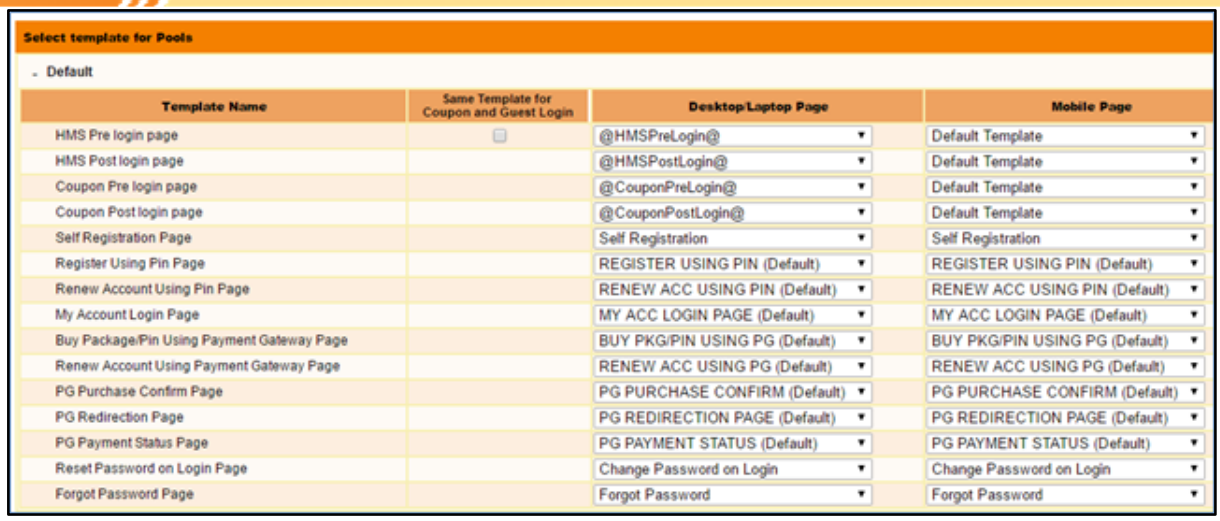

Figure: Configure Client Login Page

Configure Client Login Page	
Pool Name	Displays list of networks defined in the system (Refer to pool management for further details)
Same Template for Coupon and Guest Login	Select checkbox from this column for particular pool to configure same login template for coupon users and guest users.
HMS Pre Login page	Select an appropriate hotel management system (HMS) pre-login page for each network
HMS Post Login page	Select an appropriate hotel management system (HMS) post-login page for each network
Coupon Pre Login page	Select an appropriate coupon pre-login page for each network
Coupon Post Login page	Select an appropriate coupon post-login page for each network
Reset Password on Login Page	Select an appropriate login page for which reset password option should be available.
Forgot Password Page	Select an appropriate forgot password page for which forgot password option should be available.
Update	Select after all necessary specifications are completed.

Configure Mobile Client Login Page

24online now supports admin to create and configure mobile client login pages. With the help of this option you can assign separate pre and post login page for each pool.

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Figure: Configure Mobile Client Login Page

Details of screen elements:

- '**Pool Name**' displays list of pools as created in the system
- Select the drop down box and select the pre-login template for each zone. Each template can be different from each other
- Select the drop down box and select the pre-login template for each pool
- Select the 'Update' button to save template details and configure the client login page
- Select the 'Cancel' button to cancel current operation

Message Management

Messages help you to notify guests about problems as well as alerts in areas such as access, user sessions, incorrect password, and successful log on, log off etc. You can define the messages that would be displayed to guests upon performing certain actions. The messages configured by default are already displayed on the screen along with the message code. Each message has been formed using dynamic values which can be configured as per your requirement.

E.g. on successful login of the guest the message, '**You have successfully logged in**' would be displayed. If you want to update the message, you can edit the message as per your requirement. To modify the messages, follow the instructions given below:

The '**Message Management**' section is enhanced and categorized in this version [8.3.6.8.0]. Three tabs are available now for Messages section, that are, Messages for Login Actions, Live Alert Message Configuration, and Messages for Captive Portal Actions.

To manage messages, select **Property Management > Captive Portal > Message Management** from GUI menu:

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Figure: Message Management

Details of screen elements:

- Message code column shows list of messages types provided by default in the system which are showed to user at certain actions
- Description column shows the type of messages against each message code
    - You can update the message, by clicking on the name of message code:

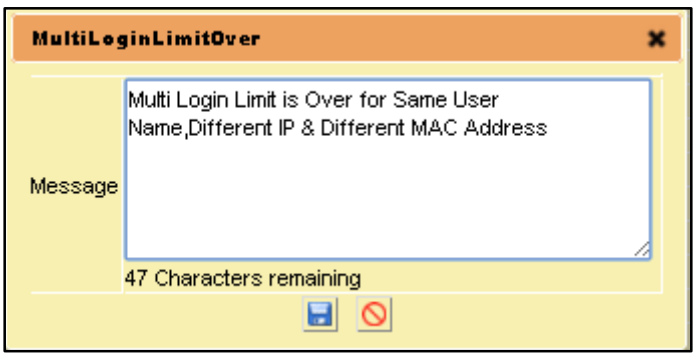

Figure: Edit Message

    - 24online offers default messages which can be updated as per your requirements. Enter the message you want to display considering the action type (message code) and click the 'Save' button.

"Live Alert Message Configuration" tab

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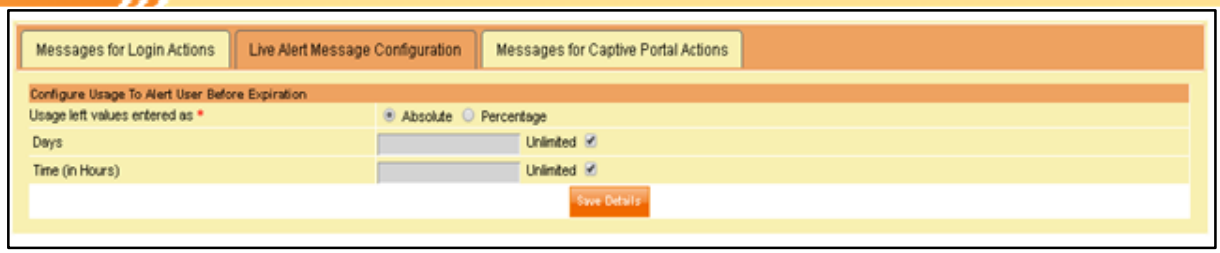

Figure: Message Management - 'Live User Message Configuration'

The 'AlertMessageData' is an alert message which is created using dynamic values and can be updated as per your requirements as shown above. This message is sent to guests for renewal of package before the specified number of days and hours; or specified percentage.

- By default message shall display as: {u} you have {d} days and {h} hours remaining where, {u} – username {d} – remaining days {h} – remaining hours

Dear {u},

Your subscription expires after {d} days, please renew as soon as possible.

"Messages for Captive Portal Actions" tab

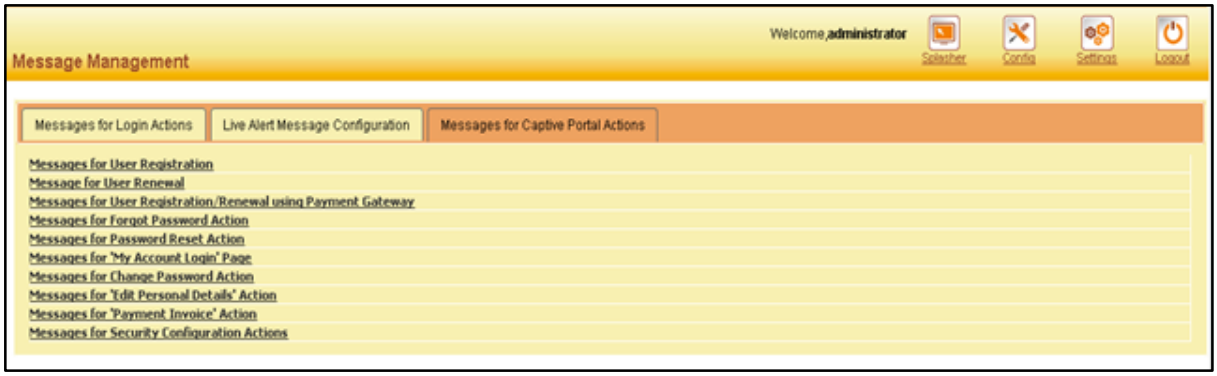

Figure: Message Management - 'Message is for Captive Portal Actions'

Portal Config

Now configuration of captive portal can be done with ease from here according to the requirements. With this option, you can upload a file showing Terms and Conditions, upload a Favicon icon as needed, and add a note on your portal.

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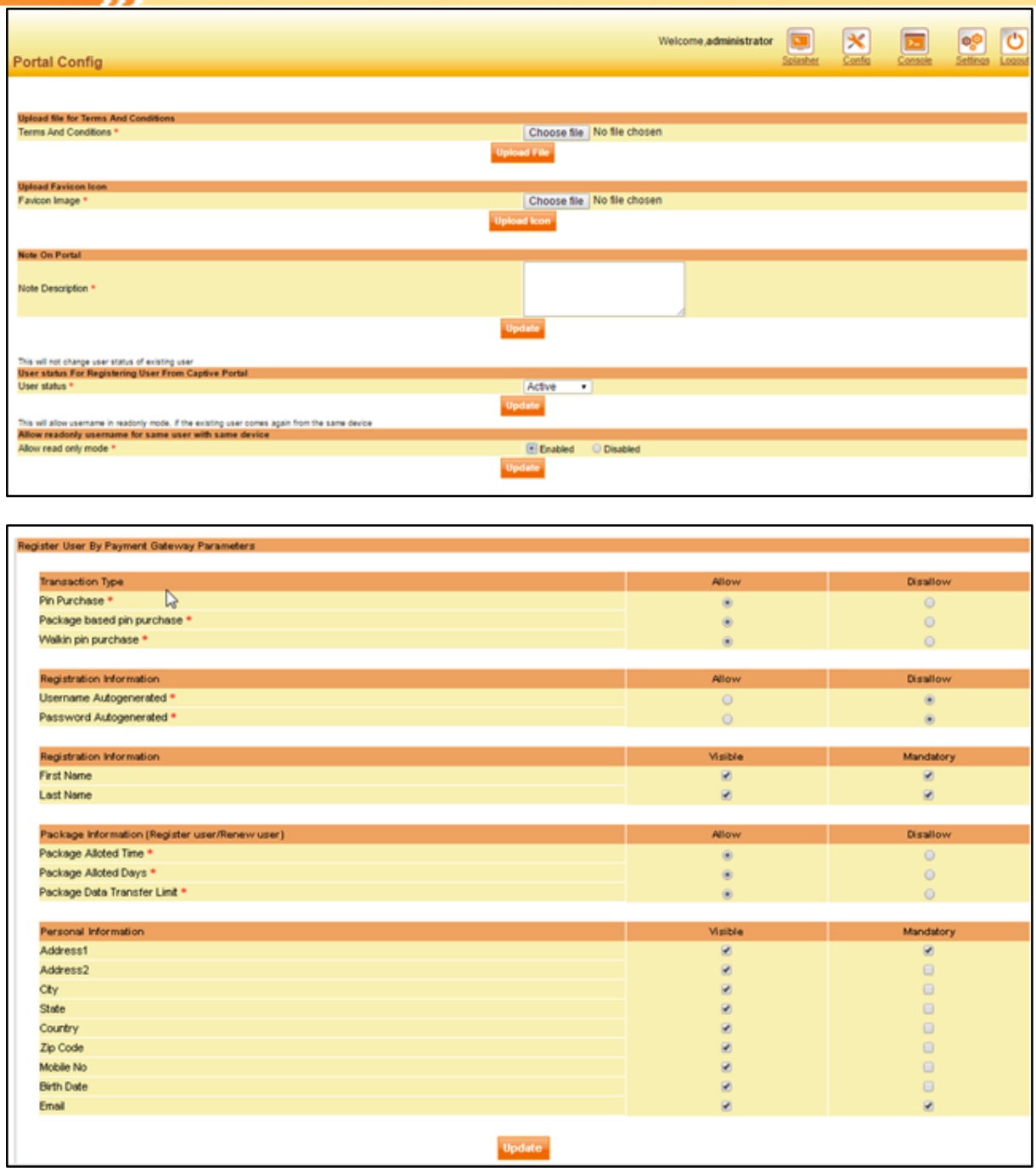

Figure: Portal Config Page

Details of screen elements

- "Upload file for Terms and Conditions" allows you to upload required file to be shown on Captive portal by using "Browse" button. Click "Upload File" once file is selected.
- "Upload Favicon Image" section allows you to select a customized Favicon image by using "Browse" button. Once selected, click "Upload Icon" button.
- To add a note on your portal, enter required text in the "Note Description" box and click "Update" button to display it on captive portal.
- "User Status for Registering User from Captive Portal" section – Configure required 'User Status' here as 'Active' or 'Acquisited' to define user type for users created through a captive portal page. The user status of existing users won't change by this configuration.

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- "Register User by Payment Gateway Parameters" section – The fields to be displayed on User Registration page while purchasing a internet package using payment gateway can be configured from this section.

Note: This complete section will be available only if Payment Gateway module is enabled.

Configure Profile

A new feature is introduced in this version which facilitates admin to create different captive portal profiles and manage multiple realms for each profile. This feature will help admin to create captive portal profiles and configure realms with different prefix and postfix values.

Create Realm

Select **Property Management > Captive Portal > Configure Profile > Create Realm** to create realm as required:

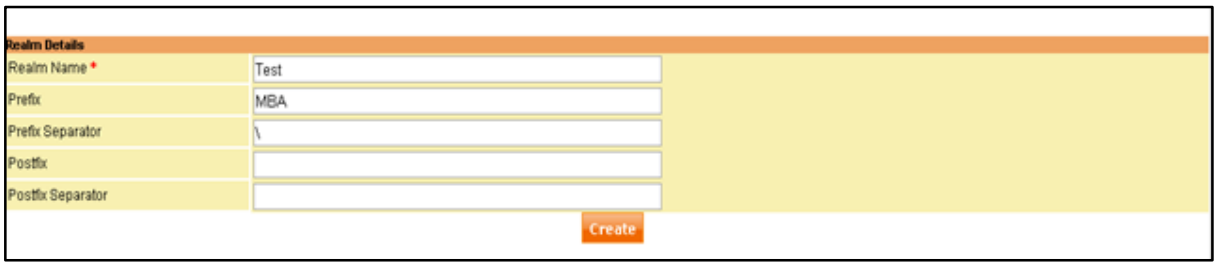

Figure: Create Realm Page

Create Realm	
Realm Name	Enter required realm name here.
Prefix	The prefix text is to be entered here.
Prefix Separator	The prefix separator value is to be entered here.
Postfix	The postfix text is to be entered here.
Postfix Separator	The postfix separator value is to be entered here.

Manage Realm

Select **Property Management > Captive Portal > Configure Profile > Manage Realm** to view realm created in the system along with its details or to edit/delete them as required:

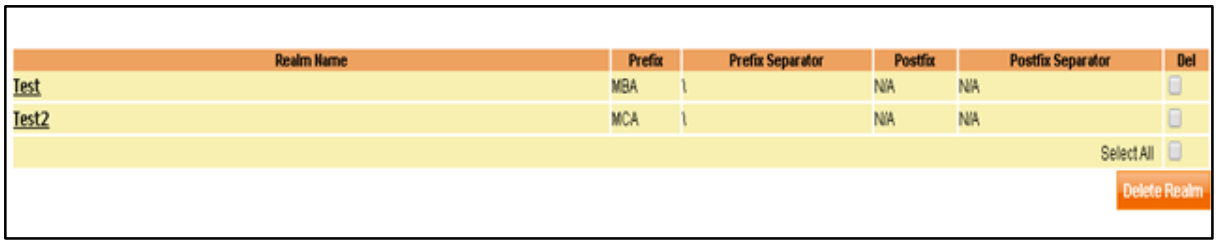

Figure: Manage Realm Page

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Manage Realm	
Realm Name	The realm name will be displayed here which can be clicked to edit and update if required.
Prefix	The prefix text will be shown here.
Prefix Separator	The prefix separator value for the realm will be shown here.
Postfix	The postfix text will be shown here.
Postfix Separator	The postfix separator value for the realm will be shown here.
Delete Realm	Select checkbox from 'Del' column for any realm and click 'Delete Realm' button to delete that realm.

Create Profile

After creating necessary realms, create captive portal profile with necessary configuration from **Property Management > Captive Portal > Configure Profile > Create Profile**:

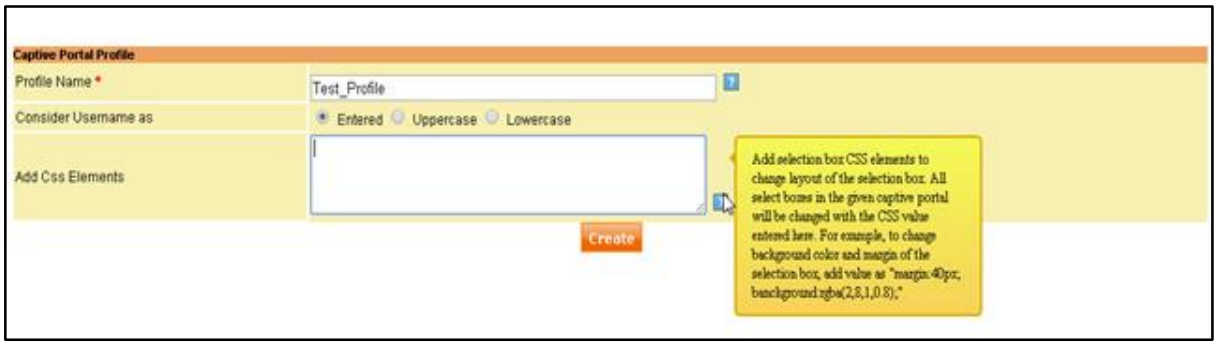

Figure: Create Profile Page - Part 1

Create Profile	
Profile Name	Enter captive portal profile name here.
Consider Username as	The username entered can be considered as 'as entered', 'uppercase', or 'lowercase' as required. The selection can be done from 3 options available here.
Add CSS Elements	The CSS elements if required can be entered here.

On creating captive portal profile, the below window will open from where realms as needed can be added in the profile. On adding realms and updating the profile, it would appear in the captive portal login page.

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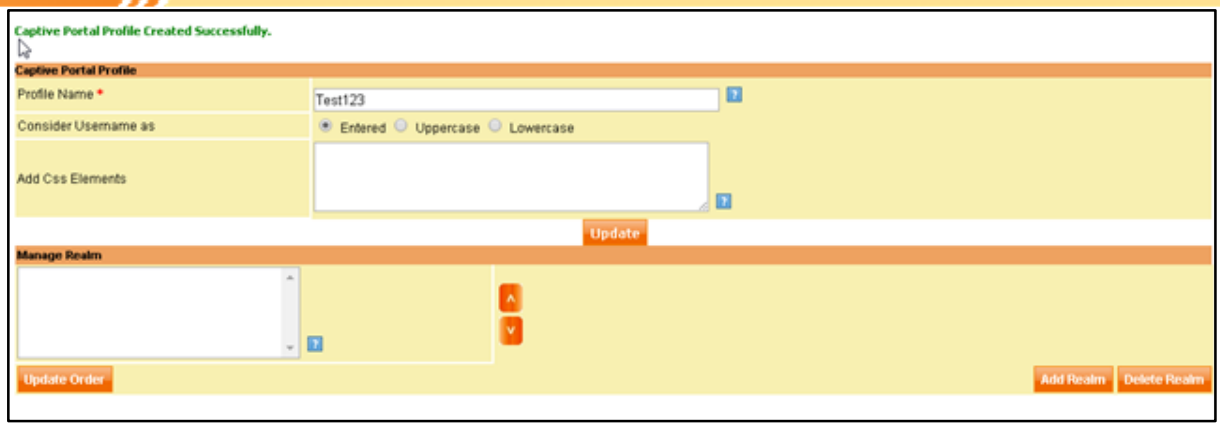

Figure: Create Profile Page - Part 2

The required realms can be added here in the profile. Add realm by clicking 'Add Realm' button. The order of the realms added can be updated from upper arrow and lower arrow buttons available.

Manage Profile

The captive portal profiles created in the system can be managed from **Property Management > Captive Portal > Configure Profile > Manage Profile:**

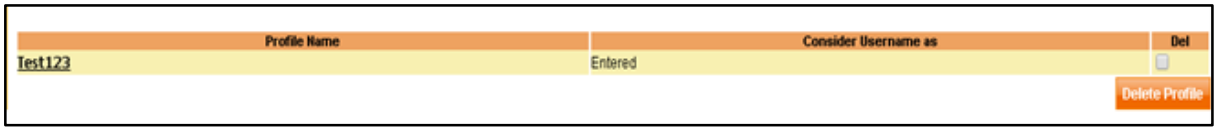

Figure: Manage Profile Page

Security Configuration

OTP and Captcha based security configuration can be done from this menu section. This configuration can be done for user registration and user login actions. The client login templates can also be secured using OTP and Captcha.

Note: SMS gateway module registration is required to send OTP via SMS.

OTP Configuration

When OTP security is enabled, 24online displays some options to configure the OTP settings. These options are:

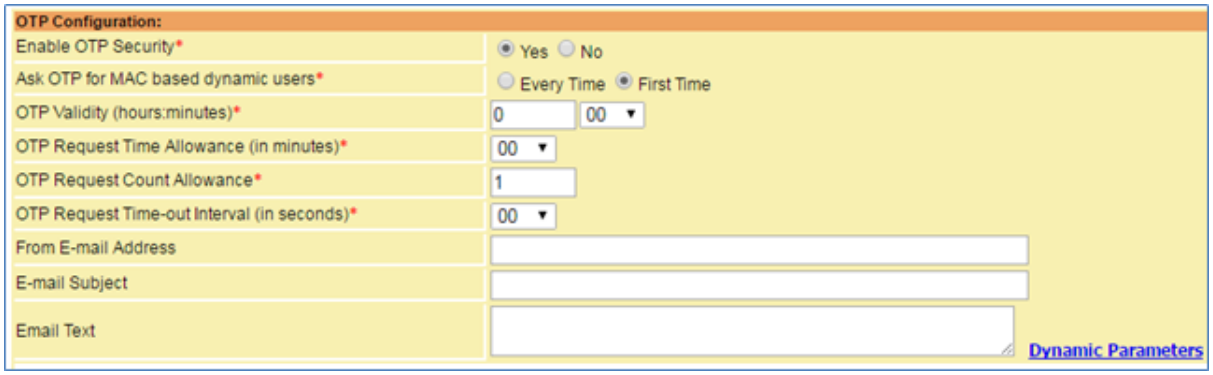

Figure: Manage Profile Page

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OTP Configuration	
Enable OTP Security	To enable OTP security for particular operation type, select 'Yes' from the option. To disable, select 'No'.
Ask OTP for MAC based dynamic users	To enable OTP every time when guest logs in, select 'Every Time'. To enable OTP security only when guests logs in for first time, select 'First Time'.
OTP validity (Hours: Minutes)	The OTP will be valid for the time defined in this field.
OTP request time allowance (in minutes)	The option is used in the combination with 'OTP request count allowance'.
OTP request count allowance	This is the total number of OTP requests for a specific period (in minutes). The period is defined in above field 'OTP request time allowance (in minutes).
OTP Request Time-out Interval (in seconds)	The OTP request will be disabled after the first OTP is requested. The time for which button will be disabled is defined here.
From e-mail address	Provide the email address from which email address of OTP will be sent. (Customer will need to configure SMTP settings for the email)
E-mail subject	Provide the subject of email that will be sent to guests.
E-mail text	Provide the message body or text that will be sent as email.

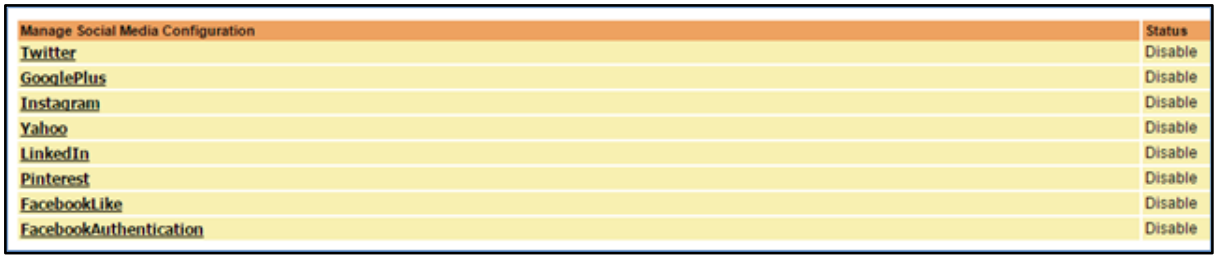
Dynamic Parameters

{Security Code}: Use the parameter as it is in email text or subject. 24online will replace the code with one time password.

Social Media Config

A new feature is commenced with X.3.7.2.0 version, which facilitates to allow end-users login via their social media accounts credentials.

With this feature, users can login via their Facebook, Instagram, Twitter, Google+, Yahoo, LinkedIn, or Pinterest account credentials. Configuration for different social media platforms enabling this feature can be done from here as shown in below screen –



Manage Social Media Configuration	Status
Twitter	Disable
GooglePlus	Disable
Instagram	Disable
Yahoo	Disable
LinkedIn	Disable
Pinterest	Disable
FacebookLike	Disable
FacebookAuthentication	Disable

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Figure: Social Media Configuration

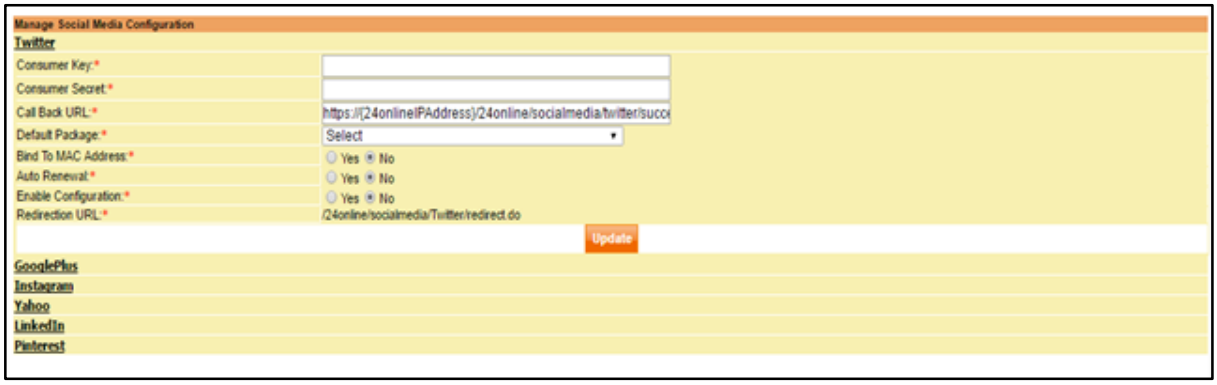

Figure: Social Media Configuration Fields

Social Media Configuration	
Enable Configuration	To enable configuration for particular social media platform, select 'Yes' from the option. To disable, select 'No'.
Consumer Key	The consumer key available while creating a social media application needs to be entered here for configuration.
Consumer Secret	The consument secret available while creating a social media application needs to be entered here for configuration.
Call back URL	The call back URL needs to be entered here.
Default Package	The default package to be configured with the social media login needs to be selected from the drop down menu options.
Bind To MAC Address	To enable or disable 'Bind To MAC Address' option needs to be configured from here.
Auto Renewal	To enable or disable 'Auto Renewal' option needs to be configured from here.
Redirection URL	The redirection URL is configured here. Use the unregistered domain name to construct URL.

Facebook Configuration

With Facebook Configuration section, a configuration can be done by which users can login through their Facebook's account credentials.

This feature will be available only by enabling "**Facebook Authentication**" configuration from **Config > System Preferences > GUI Preferences > Facebook Authentication** menu.

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CP Registration Policy

A new policy type is introduced in X.3.7.3.0 version – Captive Portal Registration Policy [CP Registration Policy]. A policy for MAC registration flow and/or Self-registration flow can be created from here as per the requirements. These policies can be bound with Pool to successfully implement the configured registration flow.

The policy can be created by entering necessary details as shown in below screen –

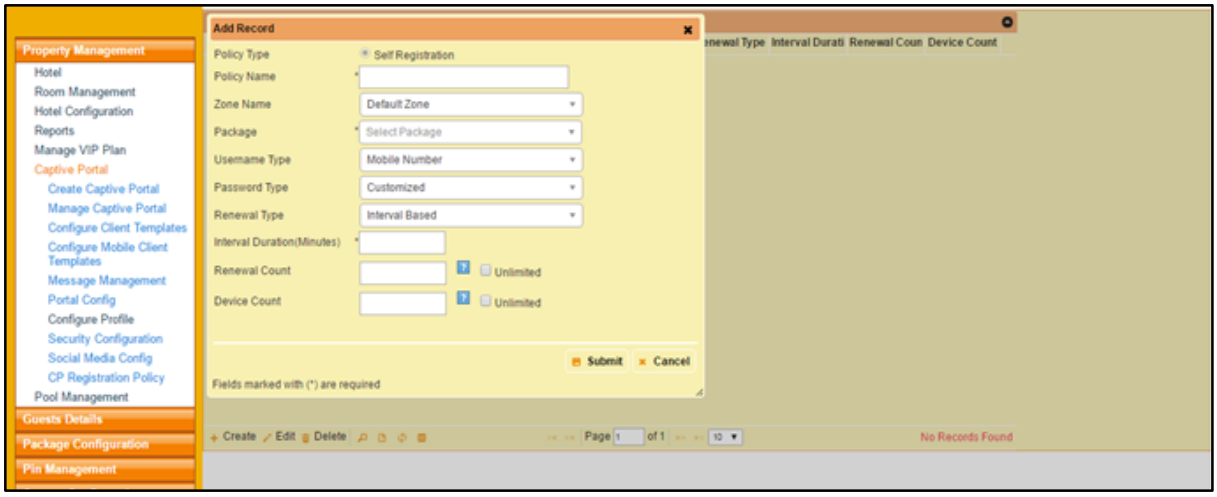

Figure: CP Registration Policy

CP Registration Policy	
Policy Type	Select CP registration policy type from here. The two options available are – Self Registration flow and MAC Registration flow.
Policy Name	Enter the required name for the policy.
Zone Name	Select Zone name from the drop-down list.
Package	Select the package for this configuration.
Username Type	Select the required username type from the drop down list. The option selected here will be considered as username for the users.
Password Type	Select the required password type from the drop down list. The option selected here will be considered as password for the users.
Renewal Type	The renewal type of the package can be selected from the drop down list.
Interval Duration	The duration for which user cannot renew after first expiry

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Renewal Count	The total number of count for user renewal to be allowed needs to be configured here.
Device Count	The number of count to be allowed for user registration or renewal for one device needs to be configured here.

On successfully creating a policy, this policy can be bound with pool from Pool Management menu section to effectively implement the configured registration flow.

Pool Management

To Manage IP, Select **Property Management > Pool Management** from GUI menu

Pool is a collection of bundle of IP addresses. Pool Management comprises of creation and management of IP addresses based on predefined criteria, set by admin. The general criterion is geographical grouping of IP addresses. Each guest added in the system is attached with IP address of the pool. IP address can be dynamic or static as required. But, an IP address must be a member of a pool, and a guest should be attached with an IP address in the pool.

Networks can also be increased in system with the help of pool management menu. Whenever a pool is created, updated or deleted from the system, the resource manager which is an internal component of 24online needs to be restarted from the text based 24online console.

Note: SNAT module should be registered to define pool as private or public

There are several parameters, combining which a pool is formed. You need to specify appropriate information in each parameter for successful creation of the pool.

Create Pool

There are several parameters, combining which a pool is formed. You need to specify appropriate information in each parameter for successful creation of the pool. The pool creation is divided in two tabs i.e. ‘Pool Details’ and ‘Machine Details’.

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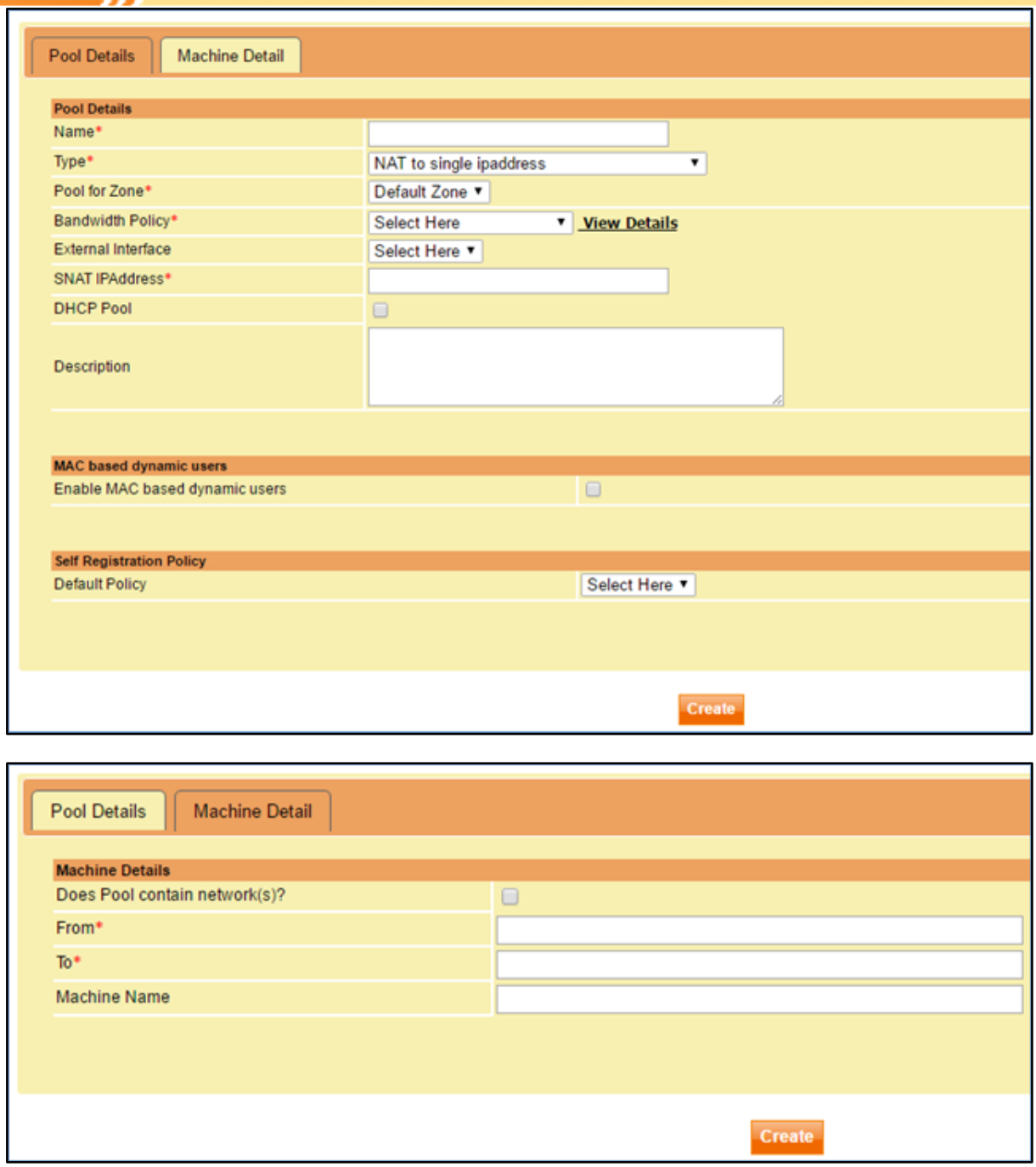

Figure: Create Pool

After defining the required information in each parameter, click the 'Create' button. The system will save the provided information and create the pool in the system. Pools created in the system will be shown on the '**Manage Pool**' page.

Create Pool

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Name	Define the name of the pool to be created. E.g. Conference Room Pool
Type	• NAT to single IP address - translates to source IP address of guests belonging to the pool to the specific IP address defined in the text box. In such case, all the guests attached to the pool will share the same public IP address. • NAT to public 'Pool' – One to One Pattern - translates source IP of guests to public IP address by one to one basis. In this case, all guests attached with the pool will have unique IP address from public IP pool selected. (On selecting this option you will find a public pool drop down box appearing in the parameters. Click the drop down box and select the public pool from the list) • NAT to public 'Pool' – Round Robin Pattern - translates source IP of guests to public IP address in round robin fashion. This pattern internally allocates the public IP(s) in cyclic manner and reuse the previously used public IP(s). (On selecting this option you will find a public pool drop down box appearing in the parameters. Click the drop down box and select the public pool from the list) • Public- Use to create public IP pool in the system
Pool for Zone	Select the zone from dropdown list
Bandwidth policy	Select required policy. Use 'View Details' to see bandwidth policies attached with list. Can also be used to define bandwidth policies to pool.
External Interface	(Available only for NAT to single IP address) Select the external interface from dropdown list.
SNAT IP Address	(Available only for NAT to single IP address). Type the SNAT IP Address here.
Public	(Available for NAT to public Pool). Select the pool from dropdown list. This will create the current pool as the child of public pool.
DHCP Pool	(Not Present for SNAT pool) Select Yes to create pool as DHCP pool.
Description	Write the description about the pool. The description helps other people to get some extra information about the pool
Enable MAC based dynamic users	Select Yes, to allow MAC based login. When the option is enabled, 3 more settings appear
Default Policy	Select the default policy for MAC based user login
Is MAC Based default	Select 'Yes' to set MAC based login as default login
Enable Default Login	Select 'Yes' to login the users automatically. The user will not require to login every time to access the internet.
Default Policy	Select the default policy for self-registration users.

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(Self-Registration Policy)	

Machine Details	
Does Pool contain network(s)?	Select Yes to create a network pool.
From	Define starting range of IPs
To	Define ending range of IPs
Machine Name	Define the name of the machine (Note*-Admin needs to define machine details if pool does not contain network)

Manage Pool

Use 'Manage Pool' to view complete list of pools created in the system. It's a user-friendly page that allows you to update any information in the existing pools. With the help of options given on this page, you can update required information as well as delete any unused pool from the system. From this page, you can also get an overview of the pool type and bandwidth policy attached to each pool.

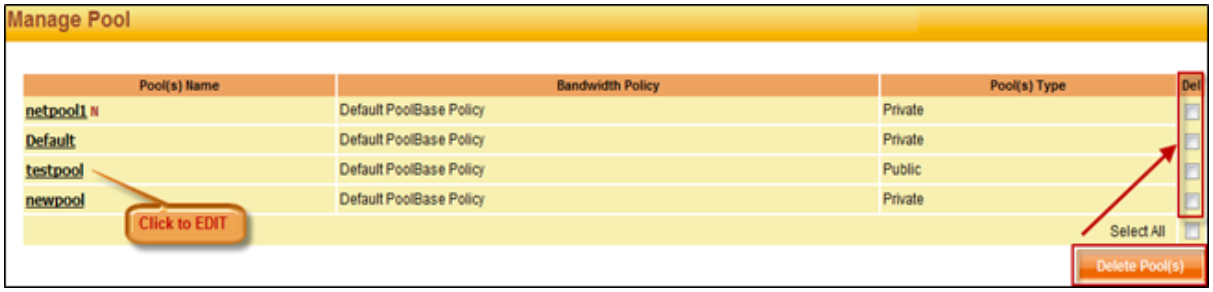

Figure: Manage Pool

Manage Pool	
Pool Name	Displays the names of pools created in the system
Bandwidth policy	Displays the type of bandwidth policy attached in each pool
Pool type	Displays the type of pool created against each pool name

To delete any pool from the system, **click the checkbox against the pool name** you wish to delete and click the '**Delete**' button on the **manage page**. You can also select multiple checkboxes and delete multiple pools at the same time.

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Edit Pool

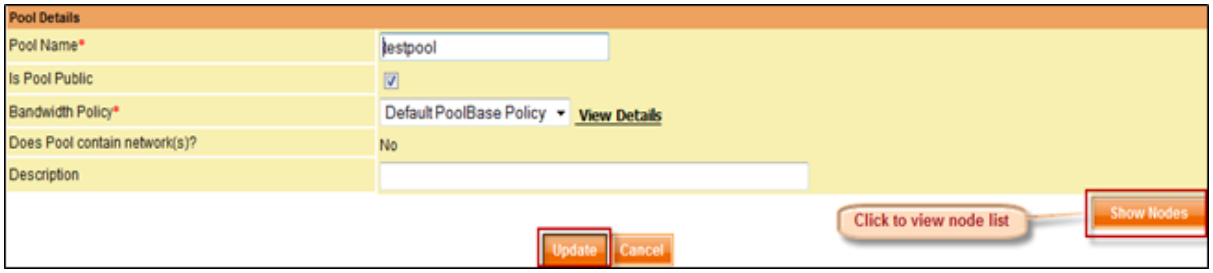

Figure: Edit Pool

- To update any information in any of the pool in the list, click the pool name from Manage Pool page
- A separate window can be viewed for further processes
- Update the required information and click 'Update' button

Note: The system will not allow you to delete any pool from the system, if it is attached with any live user(s). In such case you need to disconnect the user and delete the pool.

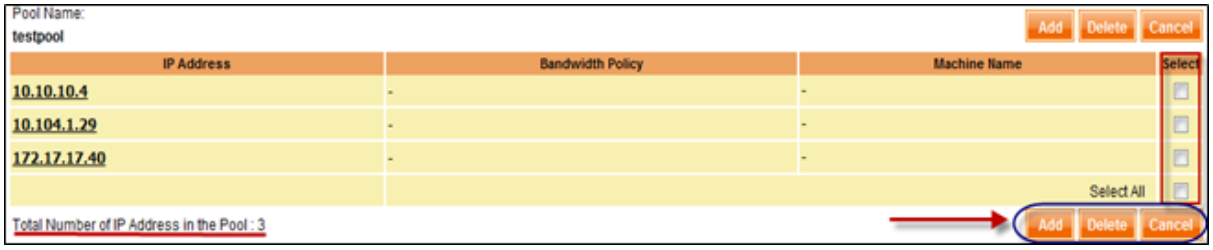

Figure: Pool Networks

The total number of nodes present in the pool is also listed in the Pool Networks page. The highlighted portion shows the Total number of Net Id present in the pool.

Search Node

It is a tiresome task to sit and manually search for a single IP address amongst a huge list! 24online eases the task by Search node page in GUI, which offers you instant solution to search the IP address. All you need to do is enter the IP address you are searching for or just enter the series i.e. 10.XX.XX.X or 192.XXX.XX.X series in the text box and click the '**Search**' button.

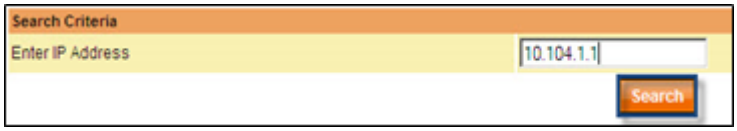

Figure: Search Node

- Enter the IP address that you wish to search for and select 'Search'
- In-case you don't know the exact IP address and you wish to search by the series of IP address or random digits that you remember i.e. XX.XXX.10.X or XXX.192.XX.X series, just enter the digits of the IP in search box

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The system will show the search result as shown below. To view the details of the specific IP address click on the IP address.

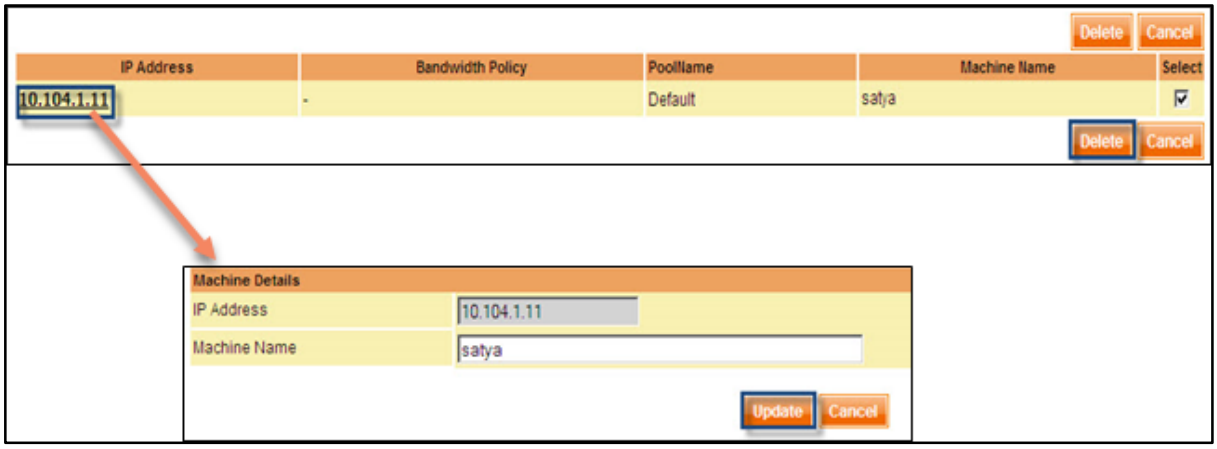

Figure: Search Node

Details of the Search Node – Result screen

- To view the details of the IP address you have searched. Click on the name of the IP address.
  - System will open a separate window and display the details of the IP address with the machine name, it is attached
  - After necessary updation has been done click 'Update' button
- To delete the IP address i.e. 10.104.1.11 from the system, select check box against the IP address and click the 'Delete' button.
  - System will delete the IP address from the system and remove the IP from the pool in which it is attached.

Search Network

It is a tiresome task to sit and manually search for a single network address amongst a huge list! 24online eases the task by Search network page in GUI, which offers you instant solution to search network by entering the network ID. The complete details can be viewed in the search result. In other case, if you don't remember the network ID, and you just remember the random digits of the IP assigned to the network ID, then you can search by entering the specific digit also.

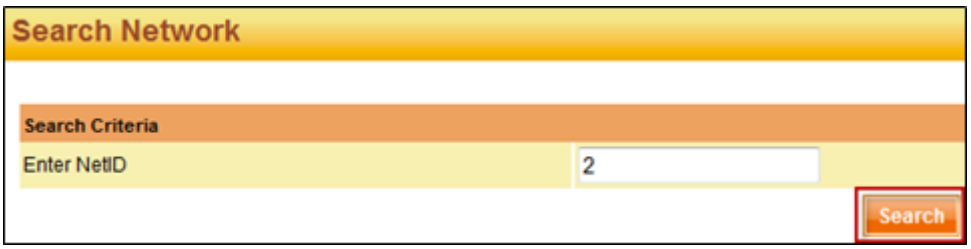

Figure: Search Network

After entering the details in the text box, click the search button. The system will search the network IDs matching your search criteria.

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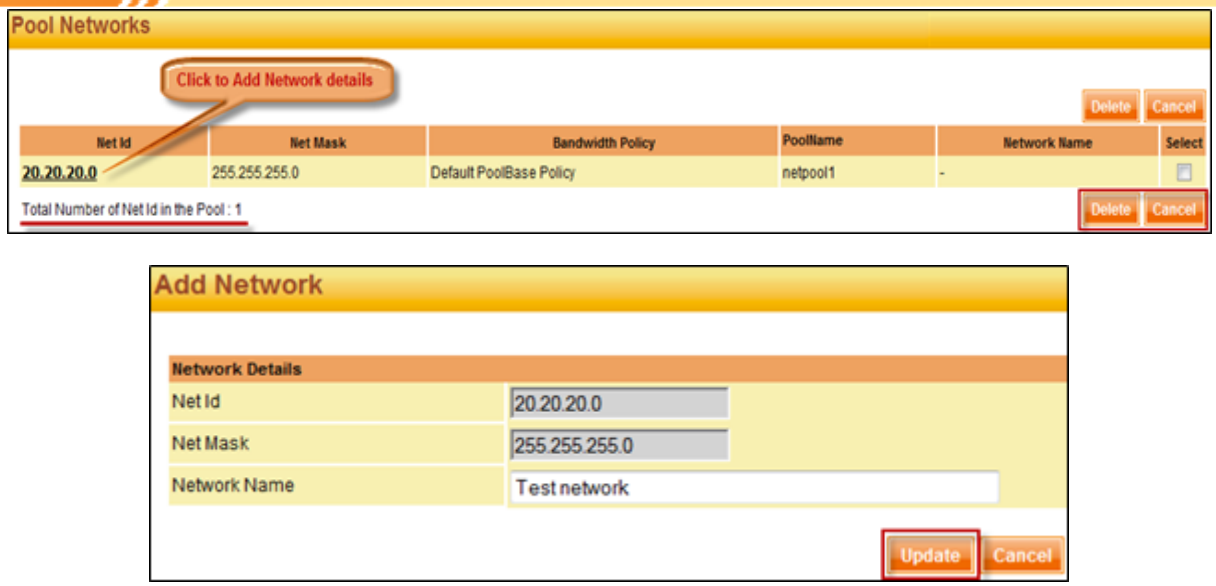

Figure: Search Network

Search Network	
Network ID	Displays the list of different network created in the system
Net mask	Displays Netmask ID assigned to each network
Bandwidth policy	Displays pool based bandwidth policy assigned to each network
Pool name	Displays name of the pool attached to the network
Network Name	Displays name defined for each network

- Use the 'select' checkbox to delete any network from the system. Select the checkbox against the network name you wish to delete and click the '**Delete**' button.

- To view the details of any network, click on the network IP address. The system will open a different window with details of the network ID, net mask ID and network. You are free to update the information, if required. After updating the information, click on the '**Update**' button.

Event Management

A new module 'Event Management' is added in this version by which an event can be created and managed with ease by providing all necessary information like the event name, event's start time and end time, the conference room details booked for the event, number of days for the event, and contact person's details.

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Register Event

Select **Property Management > Event Management > Register Event** to register event by providing necessary details:

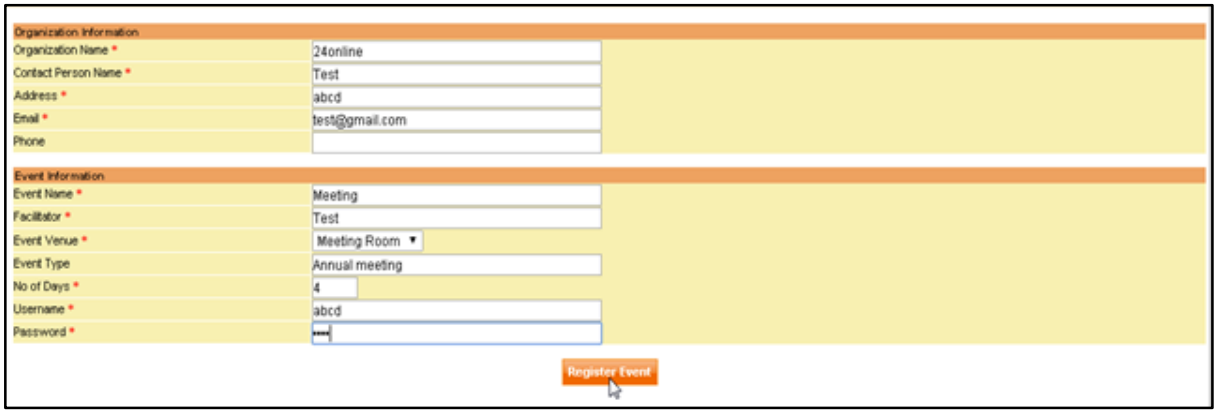

Figure: Register Event - Part 1

Register Event	
Organization Name	Enter organization name for registering an event
Contact Person Name	The contact person name from the organization has to be entered here.
Address	Organization address is to be entered here.
Email	Contact email address of the organization is to be entered here.
Phone	Contact phone number of the organization is to be entered here.
Event Name	The name for the event to be registered is entered here.
Facilitator	The name of the contact person from the event organizer is entered here.
Event Venue	The name of the conference room, banquet, etc. is entered here where the event is going to take place. The Event venue can be created from Event Management > Manage Conference Room > Create
Event Type	The event type is entered here.
No. of Days	The number of days of the event is entered here.
Username	Enter username for event registration
Password	Enter password for event registration

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On clicking 'Register', further information needed for successfully registering the event has to be provided. Day-wise tabs where day-wise information needs to be provided and payment details section will open:

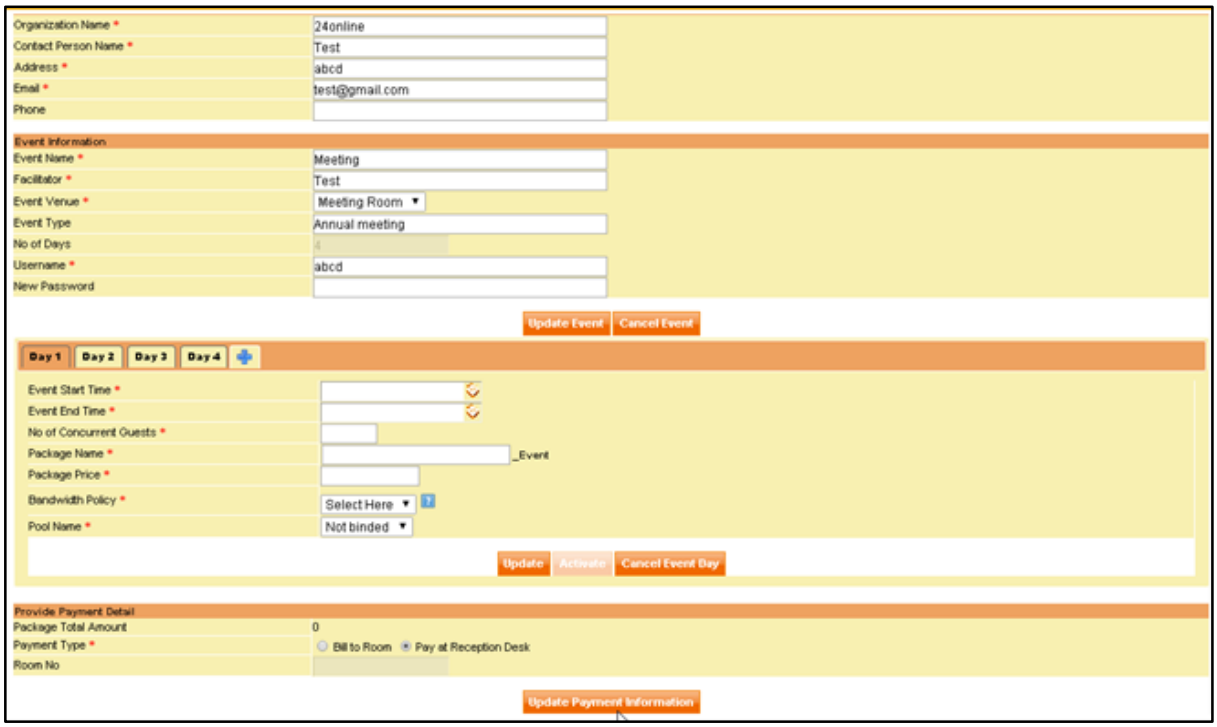

Figure: Register Event - Part 2

Register Event – Part 2	
Day 1	
Event Start Time	Event date along with start time of the event for Day 1 is entered here.
Event End Time	Event date along with end time for that day is entered here.
No. of Concurrent Guests	Number of concurrent guests going to access internet is entered here.
Package Name	The desired package name which is to be offered to event guests is entered here. System will create a package for the event with the package name entered here on successfully updating and registering event.
Package Price	The package price for the event for Day 1 is entered here.
Bandwidth Policy	The bandwidth policy for the event has to be selected here.
Pool Name	Pool name for the event is entered here.
Provide Payment Detail	

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Package Total Amount	The total amount of the package for the event will be displayed here.
Payment Type	The payment type can be selected from here. Two options are available under this – 'Bill to room' and 'Pay at reception desk'.
Room No.	If 'Bill to room' option is selected in payment type, the room number has to be entered here for billing process.

On updating details of Event's Day 1, the details for the other days of the event can be updated. Some specific event day can also be cancelled by clicking 'Cancel Event Day' button available on that particular Day's tab. On entering all necessary details of the event, the event will be successfully scheduled.

The 'Activate' button will be available before 3 hours of the event to be started. On clicking 'Activate' button, the event will be successfully activated.

Manage Event

Information for all events day-wise will be available under **Property Management > Event Management > Manage Event** menu. It will also show the current status of the event for each day.

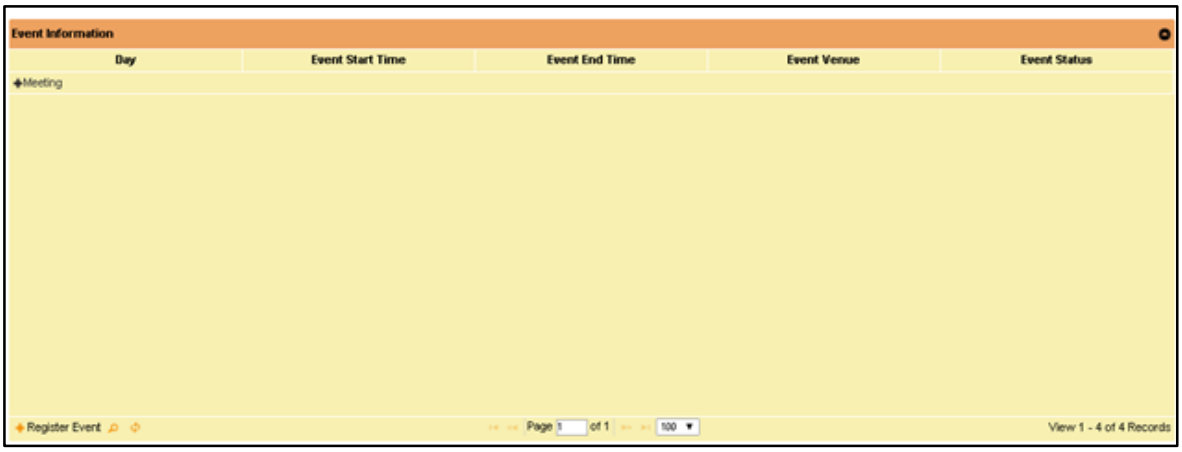

Figure: Manage Event

Manage Event	
Day	The event Name along with day number of the event will be shown here.
Event Start Time	The start time of the event on that day will be shown here.
Event End Time	The end time of the event on that day will be shown here.
Event Venue	The venue of the event taking place is shown here

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Event Status	The current event status will be shown here. There are in all 6 event status possible, which are, Scheduled, Unscheduled, Cancelled, Activated, On-going, Completed.

Event Status column values

1. **Scheduled**: This status will be shown when the event for that day is successfully scheduled. All the details needs to be submitted for scheduling an event.
2. **Unscheduled**: This status is shown when the event is registered but not scheduled yet.
3. **Cancelled**: This status will be displayed when the event is being cancelled.
4. **Activated**: When the event is successfully activated, 'Activated' status will be shown in this column.
5. **On-going**: 'On-going' status will be displayed at the time when event is going on.
6. **Completed**: On completion of the event, 'Completed' status will be displayed for the event status.

Manage Conference Room

The details of conference room can be easily managed from this section. The new conference room can be created or the existing conference rooms can be deleted with ease under this menu. It also allows setting status of conference rooms as enable or disabling as per the need.

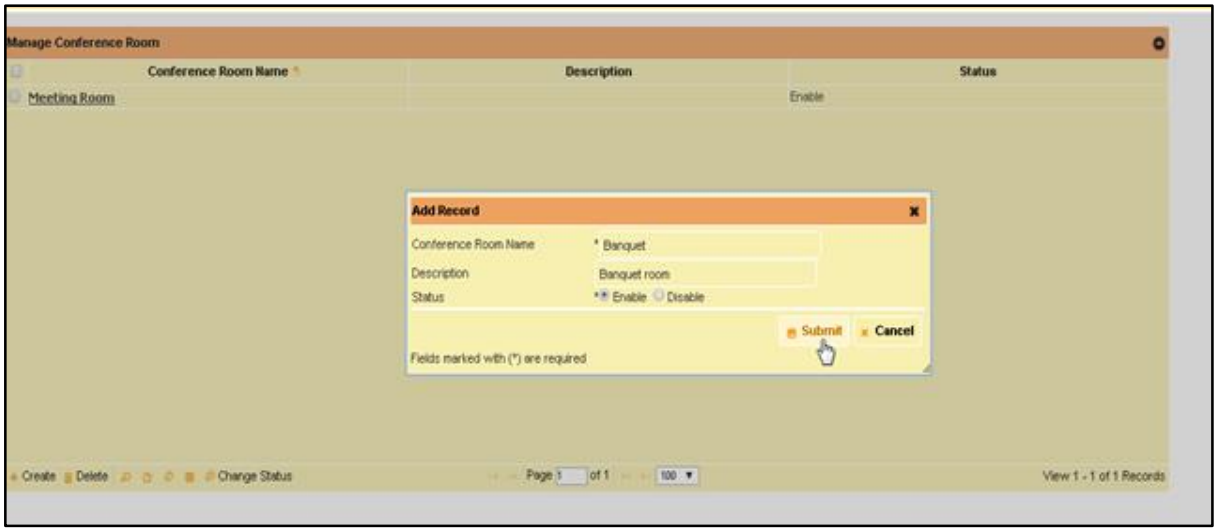

Figure: Manage Conference Room

Guest Details

Introduction

24online Guest Details facilitates service providers to manage unlimited number of guests in a dynamic network, all guest functions like add, update, delete, view, invoice creation facility and manage guests. It assists to maintain all guest relevant information, responsible for keeping track of payment, credit limits, plan subscription and expiry.

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We shall understand, each option in detail in the below section. Let's first understand how to add and manage guests in the system.

