

24Online FAQs

(Version 7.0.0.0)

Copyright Elitecore Technologies Ltd., Ahmedabad, INDIA

Contents

Installation FAQs 3

General FAQs 4

Installation FAQs

Q: What are the steps to Install 24online using the 24online CD?

A: Please refer the 24online Installation Guide.

Q: Which Operating System is required to install 24online?

A: 24online does not need any Operating System. It has its own Operating System. You need a hard disk with the specified Hardware requirements to install 24online Server. 24online Installation process will format the Hard disk.

Q: I have installed 24online Server on one Machine in our Network. How do I enable Internet access on Client Machines through 24online?

A: Set 24online Internal IP address as Gateway address and DNS address of all the Client machines/PCs. All the Internet related traffic of Client Machines will pass through 24online Server after configuring the Gateway and DNS of all the Client machines.

Q: Is anything else required to access Internet from Client machines after setting the Gateway and DNS of all Client machines?

A: You need to download and install 24online Client on all the Client machines. Following are the steps: -

- Log on to 24online Server through Web browser. Click on **Help→24online Client**.
- Download 24online Client as per the operating system and save the file.
- Run the file after installation is complete.
- Right click on 24online Client and select Preferences.
- Specify the IP Address of 24online Server in Server address.

Now user can log on to access Internet

Q: I have installed 24online Client at all Client machines. When I start 24online Client it is asking for server address. Which IP Address should be specified as Server address?

A: Right click on 24online Client in the Task bar and select Preferences option. Specify the **Internal IP Address** of 24online Server in Server Address and click Check Button to check whether Client is able to connect to Server or not.

General FAQs

Q: How can I upgrade User license of 24online?

A: 24online License is based on number of maximum concurrent users logged into the 24online server. You can upgrade the user license of 24online by obtaining a new Product ID and Unique ID.

Click on **Help→Register 24online→Upgrade License** and follow the procedure as mentioned in the User Guide.

Q: How can I upgrade 24online to Latest Version?

A: An Automated upgrade Agent will daily check for new Upgrade on a central site located at Elitecore. It checks for new upgrades and will automatically upgrade 24online to latest version. Follow the steps to upgrade 24online manually

- Log on to 24online Console
- Enter Menu number '5' i.e. 24online Management
- Use 'Check and Upgrade New Version' by entering Menu Number '8'
- It will check for new version and will upgrade 24online Server to latest version

Q: How do I change 24online Console Password?

A: Please refer to 24online Console Guide provided with 24online for changing Console password.

Q: How do I take Backup of Current Policies, User Profile?

A: Steps to take Backup of Current Policies: -

- Log on to 24online Management Screen
- Select **System Management→Manage Data→Backup**
- Click on **Backup Data** button in **System Data Backup to Date** in order to take Backup of current policies and User Profile. System Data Backup will not include the backup of Logs.
- Save the Backup file

Q: How do I take Restore the backup?

A: Steps to Restore backup: -

- Select **System Management→Manage Data→Restore**
- Upload the Backup file to 24online Server
- After uploading the file, Log on to 24online Console
- Specify Menu number '5' i.e. 24online Management
- Restore the Backup using Menu Number '5'
- Select 'y' to restore the Backup to 24online server
- You can also configure regular backup using FTP or Mail.

Q: What configuration is required to retrieve live pages of FrontPage Related sites?

A: Following are the configuration Steps to retrieve live pages of Front Page related sites: -

- Select **Cache Management→Cache→Configure**
- Specify the Keywords or File Extensions using Manage Keyword and File Extensions of Pages for which you do not want Caching
- As a result, caching of Front Page related sites with specified Keywords or File Extensions would not be done. A live page is retrieved for each requests related with Front Page.

Q: Does 24online work with Macintosh Machines?

A: 24online works on TCP/IP Networks. You need to Enable TCP/IP Settings on Macintosh Machines. You can use 24online HTTP Client and log on using the username and password to access Internet from Macintosh Machine.

Q: I have forgotten the password of Administrator User of 24online GUI and cannot access GUI. Can I get a new Administrator Password?

