Tetherfi Management Console (TMC)

User Guide

Version	Updated By	Date	Comments
1.0	Shabinesh Bhaskaran	19 July 2019	Corrected formatting in Configuration Section. Updated Index

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Introduction

This document provides overview of Tetherfi Management Console (TMC) architecture and features.

TMC is a web-based application for administrating Tetherfi products. It will allow you to configured and monitor all Tetherfi products.

Components

Below are the components involved in TMC:

1) Tetherfi Management Service
2) Tetherfi Alert monitor service
3) Tetherfi Management Web application

Interfaces

Common Feature

TMC authentication is based on IIS- windows authentication. Supervisor can provide TMC access to users using 'user access management' module of CMM or user can directly access TMC link.

User need to use Internet Explorer 10 and above to access the TMC application. Some features will not support with other internet browser. Below is TMC URL.

https://<IP address>/Tetherfi_Management_Console

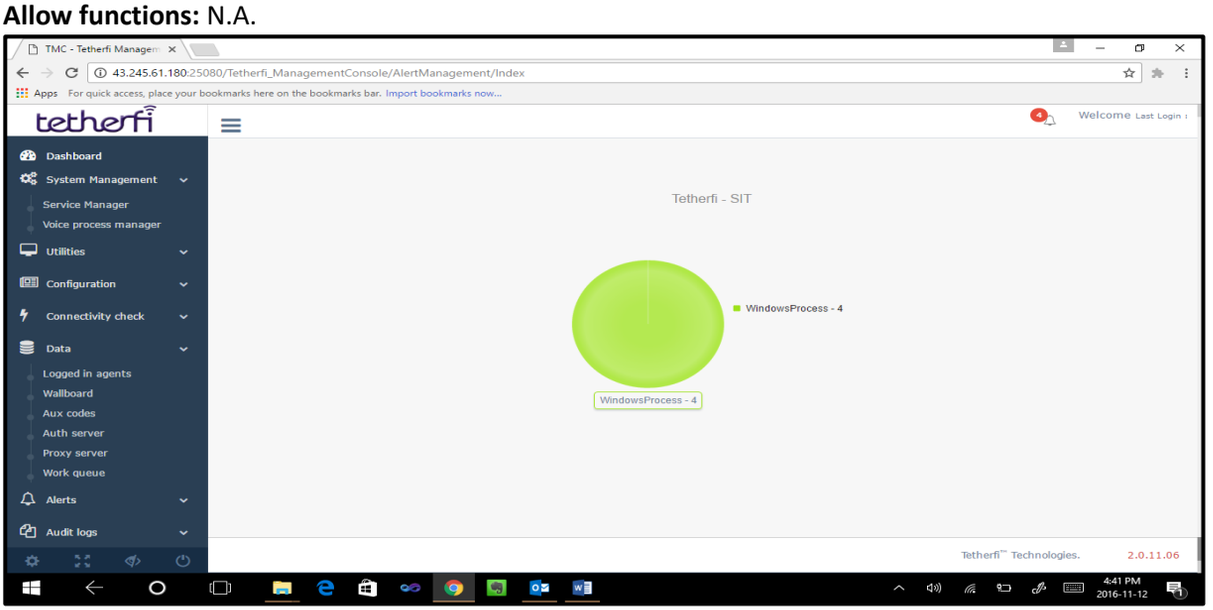
TMC is strictly for IT and support team who needs to support BAU. Once user get access to TMC from CMM, all below functionalities are available for the user.

1. Dashboard

Purpose: It displays the alerts sent from TMC in form of pie chart.

Search Criteria: N.A.

Allow functions: N.A.



2. System Management

Purpose – This menu display all services of Tetherfi product running on server. If your server is with 64 bit TMAC, then Voice process Manager Option will display all agent voice processes running on that server. This module will monitor CPU and memory usage of each service. If it reaches beyond the threshold for specific time then TMC will trigger an alert via SMS/email. It will also write usage of CPU and memory for configured interval in log file.

a. Service Manager:

Purpose: This option will display all windows services of Tetherfi product running on server. It will display below details of each process.

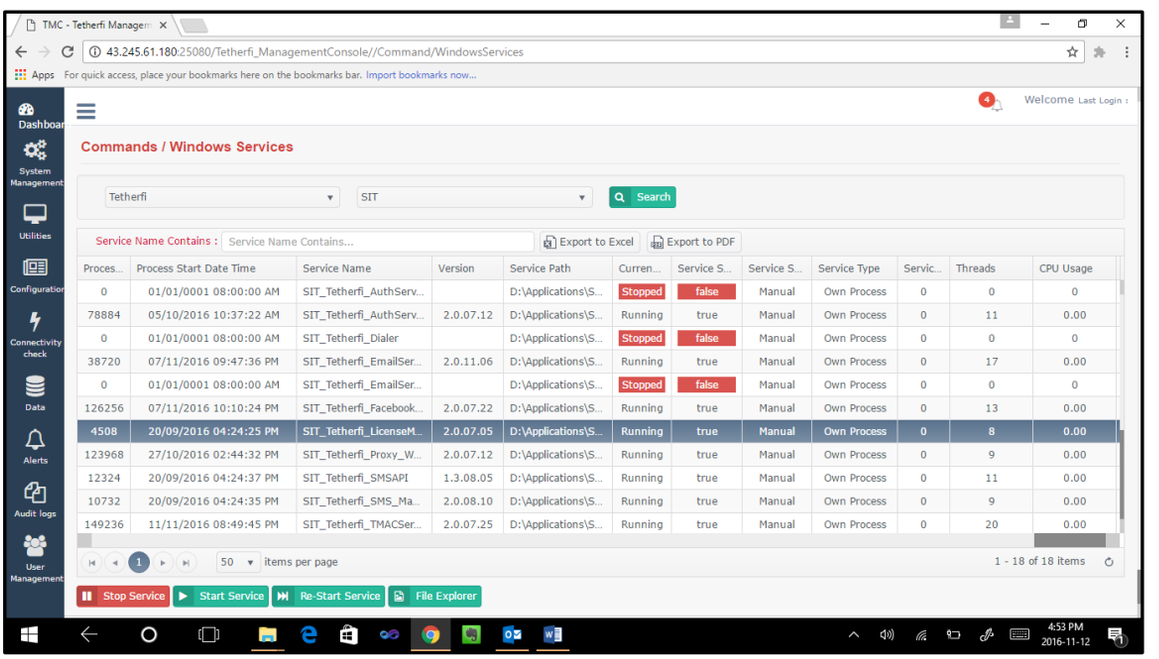
Column name	Description
Process ID	Windows process ID
Process start date time	Process start date and time
Service name	Name of service
Version	Version number
Service path	Deployed path of service.
Current status	Running/Stopped/Paused/Stopping/Starting
Service started	True /false
Service Start Mode	Manual/Automatic
Threads	No. of threads running under each service
CPU Usage	Current CPU usage.
Memory Usage	Current memory usage.

Allow Functions: Please note that below functions can be disabled.

- Start Process – Start the selected Process
- Stop Process – Stop the selected Process
- Restart Process – Restart the selected Process
- File Explorer- View all related deployed dll of this process with its version.
- Export to excel/PDF - export the process details in excel/pdf

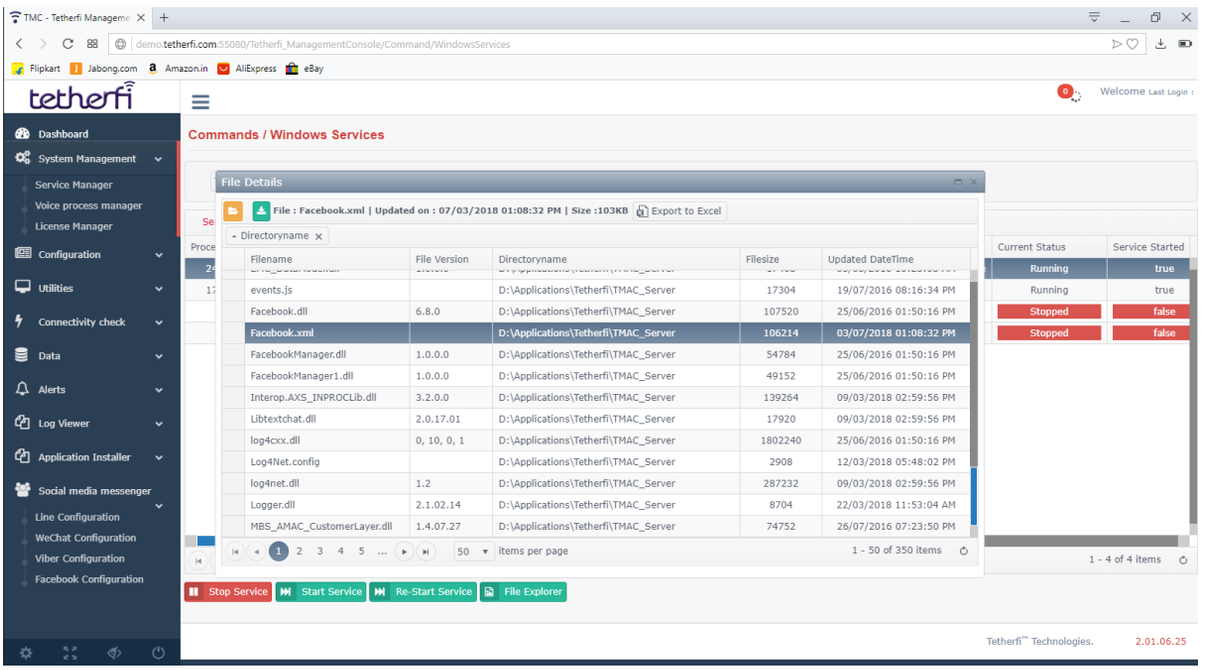
Search Criteria:

- Process name – Name of process
- Server Name – Name of TMAC server



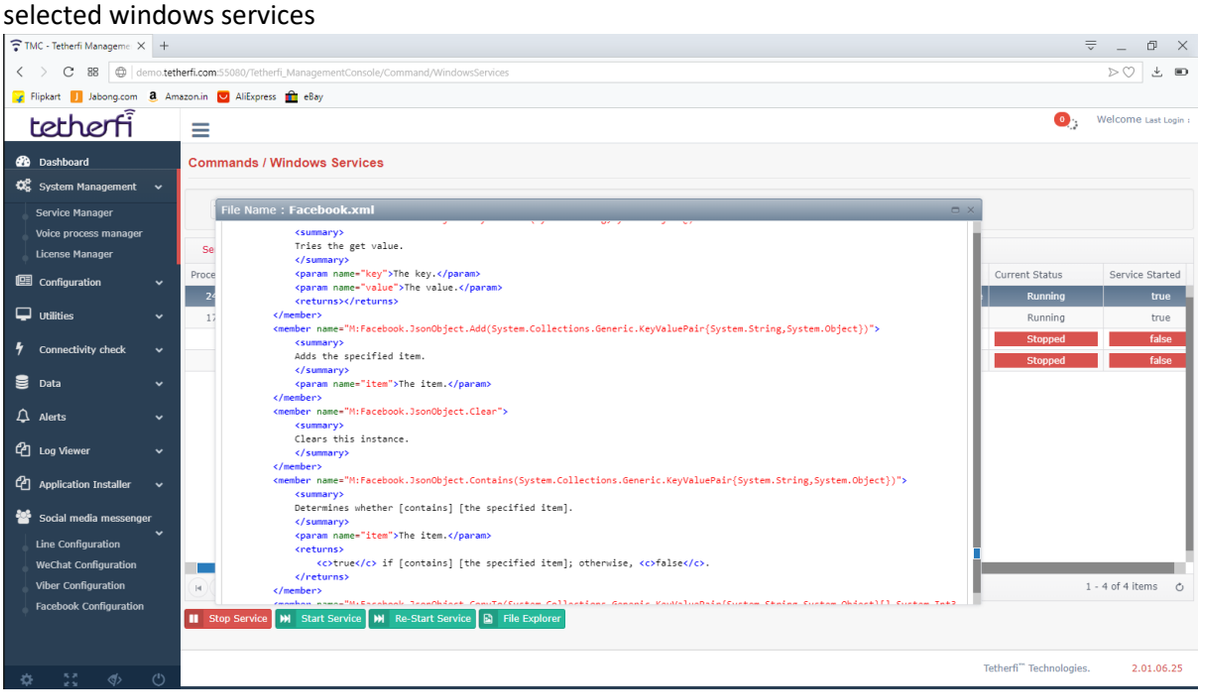
File Explorer :

Helps the users to view all the files and directories within a selected folder. Below screenshot shows the list of files inside selected windows servies



Open/Download Files :

TMC allows the user to view specific file contents or even they can download files from selected windows services



b. Voice Process Manager

Purpose – This will display all agent processes running under 64-bit TMAC product as well as TMAC voice library process. It displays below details of each process.