Manage Guest

To Manage Guest Details, Select **Guest Details > Manage Guests** from GUI menu

Manage Guests menu is specially designed to ease the user operations and obtain complete information from the system. With the help of this menu, you can add users, view active users, deactivate users or search users etc. With the help of this combination you can add, manage, edit user information and generate reports as and when required.

Create Guest User

To add user, select **Guest Details > Manage Guests > Create Guest User** from GUI:

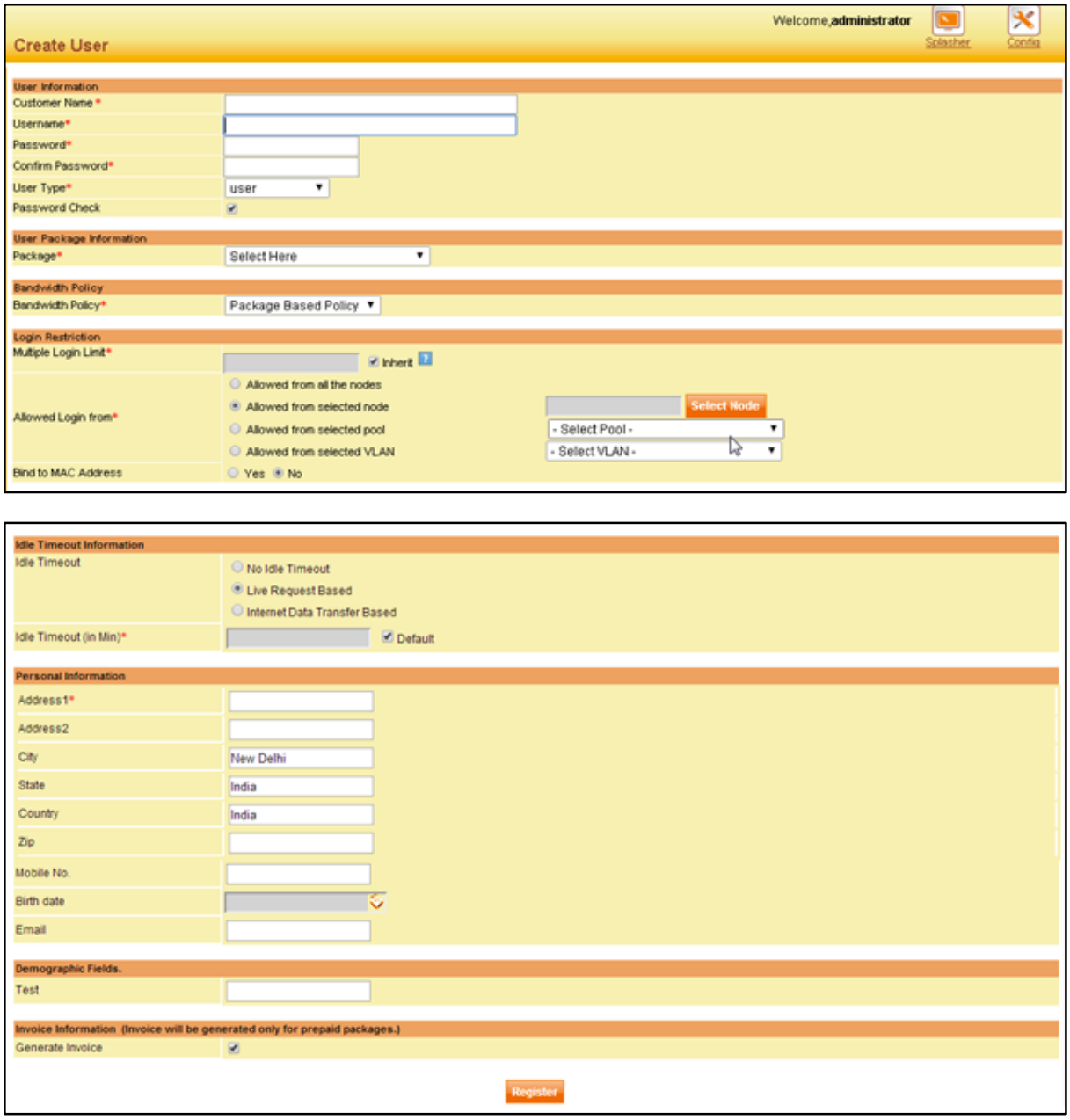

Figure: Create User Hotel

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Create Guest User	
User Information, User Package information, Bandwidth Policy	
Customer name	Facility provided to create customer account in the system, and allows multiple guests to be added under the name of that customer E.g. if you want to add multiple guests of the company named ABC. You can define the customer name as ABC, and, then add various guests under the name of the ABC Company. So, enter the customer name in the text box.
User name	Enter username of guest to be added in the system
Password	Define password which guest will use to login into his/her account
Confirm Password	Re-enter password for confirmation
User type	24online has seven user-types 1. HotelAdmin 2. Administrator 3. Manager 4. User 5. Operator 6. Leased Line
Package	Select package information from drop-down box
Bandwidth Policy	System will automatically show bandwidth policy configured in the selected package. You can modify the bandwidth policy to be assigned using this parameter. Click the drop-down box and select the bandwidth policy to be assigned from the list
Add User- Login Restriction	
Multiple Login Limit	Define multiple login limits here if default limits value not to be assigned to this user. **Inherit** - On selecting inherit checkbox, the default limit value defined for the package assigned to the user will be applied.
Allowed login	• **From all the nodes** - Allows guest to login from all the nodes in the network. • (This option appears only when the user type is 'User'). • **From selected node** - Allows guest to login from the selected node. Select the 'Select Node' button to add the node. Select the pool name, and, define an IP node of that pool. • **From selected pool** - Allows guest to login from the selected pool. Click the drop-down box and select the pool name from the list. • (This option appears only when the user type is 'User') • **From selected VLAN** – Allows guest to login from the selected VLAN. Click the drop-down box and select the VLAN name from the available list.
Allowed from the selected network	Allows guest to login from the selected network. Click the '**Select Network**' button and select the network from the drop-down box. (This option appears only when the user type is 'Leased-Line User')

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Bind to MAC address	Specify whether the guest should be bind to MAC ID or not
Idle Timeout Information	
Idle Timeout	Specify idle timeout for guests here. No idle timeout – on selecting this, no idle timeout limit will be defined for the user. Live Request Based – on selecting this, the idle timeout will be based on live request. Internet data transfer based – the idle timeout will be based on internet data transfer of the user.
Idle Timeout (in Mins)	Define idle timeout in mins here for the user. Default – On selecting 'default' checkbox, the default idle timeout which is 15 minutes will be applied.
Add User- Personal Information	
Address 1/ Address 2/City/ State/Country/ Zip code/ Phone number/ email id	Enter the complete contact details of the user
Date Of Birth	Use the calendar option to select the date of birth of the guest
Demographic Fields	All the demographic fields added will be displayed here.
Generate Invoice	Select the checkbox, whether you want to generate invoice or not for this guest. If the checkbox is unselected, the system will not generate invoice for this user, on registration nor renewal transactions.
Register	Select after all specifications are completed. The system will save the provided information and create the user in the system with the attached package and pool/node assigned (if configured).

Note: If the 'User Type' is **Leased Line** a new combobox '**Valid in NAS'** will be added in login restriction.

Active Guests

To add user, select **Guest Details > Manage Guests > Active Guest** from GUI:

When a guest is added in the system, he is known as registered user, and when the guest starts surfing in the network, he is known as active user. Active user's page displays list of customers whose packages are still active with necessary credits to access Internet. It's not necessary that all registered user be active at the same time. So, from the active user page you will be able to view online details of different users currently active in the network.

There are several options and information that can be availed from the active user's page. Let's understand how to manage the active user's page.

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Figure: Active Guests

To update any information of the Active Users, **click on the username** of the user of whom you want to modify. The system will directly take you to the user information page, from where you can update user information, renew user, check user my account, suspend user as well as personal details/password etc.

Screen elements on Manage Active Users	
Room No.	Displays list of room numbers of guests.
Username	Displays list of guest's name using which they login to access Internet
Account No	Displays account number of the guest
Customer Name	Displays name of the guest
Package	Displays package assigned to each guest, against each username
Bind to MAC	Helps you to bind the guest to his/her MAC ID
Allotted time	Shows the hours/minutes of surfing policy assigned to the guest's package
Expire Date	Guest's account expiry date and time information
Select	For taking any action like renewal, bind to MAC, Reset MAC, Deactivating, or Deleting User. For specific users, select the required check-box. For selecting all users at the same time, use the 'Select All' option.

Messages and Buttons on Manage Active Users

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Figure: Manage Active Users

Message Displayed & Buttons On Manage Active Users	
Total registered User **Total active User**	It's the number of registered users added in the system. It's the number of guests added in the system and out of them currently actively surfing in the network.
Renew User	Helps you to renew any User's account whose package is going to exhaust or already expired. In such case, all you need to do is select the checkbox against the user name whose account is going to exhaust, and click the '**Renew User**' button. The user account will be automatically renewed with a new package (Renewal package configurable – refer renewal rules)
***Select Column (screen shown after table)**	Each column in this page provides necessary information about the user and user's usage. There are default columns which are already added in the page. In addition, if you want to add any other column apart from the default columns provided, then use the 'Select Column' button. A pop-up window appears with details of selected columns, and available columns that can be added in the page.
Update Bind to MAC ID	Binds the user with his/her system MAC address. Whenever the user sends a login request, the user's MAC ID is stored by the system and the user will not be allowed to login from any other system except the one bind with 24online. On successful binding MAC ID, the system will display the message '**Bind to MAC updated successfully**'
Reset MAC	To reset the MAC ID binded with any user
Deactivate	Users account can be de-activated in the system, manually by the administrator or on exhausting their package. To deactivate any User, select the check-box against the username which you want to deactivate and click the '**Deactivate**' button. The system will deactivate the User and show in the deactivated user's list. (To activate the deactivated User, you need to 'Renew' the user.)
Archive	When user's account is in deactivated state for longer period, it is moved to the archive user status.
Delete User	To remove any user(s) from the list, you need to select the checkbox(s) against the username which you want to delete and click the '**Delete**' button. The User's username will be deleted and the user created in the system will be removed.

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Note: Once the guest is deleted from the list, it cannot be retrieved. Fresh guest account has to be added in the system for the same guest.

Select Column

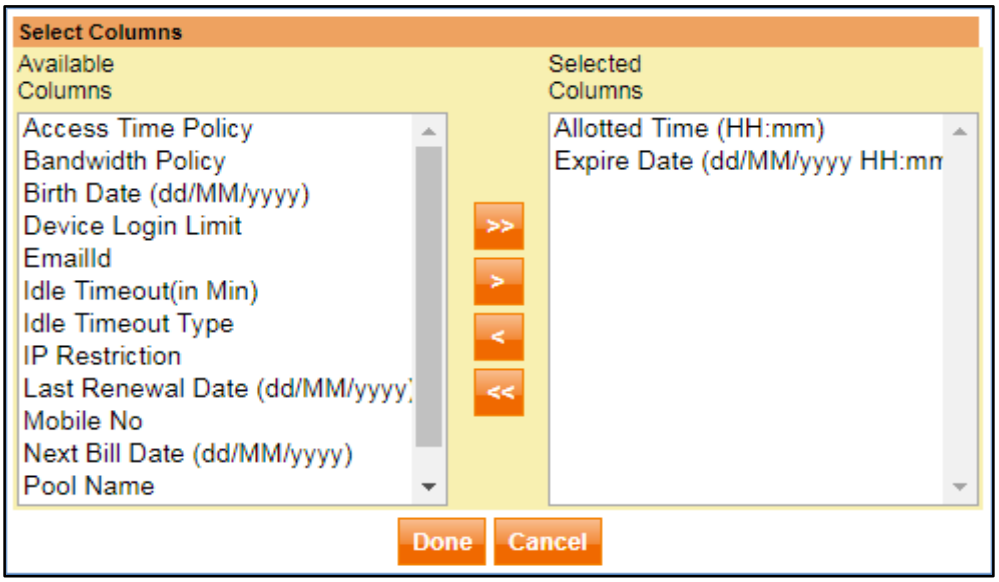

Figure: Add Columns

Select Column
Selected columns list shows the names of columns already added in the Active User page
Available columns list shows the names of columns which can be added to the Active User page, if required
To add the column, select the column name from the Available Column list and use the right arrow > in between the boxes to add in Selected Columns list
Similarly, to remove any column from the Selected Columns list, click on the name of the column and use the left arrow < to add in Available Columns list

Edit Active Guest

Click on any “User Name” to view complete details of user account created in the system. It’s a user-friendly page that allows you to update any information in the existing user accounts. For simple changes or modifications, you need not re-create another user, just select and update the information as shown below.

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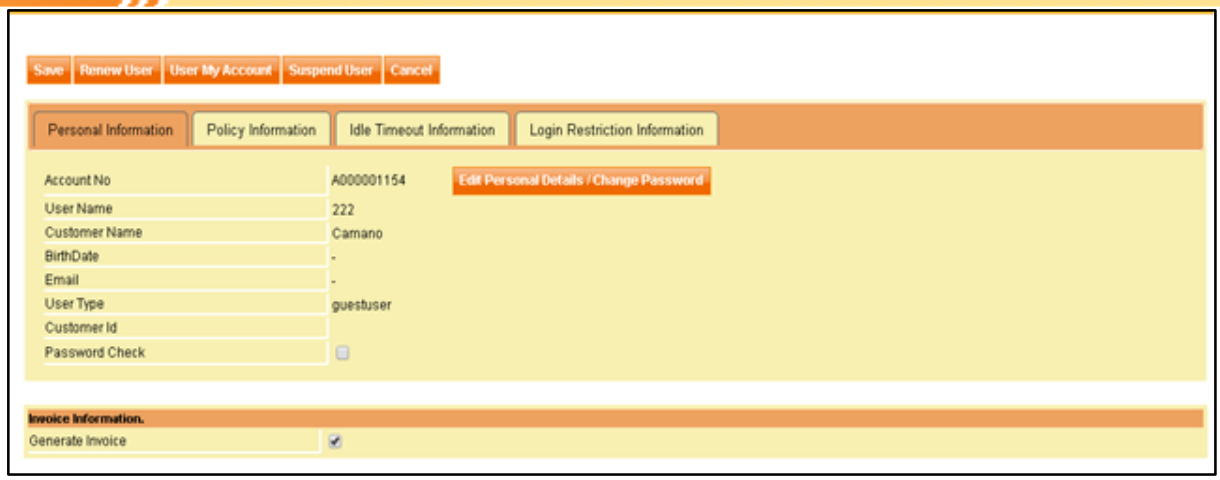

Figure: Edit User

We'll discuss each slab in the Edit User screen individually for a better understanding. Slabs are divided as:

- Personal Information
- Policy Information
- Idle Timeout Information
- Login Restriction

A detailed explanation of all the buttons shown on the screen Renew User, User My Account is also given.

Personal Information

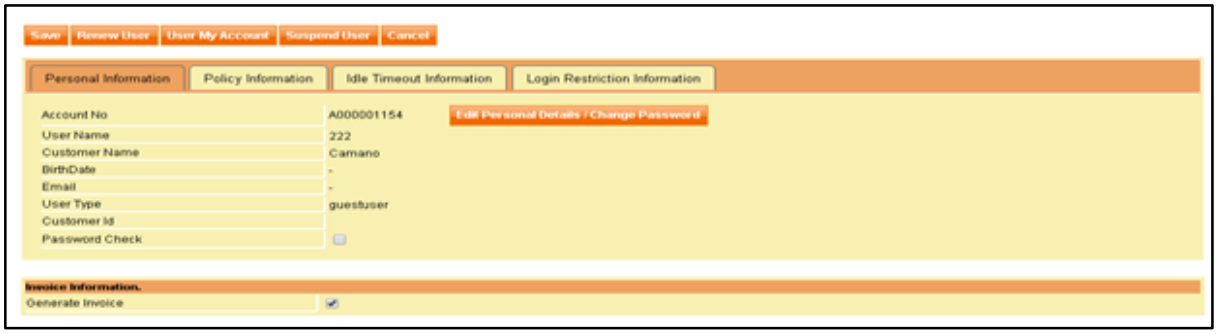

Figure: Manage User - Personal Information Slab

Edit User	
Personal Information	
Account No	Displays account number of guest
Username	Displays username
Customer Name	Displays guest name
Birth date	Displays birth date of guest
Email	Displays e-mail Id of guest

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User type	Displays user type
Customer ID	Displays Customer ID of guest
Password Check	Enable/Disable password check option for the user
Generate Invoice	Enable/Disable Generate Invoice option for the user.

If you want to see personal information or change the password of the guest, click the '**Edit Personal Details/ Change Password**' button.

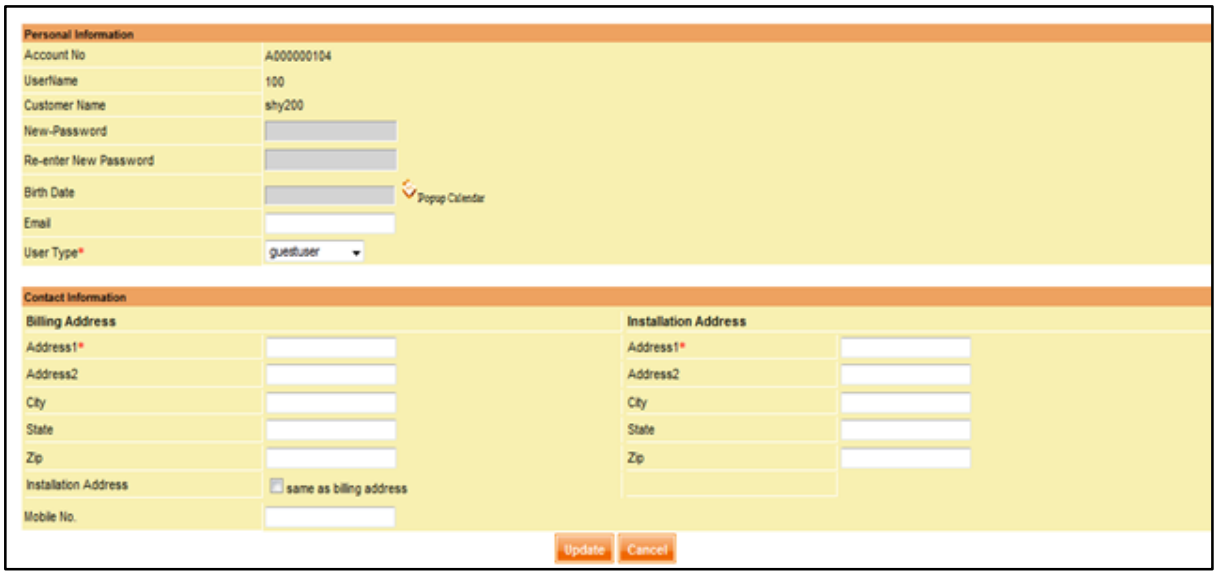

Figure: User Personal Details/Change Password

Change Personal Information	
Account No	Displays account number of the guest
Username	Displays username
Customer Name	Displays customer name
New Password	Use to change password, enter the new password in text-box
Re-enter New Password	Re-enter same password for confirmation
Birth date	Update birth date of guest using calendar
Email	Update email Id of guest
User type	Change user type if required
Contact Information	Enter address/city/state/zip/mobile number Enter Installation Address details
Update	Select after all specifications are completed

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Note: Any of the above guest information can be modified or updated, only when the guest account is **NOT** live.

Policy Information

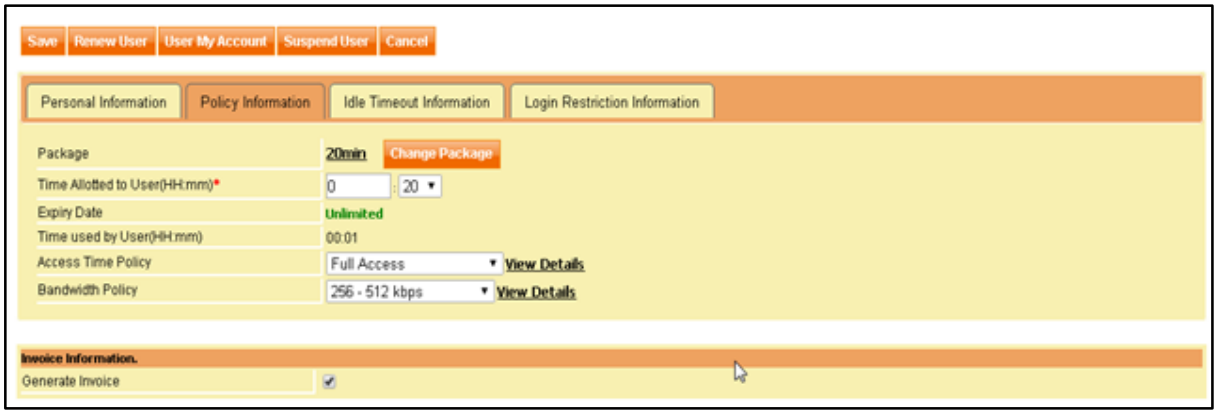

Figure: Edit User - Policy Information

Edit User	
Policy Information	
Package	Displays package name
Time Allotted to User (HH:mm)	Displays usage time allotted to guest
Expiry Date	Displays package expiry date
Time Used by User (HH:mm)	Displays amount of time utilized by guest
Access Time Policy	Displays access time details of guest
Bandwidth Policy	Displays name of policy defined in guest's package. To update the policy, click the drop-down box and select the access time policy from the list. To view details of the current policy assigned to guest, click the 'View Details' option

Change Package Button

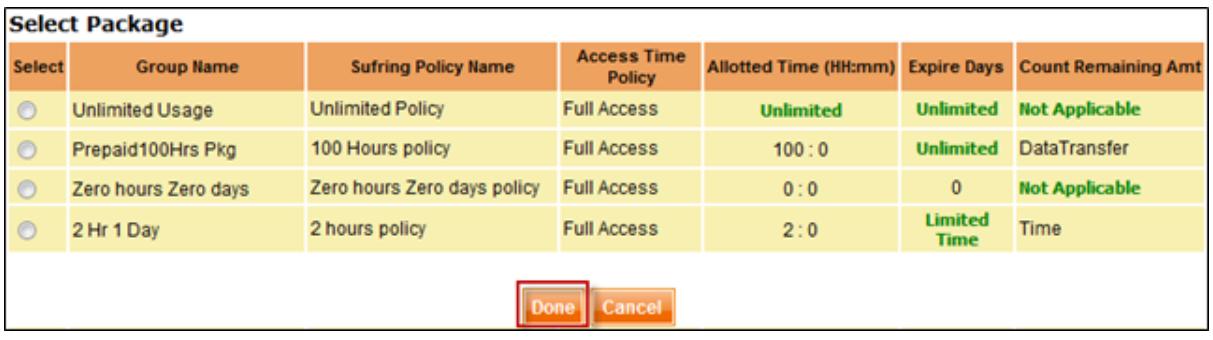

Figure: Change Package

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Change Package	
Group Name	Displays a list of group names. To select click on the radio-button in Select column.
Surfing Policy Name	Displays the surfing policy bind with group name
Access Time Policy	Displays access time policy bind with group name
Allotted Time(HH:mm)	Displays the allotted time according to groups
Expire Days	Displays the package expiry date/days
Count Remaining Amt	Displays package-wise remaining time
Done	Select after all necessary specifications are completed

Idle - Timeout

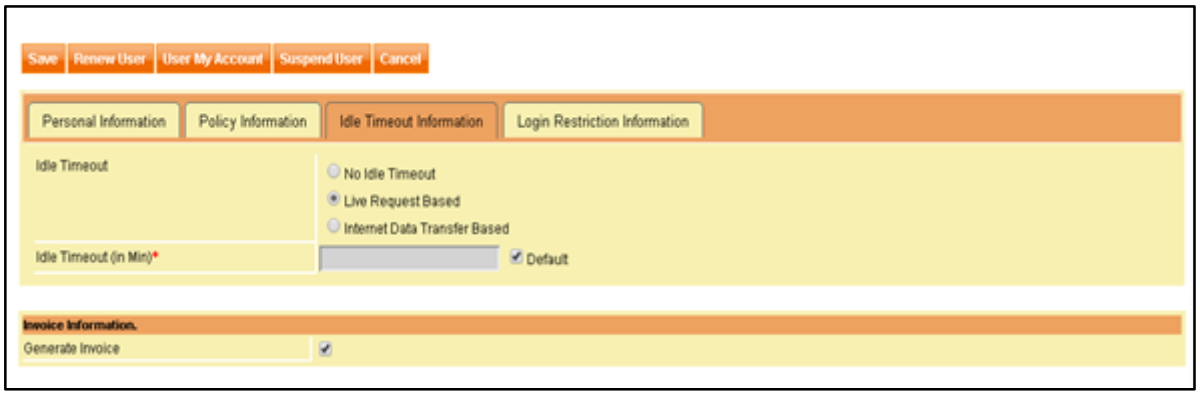

Figure: Edit User - Idle Timeout Information

Edit User	
Idle Timeout	
Idle Timeout	Select the required radio-button No idle Timeout- will have no timeout value required Live Request Based- idle timeout will occur as per specified time-duration, when captive portal is off Internet Data Transfer Based- idle timeout will occur as per specified data-transfer duration
Idle Timeout(min)	Enter the idle-timeout value in minutes. Default idle timeout is 15 minutes.

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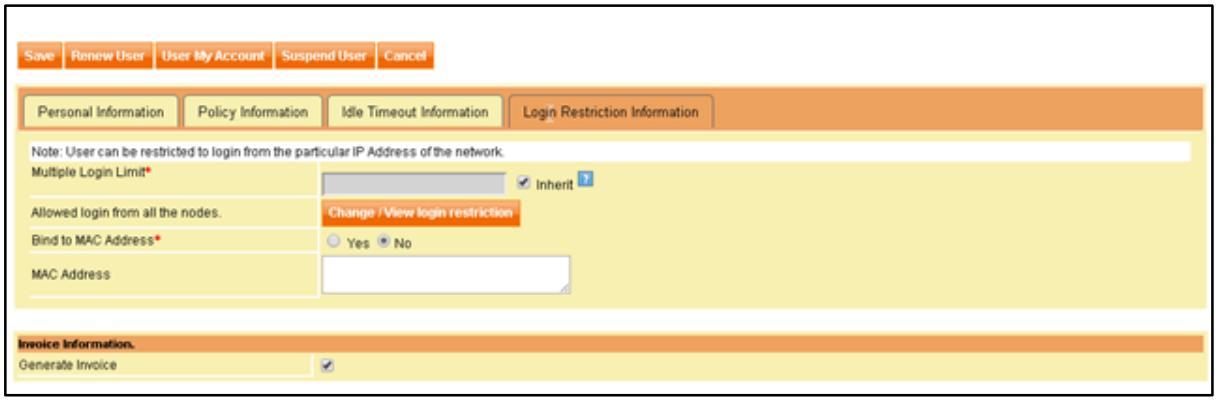

Figure: Edit User - Login Restriction Information

Edit User	
Login Restriction	
Multiple Login Limit	Displays multiple login limit defined for the user. Inherit checkbox means the default value for multiple limits is being applied for the user.
Allowed login from selective node(s)	Displays login restrictions defined while adding user. To view/update click 'Change/View Login Restriction' button.
Bind to MAC address	Select the appropriate radio-button to Bind user to MAC
MAC address	Enter the MAC address of the user in the box

Change/View Login Restriction Button

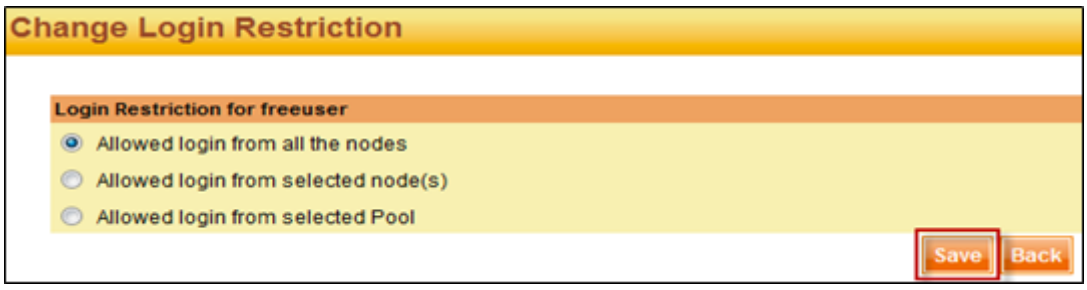

Figure: Change Login Restriction

To update the login restriction, select the appropriate login restriction option and click 'Save' button.

Buttons on Edit User screen

We'll now discuss buttons on the Edit User screen i.e. Save, Renew User, User My account and Cancel.

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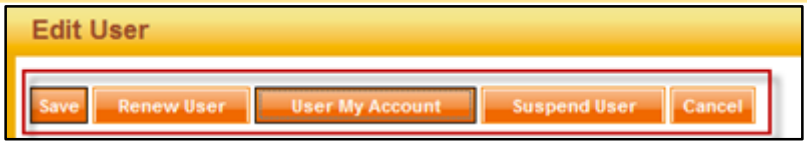

Figure: Edit User - Buttons on Screen

Save

'**Save**' to confirm any the modifications done in this page. The system will save the modified information.

Renew User

Below shown screen appears when '**Renew User**' is clicked.

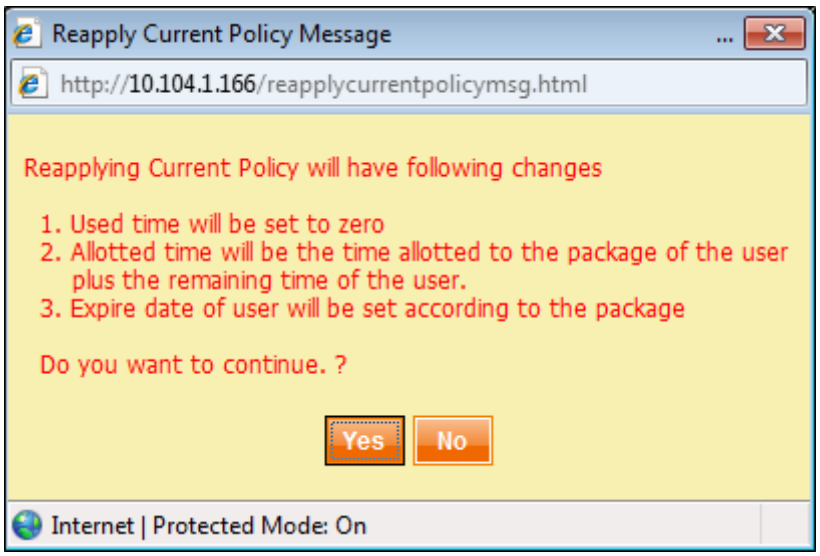

Figure: Edit User - Buttons on Screen

User My Account

'**User My Account**' displays the details of the user;"My Account" page helps the user to get complete details of his account.

It has been categorized into following Section:

- Personal
- Client
- Account Status
- Renewal/Top Up
- Usage Detail

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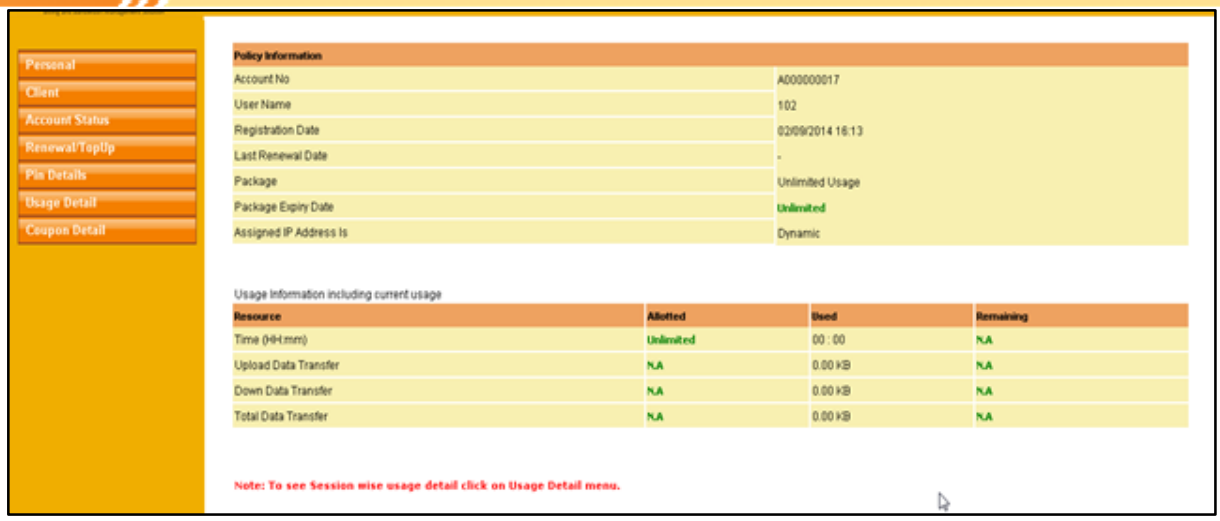

Figure: User My Account

Internet Usage Status	
Policy Information	
Account No	Displays the account number of the customer
Username	Displays username used by the user to login and access
Registration Date	Date and time of user's registration
Last Renewal Date	Date and time when the user was last renewed
Package	Package that is assigned to the user
Package Expiry Date	Date and time when user's package will expire
Your IP address is	Displays IP address of the machine connected

Usage Information	
Resource column	Shows different types of usage like Time / Upload / Download and Total Data Transfer
Allotted column	Shows the actual amount of time and data transfer defined to the user for usage
Used column	Shows the amount of time and data transfer used by the user from the actual allotted value (i.e. time and data transfer)
Remaining column	Shows the amount of time and data transfer remaining in the user's account

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Internet Usage Information	
IP address	Shows the list of IP addresses using which the user has logged in to access Internet
Start time	Shows the time when the user has started surfing using the IP address noted against it
Stop time	Shows the time when the user stopped surfing
Used time	Shows the actual usage time in each login
Effective session time	Shows the session time calculated (from actual time) by the system as per the pulse defined
Download data	Shows the amount of data transferred in each session
Upload data	Shows the amount of data transferred in each session
Total data transfer	Shows the amount total (upload + download) data transferred in each session

Personal

To change User's password select Personalà change Password. Following screen will be displayed for change password facility.

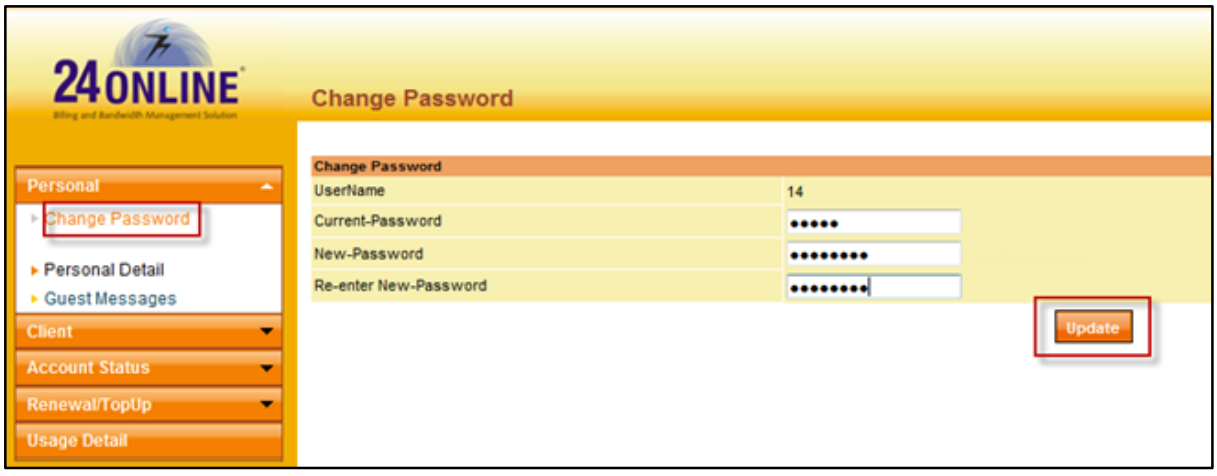

Figure: User My Account - Change Password

Change Password	
Username	Displays username
Current Password	Enter current password
New -Password	Enter new password

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Re-enter new Password	Re-enter new password
Update	Update and save the operation

Users can update their personal details like birth date, email or mobile number from this page. System does not allow users to change their username, customer name and identification code due to security reasons.

To edit users personal details select **Personal > Personal Details**

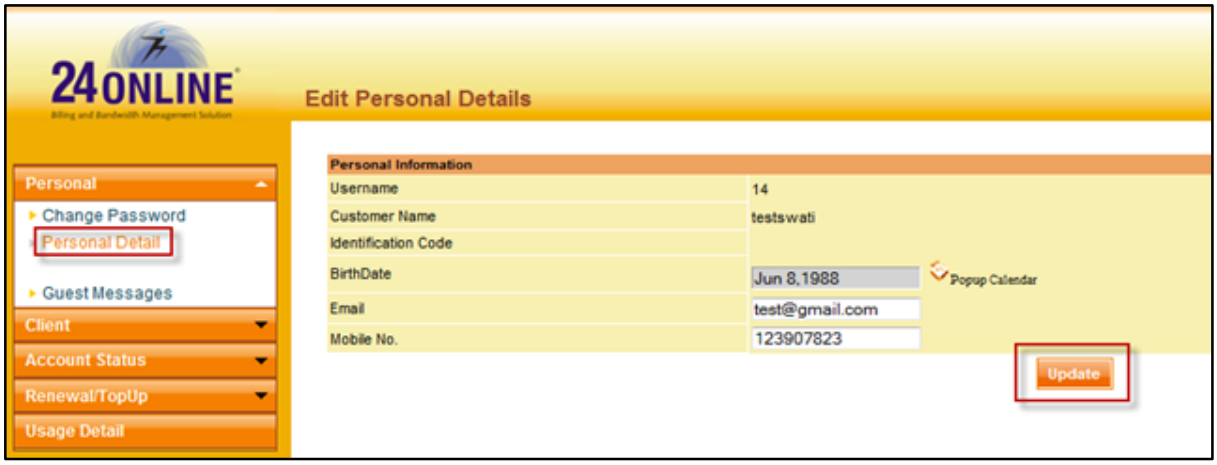

Figure: User My Account - Edit Personal Details

Edit Personal Details	
Username	Displays username
Customer name	Enter customer name
Birth Date	Enter Birth date of the user
Email	Enter email id of the user
Mobile	Enter mobile no of the user

Client

To download the exe files for different type of users i.e. windows, HTTP, Linux or PPPoE users, select Client à Download Client. Download the exe file and configure username and password, so next time when user logs-in, user need not enter details again and can use the system directly. The system will display the different exe's available and show their details as shown in below screen.

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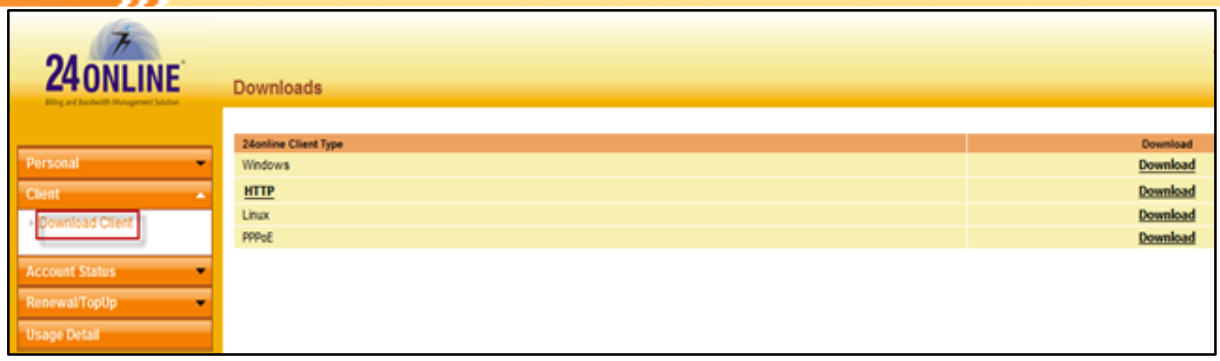

Figure: User My Account - Download Client

Download Client	
Client Type	Displays type of 24online clients
Download	Click on respective client type to download the exe

Account Status

"**Account Status**" will display Policy details as well as surfing details of the user.

For user's usage details select Account Status à Status. System will display policy and internet usage details as shown below:

Figure: User My Account - Internet Usage Status

Internet Usage Status	
Policy Information	
Account No	Displays the account number of the customer
Username	Displays username used by the user to login and access
Registration Date	Date and time of user's registration

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Last Renewal Date	Date and time when the user was last renewed
Package	Package that is assigned to the user
Package Expiry Date	Date and time when user's package will expire
Your IP address is	Displays IP address of the machine connected

Usage Information	
Resource column	Shows different types of usage like Time / Upload / Download and Total Data Transfer
Allotted column	Shows the actual amount of time and data transfer defined to the user for usage
Used column	Shows the amount of time and data transfer used by the user from the actual allotted value (i.e. time and data transfer)
Remaining column	Shows the amount of time and data transfer remaining in the user's account

Internet Usage Information	
IP address	Shows the list of IP addresses using which the user has logged in to access Internet
Start time	Shows the time when the user has started surfing using the IP address noted against it
Stop time	Shows the time when the user stopped surfing
Used time	Shows the actual usage time in each login
Effective session time	Shows the session time calculated (from actual time) by the system as per the pulse defined
Download data	Shows the amount of data transferred in each session
Upload data	Shows the amount of data transferred in each session
Total data transfer	Shows the amount total (upload + download) data transferred in each session

Renewal Topup

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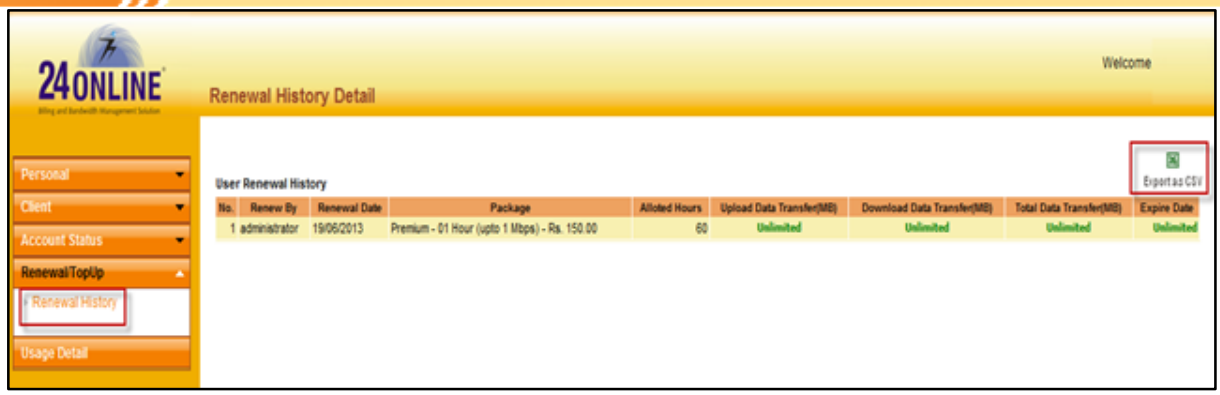

Figure: User My Account - Renewal History

Download Client	
Renewed By	Displays name of the renewal admin
Renewal Date	Displays renewal date
Package	Displays allotted package
Allotted hours	Displays allotted package
Upload Data Transfer	Displays the amount of data uploaded
Download Data Transfer	Displays the amount of data downloaded
Total Data Transfer	Displays the total data transfer
Expiry date	Displays expiry date of the package
Export as CSV	Using this option renewal history can be exported as CSV

To renew account of the user, select **Renewal/Top Up > Renew**

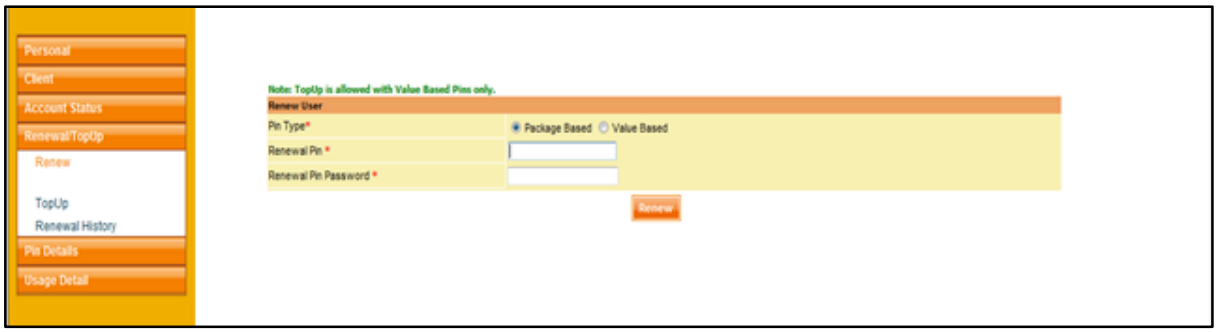

Figure: User My Account - Renew Account Using Pin

To TopUp Account, select Renewal/Top Up > TopUp

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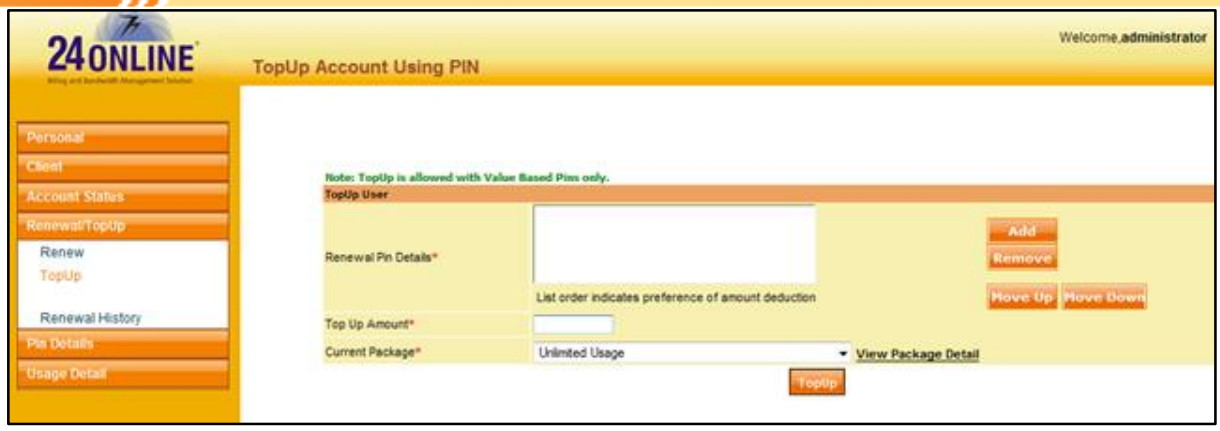

Figure: User My Account - Topup Account using Pin

Session Usage Details

For session usage details for a specified period, you need to define the month and year using the drop-down box and click the '**Submit**' button. Moreover, the session details can be displayed in KB, MB, or GB values as desired by selecting the option using '**Unit**' drop-down box. The system will display user's session history for that specific month, as shown in the below screen:

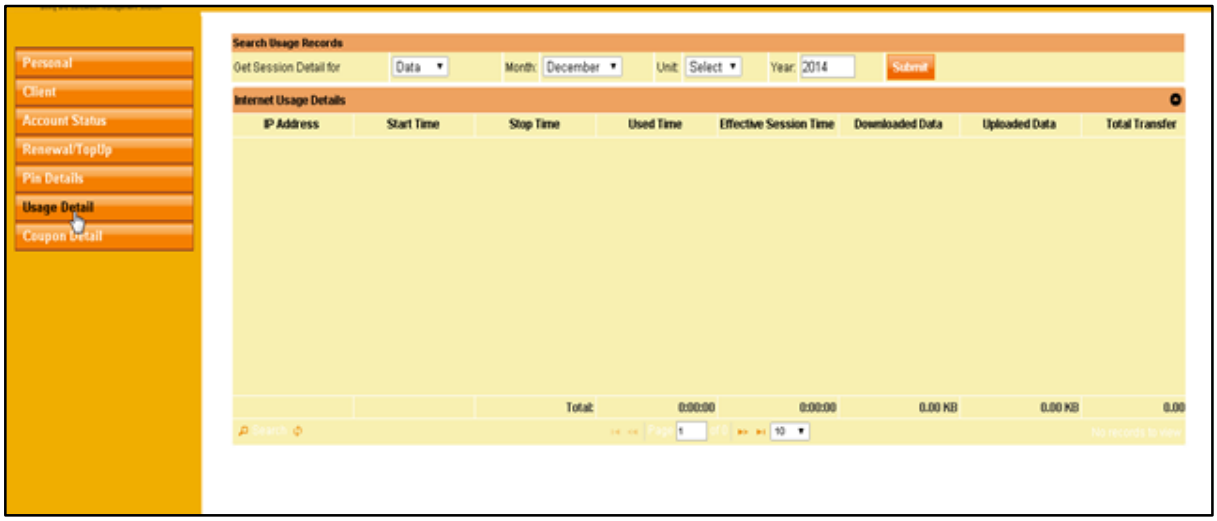

Figure: User My Account - Session Usage Details

Last Invoice Button

Use the '**Last Invoice**' button to view the current invoice of the guest. The invoice details will be showed in a separate window in printable format and template (configurable).

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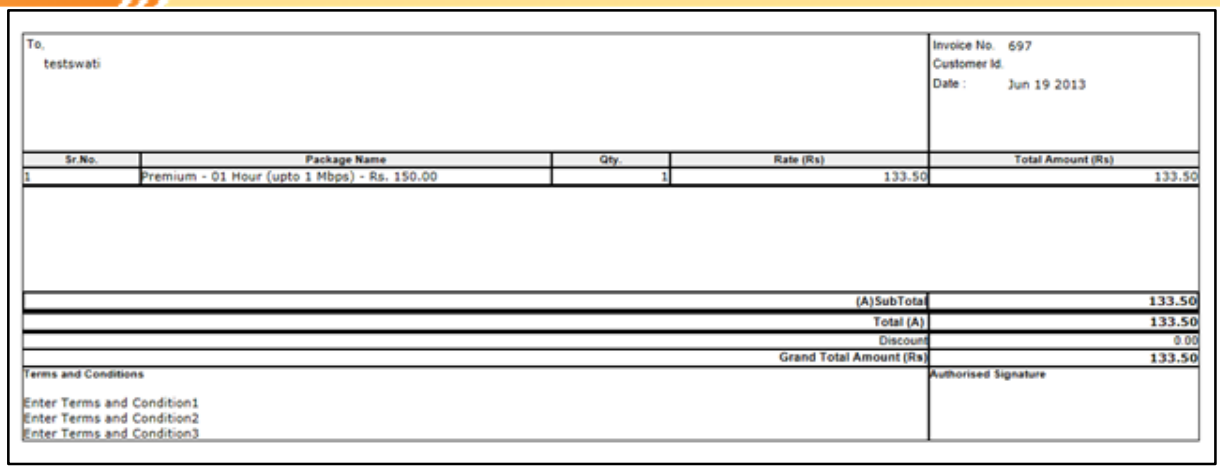

To,
testswati

Invoice No. 697
Customer Id.
Date : Jun 19 2013

Sr.No.	Package Name	Qty.	Rate (Rs)	Total Amount (Rs)
1	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	1	133.50	133.50

(A)SubTotal	133.50
Total (A)	133.50
Discount	0.00
Grand Total Amount (Rs)	133.50

Terms and Conditions

Enter Terms and Condition1
Enter Terms and Condition2
Enter Terms and Condition3

Authorised Signature

Figure: User My Account - Invoice

Create Child Customer(s) in Parent Customer

24online Guest Detail allows creation of child customer in main parent account. To resolve issues where multiple users can be given same account-number, 24online Guest Details comes in handy.

With help of this option admin can avail functionality of multiple child customer creation under same parent account. Policies and package applicable to Parent account will be applicable to child also. Invoice generated will be sent to Parent customer.

Child customers share the same Account ID as parent account. User-type, Package assigned, will remain same. Bandwidth Policy, idle time-out, login restriction details, personal information details can be configured, if change is required. Comments can also be inserted, if required.

This option is also helpful in-case you wish to create multiple customers with same customer-name. Customer type helps you demarcate in-between existing and new customer account. In-case of new account creation, admin has facility to select user-type, package etc.

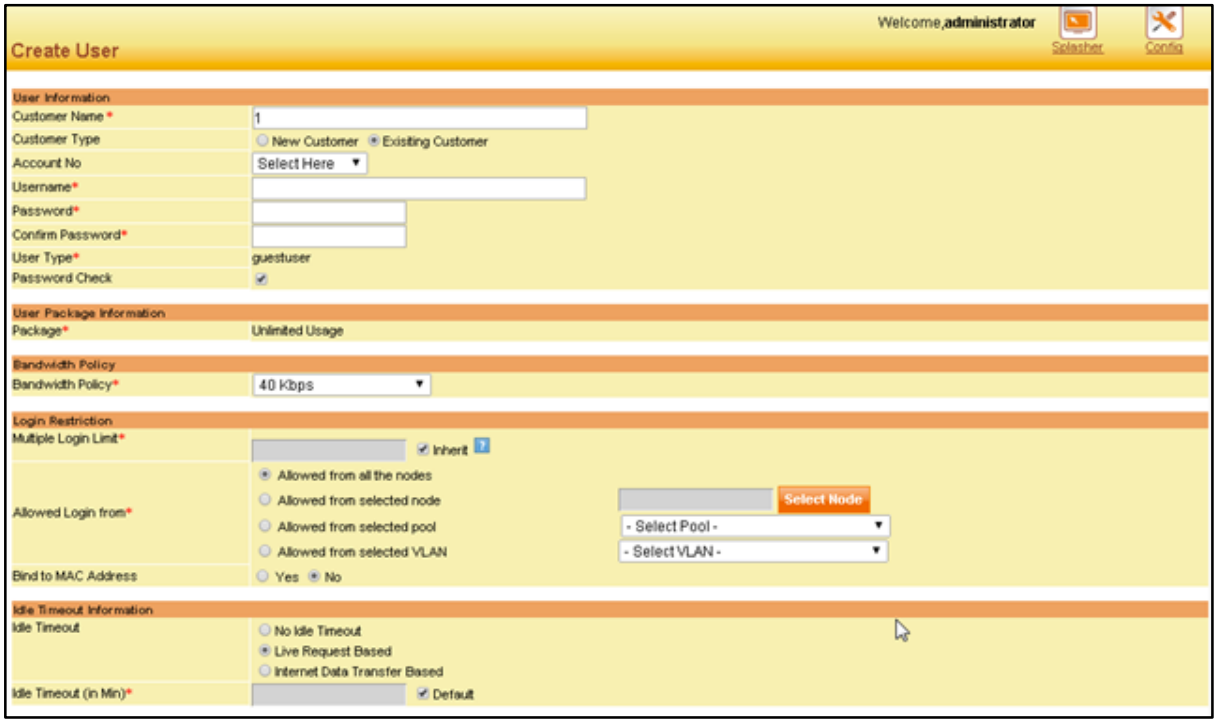

Figure: Creation of Child User Account

Creation of Child User Account	
User Information	
Customer name	Gives the information of the customer to which user added
Customer Type	In-case existing customer's name is entered, customer type options are : **New Customer** – Select to create new customer account with same customer name **Existing Customer** – Select to create child account in parent account
Account No	Displays account number of **Existing customer** This row will not be displayed in **New Customer**
Username	Enter username
Password	Enter Password
Confirm Password	Re-enter password for confirmation
User Type	**New Customer** - Select User type **Existing customer** - User-type will be similar as parent account
Password Check	Select checkbox to enable 'password check' option

User Package Information	
Package	**New Customer** - Select package **Existing customer** - Package will be similar as parent account

Bandwidth Policy	
Bandwidth Policy	Bandwidth policy can be different for child user account

Login Restriction	
Multiple Login Limit	Define multiple login limit here for the user. If 'inherit' checkbox selected, default limit value will be applied for the user.
Allowed login from selective node(s)	Displays login restrictions defined while adding user. To view/update click 'Change/View Login Restriction' button.

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Bind to MAC address	Select the appropriate radio-button to Bind user to MAC

Idle Timeout	
Idle Timeout	Select the required radio-button No idle Timeout- will have no timeout value required Live Request Based- idle timeout will occur as per specified time-duration, when captive portal is off Internet Data Transfer Based- idle timeout will occur as per specified data-transfer duration
Idle Timeout(min)	Enter the idle-timeout value in minutes. Default idle timeout is 15 minutes.

Personal Information	
Enter Address/City/State/Country/Zip/ Mobile no./ Birth date and Email of user	
Demographic Fields	Enter details of demographic fields added for user registration.

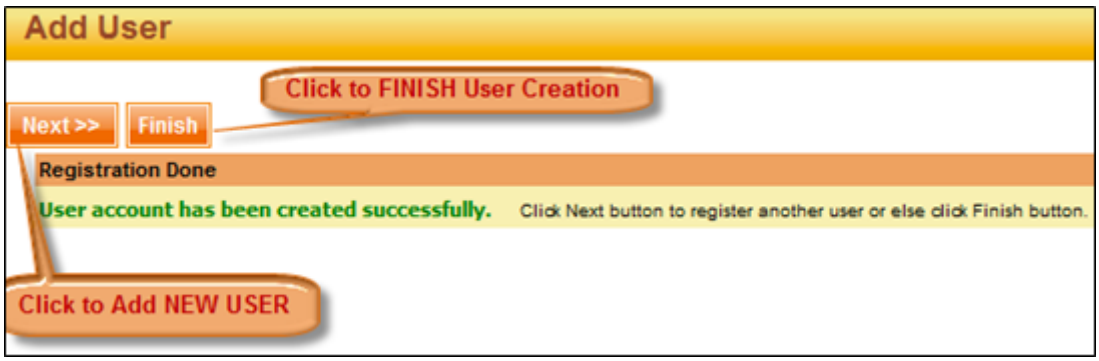

Figure: Child User Creation

In-case you wish to Add New User again, then click on '**Next**' which will lead you to Add User page. If you wish to Finish User Creation, click on '**Finish**'.

Once Child User is successfully created, it can be viewed in Manage Active user's page with a 'C' next to it. 'C' depicts child user account.

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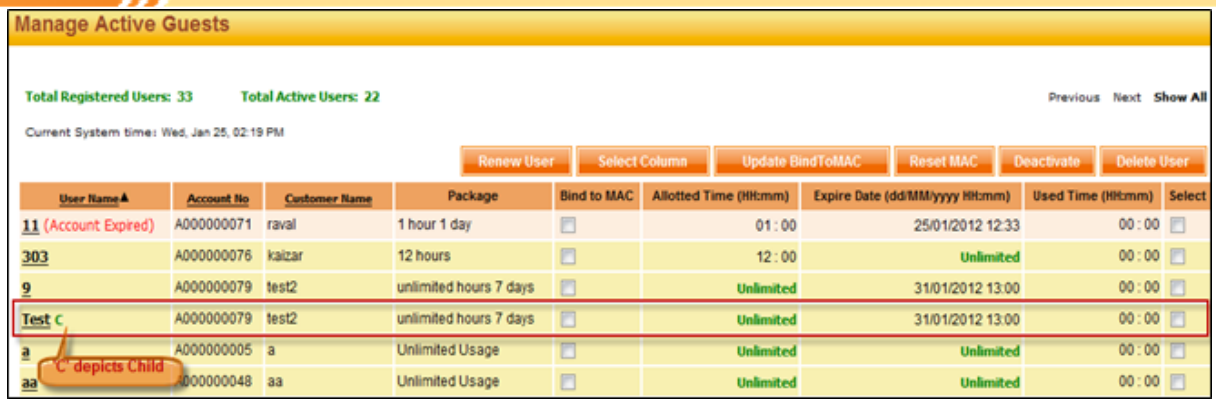

Figure: Child User Created Successfully

Deactive Guests

On this page, you can view list of guests, who have been de-activated by the system or administrator. Any user in the system is deactivated due to expiry of his/her package or manually disconnected the administrator of 24online. In-order to renew or re-activate the same guests, you need to just select the check-box against the username and click the 'Renew' button. Similarly, if you want to remove de-activated guests permanently from the system, then select the checkbox against the username and click 'Delete' button.

Select **Guest Details > Manage Guests > Deactive Guests** from GUI menu:

Figure: De-active Guest

De-activate guest

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Room No.	Shows list of room number of the guest's who are deactivated
Username	Shows list of usernames of the guest's who are deactivated
Package	Shows the package assigned to the guests, against each username
Customer name	Gives the information of the customer to which user added
Allotted time	Shows the surfing time allotted for each guest
Expire Date	Date and time of the guest's package expiry is shown for each de-active guest
Used time	Shows the total usage time used by the guest
Select	Use to renew/activate/delete guest: o Select the checkbox against the username which you want to renew and click the '**Renew**' button o Select the checkbox against the username which you want to activate and click the '**Activate**' button o Select the checkbox against the username which you want to archive and click the '**Archive**' button o Select the checkbox against the username which you want to remove and click the '**Delete**' button
Select Column	Used to add additional columns in de-active guest's page

Manage Archive User

On this page, you can view list of Archived Users, who have been de-activated by the system or administrator and then sent to Archived list. Any user in the system is archived due to expiry of his/her package or manually disconnected by the administrator of 24online.