A: Please reset Administrator password from Console

- Log on to 24online Console
- Select Menu Number '5' i.e. 24online Management
- Reset Management Password using Menu Number '3' i.e. Reset Management Password
- The password will be reset to 'administrator'

Q: Which Web browser support Internet access from Client machines through 24online?

A: You can access Web from any of the web browsers supporting the HTTP protocol. But to access the 24online GUI only Internet Explorer 5.5 or above are supported

Q: Evaluation Period / Demo license of 24online has expired. How can I extend the Demo License / Evaluation Period?

A: You need to contact Elitecore Technologies at +91-79-26405600 or send mail to 24onlinesupport@elitecore.com to obtain a new Demo Product ID. Elitecore will provide a new Product ID and Unique ID using which you can register and extend your demo license.

Q: Which are the different User Types or Security Level in 24online? What is the significance of each User Type?

A: 24online supports seven levels of user security: -

- Administrator
- Manager
- Operator
- Zone Manager
- Zone Operator
- User
- Lease Line User

You can customize the above security levels as per your requirements using the ACL module. Refer to 24online User Guide for additional details.

By default, **Administrator** group user has the right to create, update, and delete the required details. Administrator can create administrator level Users.

By default, the Manager Group user has the right to create, update and view information. Delete action rights will not be available to the user of the Manager group.

Operator user level will have privilege to view 24online Management only. No updating and deleting is, permitted at operator privilege.

By default, the "Zone Manager" group User has the right to create, view and update the information of users belonging to the zone assigned to him. Delete action will not be available to the user belonging to "Zone Manager" group.

By default, the Zone Operator group User has only the right to view information of users belonging to the Zones assigned to him. Create, update and delete actions will not be available to the user belonging to Zone Operator group.

User level Employee cannot access 24online Management Screen or Reports but only can use its username to connect to 24online from other machines for Internet access

User is the person who logs on to the client machine for using Internet resources.

Lease Line Users can access Internet without logging on to 24online Client.

Q: I am not able to view Web surfing reports in 24online?

A: Web surfing reports are generated only if Cache engine is enabled or running as Proxy Server. Go to **Cache Management**→**Cache**→**Manage** and check whether cache engine is running. Start the cache engine if cache engine is not running.

Q: Where should I contact for other issues related to operation of 24online?

A: Refer to 24online User Guide or send a mail to 24onlinesupport@elitecore.com.

Q: I have forgotten my Console password. How can I change the 24online Console Password?

A: You can change the Console password by giving a new password from **24online Console**→**System Management**->**24online Console**. Specify the new password. After the password is changed log on using the new password.

Q: I have multiple Gateways in 24online. Which Gateway will be the Default Gateway?

A: The very first Gateway added in 24online will be the Default Gateway. The traffic is routed through the Default Gateway if no other Gateway is added.

Q: Can I delete a Gateway?

A: You can delete other Gateways except the "Default Gateway". You cannot delete a Default Gateway.

Q: From where should I change the IP Address of "Interface"?

A: Steps to configure IP Address of Interface: -

- Log on to 24online Console
- Specify Menu Number '1' i.e. **Network Configuration** to change the IP Address of Interface
- Set IP Address, Subnet Mask, Net type (Internal or External) and Alias of the respective Interface
- Press <Enter> Key if you do not want to change the IP Address

Q: What are the necessary criteria required to restore the back up of profiles to 24online Server?

A: Restore facility is version dependant. Restore will work only if the backup and restore versions are same i.e. if backup is, taken from version 5.0.0 then restore will work only for version 5.0.0 and not for any other version.

Q: I have changed the Message to be displayed for one of the Messages keys from System Management->Messages. When will this newly given message come into effect?

A: The changes in newly given Message will come into effect dynamically.

Q: What is KB in Data Transfer Bandwidth?

A: KB is short form of "Kilo Bytes". When used to describe data storage. "Kbps" represents "Kilo Bytes per second" (1 kilobyte=8 kilo bits) of Data Transfer. While kbit means, kilo bits per second.

Q: When will the change in User Based Bandwidth Policy come into effect?