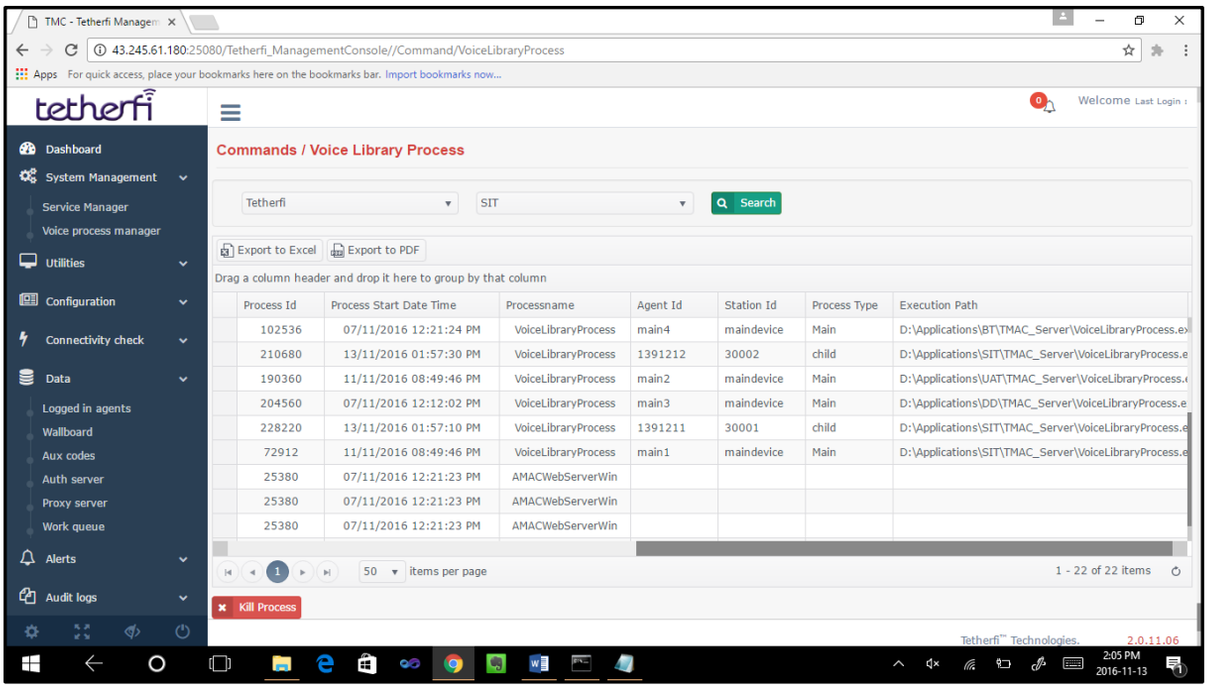
Column Name	Description
Process ID	Windows Process ID
Process start Date Time	Process start date and time
Agent ID	Associated agent ID of the process
Station ID	Associated station ID of the process
Process Type	Main Process/Child Process
Execution Path	Physical location of voice process exe on server
Protocol	TCP/Pipe
Endpoint	Endpoint URL of voice process
Thread	Thread count created by voice process
CPU Usage	CPU utilization by voice process
Memory Usage	Memory utilization by voice process

Allow Functions: Please note that below functions can be disable.

- Start Process – Start the selected Process
- Stop Process – Stop the selected Process
- Restart Process – Restart the selected Process
- File Explorer- View the deployed dll related to that process and its version.
- Export to excel/PDF - export the process details in excel/pdf

Search Criteria:

- Process name – Name of process
- Server Name – Name of TMAC serve

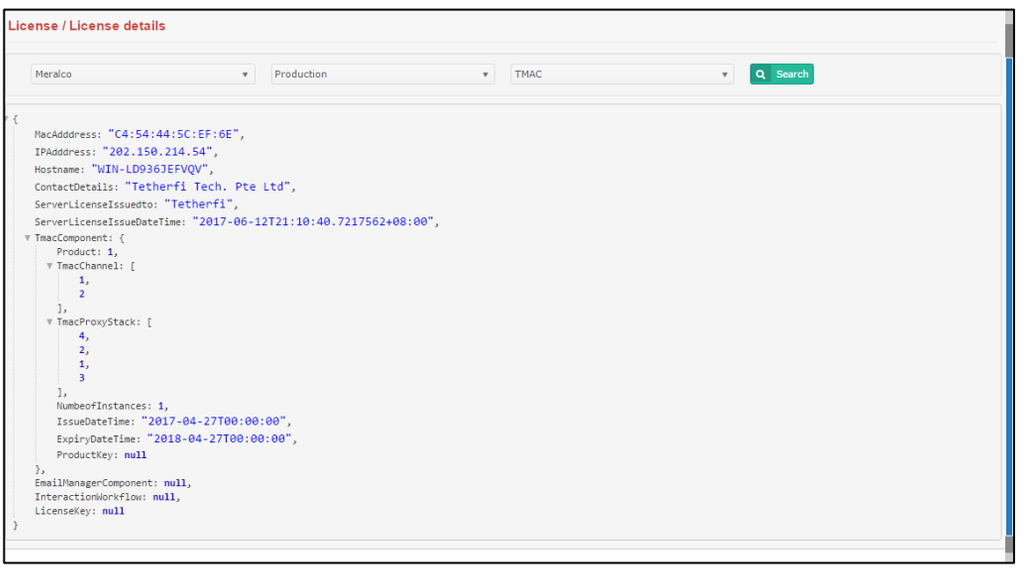

TMC - Tetherfi Managem
43.245.61.180:25080/Tetherfi_ManagementConsole//Command/VoiceLibraryProcess
Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...
tetherfi
Welcome Last Login :
Dashboard
System Management
Service Manager
Voice process manager
Utilities
Configuration
Connectivity check
Data
Logged in agents
Wallboard
Aux codes
Auth server
Proxy server
Work queue
Alerts
Audit logs
Commands / Voice Library Process
Tetherfi
SIT
Search
Export to Excel
Export to PDF
Drag a column header and drop it here to group by that column
Process Id | Process Start Date Time | Processname | Agent Id | Station Id | Process Type | Execution Path
102536 | 07/11/2016 12:21:24 PM | VoiceLibraryProcess | main4 | maindevice | Main | D:\Applications\BT\TMAC_Server\VoiceLibraryProcess.ex
210680 | 13/11/2016 01:57:30 PM | VoiceLibraryProcess | 1391212 | 30002 | child | D:\Applications\SIT\TMAC_Server\VoiceLibraryProcess.e
190360 | 11/11/2016 08:49:46 PM | VoiceLibraryProcess | main2 | maindevice | Main | D:\Applications\UAT\TMAC_Server\VoiceLibraryProcess.
204560 | 07/11/2016 12:12:02 PM | VoiceLibraryProcess | main3 | maindevice | Main | D:\Applications\DD\TMAC_Server\VoiceLibraryProcess.e
228220 | 13/11/2016 01:57:10 PM | VoiceLibraryProcess | 1391211 | 30001 | child | D:\Applications\SIT\TMAC_Server\VoiceLibraryProcess.e
72912 | 11/11/2016 08:49:46 PM | VoiceLibraryProcess | main1 | maindevice | Main | D:\Applications\SIT\TMAC_Server\VoiceLibraryProcess.e
25380 | 07/11/2016 12:21:23 PM | AMACWebServerWin
25380 | 07/11/2016 12:21:23 PM | AMACWebServerWin
25380 | 07/11/2016 12:21:23 PM | AMACWebServerWin
50 items per page
1 - 22 of 22 items
Kill Process
Tetherfi™ Technologies.
2.0.11.06
2:05 PM
2016-11-13

c. License Manager

Purpose: This will display the license information of the product.

Search Criteria:

- Server family– Name of Server family
- Server Name – Name of server
- File Name – Name of the license file



3. Utilities

Purpose: This module provides daily useful basic commands which can execute using TMC.

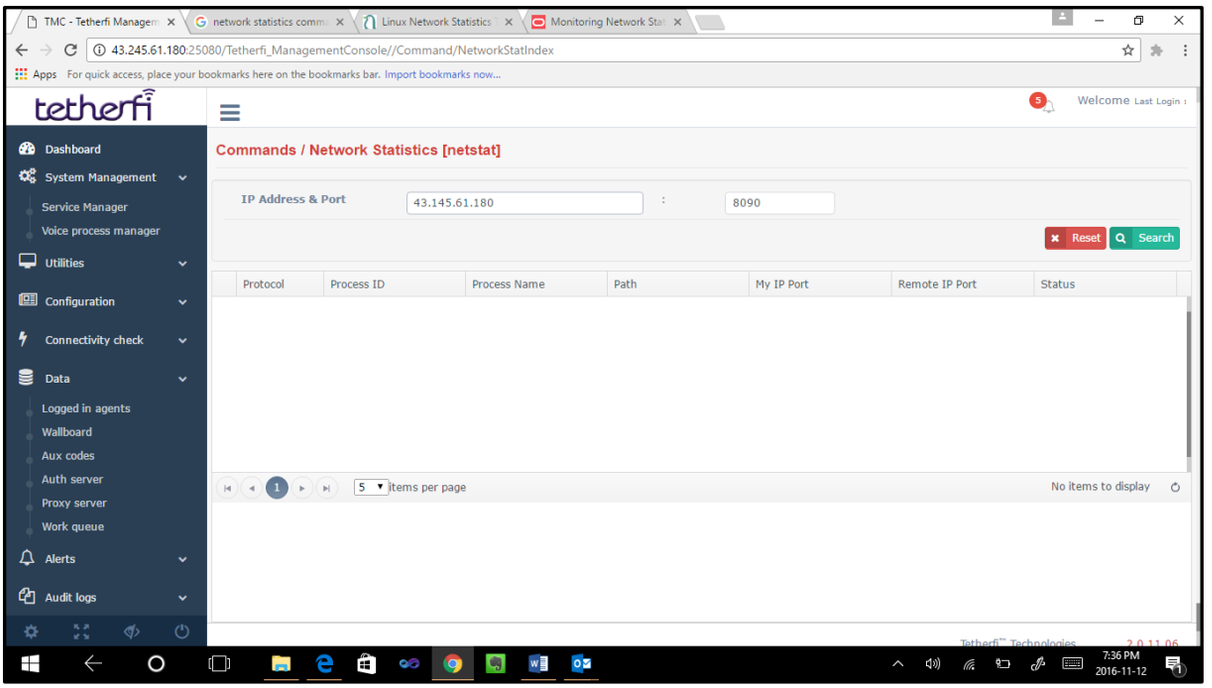
a. Network Statistics

Purpose: This option allow to monitor network connection both incoming and outgoing with respective server. It will display below details.

Column Name	Description
Protocol	Name of protocol
Process ID	Process start date and time
My IP address	Server IP address
Remote IP address	Remote server IP address
Status	Listening /Established

Allow functions: N.A.

Search Criteria: N.A.



