



Version X.3.6.6.0

Product: 24online

Release Number: X.3.6.6.0

Customer Support: For more information or support, please visit us at www.24onlinebilling.com or email support@24onlinebilling.com.

This document provides detailed information for 24online version X.3.6.6.0. Following sections describe the release in detail including complete details of enhancements and issues solved with the current version.

Features

1] Generalized SMS Gateway

The “Manage SMS Gateway” section is enhanced with more simplified look and three new tabs – **Manage**, **Tryout**, and **Create**.

‘**Manage**’ tab will display the list of all SMS Gateways integrated in the system from where the one to be enabled can be selected. Moreover, SMS Gateways can be edited and updated from here by clicking on the required ‘SMS Gateway Name’ field.

‘**Tryout**’ tab helps to quickly check whether the SMS Gateway is reachable and working properly. It will also display the relevant response received from the SMS Gateway on clicking ‘Test’ button.

‘**Create**’ tab can be used to integrate new SMS Gateway in the system.

2] Easily top-up Users from GUI

A new feature is offered with this version to easily top-up packages for users from the GUI. Top-up packages to be offered can be easily created from **Package > Topup Package** where complete details like data quota, time quota, and price of the package can be configured.

The “**Topup User**” button option will be available on the **User > Edit User** page. On clicking it, top-up can be done by simply selecting the package from the ‘**Available Topup Packages**’ dropdown menu. Users can also top-up their account from **User My Account > Renewal/Top-up > Topup Using Package** option available.

Details of all top-up done for users will be maintained under **Payment Tracking** section and **Invoice Reports**.



Note:* This feature will be available for normal users and dynamic users. [Dynamic users are the users who register themselves via captive portal or a user created as a 'Dynamic User' type from the GUI.] This feature will not be accessible for users having cyclic policy.

3] Two New Payment Gateways Integration

Two new payment gateways – **Interswitch Nigeria** and **CitrusPay**, are integrated offering to conduct secure real-time transactions. Both payment gateways are secure, reliable, and scalable platforms for providing flawless electronic transaction processing service to the users.

4] Quickly Purchase Walk-in Pin from Captive Portal page

With this feature, user can directly purchase a new walk-in pin from the captive portal page on completion of multiple login limits by simply clicking the link “purchase walk-in pins”. User can select required package from here and login by entering credentials from any other device. This feature will be useful if user desires to surf internet from a different device and has crossed the multiple login limit.

Note:* Walk-in Pin Module should be enabled for this feature.

5] Grace Days Configuration feature for Payment

With this version, the system allows to configure required number of grace days for user suspension in case of lack of payments done. Grace days can be configured from **System > Client Services > Parameters** at a system level, while from **Edit Package** page and **Edit User** page, required number of grace days can be configured for specific packages or users.

Based on the grace day's configuration, user suspension date will be set and user will be suspended when their payment tracking account balance goes negative. Moreover, on receiving payments, the user will be resumed.

Note:* Payment Tracking Module should be enabled for this feature.

6] Flexibility to Display Packages based on Guest's Stay Period

System will now list down only internet plans that suits specific guest's stay period on their captive portal page. The internet plans will be displayed based on the check-in/check-out date details entered.

For example, if the guest is staying for 3 days at a hotel, the list of packages displayed will not include the options of more than 3 days packages.



7] Three New Web Services

Three new web services are added with this version – ‘getliveuserIPAddress’, ‘getauthlogreport’, and ‘getaccountsummary’.

- The IP address of the live user can be obtained from ‘getliveuserIPAddress’ web service as an output by providing username. This web service can be effectively used for knowing IP address to carry out the logout process for any specific user.
- The current data allotted and usage status summary can be known from ‘getaccountsummary’ web service by inputting the specific username.
- With ‘getauthlogreport’ web service, the authentication log report of the user can be obtained by providing respective username and status. The status here can be 1, 2, or 3 where 1 refers to successful login logs of the user, 2 refers to unsuccessful login logs of the user, and 3 refers to all logs.

8] Location based package selection [Only for HIA]

In a hotel, guest can now log-in thru their room credentials when they desire to surf internet from different areas within the hotel premises. Guests will be redirected to the login page on attempting to surf from different IP pool of a hotel and on entering their credentials, 24online will verify it and will allow user to login with the package plan selected.



Enhancements

“Total Amount” Field added in Composite Report

The “Total Amount” field is added in Room wise Composite report under **MIS > Room wise Composite Report**, by which total amount can be quickly known from the first result of the report.