A: Change in User Based Bandwidth Policy will come into effect dynamically (immediately).

Q: When will the change in IP Based Bandwidth Policy come into effect?

A: Change in IP Based Bandwidth Policy will come into effect dynamically (immediately).

Q: When will the change in Pool Based Bandwidth Policy come into effect?

A: Changes in "Pool Based Bandwidth Policy" will come into effect only after restarting the Management Services from Console. Refer to Console Guide to restart the Management Services.

Q: How can I allow a user to "log on from all Nodes"?

A: Select **User Management->Manage User->Active users**, click on the user for which you want to allow log on from all the nodes. Click on Change/View login restriction. As you want to allow the user log on from all nodes select the option "Allow login from all nodes" and click on save button.

This will allow the respective user to log on from all nodes of the Pool to which his IP Address belongs. If IP Address from which user logs in does not belong to any Pool than the user will not be able to log on.

Q: Is the User deactivated dynamically i.e. as soon as the deactivation is done?

A: If the administrator deactivates the logged on user then the user will be deactivated within 3 minutes i.e. when the 24online client checks the 24online server.

Q: How can I search for a user present in 24online database?

A: To search a user select **User Management->Manage User->Search Users** and specify the search criteria based on which you want to search i.e. username, customer name, IP Address, MAC Address or Remaining Usage in Percentage.

Q: Who can disconnect a live user?

A: Only a person with Administrator rights can "Disconnect a live user".

Q: I have redirected customers of one gateway to an alternate Gateway. When will this change come into effect?

A: You need to "Restart the Management Services" for the changes to come into effect. Only after you restart the management services the user will be redirected to the selected alternate Gateway. To restart the Gateway log on to 24online Console and restart the Management Services from **24online Console→24online Management→Restart Management Services**.

Q: I have selected another Gateway as default Gateway and have given the Network ID / Net mask of the current default Gateway. When will the changes in Default Gateway come into effect?

A: You need to "Restart the Management Services" for the changes to come into effect. Only after you restart the management services the respective changes in default gateway will come into effect.

Q: Which modules will be available on Demand and for which separate License is required?

A: The following modules will be available on Demand and for which separate License is required: -

1. Audit Log Management
2. Multiple Gateways Management
3. Data Transfer Management

4. Zone Management
5. SNAT IP Address Management
6. Q-Mail Management
7. Http Client Management
8. Network Security Management
9. Serial ID Creation Management
10. Zone License Management
11. Role Based ACL
12. Limited Policy Management

Registration FAQs

Q: What is Product ID and Unique ID? Where are they used?

A: Product ID and Unique ID are supplied along with the 24online Software (CD). One can also contact Elitecore Sales Representatives or Dealers for it. Product ID and Unique ID are needed for registering 24online.

Q: Which registration mode should I opt for Online or Manual?

A: If 24online Server is connected to the Internet then use Online Registration. If 24online Server is not connected to Internet then use Manual Registration.

Q: What is online registration?

A: In order to enable all the functionalities and use 24online you will have to register the copy of 24online. Registration is based on number of concurrent users. There are two ways to register:

1. Online registration
2. Manual registration

Use Online registration if 24online Server is connected to Internet. Complete the 24online Registration form using the Product ID, Unique ID supplied with the 24online Software (CD) and click Register button. Ensure that 24online machine is connected to Internet, as it will use Internet to perform Online Registration.

If 24online machine is not connected to Internet then use Manual Registration.

Q: What is manual registration?

A: You can use Manual registration if 24online machine is not connected to Internet. Manual registration process can be divided into two sections: -

Using Internet go to the URL:<http://24onlineregistration.cyberoam.com/cyberoam/jsp/registration/registration.jsp> and obtain the License key after specifying the respective details.

Log on to 24online Management GUI and select **Help →Register 24online→Manual Registration**. Register your copy of 24online after specifying Product ID, Unique ID, and License Key. Upon successful registration, all the features will be enabled 24online will be registered.

Q: What is Public key?

A: You would find the Public key when you go to **Help->Register 24online->Online Registration** or **Help->Register 24online->Manual Registration**. The Public key uniquely identifies your installation machine to 24online.