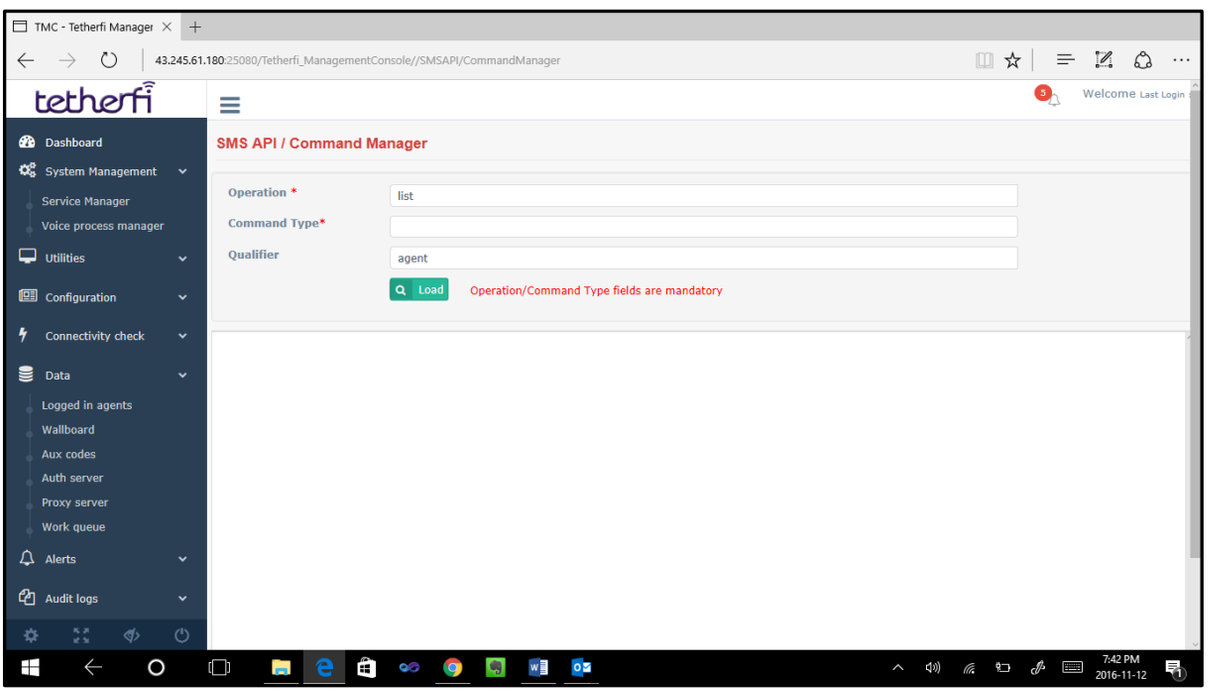
b. Avaya CM- View Commands

Purpose: Connect to Avaya PBX and get result of read only commands. User has to provide operation (list or display), command type (station/agent/ hunt etc.) and qualifier (agent ID, station ID, hunt group etc.) to get result from PBX.

TMC use PBX IP and login credentials configured in SMS API to connect Avaya CM and get the result.

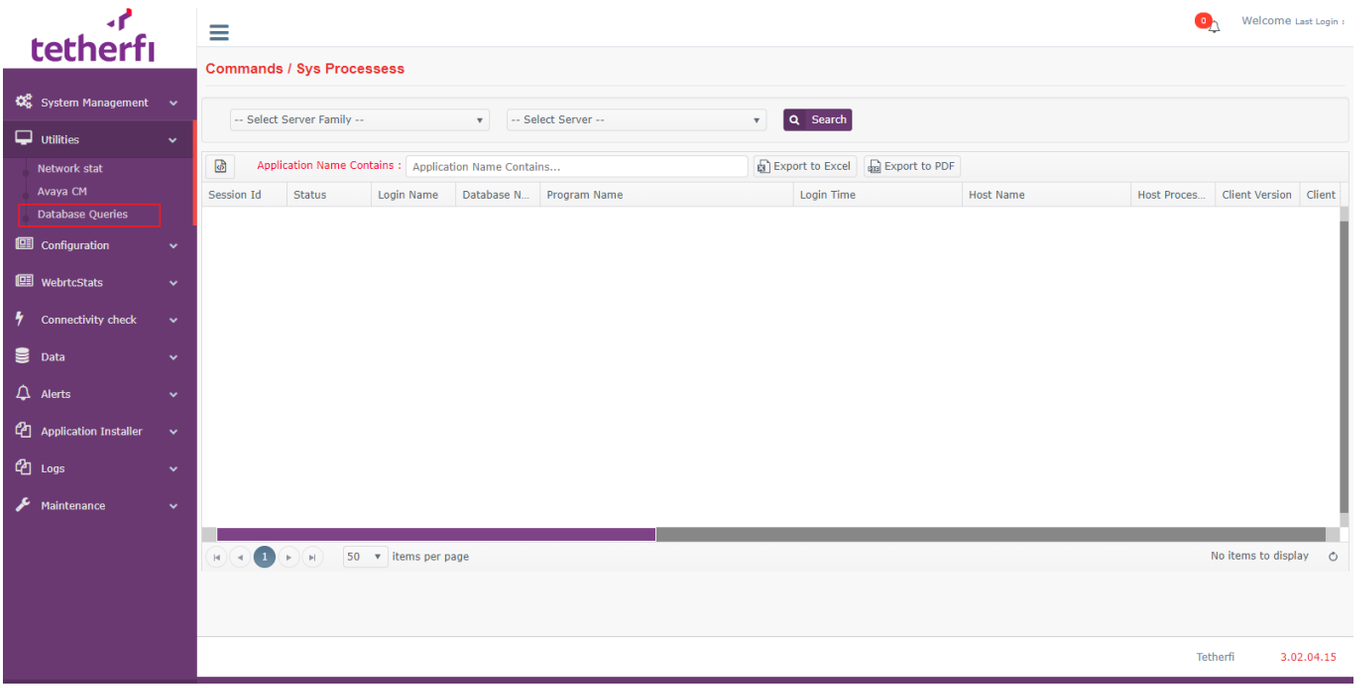
Allow functions: N.A.

Search Criteria: N.A.

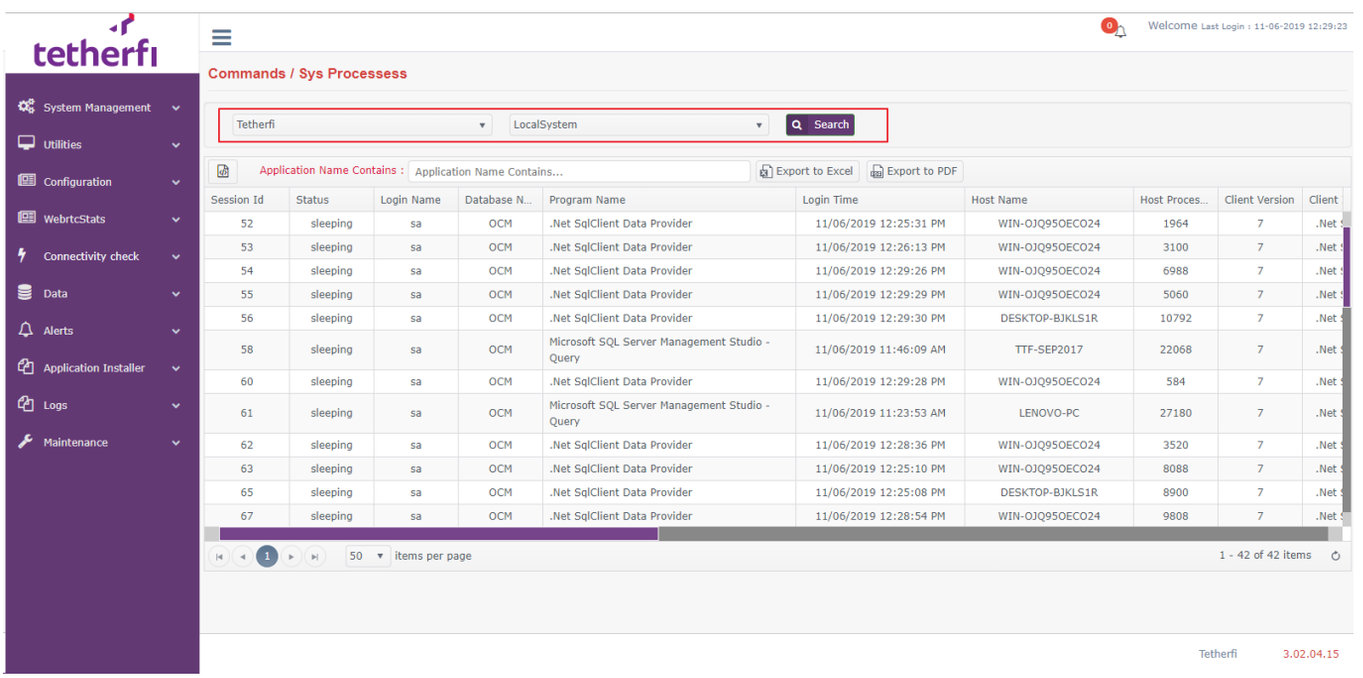


c. Database queries

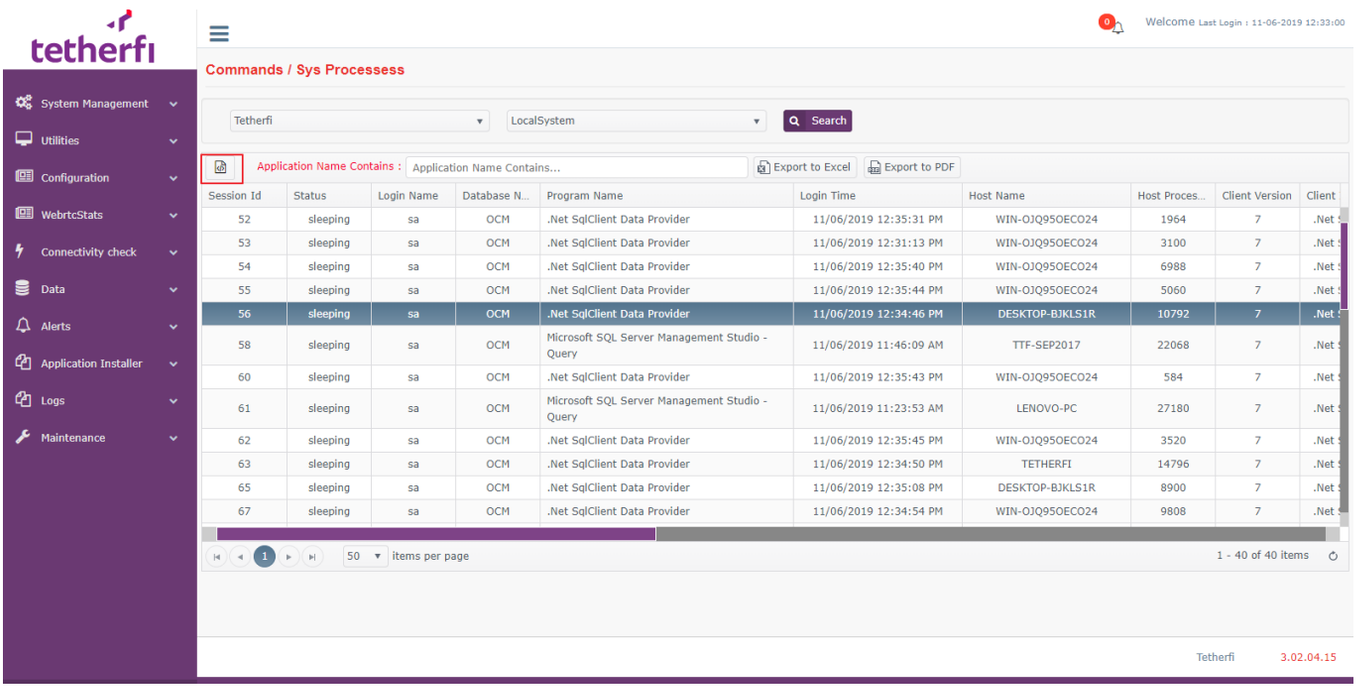
Purpose : The database queries module will display any query that is processed for a long time.

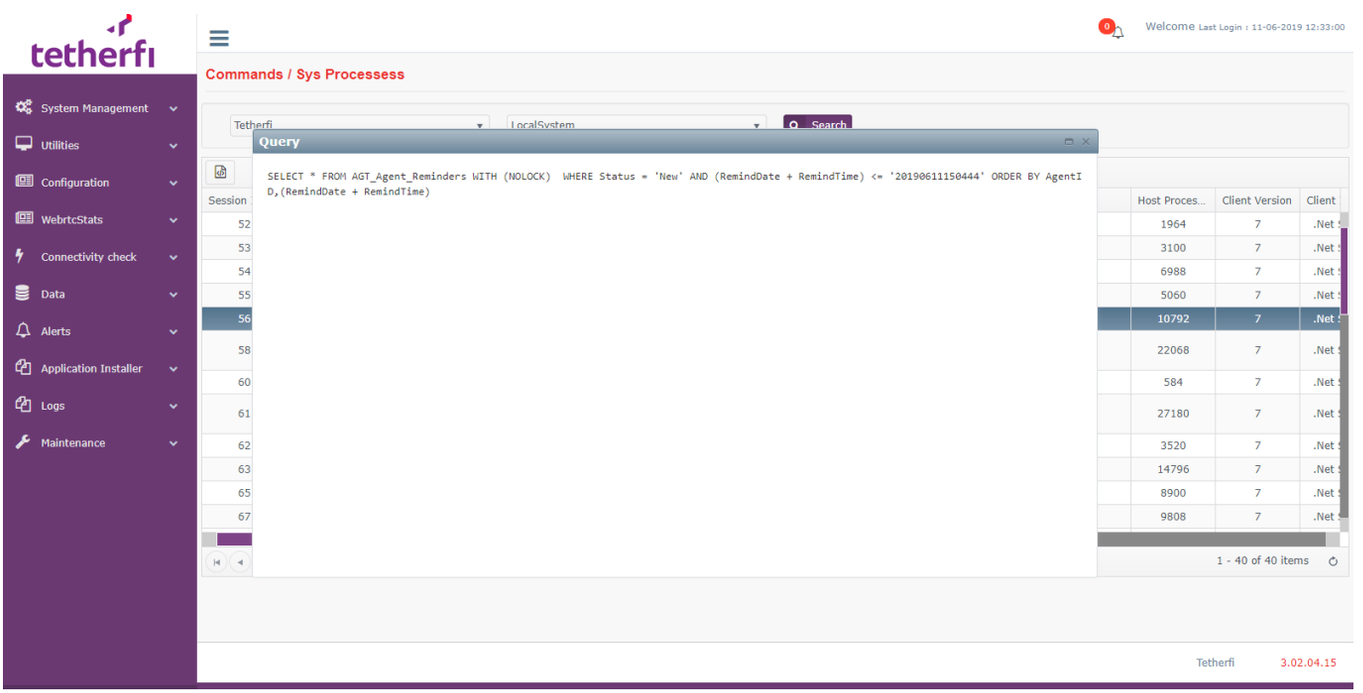


Choose the Server Family and select the server and then click on search button.