Select **Guest Details > Manage Guests > Manage Archive** from GUI menu:

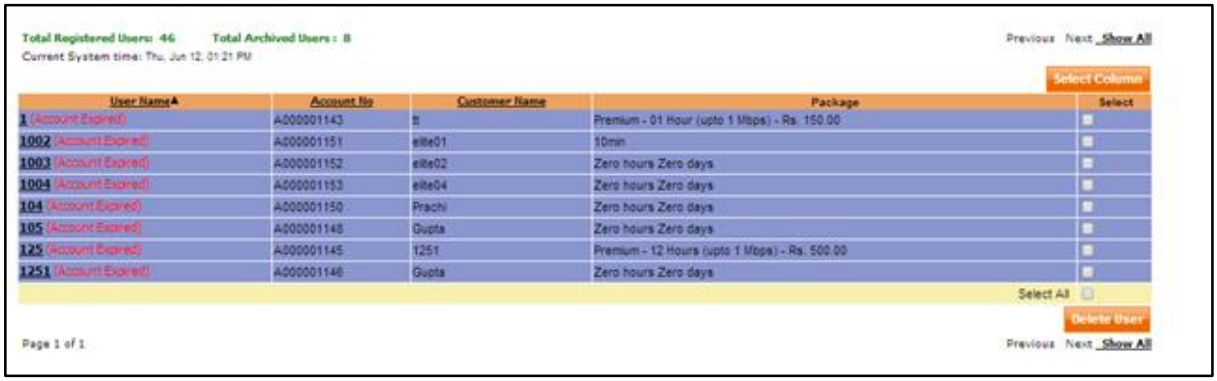

Figure: Manage Archive

Manage Archive	
Username	Shows list of usernames of the guest's who are deactivated
Account no	Shows the account no of the guest, against each username
Customer name	Gives the information of the customer to which user added

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Package	Shows the package selected by the user
Select	Use to renew/delete guest: • Select the checkbox against the username which you want to remove and click the 'Delete' button
Delete User	You can Delete the user from here.

When you click the customer you will be directly linked to Edit User page.

Search User

When there are hundreds and thousands of guests in the system, searching a specific guest becomes a difficult task. For such query, 24online offers easy search user option using which you can easily search a specific user or list of users with similar criteria from the system.

Select **Guest Details > Manage Guests > Search User** from GUI menu:

Search User

You can search guest by entering any of the details as mentioned in the screen, like username, customer name, IP address or MAC address of the user. E.g. Test_User

Figure: Search User Results

Search User Results	
Room No.	Shows list of room number that matches your search criteria
Username	Shows list of usernames that matches your search criteria

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Account No	Displays account number of guest
Customer name	Gives the information of the customer to which guest is added
Package	Shows the package assigned to the guest, against each username
Bind To MAC	Select check-box in-case customer is to be binded with MAC
Is Active	Shows the current status of the guest in the system
Allotted time	Shows the surfing time allotted for each guest
Expire Date	Date and time of the guest's package expiry is shown
Used time	Shows the total usage time used by the guest
Mobile No	Displays mobile number of guest
Select column	To renew/change activation status/delete guest • Select the checkbox against the username which you want to renew and click the 'Renew' button • Select the checkbox against the username which you want to change and click the 'Change Activation Status' button • Select the checkbox against the username which you want to remove and click the 'Delete' button
Ok	Click to go back to the search page

Advanced Search User

"Advance Search User" feature makes searching specific user more convenient and easy. With this feature, any user can be searched by using various fields' options available:

Under "Account Filter" tab:

Figure: Account Filter Tab

The above screen shows the parameters by which users can be filtered. From this tab, users can be searched by

Username: Username value can be entered according to the advanced search options available, which are, 'contains', 'equals', 'starts with', 'ends with'.

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Customer Name: Customer name value can be entered here according to advanced options available, which are, 'contains', 'equals', 'starts with', 'ends with'.

Account id: Enter account id value to search user.

MAC Address: Enter MAC address to search user.

User Status: Enter current status of user for searching.

User Type: Filtration can be done by selecting user type.

IP Restriction: User can be searched by entering IP Restriction value.

IP Address: Enter user's IP Address for searching.

Under "Plan Filter" tab

Figure: Plan Filter

The parameters by which users can be searched under "Plan Filter" tab are shown in above screen –

- **Package Name**: Enter user's package name for minimizing your search.
- **Package Type**: Filtration can be done by selecting the package type.
- **Package Price**: The price of package can be entered here according to advanced options available – equals, greater or equal, greater, less or equal, or less.
- **Access Policy**: Filtration can be done by selecting user's access policy from the dropdown.
- **Bandwidth Policy**: Select Bandwidth policy to search user.
- **Surfing Quota Policy**: Select Surfing quota policy to search user.

Under "Date/Time Filter" tab

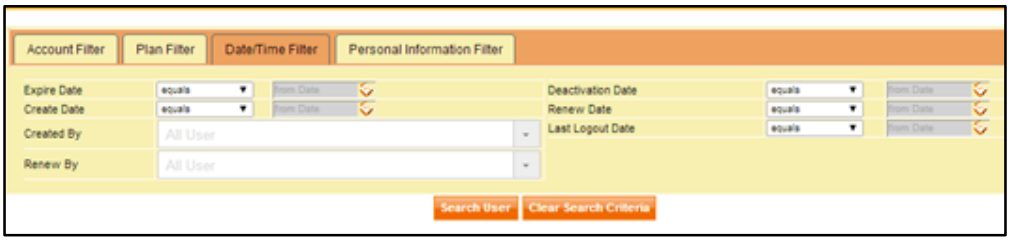

Figure: Datetime Filter

Parameters under this tab includes –

- **Expire Date**: Search user by entering expire date of their package.
- **Create Date**: Search user by entering creation date of their package.
- **Created By**: Enter details of user creator for making search.
- **Deactivation Date**: Search user by entering their deactivation date.

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- **Renew Date**: Search user by entering their renewal date.
- **Renew By**: Filter users by entering details of renewal done by.
- **Last Logout Date**: Filter users by their last logout date.

Under "Personal Information Filter" tab

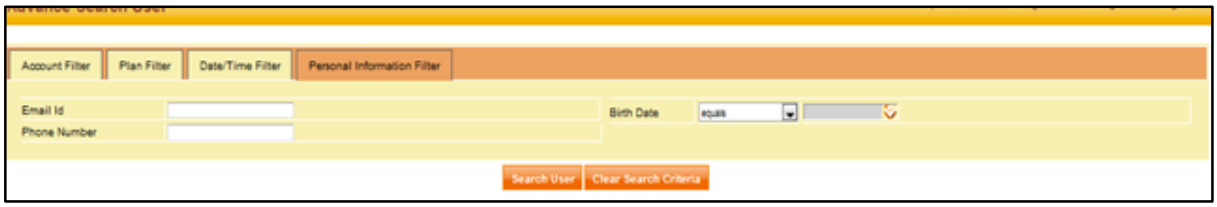

Figure: Personal Information Filter

By entering "Personal Information" details, users can be searched with ease. Parameters under this tab includes:

- **Email ID**: Enter email Id of user and search them.
- **Phone Number**: User can be searched with ease by entering their phone number.
- **Birth Date**: Enter user's birth date details and search them.

Manage Acquisited User

On this page, you can view list of Acquisited Users, who have been created by the system or administrator and then sent to Acquisited list. Any user in the system is acquiesced if he has not renewed his package or his package is not been activated by the administrator of 24online.

Select **Guest Details > Manage Guests > Manage Acquisited** from GUI menu:

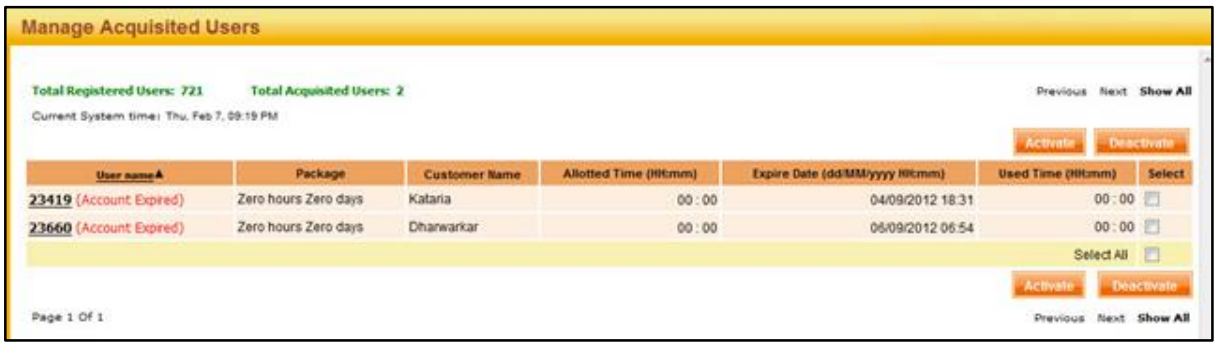

Figure: Manage Acquisited Users List

Acquisited User	
Username	Shows list of usernames of the guest's who are deactivated
Package	Shows the package assigned to the guests, against each username
Customer name	Gives the information of the customer to which user added
Allotted time	Shows the surfing time allotted for each guest
Expire Date	Date and time of the guest's package expiry is shown for each de-active guest

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Used time	Shows the total usage time used by the guest
Select	Use to renew/activate/delete guest: • Select the checkbox against the username which you want to renew and click the 'Renew' button • Select the checkbox against the username which you want to activate and click the 'Activate' button • Select the checkbox against the username which you want to remove and click the 'Delete' button
Select Column	Used to add additional columns in de-active guest's page

When you click the customer you will be directly linked to Edit User page.

Re-Login Leased Line Users

Leased line users are authenticated users who are always live and need no authentication. Leased line users are normally corporate users who need continuous internet-access without any login process. In-case leased line user faces any technical-glitch or sudden deactivation, renewal or resuming each user becomes a difficult task. 24online introduces an option to re-login specific or all leased line users with a single click!

Figure: Re-Login Leased Line Users

Details of screen elements:

- Enter username in the text box and click the 'Relogin' button
- To re-login all leased line users in the system in single click, use 'Relogin All Users' button

The system will automatically re-login single or all guests as per the option selected

View Bandwidth Usage

Bandwidth usage graphical report allows you to monitor the amount of data uploaded or downloaded by the users at a single glance. Generate reports of live bandwidth usage as well as daily, weekly, monthly or yearly reports. With the help of this report admin is free to determine the following as given below:

- To increase or decrease the bandwidth limit
- Type of traffic is consuming the majority of the bandwidth
- Inbound/outbound traffic has consumed the maximum bandwidth in a week/month
- Pricing of the package can determined according to the consumption

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To generate live bandwidth usage report, select **Guest Details > View Bandwidth Usage > Report** from GUI

The bandwidth usage report is divided into three slabs:

- Current Usage Graph
- Bandwidth Report - Gateway Wise and Pool Wise
- Graph Period – Today/Yesterday/Weekly/Monthly/Yearly
- List of Gateways and Pools (works in combination with Bandwidth report selection i.e. Gateway or Pool)

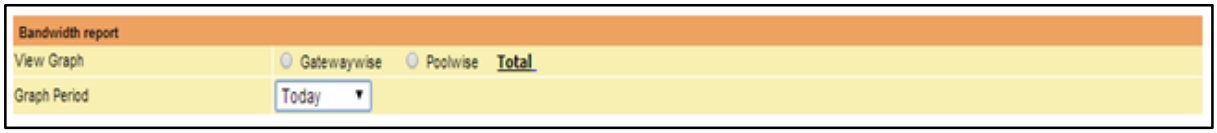
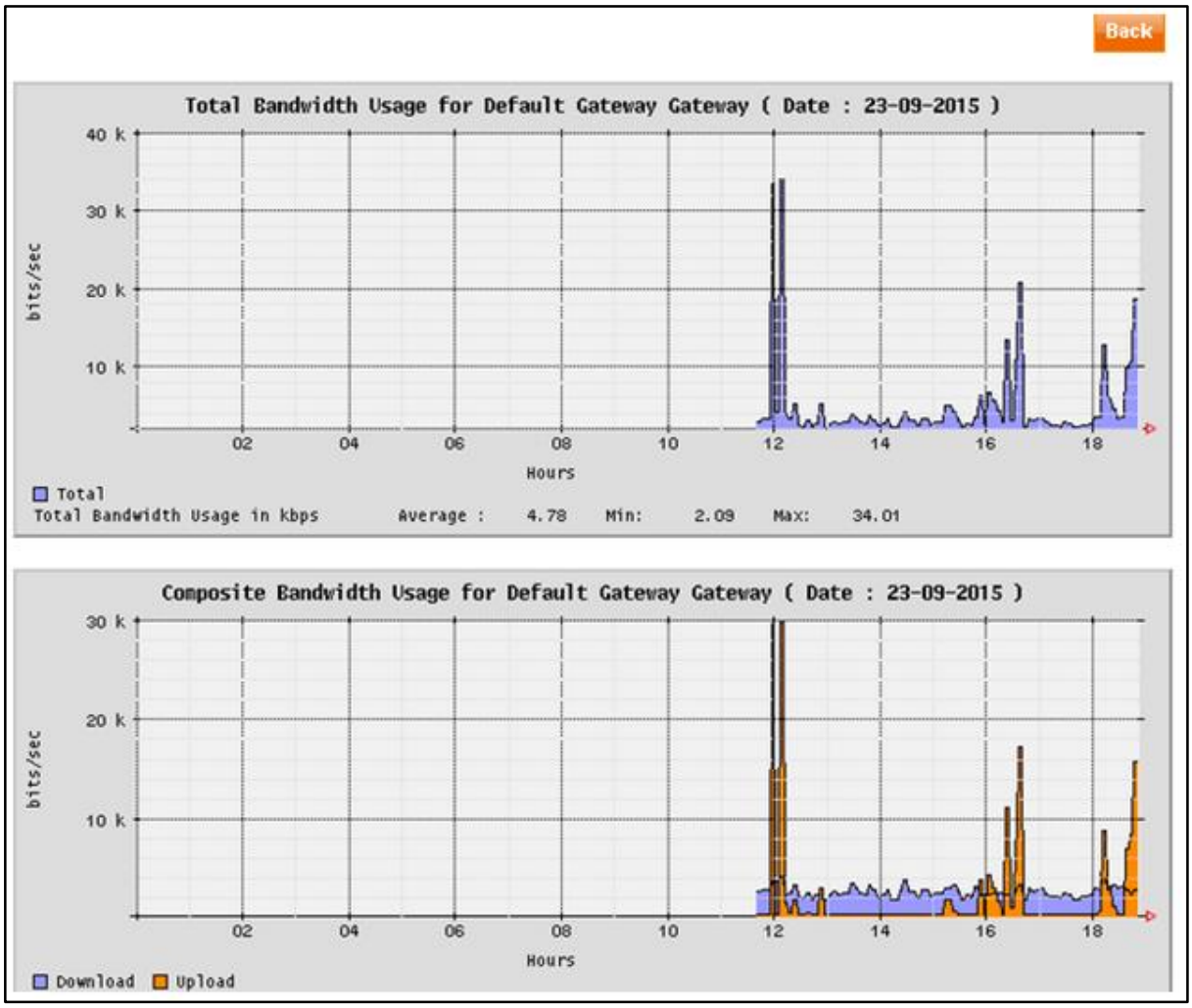


Figure: Re-Login Leased Line Users

Bandwidth Usage - Gateway wise Report



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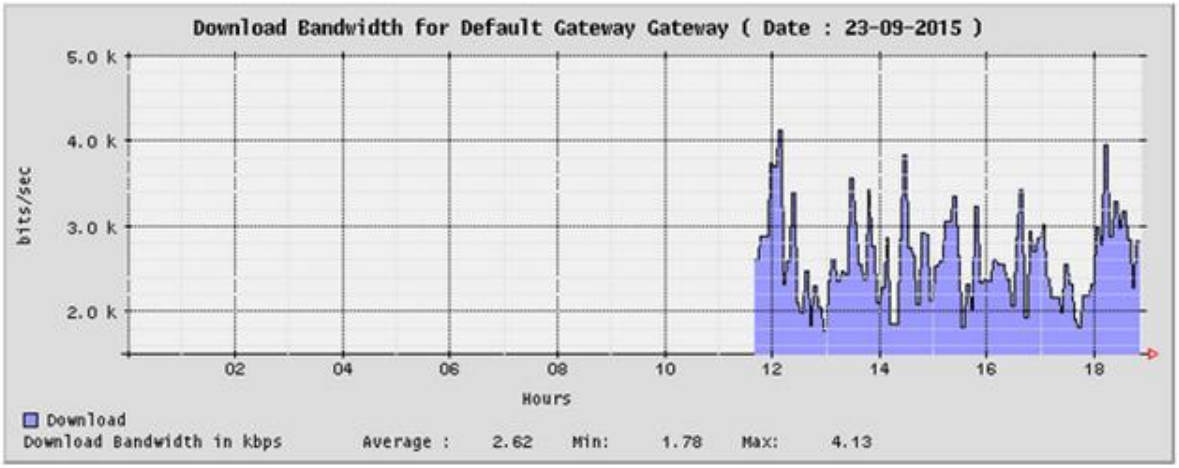

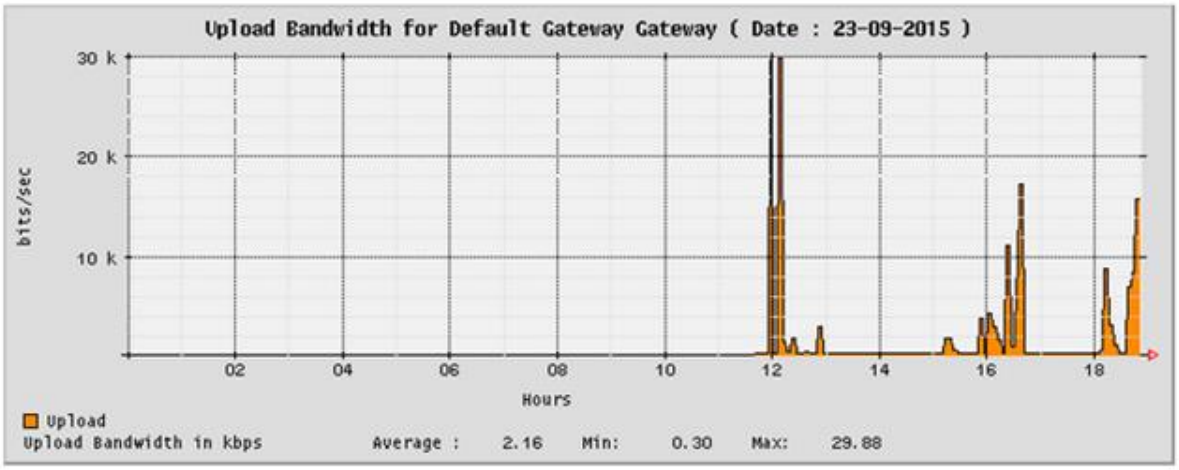

NOTE : These graphs have approximate measurements created using near-estimated data available in the system.

Bandwidth Usage – Poolwise Reports

Graphical reports will be created for list of pools for the selected graph period.

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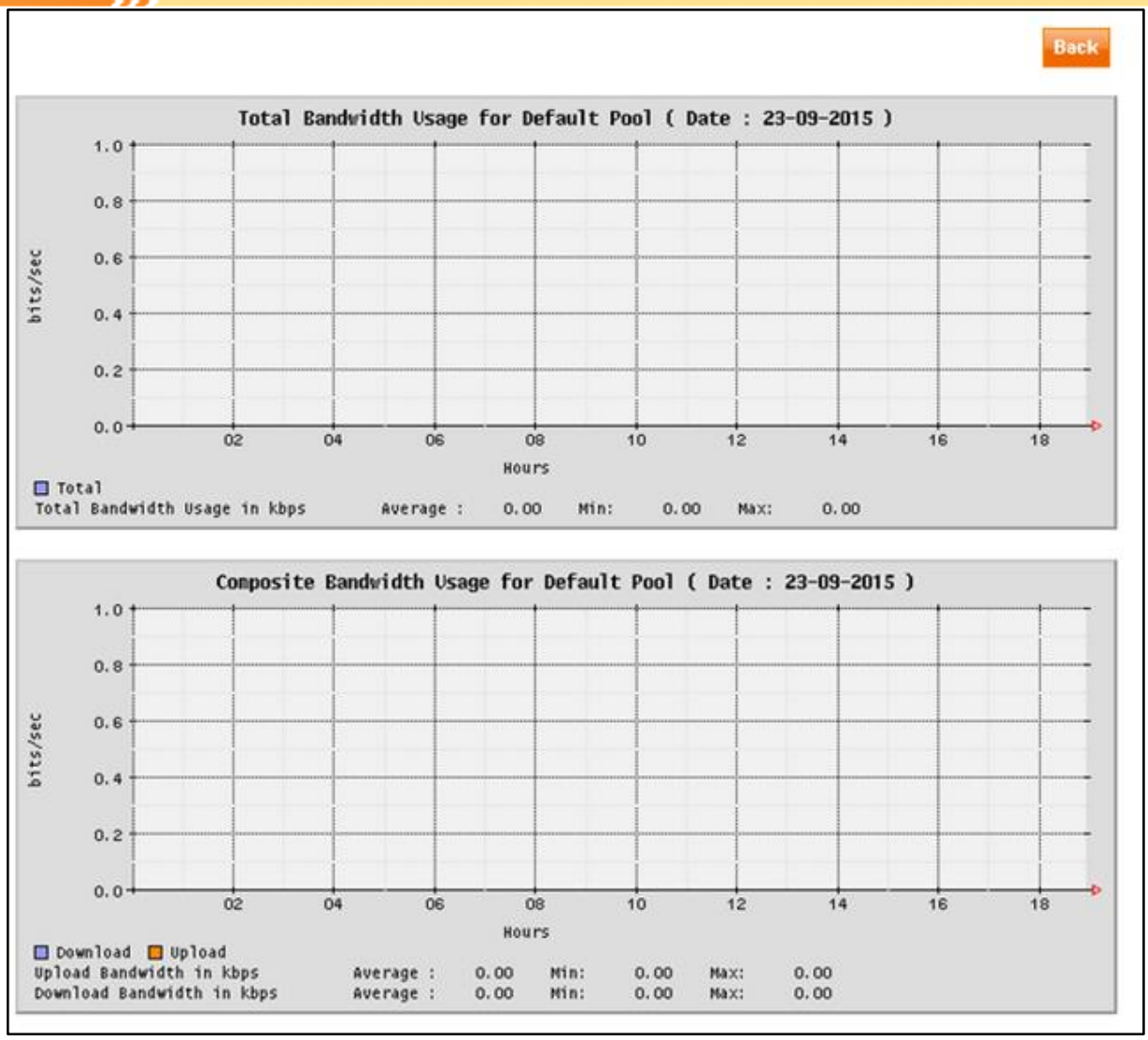

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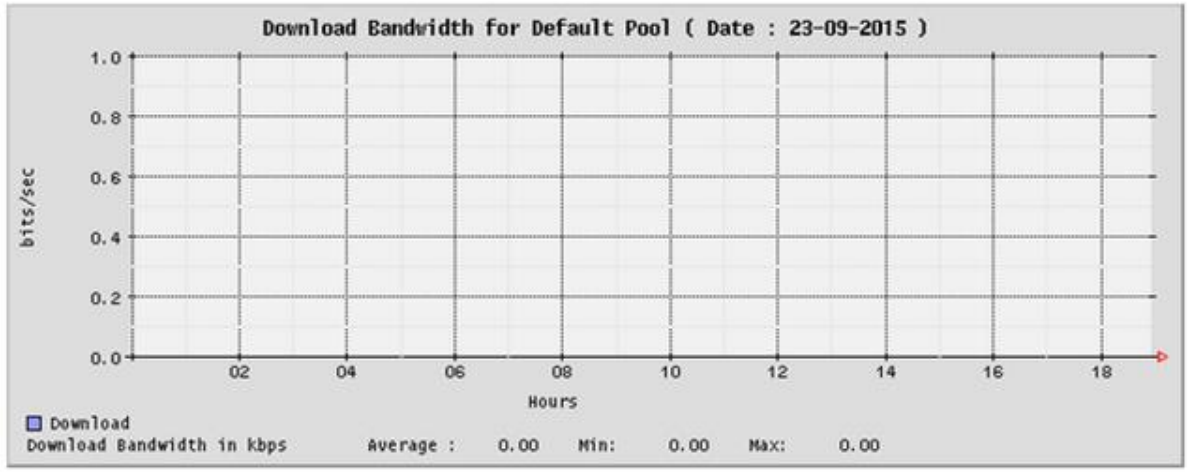

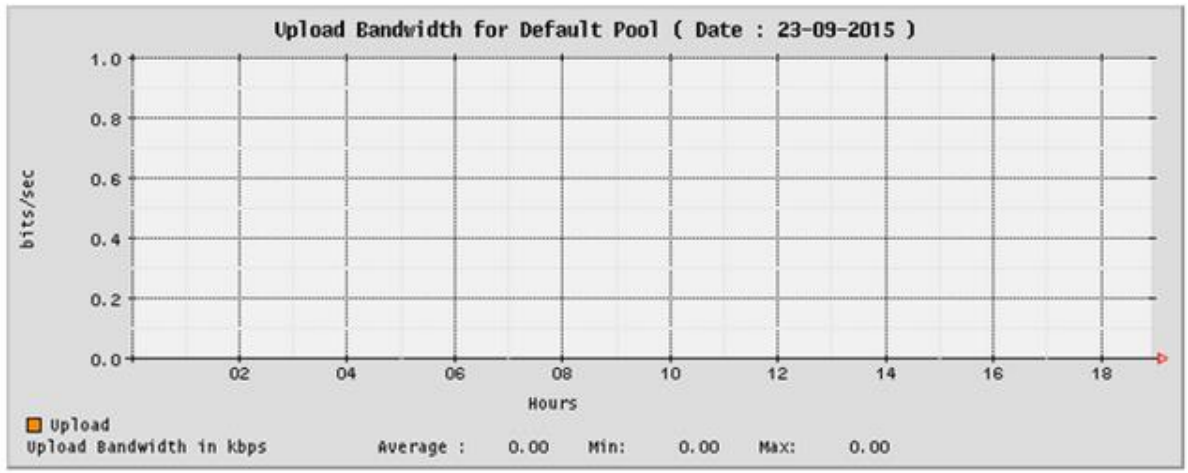

NOTE : These graphs have approximate measurements created using near-estimated data available in the system.

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Invoice

With hundreds of guests being created daily and the count increasing in multi-folds every hour, it's manually impossible for admin to create invoice individually for each guest. 24online Invoice facilitates automatic creation of thousands of invoices every month. In such case, if admin wants to review any specific guest's specific month's invoice then manual searching for such information becomes a hectic task. So, in-order simplify such task, 24online offers invoice purge and report option using which you can easily search invoice for specified time and purge the unused invoices from the system.

Purge Invoice

With the help of this facility, you can delete or purge un-necessary invoices stored in the system. These un-necessary invoices not only consume the system memory but also results into slow system activity. In such case, purging all the un-necessary or old invoices from the system, in regular interval is suggested. This options acts similar to the disk cleanup facility in our systems.

To create, select **Guest Details > Invoice > Purge Invoice** from GUI menu:

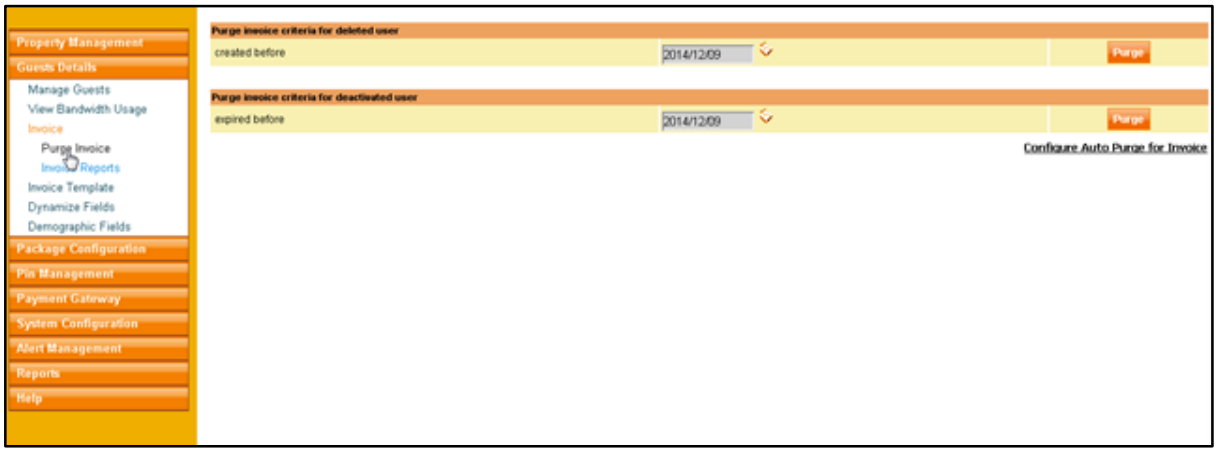

Figure: Purge Invoices

Purge Invoice	
Purge-invoice criteria for delete users	Use the calendar option to specify date, such that all the invoices created before the specified date for deleted users should be removed. After selecting the date, click the 'Purge' button.
Purge-invoice criteria for de-activated user	Use the calendar option to specify date, such that all the invoices created before the specified date for de-activated users should be removed. After selecting the date, click the 'Purge' button
Configure Auto-Purge for Invoice	Click this link for configuring auto-purge for invoices. On clicking this link, system will be redirected to Auto-Purge page > Auto-purge Invoice section.

The system will automatically remove all the unnecessary invoices from the system and display 'Invoice Purged Successfully' message.

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Invoice Reports

Invoice reports is one of the important features in 24online, which are highly required by admin to understand or provide specific information about the guest's query related to billing or usage charges etc. With the help of this option, one can list invoices generated in specified time period, search invoice of any specific guest, and print the selected invoices.

To create, select **Guest Details > Invoice > Invoice Reports** from GUI menu:

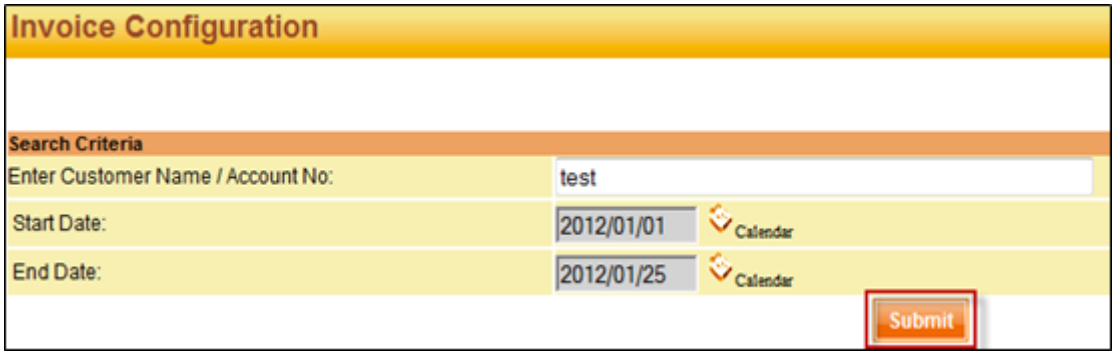

Figure: Invoice Reports

Invoice Reports	
Enter Customer Name	Enter the name of the customer of whom you want to search the invoice
Start Date	Select the starting range of the date
End Date	Select the ending range of the date

After specifying the information, click the '**Submit**' button. The system will run a search as per the details entered in the search criteria. The invoice reports as shown in the below screen:

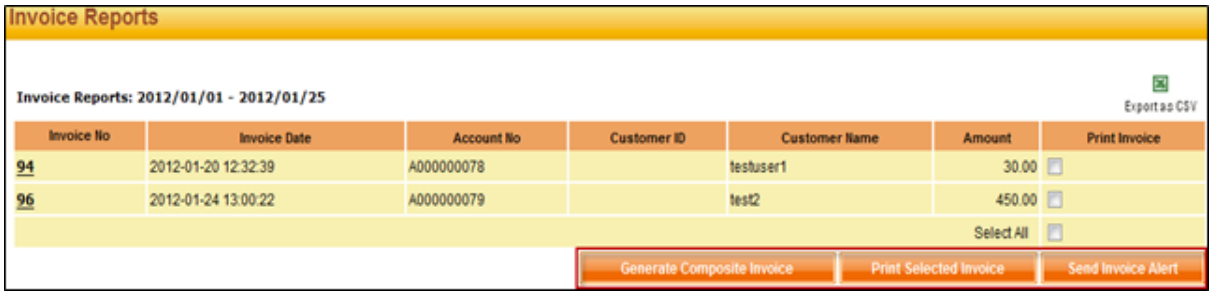

Figure: Invoice Reports

Invoice Reports	
Invoice reports	Shows dates specified in the search criteria

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Invoice number	Number assigned to each invoice in a sequence
Invoice date	Shows date and time when the Invoice was generated
Account No	Displays account number of guest
Customer ID	Shows number defined for each customer
Customer name	Shows all customer's name for whom invoices have been generated in the specified time period
Amount	Shows total invoice amount against each invoice number
Print Selected Invoice	Select checkbox against the invoice number you want to print

To view invoice in printable format, click on the invoice number. The system will display the invoice in printable format with an option of print icon on the right hand side corner of the page.

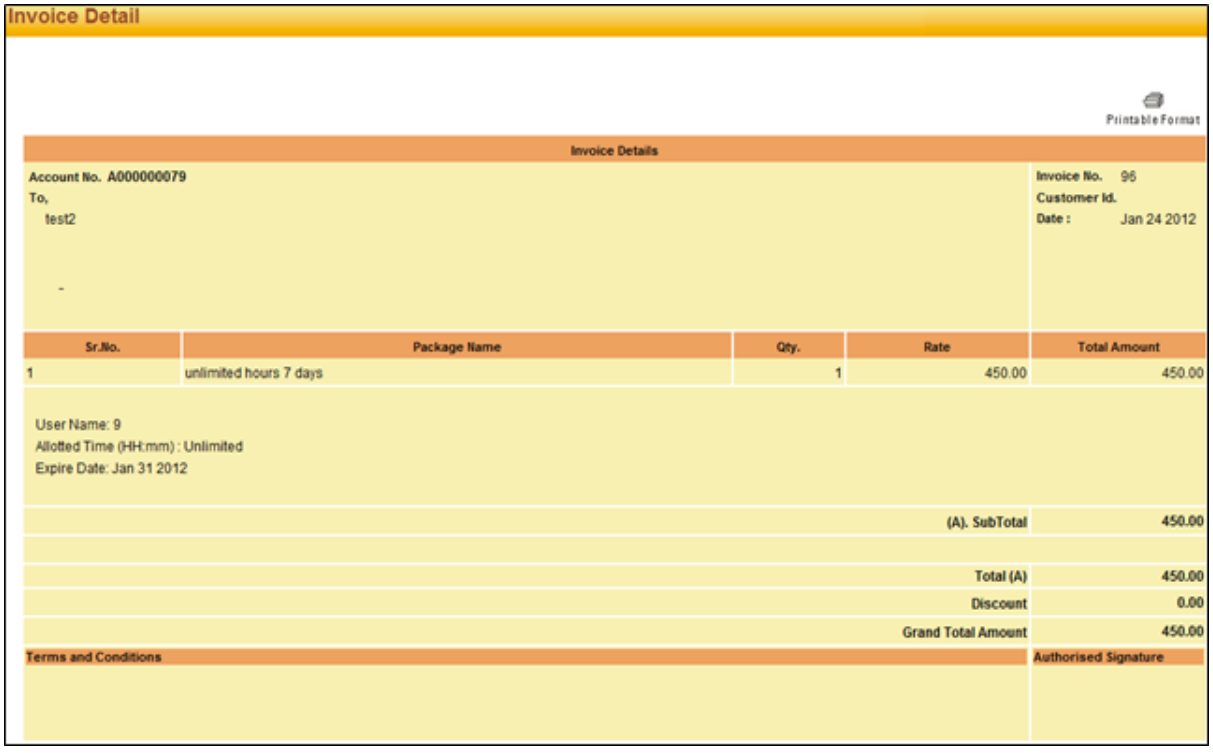

Figure: Print Invoices

Invoice Templates

Basically, invoice is a formal request for payment. A written record of a transaction submitted to customer or client when requesting payment for services delivered, including taxes and ancillary charges as applicable. Invoice templates include the details of their package price, usage charges, and ancillary or tax charges in a systematic and professional manner.

Few default templates are provided by 24online which are ready to use for you. These templates are developed using dynamic values which facilitates you to modify them as per your requirement.

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There are options using which you can generate invoice reports to review the invoice details daily/weekly/monthly in single glance. So, let's first understand how to create invoice templates in the system.

Create Template

To create, select **Guest Details > Invoice Template > Create Template** from GUI menu:

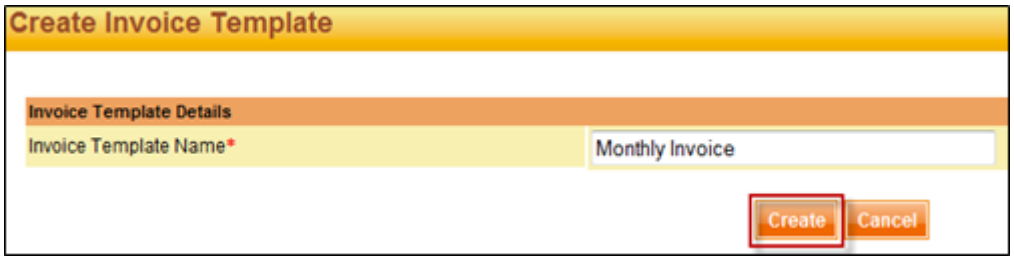

Figure: Create Invoice Template

Define the name of invoice template, and click the '**Create**' button. The system will display you the complete template design, which can be modified as per your requirement.

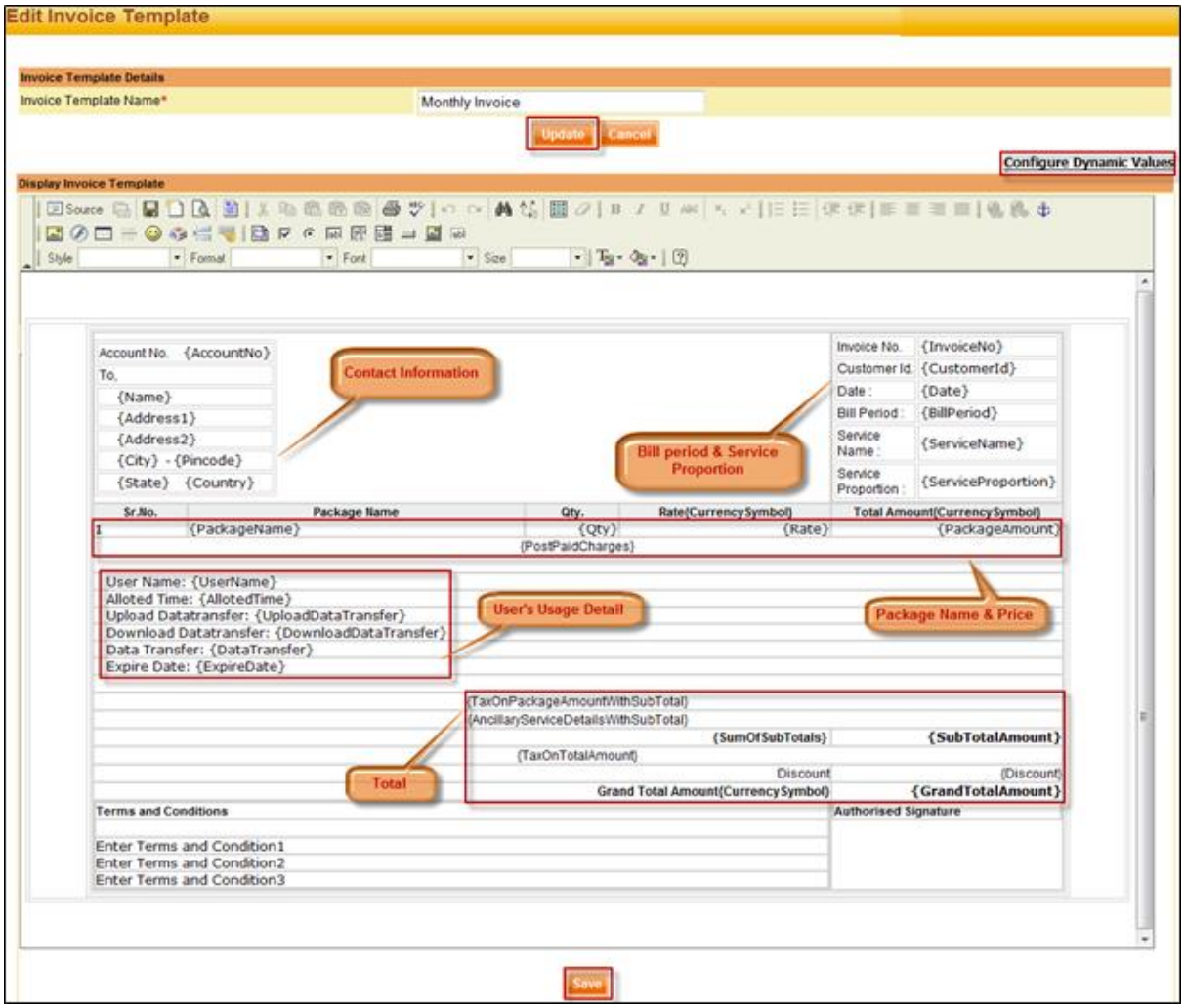

Figure: Create Invoice Templates

Primary objective while creating a template that should be ensured is that creating a template for each user is impossible. In such cases the template created should be generic which can be used for some or all users. There are several dynamic values in the template which can be changed with the actual values as per the requirement. Details of each value are explained below:

Dynamic Field values	
{Name}	Will change with Customer Name of the guest
{Address1}	Will change with Address1 of the guest
{Address2}	Will change with Address2 of the guest
{City}	Will change with the name of the city of the guest
{Pincode}	Will change with the pin code details of the guest
{State}	Will change with the name of the state of the guest
{Country}	Will change with the country name of the guest
{InvoiceNo}	Will change with the Invoice no. of the guest
{CustomerId}	Will change with the Customer ID of the guest
{PHONENO}	Will change with the phone number of the guest
{Date}	Will change with the invoice date of the guest
{Bill Period}	Will change with the billing period of the guest
{ServiceName}	Will change with the service name of the guest (This option will display only if 'Multiple Services invoice' module is registered)
{ServiceProportion}	Will change as per the service proportion of the guest (This option will display only if 'Multiple Services invoice' module is registered)
{InvoiceDetail}	Will change with (Sr. No, Package Name, Qty., Rate, Total Rate, User Name, Allotted Time to User, Upload data transfer, download data transfer, Expire Date) as per the details of the guest
{TaxOnPackageAmountWithSubtotal}	Will change with the taxes that act on package amount and subtotal
{AncillaryServiceDetailsWithSubTotal}	Will change with the taxes that act on package amount and subtotal
{TaxOnTotalAmount}	Will change with the taxes that act on the total price
{CurrencySymbol}	Will change with the currency symbol defined
{SumOfSubTotals}	Will change with the sum of all subtotals in the invoice

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{SubTotalAmount}	Will change with the Sum of subtotal amount in the invoice
{GrandTotalAmount}	Will change with the sum of total invoice amount in the invoice
{ConvertedCurrencySymbol}	Will be as per the converted currency symbol defined
{ConvertedCurrenyTotalAmount}	Will change with the converted currency grand total amount as per the invoice

From the above list, you can add or subtract any of the information, as per your requirement. After making necessary modifications, click the '**Save**' button. The system will update the provided information and create the template in the system.

Manage Templates

Use '**Manage Invoice Template**' to view complete list of templates created in the system. It's a user-friendly page that allows you to update any information in the existing templates. For simple changes or modifications, you need not re-create another template in the system. This page not only offers you facility to modify existing templates but also with the help of 'Delete' option, you can remove unused or erroneous templates from the system.

To manage, select **Guest Details > Invoice Template > Manage Template** from GUI menu:

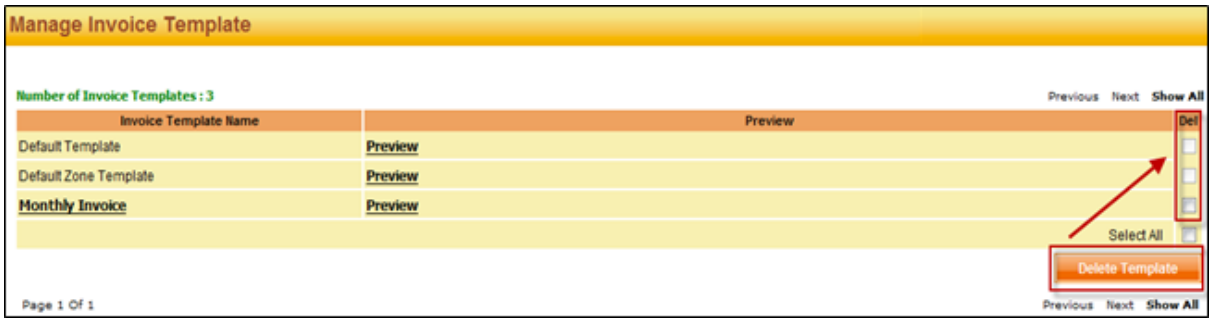

Figure: Manage Template

Manage Template	
Invoice Template name	Shows list of templates created in the system
Preview	To view each template
Del	Removes any template from the system. Select the check-box against the invoice template which you want to remove and click the 'Delete' button

To update any template, click on the name of the template. The system will directly take you to the template details page, where you can update the required information. After updating the necessary information, click the '**Update**' button.

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Dynamize Fields

From this section, you can dynamically add two fields in “Create User” form if required. The two options available are – CAF Number [Customer Acquisition Number] and Phone Number [User Landline Number].

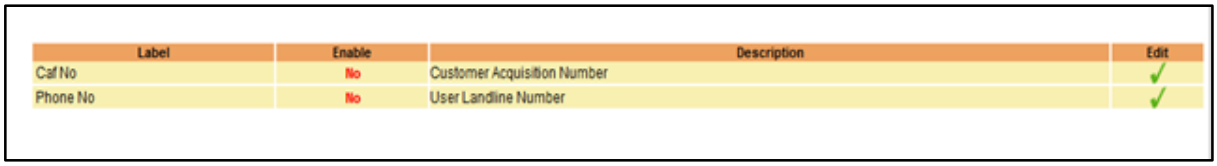

Figure: Dynamize Fields

Dynamize Fields	
Label	It shows the name of the fields to be added
Enable	The dynamic field can be enabled or disabled from here
Description	Includes the description of the field
Edit	The dynamic field can be edited from here

Demographic Fields

Now customized fields can be added under ‘User Registration form’ from **Guest Details > Demographic Fields**. From this section, you can add multiple custom-made fields as desired which will be placed under ‘Personal Information’ section in the form.

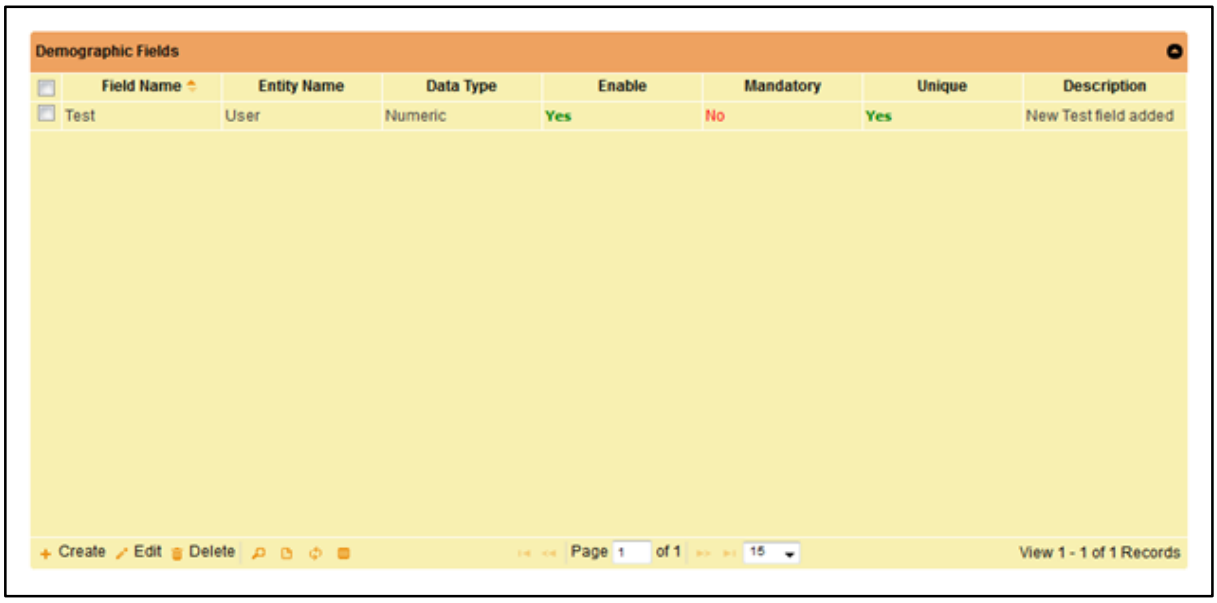

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Figure: Demographic Fields

Demographic Fields	
Field Name	It shows the name of the fields to be added
Entity Name	It shows the entity name of the field added
Data Type	This section shows the data type value defined for the field added. The system supported values are Text, Numeric, Date, and Dropdown.
Enable	The dynamic field can be enabled or disabled. It shows the value described for the field added.
Mandatory	The field added can be defined as Mandatory. This shows the value defined.
Unique	The field added can be defined as Unique. This shows the value defined.
Description	Shows the description of the field

The custom-made fields can be created, edited, or deleted whenever required from the buttons available.

To create custom field:

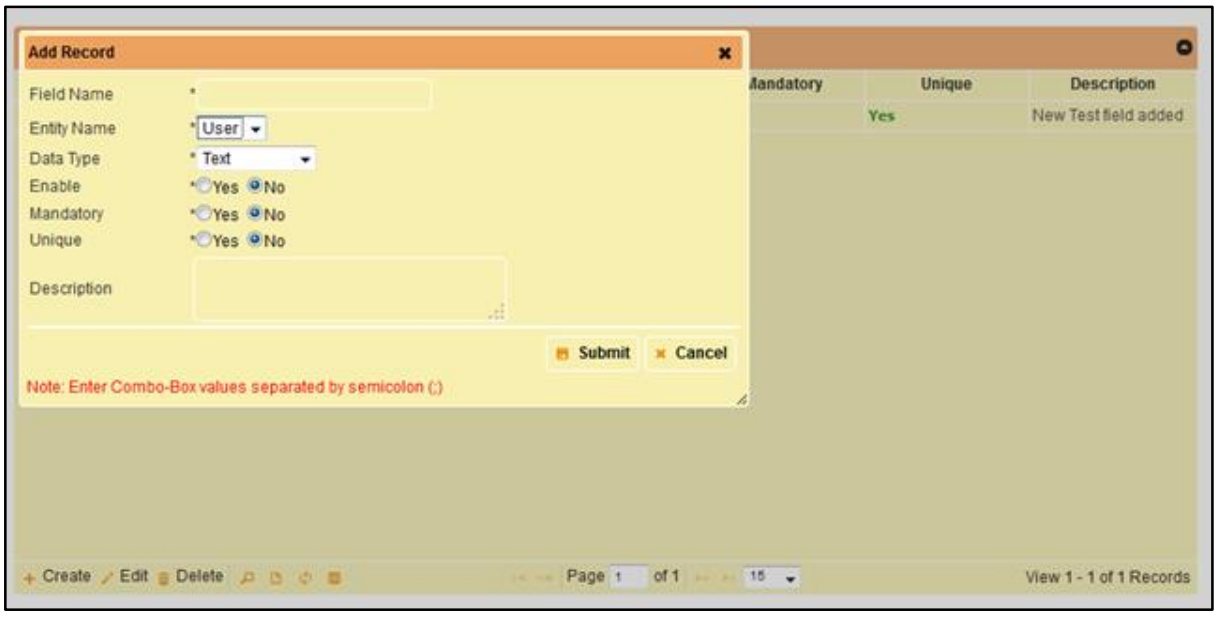

Figure: Demographic Fields (+Create)

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Package Configuration

Introduction

Policy management eases administrator's task to control bandwidth consumption of a guest with the help of varied policies defined. Each policy(s) defined can have their own specifications. Different policies can be created from the range of facilities provided by 24online GUI e.g. surfing quota, access time, bandwidth, data transfer and fair access policy. Admin can mix and match the available policies and cater user demands. Varied policy creation and management is assisted. There are six different policy types in 24online:

- Surfing Quota Policy
- Access Time Policy
- Bandwidth Policy
- Data Transfer Policy
- Schedule
- Fair Access Policy [FAP]

Policy(s) created in system is bind with a package for a final effect. In current discussion we will first understand policy creation, and move a step-further with Package Management.

Package is synonymous to plans/subscriptions i.e. a combination of set of policies with a pricing scheme. Major benefits by optimum utilization of Package Management are a varied-combination of different set of policies and billing plans. Now serve efficiently to every-requirement, every-age, and every-sector be it youth, corporate, residential, small offices to large chains etc.

Variety of policies created in the system are combined and wrapped in form of a package. Variety of packages can be created, using different policies and multiple users can be served with the same. Primary objective while creating a package is to consider the customer requirement and restrict high consumption as well as misuse of bandwidth.

There are different parameters in this section using which we shall create and manage a package. These packages can also be attached with prepaid pins (refer pin management) and offered to users. Let's understand how to create a package and its various usages:

Example

- **Plan A**: 24 hours, 256 kbps download, 128 kbps upload, and Rs.250 charge
- **Plan B**: 10 hours to be used in 5 days, 512kbps download, 256 kbps upload, and Rs.350 charge
- **Plan C**: 1 week, 1 Mbps download, 1 Mbps upload, 1 GB data transfer (total) and Rs.599 charge

Note:

- FAP (Fair Access Policy)and Data Transfer Policy are add-on modules
- Pin Management is an add-on module. Refer to Pin Management module for further details

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Time Based Policy/Surfing Quota Policy

Surfing quota is a set amount of web-browsing period defined for a guest that he may generate in a day/week/month. It allows you to define time based policy where you can define duration of surfing days and time.

Guest is automatically disconnected by system when defined day and time limit exhausts. System also facilitates to define cycle types. With the help of this facility you can define per day/week/month limit in the policy. With per day/week/month cycle, guest will be limited to access internet for specific time limit per day/week/month. Different types of time based policies and different cycle types can be created in the system as well as multiple guests can share single policy.

For Example

50 Hours, 30 days – Gives access for 50 hours to be used within 30 days

100 Hours, Unlimited days – Gives access for 100 hours for unlimited days

Unlimited time for 30 days – Gives unlimited access for 30 days

Unlimited Policy – Gives access for unlimited time & days

Create Policy

Select Package Configuration à Time Based Policy à Create Policy from GUI menu:

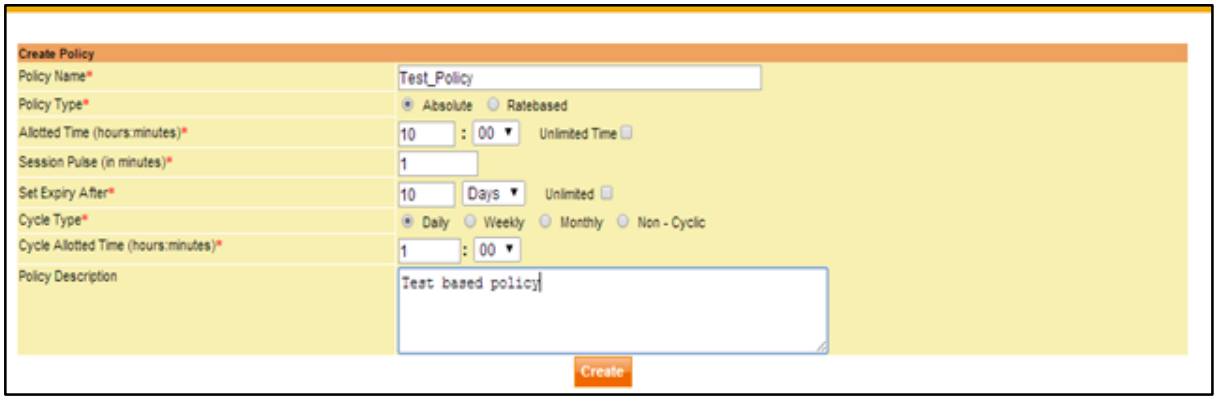

Figure: Create Time Based Policy

Create Time Based Policy	
Policy Name	Name of policy you want to create in the system
Policy Type	**Absolute Policy** is a pre-paid policy which has allotted time and days for expiry **Rate Based Policy** is a post-paid policy in which the guest is charged on basis of pulse defined
Allotted Time	Restricts surfing hours of the guest. Specify hours and min
Session Pulse	Pulse is the unit by which the usage of a guest is measured e.g. If pulse rate is defined as 2 minutes per session and price per session

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	pulse is Rs. 1.20 then guest will be charged Rs. 36 per hour
Set Expiry After	Define expiry day or time limits here which will be considered by the system at the time of disconnected user. If guest is not to be restricted by number of days or time limit, select '**Unlimited**'. They will be disconnected only on exhaustion of surfing hours
Cycle type	'**Daily**' restricts daily internet usage of a guest by specifying allotted number of hours '**Weekly**' restricts weekly internet usage by specifying allotted number of hours '**Monthly**' restricts monthly internet usage by specifying allotted number of hours '**Non-Cyclic**' avoids any type of restriction on the usage of a guest
Cycle Allotted Time	Restricts surfing hours of the user. Specify hours and min. 24online accepts inclusion upto 4 digits for allotted time.
Policy Description	Provide description if required
Create	Click after providing necessary details

Manage Policy

Use '**Manage Time based policy**' to view complete list of policies created in the system. It's a user-friendly page that allows you to update any information in the existing policies. For simple changes or modifications, you need not re-create another policy in the system. It not only offers you the facility to modify existing policies but also with the help of '**Delete**' option, you can remove unused or erroneous policies from the system.

To manage, select **Package Configuration > Time Based Policy > Manage Policy** from GUI menu:

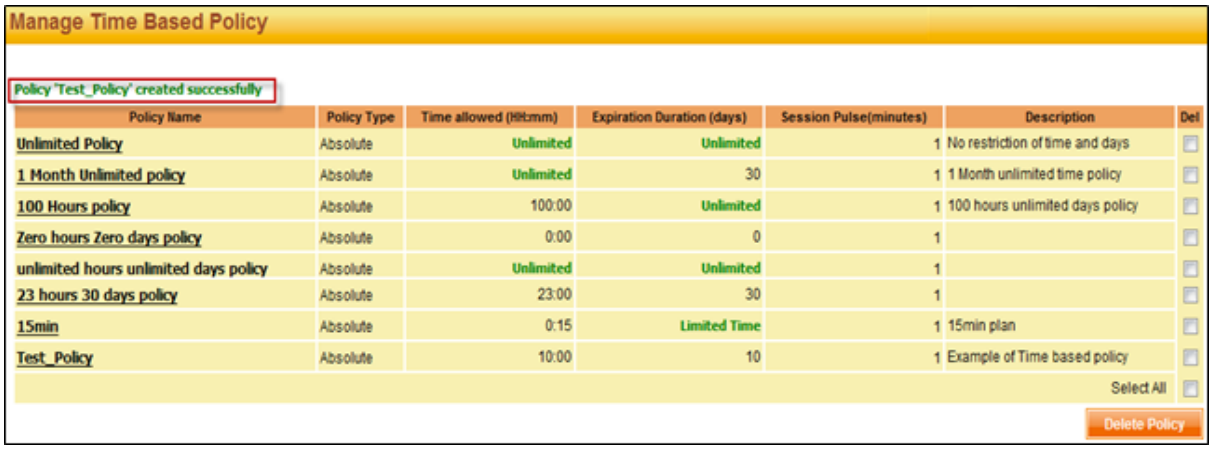

Figure: Manage Time Based Policy

Manage Time based Policy

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Policy Name	Displays the names of policies created in the system
Policy Type	Shows the type assigned to each policy while creation
Time allowed	Shows the actual surfing hours allowed in each policy
Expiration duration	Shows the number of days allowed in each policy i.e. after the defined number of days; the policy automatically considers the user account as expired and disconnects the guest
Session pulse	Shows the unit of pulse defined against each policy name
Description	Shows the information provided while creating the policy
Select	To delete any policy from the system
Delete Policy	Select checkbox against the policy you wish to delete and click on 'Delete Policy'

Note: The policy(s) which is/are attached with any package cannot be deleted from the system. You can only delete it when the policy is removed from that package.

Edit Time Based Policy

- To modify, click on the policy name from the Manage surfing Quota Policy page
- System will open the information in separate page, where you can view the complete details, as show in the above screen

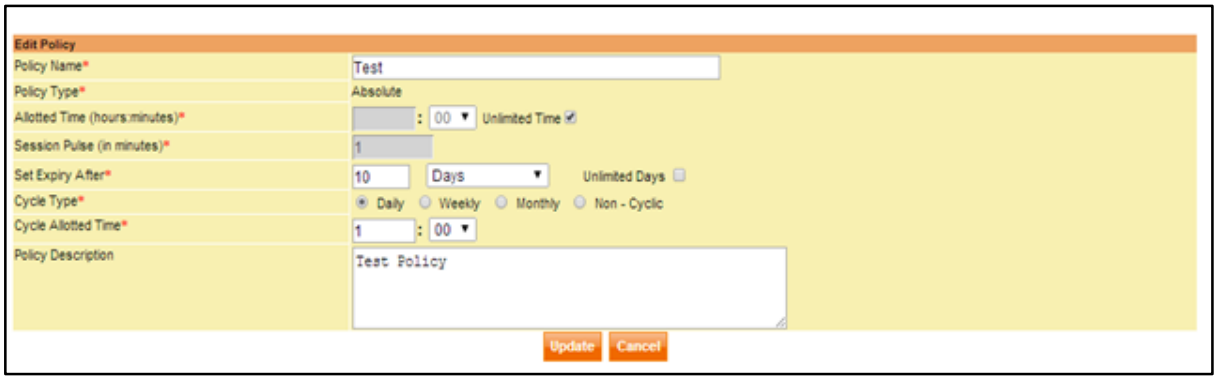

Figure: Manage Time Based Policy

Edit Time based policy details	
Policy Name	Displays policy name, modify if required. Specify the name you wish to

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	select for the policy that best describes it
Policy Type	Displays the type of policy selected while creating. Policy type cannot be modified once selected
Allotted Time	Displays the surfing time defined for the guest in hours and minutes, modify if required
Session Pulse	Displays defined number of pulse
Set Expiry After	Displays expiry days or time defined for the guest, modify if required
Cycle Type	Displays the cycle type defined while creating the policy
Cycle Allotted Time	Displays restricted surfing hours of the guest.
Policy Description	Include description, if required

Note: Any of of the above mentioned policy information can be modified or updated, only when the policy is NOT attached with any package.

