



Version X.3.7.0.0

Product: 24online

Release Number: X.3.7.0.0

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This document describes the new features, enhancements, and issues resolved in X.3.7.0.0 version release.

Features

1. New Pin Report showing Real-Time Action Details

A new report '**Real-time Action Report**' under **Pin Management > Pin Reports** GUI menu is available from this version. This report shows the real-time action details of the pins based on different internet packages offered. It shows complete details of number of pins created, assigned, destroyed, used, and deleted along with total price of the pins based on their action date.

2. New Payment Gateway Integration

A new payment gateway – **Pay U Money**, is added in 24online system offering secured and easy-to-use platform to users for making online payments. Pay U Money is considered to be fast, easy and secured payment solution enabling anybody to make or receive payments conveniently.

3. Report Showing Total Revenue Generated Based on User Types for Varied Time Intervals

A new report – '**Revenue Report**' is available under **Reports > MIS > Revenue Report** showing total user registration count and total revenue based on different user types available in the system. Also, the graphical view of this report is available for better understanding and analysis. The revenue based on internet packages can be also known by clicking 'registration count' value from this report.



4. Configure PPPoE Server from 24online GUI

A new menu section is added in 24online GUI for PPPoE server configuration option. PPPoE server configuration can be done for multiple interfaces from **System > PPPoE > Manage PPPoE** GUI menu section by providing all necessary information. It also facilitates to bind multiple interfaces/VLAN with the configured PPPoE server.

Note:* Maximum 10 interfaces can be added in single PPPoE server. Combination of Interfaces and VLANs cannot be added in single PPPoE server.



Enhancements

1. Enhancements Making Event Scheduling and Management Simpler and Organized

A new menu option 'Manage Conference Room' is available under **Property Management > Event Management** GUI menu. From this option, a new conference room can be created and managed with ease which can be further binded with specific events. The conference rooms created can be enabled/disabled as per the requirements. As default, conference rooms created will be in 'enable' mode.

While creating an event schedule, a new field 'Event Venue' is added where a venue for an event can be selected from the drop-down menu. The conference rooms created, available and enabled will be listed down for selection. This will make the complete event scheduling process much more simple and organized.

2. Enhanced Payment Gateway Processing for Better Outcomes

With this version, the payment gateway processing is enhanced if no information about the transaction is received from payment gateway.

If no information about the transaction was available, 24online system used to make payment status as 'Failed'. With this version, 24online will refer payment gateway thrice at defined intervals about the transaction status before marking it as 'Failed' transaction. A new payment gateway status 'Verification is pending from payment gateway side' is added which will be displayed when payment status is pending from payment gateway and 24online doesn't have any information about the transaction.

3. Enhancements for Thermal Printer

A new field 'serial number' is added under **Pin Management > EZPrint Setup > Printer Configuration** menu section. Serial number will be available on each coupon generated by EZPrinter. This field is also added under coupon template configuration section to make coupon serial number display as needed. Also, 'Serial Reset Cycle' field is available by which configuration can be done for resetting serial number every day.

With this version, zone binding option is added under **EZPrint Setup > Pin Configuration** menu section as 'Zone Name' field name. 'Pin Expiry' field is added under same configuration menu where the required expiry date for the pins can be selected. Pins will expire based on the expiry date configured here.



A new report menu is added for EZPrint section having two reports named – '**History Report**' and '**Revenue Report**'. History Report will show history details of pins having printer name, package name, package price, action time, username, and zone name details. Revenue Report will show total pins created and total price of the pins along with its graphical view.

4. Enhanced Reports Detailing Bandwidth Usage

Enhancements are done in this version for the graphical reports available under **User > Bandwidth Usage > Report** GUI menu option. The reports now have the start date and stop date details; and the overall look of the reports is much more specific and orderly.

5. Specific Enhancements for Leasedline Users

The 'logout' button which was available on post-login page for leasedline users has been disabled with this version. With this, leasedline users will not be able to logout manually helping system to correctly login all leasedline users every time in an automated manner. Secondly, the option of online purchasing package from captive portal page has been removed for leasedline users.

6. Template Configuration for 'Forgot Password' Action

With this version, the capability to configure email/SMS alerts template for 'forgot password' action is available. With this enhancement, custom-made templates can be created and configured for 'forgot password' email/SMS alerts.

7. DHCP Pool Enhancements

A new field 'Is DHCP Pool?' is added under **User > Pool Management > Create Pool** menu option. On selecting 'Yes' value for this field, mapping will be done automatically and the list of DHCP pool will be available in 'Configure DHCP Pool' page.