Q: How do I get the license key for manual registration?

A: Using Internet go to URL: <http://24onlineregistration.cyberoam.com/cyberoam/jsp/registration/registration.jsp> and obtain the License key after specifying the respective details.

Log on to 24online Management GUI and Select **Help →Register 24online→Manual Registration**. Register your copy of 24online after specifying Product ID, Unique ID, and License Key. Upon successful registration, 24online will be registered and all the features will be enabled.

Q: Why am I getting the message “Invalid License Key or User License” during manual registration?

A: You have provided an wrong License Key or User License. User License is the number denoting number of maximum concurrent Live User's for which you have purchased 24online License.

Q: Can I register a Demo copy of 24online through Manual Registration?

A: No, you cannot register the Demo copy of 24online through Manual registration. Use Online registration to register Demo copy of 24online.

Q: I have changed my Ethernet card. Why am I getting the Online Registration Form?

A: You need to reregister your copy of 24online after you have changed your Ethernet card. Please register 24online again using the same Product ID.

Q: I have changed my HDD. Why am I getting the Online Registration Form?

A: You need to reregister your copy of 24online after you have changed your HDD. Please register 24online again using the same Product ID.

Q: Demo version of 24online has expired. How do I convert the Demo Version to a licensed copy?

A: Please contact Elitecore Technologies for getting a licensed version of 24online as per the number of concurrent users. You will need to reregister your copy of 24online after getting the Product ID and Unique ID from Elitecore Technologies. After getting Product ID and Unique ID register 24online using **Help→Register 24online→Online Registration**.

Q: What is the use of Upgrade License tab?

A: If your need has exceeded the number of user licenses you have purchased earlier, then 24Online provides you a facility to upgrade the user license.

E.g. At the time of purchase of 24online you had only 25 subscribers but now your company has grown to 50 subscribers then you would need to upgrade the user license of 24online for your increased need.

Contact Elitecore Technologies at +91-79-26405600 or send mail to 24onlinesupport@elitecore.com and obtain a new Product ID and the new Unique ID. Use the Upgrade License tab to upgrade the number of user license of 24online.

Q: Can I upgrade the user License of 24online Demo copy?

A: No, you cannot upgrade the user license of 24online Demo copy. You need to buy a licensed version of 24online to upgrade the user License of 24online.

Hardware FAQs

Q: What is the Hardware requirement for installing 24online Server?

A: Following is the Hardware requirement for installing 24online Server: -

No. of Users	Hardware specification	With caching feature Enabled	
		With caching feature Enabled	With caching feature disabled
51 – 100	Processor Motherboard RAM Hard Disk Network Cards	Intel Pentium P-III 700 MHZ or higher Intel Server, on board SCSI Adapter of ADAPTEC or SYMBIOS 512 MB 18 GB SCSI 2 Intel Ether Express 100 Pro	Intel Pentium P-III 500 MHZ or higher Intel 256 MB or higher 10 GB IDE 2 Intel Ether Express 100 Pro
101 – 200	Processor Motherboard RAM Hard Disk Network Cards	Intel Pentium P-III 700 MHZ or P-4 or higher Intel Server Range, on board SCSI Adapter of ADAPTEC or SYMBIOS 1 GB 18 GB SCSI 2 Intel Ether Express 100 Pro	Intel Pentium P-III 500 MHZ or higher Intel server 512 MB 18 GB IDE 2 Intel Ether Express 100 Pro
201 – 300	Processor Motherboard RAM Hard Disk Network Cards	Intel Pentium P-III 700 MHZ or P-4 1.5 GHZ or higher Intel Server Range, on board SCSI Adapter of ADAPTEC or SYMBIOS 1.5 GB 18 GB SCSI 2 Intel Ether Express 100 Pro	Intel Pentium P-III 500 MHZ or higher Intel Server Range 786 MB 18 GB IDE 2 Intel Ether Express 100 Pro
301 – 400	Processor Motherboard RAM Hard Disk Network Cards	Dual Intel Pentium P-4 1.5 GHZ or Higher Intel Server Range, on board SCSI Adapter of ADAPTEC or SYMBIOS 2 GB 18 GB SCSI (Recommended 36 GB SCSI) 2 Intel Ether Express 100 Pro	Intel P-III 700 MHZ or Higher Intel Server Range 1GB 18 GB IDE 2 Intel Ether Express 100 Pro

Q: I am not able to boot the System and it hangs out (cannot find module information). What can be the possible causes?