Selecting a query and Clicking on the button highlighted below will display the query that is actual running.

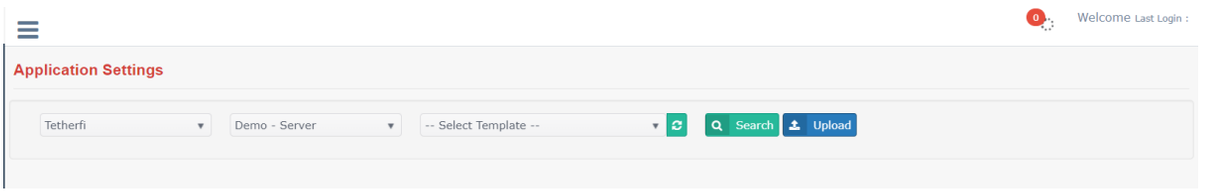




4. Configuration

a. Application/System Config

Purpose: This will allow viewing configuration files of Tetherfi products available on server. This displays current configuration of product with short description of each parameter.



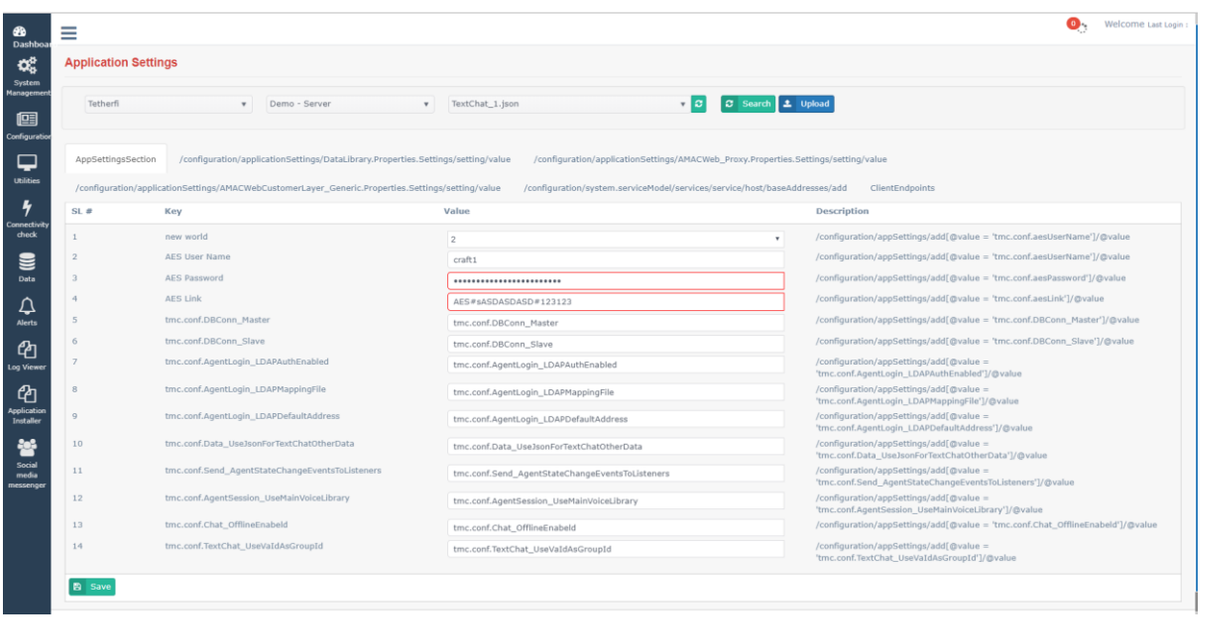
Product Template files:

Purpose : this module help to configure product configuration settings.

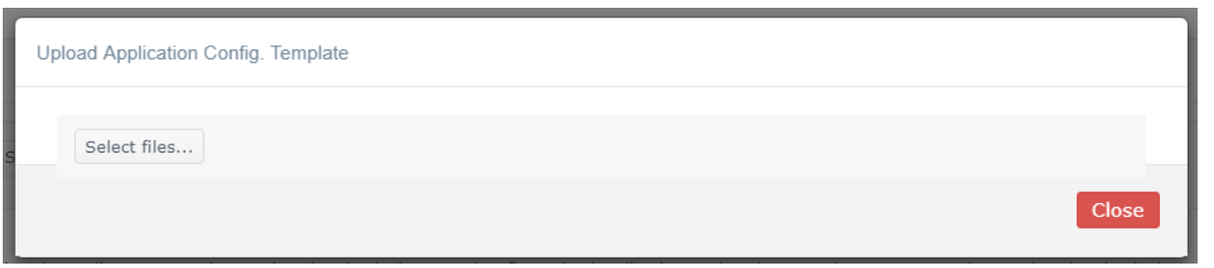
Select Service family, Servers and click ‘Refresh’ button next to select Template. This will load all the product template files from selected server and Click Search button.

Below screenshot shows all the TMAC settings from TMAC.json template. Based on the .json template configurations categories, a list of tabs will be generated.

The highlighted red textbox indicates fields are ‘Password’ fields.



Upload Product Templates

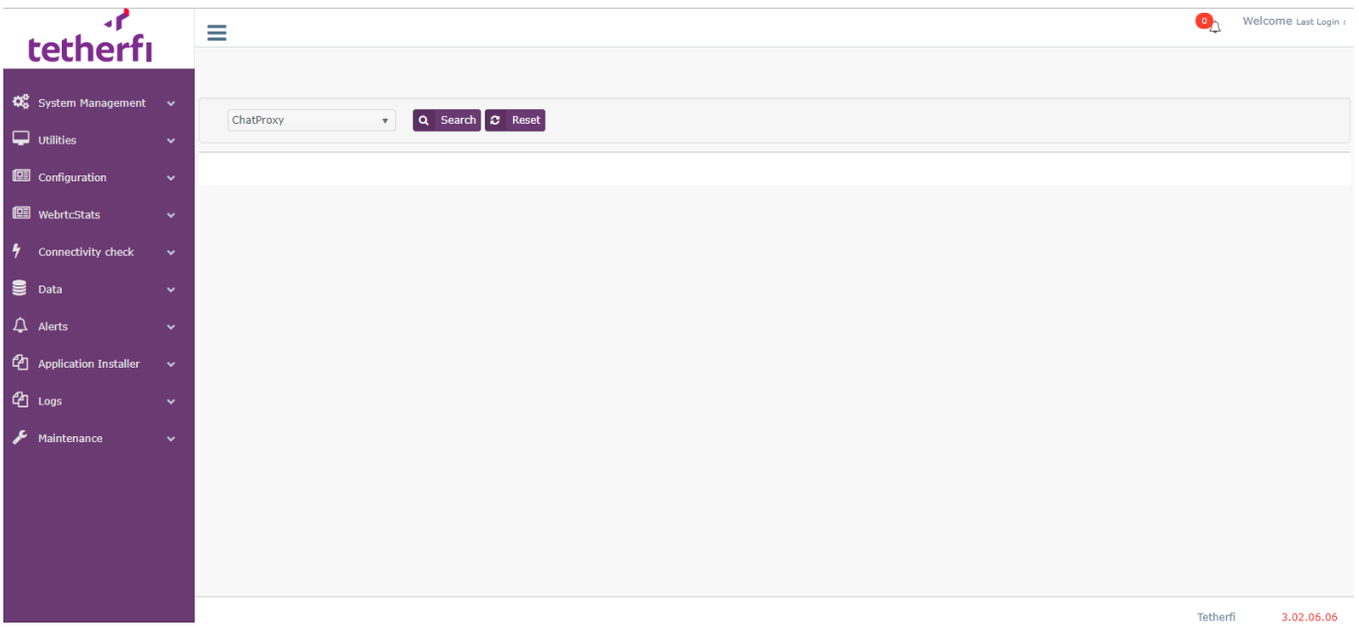


Select Product template and click ‘upload’. This will upload the new product .json file to template folder. If the selected filename is already exists, will replace the existing file.

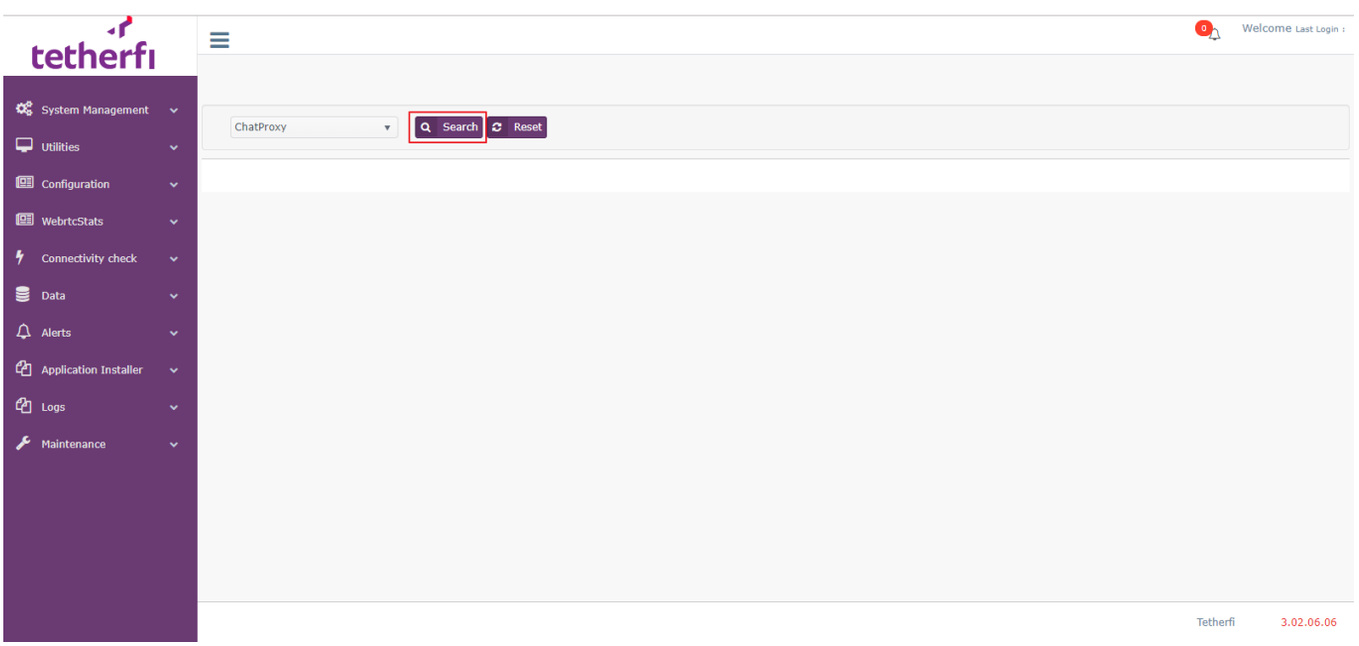
Note : All the password field the configuration file will be encrypted using the KMS service. Below are the procedure.