Access Time Policy

Access time policy is where admin can govern different time bands along-with different pricing factor. The pricing factor is calculated on percentile value i.e. from morning 6:00 AM to evening 6:00 PM you can define '**X**' % pricing factor and from 6:59 PM to morning 5:59 AM 'Y' % pricing factor. Access time policy also allows adding discounts and charges on specific time bands.

Guests will be charged as per the pricing factor defined for different time bands. 24online system automatically changes its billing cycle as per the time defined in the policy. Different types of policies with different time bands can be created in the system and number of guests can share the policy.

For Example

- **Night Hours Access Only** – Surf only during the night hours from 21:00 PM to 9:00 AM at 50 % pricing factor. Suppose guest has created a session of 1 hour, the surfing time calculated by the system would be shown as 30 minutes (considering the 50% pricing factor). Automatically in other time bands, the system will calculate default pricing factor as configured.
- **Day Hours Access Only** – Surfing only during the day hours from 9:00 AM to 21:00 PM at 150 % pricing factor. Suppose guest has created a session of 1 hour, the surfing time calculated by the system would be shown as 1 hour 30 minutes (considering the 150 % pricing factor). Automatically in other time bands, the system will calculate default pricing factor as configured.

Similarly, you can define different policies considering the peak hours, weekends, festivals etc.

Create Access Time Policy

Select **Package Configuration > Access Time Policy > Create Policy** from GUI menu:

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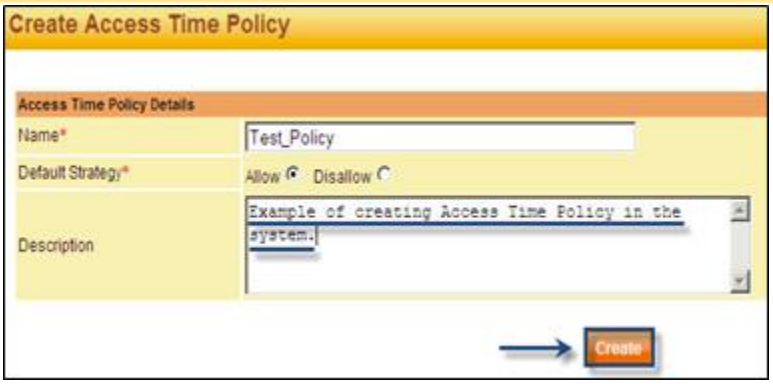

Figure: Create Access Time Policy

Create Access Time Policy	
Name	Name of the policy
Default Strategy	Allow Strategy – As per the allow strategy, the system will by default allow access to guest for the specified time band Disallow Strategy – As per the disallow strategy; system will by default disallow access to guest for the specified time band
Description	Include description, if required
Create	Click after specifying each parameter

On clicking the '**Create**' button, it will change into '**Update**' button and the system will automatically provide you an option to define the access time entry. With the help of this option, you can define one or multiple entries in the same policy. Click the '**Manage Access Time Entry**' button.

Figure: Create Access Time Entry - Manage Access Time Entry Button

The system will navigate to the **access time entry details** page. With the help of options given in this page, you can define different strategies for each day of the week, or same strategy for every day of the week or different strategy for specific hours of a day in a week.

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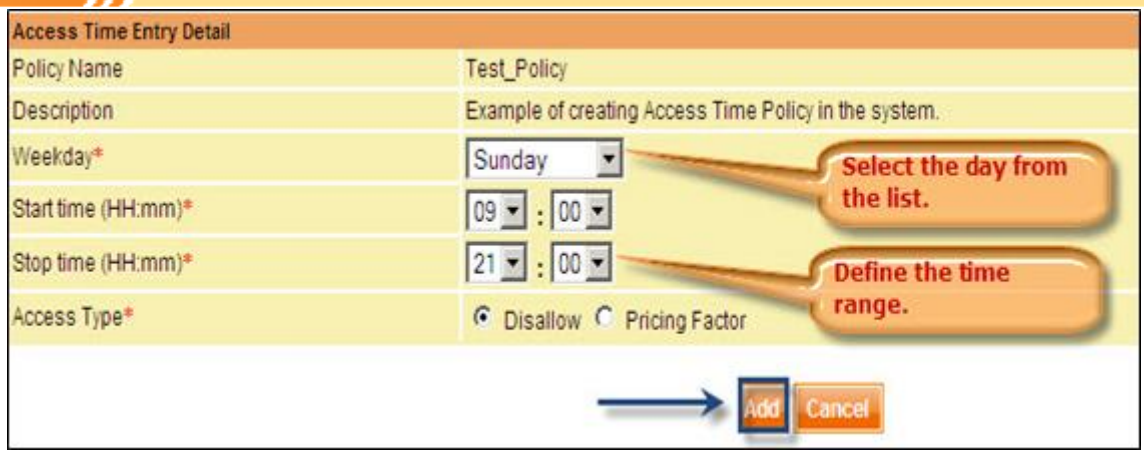

Figure: Create Access Time Entry - Manage Access Time Entry Details Page

Add Access Time Entry	
Policy name	Displays name of Access Time Policy. Name can be modified only during creation
Description	Details of Policy
Weekday	Select day for which strategy is to be applied
Start Time	Select starting range
Stop Time	Select stop range. Start and stop range cannot be same
Access Type	Pricing factor is used to define rate for the specified time band. Guest is accounted as per the specified time in the package. If pricing factor is specified in the package, the guest will be charged accordingly as per the pricing factor during the specified time. Pricing factor is mentioned in percentage. The pricing factor can be used as a discount offering strategy as well. (Refer Example 1 in Access Time introduction)

Note: The system ends the day calculation at 00:00 hours. In such case, to define allow or disallow strategy, you need to define two different strategies e.g. 1. {21:00 PM – 00:00} 2. {00:01 AM – 9:00 AM}

After entering the details in each parameter, click the '**Add**' button. The system will save the information and add the entry in the policy (i.e. Test_Policy). After adding the entry, if you wish to remove the entry for any reason, then click the check-box against the name of the entry and use the '**Delete Selected Access Time Entry**' button.

Figure: Create Access Time Entry - Manage Access Time Entry

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Manage Access Time Policy

Use '**Manage Access Time policy**' to view complete list of policies created in the system. It's a user-friendly page that allows you to update any information in the existing policies. For simple changes or modifications, you need not re-create another policy in the system. The manage page not only offers you the facility to modify existing policies but also with the help of 'Delete' option, you can remove unused or erroneous policies from the system.

Select **Package Configuration > Access Time Policy > Manage Policy** from GUI menu:

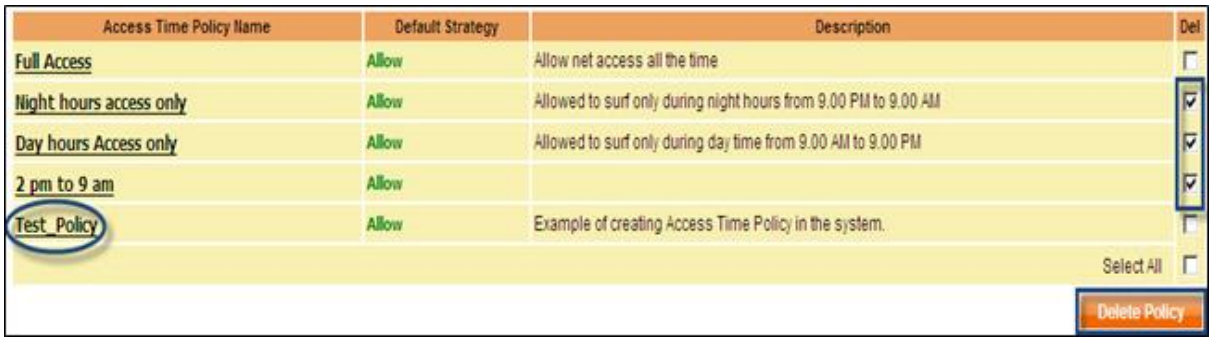

Figure: Manage Access Time Policy

Manage Access Time Policy	
Access Time Policy name	Shows the list of access time policies created in the system
Default Strategy	Shows default strategy configured for each access time policy
Description	Shows specific details of each access time policy
Delete	To delete any policy from the system. Select checkbox and click the 'Delete Policy' button

To manage any of the policy from the list, click on the name of the policy and update the required information. The system will directly take you to the policy page, displaying complete details of the policy, as shown in the screen below:

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Figure: Edit Access Time Policy

Edit Access Time Policy	
Name	Shows name of the policy, modify if required
Default strategy	It remains same as initial configuration and cannot be modified later
Description	Shows specific details about policy provided while policy creation
Manage Access Time Entry	To add entries in policy
Delete Access Time Entry	To delete entries from the policy

Note: Any of the above mentioned policy information can be modified or updated, only when the policy is **NOT** attached with any package.

Bandwidth Policy

Bandwidth is the amount of data passing through a media over a period of time and is measured in terms of kilobytes per second (kbps), or kilobits per second (Kbits).

Bandwidth is limited and major essential resource in current internet world, so its consumption should be managed efficiently. With the help of 24online bandwidth policy, you can allocate '**X**' amount of bandwidth to a user by which the user will not be allowed to exceed the speed and surf in the same speed as defined, thus high usage of bandwidth or misuse of bandwidth is restricted.

Admin can allocate bandwidth based on certain parameters and user attributes. Bandwidth policy also helps in reducing and controlling the network traffic.

There are different parameters using which different types of bandwidth policies with different bandwidth amount can be created in the system and number of users can share the policy.

Create Bandwidth Policy

There are two types of bandwidth policies that can be created in the system:

- Pool Based Bandwidth Policy
- User Based Bandwidth Policy

Pool Based Bandwidth Policy

Pool based policy restricts bandwidth for the specified pool i.e. all the guests defined in the pool will be sharing the allocated bandwidth.

E.g. If there are 10 guests in a pool and bandwidth allocated is 512 kbps, then all 10 guests can draw bandwidth up to 512 kbps, not more than that.

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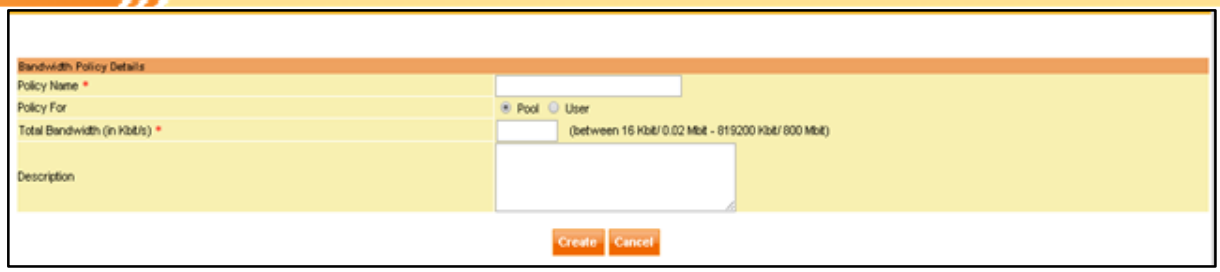

Figure: Create Bandwidth Policy - Pool Based

Create Bandwidth Policy- Pool Based	
Policy Name	Name of policy can be mentioned
Policy For	Select 'Pool' to create policy based on Pool
Total Bandwidth (in KB)	Specify the total bandwidth complete pool guests can use Minimum bandwidth is 2 kbps and maximum bandwidth is 4096 kbps The amount of bandwidth for pool based should be defined in 'KB' (1 KB = 8 bytes) e.g. 512 kbps = 512/8 = 64 KB
Description	Include description, if required
Create	Select when all necessary parameters are entered

User Based Bandwidth Policy

Select **Package Configuration > Bandwidth Policy > Create Policy** from GUI menu. User based bandwidth policy helps in restricting bandwidth for a particular user.

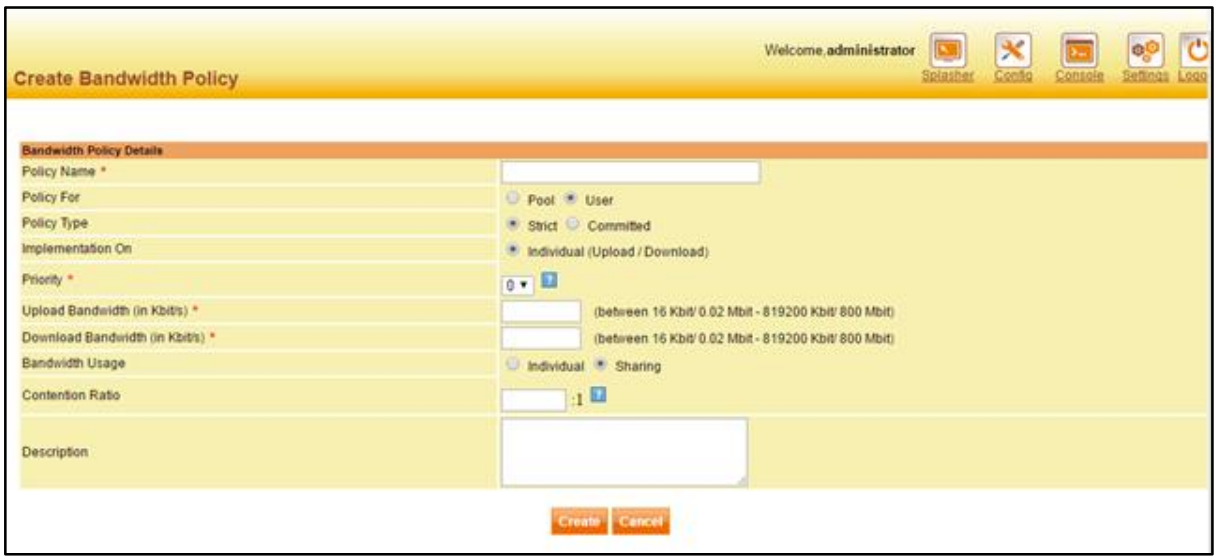

Figure: Create Bandwidth Policy - User Based

Create Bandwidth Policy

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User Based	
Policy Name	Name of policy can be mentioned
Policy For	Select 'User' to create policy based on pool
Policy Type	**Strict**: User cannot exceed the defined limit. Strict policy can be implemented in two ways: ● **Total (Upload + Download)** – E.g. If a guest is allotted total bandwidth of 256 Kbits then combined Upload and Download cannot cross 256 Kbits ● **Individual Upload and Individual Download** – E.g. If a guest is allotted individual bandwidth of 256 Kbits then the guest will avail 256 Kbits for Upload and 256 Kbits for Download. **Committed**: Guest is allocated the guaranteed amount of bandwidth and user can draw bandwidth up to the defined burstable limit, if available. ● **Total (Upload + Download)** - Guest is allotted total guaranteed and burstable limit. E.g. If a guest is allotted total bandwidth of 256 Kbits – 512 Kbits then guest gets guaranteed 256 Kbits combined Upload and Download and burstable up to 512 Kbits, but cannot cross 512 Kbits. ● **Individual Upload and Individual Download** – Guests here are allotted individual guaranteed and burstable limit E.g. If a guest is allotted individual guaranteed and burstable limit of 256 – 512 for upload of 128-256 Kbits and download of 128-256 Kbits then the guest will avail guaranteed 128 Kbits for Upload up to 256 Kbits and 128 Kbits for Download up to 256 Kbits.
Total Bandwidth (in KBits)	Specify the total bandwidth complete pool users can use Minimum bandwidth is 2 kbps and maximum bandwidth is 4096 Kbits The amount of bandwidth for pool based should be defined in '**KB**' (1 KB = 8 bytes) e.g. 512 Kbits = 512/8 = 64 KB
Priority	While creating bandwidth policy, value for priority field can be selected from 0 to 7 where '0' means highest priority and '7' means lowest priority. In case of selecting '0' for priority, user will receive bandwidth till it reaches to maximum limit.
Bandwidth Usage	**Individual** – User is allotted individual strict limit i.e. separate for Upload and Download **Sharing** (This option appears only on selecting Strict policy type) - Users attached with the same policy will share the bandwidth
Contention Ratio	On selecting 'Sharing' option under Bandwidth Usage section, a new section 'Contention Ratio' will be shown. This feature is introduced in this version, allowing to configure bandwidth sharing amongst group of users.
Description	Include description, if required

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Create	Select when all necessary parameters are entered

Manage Bandwidth Policy

Use '**Manage Bandwidth policy**' to view complete list of policies created in the system. It's a user-friendly page that allows you to update any information in the existing policies. For simple changes or modifications, you need not re-create another policy in the system. The manage page not only offers you the facility to modify existing policies but also with the help of 'Delete' option, you can remove unused or erroneous policies from the system.

To manage, select **Package Configuration > Bandwidth Policy > Manage Policy** from GUI menu:

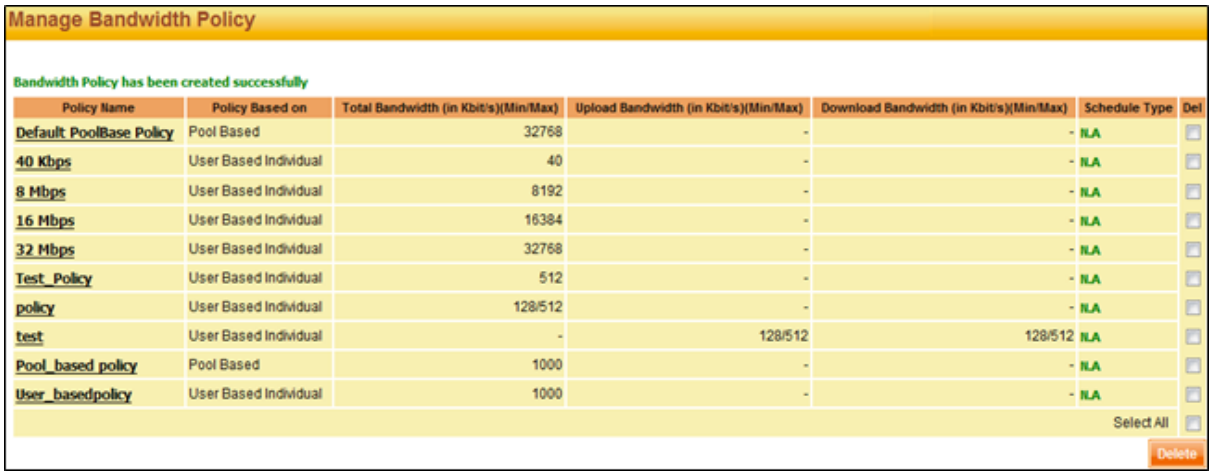

Figure: Manage Bandwidth Policy

Manage Bandwidth Policy	
User Based	
Policy Name	Displays name of policy
Policy Based on	Shows the type of policy against each policy name
Total Bandwidth (in KB)	Shows the bandwidth amount defined against the name of the policy The individual bandwidth limit is shown in the same column bifurcated by '/', i.e. 24/40
Upload Bandwidth (in KB)	Shows the limit of upload defined against each policy name
Download Bandwidth (in KB)	Shows the limit of download defined against each policy name
Schedule Type	Schedule different bandwidth policy and define the time based schedule with policy(refer Schedule for further details)

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Del	You can delete any specific policy or multiple policies using the 'Select All' option. Select the check-box against the policy name you wish to delete from the system and click the 'Delete' button

To manage any of the policy in the list, click on the policy name. The system will directly take you to the policy details page where you can update the required information.

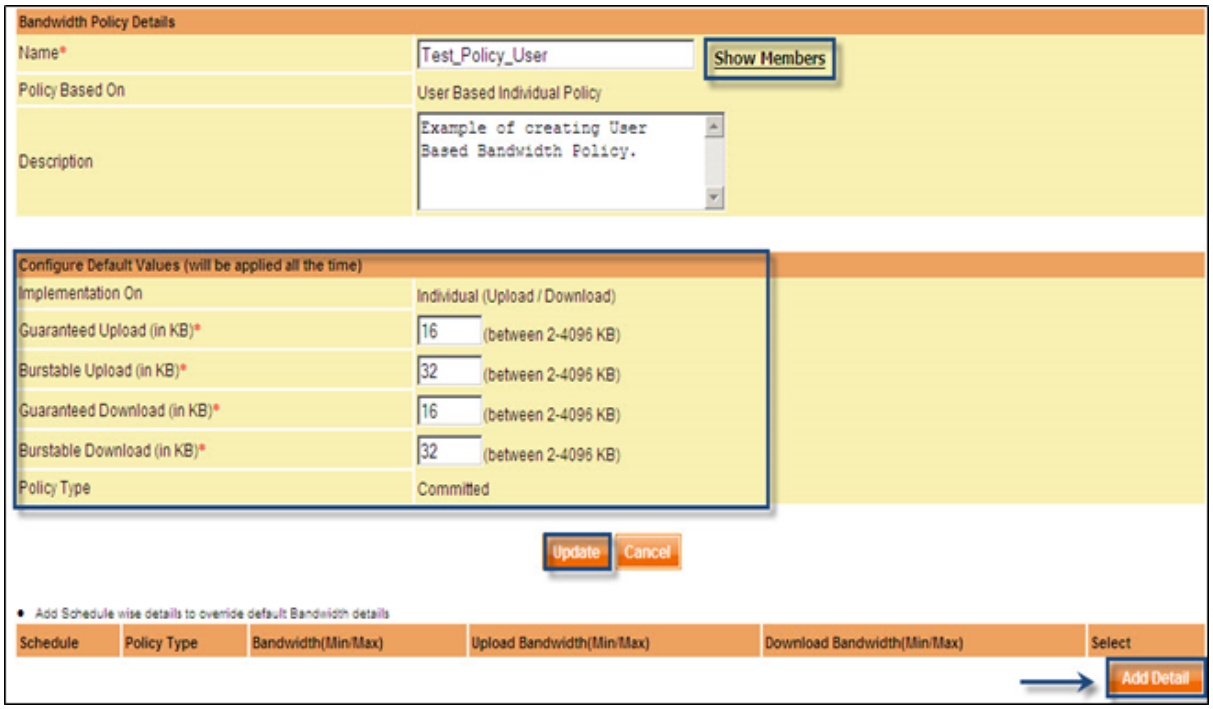

Figure: Manage Bandwidth Policy

Edit Bandwidth Policy- Bandwidth Policy Details	
Policy Name	Policy name displayed can be modified, if required
Show Members	View the details of schedule attached to the policy and number of users using this policy
Policy Based on	Shows the type of policy against policy name. Policy type cannot be modified once selected
Description	Shows specific information about the policy, specified while creating it, modify if required

Configure Default Values	
Implementation On	Shows the type of implementation (Individual Upload/Download) defined for the policy. The implementation cannot be modified once selected

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Guaranteed Upload	Shows the amount of guaranteed bandwidth limit defined for uploading. Modify the details, if required
Guaranteed Download	Shows the amount of guaranteed bandwidth limit defined for downloading. Modify the details, if required
Burstable Upload	Shows the amount of burstable bandwidth limit defined for uploading. Modify the details, if required
Burstable Download	Shows the amount of burstable bandwidth limit defined for downloading. Modify the details, if required
Policy type	It cannot be modified once selected
Update	Click once necessary modifications are completed

Note:

- Any of the above mentioned policy information can be modified or updated, only when the policy is NOT attached with any package.
- The schedule process will be covered in the schedule section of this document. Please refer to add schedule to bandwidth policy.

Button Add Details

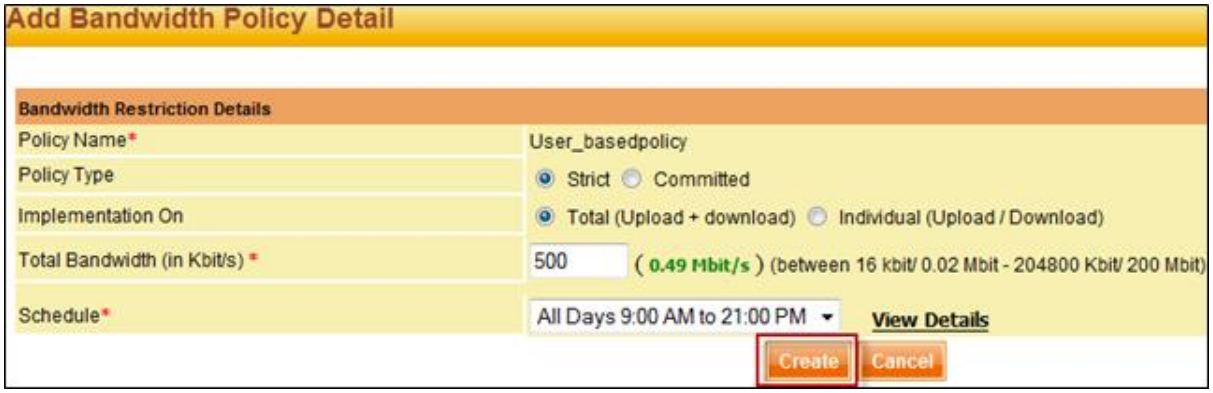

Figure: Add Bandwidth Policy Details

Select the appropriate details and to create the schedule click on '**Create**' button.

Schedule

Schedule is a functionality using which you can define a schedule of different time bands or days in the system. Scheduling helps you apply different bandwidth policy at peak – off peak hours or days. After creating schedule it is attached with the bandwidth policy, which results into offering different bandwidth at different time bands.

To create, select **Package Configuration > Bandwidth Policy > Schedule** from GUI menu:

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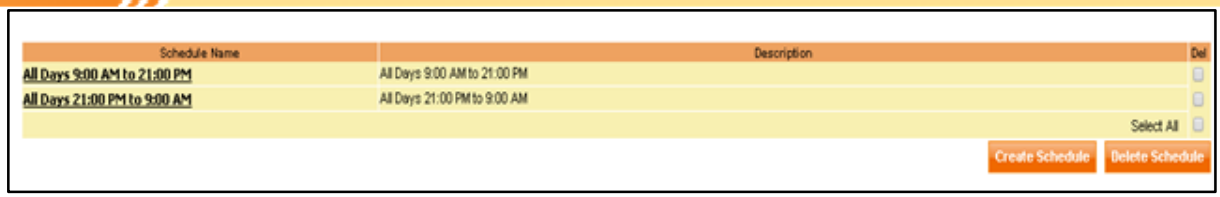

Figure: Create Schedule

Create Schedule	
Schedule Name	Name of the schedule policy
Description	Shows specific information of the schedules defined while creating, against each schedule
Create Schedule	Click this to create a new schedule policy
Delete Schedule	To remove the schedule from the system. Select the check-box against the schedule which you want to remove and click the '**Delete**' button

Create Schedule

Figure: Create Schedule

After adding the information, you need to specify the time bands or days on which the schedule has to be applied.

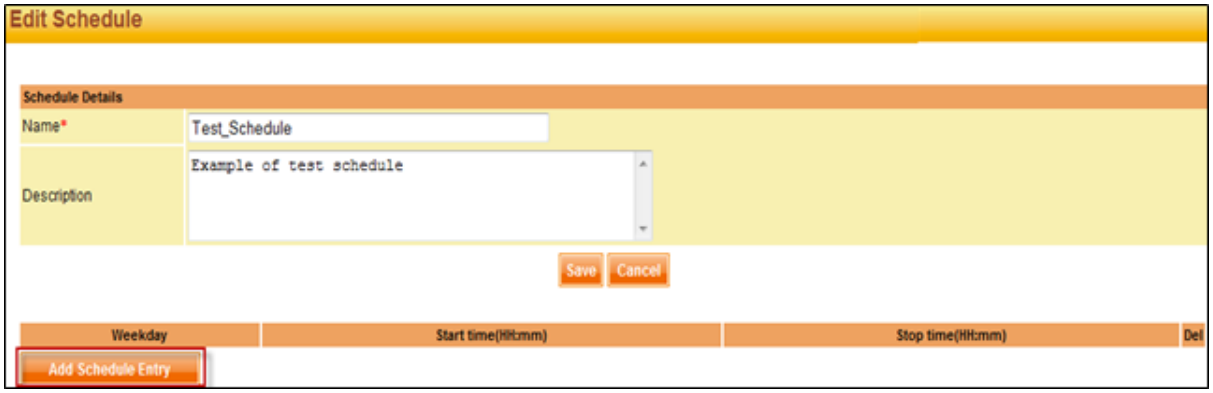

Figure: Edit Schedule

Edit Schedule	
Name	Displays the name of the schedule defined

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Description	Shows specific information about the schedule, defined while adding the schedule
Delete Schedule Entry	After adding entry, if you want to delete the entry from the schedule, then click the check-box against the entry

Click the '**Add Schedule Entry**' button to add the schedule details. The system will navigate to the next page where you need to specify the details of time bands or days. The below shown screen explains about Add Schedule Entry page.

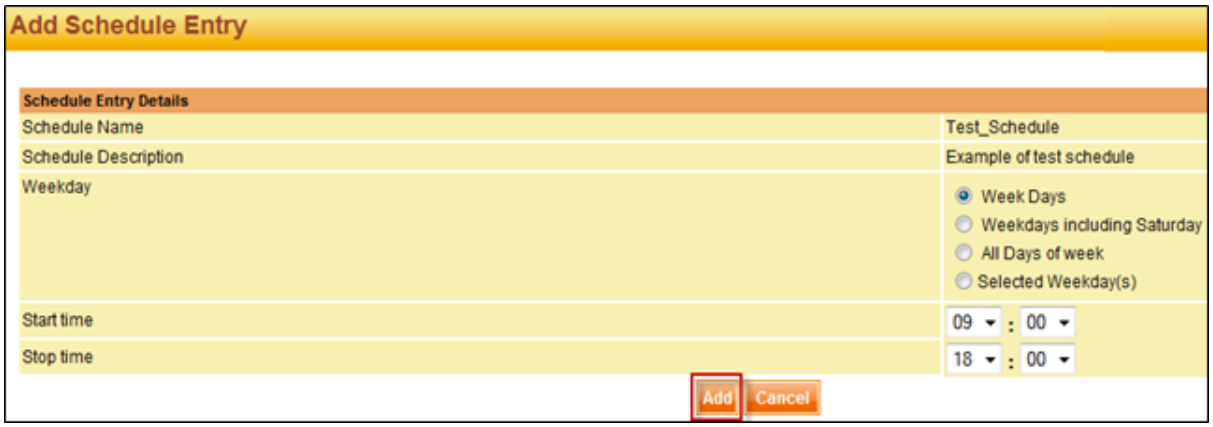

Figure: Add Schedule Entry

Add Schedule Entry	
Schedule Name	Displays the name of the schedule defined
Schedule Description	Shows specific information about the schedule, defined while adding the schedule
Weekday	Different options of defining the schedule in this parameter: • **Week Days** – Policy will be scheduled on weekdays i.e. Monday to Friday • **Weekdays including Saturdays** – Schedule will be applied on weekdays including Saturdays, excluding Sunday. • **All days of week** – Schedule will be applied for all days in a week. • **Selected Weekday(s)** – Policy will be scheduled on specific day of the week. (On selecting this option, a selection box appears in which all days of the week will be listed. You need to select the specific days on which you want to apply the schedule.)
Start Time	Define the start-time according to which the schedule will be applied. Start-time and stop time cannot be same. Start time cannot be greater than the stop time
Stop Time	Define the stop-time according to which the schedule will be applied
Add	Click after necessary specifications are completed

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Once schedule is added, the schedule will be displayed on the Edit Schedule page as shown below. To add more schedule entries, select '**Add**' button , in-case you wish to delete the schedule , select the schedule-entry from the '**Del**' column and then select '**Delete Schedule entry**'.

Figure: Add Schedule Entry

To modify any of the schedules in the list, click on the name of the schedule. The system will take you to the schedule details page, as shown in the above screen. Update the required information like schedule name or description and click the '**Save**' button. Use the 'Add Schedule Entry' button to add more entries. And to delete the entry from the schedule, select the checkbox and click the '**Delete Schedule Entry**' button.

Package

After understanding policy creation, we move a step-further with Package Management. Policy(s) created in system is bind with a package for a final effect. Package is synonymous to plans/subscriptions i.e. a combination of set of policies with a pricing scheme. Major benefits by optimum utilization of Package Management are a varied-combination of different set of policies and billing plans. Now serve efficiently to every-requirement, every-age, and every-sector be it youth, corporate, residential, small offices to large chains etc.

Variety of policies created in the system are combined and wrapped in form of a package. Variety of packages can be created, using different policies and multiple users can be served with the same. Primary objective while creating a package is to consider the customer requirement and restrict high consumption as well as misuse of bandwidth.

There are different parameters in this section using which we shall create and manage a package. These packages can also be attached with prepaid pins (refer pin management) and offered to users. Let's understand how to create a package and its various usages:

Create Package

Create packages of prepaid and postpaid types from this GUI. Drop-down menu option will help you in further allocation of policies and prices.

To create, select **Package Configuration > Package > Create Package** from GUI menu:

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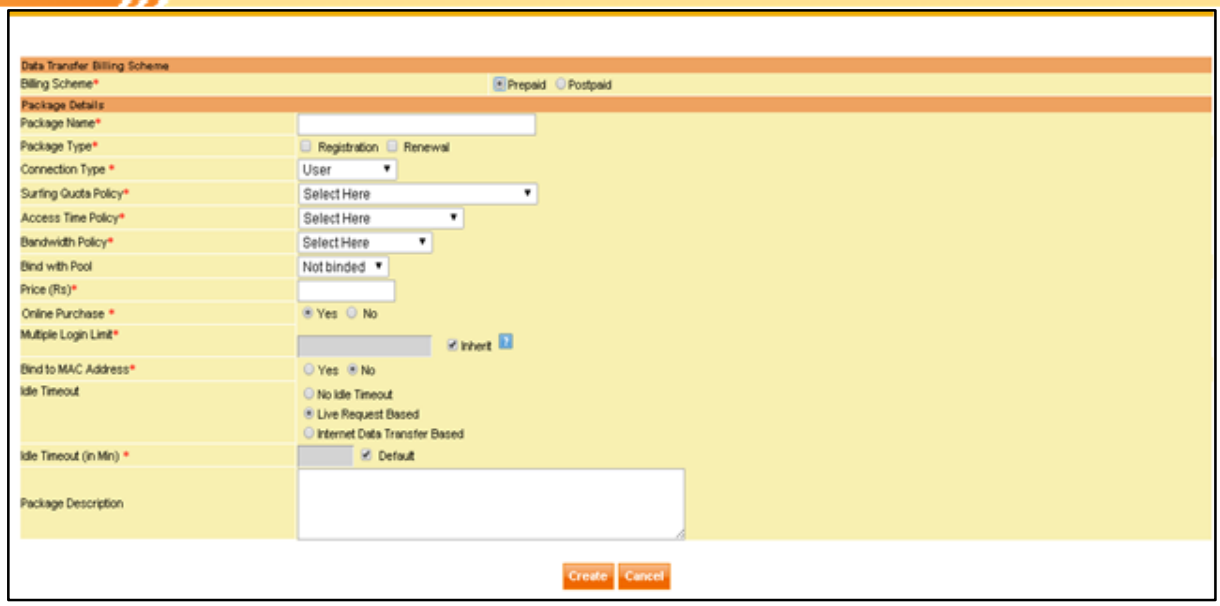

Figure: Create Package

Create Package	
Data Transfer Billing Scheme	
Billing Scheme	Two types of billing scheme (package types) are available in the system: ● **Prepaid**: Created for prepaid guests who are charged before availing the service. ● **Postpaid**: Created for post-paid guests who are charged after availing the service. An invoice is generated at the end of the defined cycle, and the guests are charged according to their usage for that period

Package Details	
Package Type	The package can be created for different purpose: ● Registration (Only): Used to register a guest in the system. You need to select only the registration check-box to create a registration package. ● Renewal (Only): Used for renewing a guest's existing package. You need to select only the renewal check-box to create a renewal package. ● Registration & Renewal (both): Used for registration or renewal of a guest. You need to select both the registration & renewal check-boxes to create a registration & renewal package
Package Name	Specify name for package

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Connection Type	There are two different types of guests in the system: ● Users are normal guests who need authentication for login. ● Leased line users are authenticated guests who are always live and need no authentication. Leased line guests are normally corporate users having internet-access without any login process.
Surfing quota policy	Click drop-down box, select policy to be assigned in the package
Access time policy	Click drop-down box, select policy to be assigned in the package
Bandwidth policy	Click drop-down box, select policy to be assigned in the package
Bind with Pool	Click drop-down box; specify whether the package is bind to any pool created in the system. By binding the package to any specific pool, users in that pool or IP addresses assigned to the pool only can use this package. If you don't want to restrict the package for any specific group of guests, select '**Not Binded**' option
Package Price	Define actual price of package. Package price box accepts hundreds and thousands value without any decimals.
Discount Amount	Define discount amount for the package.
Multiple Login Limit	Define multiple login limit here, if not to inherit the default value.
Online Purchase	Click 'Yes' or 'No' for allowing or disallowing online purchase of package.
Idle Time Out	Define the Idle Time. Whenever the communication between the customer machine and server is experiencing any technical error then 24online will automatically disconnect the guest after idle time period defined in this box. With the help of this feature, user account is not depleted due to continuous login.
Description	Specify the description of the package that you have created now. The description will help you in future reference to understand the value and the credits or configurations that are made in this plan, without going through each parameter.

Note

- Access time policy is not assigned to leased line user type, as there is no access restriction for such guests in the system
- Online Purchase of Package can be done only when **Payment Gateway** module is **ON**. Please refer to Payment Gateway module for further details. It's an add-on module.

After selecting the create package option, 24online system will save the configuration details provided in package parameters and prompt you to define few other parameters which needs to be configured for adding renewal rules of the package and tax(es) on package.

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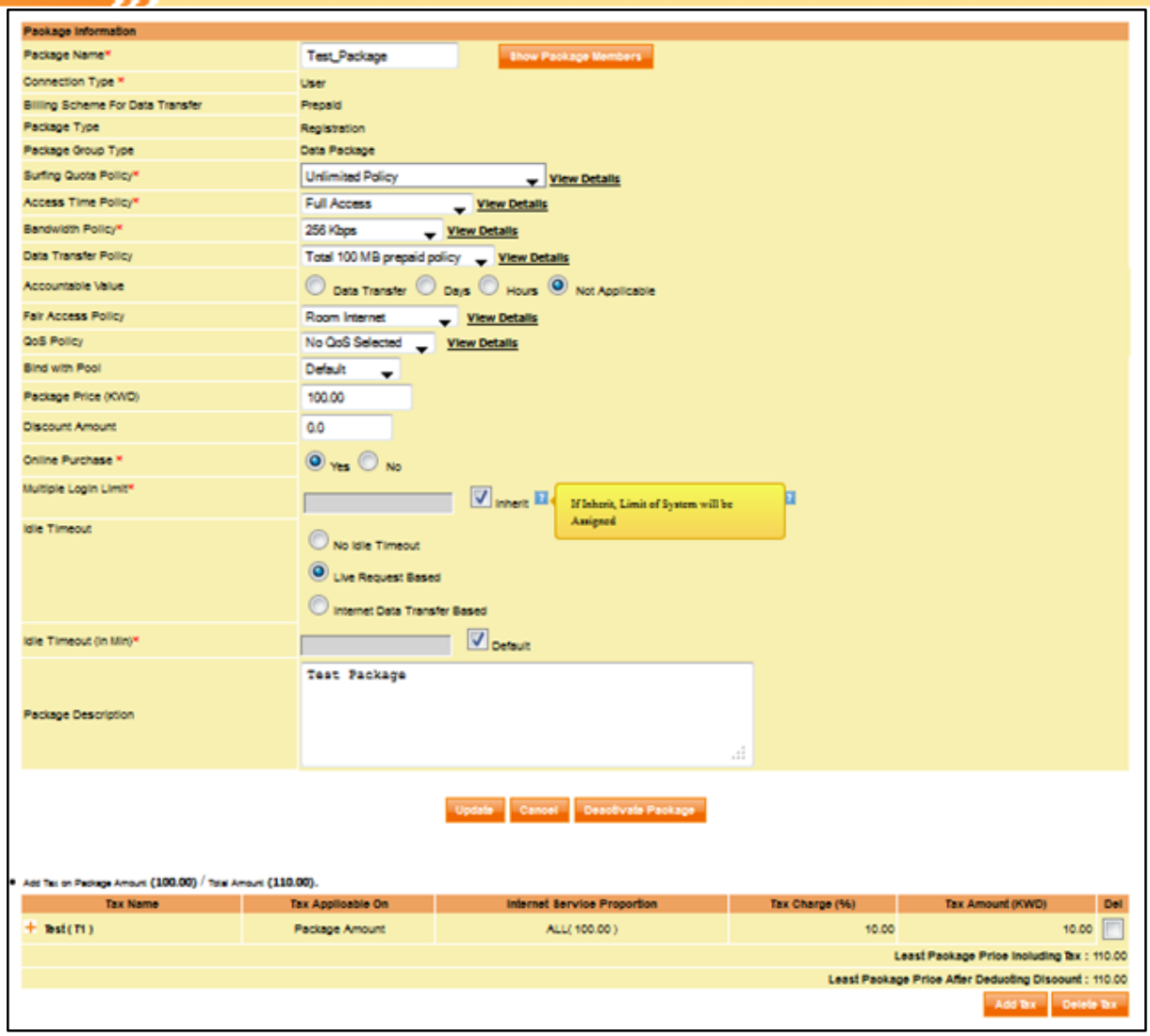

Figure: Create Package - Add Renewal Rules & Add Tax in Package

Description of Buttons in the Edit Package screen	
Update	After adding the package, you are free to update any of the information in the package details
Deactivate Package	To directly deactivate the package. Such packages cannot be further used for registration or renewal
Add	To add renewal rules on the package
Add Tax	To add tax on the package

We shall first understand, how to add renewal rule and add tax on a package.

Renewal Rules

Renewal rules are defined only for Renewal or Register/Renewal type packages and can be defined as and when required after creating the package. If renewal is allowed, then specify whether user should be renewed with the same package, or, any other additional package created in the system,

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or, the remaining value of the exhausted package should be carry-forwarded in the form of, remaining hours, remaining days, or, data transfer.

In the same page, of package creation, you can see the renewal rule section, which shows an add rule option. Click the add button. The system will show you a small window in which, on the left hand side you can see list of packages that are created in the system and on right hand side you can see different renewal rules.

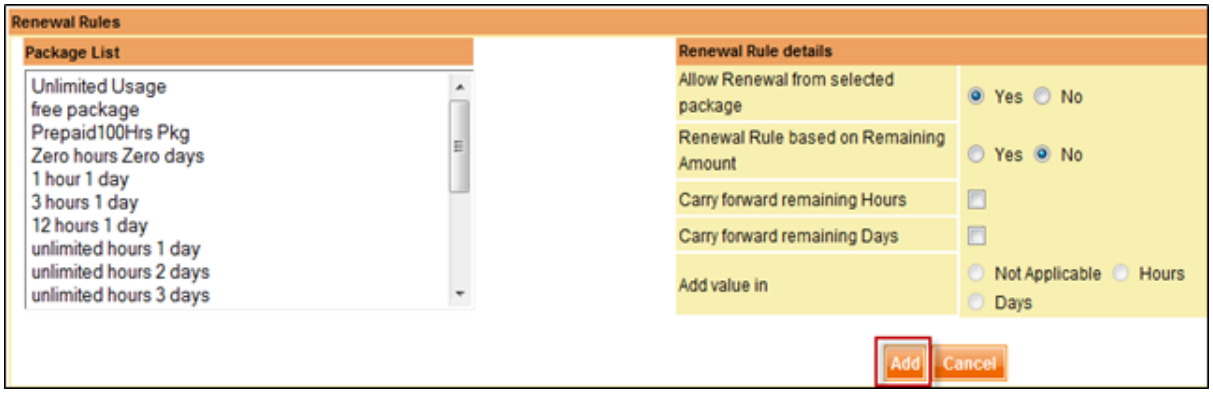

Figure: Create Package - Renewal Rules

Create Package	
Renewal Rules- Package List	
Package List	Select the additional package that you want the user to be renewed from current package E.g. If the guest has been assigned Test_Package, then the user has the facility to renew the same package or select the additional package from the list to which he should be renewed on exhausting the current package (i.e. Test_Package). You can select one or multiple packages from the list.

Renewal Rules Details	
Allow renewal from selected package	On selecting yes, the guest will have additional package options to renew, than the default package

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Renewal rule based on remaining amount	Select to renew package according to remaining value of exhausted package. i.e. If a guest is assigned a package of 100 hours for 100 rupees, and the guest has consumed 50 hours then decides to renew a package with 100 MB data transfer, in such case the user account has to be credited with 'X' amount of data transfer. '**Yes**', then define the form in which the remaining amount of the package should be carry-forwarded as following: ● **Hours** - Guest's package value will be carried forward with 'X' number of hours as per remaining hours. ● **Days** - Guest's package value will be credited with 'X' number of days as per remaining days. ● **Data Transfer** - Guest's package value will be credited with 'X' amount of data transfer as per remaining data transfer. ● **Not Applicable** – Select this option to avoid any carry forward '**No**' then define following: ● Carry forward remaining Hours only ● Carry forward remaining Days ● Carry forward remaining Data Transfer ● You can select any or all the above checkbox(s)

Note: 24online system automatically calculates the conversation of remaining package and values associated. These are assigned in the new package of guest.

Click '**Add**' button after all specifications have been made. The system will add the renewal entry in the package. Whenever the user renews the package, values defined in the renewal rule will be carried forward in the new package. After adding the renewal rule, if you wish to delete the entry from the list, then select the check-box against the renewal rule and click the '**Delete**' button.

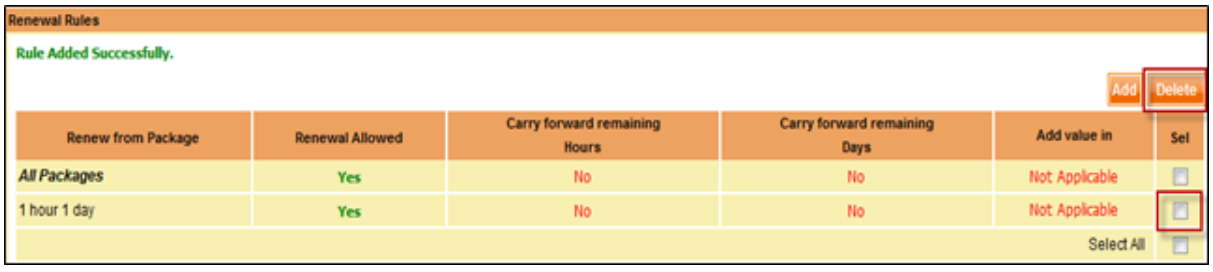

Figure: Delete Renewal Rule Entry

Add Tax on Package

Several taxes are defined by the government which has to be charged on the package while offering the service i.e. service tax, etc. With the help of different options given in this page, you can define the amount and type of tax to be charged from the User.

Select the 'Add' button given on the edit package page:

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Figure: Add Tax on Package Button

Figure: Add Tax on Package

Add Tax on Package	
Tax applicable on	Two types available: • **Package Amount**: It's the amount you have defined while creating the package • **Grand Total Amount**: It includes package amount and ancillary charges
Type of tax	By default 24online offers Service Tax. Click the drop-down box and select the tax from the list
Tax Charge	Define the tax to be charged from the guest. The tax value has to be defined in percentile. The value defined will be calculated on the package amount/gross total amount.
Create	Select after all specifications are completed. This tax will be levied on the defined value (package amount/gross amount) and whenever a guest is offered the package. Accordingly, the package price amount will be actual package price + tax on package i.e. if the package price is Rs.1000 then tax on package is 100 (10%), so the least package price will be Rs.1100. And this amount will be charged from the guest.

Similarly, you can also add tax on tax, by which you can add necessary taxes defined by the government bodies (e.g. CESS, Education Tax etc)

Note: 24online also offers set of options to define ancillary charges on package.

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Add Tax on Tax

To add tax-on-tax, select 'Add Tax on Tax' button from the GUI.

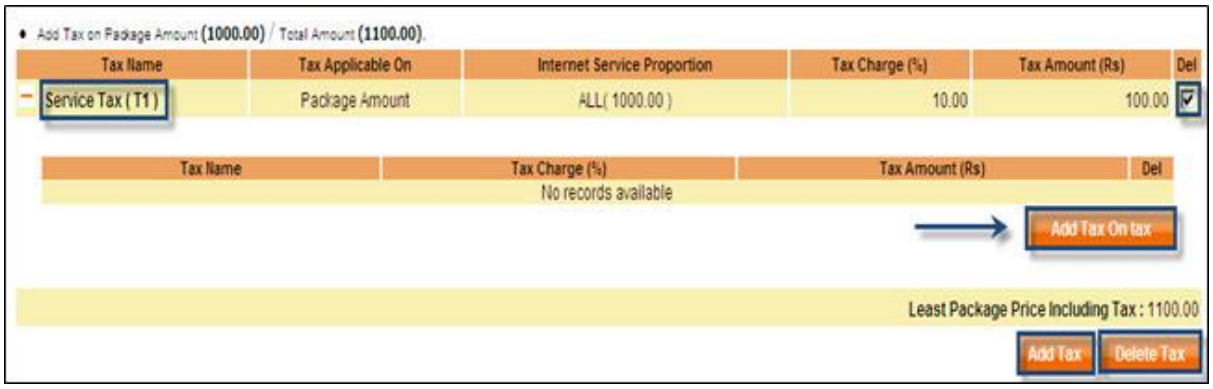

Figure: Add Tax on Tax

Add Tax on Tax	
Tax Name	Shows the actual tax added in the package
Tax applicable on	Shows the actual tax will be applied on package amount or gross total amount
Internet-service proportion	Shows the actual package price and its proportion. If the service proportion is divided in more than one provider, then the package amount will be divided as per the proportion defined. (for further details refer to system configuration à internet proportion)
Tax charge	Shows the amount of tax (percentile) defined for package price
Tax amount	Shows the amount of tax levied on the package amount
Add Tax on Tax	To add additional tax
Add Tax	To add another mandatory tax on package
Delete	To delete the tax entry from the package. To delete the entry, select the check-box against the entry you want to delete and click the 'Delete' button.

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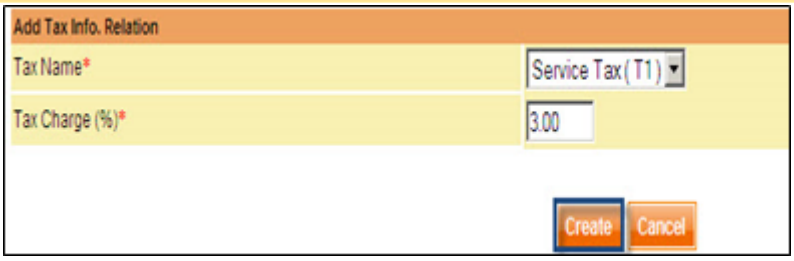

Figure: Add Tax on Tax

Add Tax	
Tax Name	Select the tax name from the list
Tax charge	Define the additional tax to be charged. The tax value has to be defined in percentile

After entering the details, click the '**Create**' button. With the end of this process, the system will add tax on tax, as shown below:

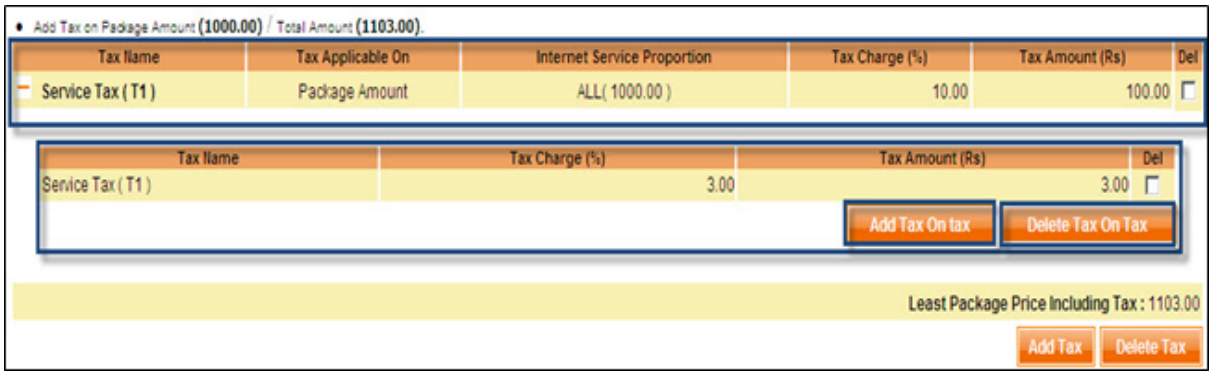

Figure: Add Tax on Tax

To add more taxes on the same package use '**Add Tax on Tax**' button.

To delete the tax on tax, select the check-box against the tax and click the '**Delete Tax on Tax**' button. The amount of tax defined in tax on tax will be calculated on the actual tax and added in the package price/gross amount.

Manage Package

Use '**Manage Package**' to view complete list of packages created in the system. It's a user-friendly page that allows you to update any information in the existing packages. This page not only offers you the facility to modify existing packages but also helps you with 'Delete' option, by which you can remove unused or erroneous packages from the system.

To manage, select **Package Configuration > Package > Manage Package** from GUI menu:

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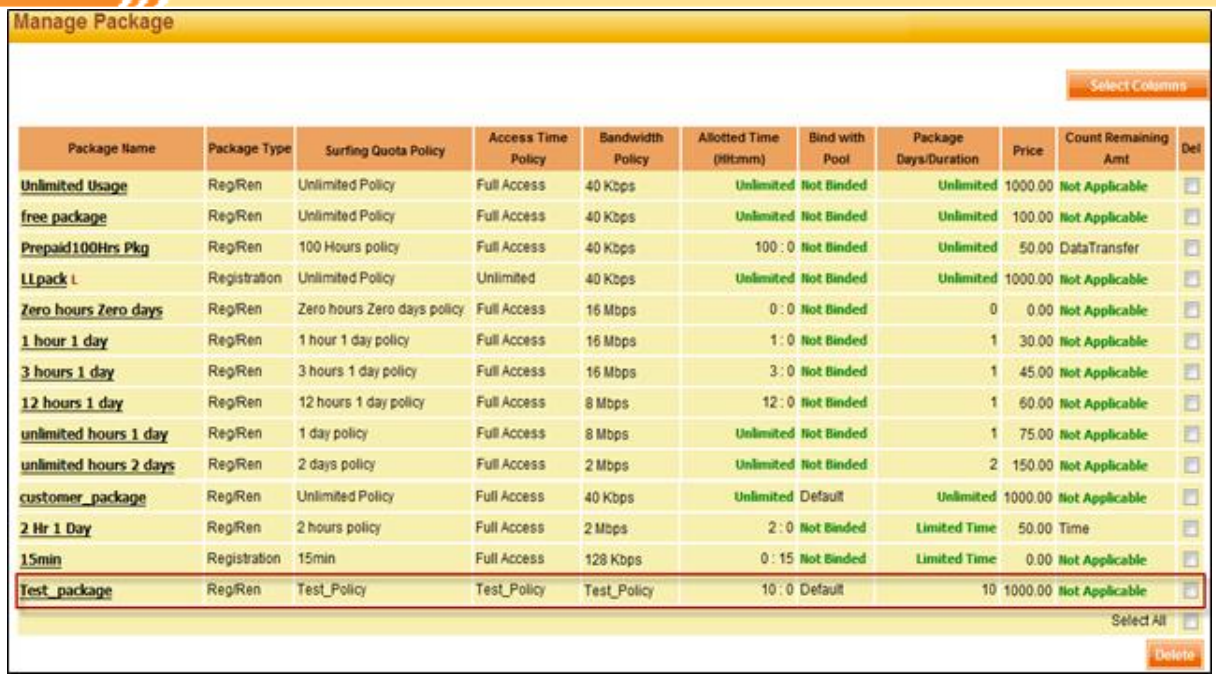

Figure: Manage Package

Manage Package	
Package name	Shows names of the packages created in the system
Package type	Shows type of package against the name of the package
Surfing quota policy	Shows name of surfing policy defined in each package
Access time policy	Shows type of access time policy defined in each package
Bandwidth policy	Shows type of bandwidth policy defined in each package
Allotted time	Shows number of hours allotted to user for surfing in each package
Bind with pool	Provides the pool information of each package, it is bind with
Package days/duration	Shows the number of days allotted to user for surfing in each package
Price	Shows the amount of package defined for each of it
Count remaining amount	Shows the renewal strategy against each package
Online purchase	Shows whether the package is configured to avail online or not. Yes means it is configured to avail online No means it is not an online purchase package
Delete	Removes any package(s) from the list. Select the check-box against the package you want to remove

To update any of the packages in the list, click on the package name. The system will directly take you to the package details page. Update the required information and click '**Update**' button. You can also deactivate the package using '**Deactivate**' button.

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Tax Information

Tax is an integral part of the invoice which has to be followed and levied on the guest usage as per the policies defined by the government bodies. But, to instruct the system to add tax while creating any invoice, you need to define/create different types of tax slabs in the system.

With the help of different options given in this menu, you can create, manage and delete required tax slabs and attach with the packages. You also have the facility to define default taxes and additional taxes.

Add Tax Information

To create tax in the system, select **Tax Information > Add Tax Information** from GUI:

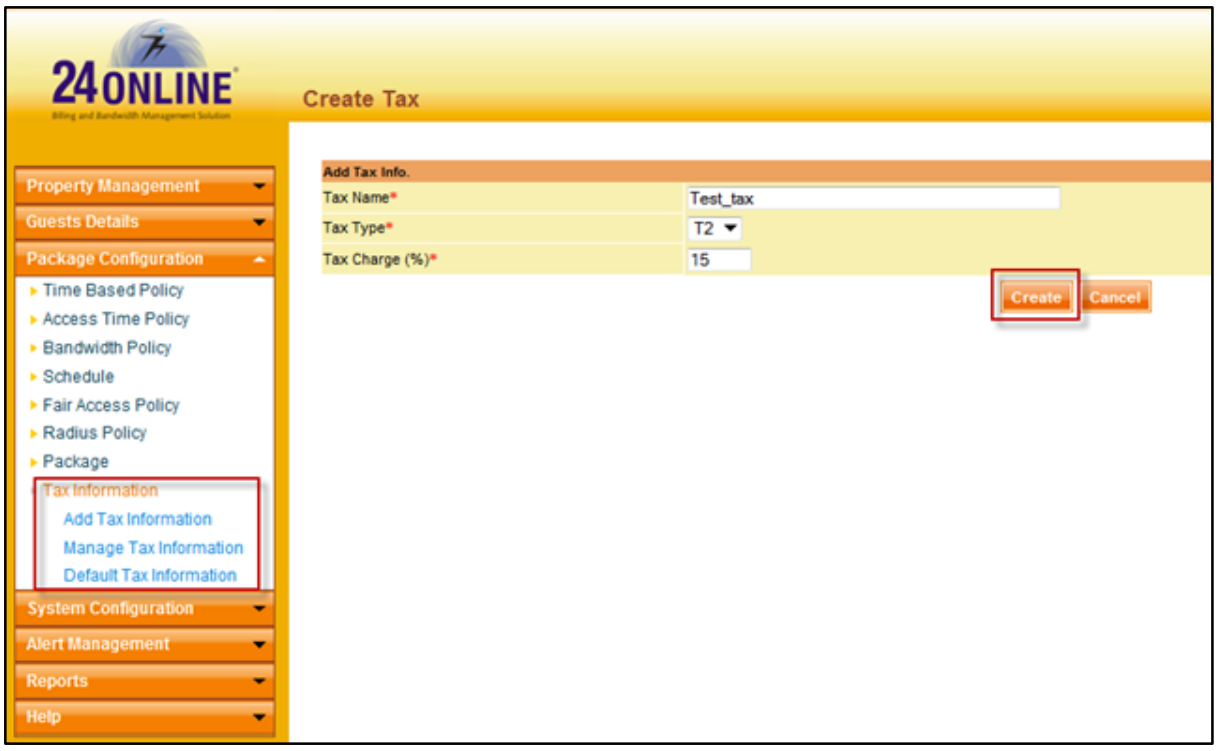

Figure: Add Tax Information

Add Tax Information	
Tax name	Select service type to be applied on the ancillary service
Tax type	Shows type of tax against the name of the tax
Tax Charge (%)	Enter the percentile value of tax to be applied
Create	Select after modifications are completed

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Manage Tax Information

To view all the created taxes, 24online facilitates with Manage Tax Information page in GUI.

This page is user-friendly which makes it easier for you to update any information in the ancillary service created. For simple changes or modifications, you need not re-create another template in the system. This page not only offers you the facility to modify existing templates but also with the help of 'Delete' option, you can remove unused or erroneous templates from the system.