8. Configurable 'Browser Based Proxy Support'

A '**Browser Based Proxy Support**' option in zero configuration is configurable now, that is, it can enabled/disabled as per the requirement. By enabling 'Browser Based Proxy Support' option, system will allow zero configuration users to login and surf successfully who have configured proxy in their browsers.



9. Security Measures for DNS

According to ISC [Internet Systems Consortium] team, it was necessary to take proper security measures for DNS vulnerability that allows remote and unauthenticated attackers to crash 24online DNS server. Proper security measures are being covered in this version as DNS is one of the most crucial parts of the internet infrastructure and if DNS server goes down then email, HTTP and all other services get unavailable.

10. Multiple Gateway Enhancements

A new section '**Priority**' is available under **System > Network > Priorities** GUI menu from where required priorities can be easily created and managed. The priorities created can be selected during gateway configuration and can be binded with users for making users traffic pass through it.

11. Enhancements done for Citrus Payment Gateway

For each payment request sent to Citrus payment gateway, two digits value after the decimal point will be included in the total transaction value instead of one digit value. This will solve the problem of having a gap between the actual transaction value and the one sent to payment gateway.

12. Set Expiry Time for Users

With this version, expiry time along with expiry date can be set for users from **Users > Manage Active** page on selecting specific user from the list. With this, the exact expiry time on which the user's account or user's surfing quota will be expired can be configured.

13. HA Switchover Report

A new report – HA Switchover History is available under **System > HA > HA Switchover History** GUI menu showing HA Switchover time, server name, and mode.

Note:* Last 50 HA Switchover details will be shown in this report.



14. New Field Types - Email and Phone Number Added Under Demographic Fields

New field types for adding email addresses and phone numbers are added under Demographic Fields menu option for allowing users to add secondary email ids and phone numbers. Bulk alerts can be sent for multiple email addresses and mobile numbers with this version.



Issues Resolved

- There was an issue when MAC based registration/login flow and cookie based auto-login flow were used collectively. This issue is looked into and resolved successfully for hotspot and SMS mode.
- MAC based registration/login flow was not working properly in distributed mode. This issue has been looked into and successfully resolved.
- Wrong IP addresses were assigned to single MAC for every login request due to which users were accessing internet through wrong IP address and also system was unable to know user session details correctly. This problem is resolved with this version.
- System was unable to get any data when user was selecting 'Export as CSV' option from **User > Manage Active > User My Account > Renewal History** GUI menu. This issue is resolved now.
- The option of compulsory mentioning room number of the guest is being removed from the system when guest selects the option of paying at the hotel reception desk for the internet package. 'Room Number' field under this category is made optional with this version.
- The system was setting incorrect expiry date when user was registered through a web service. This issue is looked into with this version and successfully resolved.
- The image preview was not properly displayed on selecting desired image for 'My Account Page' under **System > Client Services > Customized Images** GUI menu option. This problem is resolved successfully to preview image before uploading the file.
- There was some configuration error for Payseal payment gateway due to which system was considering any transaction made through Payseal as failed transaction. This problem is solved in this version to support successful transaction processing.
- On directly closing web browser, users were not successfully disconnected from the network due to some browser error. This issue is looked into and now users will be disconnected on directly closing the browser.



- The details about CacheQoS policy was not properly displayed which is being resolved with this version release.
- There was a problem in performing successful payment transactions through MyGate payment gateway. This was due to some internal defect which is solved in this version.
- The option of configuring 'grace days' under child user registration page has been removed from this version. The complete payment tracking processing is done on the basis of user account, wherein parent and child users don't have different accounts. This option has been removed from child user registration page as its configuration was not coming into effect.
- The bandwidth value was shown as 'zero' on 'Manage Live Users' page under 'Bandwidth' column for live users. This problem is resolved with this version.
- Improper details of user sessions were displayed due to some internal problem. Relevant alterations are made in this version for solving this issue successfully.
- No confirmation pop-up message was shown on clicking 'Remove' button before deleting selected IP address(es) under Access Configuration menu option. Proper confirmation delete pop-up message will be shown now before deleting it.
- Incorrect billing value was calculated for users converting their account from pre-paid account to post-paid account. This was happening because the timestamp was not properly set for post-paid users. This issue is successfully solved.
- On configuring same invoice template for user and zone, an exception was occurring. As a solution to this issue, system will not allow to configure same invoice template for user and zone. On selecting the same template, an alert will be displayed disallowing to save the configuration.
- With this version, system will allow to use same username which is already being used once in case the transaction for it has failed. In case the transaction is 'in-process' state, the username can be only used after specific time interval. Previously, system was not allowing utilizing same username which is once used.



How to report problems?

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

24online support contact details:

- (a) **Technical support (Corporate Office):** +91-79-6065777
- (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