b. ChatProxy

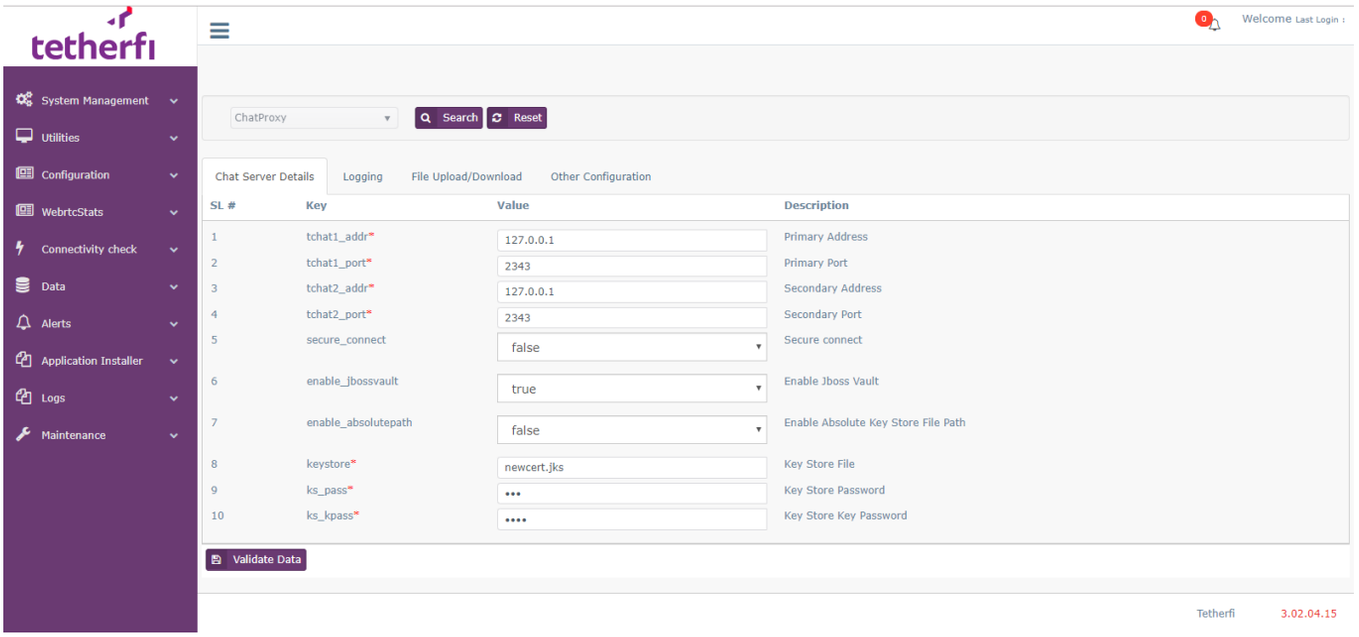
This module helps in configuring chat server and chat proxy.



Select the configuration you want to modify and click on search

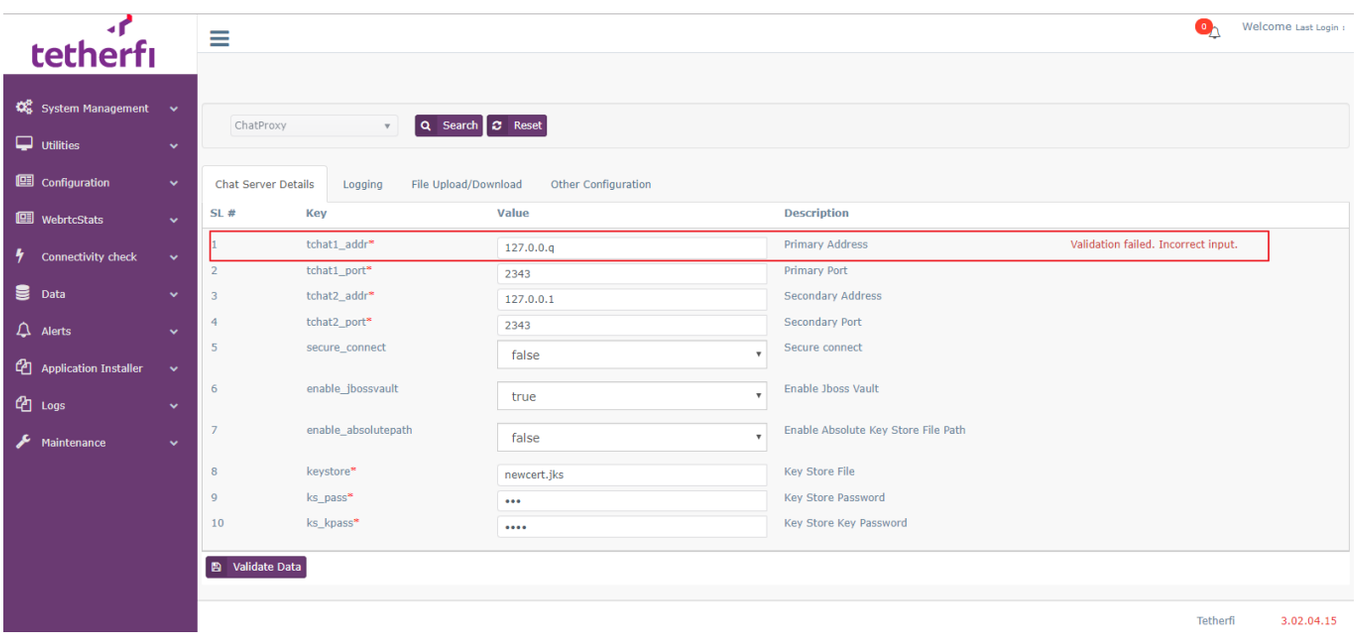


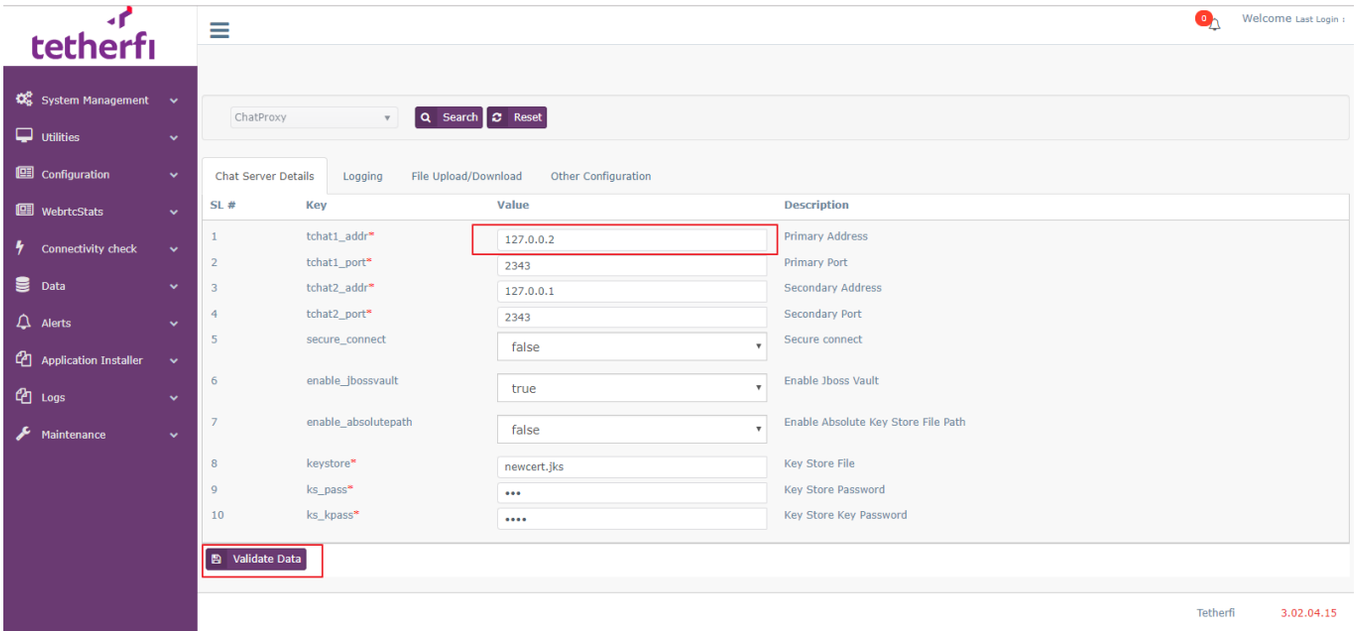
On clicking Search, The template is loaded



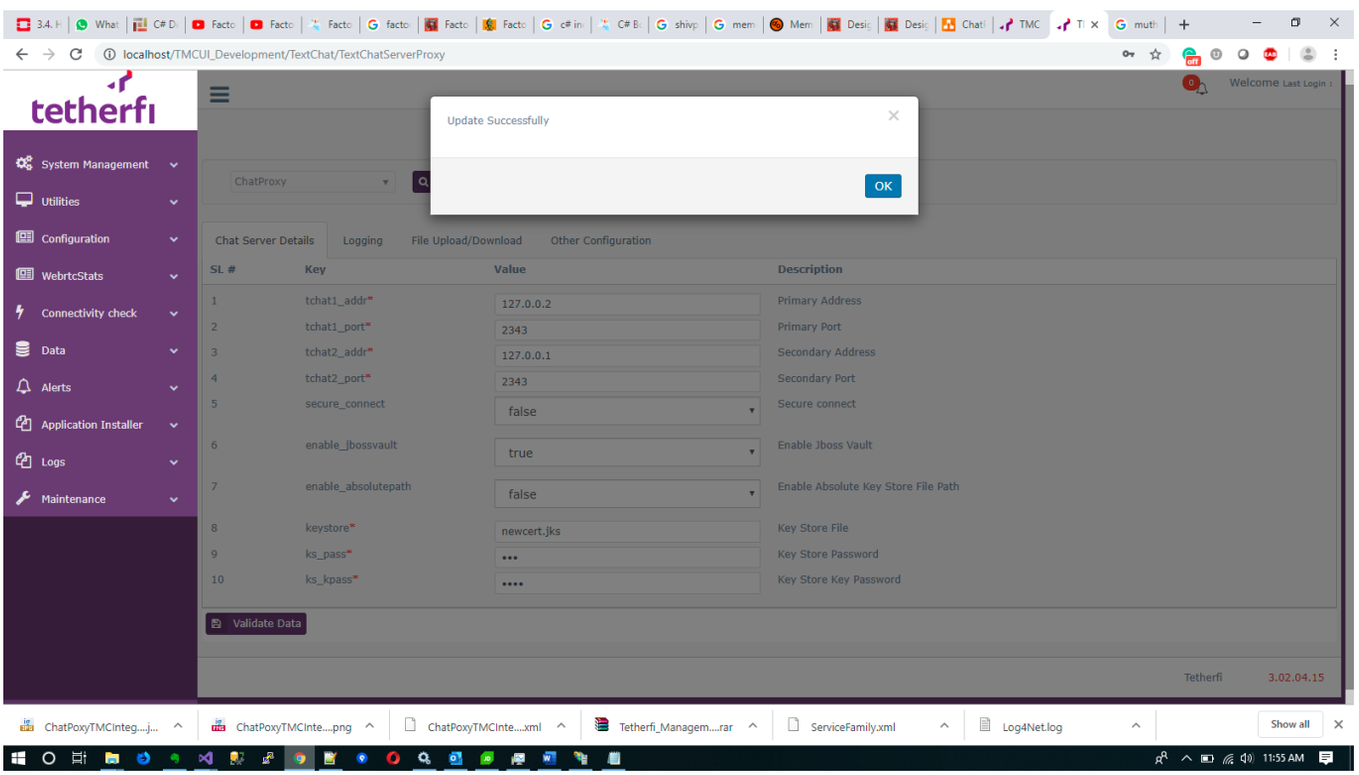
Make any changes and click on Validate button. If the data is valid the validate button is replaced by the save button .