To manage tax information, select **Tax Information > Manage Tax Information** from GUI:

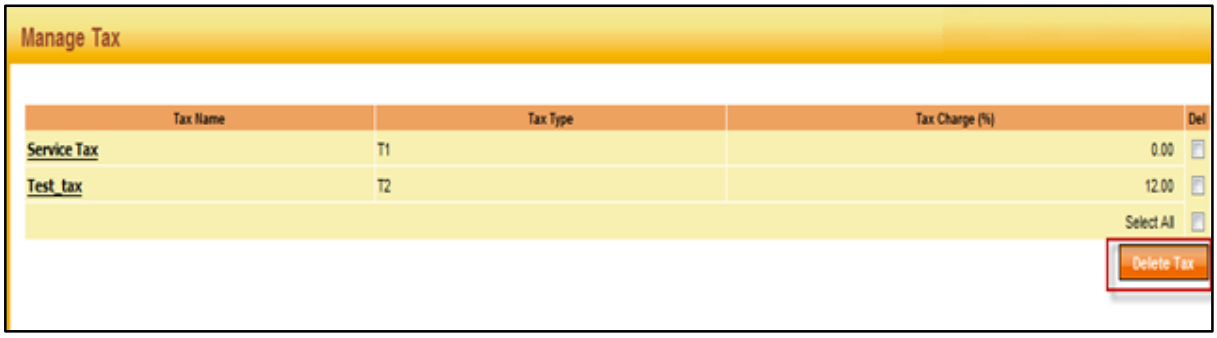

Figure: Manage Tax Information

Manage Tax Information	
Tax name	Shows list of taxes in the system
Tax type	Shows type of tax against the name of the tax
Tax Charge (%)	Shows the amount of percentage or amount defined to be charged
Delete Tax	Removes any tax information from the system. Select checkbox against the name of tax information and click the 'Delete Tax' button

To update any tax information, click on the name of the tax name. The system will directly take you to the tax details page, where you can update the required information. After updating the necessary information, click the '**Update**' button.

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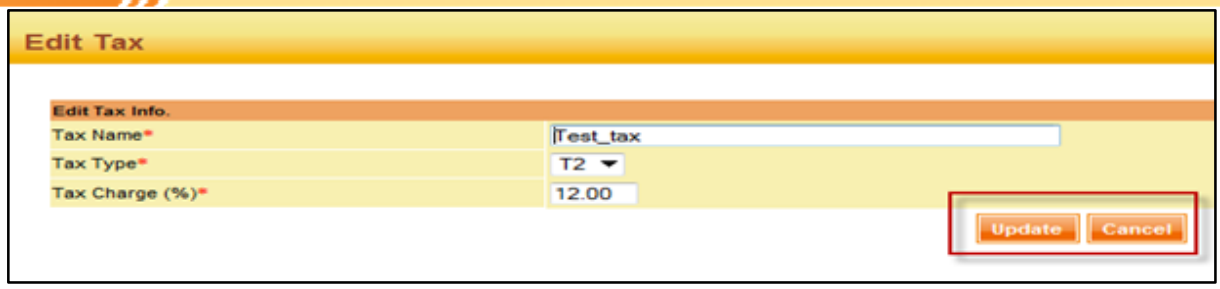

Figure: Edit Tax

Note: The tax information attached with any package cannot be deleted from the system. You can only delete it when the policy is removed from that package.

Configure Default Tax Information

All the mandatory charges which are to be included 'by-default' in each invoice can be managed with Default tax information.

There are also some additional taxes which are optional, which can be added to specific users and not all. In such case administrator has the facility to first create all types of taxes in the system and then define the mandatory once.

To create default tax, select **Tax Information > Default Tax Information** from GUI menu:

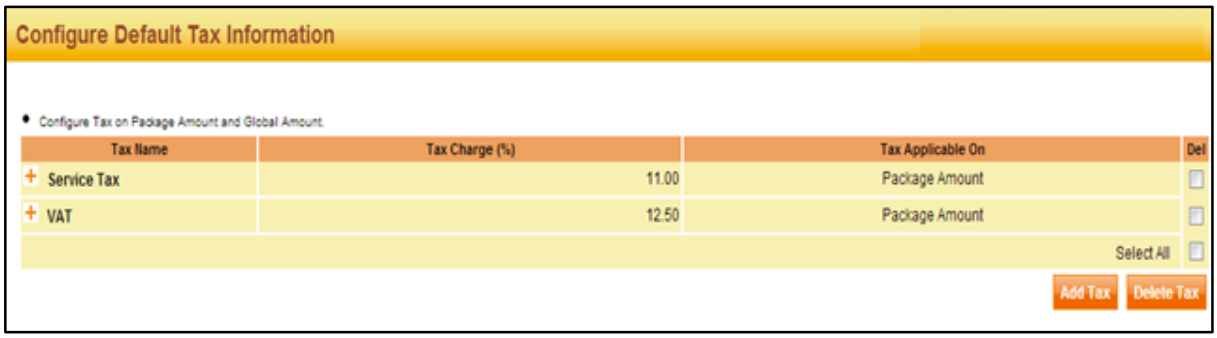

Figure: Configure Default Tax Information

To add new tax click on '**Add Tax**' button and to delete the tax select the respective check box.

Figure: Add Tax Info. Relation

Add Tax

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Tax Applicable on	Offers two options: • **Package Amount**: It's the amount you have defined while creating the package. • **Grand Total Amount**: It includes package amount and ancillary charges.
Tax Name	Select the tax name from the drop-down list
Tax Charge (%)	Enter the percentile value of tax to be applied
Create	Select after modifications are completed

Add Tax on Default Tax Information

After adding the default tax information, you can also add required additional taxes on the default tax. You can define the tax slab directly on each default tax added in the system. To add tax on default tax, follow the instructions given below:

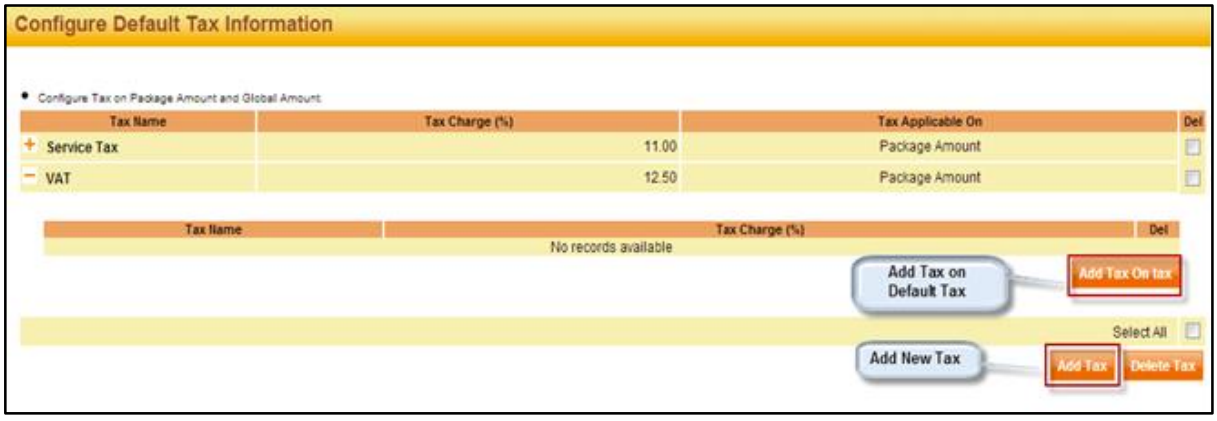

Figure: Add Tax on Default Tax button

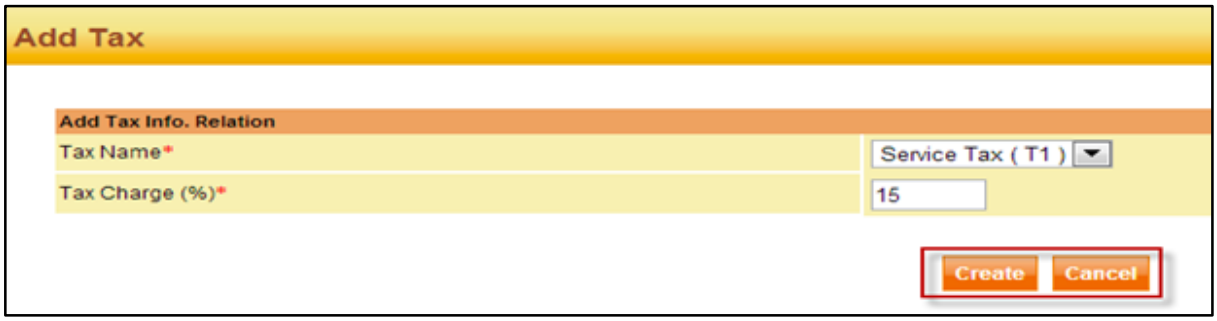

Figure: Add Tax on Default Tax

Add Tax

Tax name	Shows list of taxes in the system
Tax Charge (%)	Shows the amount of percentage or amount defined to be charged
Create	Select after modifications are completed

Tax details will be attached with the ancillary service as shown below you can add multiple taxes on single ancillary service.

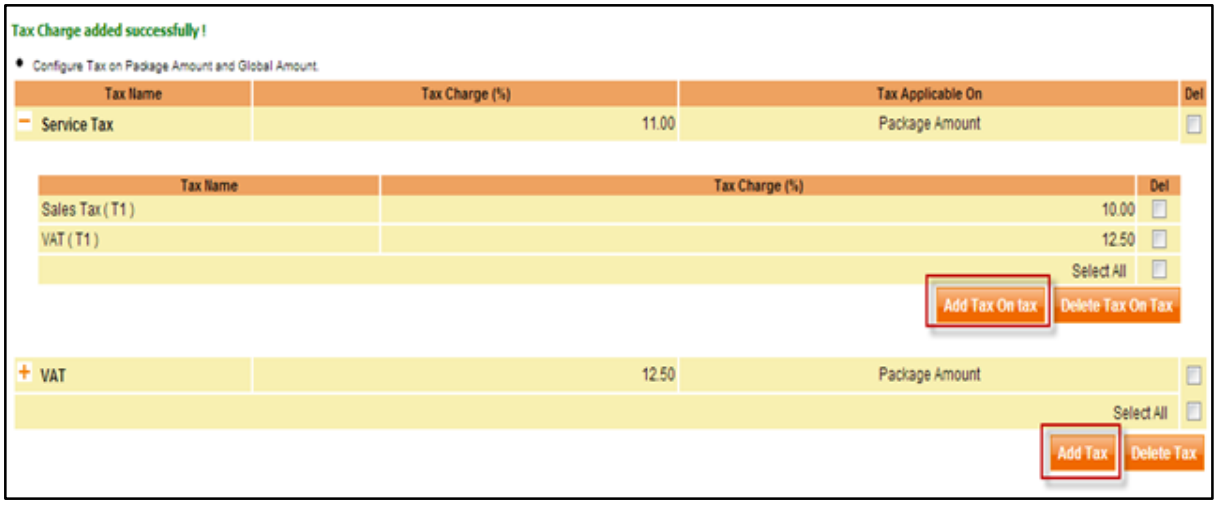

Figure: Add Tax on Default Tax

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System Configuration

Introduction

Manage all major system related configurations under one menu '**System Management**'. With the help of 24online System Management options you can configure various services like DHCP, DNS, Network Access Server (NAS), RADIUS etc. Necessary configurations are provided for creating different interfaces in the system. With the help of manage data option in the system configuration you can take backup, restore backup and schedule backup data in the system. There are several options to manage the system functions efficiently. Let's understand each function in detail.

Network

Any physical network in the hotel, hotspot or restaurant needs to be defined in the system by which the system can easily operate and functionalize its services. An interface is configured path of data transfer which connects the server with the client. One can assign more than one IP address to the same Ethernet or the Network Card using options given in the telnet. These are aliases and you can define aliases for both internal as well as external network. Maximum eight IP address (aliases) can be found to a single network card.

'**Network**' menu offers you all the options using which you can view the defined interfaces of the network, configure the gateway and DNS of the network. 24online offers default configurations using which you can plug-n-play the solution, but for further configurations, you may go through each menu option in in-detail:

Interface Configuration

Interface configuration functionality is combined with the 24online's text based console options. While configuring the 24online system (through console), you need to define different interface of the system. With the help of the interface configuration menu, you can view the details of the various interfaces configured in the system. From this page you can get the complete interface details of the network:

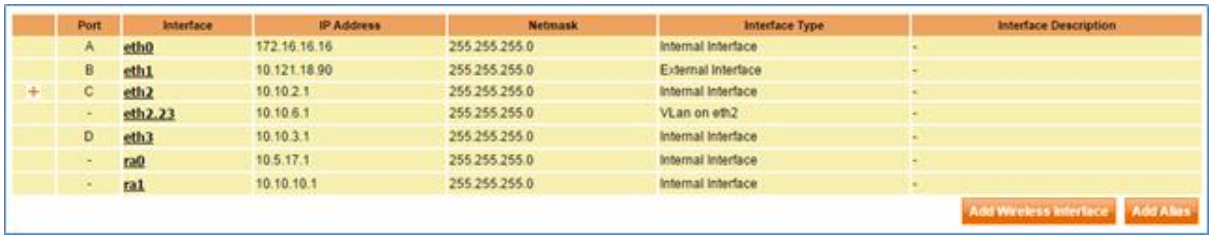

Figure: Interface Configuration

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Port	Displays names of ports defined in the appliance
Interface	Displays names of different interfaces configured in the system, against each port
IP address	Displays IP defined for each port and its interface, in the system
Net mask	Displays Net-mask ID defined for each port and IP address
Interface type	Displays type of interface against each interface. Two types of interfaces appear: Internal interface for the LAN network defined in the system External interface is the WAN network defined in the system
Interface Description	Displays the description of interface for better understanding of relevant network.

Note: You can view the details of different interfaces from this page, to make any modifications in network interfaces, refer console guide.

Add Alias

Add Alias option is available in the Interface configuration. With the help of this option we can increase the number of interfaces and the number of networks. One can assign or bind more than one IP address to the same Ethernet or the Network card. These are Aliases. It is possible to define Aliases for both Internal as well as External network. Maximum eight IP addresses (Aliases) can be bound to a single Network card. The Alias can be added/ removed from the GUI itself with the option below.

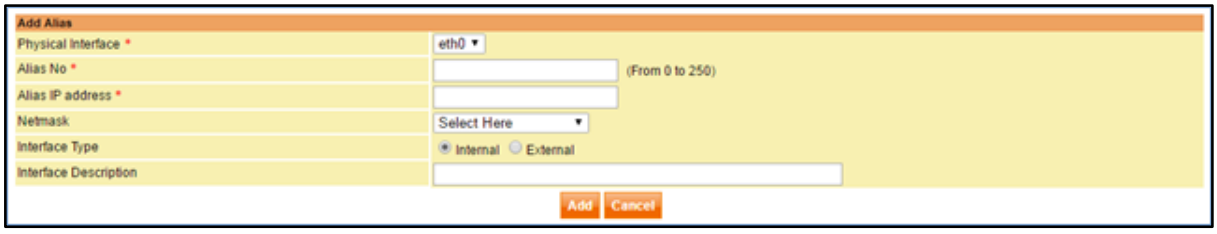

Figure: Add Alias

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Add Alias	
Physical interface	It's the interface that you have selected. Select the required interface from the drop-down box
Alias number	Can range from 0 to 250
Alias IP address	It's the alias IP that you wish to give. The Network IP can be configured from the GUI itself
Net mask	Displays available list of net-masks
Interface	Can be of type Internal/External
Add	Select to add details
Interface Description	Add the description of the interface and relevant network

Add VLan Subinterface

Once the VLAN configuration is enabled with the help of Support team and the pool is being created, "Add VLAN Subinterface" option will be available on 'Interface Configuration' page.

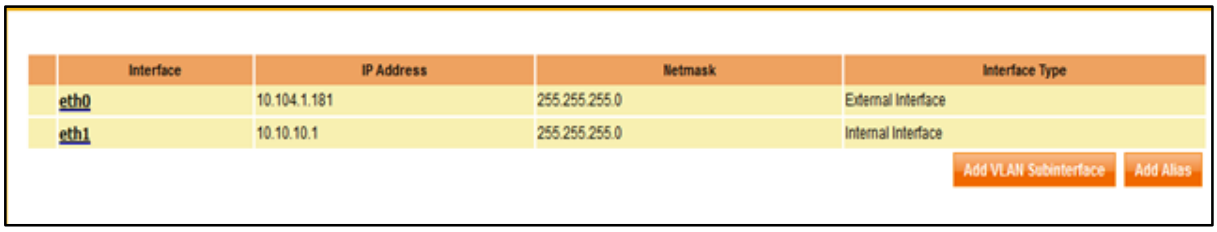

Figure: View Interface Details (VLAN Configuration Enabled)

On clicking "Add VLAN Subinterface", you will be able to create VLAN interface:

Figure: Add VLan Interface

Interface Configuration

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Add VLAN Interface	
Physical interface	It's the interface that you have selected. Select the required interface from the drop-down box
VLAN Tag Id	Insert VLAN Tag id here which can range from 2 to 4096
VLAN Pool	It's the VLAN Pool you have created. Select the required pool from the drop down box.
VLAN Interface IP Address	Select Node from here for VLAN Interface IP Address
VLAN Interface Netmask	Enter VLAN Interface Netmask here
Create	Select to create VLAN Subinterface

Gateway Configuration

Gateways are network points which act as point of entrance to another host. With the help of gateway, guests in different network pass through the gateway and all requests to the guests are served through it. There are default configurations in the system which can be used to setup the network. For configuring gateway, follow instructions given below:

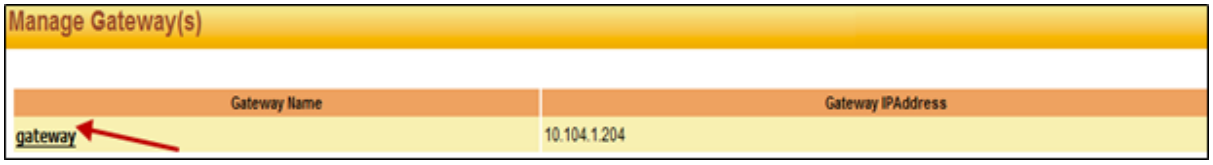

Figure: Manage Gateway

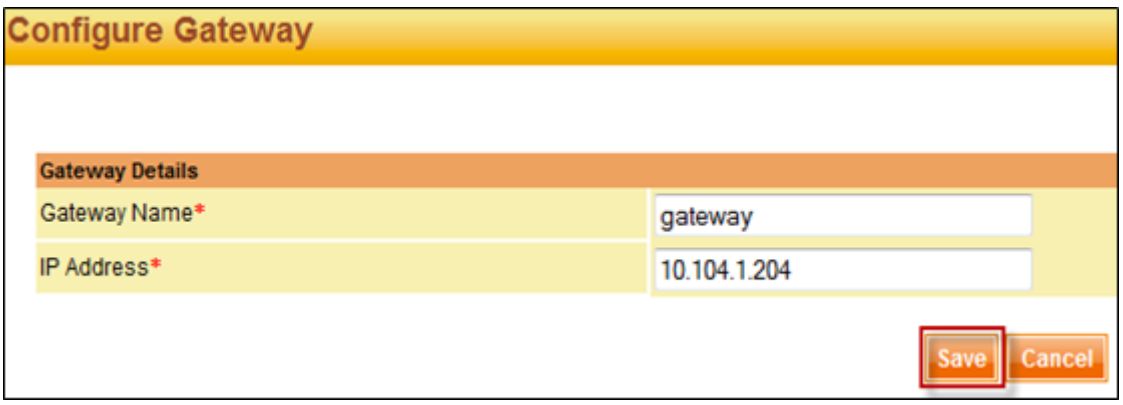

Figure: Configure Gateway

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Gateway Configuration	
Gateway Name	Specify name of gateway that best describes it
IP address	Define IP address of gateway
Save	After entering necessary details, select 'Save'

DNS Configuration

DNS is abbreviation of Domain Name System. Basically, DNS is a system that stores complete information about different hostnames and domain names in a kind of distributed database on the network, like Internet. One can add multiple Domain Name Servers (DNS). 24online server processes DNS requests as per DNS Order. 24online server also works as a DNS server; you can also enable/disable DNS traffic redirection to 24online.

Define alternate DNS so that whenever the local DNS is down, query can be resolved through alternate DNS.

To configure DNS, select **System Management > Network > DNS Configuration** from GUI menu:

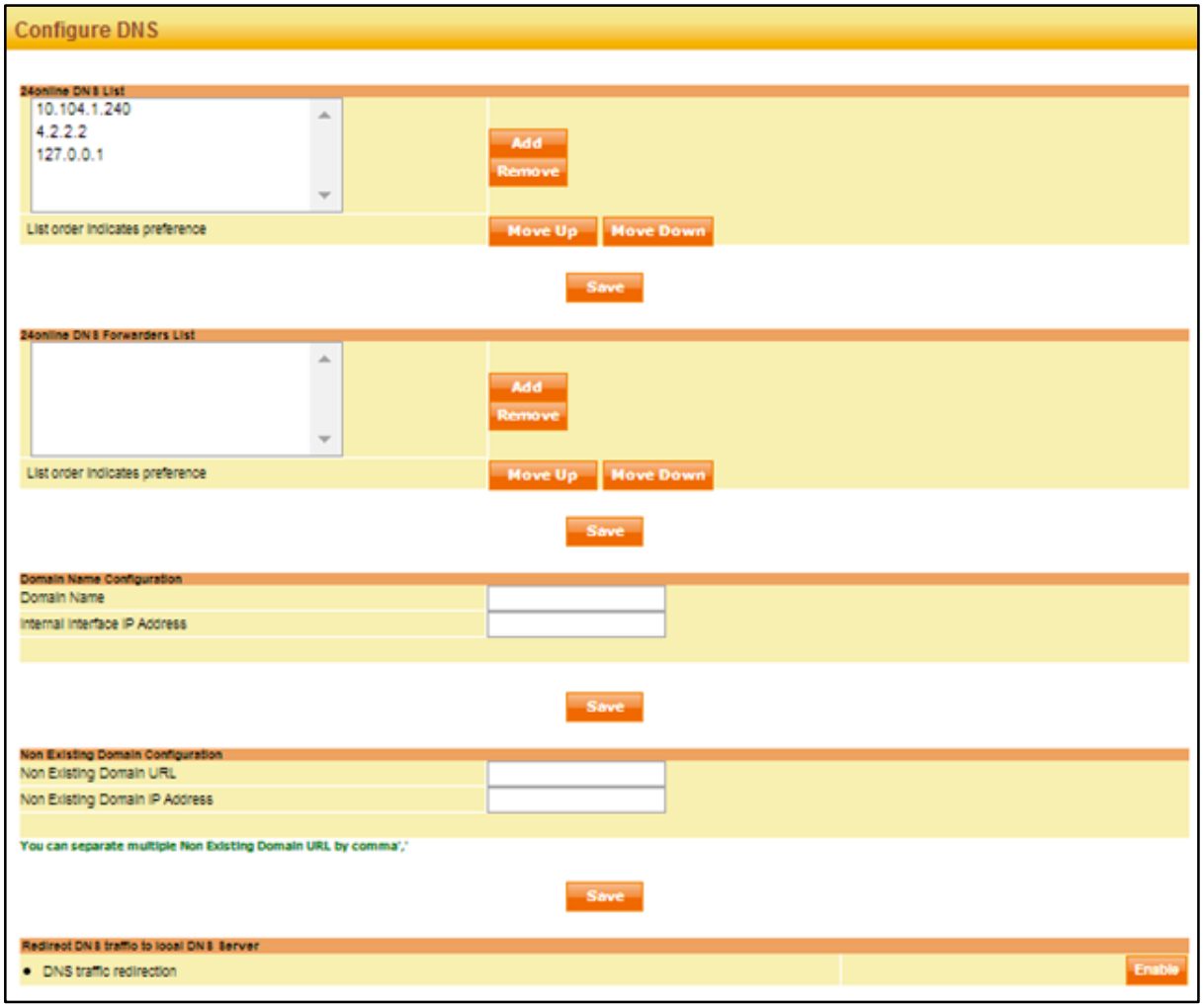

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Figure: Add DNS

DNS Configuration	
Add DNS	
24online DNS list	Shows the names of DNS added in the system
Add	Use the button to add IP address of the Domain Name Server (DNS) in the list • Enter the DNS IP in the pop-up box and click the 'OK' button • Multiple DNS server can be defined following the process • After adding the IP, select 'Save' button
Remove	Use to remove any DNS IP from the list
Move Up	The DNS request is served in the same order as the names are arranged in the list. Use to push the IP address upwards
Move down	Use to push the IP address downwards
Save	Click after all specifications have been completed
DNS Forwarders List	Shows the names of DNS Forwarders configured
Domain Name Configuration [Domain Name]	Enter the required domain name of your choice for accessing 24Online GUI and Portal pages
Internal Interface IP Address	Enter the IP address provided to access GUI
Non-existing Domain Configuration [Non-existing Domain URL]	Non-existing domain URLs can be added here
Non-existing Domain IP address	Non-existing domain IP address can be added here
Redirect DNS traffic to local DNS Server [Enable]	From the same page, you can select the DNS where you want to redirect the traffic. After selecting the DNS from list, click the 'Enable' button

Route Configuration

Router is a device that forwards data packets along networks. A router is connected to at least two networks, commonly through a LAN or WANs. Routers are located at gateways. Route is configured when communication is setup in between different networks. The Host/Network ID can be

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configured; the net mask and the gateway can also be configured through which the traffic can be routed.

Route configuration enables to enter the Network ID/Host ID. The gateway can also be configured for the same.

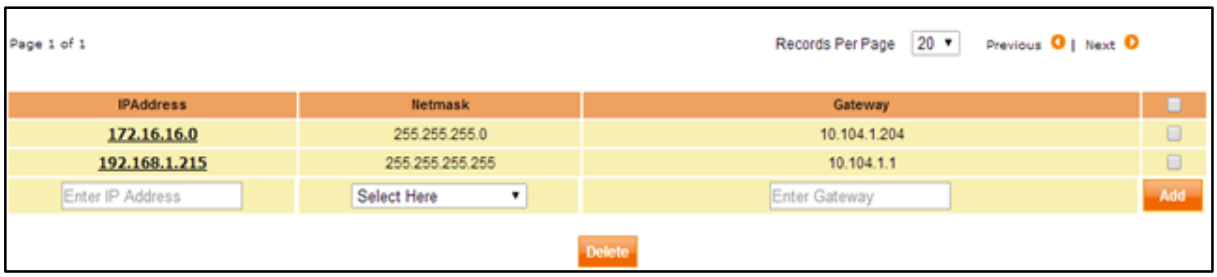

Figure: Route Configuration

Route Configuration	
IP Address	Enables the administrator to enter the IP Address of the network for which the gateway is to be configured
Net-mask	It's available where the net-mask of the network/Host ID can be entered
Gateway	Different networks follow different protocols. The Gateway is a network node. It acts as a point of interface for the different networks
Add	To add new network ID/Netmask/ Gateway
Delete	Select the checkbox against the Network Id that is to be removed

Firewall

Firewall is a device where you can pre-configure a set of rules which permits/denies network transmissions. This protects your organization network from unauthorized access and guards the internal network against malicious access. However, firewall can also be used for limiting the number of internal access.

Main purpose of firewall is to deny unauthorized activity from accessing data in internal network. As per the defined rules, firewall determines whether the traffic should be allowed in or out of the internal network.

One can restrict access to certain IP address or domain names or block certain traffic by blocking the TCP/IP port used. Firewall can also inspect both inbound and outbound network traffic to determine, based on the configured rules, whether to allow the traffic or not.

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With the help of different options given in the Firewall menu, you can create/manage different firewall rules and define **Denial of Service** (DoS) settings to protect from DoS attacks from any source. You can also define free sites (also known as walled garden) that you want to provide to users, from this menu. Let's understand each menu and functions in detail:

Create Access

Firewalls rules can be created and implemented in the system by which it prevents unauthorized Internet users from accessing private networks connected to the Internet, especially intranets. All messages entering or leaving the intranet pass through the firewall, which inspects each message and blocks those that do not meet the specified security criteria. With the help of create access options, you can define criteria required to match for accessing the network, and necessary action to be taken.

To create access, select **System Configuration > Firewall > Create Access** from GUI menu:

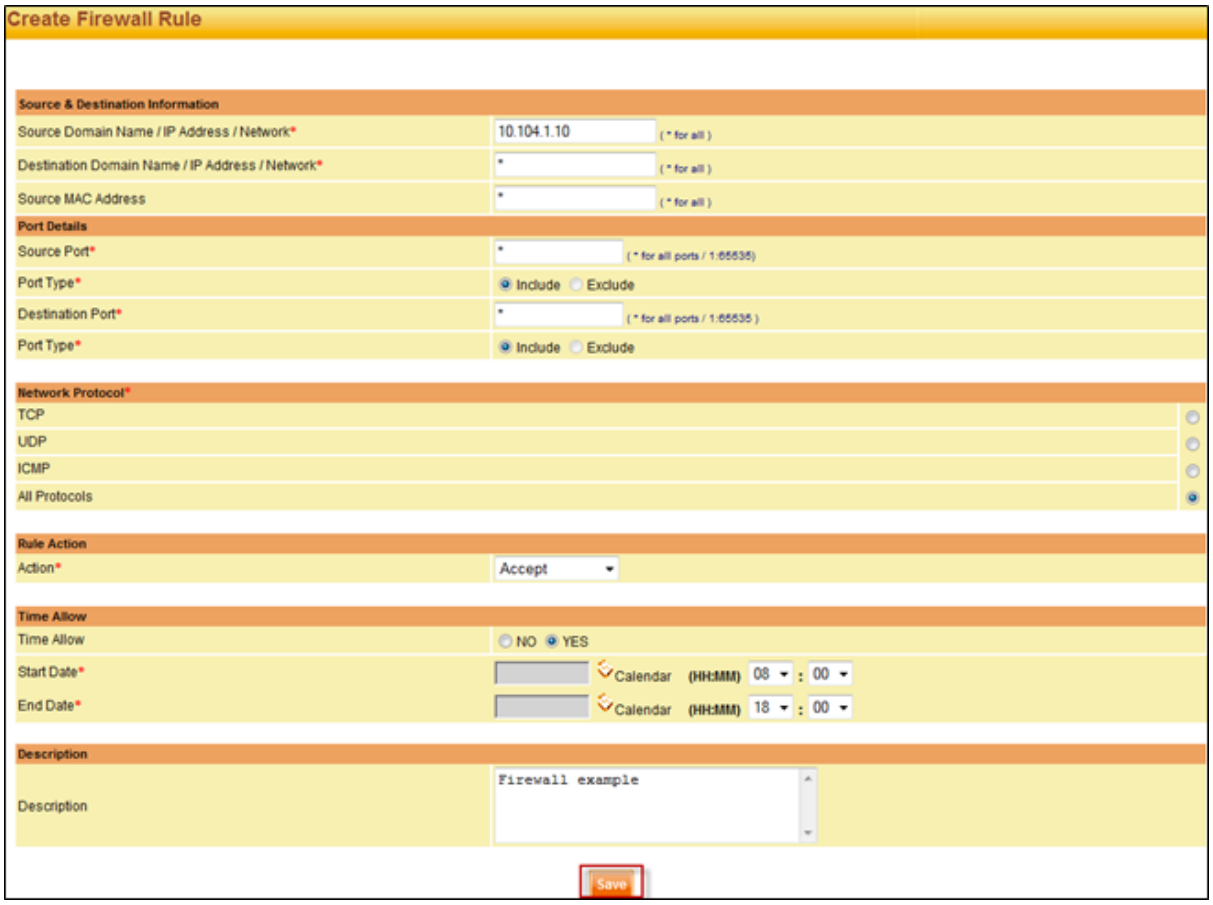

Figure: Create Access

Create Access	
Source domain name	It's the internal network address. Specify the source domain name, IP address or network for which the rule is to be defined. E.g. 10.104.1.10
Destination address	It's the external address. Specify destination domain name or IP address for which the rule is to be defined. E.g. www.chat.com

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Source MAC Address	Specify to define rule for any specific machine
Source Port	Enter the address. Range of ports can be specified using ':' E.g.20:25
Port type	Select '**Include**' to apply the rule on source port defined Select '**Exclude**' to avoid rule on source port defined Specify '*****' for including all ports
Destination Port	Specify the destination port where rule should be applied
Port type	Select '**Include**' to apply the rule on source port defined Select '**Exclude**' to avoid rule on source port defined Specify '*****' for including all ports
Network Protocol	**TCP** implements rule for entire TCP protocol requests **UDP** implements rule for entire UDP protocol requests **ICMP** implements rule for entire ICMP protocol requests **All Protocols** implements rule for entire requests for all protocols
Rule Action	**Accept** – Allows access, allows request to pass **Drop** – Denies access, drops the request **Proxy** – Allows access **Port Forwarding** – Allows access through forwarded port • Specify the IP address to which request is to be forwarded. (This option appears only if port forwarding action is selected) • Specify the port to which the request is to be forwarded. (This option appears only if port forwarding action is selected)
Time Allow	Create Time-based firewall rule. Select date-time for the firewall rule
Description	Specify the description, if required
Save	Click after all specifications are completed. The system will save the provided information and create the rule in the system for configured source and destination address for defined protocol(s).

Note: You cannot view the details of '**Time-based**' firewall rule from **Manage Firewall Rules** page once the time-limit is reached.

Manage Access

24online offers Manage Firewall Rules page in GUI which assists to view all the created firewall rules in one page. Highly user-friendly page which eases your task to view and update any created firewall rule. From the manage access page, you can view complete details of each rule created in the system. With the help of different options you can arrange the rule order and with the help of '**Delete**' option, you can remove unused or erroneous rules from the system.

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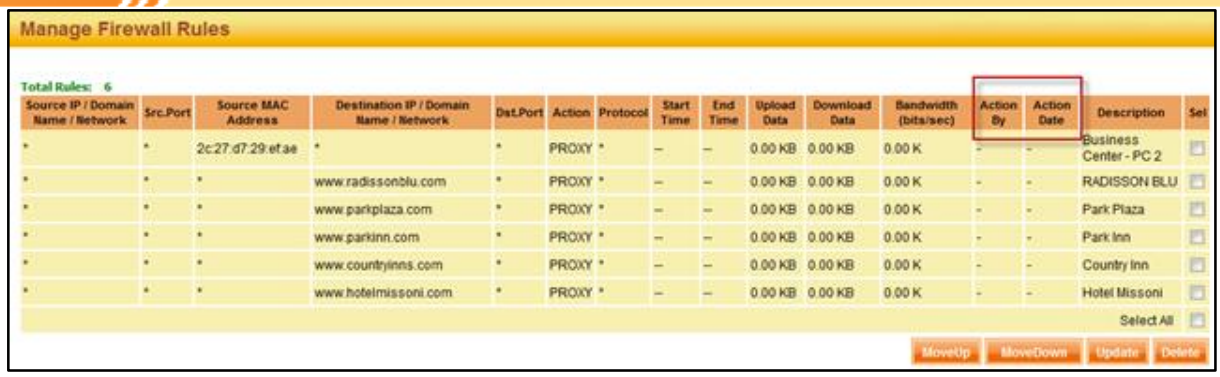

Figure: Manage Firewall Rules

Manage Firewall Rules	
Total Rules	Shows the number of rules created in the system
Source IP/Domain Name/ Network	Shows the details of the network defined. '*' means all the source IP, domain name or network on which the rule is defined
Source port	Shows the name of the port define on which the rule is applied. '*' means all ports in the network
Destination IP/Domain Name/ Network	Show the name/IP of the destination source for which the rule has been defined
Action column	Shows type of action to be taken against each destination source
Protocol column	Shows type of protocol defined against each source & destination network
Start Time	Shows the start time of the Firewall
End time	Shows the End time of the firewall
Upload column	Shows amount of data uploaded by the defined traffic
Download column	Shows amount of data downloaded by the defined traffic
Bandwidth columns	Shows amount of bandwidth used by the defined traffic
Action By	Displays the name of the performer of action
Action Date	Displays the date of action
Description	Shows the description, if provided while creation of rule

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Select	Use to remove or move up/down the rules
Delete	Select to remove any rule from list

Changing Firewall Rule Order

Rules are listed according to their priority. When the rules are applied, they will be processed from the 'top to down' and the first suitable found is applied.

It's necessary to specify priority of rules in case of multiple rules. Otherwise, a general rule might allow a packet that you specifically have a rule written to deny later in the list. When a packet matches the rules, the packet is immediately dropped or forwarded without being tested by the rest of the rules in the list.

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For Example:

Rule 1

Source IP - 192.168.1.142

Destination IP Address – www.yahoo.com

Action – Deny

Rule 2

Source IP – 192.168.1.142

Destination IP Address – www.yahoo.com

Action – Proxy

- If the order is changed, i.e. Rule 2 precedes Rule 1 then Host 192.168.1.142 will be able to access www.yahoo.com even though the Deny rule is specified.

Select the check-box against the rule from the list and use '**Move-Up**' or '**Move-Down**' button. Click 'Move Up' to move the selected rule one step up and click 'Move Down' to move the selected rule one step down.

After necessary modifications, click '**Update**' button to save the details.

Denial of Service (DoS) Settings

DoS (Denial of Service) attacks typically target sites or services hosted on web servers such as banks, credit card payment gateways or even root name-servers. Varied forms of DoS attack are prevalent like ICMP flood, SYN flood, TCP flood, UDP flood, ARP flood etc.

24online DoS settings allow you to easily avoid malicious clients from creating network congestion. With the help of DoS settings, you can define the number of packets for different types of attacks that can occur in the network.

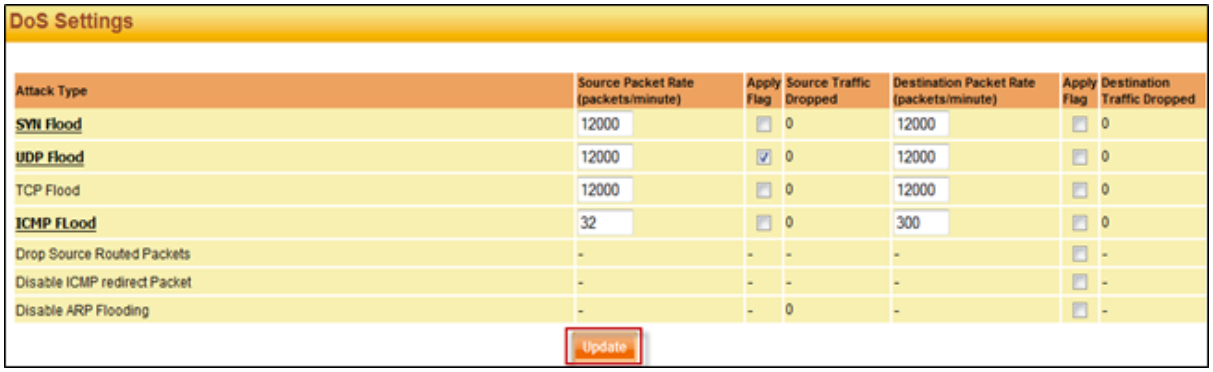

Figure: DoS Settings

DoS Settings

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Attack type	Displays different type of protocol attacks
Source Packet Rate (packets/min)	Specify details of SYN, UDP, TCP, ICMP flood rate per minute to be allowed
Apply Flag	Flag the type of attack for which the rule should be applied
Source Traffic Dropped	Specify the destination packets rate to be allowed per minute
Apply Flag	Select flag to the attack type on which the rule should be applied
Destination Traffic dropped	Displays rate of destination packets dropped

To view the flooding details for any of the attack types (i.e. SYN, UDP, TCP, and ICMP) click on the name of attack type. The system will open a separate window in which you can see the details as shown below:

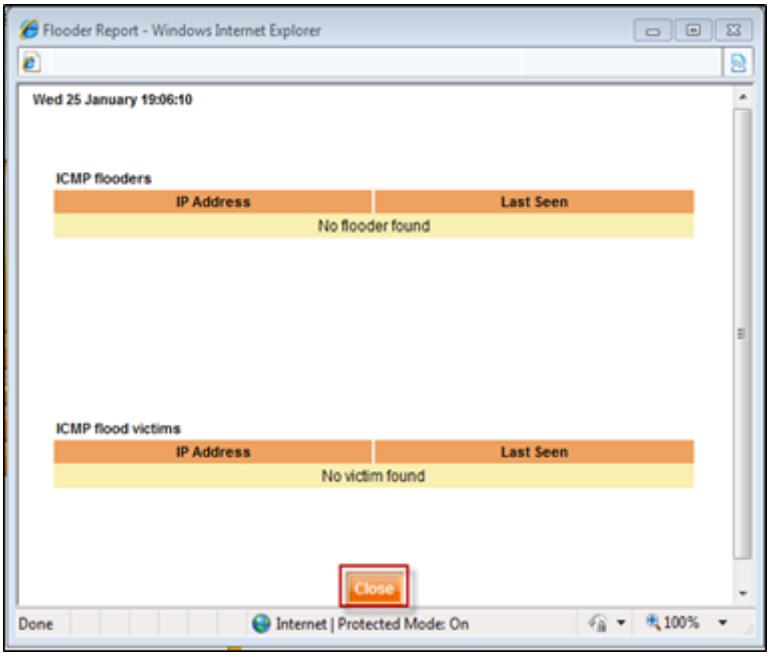

Figure: DoS Settings

The window will display the ICMP flooders and victims IP address and last seen details. Click on '**Close**' to close the window.

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Manage DoS Bypass Rule

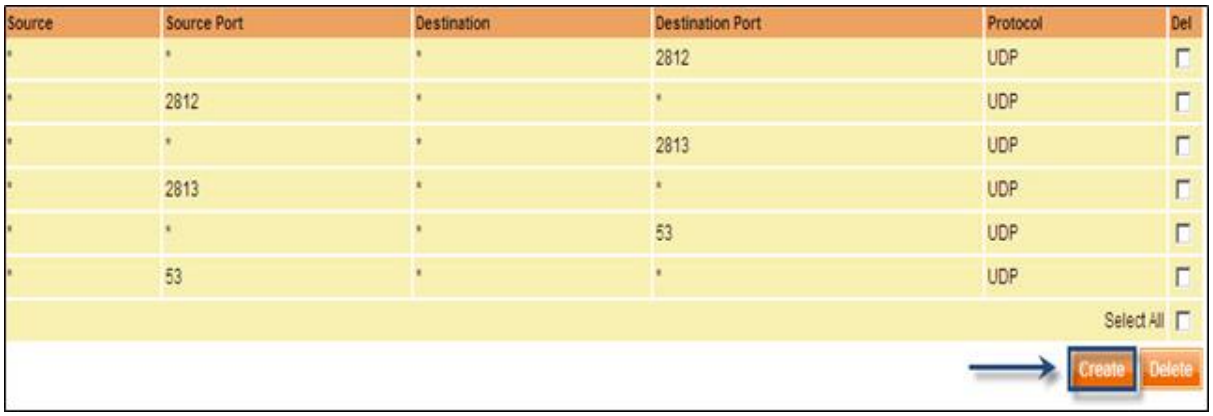

Figure: Manage DoS Bypass Rule

Create the list of Source and destination port which has DoS bypass. Communications from the listed ports will not have Dos rules applicable. To create a new Dos Bypass rule, select Create.

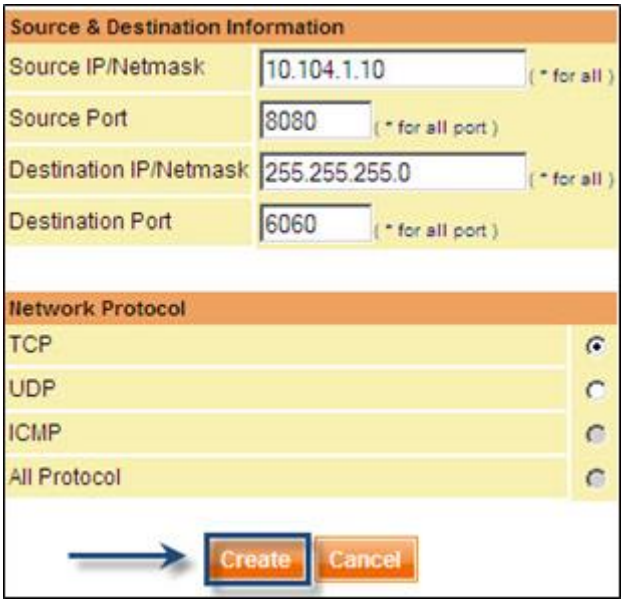

Figure: Manage DoS Bypass Rule

Manage DoS Bypass Rule	
Source IP/Net-mask	Specify the source IP/Net-mask
Source Port	Specify the Source Port
Destination IP/Net-mask	Specify the destination IP/ Net-mask
Destination Port	Specify the destination port
Network Protocol	Select the protocol for which you want to allow the traffic. To allow all traffic, select 'All Protocol' button.

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Manage Free Sites

As a part of security measures 24online offers login or access only if user is authenticated. In-case you wish to allow user to surf any free-site without authentication process; you can define the domain name of the site and allow free surfing. With the help of this option, the user will be able to only view or surf the site, but not download or upload any information.

To add site information, select **System Configuration > Firewall > Manage Free Sites** from GUI menu:

Figure: Manage Free Sites

Enter the domain name of the site in the text box and click the '**Add**' button.

DHCP Configuration

DHCP stands for Dynamic Host Configuration Protocol which provides dynamic IP to hosts on request. With dynamic addressing, devices on the network can have different IP addresses every time it is connected to the network. This feature helps in maintaining track of IP addresses, rather than requiring an administrator for managing the task. For example, if a new computer is added to the network, then service provider can easily assign a unique IP address for it without any hassle, if DHCP is configured.

Note: For further details on configuring DHCP and interface on which it's configured in the system, refer to Configure DHCP server in Config page.

IP Leasing Report

With the help of DHCP IP leasing report, you can generate the details required for understanding allocation of different IP addresses to different users in the network. The report offers detailed information about the IP address assigned to any user including Ethernet details to date & time of the usage. For complete understanding on how to generate the report and details, please follow the instructions given below:

To configure DHCP, select **System Configuration > DHCP > IP Leasing Report** from GUI menu:

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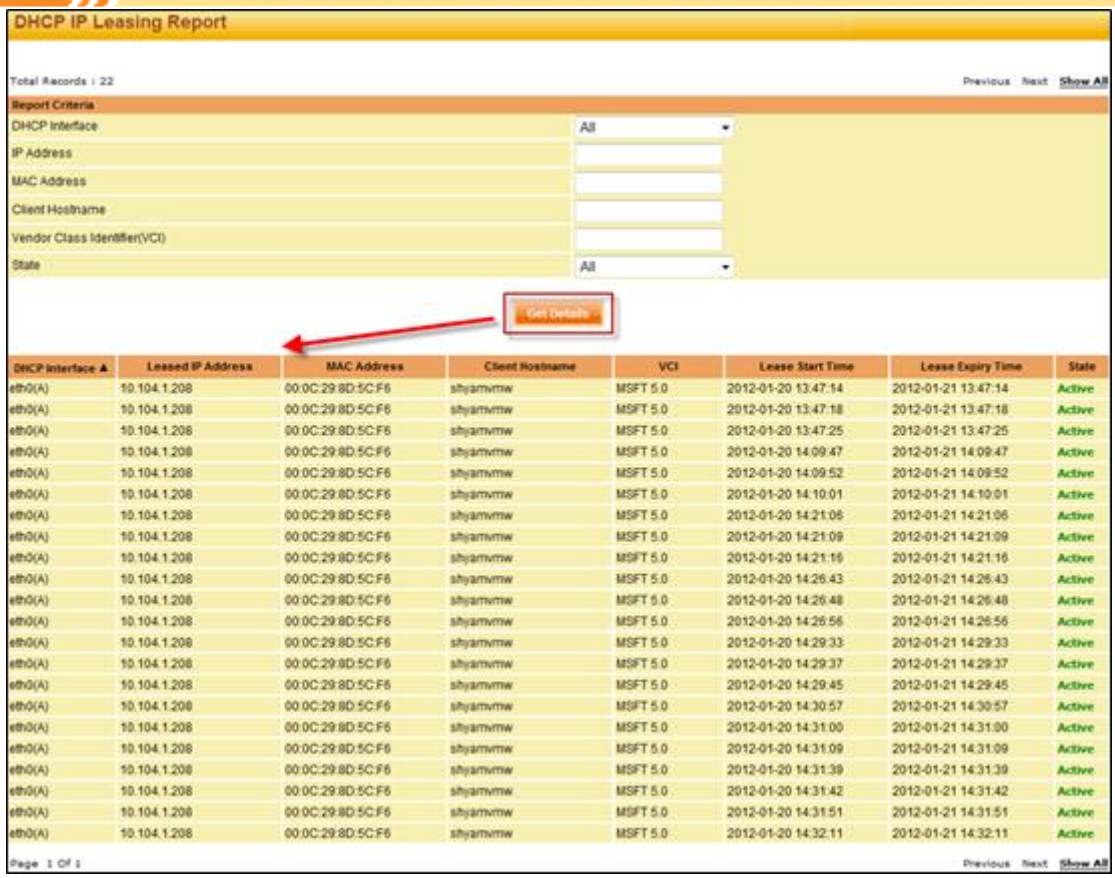

Figure: DHCP IP Leasing Report

- Total records show the number of records in the report
- Use the Next & Previous buttons to navigate the pages

DHCP-IP	
Leasing Report Search Criteria	
DHCP Interface	To search any specific Ethernet name on which the DHCP has been configured, click the drop-down box and select the Ethernet name from the list
IP address	Use to search by IP address
MAC address	Use to search by MAC address
VCI (Vendor Class Identifier)	Use to search by VCI
Get Details	Click after all specifications are completed

Report Search Results

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DHCP Interface	Shows list of names of the Ethernet on which the DHCP has been configured
MAC address	Shows list of MAC address to which the IP address has been assigned
Leased IP address	Shows list of IP addresses leased by DHCP server
VCI	Shows list of VCI against each IP address leased from server
Lease Start Time	Shows starting time and date when the IP was leased
Lease Expiry Time	Shows stop time and date when leased IP was expired

Services

There are different types of services running in the system which helps in performing different functions like DHCP, DNS, 24online Server, Dynamic DNS Service, and HMS communication server. Each of this service has its own function and behavior in the system. It is mandatory to keep these servers active to perform their functions. With the help of options given in the 'Services' page, you can start, restart or disable various configured servers, as per the requirement. To understand how to manage the servers, please follow the instructions given below:

To manage services, select **System Configurations > Services** from GUI menu:

Figure: Manage Services

Manage Services	
Service name	Shows names of different servers running in the 24online solution
Status	Running – If the server is in active mode Stopped – If the server is in inactive mode
Commands	Use '**Start**' button to start any stopped server Use '**Stop**' button to stop any active server Use '**Enable Auto-Start**' button, by which the system will automatically start the server with the start-up of 24online server Use '**Disable Auto-Start**' button to eliminate the auto-start action Use '**Restart**' button to restart all the servers with 'Enable Restart' status Use '**Shutdown**' button to shutdown the 24online server and system. Once the 24online server is shutdown using this option then you need to start the server manually using the 'Power On' given in the appliance

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Console

Reset Console Password

With the help of options on this page, you can change the text based console login password, if required. There are three simple steps using which the passwords can be changed. Follow the instructions given below for complete understanding on how to change the password:

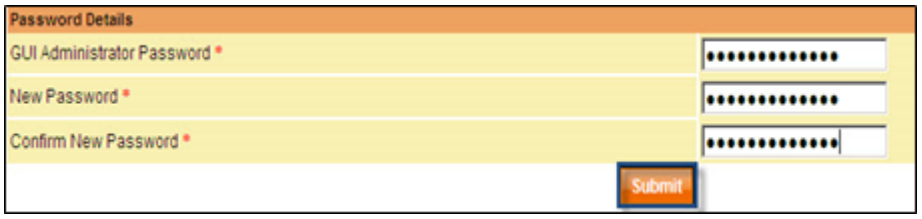

Figure: Console Password

Console Password	
GUI administrator password	Enter GUI administrator login password. This is to confirm that the password change action is taken by the administrator rights entity only
New Password	Enter new password to be assigned to the text based console in 'New Password'
Confirm New Password	Specify same password as mentioned in 'New Password' box for confirmation
Submit	Click after all specifications are completed. The system will save the password information and from next login onwards, console user has (i.e. administrator or operator) has to enter with the new password defined in the system.

Manage Data

To err is human! As the famous proverb goes…but to be organized is always divine! 24online offers Manage Data option in GUI which helps you to have regular backup, so that in-case of disk failure, file corruption or accidental deletion, the necessary details can be recovered from the backup. There are many ways to take back-ups and just as many types of media to use as well.

24online provides facility of taking regular and reliable data backup which maintains the log of each and every session and action of the system. Backup consists of all the policies, logs, and all other user related information. But taking regular backup of the data manually also becomes hectic and if missed can lose important data from the system. For such reason, 24online allows you to define automatic backup schedule by which the system itself takes the back-up information and stores it in the required disk (configurable). There are several other options using which you can manage the

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backup data in the system efficiently. Let's understand each menu and option in-detail, in the below section:

Backup

With the help of this backup option you can take immediate back-up from the system manually, as and when required.

To take back-up from system, select **System Configuration > Manage Data > Backup** from GUI menu:

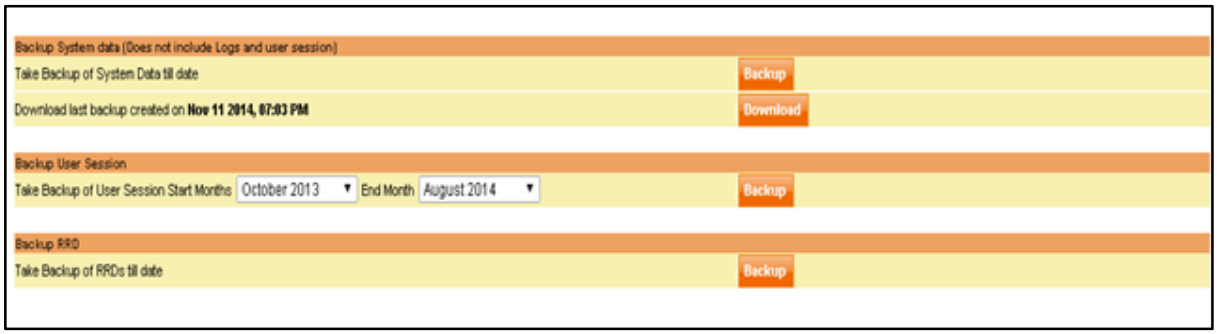

Figure: Backup Data

Details of Screen Element

- Use the 'Backup' button in '**Take Backup of system date till date**' option to take data till date. This back up data will contain complete details of users, pools, policies, packages etc. created in the system.
- After taking the backup, use the '**Download**' button in to download the data. The 'Download last backup' option shows the data and time of last backup.
- Use the 'Backup' button in 'Backup User Session' option and select the desired month to take. This back up data will contain complete details of users surfing details created in the system.
- After taking the backup, click on "userssessionbackup.24online.*" file to download the data. The 'Download last user session' note displays time of last backup.
- RRD files are different types of graphs files in the system. (Graph files can include bandwidth graph, data transfer graph etc files)
- 24online maintains five types of logs:
    - **Web Surfing Log** offers detailed information of all the websites visited by all users in the system.
    - **Virus Log** offers details of malicious traffic requests received from different sources.
    - **Audit Log** offers details of all the actions performed by the 24online administrator.
- After specifications are completed click '**Backup**' button.

Note

- Websurfing Log details can be generated only if the Websurfing Log module is enabled.
- Audit Log details can be generated only if the Audit Log module is enable
- These are add-on modules, kindly purchase them from 24online. Refer to Websurfing Logger and Audit Log Report document for further details.

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Set Backup Schedule

With the help of this option, you can set the backup schedule required to automatically take backup from the system. There are different options given in the page using which you can define the time period of backup and types of logs to be taken.

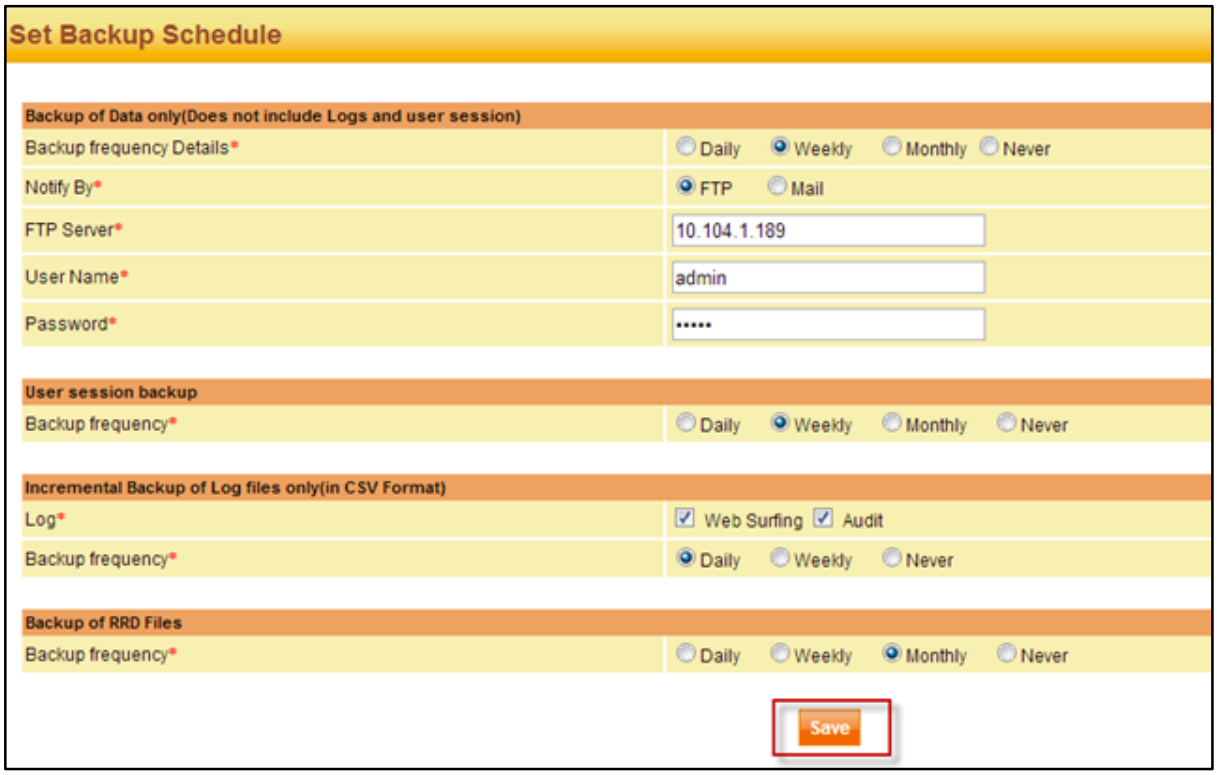

Figure: Set Backup Schedule

Set Backup schedule	
Backup frequency	Define interval of time when the system should regularly take the backup. o **Daily** takes daily backup o **Weekly** takes weekly backup o **Monthly** takes monthly backup o **Never**, if you do not want to define any schedule for data backup
Notify By	Define option to store the files. Backup files will be in CSV format, which can be sent to ftp server (configurable) or directly to defined email ID. **FTP**: Define the FTP server IP address using which 24online will directly communicate with the server. Specify the username and password using which 24online will login the server to store the files **Email ID**: You need to define the email ID to which the back files have to be sent
User session Backup	Define interval of time when the system should regularly take the backup. ● **Daily** takes daily backup ● **Weekly** takes weekly backup

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	• **Monthly** takes monthly backup • **Never**, if you do not want to define any schedule for data backup
Log Type	Backup of log files will be taken in CSV format. Available logs for backup: • Web Surfing Log • Virus Log • Audit Log (Only if Audit Log module is registered
Incremental Backup of log files	Select '**Daily**' option to take daily backup Select '**Weekly**' option to take weekly backup Select '**Never**' if you do not want to define any schedule for Log files
Backup of RRD files	Select '**Daily**' option to take daily backup Select '**Weekly**' option to take weekly backup Select '**Monthly**' option to take monthly backup Select '**Never**' if you do not want to define any schedule for RRD files
Save	Select after all specifications are completed

Restore

Apart from taking backup from the system, 24online also offers the facility by which you can restore backup in the system. According to the data restored in the system, all user information will be updated and modified accordingly. To understand how to restore backup in the system, please follow the instructions given below:

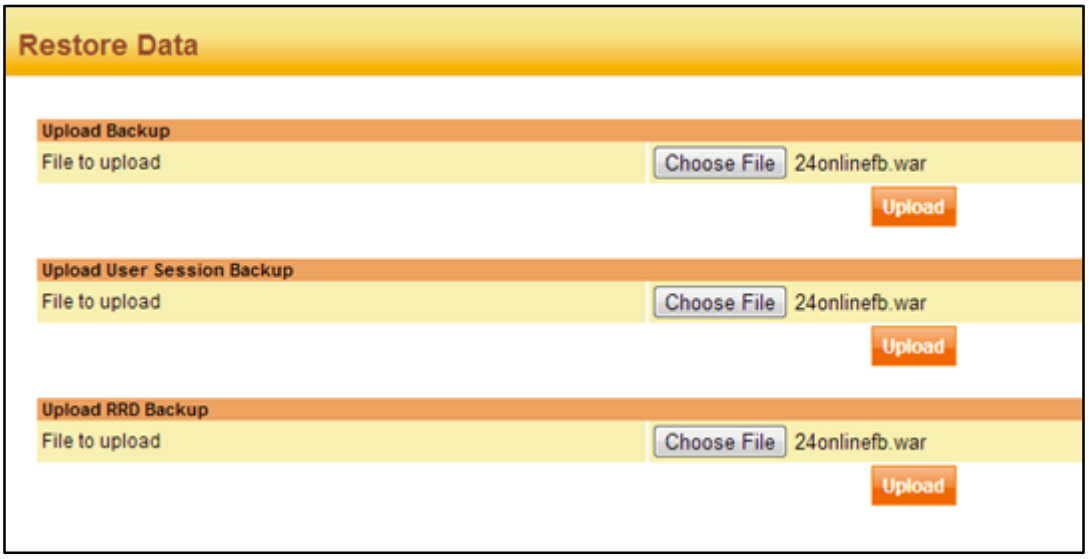

Figure: Restore Desktop

With the help of restores backup options, you can upload backup data, which includes user details like policies, packages, usage etc. And you can also upload the RRD files required for understanding the user's usage graphs. Similarly, upload audit log data as well.

