



Version X.3.7.3.0

Product: 24online

Release Number: X.3.7.3.0

24online Customer Support: We value the trust you have put in 24online and would like to thank you for that. Contact us with any of your queries or questions by dropping an email at support@24onlinebilling.com.

For more information or support, please visit us at www.24onlinebilling.com.

This document describes the new features, enhancements, and issues resolved in X.3.7.3.0 version release.

Standard Operations for Version Upgrade

- ✓ In 24online Multi mode, the 'NAS Identifier' field value in RADIUS Client Configuration should be updated as same in NAS IP Configuration.

Features

1. Contention Ratio Feature for Bandwidth Sharing

A new feature – Contention Ratio, is introduced that allow our customers to do bandwidth sharing configuration amongst group of users. For making this feature work successfully, a group of users should be created amongst whom the bandwidth usage needs to be shared. The number of users sharing the bandwidth can be configured from **Policy > Bandwidth > Create** menu option under new added field as "**Contention Ratio**".

2. Top-up Package with Pins

Top-up package functionality can be now used as pins, that is, top-up pins can be created to top-up user data usage. This can be done from new "**Top-up Pin**" option added under **Pin Management > Batch Management > Add Bunch** menu option. Top-up can be done for users from 'User MyAccount' section, administrator's GUI, or a direct option can be provided on captive portal page. Top-up pins details can be easily obtained from 'Search Pins' page.



3. Multilingual Support for SMS

More number of languages other than English language will be now supported by 24online's SMS gateway. For this purpose, a new field '**SMS Gateway Encode Type**' is added under SMS gateway integration configuration where encode type for the messages can be selected. Based on this selection, messages will be successfully encoded, converted, and delivered to the user.

4. Manage Captive Portal User Registration Policy Configuration from GUI

The captive portal user registration flow can be now configured and managed from 24online GUI. A new policy type is introduced for the same purpose – **CP Registration Policy** under **System > Client Login Template** menu section. A policy for MAC registration flow and/or Self-registration flow can be created from here as per the requirements. These policies can be binded with Pool to successfully implement the configured registration flow.

5. Zone Invoice

Invoices can be now generated based on selected zone for a specific month. The zone invoices created will show complete information including number of times user is registered and renewed, package name, basic amount and the final amount after discount. A new section as "**Billing Information**" is added under **User > Zone Management > Manage Zone > Edit Zone** menu section. Customized zone invoice templates can be created from **Package > Invoice Template > Create** menu section by simply selecting 'Zone Invoice' option.

Note:* Payment tracking module should be enabled for considering tax and ancillary service charges in zone invoices.

6. Multiple PMS Configuration Support from 24online GUI [HIA]

PMS configuration for the hotel can be done from 24online GUI under **Property Management > Hotel** menu section. Complete configuration for single PMS and single hotel, single hotel and multiple PMS, and multiple hotel and multiple PMS can be done from GUI based on the requirements. The hotels can be added to the system based on the 'hotel identifier' parameter, referring which PMS configuration for the hotels will be done.

7. New Captive Portal Customization Platform



A new captive portal customization platform – Groovy is added in 24online system to incorporate customized captive portal flows and patterns based on the requirements. The groovy script files can be created, integrated, and enabled from the GUI under **System > Client Login Template > Manage Groovy** menu section.



Enhancements

1. Know Live User Data Usage Precisely

The live user data usage details can be now known in KB or MB. This can be known by selecting "Top Live User by Data" widget from **Dashboard > Add Widget > Subscriber Widget** menu option.

2. Get SMS and Email Alerts on Password Change

With this version, configuration for receiving SMS and email alerts on password change action can be done from **Alert > Alert Configuration > Configuration Type** menu section. On enabling this configuration, end-user will receive alerts on password change action performed via GUI, captive portal page, My Account section, REST Service, or SOAP Service.

3. Attribute Mapping Enhancement

A new column named "**Value**" is added under Attribute Mapping configuration section where directly the packet values entered can be fetched from database. If the configured value is not available from database, system will consider the default value selected. This column will make easier to dynamically fetch required values from the database.

4. ACL for FAP Policy

ACL for FAP Policy under '**Manage Users**' section is provided in this version which will make user management functions easier.

5. Update User's Personal Details

With this version release, system will allow to edit and update Mobile number and Email address of the user from 'User My Account' section. This will help to appropriately update user details in the system.

6. Auto-login on Device Limit Exceed Package Purchase Action [HIA]

Auto-login feature was not available when users used to purchase a new walk-in pin on exceeding their device limits. Users used to receive credentials on captive portal page using



which there was a need to re-login from the new device and access the internet. With this version, on successfully purchasing a new package on exceeding device limits, user will be automatically logged in on new device and will be able to access internet. The complete details of users purchasing new walk-in pins will be shown on 'Control Splasher' section.

Note:* Walk-in Pins module should be enabled for this flow. It is important to enable "Walk-in Purchase on Device Limit Exceed" option from **Client Services > Parameters** menu section.

7. 'Advanced Search User' feature Enhancement

The 'Advanced Search User' feature is updated with further filter options to easily search for specific users in the system. A search option based on user status is also available now.



Bug Fixes

- High load average issue was faced because requests received from EZPrinter were not closed properly. This issue is resolved in this version release.
- Our customers were not able to change/edit field names as per their needs for 'Username' field. This issue is looked into and a dynamic parameter is added under Client Login Template configuration section from where customized label name can be configured for 'Username' field.
- There was no option available to select required FAP reset day from the GUI. Now instead of considering default value, a new configuration type 'Configure Reset Day for Weekly FAP' is added under **Client Services > Parameters** menu section from where required reset day value can be selected and updated.
- The 'Numeric' data type under Demographic field option was not allowing to enter value starting with '0'. This problem is successfully resolved.
- Payment gateway processing was done for duplicate transaction requests due to which it was getting difficult to perform payment tracking for users. This issue is resolved and now system will not take any action for duplicate transaction requests.
- Improper messages were sent to users on their FAP switchover actions. This problem is taken care of with this version release.
- The "Bind to MAC" selection option is removed for all MAC based dynamic user's configuration from this version. The "Bind to MAC" will be considered as 'true' for such case.
- Proactive reports section was not working properly due to some internal issues. This issue is resolved with this version.
- Improper invoice reports were displayed when exported as CSV from **Reports > MIS > Invoice > User wise reports**. This problem is solved with this version release.
- A leasedline user was able to renew package through online payment which should not be allowed. The system will not display renewal option and disallow leasedline users to



renew their packages.

- Local time was displayed on Dashboard which should ideally show system time. This issue is taken care of and system time will be shown now.
- Ancillary amount was not shown in invoice report due to which mismatch of total amount was faced. This data discrepancy issue is solved with this version release.
- System was allowing payment gateway configuration without selecting specific POP under 'POP Name' section even when POP Management Module was enabled. This issue is resolved in this version release.
- Unverified MAC users were able to register themselves and login via 'MAC based user' flow. This will be not allowed now as proper verification process is added that will effectively allow only valid MAC users to register and enter the network.
- With this version, 255 characters length is supported for pre-login and postlogin URL value which was 100 characters length before. This will make easier to create required URL for user pre-login and postlogin pages.
- Users were not getting confirmation SMS on their mobile numbers while purchasing walk-in pins via payment gateway. Due to this, users were unable to access internet. This issue is solved in this version.
- There was a problem with Interswitch payment gateway processing which is now resolved successfully.
- System was showing error when administrator was trying to view usage session details in integer bytes value. This error is solved in the system.



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):** +91-79-66065777

(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