Error message for invalid data



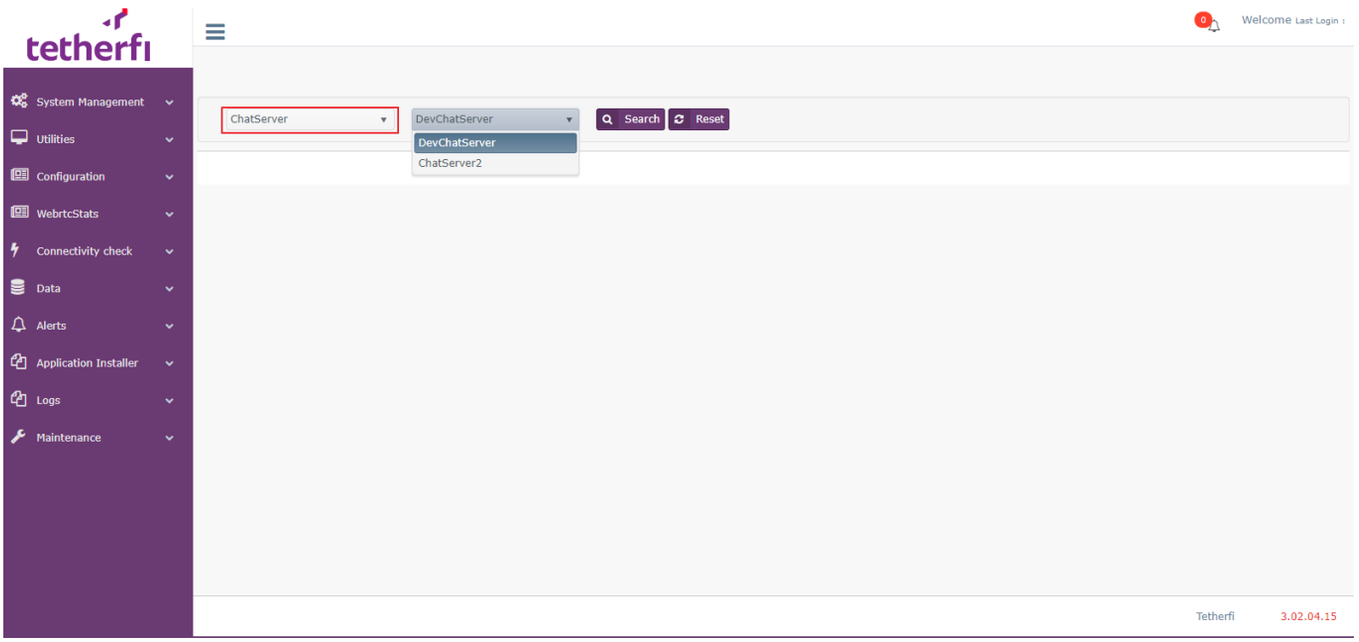


On successful save

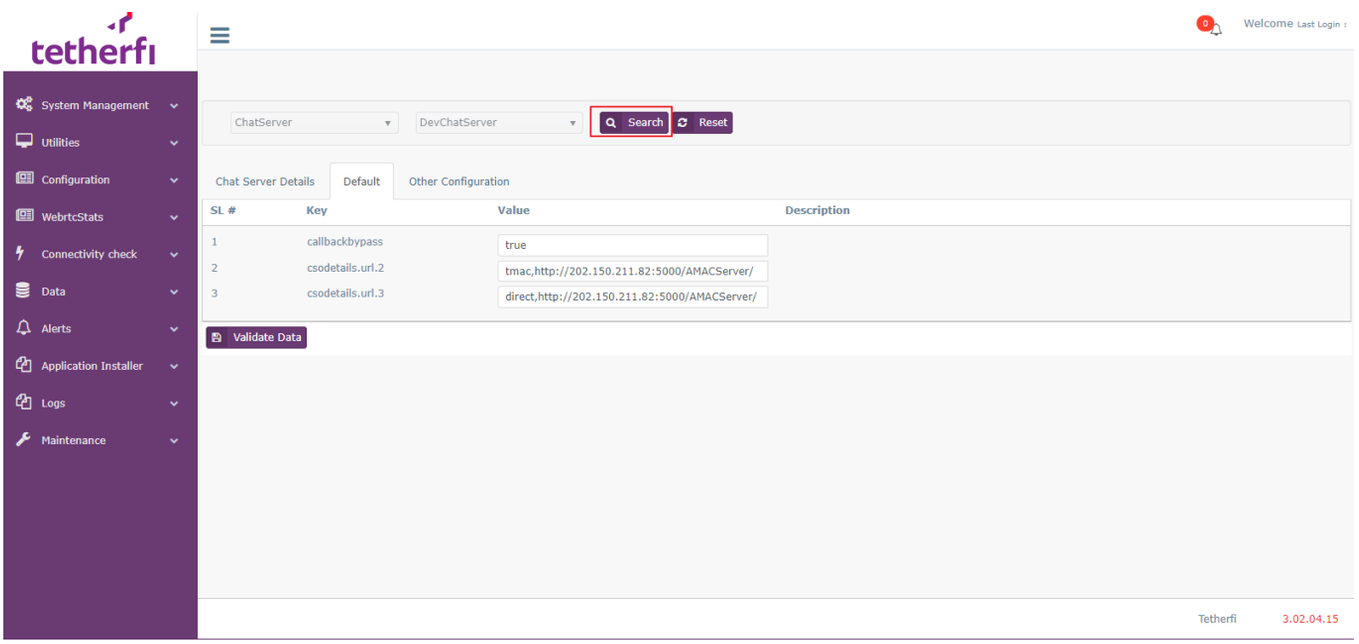


c. Chat Server

When chat server is selected it gives you an option to choose the instance of the chat server

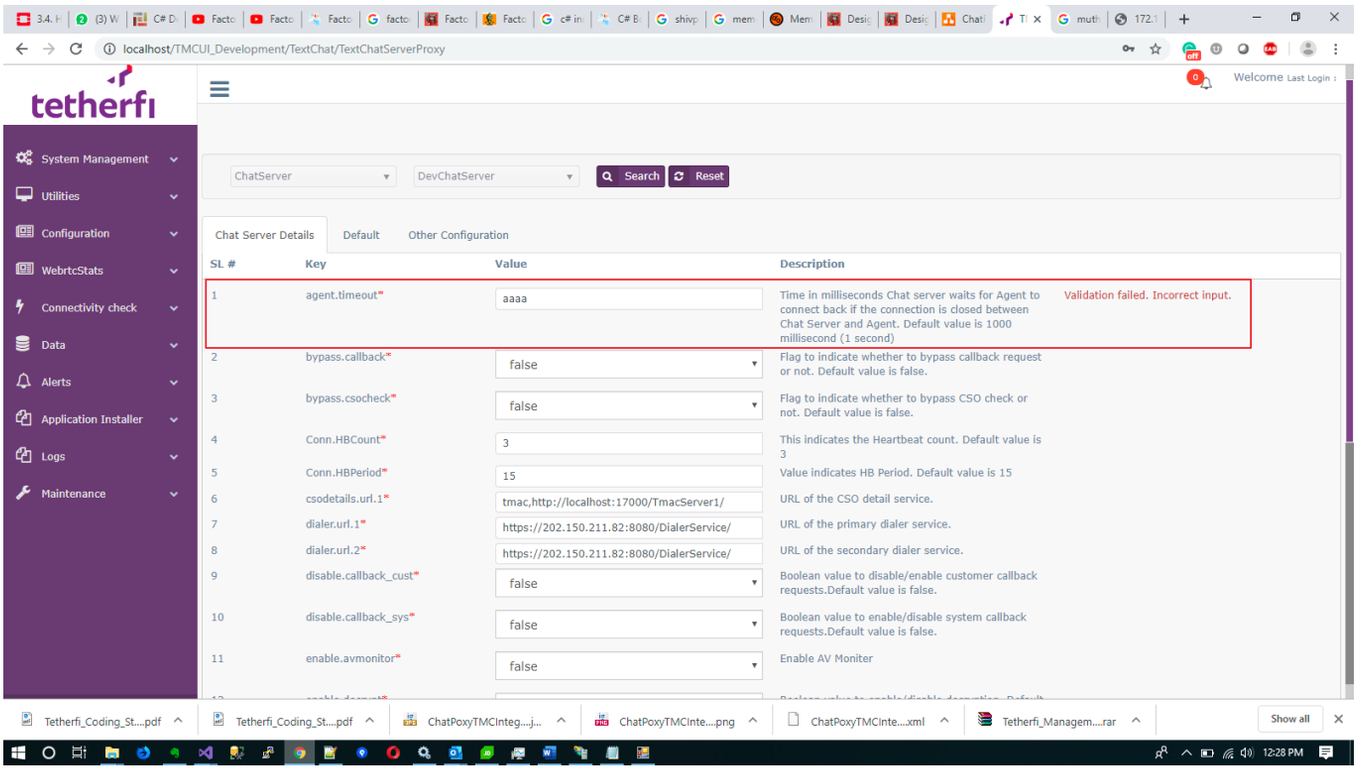


On selecting the chat server instance and clicking on search , the configuration for the selected chat server instance will be displayed.

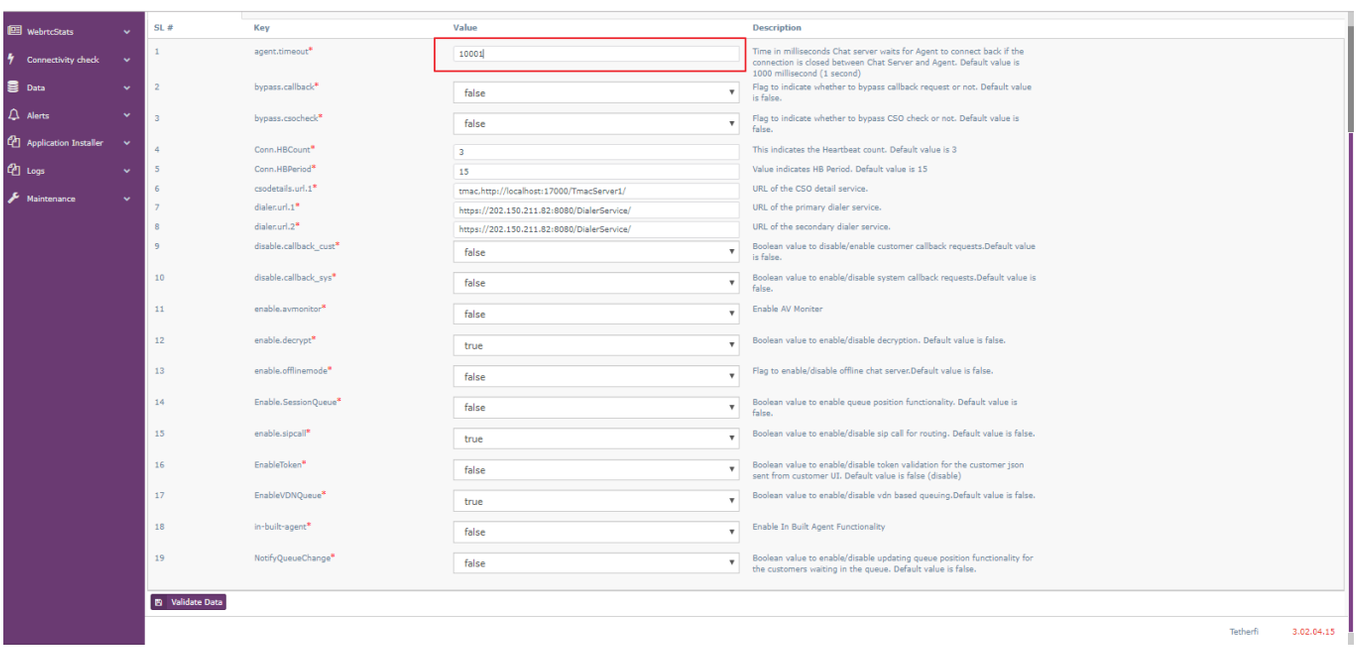


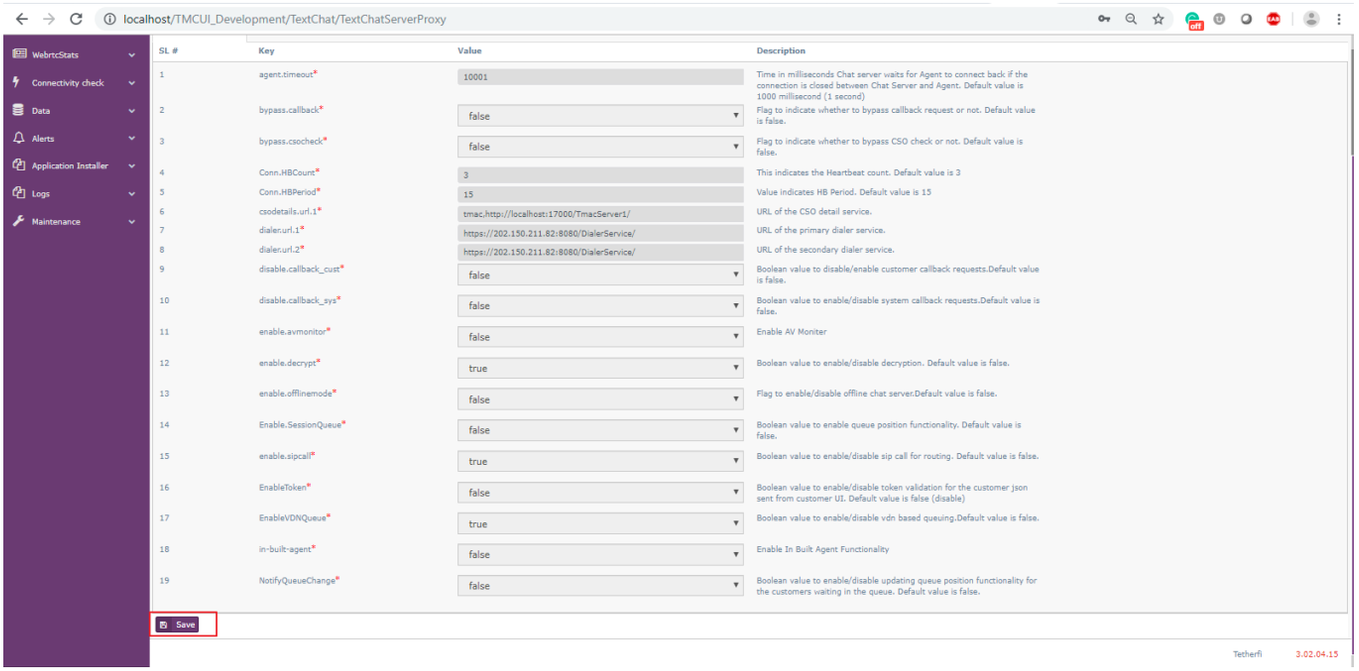
After modifying the data and click on validate data