To upload files you need to click the '**Browse**' button and select the appropriate path where you have saved the file in your system. Click the necessary file and use the '**Upload**' button.

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Configure Auto-Purge

Periodical removal of data from the system is known as purging of data. When there are hundreds and thousands of guest's details and logs in the system, purging unused and old data from system is necessary. So, 24online provides auto purge and manual purge facility for deleting logs records. With the help of auto purge, you need not periodically remember to remove logs from the system, 24online allows you to define a schedule for purging logs and according to the defined schedule it will remove all the unnecessary data (logs) from the system. To understand how to configure auto purge options follow the instructions given below:

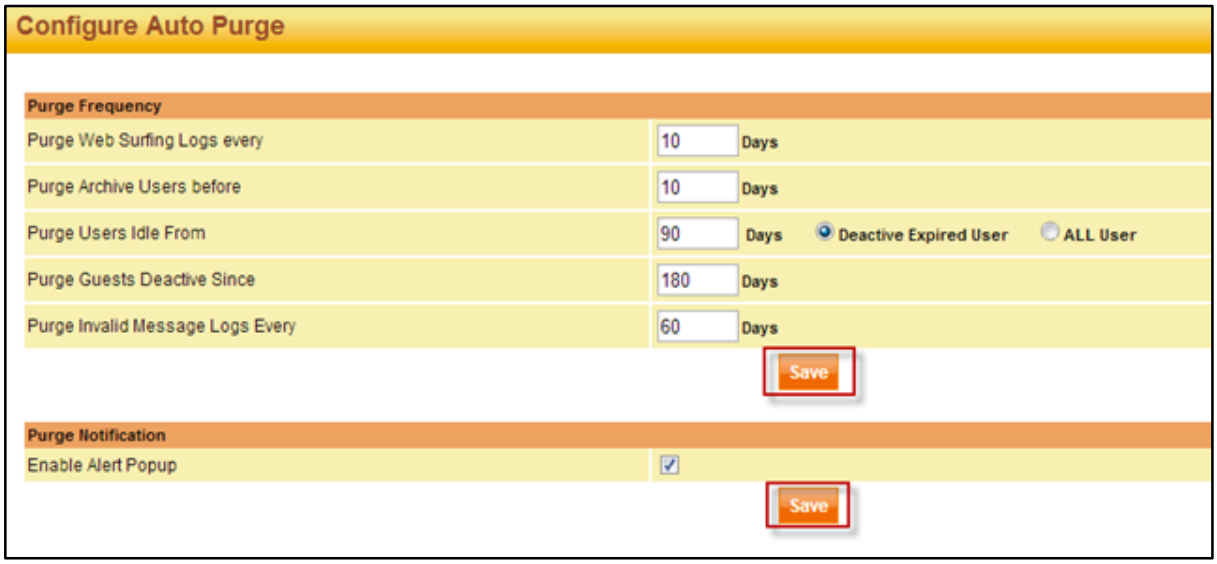

Figure: Configure Auto Purge

Set Backup schedule	
Purge Web Surfing Logs every	Define number of days after which web surfing log should be purged automatically
Purge Archive Users Before	Define number of days after which archive users should be purged automatically
Purge Users Idle From	Define number of days after which users who have not logged from a configured value should be purged automatically Eg. users have not logged from last 90 days , those
Purge Guest De-Activated Since	Define number of days after which web surfing log should be purged automatically
Purge Invalid Logs every	Define number of days after which web surfing log should be purged automatically
Save	Select after specifications are completed
Enable Alert Popup	Pop-up notification will be displayed before purging the logs. If you do not want the pop-up notification then leave it unchecked

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Save	Select after specifications are completed

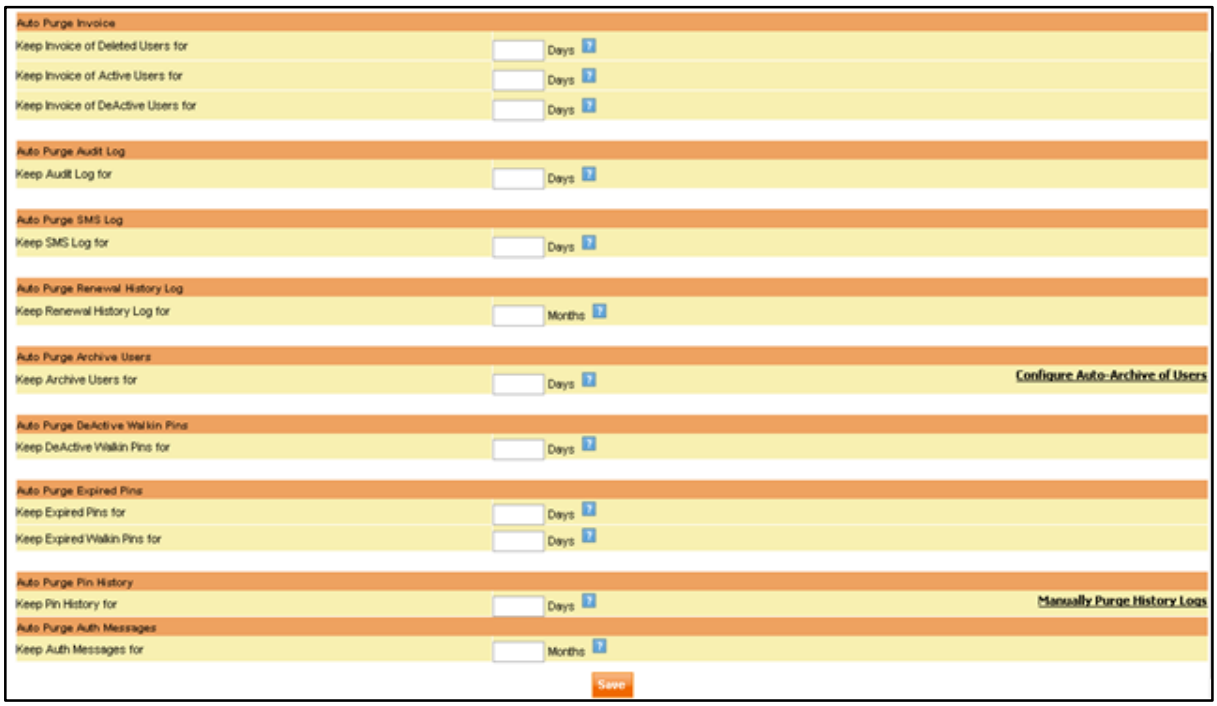

Figure: Configure Auto-Purge

Configure Auto Purge	
Keep Invoice of Deleted Users for	Enter number of days after which invoice of deleted users should be purged automatically
Keep Invoice of Active Users for	Enter number of days after which invoice of active users should be purged automatically
Keep Invoice of Deactive Users for	Enter number of days after which invoice of deactive users should be purged automatically
Keep Audit Log for	Enter number of days after which the audit log should be purged automatically
Keep SMS Log for	Enter number of days after which the SMS Log should be purged automatically
Keep Renewal History Log for	Enter number of months after which the renewal history log should be purged automatically

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Keep Archive Users for	Enter number of days after which the archive users should be purged automatically
Keep Deactive Walkin Users for	Enter number of days after which the deactive walkin users should be purged automatically
Keep Expired Pins for	Enter number of days after which the expired pins should be purged automatically
Keep Expired Walkin Pins for	Enter number of days after which the expired walkin pins should be purged automatically
Keep Pin History for	Enter number of days after which the Pin History should be purged automatically
Keep Auth Messages for	Enter number of months after which the Auth Messages should be purged automatically.
Save	Select after specifications are completed

Manage Purge

Manual purge option is provided so that you need not wait for the schedule to run and purge details, you can purge as and when required even without scheduling. With the help of this option, you have the facility to select the type of logs that you wish to purge. You can select the date, and the system will purge all logs **created before the selected date**. To understand how to use the manual purge option, follow the instructions given below:

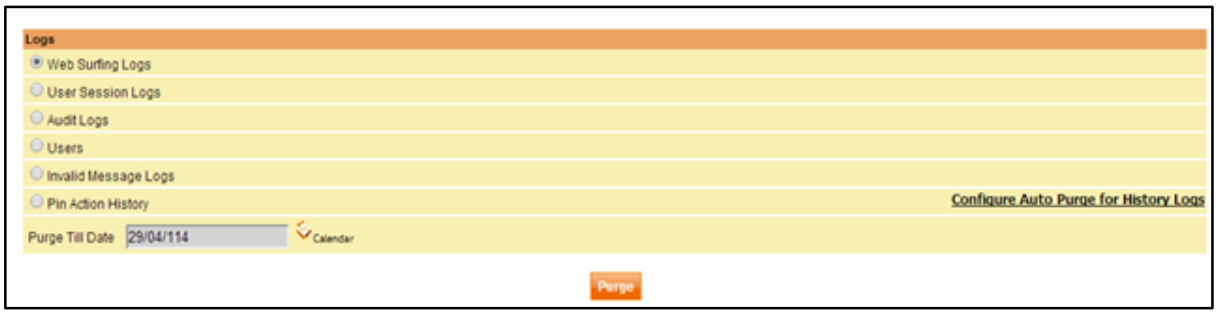

Figure: Manual Purge

Manual Purge- Logs	
Web Surfing Logs	Will purge all Web-Surfing details of the guests created before the selected date
User session logs	Will purge all user session details of the guests created before the selected date

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Audit Logs	Will purge all audit logs before the selected date
Users	Select 'Users' options and select the check-box of de-active guests by which the system will purge all de-active guests from the system created before the selected date
Invalid Message Logs	Will purge all invalid messages sent to guests till the date defined
Pin Action History	Will purge complete pin action history till the date defined
Purge	Select after all specifications are completed

Migrate User

With the help of migrate users, you can easily take backup of users from any server and migrate it into 24online server. Please follow the instructions given below to migrate guests:

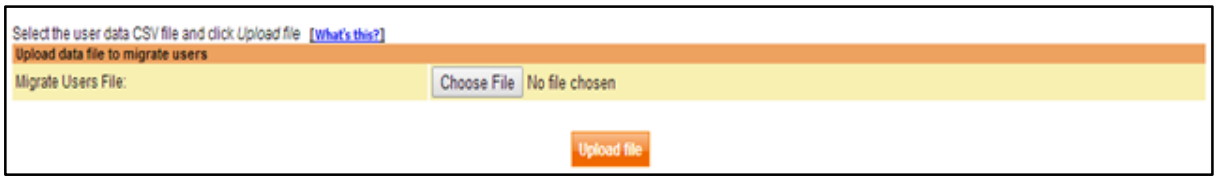

Figure: Migrate Users

Select the '**Choose File**' button and select the file where you have saved in your system, and click the '**Upload File**' button.

Please note following points as given below while creating the CSV file(s) for migrating guests:

- Maximum 2000 guests are suggested to migrate in each CSV file
- The first row of the CSV file should contain main titles of the data like – username, password, name, packagename, usedminutes, remainingminutes, uploaddata, downloaddata, macaddress, bindtomac, macaddress, ipaddress, isroomuser, birthdate, email, adderss1, address2, city, state, country, zip and phone
- Titles should be in the given format, without any space or character between the words. Titles are case sensitive and should be mentioned exactly as given above
- '**Username**' must be the first column of the file. While specifying the details in 'name' field, ensure that you specify comma after each user name and leave no space between the comma and username. Remaining fields like password, packagename etc. are optional and can be added in any order in different columns after 'username'
- Rest of the rows is values corresponding to the header fields. If values mentioned in the rows do not match to the corresponding header then system will display error
- Number of fields in each row should be same as the header row

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- System will display error message in-case if data is missing for any field under specified header.
    - In-order to leave space in any fields like - **password, name, packagename, email, address1, address2, city, state, country, ipaddress, birthdate**. You need to specify any of the character as the value
    - In-order to leave space in any numeric value field like: remainingminutes/usedminutes, uploaddata/downloaddata, zip, phone. You need to specify '0' as the value
    - For '**bindtomac**', you need to specify '**Y**' or '**N**' in the field. If nothing is specified then it will by default consider as the value as '**N**'
    - In '**isroomuser**' field, system does not accept space, you need to specify either of the option – '**Y**' or '**N**'. In-case of space, system will display '**Invalid CSV format**' error
- If password column is not added in the header then it will set same as username
- In-case if packagename column is not added in the file, then system will display entire list of guests without package details and allow administrator to select any package for complete list (this can be done after uploading the file). The system will verify whether the details provided in the packagename fields are accurate as in the system, i.e. specified package name(s) in the file are similar to package names available in the system. In-case, if the package name does not match, then system will prompt to add default package for the specific
- Usage values of the fields like usedminutes/ allottedminutes or upload/download must not be negative. Value mentioned for **used minutes/allotted minutes/remaining minutes** should be in minutes, i.e. 10 hours = 600 minutes. Values mentioned for upload data/download data should be in bytes, i.e. 100 MB = 104857600 bytes. If used minutes of the guest are greater than the allotted minutes, then in that case system will automatically consider the allotted time of the guest
    - E.g. suppose used minutes of a user is 610 and package allotted minutes is 600, then system will automatically consider user minutes as 600
- Values mentioned in '**expirydate**' and '**birthdate**' field should be in **dd/mm/yyyy** format, and if you want to add time stamp in expiry date then '**dd/mm/yyyy HH:MM:SS**'. Use '*****' character to leave space in '**expirydatetime**' and '**birthdate**' field
- If **IP address** mentioned in the CSV file does not match or belong to any of the pool(s) created in the system, then system will by-default allow the user from all nodes. IP address(s) which is/are not found in any of the pool created in the system will be displayed in red color
- For '**isroomuser**' field enter only **Y** or **N**
- Blank rows will be ignored

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Note: Please ensure that you select the check-box against the username for all the guests you want to migrate and register.

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Client Services

Client Services is facility using which you can configure and set various messages that will display to end user. With the help of this facility you can send different welcome messages, advertising messages or any system information etc. Client Services can be used to:

- Set various messages which will be sent to guests on clicking particular option on website/login page etc
- Specify URL to open every time when a guest logs on
- Upload the images or company logo to be displayed in My Account page
- Specify no. of records to be displayed per page
- Set grace period for renewal
- Configure mailing schedule of proactive periods

Customizable Images

Advertising and marketing plays a vital role in a prosperous and flourishing business. Essential feature i.e. Company logo is an important graphical identity of the business. With the help of this option you can add company logo to user my account page or advertising material in form of images etc. You can find different parameters to add images, using the options given on this page. The image size should be according to the dimensions defined on the page.

To customize the page, select **System Management > Client Services > Customizable Image** from GUI menu:

Figure: Customizable Images

Details of screen elements

- '**Browse**' facilitates to upload specified dimension (i.e. 700*80) of image which will be displayed in the top bar of My Account Page
- '**Browse**' facilitates to upload specified dimension (i.e. 700*80) of image which will be displayed in the bottom bar of My Account Page
- '**Preview**' facilitates to see the sample of top and bottom image in the page
- '**Browse**' facilitates to upload specified dimension (i.e. 140*110) of image which will be displayed in the top left corner of My Account Page
- '**Preview**' facilitates to see the sample of top left corner image in the page

After uploading all the images as required, click the 'Upload File' button

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Forgot Password Configuration

With the help of this option you can define the interval of time by which the system will prompt you regularly to change the admin password. This feature helps in maintaining the security of the password and avoids any kind of misuse of the same.

Figure: Forgot Password

Details of Element Screen

- Click the drop down box and select the interval of time according to which the system will prompt you to change the password of admin GUI
- Specify the number of passwords to be allowed in each interval of time

Client GUI URLs

24online is a flexible solution that can act as local, external or other external server as per your requirement. With the help of different options in the "client GUI URLs" page, you can define links to which the system should direct the user for different actions. Let's understand each option in detail in the below section:

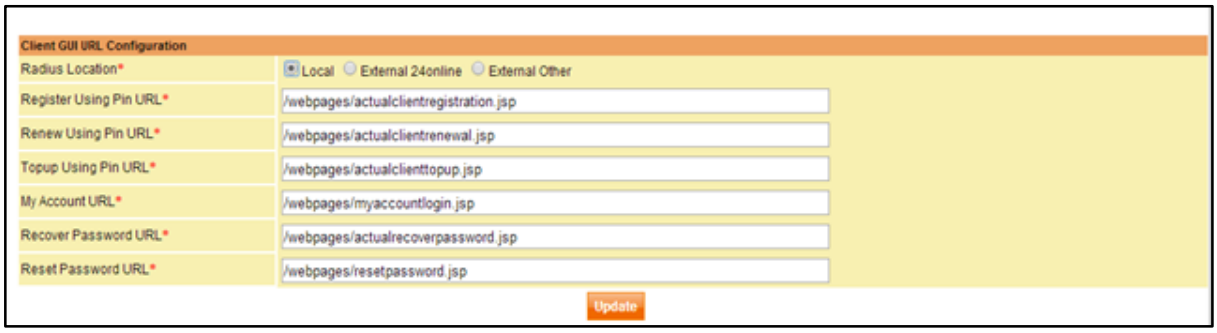

Figure: Manage Client GUI URLs

Manage Client GUI URLs	
Radius Location	Local – 24online server acts as the local RADIUS External 24online – Select this option if you are using some other resource as RADIUS and want 24online to use as external server External other – Select this option if you are using other resources for RADIUS, and want 24online to act as other external resource
Register Using Pin URL	Specify registration URL for pin user to directly register using pin details
Renew Using Pin URL	Specify renew pin URL from where the user can renew the account using pin

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Topup Using Pin URL	Specify topup pin URL from where user can topup their account using Pin
My account URL	Specify my account page URL of the user, by which user can edit/manage necessary information, as and when required
Recover Password URL	Specify the URL from where the user can recover the password
Reset Password URL	Specify the URL from where the user can reset password
Update	Select after all specifications are completed. The system will save the URL information and redirect the user to specific links for each action.

Web Service Parameters

With the help of web-services administrator can easily create, update and delete user without accessing 24online GUI.24online server will authenticate the username and password and perform the actions.

Administrator can configure default parameters of Web Service and create 'User' through Web service parameters. Instead of providing list of details while creating a user, default template can be configured by using GUI interface. Pre-paid packages can be registered as well as registered/renewed. Default package can be changed on renewal. Let's understand each option in detail in the below section:

To configure web service parameters go to: **System Configurations > Client services > Web service Parameters**

Figure: Configure Web Service Parameters

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Configure Web Service Parameters	
Default User Creation Template	
Default Package	This box displays list of packages that can be assigned to the user. Packages are created using following parameters: ● Online Package ● Pre-paid Package ● User Type Package ● Registration/Registration-Renewal Select the drop down box and select the default package to be assigned to the user on registration.
Login Restriction	Following options allow the user login as per the configuration: Select '**Allowed from all nodes**' to allow the user from any network IP address. Select '**Allowed from selected pool**' to allow the user from a select pool in the network. Select the drop down box next to the option and select the pool from the list in which the user is added.
Bind to MAC Address	Specify whether the user should be bind to MAC address or not. This option would record the MAC address of the user that is received on first login and authenticate the same on every login.
Generate Invoice	24online offers default invoice option which can be used to generate default user invoice. Specify whether the invoice should be generated or not. Select 'Yes' to generate invoice.
User Status	Specify whether the user registered in the 24online system should be directly activated or should be in de-active state.
Update Button	Select the button to save the details of web services configuration

Service Related Parameters	
Enable User Authentication	Specify whether web service should authenticate the user from where the request has been sent or not.
Maximum Date Range for user session data	User session data is maintained in the 24online system. Specify the number of day(s) user session to be retrieved from the system in single search.
Update Button	Select the button to save service related parameters details.

Password Configuration

24online is a flexible solution that allows administrator to configure the password for PINs. Type of Password can be configured with help of options provided in Password Configuration page.

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Password type suggests the type: numeric (0-9 numbers supported), alphabetic and alphanumeric, mix-case (upper and lower case) alphabets and special characters are also supported.

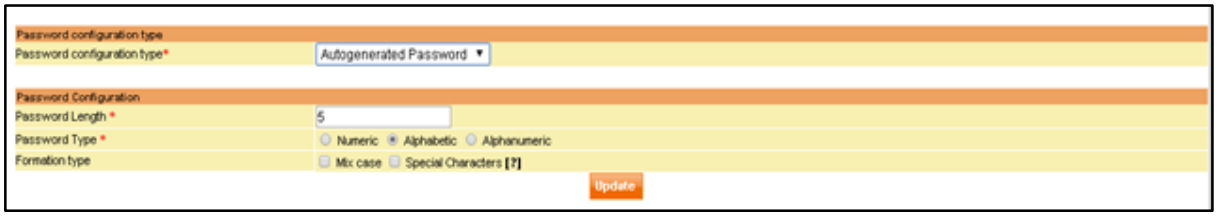

Figure: Password Configuration - Numeric

Figure: Password Configuration - Alphabetic/Alphanumeric

Password Configuration	
Password Length	Enter the length of the password. Minimum length is 5 and maximum is 10.
Password Type	Select the type of password i.e. Numeric, Alphabetic or Alphanumeric
Other Type	In-case of alphabetic or alphanumeric, select Mix-case : For Uppercase and lowercase Non-standards: For special characters like {! $ @ * _ : }
Update	Select after all necessary changes are done

Access Control List (ACL)

Access control specifies which user(s) processes are granted access to the object(s), as well as what operations are allowed on given objects. When an admin user entity performs any operation in any of the feature (e.g. Add User), the system first checks whether the user entity requesting for an operation is authorized or not.

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24online offers facility to specify the access to all features and functions in the system for all users managing 24online (i.e. Managers/Operators/Zone Manager/Zone Operator etc.). Define actions i.e. add/manage/delete/update.

ACL helps define rules to restrict admin access to individual IP address or subnets, by which misuse of admin rights and login can be avoided. Let's understand how to define the access control for each entity in the system:

Access Control

To define ACL, select **System Configuration > ACL > Access Control** from GUI menu:

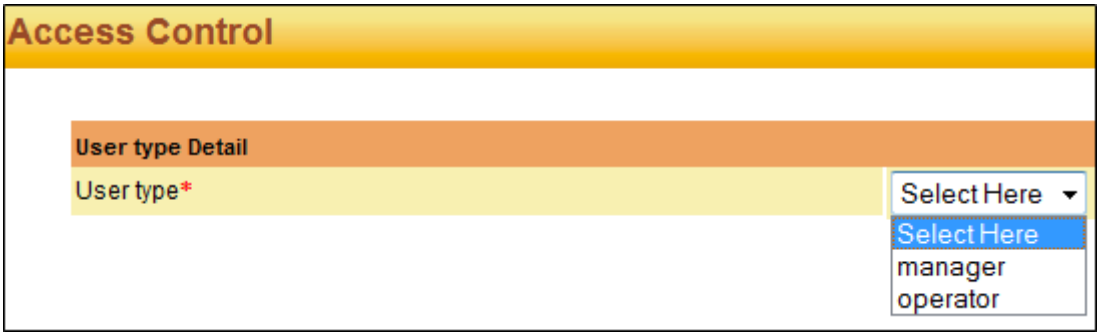

Figure: Access Control List

- Click the drop down box and select the user type for which you want to define the access control.
- The system shows list of modules and access rights allowed for the selected user type.

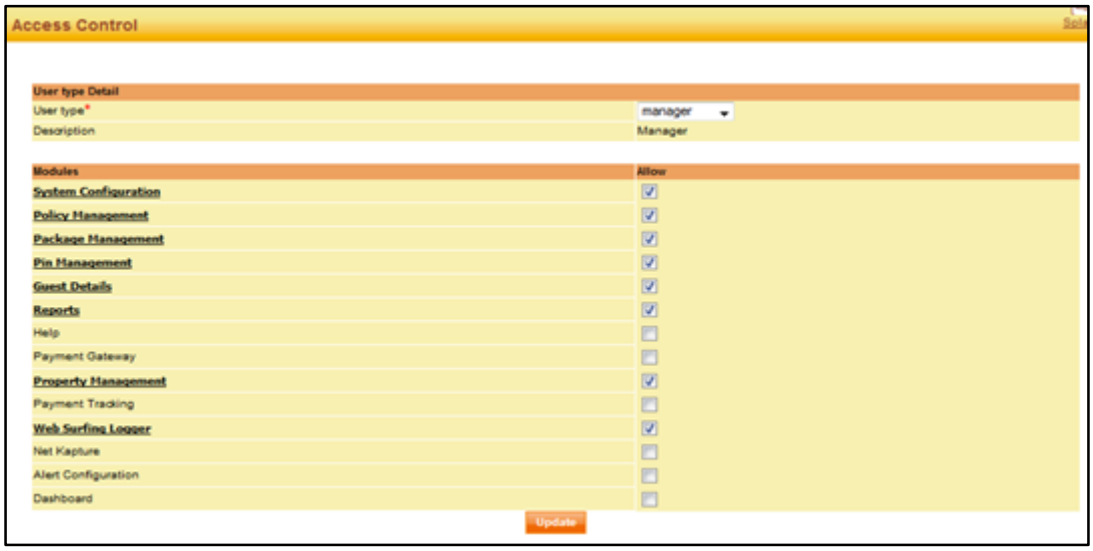

Figure: Access Modules List

The module list shows names of different modules registered in the system.

- Use the allow column to assign rights to use the features of different modules. To assign rights, select the checkbox against the name of the module.
- After selecting the necessary checkbox of the features, click the '**Update**' button.

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Even after from allowing access to the module, you can further restrict user from performing certain actions in each sub-module of each module. You can also define the actions allowed for each feature. Click on the name of the module for which you want to define the action access rights:

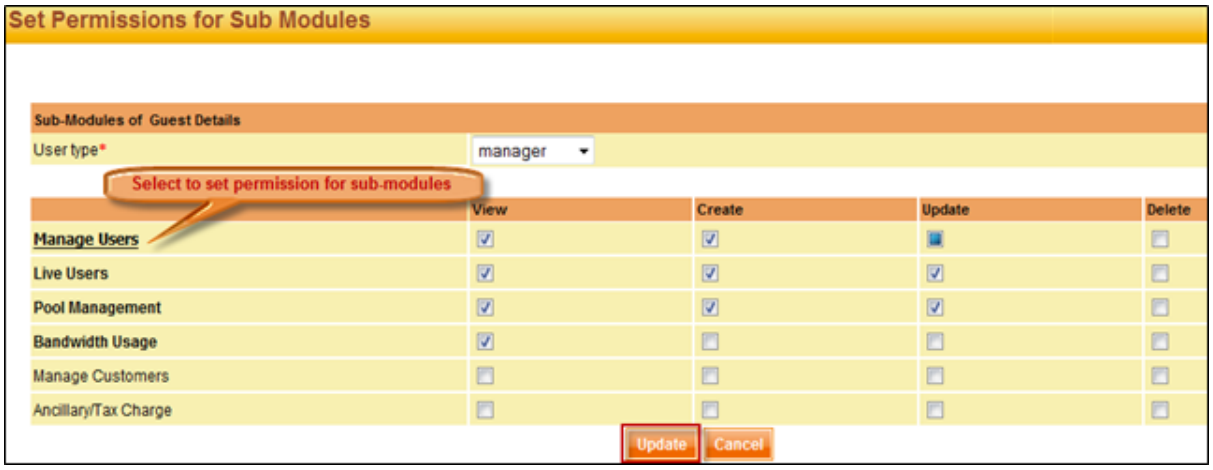

Figure: Access Control List - Submodules

- Sub-modules column shows list of sub-menus in the selected module i.e. User Management

Access Control List- Submodules	
View	Select the checkbox against each submodule you want to allow the rights to View all details. The manager user type will be able to view all the details of the sub-module(s) for which the 'View' rights has been assigned
Create	Select the checkbox against each submodule you want to allow the rights to Create. The manager user type will be able to create required details in the sub-module(s) for which the 'Create' right has been assigned
Update	Select the checkbox against each submodule you want to allow the rights to update. The manager user type will be able to update required details in the sub-module(s) for which the 'Update' right has been assigned.
Delete	Select the checkbox against each submodule you want to allow the rights to delete. The manager user type will be able to remove required details in the sub-module(s) for which the 'Delete' right has been assigned.

After assigning access rights for sub-modules, click the '**Update**' button.

Similarly, after allowing access to the sub-modules, you can further restrict user from performing certain actions in each feature of sub-module. You can define the actions allowed for each feature. Click on the name of the sub-module for which you want to define the action access rights:

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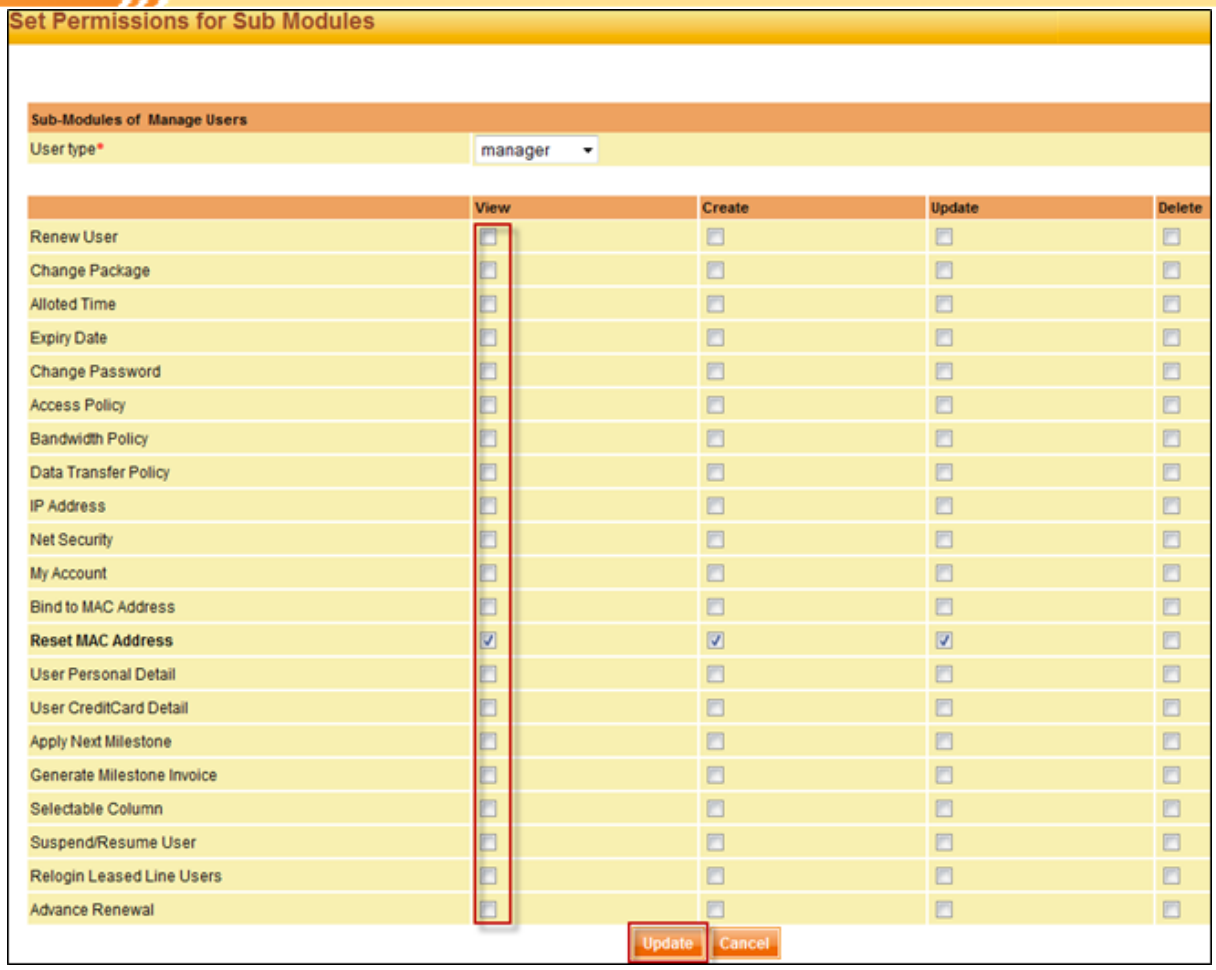

Figure: Access Control List - Features

Access Control List- Features	
View	Select the checkbox against each submodule you want to allow the rights to View all details. The manager user type will be able to view all the details of the sub-module(s) for which the 'View' rights has been assigned
Create	Select the checkbox against each sub-module you want to allow the rights to Create. The manager user type will be able to create required details in the sub-module(s) for which the 'Create' right has been assigned
Update	Select the checkbox against each submodule you want to allow the rights to update. The manager user type will be able to update required details in the sub-module(s) for which the 'Update' right has been assigned.
Delete	Select the checkbox against each submodule you want to allow the rights to delete. The manager user type will be able to remove required details in the sub-module(s) for which the 'Delete' right has been assigned.

- After selecting the features and assign appropriate rights, click the '**Update**' button.

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User Type Management

In-order to operate the 24online system efficiently, systematic rights of access and authorization should be provided to every user managing the solution. Depending upon the rights assigned, user can perform all or any of the four actions: Add, Delete, View, and Update. For authorization and access control, **24online has seven predefined user types**:

- **Hotel Admin** - 'Hotel Admin User' can create and manage Room Type, Policies, Package and VIP Codes of assigned hotel. 'Hotel Admin' have their own Splasher page similar to Administrator users, where they can search and filter hotel specific informations.
    - The administrator defines the rights given to a 'Hotel Admin User'. Administrator can also assign many hotels to one 'Hotel Admin' and one 'Hotel Admin' can manage various hotels.
- **Administrator** – As per the default setup, 24online Administrator user is provided with all rights of creating, updating, and deleting system configurations and user information.
    - Administrator can create multiple administrator level users as well.
- **Manager** - As per the default setup, 24online Manager User is provided with rights to create, update and view user information.
    - As a Manager, the user would not be able to perform delete action.
- **User** - As per the default setup, User is the guest who login to access the Internet, so does not possess any admin rights.
- **Operator** – As per the default setup, 24online Operator User is only provided with right of viewing the user information.
    - As an Operator, the user would not be able to perform Create, Update or Delete actions. (To assign rights, refer to Access Control List)
- **Leased Line** - As per the default setup, Leased Line Users can access Internet without logging on to 24online Client.

Apart from above mentioned user type, additional user type can also be created, as and when required.

With the help of options given in the User Type Management page, you can create additional users as per your requirement. After creating the user, you can also define the required access rights of the user using ACL option. Currently, let's understand how to create additional admin users in the system:

To create user type, select **System Management > ACL > User Type Management** from GUI menu:

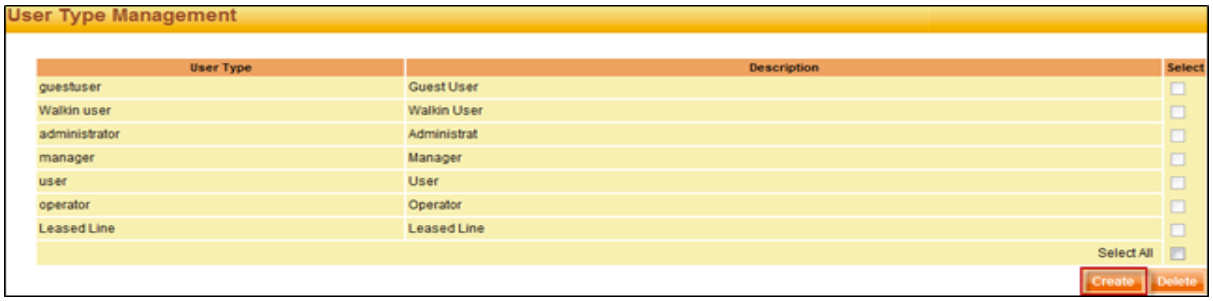

Figure: User Type Management

- The user type column shows predefined types of users created in the system.
- Default user types cannot be deleted from the system.

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- The description column shows the description of each user type.
- Use the create button to create a new user type in the system.

On clicking the '**Create**' button the system will display the following screen:

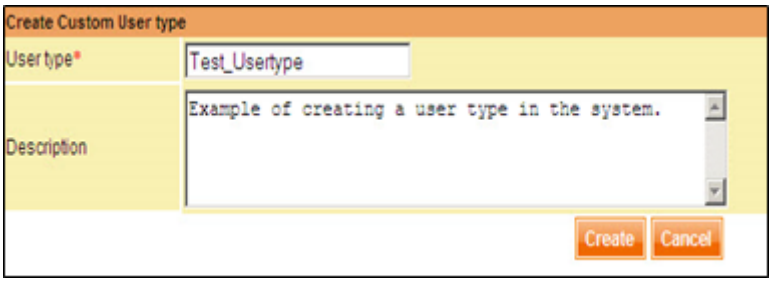

Figure: Create User Type

Details of screen elements

- Enter the name of the user type to be created.
- Describe the details of the user type to be created in the system.

After entering the details, click the '**Create**' button.

Access Configuration

As an admin, there are several options and functions which are confidential and secured including user details, payment receipts, revenue generation etc. In such it is very necessary to use the admin login in limited space with secured access. For such reason, 24online offers the facility using which you can define specific IP addresses, only using such IP addresses you can access the text based console and graphical interface, as admin.

To configure access, select **System Management > ACL > Access Configuration** from GUI menu:

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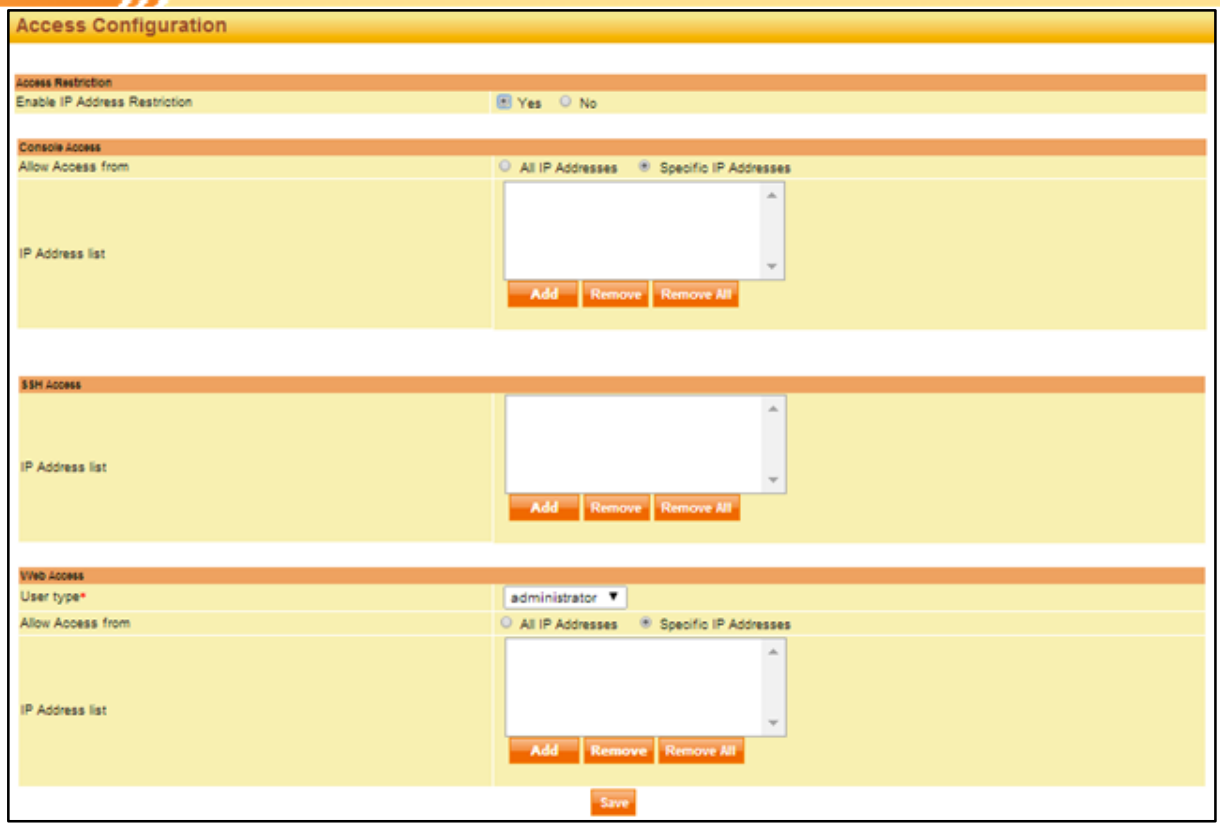

Figure: Access Configuration

Details of screen elements

Use the enable IP address restriction and define whether you want to enable the restriction or not. Selecting '**Yes**' will give you options to enable. To avoid any restrict use '**No**'.

The restriction parameters are divided into two slabs for Text Based Console Access Restriction and Web Based GUI Restriction. Configure the parameters in each slab to allow login for both the interface using defined IP addresses.

Console Access (Text Based)

- Using the 'Allow Access From' options define whether the access should be allowed from all IP address in the network or specific IP.
- Using the 'IP Address List' options specify from which IP addresses access to text based administration console should be allowed. (This option appears only if Specific IP Addresses option is selected)
    - Click '**Add**' to add IP address to the list
    - Click IP Address and use '**Remove**' to delete IP address from the list
    - Click '**Remove All**' to remove all IP address from list

SSH Access

- Using the 'IP Address List' options specify from which IP addresses access to SSH should be allowed.
- Click 'Add' button to add IP addresses to the list.
- Click 'Remove' button to remove some IP address from the list.
- To remove all IP addresses in the list, click 'Remove All' button.

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Web Access (GUI)

- Specify which user has access to web based administration console. Click the drop down box and select the user type from the list.
- 'Allow Access From' option defines whether the access should be allowed from all IP address in the network or specific IP addresses.
- Using the 'IP Address List' options specify from which IP addresses access to text based administration console should be allowed. (This option appears only if Specific IP Addresses option is selected)
    - Click 'Add' to add IP address to the list
    - Click IP Address and use 'Remove' to delete IP address from the list
    - Click 'Remove All' to remove all IP address from list

After specifying the information in each parameter, click the 'Save' button. The system will save the provided information and allow access to selected user type accordingly.

Console ACL

ACL rights for console can be provided to the users from this section. 24online allows providing different ACL rights for different console service modules. On selecting specific user type from the drop down menu, specific rights can be defined to allow them to perform specific operations.

To configure Console ACL, select **System configuration > ACL > Console ACL** from GUI menu:

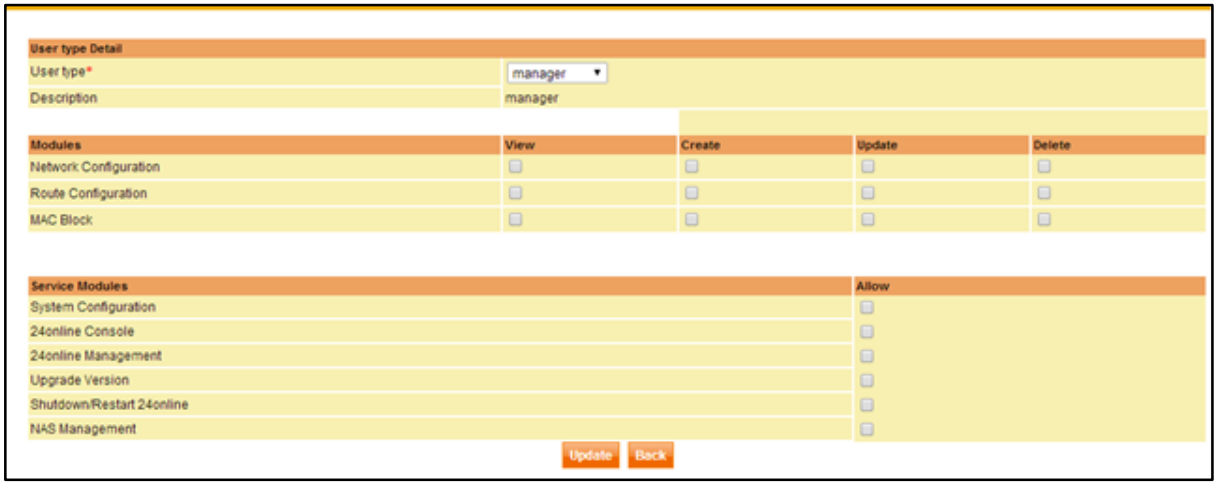

Figure: Console ACL

Console ACL

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User Type Detail	Select user type from the drop down to set Console ACL rights for the user.
Modules	The ‘view’, ‘create’, ‘update’ and ‘delete’ rights can be configured here for the user for console modules.
Service Modules	Access rights for service modules can be configured here for the user.
Update	Select after all necessary changes are done

Dynamic DNS Service

Normally when a guest connects to Internet, the guest is assigned an unused IP address from a pool and the IP address is used for duration of period when the guest is connected. Dynamic DNS system is a method of defining domain name to a changing IP address, whereas not all computers use static IP address.

Register Host

With the help of options given in the Dynamic DNS service page, you can register and manage the dynamic DNS service in 24online.

To register host, select **System Management > Dynamic DNS Service > Register Host** from GUI menu:

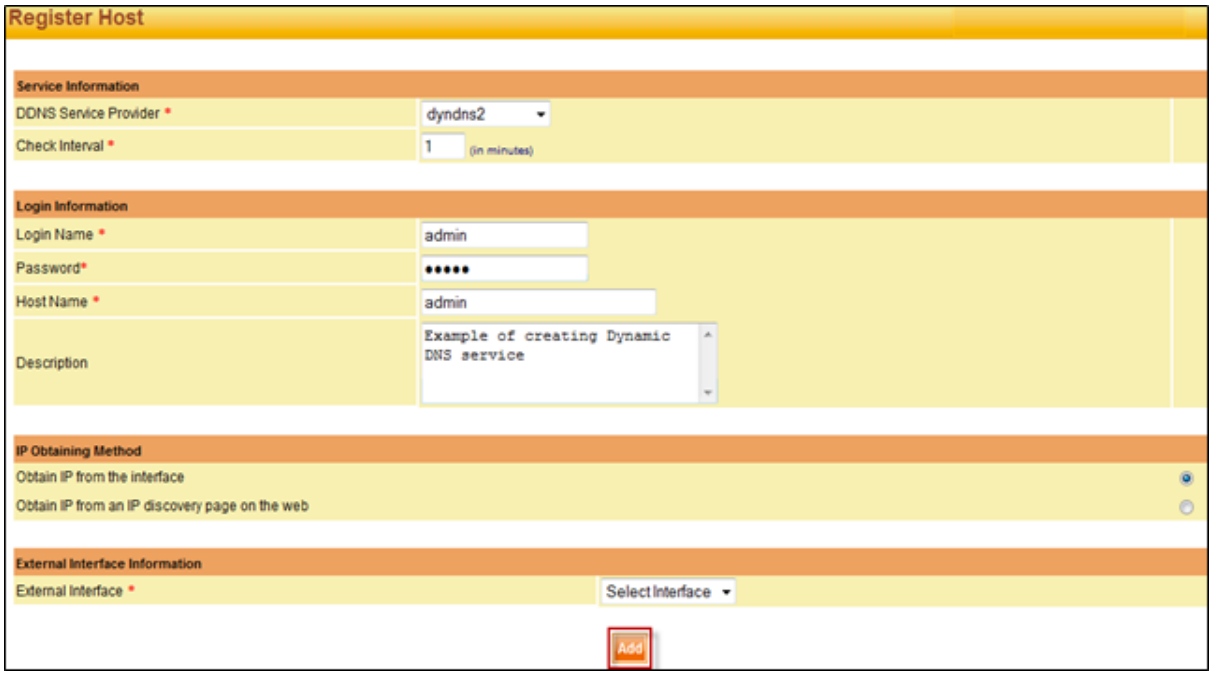

Figure: Dynamic DNS Service

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Dynamic DNS service	
DNS Service Provider	Select the drop down box and select the service provide name from the list
Check Interval	Specify the interval time of the DNS host in minutes. E.g. 1 minute, 10 minutes etc
Login Name	Define the login name for the Dy. DNS using which the system
Password	Define the password for the Dy. DNS using which the system
Host name	Specify the hostname of the Dy. DNS
Description	Describe specific information about the dynamic DNS to be added in the system
IP obtaining method	Select the required radio-button
Interface Information	Click the drop down box and select the interface on which the dynamic DNS has been configured
Add	Select after all specifications are completed

Manage Dynamic DNS

In-order to view all the created dynamic DNS, 24online offers facility of Manage Dynamic DNS page in GUI. This page is user-friendly and makes it easier to update any information in created dynamic DNS. The manage page not only offers you the facility to modify existing DNS but also with the help of '**Delete**' option, you can remove unused dynamic DNS from the system.

To manage dynamic DNS, select **System Configuration > Dynamic DNS Service > Manage Hosts** from GUI menu:

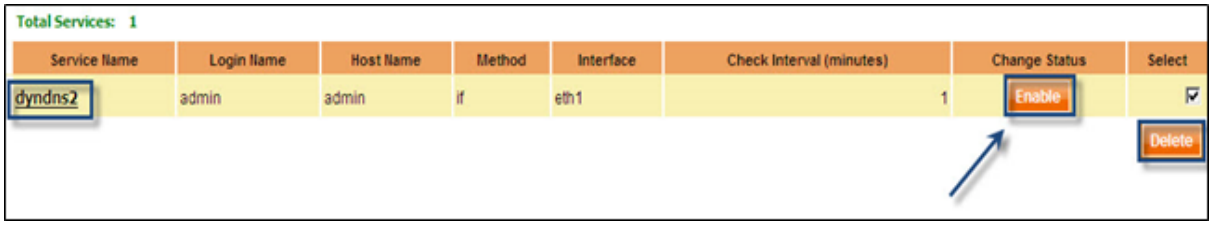

Figure: Manage DNS Service

- To Enable the DNS service in the system, select 'Enable' button.
- Similarly, to remove the DNS from the list, select DNS and then click on 'Delete' button
- To modify the information in existing DNS service, click on the name of the service. The system will directly take you to the DNS service page, from where you can update the required information.

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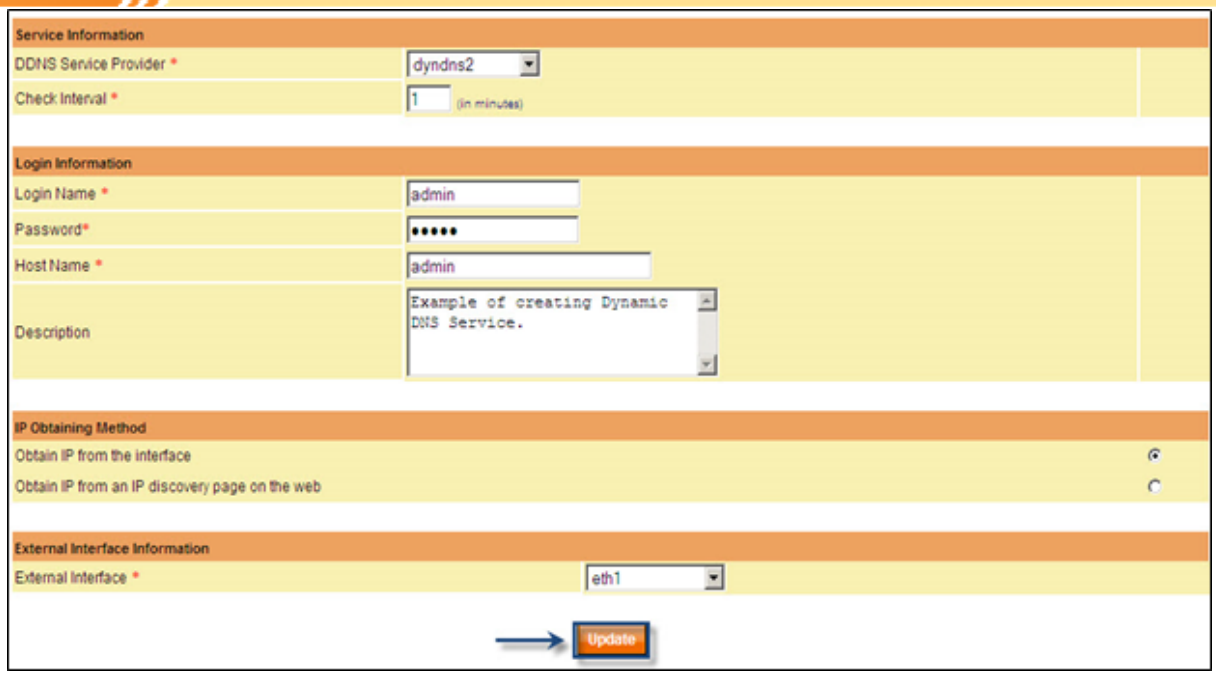

Figure: Manage DNS Service

Network Access Server (NAS) Management

24online provides flexible solution that is easy to install and easy to use. 24online is capable of acting as NAS acting as a single point of access to the all users in the network. By acting as a gateway guard to protected resource, 24online server sends the entire login requests received from the end users to external RADIUS for confirmation of credentials received are valid or not. Based on the reply received from the external RADIUS, 24online allows access to the end user. 24online is offered with default setup, you are free to further modify or configure the server as per your requirements.

NAS IP Configuration

For NAS IP Configuration, select **System Configuration > NAS Management > NAS IP Configuration** from GUI menu:

Figure: NAS IP Configuration

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Global RADIUS Configuration

24online offers default global radius configuration required for immediate plug-n-play. Default configurations can be modified as per your requirement, but cannot be deleted from the system. You can add additional global radius using the options given in this page.

To configure additional global Radius, select **System Configuration > NAS Management > Global Radius Configuration** from GUI menu:

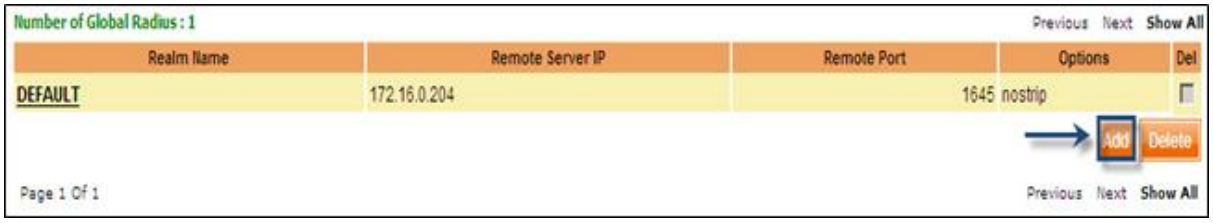

Figure: Global RADIUS Configuration Add Button

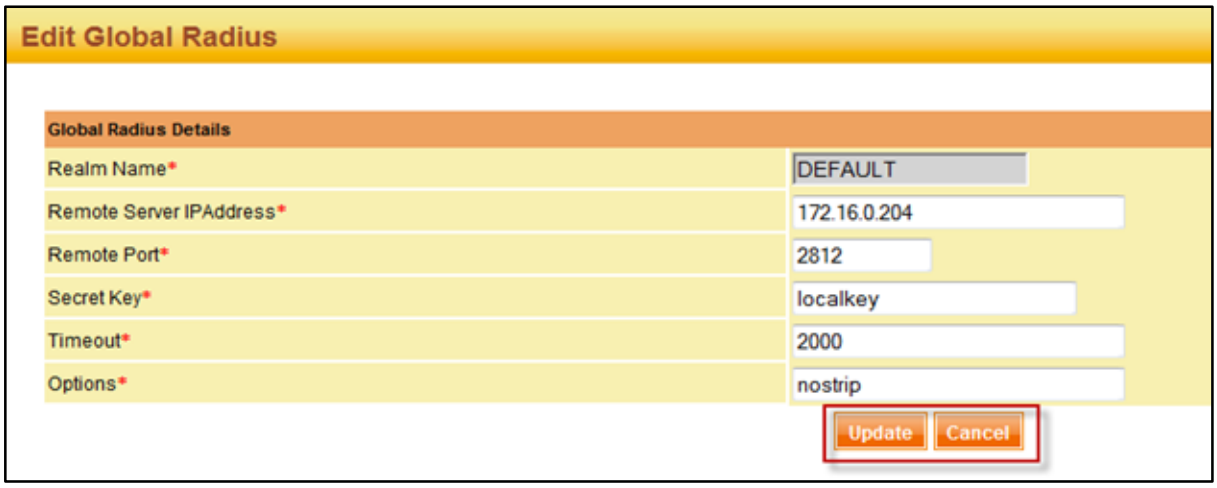

Figure: Global RADIUS Configuration

Global RADIUS Configuration	
Realm Name	Specify realm name i.e. part of the login name
Remote Server IP address	Specify remote server IP address of the RADIUS with which 24online communicates
Remote Port	Define the port number using which all request received from the remote server will be catered
Secret Key	For Radius and NAS smooth communication define the secret key of the NAS/RADIUS
timeout	Configured radius timeout will be considered to notify the client. I.e. if 2000 mili sec (2 sec) is configured and radius does not reply by 2 seconds NAS will sent the time out request.

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Options	To control whether realm name should be stripped off the username before forwarding the request to the remote server or not. Specify 'no-strip' option in the box Setting as 'strip' will enable the stripping
Create	Select after all specifications are completed

RADIUS Client Configuration

24online offers default radius client configuration required for immediate plug-n-play. Default configurations can be modified as per your requirement, but cannot be deleted from the system. You can add additional radius clients using options given in this page.

To configure additional global Radius, select **System Configuration > NAS Management > Global Client Configuration** from GUI menu:

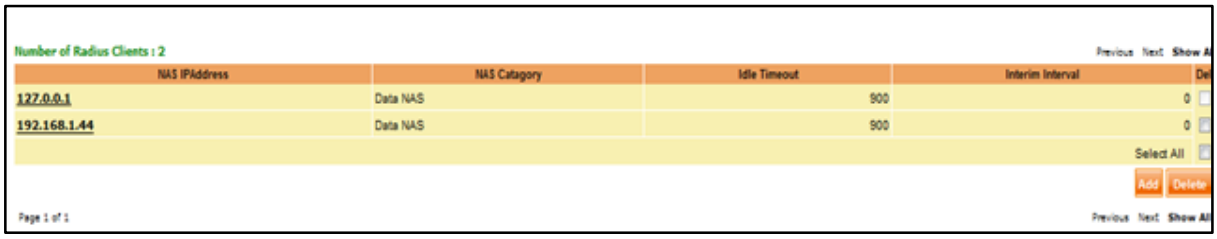

Figure: RADIUS Client Configuration

Figure: RADIUS Client Configuration

Global RADIUS Configuration	
NAS IP address	Specify the IP address of the network access server to be added in the system
NAS Identifier	Define the unique identifier assigned for the NAS
Secret Key	Define the secret key of the NAS using which the RADIUS server and NAS can communicate with each other
NAS Type	Define the NAS type in the text box
Vendor Id	Define the vendor ID of the NAS

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Idle Timeout(sec)	Define the idle time out for NAS, after which the communication will be stopped
Interim Interval(sec)	NAS sends a request the Radius, in an interval of time to check whether the RADIUS is in active mode to communicate or not. The interval of time for request is known as Interim. Define the interim (in seconds) in this parameter
Access Required	Define the access privileges
Remove Framed IP in access request	Define whether you want to remove the framed IP with every request or not
Send Disconnection Message	Defines whether you want Disconnection message or not
Update	Select after all necessary specifications are completed

NAS Connectivity Statistics

With the help of this option you can understand the connectivity statistics of different network access servers in the network.

To view connectivity statistics, select **System Management > NAS Management > NAS Connectivity Statistics** from GUI menu:

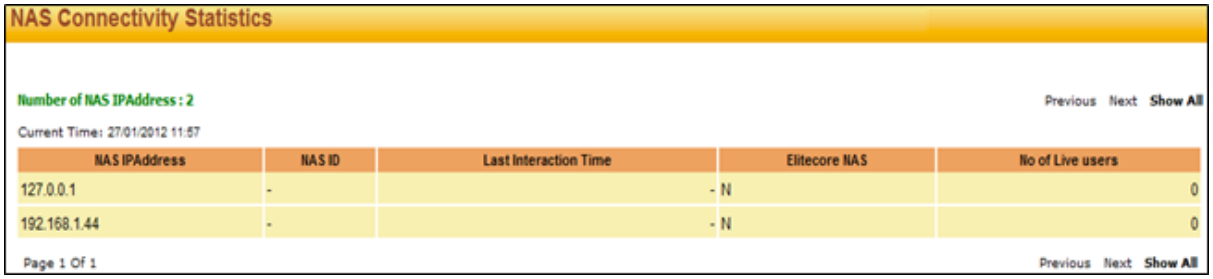

Figure: NAS Connectivity Statistics

Details of screen elements

- NAS IP Address column shows the IP address assigned to each NAS in the network.
- NAS ID column shows the unique NAS Identifier defined for each NAS.
- The last transaction time shows the date and time when the last request was served.
- The number of live user's column shows the score of guests live in the network, against each NAS.

You can use the previous & next button to navigate pages, if there are more records in the page. If you want to see all records in the same page, then use the show all option.

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Status Tracker

24online offers you an advance facility to add any device in the network connected to 24online. With the help of this feature, you can check the status of the device whether it is running active or not in single glance.

