Version X.3.6.8.0

Product: 24online

Release Number: X.3.6.8.0

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.3.6.8.0. Following sections describe the release in detail including complete details of enhancements and issues solved with the current version.

Features

1. A New Module to offer Internet Access for an Event [HIA]

A new module '**Event Management**' is added in this version under '**Property Management'** main menu. Under Event Management menu, an event schedule can be created to offer and manage internet services 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.

With this feature, hotels can quickly manage internet services for different events to be held at their conference rooms, banquets, etc. Customized internet packages can be created from GUI with this feature specifically for different events. Reports showing complete information of each event will be available under **Reports > MIS > Events Details Report**. Another report showcasing Event wise Usage details will be available under **Reports > Internet Usage > Events Wise Usage Report**.

2. AMC Support Categorization

The support feature of Annual Maintenance Contract module is now categorized in to two sections, which are Standard 12x7 support and Premium 24x7 support. This will assist to provide continuous support to customers and partners in a managed manner.

3. Configure Captive Portal Profiles for Simple user Login Process

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. This will remove the need of entering prefix or postfix every time when end-user logs in via captive portal.

This configuration can be done from **System > Client Login Template > Configure Profile** menu. By configuration a captive portal profile, the user login process will be simpler.

Enhancements

1. Easy 3-step Login Process via Captive Portal

The login process and Change Package process through captive portal is much more enhanced now. 3-step process is available now to easily login or change existing package from captive portal.

- First step is to provide credentials and login from a captive portal, where user will be redirected to a page showing current package details along with two options – 'Login' and 'Change Package'.
- On clicking 'Change Package', user will be redirected to 'Purchase New Package' page where a complete list of available packages will be shown. User can select required package from the list and click on 'Purchase' button. On clicking 'Login', user will be redirected to post-login page.
- User will be redirected to Post-login page with two options – 'Logout' and 'Change Package'. User can also change current package by clicking 'Change Package' button from this page.

2. Customize Captive Portal Messages like you Need

With this version, the messages for captive portal actions can be customized as needed from **System > Client Login Template > Messages**. The **Message Management** section is much more enhanced now categorized in an organized way. This makes easier to locate for specific category of messages and customize as you need.

3. Create custom-made Template for Reset Password page

Under **System > Client Login Template > Create** section, a new option will be available for which customized template can be created – '**Reset Password on Login**'. With this option, a customized template can be easily created and managed for reset password page.

Note:* 1. NAS and RADIUS should be of X.3.6.8.0 version to enable this enhancement.
2. Reset Password on First Login functionality will not work with Captive portal profile feature and Password Only authentication feature.

4. Customize Number of Records to be displayed in Live Users Page

The number of records to be displayed in 'Live Users Details' page can be configured now from **System > Client Services > Parameters > No. Of Records to Display per Page** section. The default value for displaying number of records in Live Users Details page is 100.

5. Enhanced Look for 'User's Detail' Page

The user detail section is enhanced and user information is now categorized showing personal information, policy information, idle timeout information, and login restriction information into different tabs. This will help to quickly look and edit for information required.

6. Know Status of Your Transactions from Payment Gateway Report

A new column is added under **'Payment Gateway Report**' as '**Transaction Status**'. This column will display instantaneous status of the transaction helping to take quick decisions. Transaction status column will be updated on major actions performed like when system sends request to payment gateway, system receives response from payment gateway, successful/failed amount verification, incomplete parameters value provided for package purchase processing, package purchase in-process, and package purchased successfully.

7. Configure E-mail Alerts for Module Expiry Status Notifications

E-mail alert configuration for notifying about Module expiry status is now compulsory. With this configuration, e-mail will be sent to the product registered e-mail address notifying about module expiration details. The e-mail alert frequency can be configured from **Alert > Email Management > Proactive Reports > Mail based on product and module expiration status** section.

8. Real-time Disconnection for Suspended Live Users

With this version, the suspended live users will be disconnected from the system immediately. This will be useful to achieve appropriate user sessions details of suspended users.
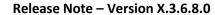
9. Get Synced user rrd files under HA Configuration

A new sub-menu is added in 24online's telnet menu under **24online Management > HA Configuration > Sync User rrd Files**. With this option, configuration can be done to sync rrd files of users. This will help to obtain complete graphical view of user's usage details under HA configuration.

10. Know System Status Easily under HA Configuration

With this version, the system status can be known easily under HA Configuration from 24online's telnet menu. The system status will be displayed as 'Master' or 'Back-up' as configured.

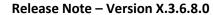## 11. Pop-up Messages Support for Chrome Browser

The latest version of Google Chrome browser was not supporting displaying GUI pop-up messages. Enhancements are being done in this version to display appropriate pop-up messages in chrome browser and provide interactive guidelines to admin.

Bug Fixes

- Single IP address from the range of IP addresses was saved in leasedline file making difficult for leasedline user to surf internet. This problem is resolved with this version and range of IP addresses will be maintained in a leasedline file allowing leasedline users to successfully login and surf the internet.

- There was a trouble in uploading logo image for '**My Account**' page which is being solved with this version release.

- Some of the email alert messages were not working under Email Alert Management menu, for example, birthday wishes email alert message, etc. All email messages will work perfectly with this version release.

- Users were not able to complete online payment transactions through 'User My Account' page when 'Zone Management' module was enabled. They were getting error in completing payment transactions. This issue is looked into and resolved in this version.

- The Email Alert functionality was not working aptly for FAP policy configuration. FAP email alerts will now be delivered appropriately with this version.

- Walk-in pins were getting wrongly expired before its expiry date measure. With this version, walk-in pins will be expired considering accurate expiry date values.

- When already logged in user was trying to change internet package, the auto-login process and the soft-disconnection process of the system were conflicting. For this purpose, user will be logged in by the system automatically under this situation and will be able to change the package.

- With this version, the dependency of cookies has been removed from Package Purchase flow via captive portal. Guest users were not able to purchase package if cookie was disabled in their devices. This problem is resolved in this version release.

- At the time of changing user's post-paid package to another post-paid package, the switch over calculation was getting wrongly calculated if FAP is not configured with the old package. This problem is looked into and resolved with this version.

- Under **MIS Reports > Search** section, if search is based on specific user than the reports was displaying proper details but wrong details were shown on clicking 'exported as csv' option. This issue is resolved in this version release.

- On searching specific reports based on SNAT IP address values, the records having SNAT IP address as NULL value were also displayed in the search result. This issue is solved in this version.

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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):** +91-79-6065777

(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