>if data is invalid error message will be displayed



>If data is valid save button will be displayed





5. Connectivity Check

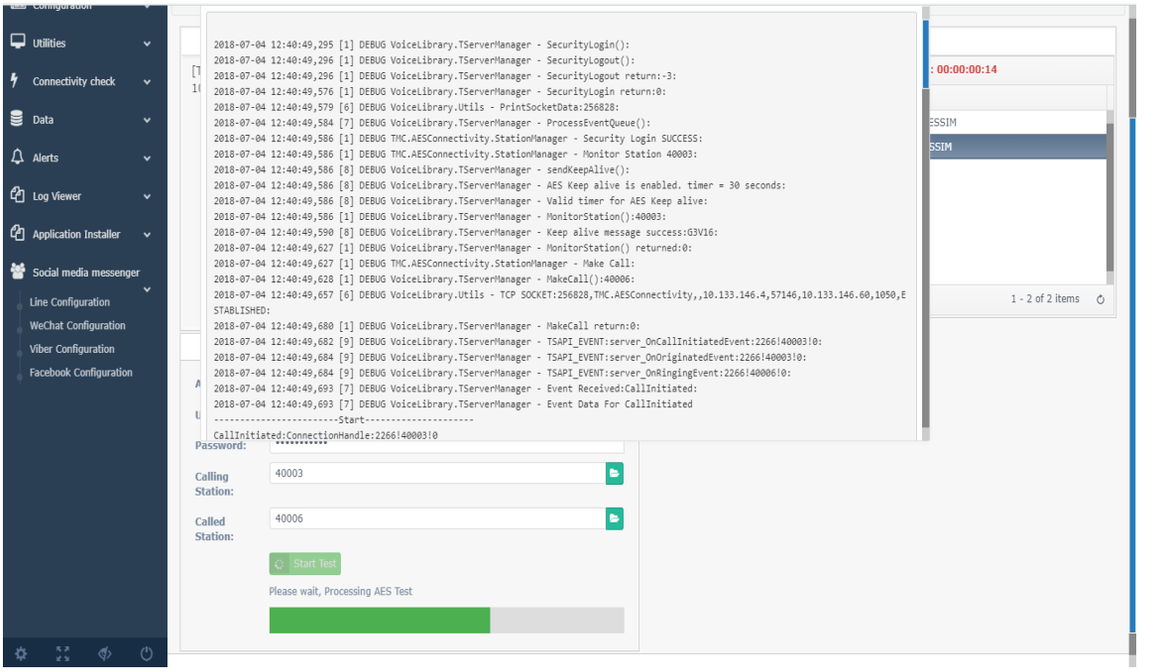
Purpose: This module help to do connectivity test with database, AES server and telnet with other connected server (HOST, SOI server).

a. AES Connectivity Check

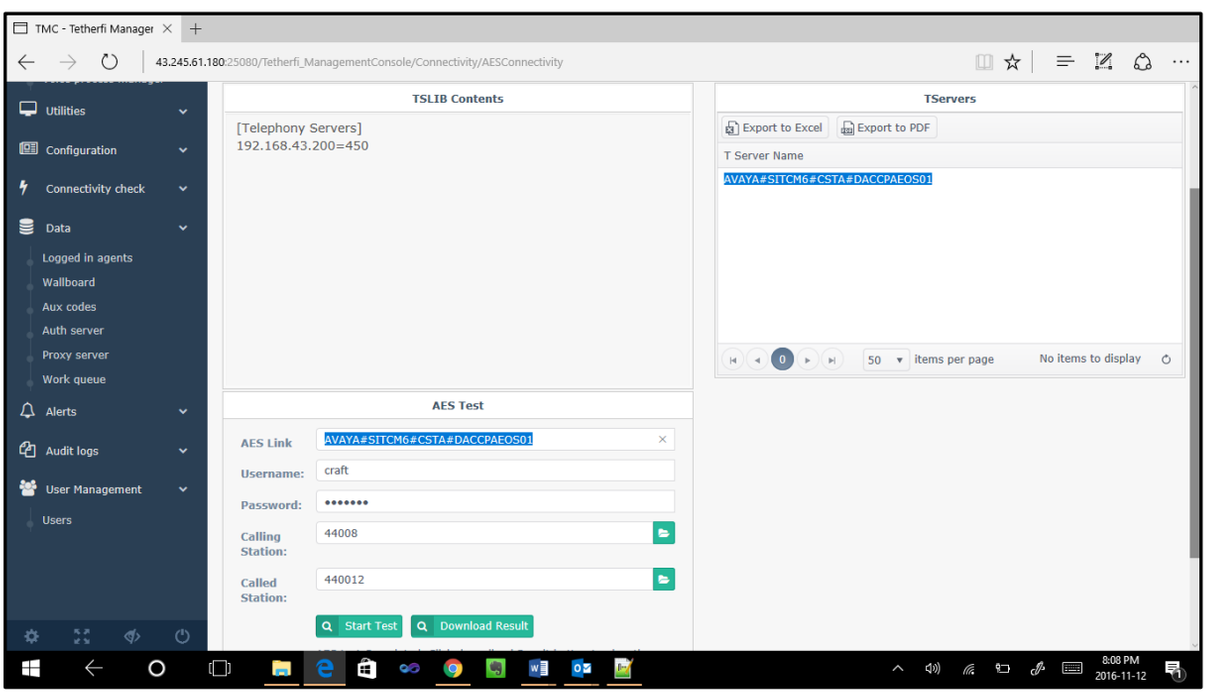
Purpose: This module will display all configured AES inside TSLIB.ini file and help to perform AES connectivity test.

Allow Functions:

- Load TSLIB – Display the AES server configured under TSLIB.INI file.
- Load T-Server – Display T-Link configured under TSLIB files.
- AES connectivity test – User has to provide T-Link, AES user ID and password, FROM and TO station.
    - Enter above mandatory fields, hit ‘Start Test’. This will show a popup button with detailed logs related to either FROM or TO Station .



Search Criteria: N.A.

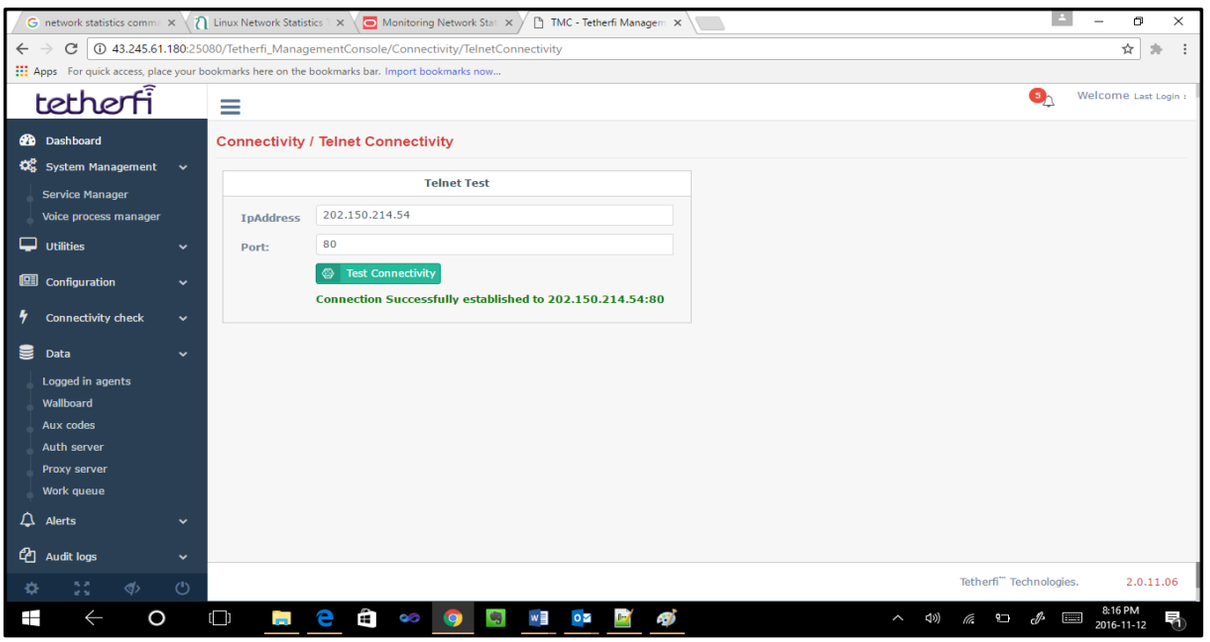


b. Telnet

Purpose: This will allow to get telnet command result. User has to provide IP address and port number and click on Test connectivity button to get result of telnet command.

Allow functions: N.A.

Search Criteria: N.A.



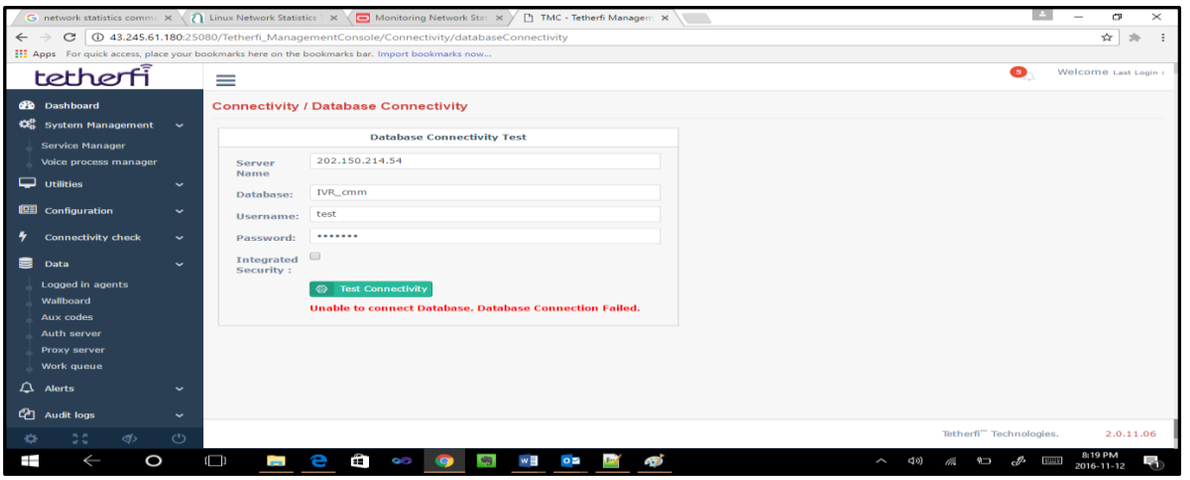
c. Database Connectivity Test:

Purpose: This will allow to do database connectivity test from server. User has to pass below parameters and click on Test connectivity button. It will give result as success or failure.

- Database Server IP/Name
- Database instance name
- User ID
- Password

Allow functions: N.A.

Search Criteria: N.A.



6. Data

Purpose: This module will provide details of logged-in agent in TMAC server, PBX skills configured in TMC, AUX reason code list configured for TMAC server.

a. TMAC logged-In agent:

Purpose: This module will display logged-in agent under TMAC server. User has to select configured TMAC service from drop down list and has to click on search button. It will display below details.