Add Device

To add any device, select **System Configuration > Status Tracker > Add Device** from GUI menu:

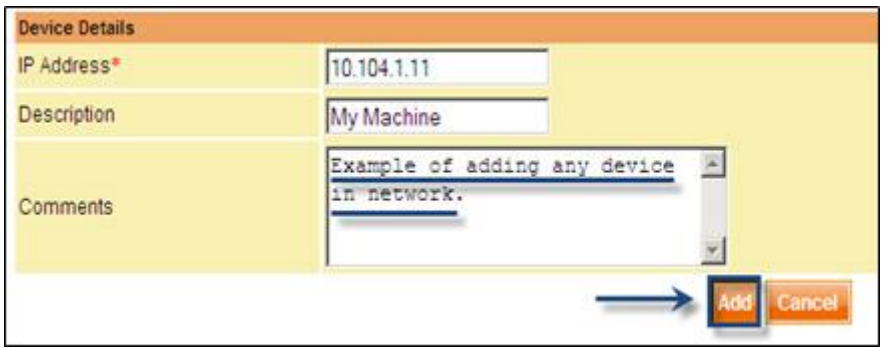

Figure: Add Device

Details of screen elements

- Define the IP address of the device you want to track status
- Define the name of the device, or specific information about the device that self describes it
- Specify the details of the device in the comments box

After specifying the details, click the '**Add**' button.

Manage Device

After creating one or multiple devices, you can view the complete list and status of each device from the manage page. The manage page not only offers you the status information but also offers the facility '**Delete**' device from the list, that are unused.

To manage device, select **System Configuration > Status Tracker > Manage Device** from GUI menu:

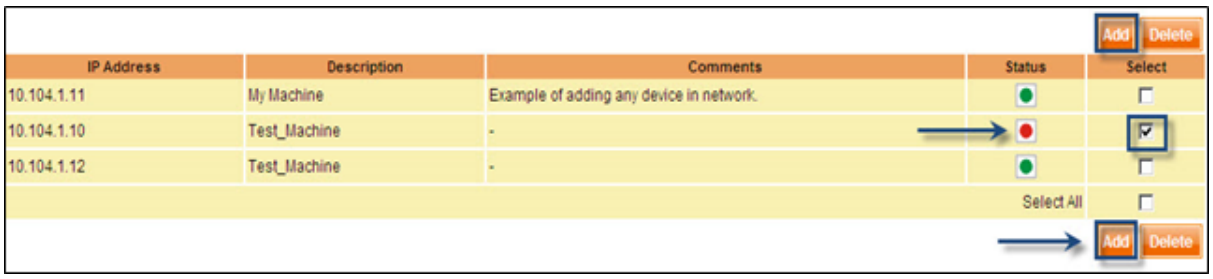

Figure: Manage Device

Manage Device

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IP address	Shows list of IP assigned to each device added in the system
Description	Shows the name of the device or description of the device
Comments	Shows specific information about each device, specified while adding it
Status	Shows the status of each device: • If green sign, it means the device is active and running • If red sign, it means the device is de-active
Select	To add or remove devices from the list
Add	To add click the 'Add' button and follow the add device process. (For further information refer to Status Tracker à Add Device)
Delete	Select to remove select the check-box against the name of the device
Select All	To remove all devices in single click

System Tools

System tools includes "**Packet Capture tool**", this tool analyses the packets that pass through the network.

Packet Capture

To enter the details of packet go to System àSystem ToolsàPacket Capture from 24online GUI. Admin can enter the Source and Destination host, Port, Mac, Network and packet size. Packets captured can be availed from "Captured Packet Information", which can be used for examining the network traffic.

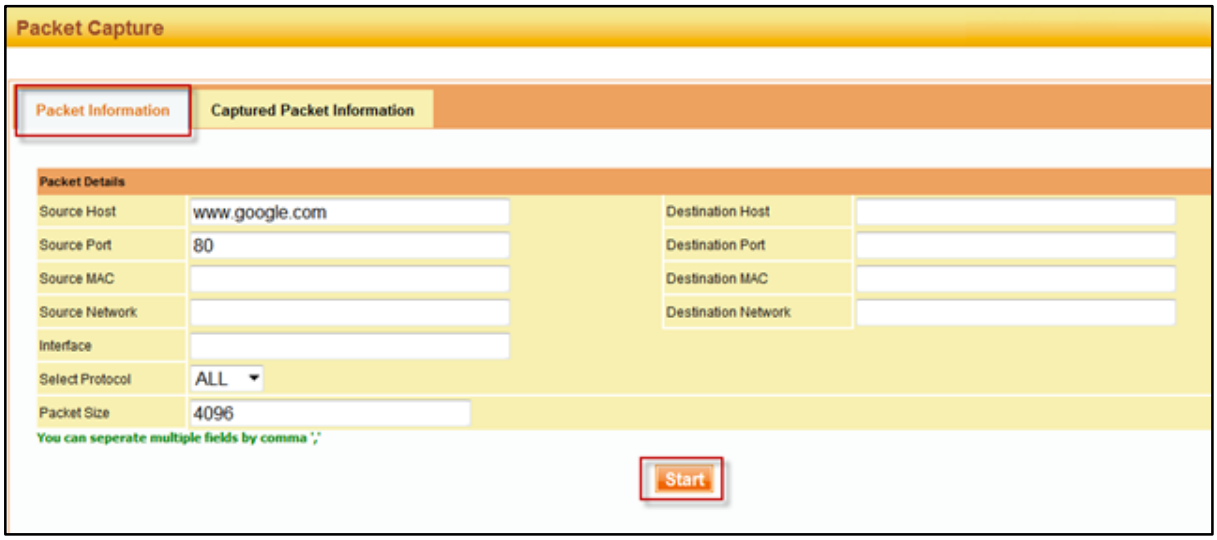

Figure: Packet Information

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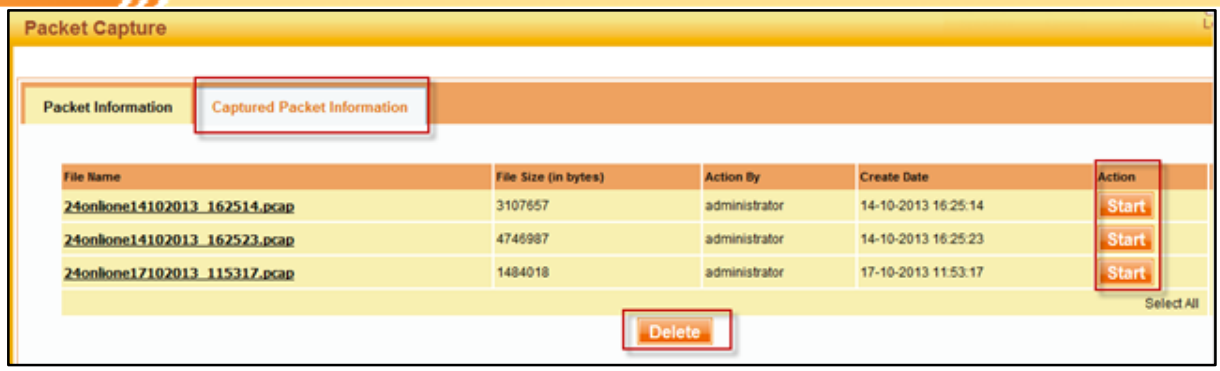

Figure: Capture Packet Information

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Alert Management

Introduction

Alert Management mainly focuses on sending an alert/update/notification to the guest in-case of activation/ deactivation of the user account. The alert management is useful as the guest can be updated about his recent activity like activation, renewal and expiry. The alerts can be sent to the guest through emails using the e-mail reminder and mobile phone using the SMS Gateway.

Alert management is helpful in these situations:

- User registration
- User renewal
- Remind the user before the user expiry

Note: SMS gateway must be registered and enabled to avail SMS service.

Email Management

Create Email Reminder

Email reminder facility is an effective way of communication with customers regularly. With the help of this option, all customers are regularly sent reminders about their registration, renewal and expiry. This option helps in sending reminders to subscribers, whenever their subscription is about to expire, renewed or registered. It also allows creating different templates for different guests by which the email sending process becomes more attractive.

Create Template

Before sending emails to subscribers you need to have a professional template with company logo and format. With the help of create template option, you can create template as per your requirements. The email template is created with the help of different dynamic values which can be modified as per your requirements.

To create email template, select **Alert Management > Email Reminder > Create Reminder Template** from GUI:

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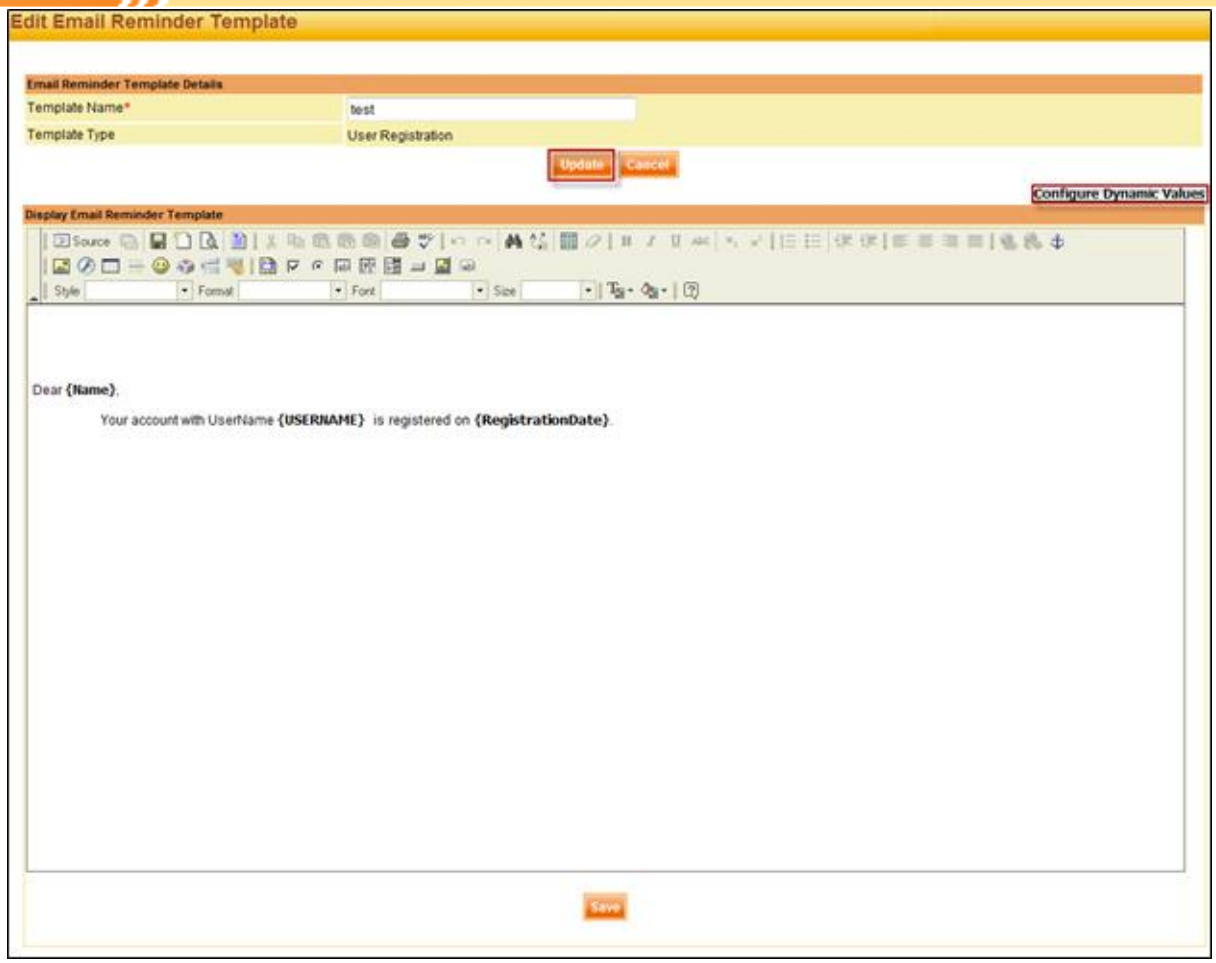

Figure: Create Reminder Template

Details of different screen elements

- Specify the name of the template that is self explanatory.
- Select the template type from the drop down box.

After entering the necessary information, click the 'Create' button. Use the dynamic values to update or modify the template message or contents. Click the 'Save' button after updating the information in the email template.

Manage Email Template

To view the created templates from a single page, 24online provides the functionality through GUI in Manage Email Template page. This page not only offers you the facility to update the email template but also you can 'Delete' templates from the list that are unused.

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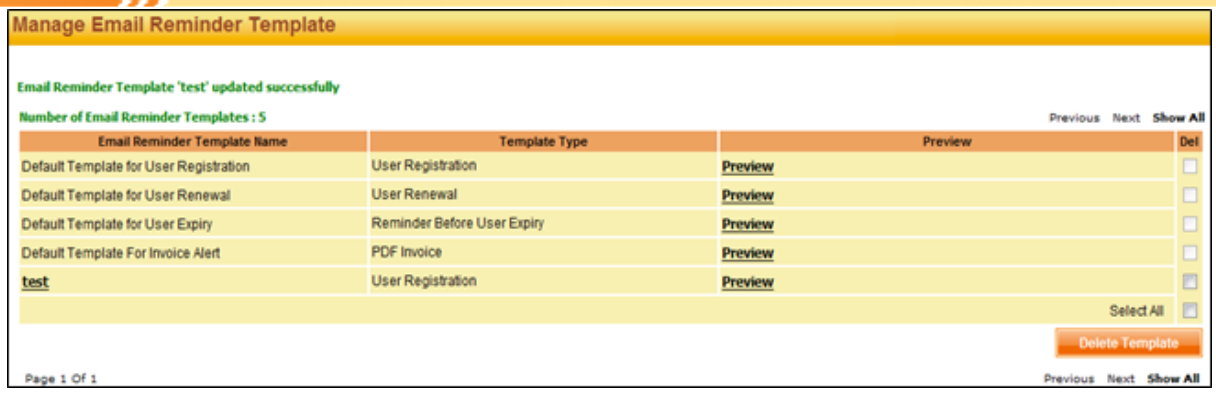

Figure: Manage Email Reminder Template

Manage Email Reminder Template	
Email Reminder Template	Shows list of names of the templates created in the system
Template type	Shows name of template types created in system
Preview	To preview any of the templates in the list, use Preview against each template
Delete	To remove any templates from list

Configure Email Reminder

With the help of configure email reminder option, you can set the details of email ID and subject details which can be sent to the subscribers. This is one time configuration which can be used to send multiple subscribers. For further modification in future, you can update the details as and when required.

To configure email reminder, select **Alert Management > Email Management > Configure Email Reminder** from GUI menu:

Configuration Type

- User registration
- User renewal
- Remind the user before the user expiry
- Birthday Wishes
- PDF Invoice
- Reminder after expiry
- User De-Activation
- User Archiving
- User Activation

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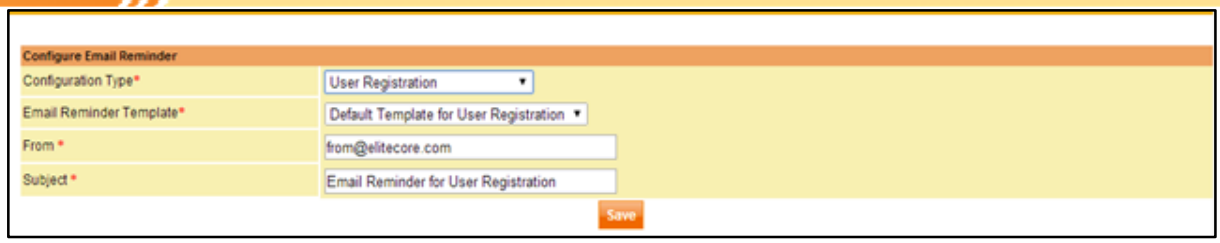

Figure: Configure Email Reminder

Configure Email Reminder	
Configuration Type	Define the type of message you wish to send using this template list i.e. • User Renewal- renewal templates • User registration- registration template • Reminder before expiry • Reminder after expiry • PDF invoice- invoice template in pdf format • Birthday Wishes • User De-Activation • User Archiving • User Activation
Email Reminder Template	Select email reminder template from the available template list.
From	Define sender email address from which you wish to send emails.
Subject	Define subject line which will appear as a email subject.

Configuration Type- Reminder before User Expiry

Searching list of users in the system whose account is going to be expired and sending reminder emails to each and every user manually is a hectic task. For such reason 24online offers a simple solution.

Select the configuration type as '**Reminder before User Expiry**' from the '**Configure Email Reminder**' option. Please follow the instructions given below to configure the automatic email reminder before user accounts are expired:

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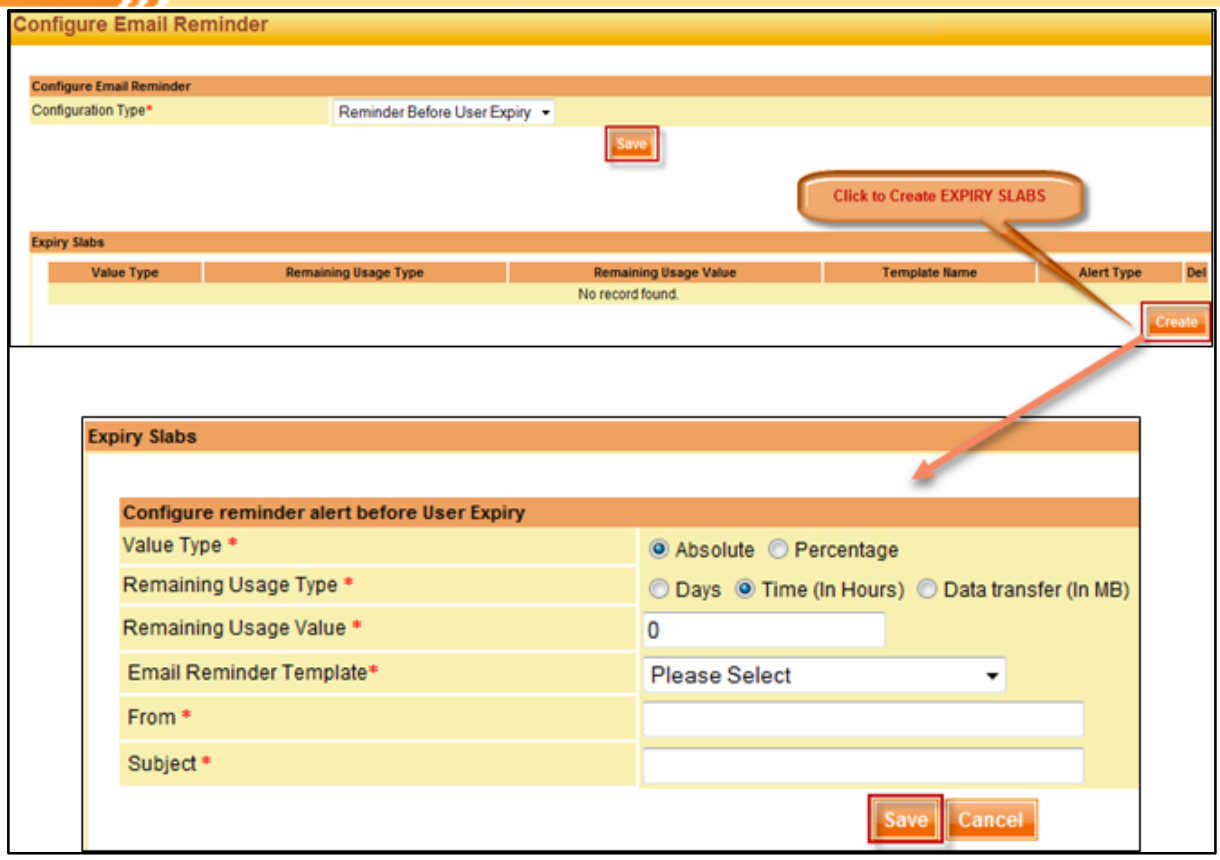

Figure: Expiry Slabs

The Expiry Slabs are email alert slabs that are configured before the user account gets expired.

- The Value type refers to the value by which you wish to create the slab i.e. absolute number of days/time/data transfer and percentage.
    - Suppose the user account is expiring in 10days and 'Absolute' is the value type then the user will be sent an email reminder on the 10th day.
    - Suppose the user account is on 'Percentage' and the percentage is set for example 50%, then the user will be sent an email reminder on the 5th day.
- 'Remaining Usage Type' is the selection of the type of usage that the user is allocated.
    - In-case you want to send a reminder 'Day based', then select the DAY radio button
    - In-case you want to send a reminder 'Time based' (in hours), then select the TIME radio button
    - In-case you want to send a reminder **'Data Transfer based' (in MB),** then select the **DATA TRANSFER** radio button
- '**Remaining Usage Value**' is the text-box where the number of Days/Time (in hours)/Data Transfer (in MB) should be entered. Note to enter the value according to the selection made in '**Remaining Usage Type**'.
- Select the Email Reminder Type from the drop-down box
- Enter the sender's email address
- Enter the Subject of the Email

To save the slab created, select '**SAVE**'

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Proactive Reports

There are certain reports which are regularly required by admin for understanding the user's usage. Based on the report, admin is able to make certain decisions like remaining usage in user's package, renewal guest's account, necessary system activities; necessary modules license expiry date etc. So, with the help of proactive reports, 24online has combined such frequently required reports in this section. This option allows the admin to generate certain reports at regular intervals and automatically email to the specified IDs.

Currently 24online has three defined proactive reports:

- List of users by remaining usage
- User management related admin activities log
- Mail based on product and module expiration status

Each of these reports requires different configurations to generate different reports. Select System Management à Client Services à Proactive Reports from GUI menu:

Figure: Proactive Reports

Click on the name of the report to configure.

List of Users by Remaining Usage

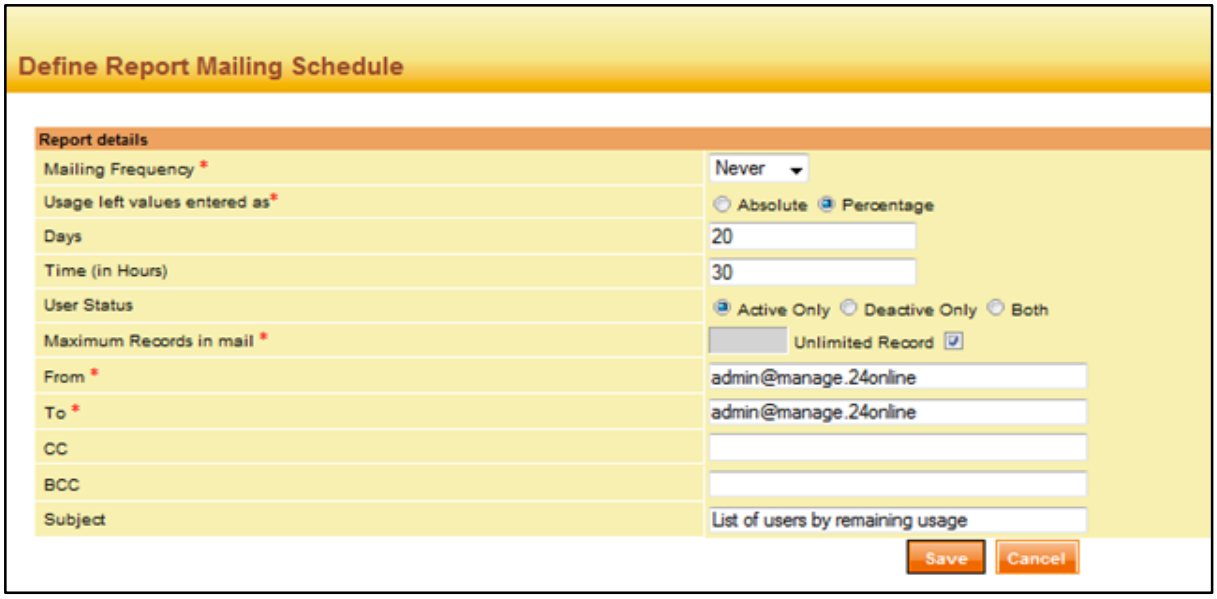

Figure: Proactive Reports - List of users by remaining usage

List Of Users By Remaining Usage

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Mailing Frequency	Options available are: ● Daily option sends email daily ● Weekly option sends email in an interval of every week ● To avoid sending any emails select never
Usage left values entered as	Values can be entered in percentage or absolute.
Days	Enter the number of days in the text box. Before the specified number of days of guest's package expiry, email would be sent to the guest. In case of percentage, define the percentile value of days, before which the email will be sent. E.g. suppose guest's package is allowed 100 days of usage, and value defined is 10% then the system will automatically send the email 10 days before the user's package gets expired.
Time	Enter number of hours in the text box. Before the specified amount of hours in user's package, email would be sent the user. In case of percentage, define the percentile value for hours, before which the email will be sent. E.g. suppose guest's package is allowed 100 hours of usage, and value defined is 10% then, the system will automatically send an email before 10 hours in guest's package is completed.
User Status	Active only – the guest is in active status De-active only – the guest is in de-active status Both – the guest is active but to be deactivated
Maximum Records	Define the number of records to be sent in the email. In-order to send unlimited records in the mail, select the check box
From	Specify email address of the sender in the text box
To	Specify email address of the receiver in the text box
CC	Specify email address to send the carbon copy of the email
BCC	Specify email address to send the blind carbon copy of email
Subject	Specify the subject of the email address
Save	Select after all specifications completed

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User Management Related Admin Activities Log

Figure: User Management Related Admin Activities Log

User Management related Admin Activities Log	
Mailing Frequency	Options available are: • Daily option sends email daily • Weekly option sends email in an interval of every week • To avoid sending any emails select Never
Maximum record in mail	Specify number of records to be sent in the mail. In-order to send unlimited records in the mail, select the check box
From	Specify email address of the sender in the text box
To	Specify email address of the receiver in the text box
CC	Specify email address to send the carbon copy of the email
BCC	Specify email address to send the blind carbon copy of email
Subject	Specify the subject of the email address
Save	Select after all specifications completed

Mail Based on Product and Module Expiration Status

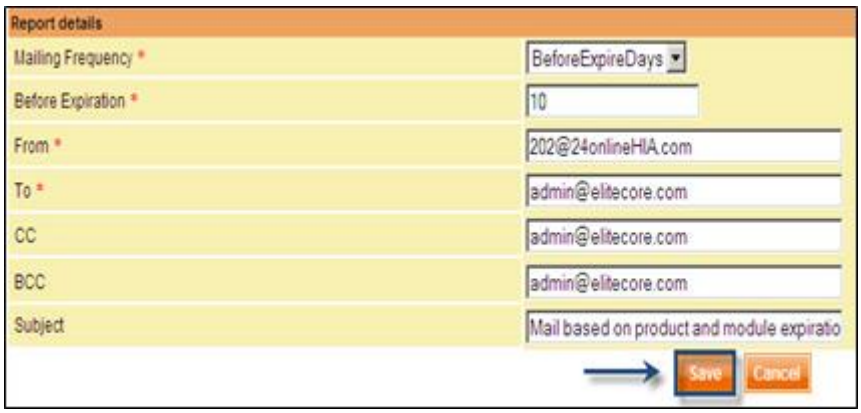

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Figure: Mail Based on Product and Module Expiration Status

Mail Based on Product and Module Expiration Status	
Mailing Frequency	Options available are: • Before Expiration Days • To avoid sending any emails select Never
Before Expiration	Enter the number of days in the text box. Before the specified number of days of product or module expiry, email would be sent to the admin or email as defined
From	Specify email address of the sender in the text box
To	Specify email address of the receiver in the text box
CC	Specify email address to send the carbon copy of the email
BCC	Specify email address to send the blind carbon copy of email
Subject	Specify the subject of the email address
Save	Select after all specifications completed

User Surfing Details

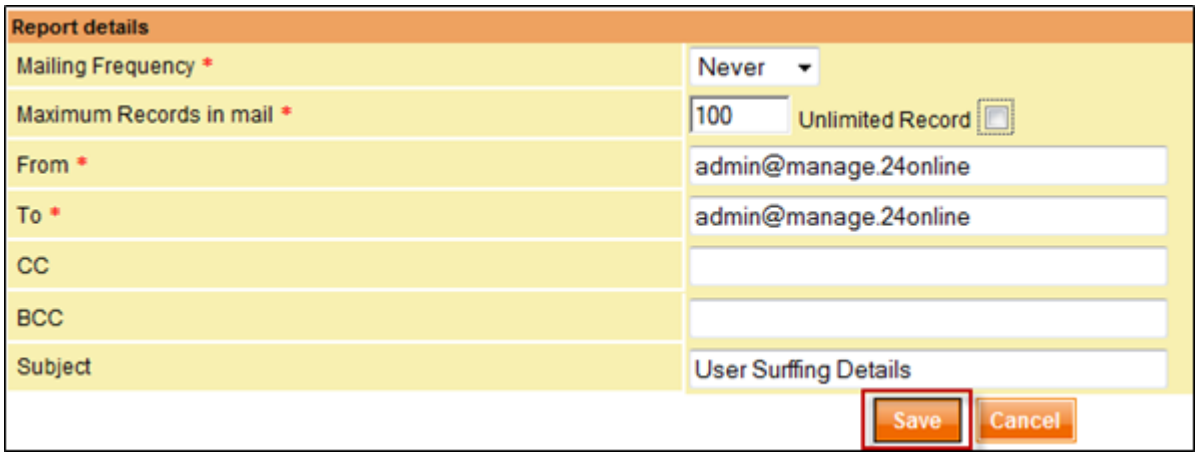

Figure: User Surfing Details

User surfing details report is a part of the proactive reports. The report can be scheduled from the GUI, the number of records to be listed in the email can also be pre-decided, the recipients of the email can be specified in the '**TO**','**CC**' and '**BCC**'.

User Surfing Details	
Mailing Frequency	Options available are: • Never • Daily • Weekly

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Maximum Records in mail	**Limited Record** - Enter the desired number of records in the textbox **Unlimited Record** – Select the checkbox for sending unlimited number of records in the mail
From	Specify email address of the sender in the text box
To	Specify email address of the receiver in the text box
CC	Specify email address to send the carbon copy of the email
BCC	Specify email address to send the blind carbon copy of email
Subject	Specify the subject of the email address
Save	Select after all specifications completed

'**TO**','**CC**' and the '**BCC**' field specified recipients will receive the report as shown below.

The Customer name, user name, start time, stop time, Mac address, Client IP address, Download details, Public IP address, NAS IP address and the NAS Identifier details are shown in the User Surfing Details below.

User Surfing Details

Name	User Nme	Start Time	Stop Time	Mac Address	Client IPaddress	Download Data	Upload Data	Public IPaddress	Nas IPaddress	Nas Identifier
HCFL1	hf1	12:36 PM	12:50 PM	--	10.104.1.189	0.00 KB	0.00 KB	--	127.0.0.1	EliteNAS#173
HCFL1	hf1	01:06 PM	02:38 PM	--	10.104.1.189	1.31 MB	1.75 MB	--	127.0.0.1	EliteNAS#173
HCFL2	hf2	01:07 PM	03:12 PM	--	10.104.1.188	11.22 MB	633.73 KB	--	127.0.0.1	EliteNAS#173
HCFL1	hf1	02:38 PM	03:12 PM	--	10.104.1.189	212.83 KB	38.11 KB	--	127.0.0.1	EliteNAS#173

Figure: User Surfing Details

SMTP Configuration

From this section, SMTP configuration can be easily done from GUI. The email settings can be tested via test email settings.

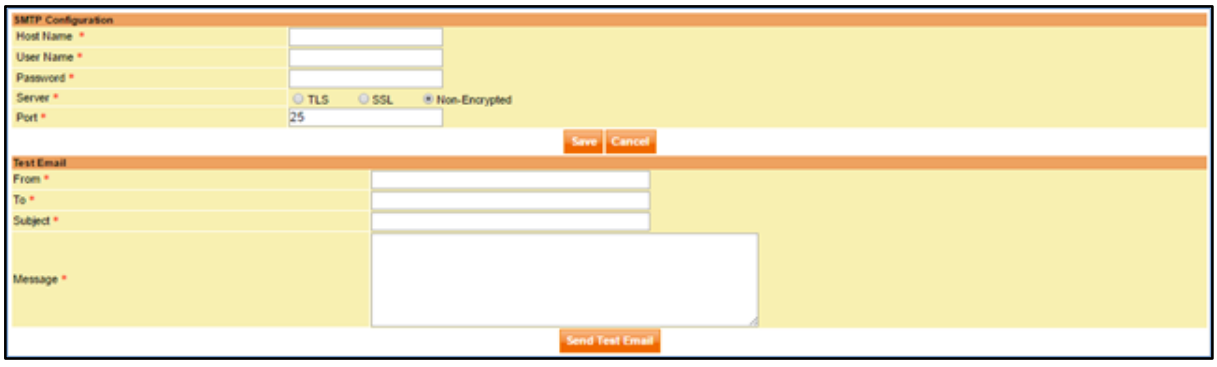

Figure: SMTP Configuration

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SMTP Configuration	
Host Name	Enter host id details here for SMTP configuration to be done
User Name	Enter username details for the SMTP configuration to be done
Password	Enter password here
Server	Select server from the options – 'TLS', 'SSL', and 'Non-Encrypted' available
Port	Enter port number here for SMTP configuration
From	Enter the sender's address
To	Enter the receiver's address
Subject	Enter the subject of email message
Message	Enter the message body

Alert Configuration

The Alert configuration is the GUI where the alerts can be managed. Both email and SMS alerts can be managed in the alert configuration page.

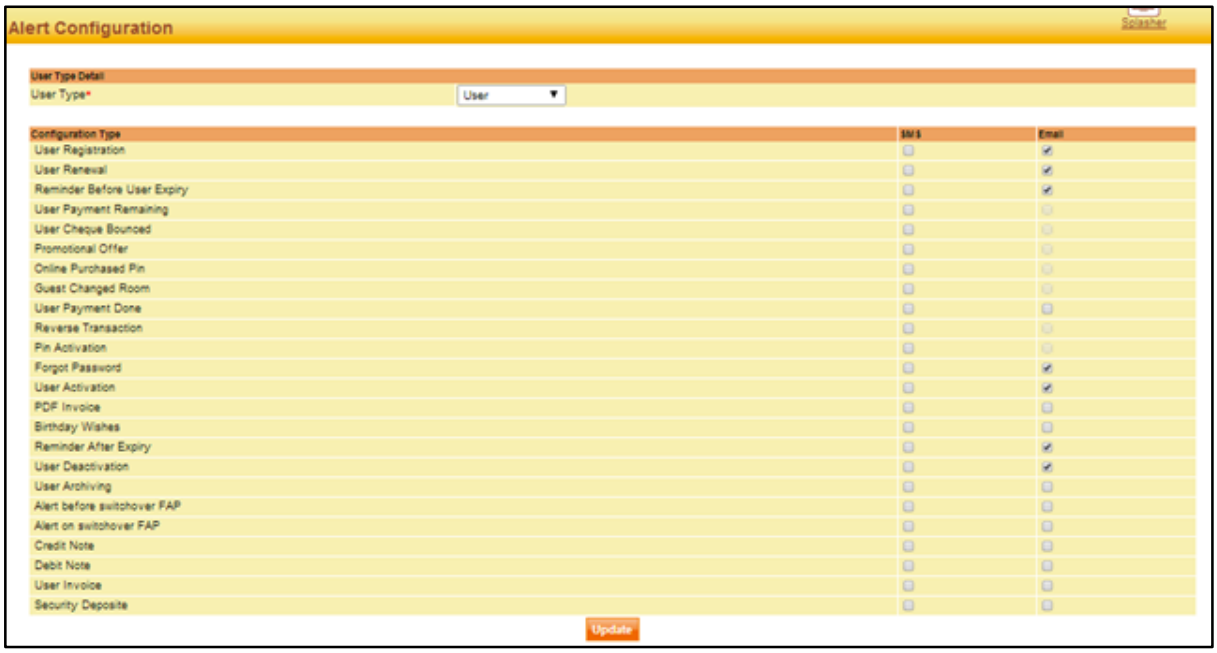

Figure: Alert Configuration

The screen elements are as explained below:

- **User Type**- It is the list of user types for which the alerts can be configured.

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- **Configuration Type**- It's a list of the services for which the alerts can be sent
- **Email** - Select the check-box against the service for which the email alert is to be sent

To update the selected alerts select the UPDATE button.

Note: Alert Management has options to configure SMS reminder also. SMS is an add-on module. Kindly refer to SMS module for further details.

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Reports

Introduction

Graphical/pictorial representations have always been easier to understand when one is burdened with large volumes of data!! 24online offers an efficient reporting tool which facilitates to manage system efficiently and provide qualitative service to end users as well as avoid malicious attacks to the system. With help of this feature and list of options, service provider can generate different types of reports on data transfer, bandwidth consumption, active and inactive users as well as audit reports, availing details of each and every aspect of the system. These reports can be generated in tabular, graphical, and printable and CSV formats.

On clicking the Reports option, the system will open the complete menu of reports in a separate browser with number of options to create different types of reports according to different conditions as provided.

Currently 24online offers list of reports, like:

- *Websurfing Logger Reports
- Internet Usage Reports
- MIS Reports
- *Audit Log Reports
- *NetKapture report

Let's understand each reports in-detail, in the below sections:

Note: Websuring Logger, Audit Log and NetKapture are addon modules. You need to register with module.

Internet Usage Reports

With the help of this feature, you can easily generate date wise usage report and other details on data transfer, high surfing time users, package wise data transfer etc. These reports can be generated according to Organization, Package, User, SNAT, or Zone. Reports can be generated in CSV and printable formats.

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Organization wise Internet Usage Report

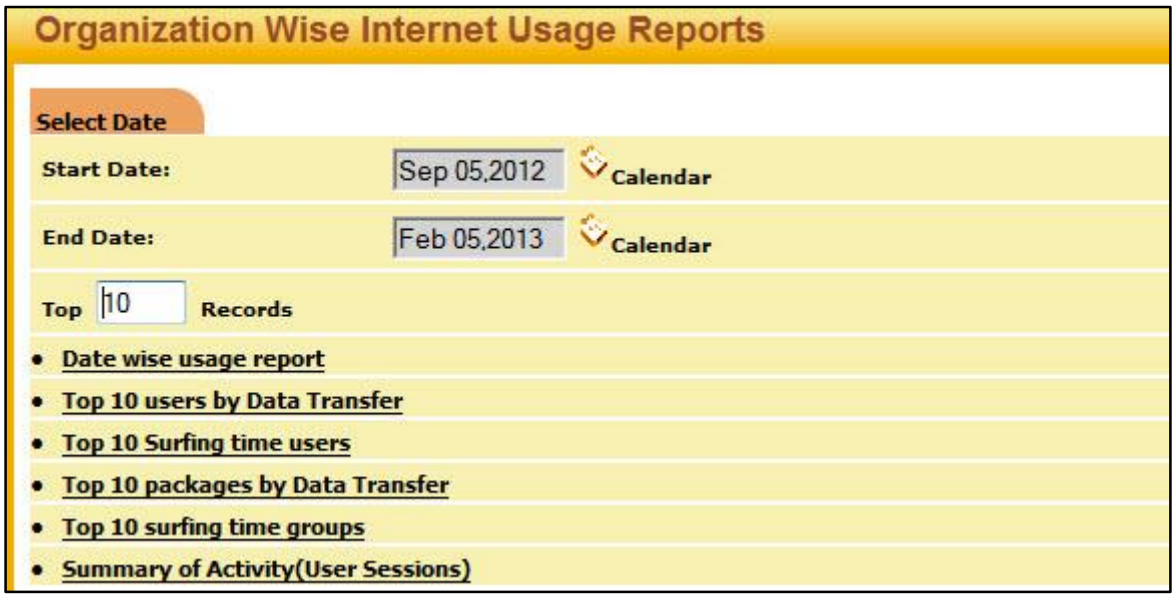

Figure: Organization wise Internet Usage Report

Use the calendar option and select start and end date to define duration of report. The start date should be always less than or equal to end date.

Types of report- Organization Wise Internet Usage Report	
Date Wise Usage Report	Select this option to view date wise usage report for specified period
Top 10 Users By Data Transfer	Select to view details of top 10 users who have made maximum amount of data transfer in the specified duration
Top 10 Surfing Time Users	Select to view details of top 10 users who have done maximum surfing in the specified duration
Top 10 Package by Data Transfer	Select to view details of top 10 packages used and amount of data transferred using these packages, in the specified duration
Top 10 Surfing Time Groups	Select to view details of top 10 packages used and maximum time surfed using these packages, in the specified duration
Summary Of Activity	Select to view details of user sessions and actions taken during the session

- To understand the details of each report, please go through each screen shown below in sequential manner:

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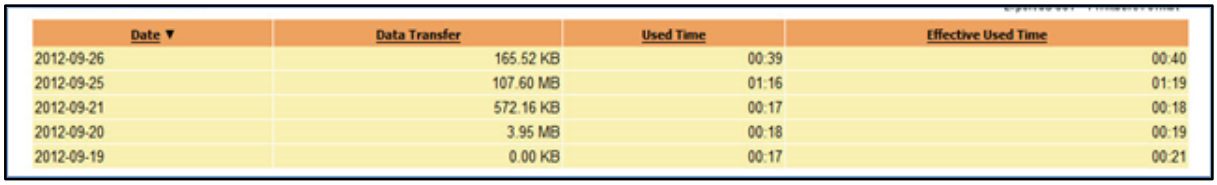
Date Wise Usage Report



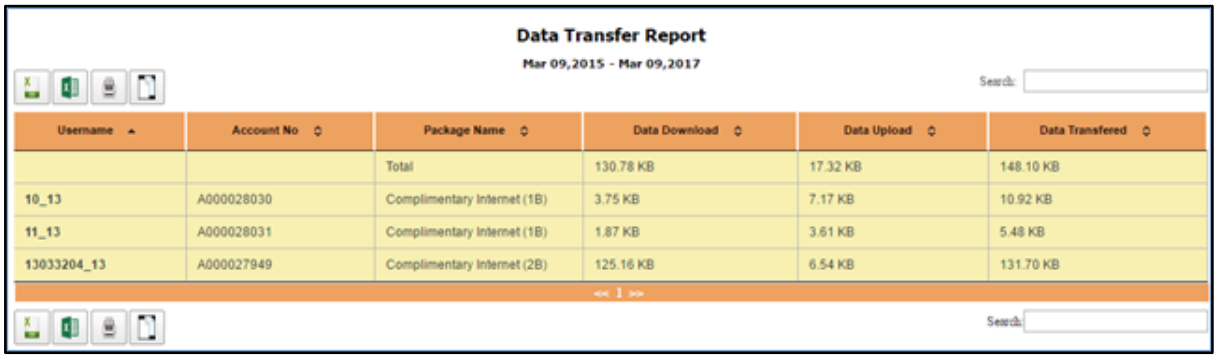
Date ▼	Data Transfer	Used Time	Effective Used Time
2012-09-26	165.52 KB	00:39	00:40
2012-09-25	107.60 MB	01:16	01:19
2012-09-21	572.16 KB	00:17	00:18
2012-09-20	3.95 MB	00:18	00:19
2012-09-19	0.00 KB	00:17	00:21

Figure: Organization Wise Internet Usage Report - Date wise usage report

Data Wise Usage Report	
Date	Shows list of dates, ranging from the start date and end date specified in the search criteria
Data Transfer	Shows the amount of data transferred against each date in the list
Used Time	Shows actual amount of Internet time used by user(s)
Effective time	Shows total amount of Internet session created by users

- Use the appropriate report format i.e. CSV or Printable

Top 10 Users by Data Transfer



Data Transfer Report

Mar 09,2015 - Mar 09,2017

Search:

Username	Account No	Package Name	Data Download	Data Upload	Data Transfered
		Total	130.78 KB	17.32 KB	148.10 KB
10_13	A000028030	Complimentary Internet (1B)	3.75 KB	7.17 KB	10.92 KB
11_13	A000028031	Complimentary Internet (1B)	1.87 KB	3.61 KB	5.48 KB
13033204_13	A000027949	Complimentary Internet (2B)	125.16 KB	6.54 KB	131.70 KB

« 1 »

Search:

Figure: Organization Wise Internet Usage Report - Top 10 Users by Data Transfer

Top 10 Users by Data Transfer	
Username	Shows list of users with high amount data transfer
Account No	Displays account no of the customer
Package Name	Displays package name assigned to user
Data download	Shows amount of data downloaded by each user in specified time duration
Data upload	Shows amount of data uploaded by each user in specified time duration

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Data transferred	Shows total amount of data transfer the combination of data uploaded and data downloaded in the specified time duration

- To understand the date wise usage details of any specific guest, click on the name of the guest:

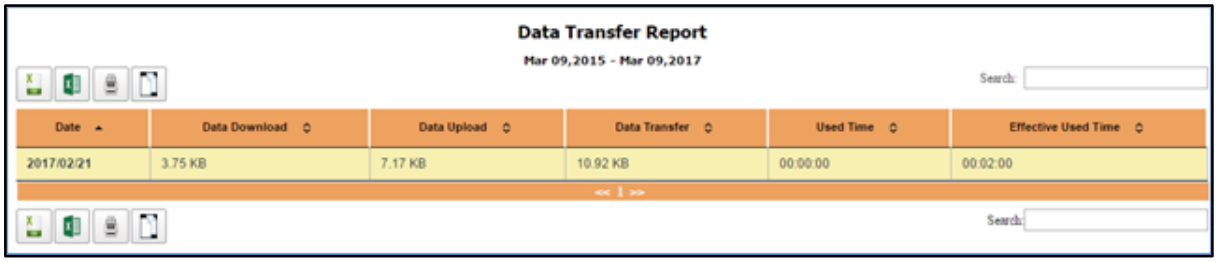

Figure: Organization Wise Internet Usage Report - Top 10 Users by Data Transfer

- Select the appropriate format of report, i.e. Printable or CSV

Top 10 Surfing Time Users

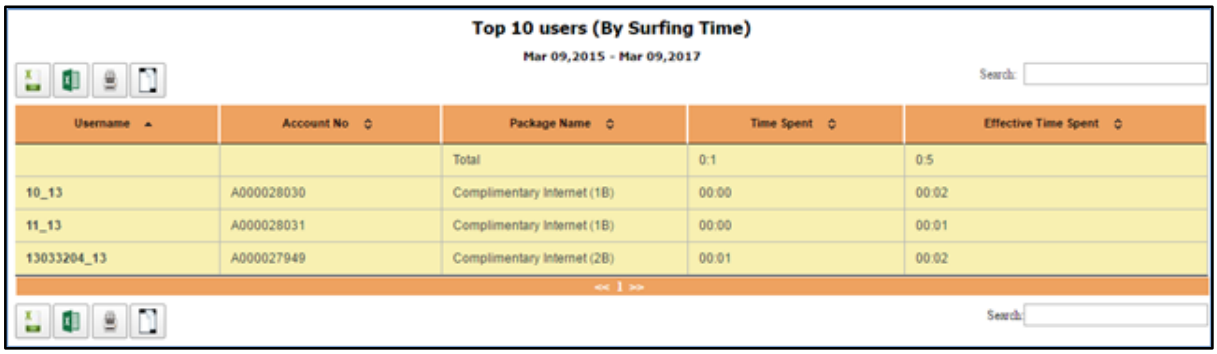

Figure: Organization wise Internet Usage Report - Top 10 Surfing Time Users

Top 10 Surfing Time Users	
Username	Shows list of users with high surfing time in specified duration
Used time	Shows the actual amount of Internet time used by guest(s)
Effective time	Shows the total amount of Internet session created by guest

- Select the appropriate format of report, i.e. Printable or CSV
- To understand the date wise usage details of any specific guest, click on the name of the guest:

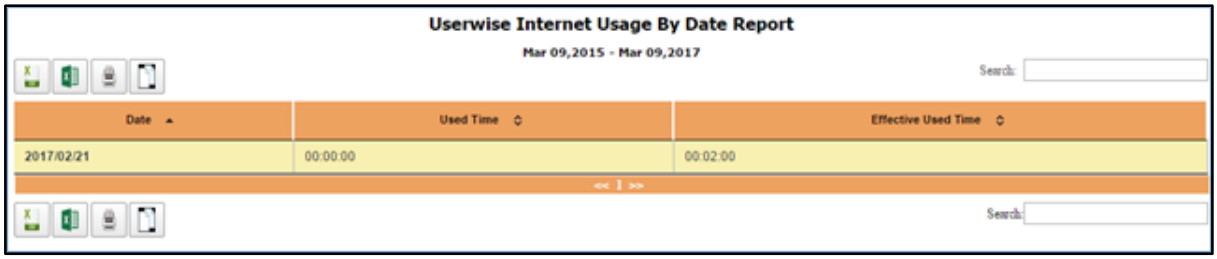

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Figure: Organization Wise Internet Usage Report – Top 10 Users by Data Transfer

Top 10 Packages by Data Transfer

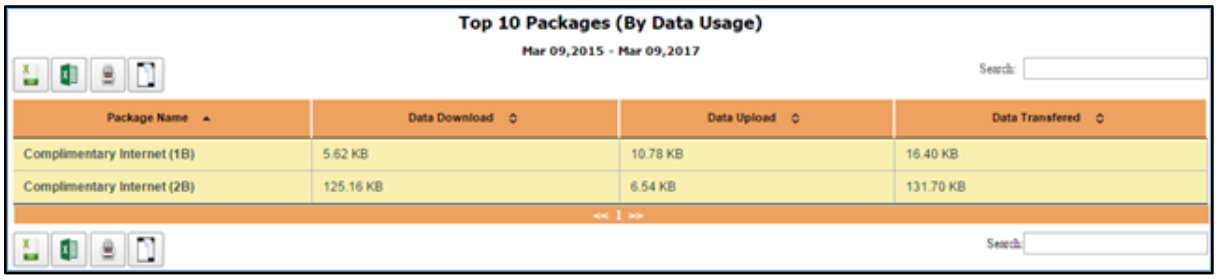

Figure: Organization Wise Internet Usage Report – Top 10 Package by Data Transfer

Top 10 Packages by Data Transfer	
Package Name	Shows list of packages highly consumed in the specified time duration
Data download	Shows amount of data downloaded by each user in specified time duration
Data upload	Shows amount of data uploaded by each user in specified time duration
Data transferred	Shows total amount of data transfer the combination of data uploaded and data downloaded in the specified time duration

- To understand the user wise usage details of any specific package, click on the name of the package

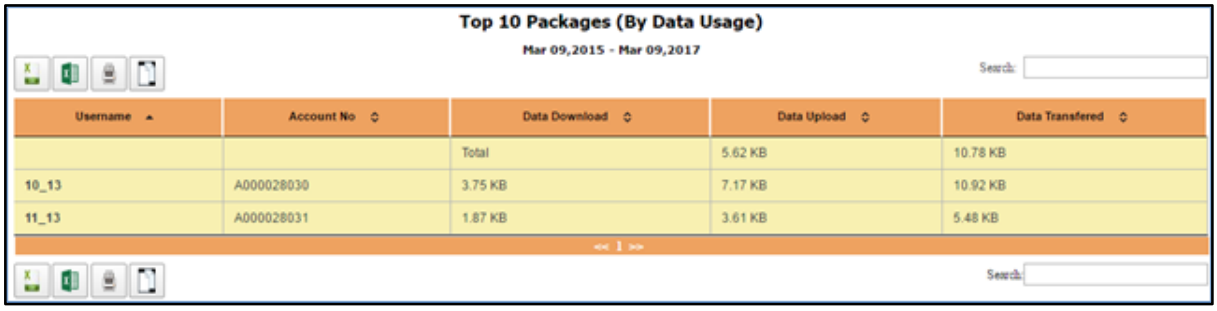

Figure: Organization Wise Internet Usage Report – Top 10 Users by Data Transfer

- Select the appropriate format of report, i.e. Printable or CSV

Top 10 Surfing Time Groups

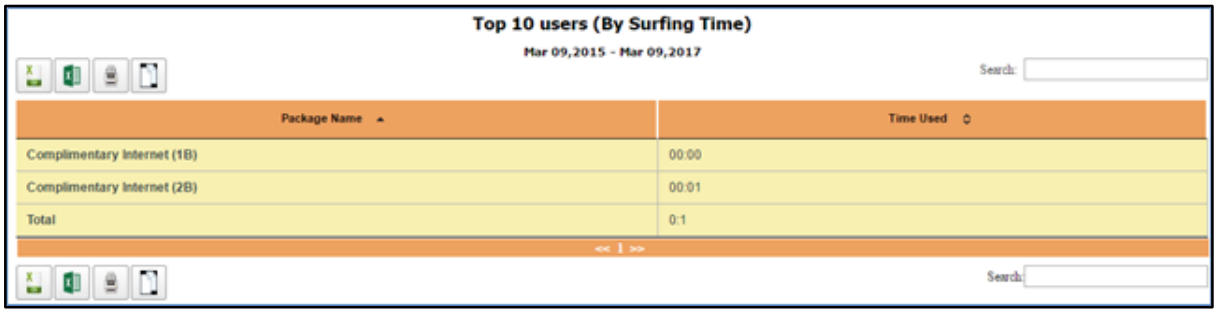

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Figure: Organization Wise Internet Usage Report – Top 10 Package by Surfing Time Users

Top 10 Package by Surfing Time Users	
Package Name	Shows list of packages highly consumed in the specified time duration
Time used	Shows total no. of hours and min consumed using each package

- To understand the user wise usage details of any specific package, click on the name of the package:

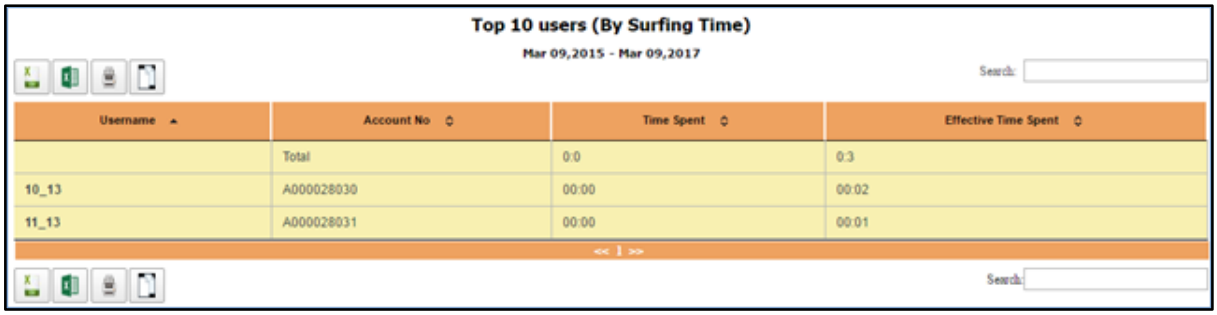

Figure: Organization Wise Internet Usage Report – Top 10 Package by Surfing Time Users

- Select the appropriate format of report, i.e. Printable or CSV

Summary of Activity (User Sessions)

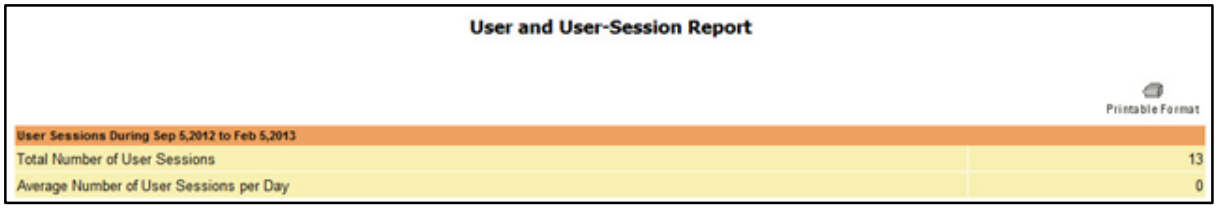

Figure: Organization Wise Internet Usage Report – Summary of Activity per User Sessions

Summary of Activity per User Sessions	
Total number user sessions	Shows the total number sessions created in the specified duration
Average number of user sessions per day	Shows average of per day session created in the specified duration
Average number of distinct users on weekdays	Shows the number of distinct users logged in weekdays
Average number distinct users on weekends show	Number of distinct users logged in weekends

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- Select the appropriate format of report, i.e. Printable

SNAT Wise Report

Figure: SNAT Wise Report - Search Criteria

- Use the calendar option to select the date range for generating the report
- Specify the SNAT IP address in the text box
- Click the '**Get Report**' button

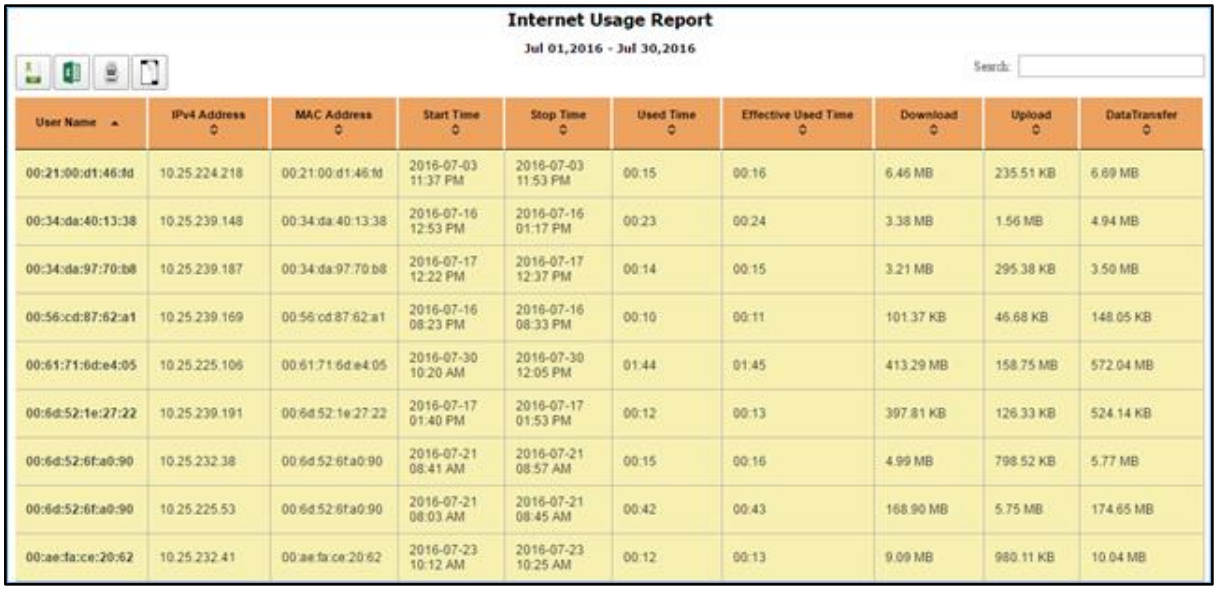

Figure: SNAT Wise Report - Search Results

SNAT wise report	
Username	Shows list of users using the SNAT IP address entered in the search criteria
IP address	Shows the list of IP address used by each user
MAC address	Shows the list of MAC address of each user in the list (These details appear if the 'Bind User MAC ID' option is selected while adding user in the system)
Start time	Shows time and date when the user started access Internet using the IP address specified against the username and SNAT IP

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	address entered in the search criteria
Stop time	Shows time and date when the user stopped access Internet using the IP address specified against the username and SNAT IP address entered in the search criteria
Used time	Shows actual amount of Internet time used by user(s)
Effective used time	Shows total amount of Internet session created by users
Download bytes	Shows amount of data downloaded each day by the user
Upload bytes	Shows amount of data uploaded each day by the user
Data transfer	Shows total amount of data transferred each day by the users

- Select the appropriate format of report, i.e. Printable or CSV

Note:

- SNAT IP Address allocation is subject to registration status of SNAT IP ADDRESS MANAGEMENT module.
- In-case SNAT module has been ON in the machine before and at present it is OFF, admin will be able to view the old-logs which were recorded back-then.
- SNAT Management is an add-on module. Please refer to SNAT Management module for further details.

Generate Report

This report gives complete details of users with start time and end time including client IP, SNAT IP, data transfer and usage time.