A: Following could be the possible causes: -

- Check whether you have changed the IDE slots on Mother Board.
- 24online might be consuming more time to detect the LAN Card, while the process is still going on
- If 24online System is improperly Shut down

Q: Why does 24online Server hang on loading AIC xxx?

A: Following could be the possible causes: -

- Check if you are using a Standard SCSI card.
- Check if the card is placed properly into the motherboard.
- Check for other things like sound card, com ports etc not related to the software should be disabled.
- If still the server hangs at this point then one of your onboard ports is having a problem.

Networking FAQs

Q: I have placed 24online Server between the Users and Router. Why am I not able to ping any of the www sites after fresh installation of 24online?

A: If you have changed the IP address of the server and if all the things are working fine but still if you are not able to ping any www sites through the 24online server then reboot the Switch or a Router. They bind MAC address to IP address automatically. Hence, you need to flush the temporary memory.

Software and Client FAQs

Q: 24online user is unable to log on. What can be the possible reasons?

A: The possible reasons:

- Check if the user's access policy has not expired
- Check if you are able to ping the server
- Check the Server address in Preferences for 24online Client
- Check the network setting of the user's machine
- Check if the cables and NIC Cards are properly connected

Q: 24online user is unable to Browse. What can be the possible reasons?

A: The possible reasons:

- Check for any proxy settings in the Explorer properties
- Check whether DNS and the Gateway address is set to Internal address of 24online Server or not
- Administrator should start and stop the DNS service in the System management
- Check if there is an entry for 127.0.0.1 in the DNS setting and 127.0.0.1 is right on the top
- Check if Cache Server is running or not using Cache Management→Cache→Manage

Q: 24online user is unable to send mail. What can be the possible reasons?

A: The possible reasons:

- Check whether user is able to ping the internal IP of 24online Server
- Check whether username and password with which user is trying to log are correct or not
- Check configured Server IP address in Outlook Express or Microsoft Outlook which ever user is using to send mail
- If 24online Server is being used as SMTP Mail Server then SMTP Redirection should be **Enabled** using **Mail Management→SMTP Redirection→Configure**
- Check if the IP Address/Domain Name of the 24online user is added or not using **Mail Management→Mail Relay→Configure Mail Access**.
- Check whether the Bandwidth limit for Upload Mails is specified **Mail Management→SMTP Redirection→Configure**

Q: Why I am not able to register 24online?

A: The possible reasons:

- Check if there is no space when you type the Serial id and password
- Check if you have entered the proper gateway
- Reboot the system after you have configured the Gateway, IP Address and then perform registration
- Get the Serial Id checked by 24online support staff

Q: I am not able to install 24online. What can be the possible reasons?

A: The possible reasons:

- Check if the hardware used is compatible as per the Hardware requirements specified in the User Guide
- If the system reboots again and again at a particular point there are three possibilities
- The CD may not be proper
- The Mother Board is not compatible with the software.
- If there is error while installation is in progress, get the hard disk checked
- If you are using a SCSI card see that it is compatible with the software required (ADAPTEC)

Q: What can be the possible reasons if the Clients are not able to ping the Internal IP Address of the server?

A: The possible reasons:

- First check if the Ethernet card is being detected or not. You can check this when the Server boots or go to the Console and type ipconfig command. It should show you both the ether ports.
- Check whether you are able to ping the internal and external IP Addresses of 24online Server. If you are able to ping then it means that it is working fine.
- Check if there are no errors or overruns on the Ethernet cards. If you are facing problem, then just unplug and plug the Ethernet card from the slot and restart the server and check if you are getting the same result.
- If yes then change the LAN Card on which you are getting this result. This problem causes LOW speed and ping breaking problems.