COA Requests for Different Events of Leasedline Users

In NAS-RADIUS mode, RADIUS will now send COA requests to NAS for different events of leasedline users eliminating the need for NAS to manually send requests to RADIUS for every event. These events include user registration, user renewal, and user type change from leasedline to normal user or from normal to leasedline user.

Easily Add Range of IP’s for ACL Configuration

With this version, system allows to easily add range of IP’s for ACL Configuration by just selecting Netmask from the drop down menu available.

Enable or Disable the EOT/Checksum for PMS Rules [only for HIA]

System now allows enabling or disabling the option of sending EOT/Checksum for PMS rules from **Config > System Preferences > GUI Preferences**.

Enable or Disable Event Based Email Reminder [Only for HIA]

The “Event Based Email Reminder” can be now enabled or disabled from the GUI under **Config > System Preferences > GUI Preferences** for events like incorrect guest details, user login/logout fail, and others.

‘Proactive Reports’ Enhancement and Relocation to Alert Management Section

‘Proactive Reports’ feature is enhanced in this version for smooth processing of sending e-mails. Moreover, it is relocated in GUI menu and now it is under **Alert > Email Management > Proactive Reports**.



Grid view Format for SMSLog Reports

The SMSLog Reports are updated with grid view format display which was previously displayed in tabular format. Reports displayed in a grid view helps to present complete information in a much more simple and organized manner.

Easy SMTP Configuration from GUI

A new section “**SMTP Configuration**” is added under **Alert > Email Management** menu to easily configure SMTP. Also, with this version 24online will support TLS and SSL [beta] based SMTP.

System Version Details in “Help” Section

The version update details along with the update date and time will be now displayed in **Help > About** section. Moreover, it will also display the minor version updates done to keep a track of all updates in the system.

Provision to Reserve certain IP Address

With this version, the system allows to reserve certain IP address for a device by entering its MAC address. This can be done from **System > DHCP > Manage DHCP > Add Static IP** section. Whenever a request is received from the MAC address assigned here, DHCP will lease the same reserved IP.

Multiple Gateway Enhancements

Enhancements are done for Multiple Gateway in this version to resolve load balancing and failover problems for new kernel. Also, proper messages will be now displayed to recognize and solve the problem when the gateway is not reachable.

Note: * To enable enhanced multiple gateway feature, upgraded version of kernel is required.



Issues Resolved

- In NAS-RADIUS setup, guests used to get connected to the network thru different username and password granted in the same room. This problem is resolved with this version helping guests to login thru correct credentials provided to them. [Only in HIA]
- It was possible to delete live IP from the live pool binded with local pool via SNAT. With this version, system will not allow to perform this action.
- It was possible to assign walk-in pin, in case “**Assign Pins**” page is open in two different tabs of a browser and a pin is already assigned to the user from one tab. This was affecting invoice reports as payment difference was occurring due to recurring pin assignment. This problem is resolved in this version.
- On updating surfing quota policy binded with package, the value of ‘set expiry time’ used to become ‘unlimited’. This issue is looked into and solved with this version.
- The “Multiple Login Limit” option was not assigning the configured login limit value to walk-in pin users. This problem is resolved successfully to rightly configure multiple login limits to users.
- In multiple session environment, all the users’ sessions were getting disconnected on expiry of one user session. With this version, this issue is solved.
- Improper messages were delivered when IP pool limit for PPPoE users was exceeded, or if their IP was not in the pool or they were trying to login from a configured private IP. With this version, messages with right information will be shown. In case of IP pool limit exhaustion – “NAS Rejected the Request. Reason - IP Pool limit Exceeded” message will be shown to the user, and “Ip Pool is not Properly Configured” message will be shown in case user is trying to login from private IP that is not available in the pool.
- “Set Expired date on first login for new users” feature under **NAS Management > Preferences** was working only for Normal users. This problem is looked into with this version and it will now work for all type of users.



How to report problems?

If you have problem(s) with your system, contact customer support using one of the following methods:

24online support contact:

(a) Technical support (Corporate Office): +91-0796065777

(b) Toll free number - 1-800-300-03080

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

Visit www.24onlinebilling.com for latest product and complete contact information. Please have the following information available prior to contacting support. This helps to ensure that our support staff can best assist you in resolving problems:

- Complete detail of the problem, including the situation where the problem occurs and its impact on your operation
- Product version, including any patches and other software that might be affecting the problem
- Details of the steps on the methods you have used to reproduce the problem
- Any error logs or dumps