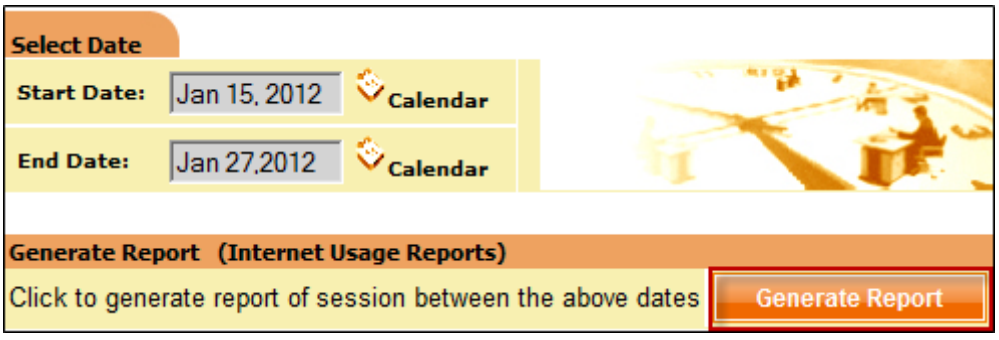

Figure: Generate Report

- Use the calendar option and select start and end date to define duration of report. The start date should be always less than or equal to end date
- Click the 'Generate Report' button to generate the session details report for above dates

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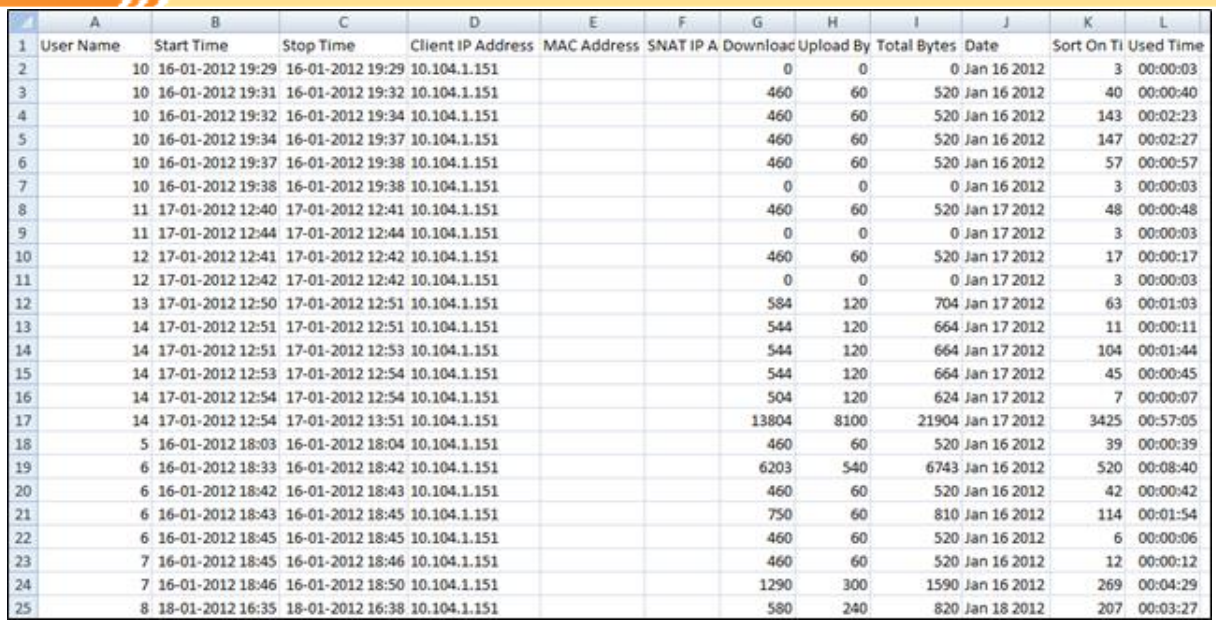

	A	B	C	D	E	F	G	H	I	J	K	L
1	User Name	Start Time	Stop Time	Client IP Address	MAC Address	SNAT IP A	Downloac	Upload By	Total Bytes	Date	Sort On Ti	Used Time
2	10	16-01-2012 19:29	16-01-2012 19:29	10.104.1.151			0	0	0	Jan 16 2012	3	00:00:03
3	10	16-01-2012 19:31	16-01-2012 19:32	10.104.1.151			460	60	520	Jan 16 2012	40	00:00:40
4	10	16-01-2012 19:32	16-01-2012 19:34	10.104.1.151			460	60	520	Jan 16 2012	143	00:02:23
5	10	16-01-2012 19:34	16-01-2012 19:37	10.104.1.151			460	60	520	Jan 16 2012	147	00:02:27
6	10	16-01-2012 19:37	16-01-2012 19:38	10.104.1.151			460	60	520	Jan 16 2012	57	00:00:57
7	10	16-01-2012 19:38	16-01-2012 19:38	10.104.1.151			0	0	0	Jan 16 2012	3	00:00:03
8	11	17-01-2012 12:40	17-01-2012 12:41	10.104.1.151			460	60	520	Jan 17 2012	48	00:00:48
9	11	17-01-2012 12:44	17-01-2012 12:44	10.104.1.151			0	0	0	Jan 17 2012	3	00:00:03
10	12	17-01-2012 12:41	17-01-2012 12:42	10.104.1.151			460	60	520	Jan 17 2012	17	00:00:17
11	12	17-01-2012 12:42	17-01-2012 12:42	10.104.1.151			0	0	0	Jan 17 2012	3	00:00:03
12	13	17-01-2012 12:50	17-01-2012 12:51	10.104.1.151			584	120	704	Jan 17 2012	63	00:01:03
13	14	17-01-2012 12:51	17-01-2012 12:51	10.104.1.151			544	120	664	Jan 17 2012	11	00:00:11
14	14	17-01-2012 12:51	17-01-2012 12:53	10.104.1.151			544	120	664	Jan 17 2012	104	00:01:44
15	14	17-01-2012 12:53	17-01-2012 12:54	10.104.1.151			544	120	664	Jan 17 2012	45	00:00:45
16	14	17-01-2012 12:54	17-01-2012 12:54	10.104.1.151			504	120	624	Jan 17 2012	7	00:00:07
17	14	17-01-2012 12:54	17-01-2012 13:51	10.104.1.151			13804	8100	21904	Jan 17 2012	3425	00:57:05
18	5	16-01-2012 18:03	16-01-2012 18:04	10.104.1.151			460	60	520	Jan 16 2012	39	00:00:39
19	6	16-01-2012 18:33	16-01-2012 18:42	10.104.1.151			6203	540	6743	Jan 16 2012	520	00:08:40
20	6	16-01-2012 18:42	16-01-2012 18:43	10.104.1.151			460	60	520	Jan 16 2012	42	00:00:42
21	6	16-01-2012 18:43	16-01-2012 18:45	10.104.1.151			750	60	810	Jan 16 2012	114	00:01:54
22	6	16-01-2012 18:45	16-01-2012 18:45	10.104.1.151			460	60	520	Jan 16 2012	6	00:00:06
23	7	16-01-2012 18:45	16-01-2012 18:46	10.104.1.151			460	60	520	Jan 16 2012	12	00:00:12
24	7	16-01-2012 18:46	16-01-2012 18:50	10.104.1.151			1290	300	1590	Jan 16 2012	269	00:04:29
25	8	18-01-2012 16:35	18-01-2012 16:38	10.104.1.151			580	240	820	Jan 18 2012	207	00:03:27

Figure: Generate Reports - User Session Wise

Generate Report- User session wise	
Username	Shows list of users who have access Internet in the specified time duration
Start time	Shows the time and date when the user started accessing Internet using the IP address specified against the username
Stop time	Shows the time and date when the user stopped access Internet using the IP address specified against the username
IP address	Shows the list of IP address used by each user
MAC address	Shows the list of MAC address of each user in the list (These details appear if the 'Bind User MAC ID' option is selected while adding user in the system)
SNAT IP address	Shows the list of SNAT address used by each user to surf Internet during the specified time period
Download bytes	Shows the amount of data downloaded each day by the user
Upload bytes	Shows amount of data uploaded each day by the user
Data transfer	Shows total amount of data transferred each day by the users
Date	Shows the date on which the user accessed Internet
Sort on time	Shows time of user session in seconds
Used time	Shows actual amount of Internet time used by each user

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Room Number	Shows the room number of the guest
Guest Name	Shows the name of guest

- You can use the print command '**Ctrl + P**' from keyboard option to print the report

Entity Name Wise

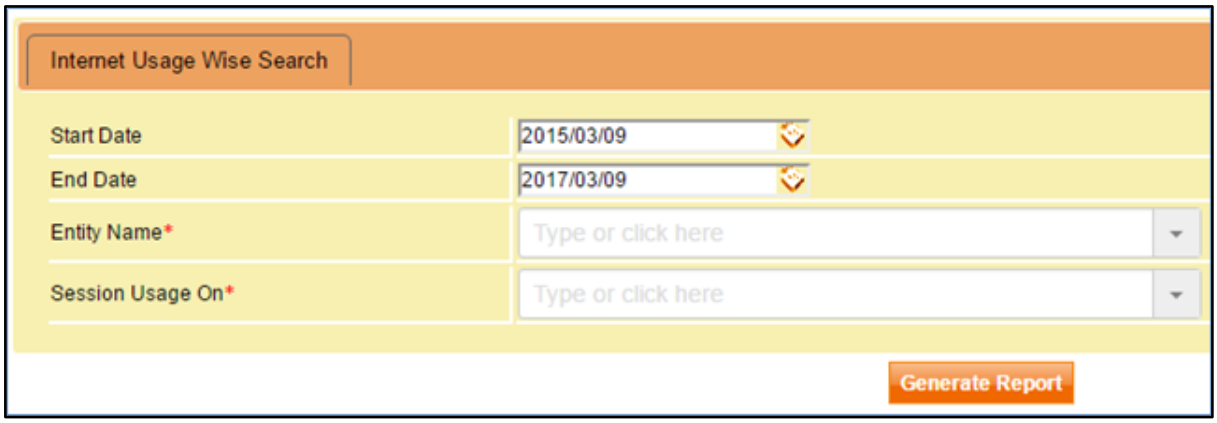

Figure: Entity Name wise Report Selection Criteria

The entity name wise report helps the user to create their own report by selecting the entity and session details. The generated reports is similar to other reports shown in above sections. The selection criteria has following fields:

Entity Name wise report	
Start Date	Shows the date when the user started accessing internet using the IP address specified against username.
End Date	Shows the date when the user stopped accessing internet using the IP address specified against username.
Entity Name	Shows the list of entities: User wise, package wise and account no. wise
Session Usage on	Shows the list of session: Data transfer, surfing time and usage

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Search Internet Usage Report

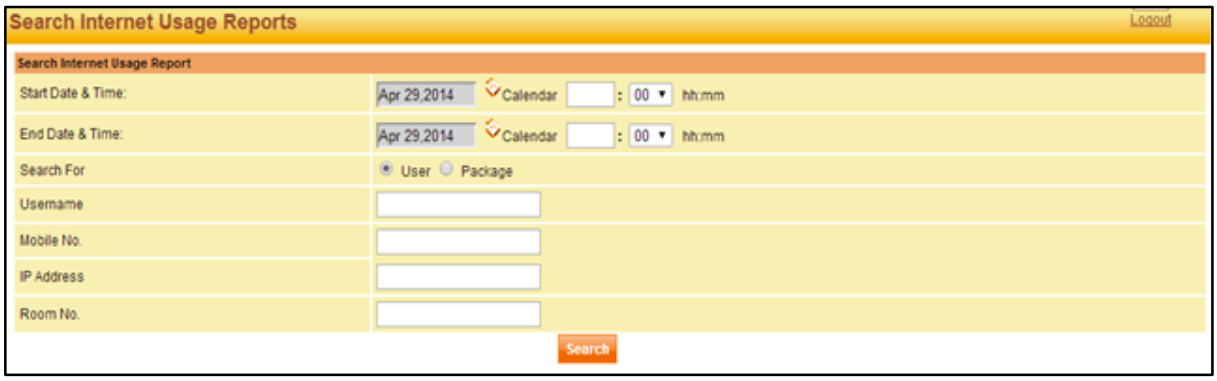

Figure: Search Internet Usage Report

Search Internet Usage Reports	
Start date & time	Define start date of Internet usage according to which the report will be generated. You can also narrow the search by defining the start time and stop time when the user had logged in
End Date & time	Define end date of Internet usage according to which the report will be generated. You can also narrow the search by defining the start time and stop time when the user had logged in
Search For	User wise details shows list of users and usage in the specified time duration Package wise details shows list of packages used by different users in the specified time duration
Username	To search details of any specific username
Mobile Number	To search details of any specific mobile no
IP address	To search details of any specified IP address
Room No.	To search details of any specified room number

After entering the required search criteria, click the '**Search**' button.

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Internet Usage Search Results

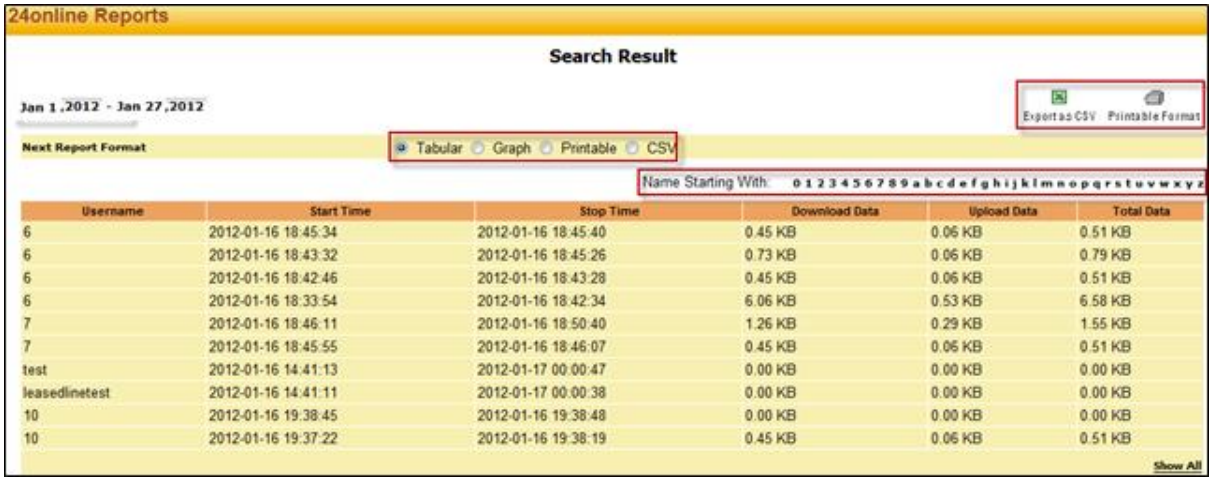

Figure: Search Internet Usage Reports

Search Internet Usage Reports	
Username	Shows list of users who have access Internet during the dates selected in the search criteria
Start time	Shows the time and date when the guest started accessing internet
Stop time	Shows the time and date when the guest stopped access internet
Download data	Shows amount of data downloaded each day by guest
Upload data	Shows amount of data uploaded each day by guest
Data transfer	Shows total amount of data transferred each day by guest

MIS Reports

MIS report provides detailed information about package, zone, pool, user and invoice. With the help of this feature 24online user can generate report of active and de-active users as well as registration and renewal details for each package, zone, and pool.

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Invoice Wise Reports

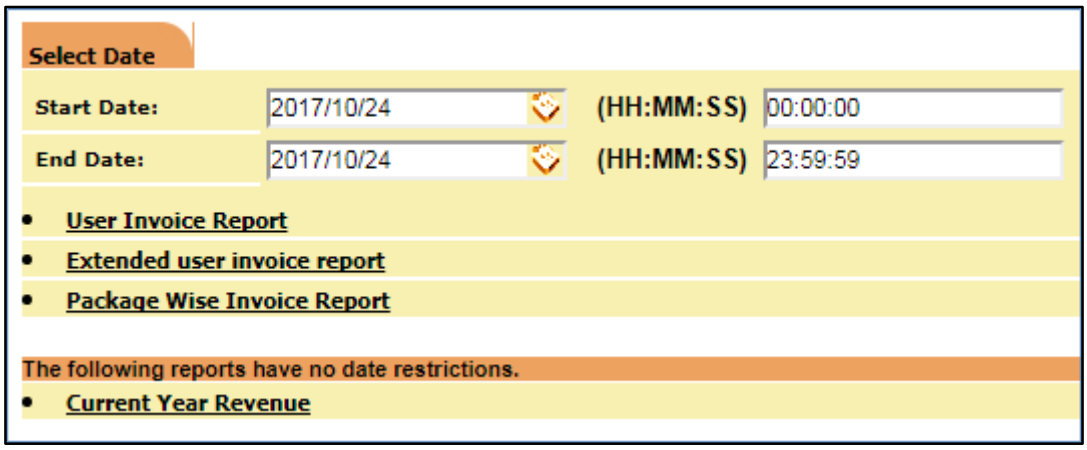
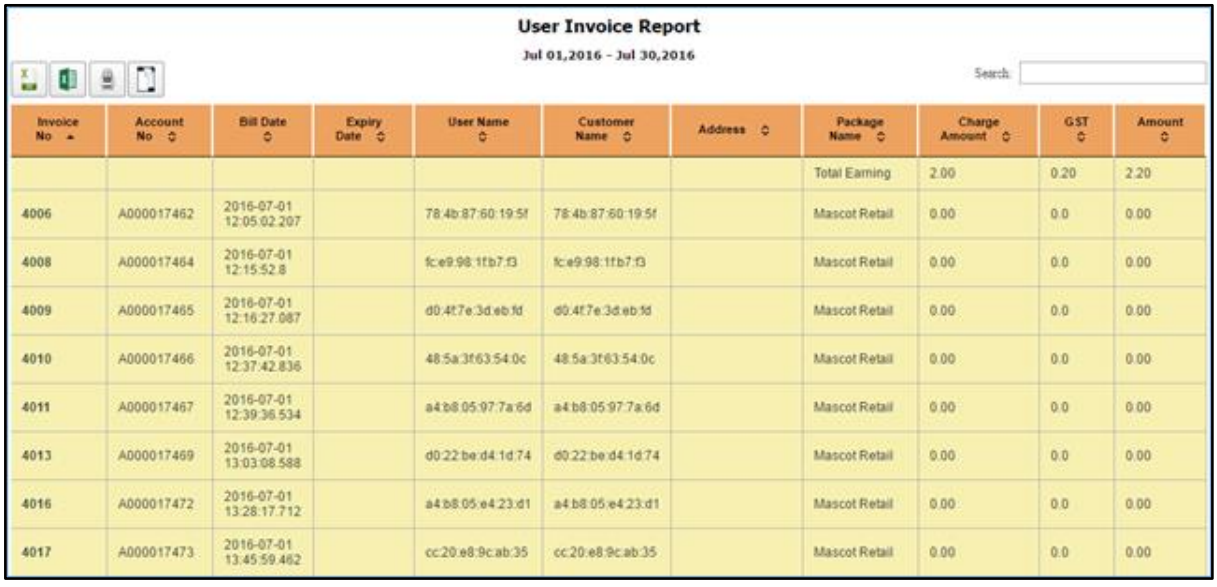


Figure: Invoice wise Reports

- Use the calendar option and select start and end date to define duration of report. The start date should be always less than or equal to end date. Also, the dates should be of same year and same month.
- After specifying the details, click on the required report from the five different types of reporting options:
    - Invoice Report shows various invoices created in the specified time duration
    - Extended user invoice report provides you option to select columns of reports. The report has columns related to billing information taxation address information revenue and internet packages. The report considers default and demographic fields for the columns. Users can select the required columns and hide remaining columns in report.
    - Package wise shows amount of revenue generated package wise in the specified duration

Invoice Report



Invoice No	Account No	Bill Date	Expiry Date	User Name	Customer Name	Address	Package Name	Charge Amount	GST	Amount
							Total Earning	2.00	0.20	2.20
4006	A000017462	2016-07-01 12:05:02.207		78:4b:87:60:19:5f	78:4b:87:60:19:5f		Mascot Retail	0.00	0.0	0.00
4008	A000017464	2016-07-01 12:15:52.8		fc:e9:98:1f:b7:f3	fc:e9:98:1f:b7:f3		Mascot Retail	0.00	0.0	0.00
4009	A000017465	2016-07-01 12:16:27.087		d0:4f:7e:3d:eb:fd	d0:4f:7e:3d:eb:fd		Mascot Retail	0.00	0.0	0.00
4010	A000017466	2016-07-01 12:37:42.836		48:5a:3f:63:54:0c	48:5a:3f:63:54:0c		Mascot Retail	0.00	0.0	0.00
4011	A000017467	2016-07-01 12:39:36.534		a4:b8:05:97:7a:6d	a4:b8:05:97:7a:6d		Mascot Retail	0.00	0.0	0.00
4013	A000017469	2016-07-01 13:03:08.588		d0:22:be:d4:1d:74	d0:22:be:d4:1d:74		Mascot Retail	0.00	0.0	0.00
4016	A000017472	2016-07-01 13:28:17.712		a4:b8:05:e4:23:d1	a4:b8:05:e4:23:d1		Mascot Retail	0.00	0.0	0.00
4017	A000017473	2016-07-01 13:45:59.462		cc:20:e8:9c:ab:35	cc:20:e8:9c:ab:35		Mascot Retail	0.00	0.0	0.00

Figure: Invoice wise Reports

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Invoice Wise Report	
Invoice No	Shows the invoice number defined while generating each invoice
Account no	Shows account number of the guest
Bill date	Shows the billing date and time of the guest
Expire date	Shows the expire-date of guest
Customer ID	Shows the customer ID of the guests
Zone Name	Shows zone name of the customer
Customer Name	Shows customer name
Username	Shows username of the customer
Address	Shows the address of each customer
Package name	Shows the name of the package sold to each customer
Charge Amount	Shows amount charged from guest
Amount	Shows the amount of each package sold to the customer

Extended User Invoice Report

Figure: Extended Invoice wise Reports

The report shows all the columns of user invoice report. Additionally, all the columns for dynamic fields will also be displayed.

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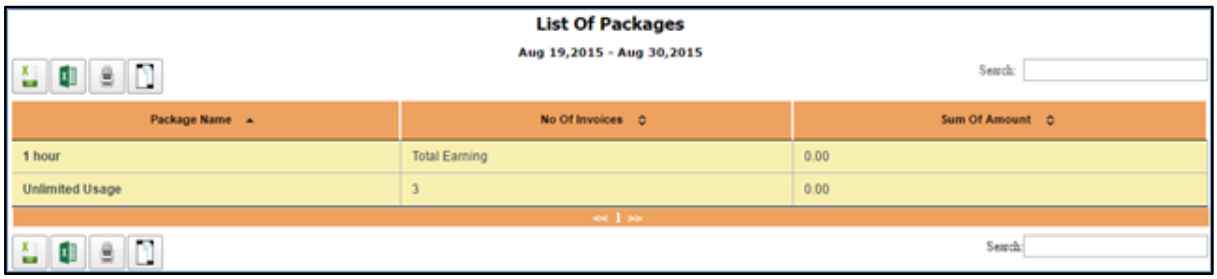
Package wise Invoice Report



List Of Packages

Aug 19,2015 - Aug 30,2015

Search:

Package Name	No Of Invoices	Sum Of Amount
1 hour	Total Earning	0.00
Unlimited Usage	3	0.00

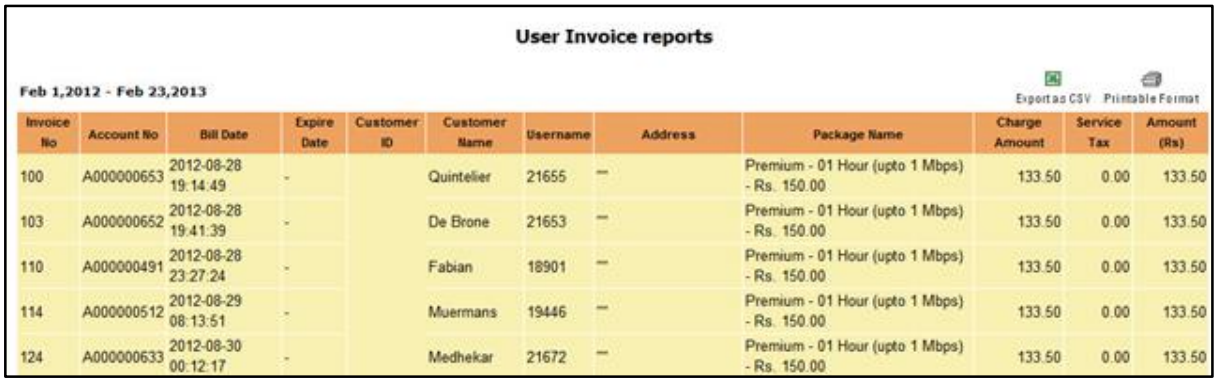
<< 1 >>

Search:

Figure: Package wise Invoice Report

Invoice Wise Report	
Package name	Shows list of packages for which number of invoices have been generated in the specified time duration
Number of invoices	Shows no. of times invoices generated for each package
Amount	Shows the amount of each package sold to the customer

- View invoice wise details of any specific package, click on the name of the package:



User Invoice reports

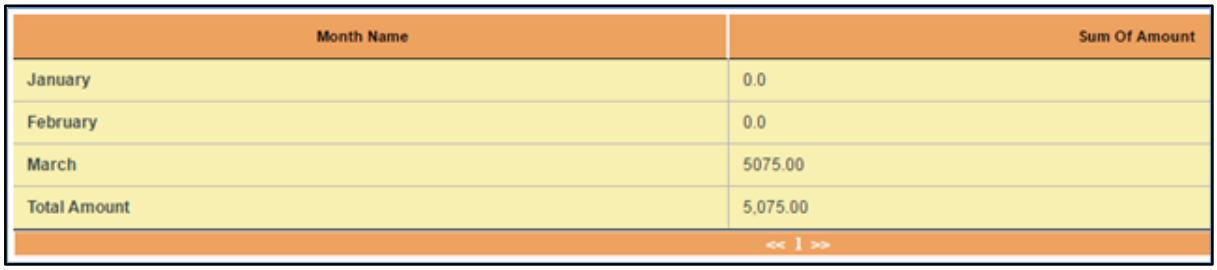
Feb 1,2012 - Feb 23,2013

Export as CSV Printable Format

Invoice No	Account No	Bill Date	Expire Date	Customer ID	Customer Name	Username	Address	Package Name	Charge Amount	Service Tax	Amount (Rs)
100	A000000653	2012-08-28 19:14:49	-		Quintelier	21655	-	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	133.50	0.00	133.50
103	A000000652	2012-08-28 19:41:39	-		De Brone	21653	-	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	133.50	0.00	133.50
110	A000000491	2012-08-28 23:27:24	-		Fabian	18901	-	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	133.50	0.00	133.50
114	A000000512	2012-08-29 08:13:51	-		Muermans	19446	-	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	133.50	0.00	133.50
124	A000000633	2012-08-30 00:12:17	-		Medhekar	21672	-	Premium - 01 Hour (upto 1 Mbps) - Rs. 150.00	133.50	0.00	133.50

Figure: Invoice Package wise Reports

Current Year Revenue



Month Name	Sum Of Amount
January	0.0
February	0.0
March	5075.00
Total Amount	5,075.00

<< 1 >>

Figure: Current Year Revenue Report

Current Year Revenue	
Month	Shows the name of month

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Sum of Amount	Shows the total revenue generated for the month

Static IP List

Figure: Pool wise Static IP List

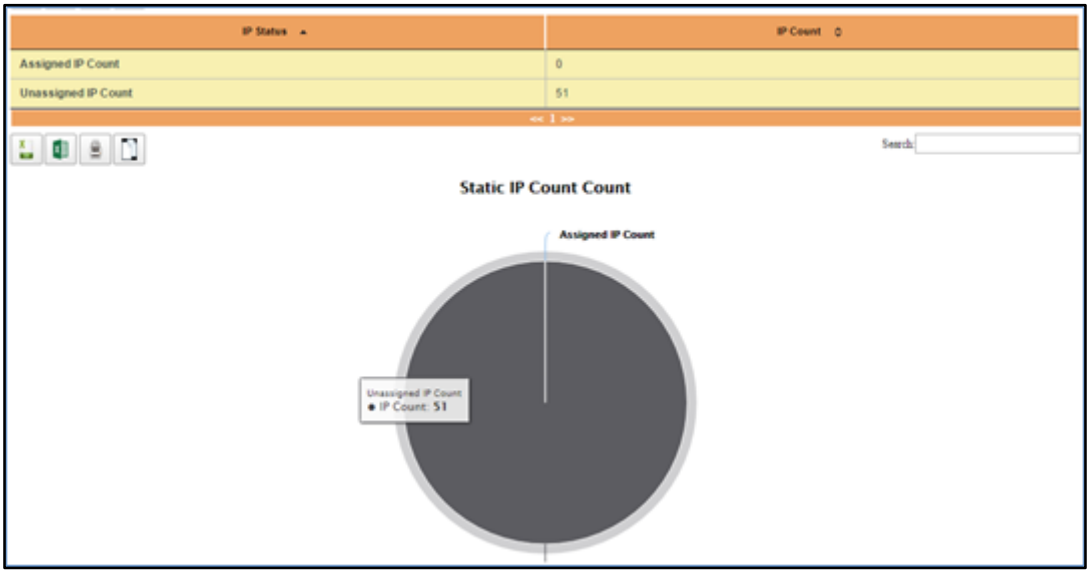

Figure: Pool wise Static IP List Output

- Click the drop-down box and select the name of the pool from the list. All the pools which are created in the system will be displayed in the drop-down list.
- The system shows the number of IP address assigned and unassigned to specific pool selected from the list:
    - Click on the **Unassigned IP Count** to understand the details

List of Unassigned IP's

IP Address
10.1.1.1
10.1.1.2
10.1.1.3
10.1.1.4
10.1.1.5
10.1.1.6
10.1.1.7
10.1.1.8
10.1.1.9
10.1.1.10
10.1.1.11
10.1.1.12
10.1.1.13
10.1.1.14
10.1.1.15

Figure: Pool wise List of Unassigned IPs

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Similar type of list of IPs can be viewed when you click on the **Assigned IP Count**.

Search Reports

Figure: Search Reports

Search Reports	
Search Based on	Select an appropriate option to search based on guest and package details or remaining usage details of the package assigned to the guest
Create Date	Use the calendar option to define any specific date or the date range. Select the starting date in the first box and ending date in the next box. For any specific date, select the same date in the both the boxes
Do not apply date filter	Use the check-box to avoid the date range
Search For	Select whether you want to search according to the guest or package
Username	To search using username
Mobile No.	To search using mobile number
Zone name	To search according to zone, click the drop-down box and select the name of the zone (Zone Module should be registered. It is an add-on module)
Pool name	To search according to pool, click the drop-down box and select the name of the pool

After specifying the search criteria, click the '**Search**' button.

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Search Result

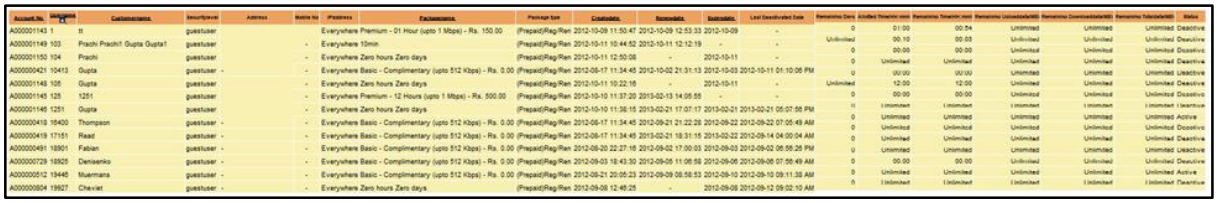

Figure: Search Reports Result

User Status wise Count

The section displays the package wise count report according to the active users in each package.

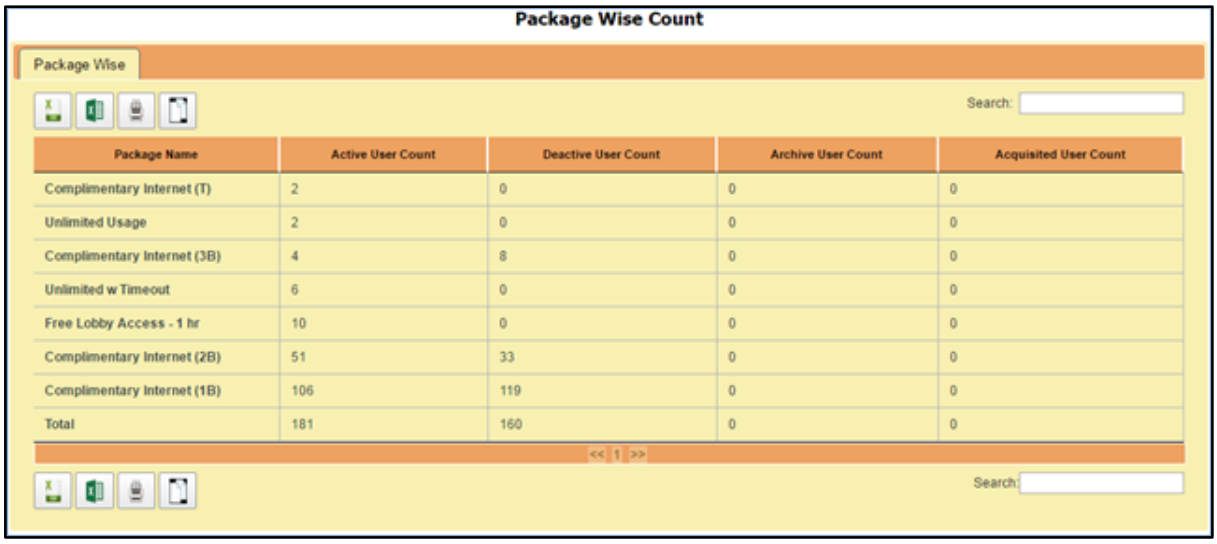

Figure: User Status wise Count

Package Wise Count	
Package Name	Displays the list of packages
Active	Displays the number of active users in the package
Deactive User Count	Displays the number of deactivated users in the package
Archive User Count	Displays the number of archived users in the package
Acquisited User Count	Displays the number of acquisited uses in the package

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MIS Type wise Report

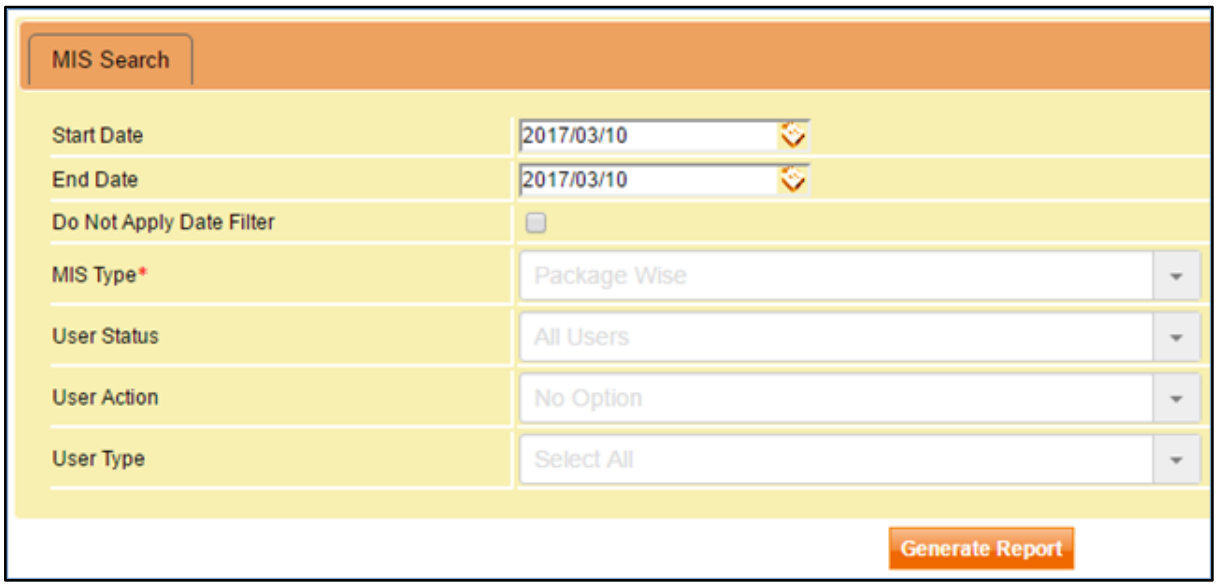

Figure: MIS Type wise Report

Along with other predefined formats of reports, a new 'MIS Type Wise' report allows the users to create custom report with fields of their own choice. While the default reports are configured for standard view, 'type wise' reports can be optimized to show user relevant fields only.

MIS Search	
Start Date	Enter the start date on which users started accessing internet
End Date	Enter the end date on which users stopped accessing internet
Do Not Apply Date Filter	Check True if you want the report irrespective of date
MIS Type	Select the type of report: • User Wise • Package Wise • Pool Wise
User Status	Select the status of user: • All Users • Active Users • Active Users • Deactive Users • Acquisited Users • Archive Users • Suspended Users
User Action	Select the actions performed by users • No Option • Registered Users • Renewed Users • Expired Users

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User Type	Select the type of user: • Administrator • User • Leased Line • Walkin User • Manager • Operator • LBNCo • Hotel Admin • Social Media User

When you will click on 'Generate Report' after selecting the option from dropdown, the corresponding report will be generated.

Demographic Fields

The report displays the list of all registered users with demographic fields.

Figure: Demographic Fields

Demographic Search	
Start Date	Enter the start date on which users started accessing internet
End Date	Enter the end date on which users stopped accessing internet
Do Not Apply Date Filter	Check True if you want the report irrespective of date

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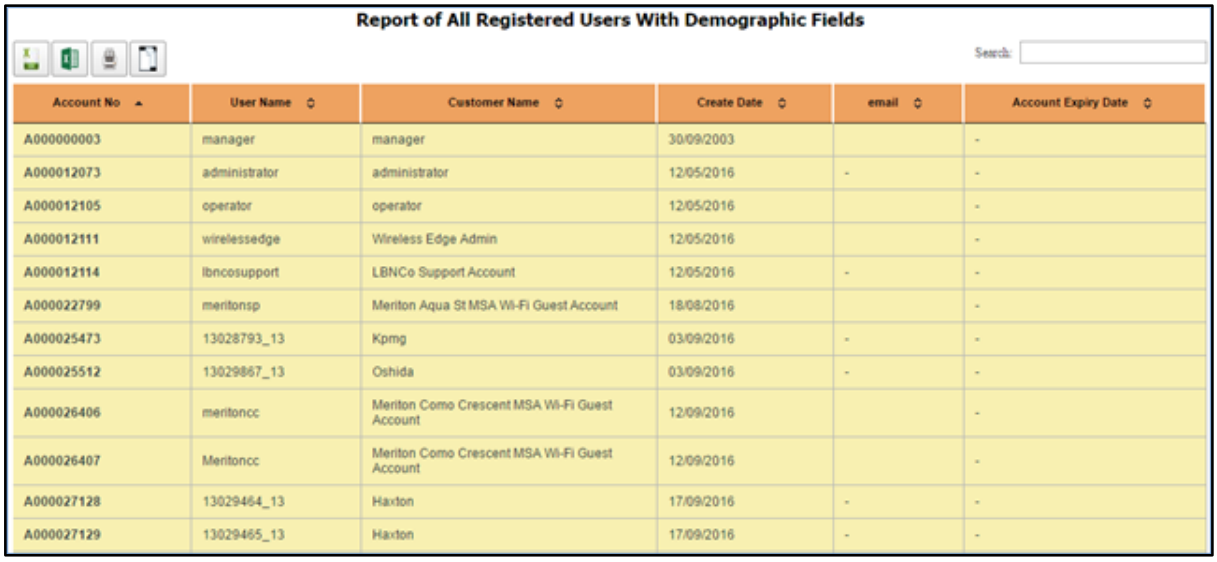
All Registered Users with Demographic Fields



Report of All Registered Users With Demographic Fields

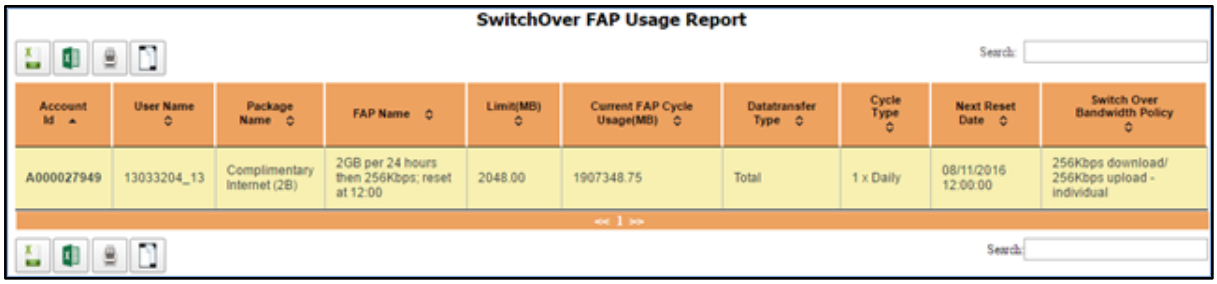
Search:

Account No	User Name	Customer Name	Create Date	email	Account Expiry Date
A000000003	manager	manager	30/09/2003		-
A000012073	administrator	administrator	12/05/2016	-	-
A000012105	operator	operator	12/05/2016		-
A000012111	wirelessedge	Wireless Edge Admin	12/05/2016		-
A000012114	lbncosupport	LBNCo Support Account	12/05/2016	-	-
A000022799	meritonsp	Meriton Aqua St MSA Wi-Fi Guest Account	18/08/2016		-
A000025473	13028793_13	Kpmg	03/09/2016	-	-
A000025512	13029867_13	Oshida	03/09/2016	-	-
A000026406	meritoncc	Meriton Como Crescent MSA Wi-Fi Guest Account	12/09/2016		-
A000026407	Meritoncc	Meriton Como Crescent MSA Wi-Fi Guest Account	12/09/2016		-
A000027128	13029464_13	Haxton	17/09/2016	-	-
A000027129	13029465_13	Haxton	17/09/2016	-	-

Figure: All Registered Users with Demographic Fields

Switchover FAP Usage

Section displays reports of switchover FAP usage details:



SwitchOver FAP Usage Report

Search:

Account Id	User Name	Package Name	FAP Name	Limit(MB)	Current FAP Cycle Usage(MB)	Datatransfer Type	Cycle Type	Next Reset Date	Switch Over Bandwidth Policy
A000027949	13033204_13	Complimentary Internet (2B)	2GB per 24 hours then 256Kbps; reset at 12:00	2048.00	1907348.75	Total	1 x Daily	08/11/2016 12:00:00	256Kbps download/ 256Kbps upload - individual

<< 1 >>

Search:

Figure: All Registered Users with Demographic Fields

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FTP Report Configuration

The user can send the reports directly to a server location directly from 24online. The 24online acts as FTP client and with valid authentication parameters, the reports can directly be ported to given server in CSV format.

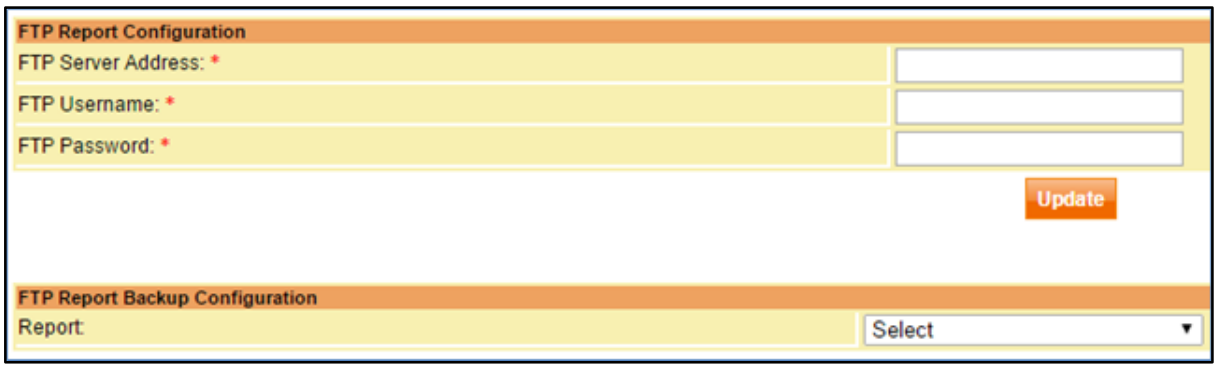

Figure: Event Information Report

FTP Report Configuration	
FTP Server Address	Type the FTP server address
FTP Username	Type the username to authenticate the credentials
FTP Password	Type the valid password to gain access to server
FTP Report Backup Configuration	
Report	Select the report form dropdown

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Help

This section of the user guide includes necessary information about updating software, downloading latest version and useful documents in-order to use 24online efficiently.

Company Info

The company details show the complete information of the company to which the 24online solution has been registered

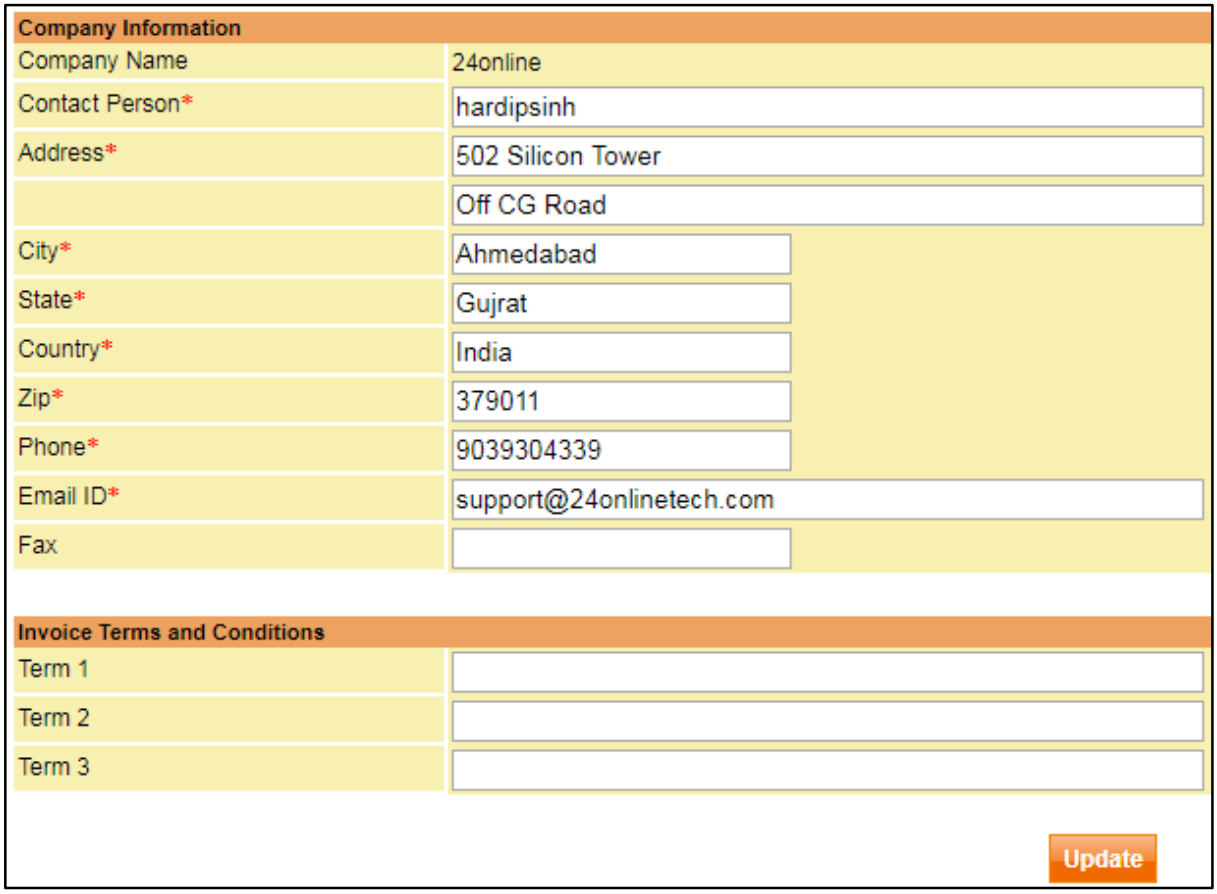

Figure: Company Information

- Company name shows the name of the company to which the 24online software copy has been registered
- Contact person name shows is the company's personnel to whom the solution has been offered
- Address/city/state/zip/phone/email ID and Fax shows the company contact details
- You can define necessary terms and conditions in the terms and conditions box

Download 24online Client

24online client is small dialogue box, which helps you in directly logging into the account just by adding your username & password and accessing Internet. With the help of this client you need not keep the browsing page open, once you have entered the details and saved it, the dialogue box automatically gets minimized to the system tray.

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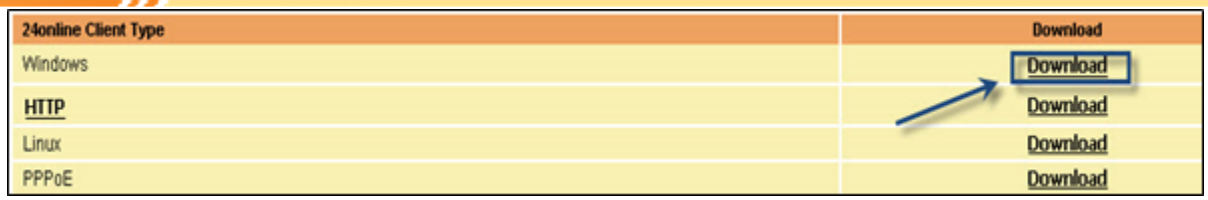

Figure: Download 24online Client

24online client supports users using following platforms:

- Windows OS Users can directly logon to 24online server using this client
- HTTP users can directly logon to 24online using this client
- Linux OS Users can directly logon to 24online server using this client
- PPPoE users, using any other operating system other than Windows & Linux can be also logon to 24online server using the client

Click the '**download**' option to download the client

Upload Upgrade Version

24online team is constantly working on adding fresh features required to fulfill client's requirements. Apart from latest features and bug fixes, clients are informed of the latest version of 24online. This feature provides the facility to upload the upgraded version file in the system. Use the '**Upload Upgrade Version**' option to upgrade your 24online with latest version.

Figure: Upgrade 24online Version

- Click the 'Browse' option to select the upgrade 24online file from path you have saved it
- After selecting the file, click the upload button

Note: To download upgrade file of 24online, visit download.24onlinebilling.com

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Register 24online

After purchasing 24online you need to fill in the registration form using online registration as given in this feature. With the help of features you can also register the demo version using '**Online Demo Registration**' option. Please review the details given below, in order to understand the details of online registration.

Online Registration

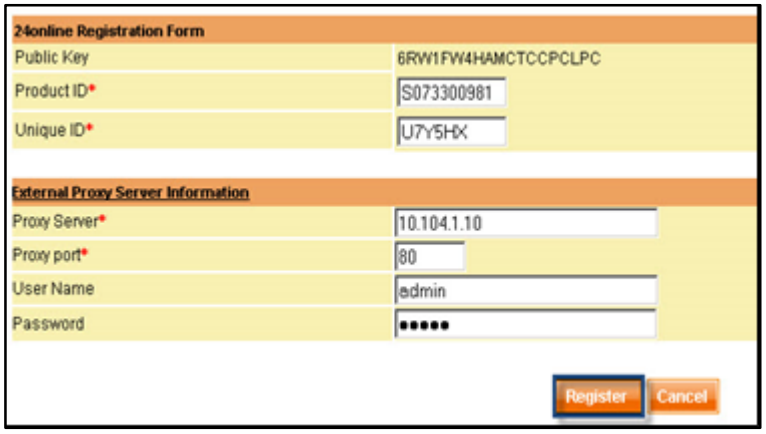

Figure: Online Registration

24online Registration Form

- Enter the public key in the text box. Public key uniquely identifies your installation machine to 24online
- Specify the product-id available with the 24online CD
- Specify the unique-id available with the 24online CD
- Specify the license key
- Specify the user license

External Proxy Server Information

- Enter the HTTP proxy server setting (name or IP address) to connect to 24online registration server
- Enter the Port details using which proxy server runs if different than default port (80)
- Enter the username with which to log on to proxy server (if configured)
- Provide Password (if configured)

After specifying all details, click the '**Register**' button to save details and register your copy of 24online.

Note: You will need to connect 24online with internet before filling online registration form.

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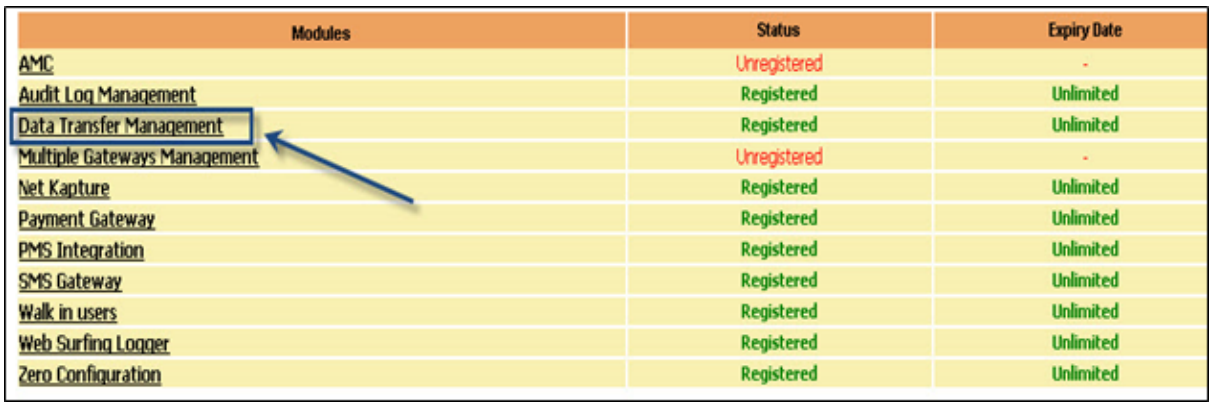
Module License

There are several additional features that can be added to the basic version of 24online as per the requirement of the client. These additional features are named as modules and customers have to procure different license for enabling any of these add on modules. These modules are not the part of the basic 24online version.

With the help instructions given below, you can view the list of registered and unregistered modules as well as expiry date of the module, if registered.



Modules	Status	Expiry Date
AMC	Unregistered	-
Audit Log Management	Registered	Unlimited
Data Transfer Management	Registered	Unlimited
Multiple Gateways Management	Unregistered	-
Net Kapture	Registered	Unlimited
Payment Gateway	Registered	Unlimited
PMS Integration	Registered	Unlimited
SMS Gateway	Registered	Unlimited
Walk in users	Registered	Unlimited
Web Surfing Logger	Registered	Unlimited
Zero Configuration	Registered	Unlimited

Figure: Module License Registration

- The modules list displays registered and unregistered modules in the system
- The status column displays the status of each module in the list
    - Unregistered status shows that the module is not registered
    - Registered status shows that the module can be registered
- The expiry date shows the date and time when the module will expire
- To register any of the module, click on the name of the module and enter the necessary details as explained below:

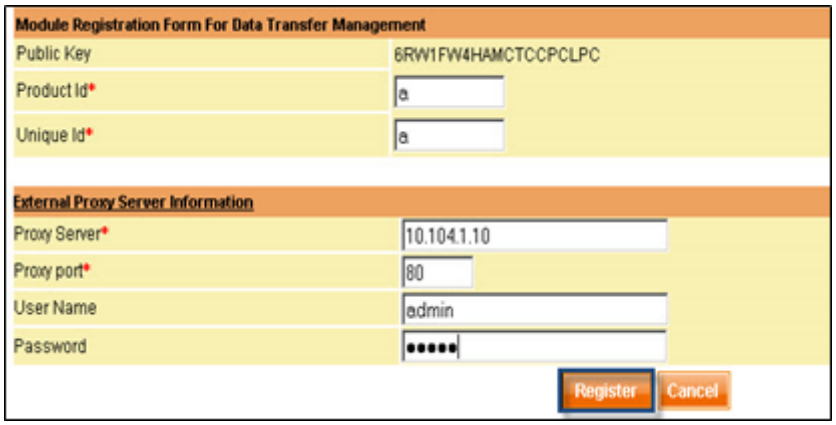


Figure: Module License Registration

24online Module Registration Form

- Enter the public key in the text box. Public key uniquely identifies your installation machine to 24online
- Specify the product-id available with the 24online CD
- Specify the unique-id available with the 24online CD

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External Proxy Server Information

- Enter the HTTP proxy server setting (name or IP address) to connect to 24online registration server
- Enter the Port details using which proxy server runs if different than default port (80)
- Enter the username with which to log on to proxy server (if configured)
- Provide Password (if configured)

After specifying all details, click the '**Register**' button to save details and register your copy of 24online. You can register all/required modules by following the same process

Manage Customization

24online provides option to enable some features that are useful for some of consumers with specific needs. These features were earlier available only through 24online support as incorrect configuration may lead to system down or data loss. It is recommended to enable/disable the features in expert supervision or with 24online's help.

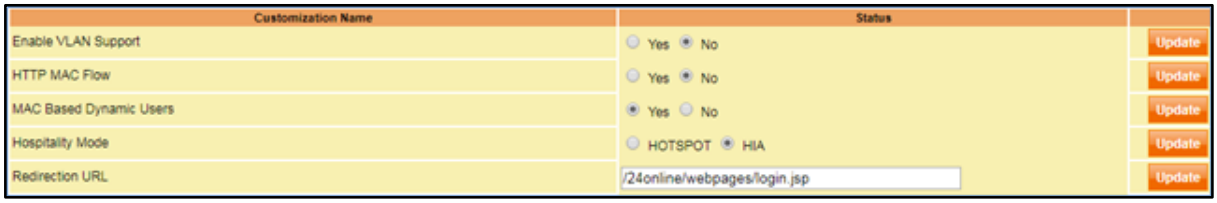

Figure: Manage Customization

- Select Yes/No for each feature to enable/disable respectively.
- Click on the 'Update' button
- System will give warning message to avoid accidental update.
- Select 'Yes' to apply customization.

The available customizations are:

Enable VLAN Support

The customization enables/disables the VLAN support for 24online. While disabling the support, it is necessary that no VLAN pools are present in system.

HTTP MAC Flow

If the access request from client should also fetch MAC address, the flow is required. For this customization, no live users should be present in system.

MAC Based Dynamic Users

The flow is required for 24online to act as hotspot. It allows self-registration using end-user's MAC address. For this customization, no MAC based pools should be present in system.

Hospitality Mode

Select the 24online mode to be either HIA or Hotspot. For HIA, no user should be live; POP module should be disabled and zone module should be disabled. For Hotspot, no user should be live; there should be no checked in guest and 24online and PMS communication should be one to one.

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Redirection URL

The IP address or domain name will be redirected to the URL set here. Here the internal URL i.e. address is set after the domain name/IP address.

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About 24online

With the help this feature, 24online user can check which version of 24online is installed, and determine the Product ID and User license copy. Following information can also be availed by selecting the 24online icon at the top right hand-side corner of the page.

Figure: About 24online

24online Modules

Audit Log

Who snooped in? When? What time? For how long? Was the person authenticated?? Now keep aside the entire headache as, 24online offers an advanced feature Audit Log.

Audit Log is dedicated to store all the actions performed by the user administrating 24online. With the help of this feature you can search transactions or actions like create, manage, edit or delete actions performed in the specified time period and search actions as required. It gives complete details on all the actions performed and actions performed by, with IP address from where the action has been taken and action time. As this feature provides time and duration of action performed, it helps in tracking any unsecured login in admin GUI resulting into data loss.

Data Transfer

24online offers Data Transfer module by which admin can create different data transfer plans for their customers. Service provider can provide prepaid and postpaid plans based on upload and download data transfer. With the help of this module, admin can also define data transfer policies that can be used to restrict users from uploading or downloading high amount of data. With data transfer policy one can set conditions and allot data limits. User is allotted number of data transfer for browsing internet and user remains in active state till the limit of data transfer exhausts.

Multiple Gateway Management

24online provides security over multiple ISP links using a single appliance. It restricts high consumption of bandwidth and network congestion as well as makes optimum use of low cost links. In-case of link failover it automatically shifts traffic from a failed link to a working link, ensuring continual quality service for premium service.

Payment Gateway

24online is integrated with secured and highly available payment gateways in the market, which allows you to easily avail online payments for packages and provide registration/renewal service to your guests. All you need to feed in the necessary details and you can accept real time payments from customers using credit cards, visa cards, debit cards etc.

PIN Management

24online solution offers prepaid pin module which enables online registration of customer and renewal of customers accounts. Voucher offers instant access to users just by entering the login credentials like username & password (configurable). For “on-the-go” customers, pre-paid pins can be generated for various denominations, based on time, days and usage. With an inbuilt payment gateway, 24online also offers easy credit card payment option to end users. This module is highly beneficial for hoteliers, hotspots, and cybercafés for providing immediate access of Internet to customers.

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Walk-in Pins

24online solution offers walk-in pin module which offers instant access to Internet without any customer registration or renewal. Customer avails instant access to Internet using this prepaid pin and password. Internet access would be credited as defined in the package. Customized templates can be prepared for printing these coupons.

Web-Services Interface

Web Service is a self containing, self describing modular application that can be published, located and invoked across the web. With the help of this feature, business functions can be made universally available using Internet. This allows the applications to interoperate in a loosely coupled environment, discovering and connecting dynamically to the services. This feature is executed using general APIs that can be easily accessed over Internet. Web service offers list of options using which administrator can send the action request and perform the functions on 24online server via Internet. This feature is highly beneficial for hoteliers, hotspots, cybercafés, ISPs, conference hall etc.

Franchisee/ Zone Management

Offers multiple options to generate and manage franchisee management operations. With franchisee management one can avail single user access for franchisee service as administrator. Management and detailed system MIS reports available. Service providers are free to send alerts to subscribers using 24online messaging options, for their usage and renewals on continuous basis.

SNAT Management

24online SNAT Management helps in source natting of IP addresses. With the help of this module admin can perform different actions like NAT to Single IP, NAT to Internet Public IP (Live IP) and drive local traffic to Internet. SNAT module is available with demanding features beneficial for hoteliers, ISP, café etc.

SMS Gateway

Now mobile phones can be used to exchange business information swiftly and in secured way. 24online offers advanced feature which can be configured to send Internet username & password directly to the guests or users on their mobile number. You can also maintain the SMS authentication process using this feature.

Web Surfing Logger

24online offers an advanced feature, Websurfing Log, using which you can maintain the track of websites and applications surfed by guests or users. Complete reporting of the surfing details of the users can be availed in different printable and graphical formats. This helps in ensuring the security of the network as well as in maintaining the network performance and productivity.

NetKapture

24online has come up with an advanced feature which acts as ‘watchman’ of the network, taking care of each and every protocol request sent and received by the network. The benefit of this

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feature is that it can easily trace all the logs and admin can generate different types of reports using this feature. It's an ideal feature which is highly in-demand for hospitality and ISP clients.

High-Availability (Active-Passive)

24online offers high availability – active passive by using virtual MAC address shared between the primary appliance and secondary appliance linked together. When 24online appliance is configured in Active-Passive mode, the primary appliance is responsible for forwarding the entire traffic requests and the secondary appliance is responsible for acting as an auxiliary machine which readily operates as the primary appliance as and when the primary appliance or any of the monitored links fail. Primary appliance automatically takes over the secondary appliance once it starts functioning.

PMS Integration – HMS Module

24online HMS system is integrated with most well known PMS in the market, functions and features as well as communication with the PMS can be laid with ease. For accessing all the functions and features related to the hotel, 24online Hotel Management System module should registered and necessary configurations were enabled.

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