Q: How does the multiple gateway module works?

A: Multiple Gateway module works as mentioned below: -

- The first Gateway added in the System will act as the Default Gateway. If Default Gateway goes down, make some other Gateway as the Default Gateway.
- To make a Default Gateway, click on Make Default Button against the respective Gateway.
- A (Default) is acting as a Default Gateway while B is not a Default Gateway.
- If you make B as the Default Gateway than all the traffic, which was previously routed through Default Gateway, will be redirected through Gateway B.

Q: Why can be the possible reasons if a Client can open site by IP address but not by site name?

A: The possible reasons:

- Check if there is an entry for DNS in both the server and the client machine.
- Always press the update button in the DNS setting because the settings will not change until you press the button.

Login Client FAQs

Q: How do I download Login client?

A: To be filled by Service Provider

Q: How do I set up an Internet connection?

A: To be filled by Service Provider (As per the Networking Policy)

Q: Where to do download Login client from?

Answer: Service Provider to fill the contact number or any website address for client download

Q: How do I login?

A: Double click the Login Client icon on your desktop or in the bottom right hand corner of your monitor. It opens the login page. Enter your username and password and click login. If username and password is correct then you will get successful login message.

Q: How do I find out if I am connected to the Internet or not?

A: Ping/Traceroute to any website address. Right click Login client icon in the task bar and select Tools -> Network Diagnostic Utility -> Route.

Q: How do I disconnect from the Internet?

A: Double click the Login Client icon in the bottom right hand corner of your monitor. It opens the login page and click logout.

Q: How do I change my homepage/ startpage using Internet Explorer?

A: Open Internet Explorer. Select Tools -> Internet Options. In General Tab under Home page specify the site i.e. www.msn.com and Click Apply and OK.

Q: What if I want a particular site to be opened everytime client login?

A: You will not be able to set this. Please contact your Service Provider.

Q: What if I forget my password?

A: You will have to contact your Service Provider for getting a new password.

Q: Whenever I go to a website, I get the page cannot be displayed.

A: The possible reasons:

- You are not connected to the Internet. If you are not connected, you will not be able to open this particular site or any other sites. Make sure that you are connected to the Internet.
- Spelling mistake
- Website might be down for maintenance.
- Check DNS Server Settings. Right click Login client icon in the task bar and select Tools -> Network Diagnostic Utility -> System Report. Under Diagnosis, DNS Status is displayed. If the Host is not reachable it will be displayed in red fonts
- Check whether you have logged in through Login client

Q: I can only download at around 55-60k/sec, not 512kbps. Why is that?

A: Download speed depends on the package you have opted. If you believe you should be able to download with more speed, please contact your Service Provider.

Q: How much can I download each day?

A: This depends on the package you have opted. Please contact your Service Provider for more details.

Q: When I login through client software, it shows message "connecting"?

A: The possible reasons:

- Network is down
- Check whether you are trying to log on through Login client or not

Q: I have two computers. Can I be online with both at the same time with one account?

A: No, User can only login from single PC at a given moment. It does not allow simultaneous logins from two PC.

Q: How do I change my password?

A: Login to My Account. Click Personal->Change Password.

Q: I was logged out automatically and getting the message 'SurfingTimeExhausted'

A: You will be logged out automatically when your allotted surfing time gets exhausted but your package has not expired. In this case, you will have to renew your package. Please contact your Service Provider for renewal.

Q: I was logged out automatically and getting the message 'DisconnectByAdmin'

A: Service Provider has disconnected you.

Possible reasons:

- Account expired
- Network problem
- Virus problem
- Please contact your Service Provider for more details.

Q: I was logged out automatically and getting the message 'DeactiveUser'

A: Service Provider has deactivated your account.

Possible reasons:

- Network problem
- Virus problem
- Any other reason where by Administrator is forced to disable your connection
- Please contact your Service Provider for knowing the reason.

Q: I was logged out automatically and getting the message 'DataTransferLimitExceeded'

A: You have been logged out automatically because your data transfer limit is exhausted. You will have to renew your account. Please contact your Service Provider for renewal.

Q: How do I change my personal details like Birthdate, Email Id?

A: Login to My Account. Click Personal->Change Personal details.

***Q: At the time of login I am getting the message 'SurfingTimeExpired'**

A: You will receive this message when your allotted surfing time gets exhausted but your package has also expired. In this case, you will have to renew your package. Please contact your Service Provider for renewal.

Q: How to I check whether Gateway is reachable or not?

A: Right click Login Client icon in the Task bar and select Tools -> Network Diagnostic Utility -> System Report Under Diagnosis, Gateway Status is displayed. If the Gateway is not reachable it will be displayed in red fonts.

Q: How do I check DNS status?

A: Right click Login Client icon in the Task bar and select Tools -> Network Diagnostic Utility -> System Report Under Diagnosis, DNS Status is displayed. If the Host is not reachable it will be displayed in red fonts.

Q: How do I check Authentication server status?

A: Right click Login Client icon in the Task bar and select Tools -> Network Diagnostic Utility -> System Report Under Diagnosis, Authentication server Status is displayed. If the Host is not reachable it will be displayed in red fonts.

Q: How do I check whether DHCP is enabled or not?

A: Right click Login Client icon in the Task bar and select Tools -> Network Diagnostic Utility -> System Report Under System Information, DHCP Status is displayed.

Q: After Installing Login Client, when I start Login client it asks for server Address what should I specify?

A: This address will be provided to you by your Service Provider when you register your account. If not then please contact your Service Provider and ask for the server IP address.

Q: How do I configure for Auto login?

Answer: Right click Login Client icon in the Task bar and select Preferences. Enable Auto Login option. This option will work only if the password is saved.

Q: What to do if I do not want to display login and logout messages?

A: Right click Login Client icon in the Task bar and select Preferences. Disable Show Notification Messages option.

***Q: I am not able to login and getting the message 'InvalidIPAddress'**

A: You are not allowed to login from the current IP address. If you believe you should be allowed access from current IP Address, please contact your Service Provider.

***Q: At the time of login I am getting the message 'InvalidMachine'**

A: You are not allowed to login from current machine. If you believe you should be allowed access from current machine, please contact your Service Provider.

***Q: At the time of login I am getting the message 'NotCurrentlyAllowed'**

A: You are not permitted to access at this time. If you believe you should be allowed access at this time, please contact your Service Provider.

***Q: I am not able to login and getting the message “Already logged in from some where else”**

A: Possible reasons:

- You have already logged on from another machine
- Network problem

Q: How do I check total surfing time is allotted to me?

A: Login to My Account. Click Account Status->Internet Usage Status. Under Policy Information, check Time Allotted to User.

Q: How do I check my package expiry date?

A: Login to My Account. Click Account Status->Internet Usage Status. Under Policy Information, check User Expiry date.

Q: How do I check how many surfing hours I have used?

A: Login to My Account. Click Account Status->Internet Usage Status. Under Policy Information, check Time used by User.

Q: I am not satisfied with the service. Who do I complain to?

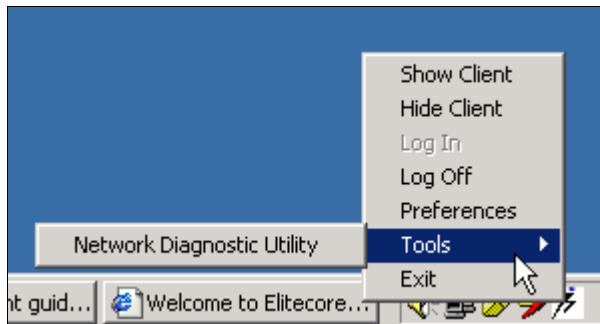
A: To be filled by Service Provider

Q: You do not see your question here?

A: To be filled by Service Provider

How to access Login Client menus?

Double click the Login Client icon on your desktop or in the bottom right hand corner of your monitor.



Note: *

The messages included are the message keys which can be customized by Service Provider.

Service Provider can customize messages from System Management-> Client Services->Message Management

Please replace message keys with the customized message which will be displayed to the Client.



www.elitecore.com

Corporate