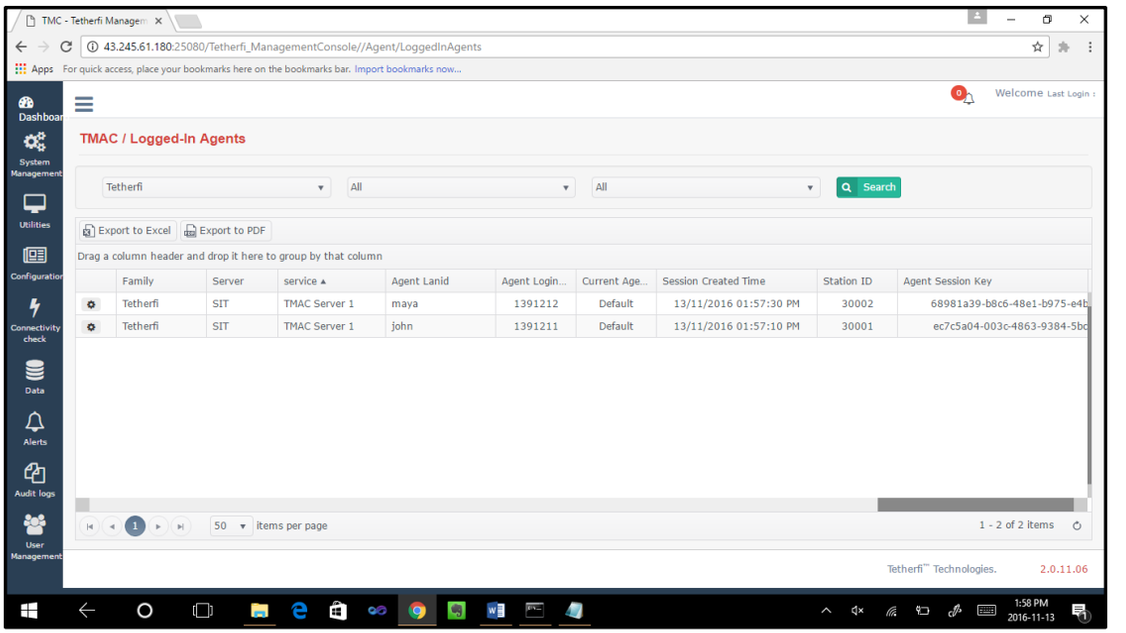
Column Name	Description
Service Name	Name of service
Agent LAN ID	Agent LAN ID
Agent login date time	TMAC logged-in date and time
Current agent status	Agent current status
Session created date Time	Agent session creation date time with TMAC
Station ID	Agent station ID

Allow functions:

- Export to Excel/PDF – User can export details in excel or PDF
- Move Agent Session- User can move the sessions of the logged in agents from one server instance to another server instance.

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service

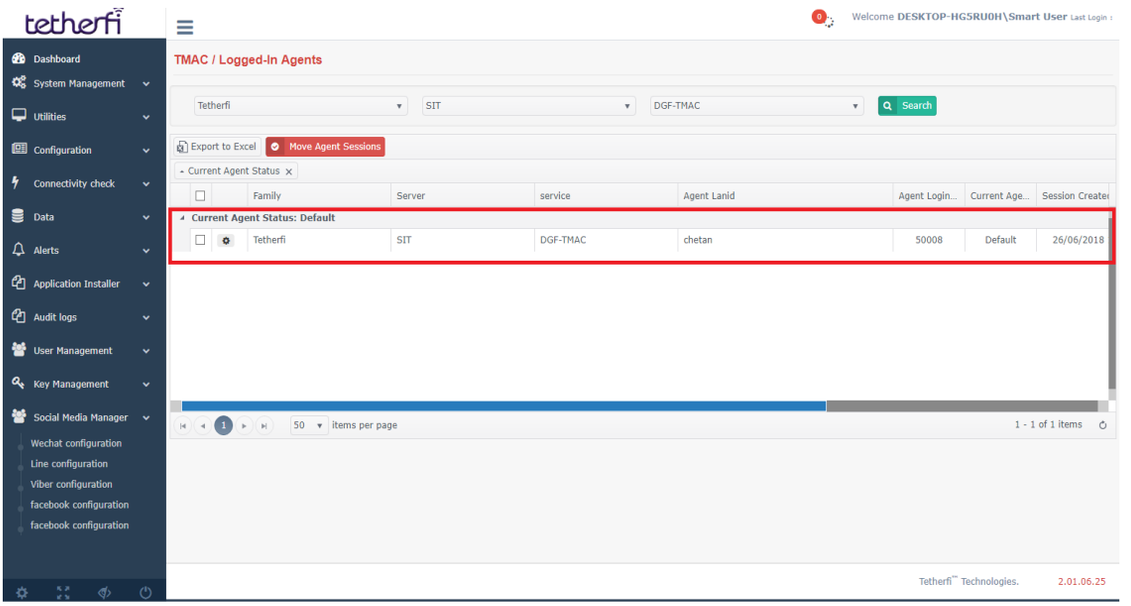


Moving session between TMAC Servers

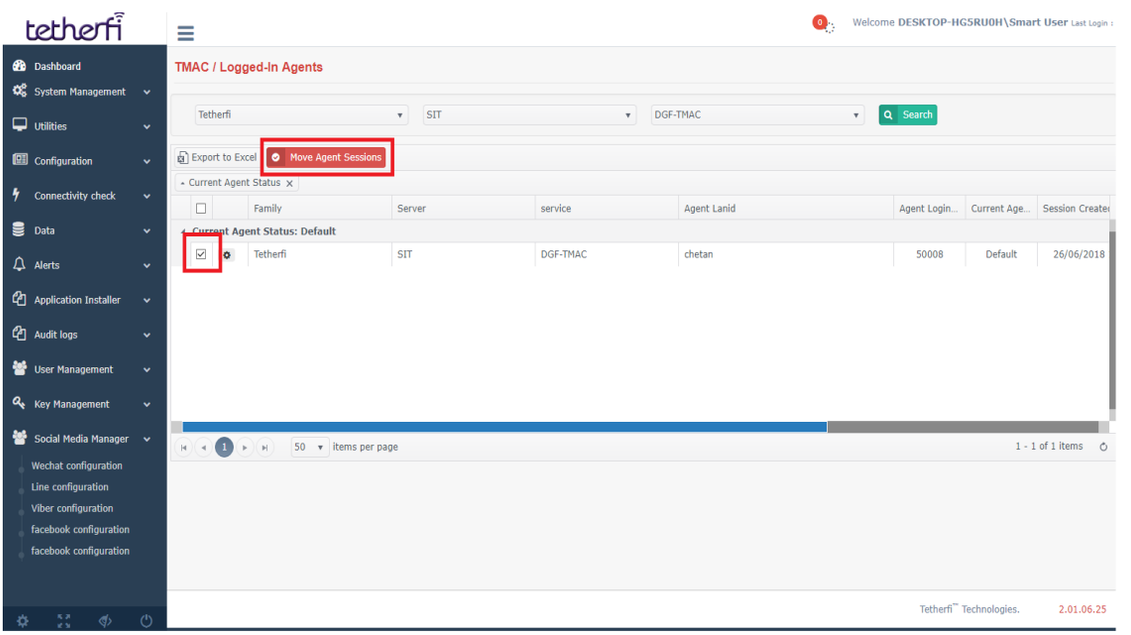
Purpose: This module will help the users to move logged-in agent sessions between TMAC Servers. For example, especially during activity/maintenance time, TMC user can move selected logged-in agents from primary server to secondary server without re-login to secondary server

Steps to follow

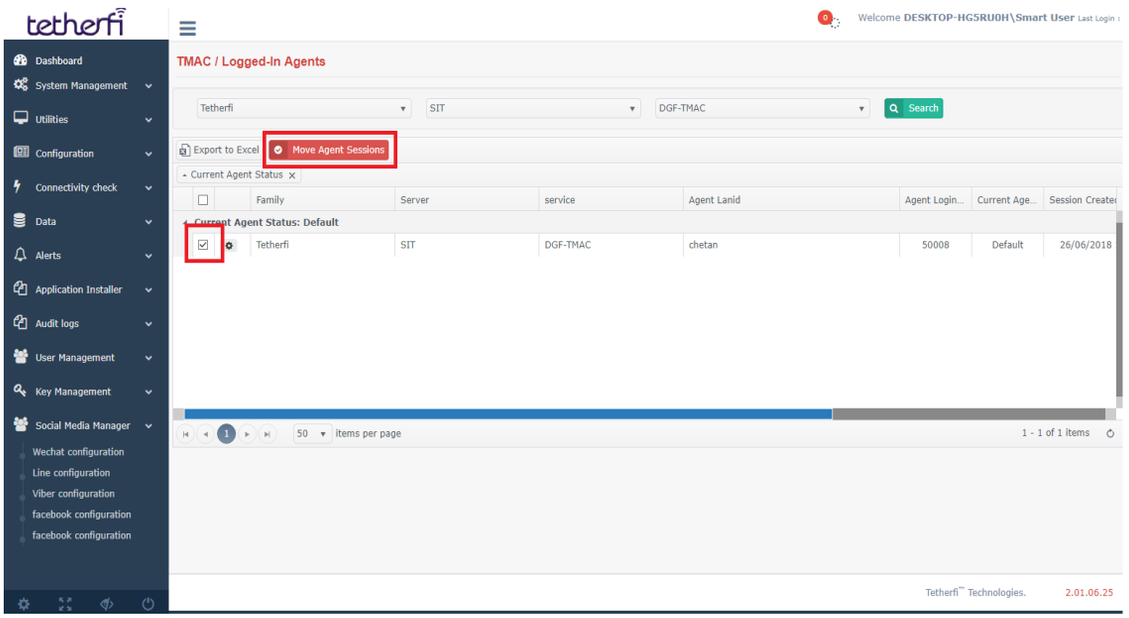
- Login to TMC , click on 'Data' in the left menu pane. Then click on 'Logged in agents' you will be presented with the interface for monitoring Agents.
- Select Server Family, environment and the instance of the TMAC from the drop down control on top of the page and click on the search button.
- The grid will be populated with the Agent information of the agents currently logged into that specific instance of TMAC.



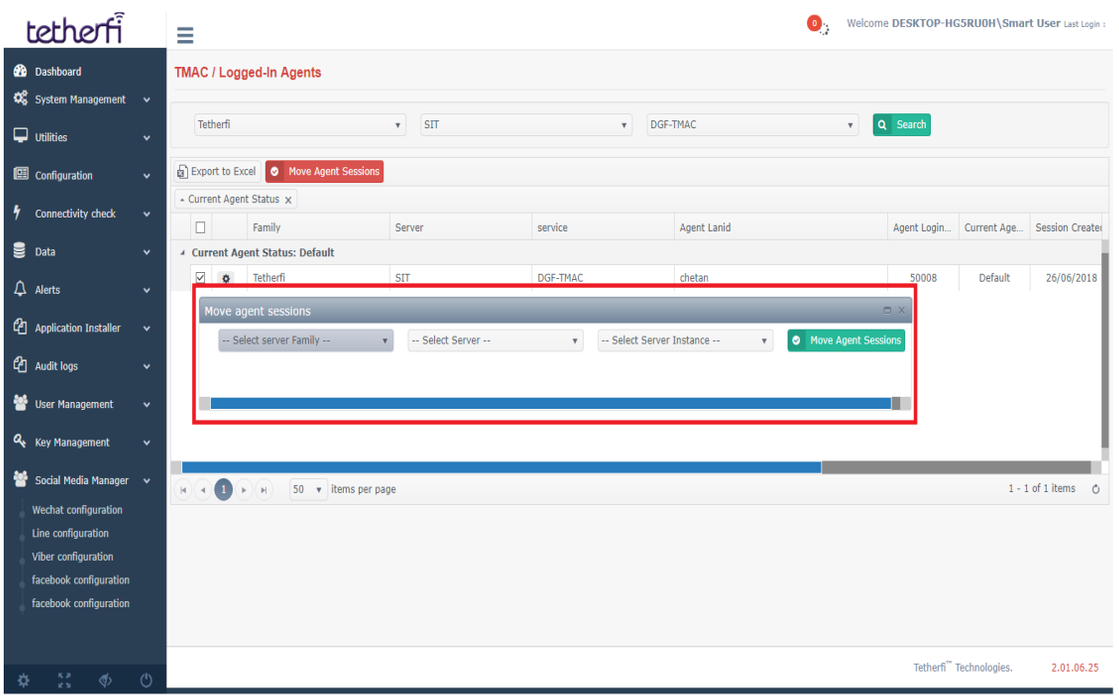
- To move an agent session check the box at the beginning of the row and click on "Move Agent Session" button.



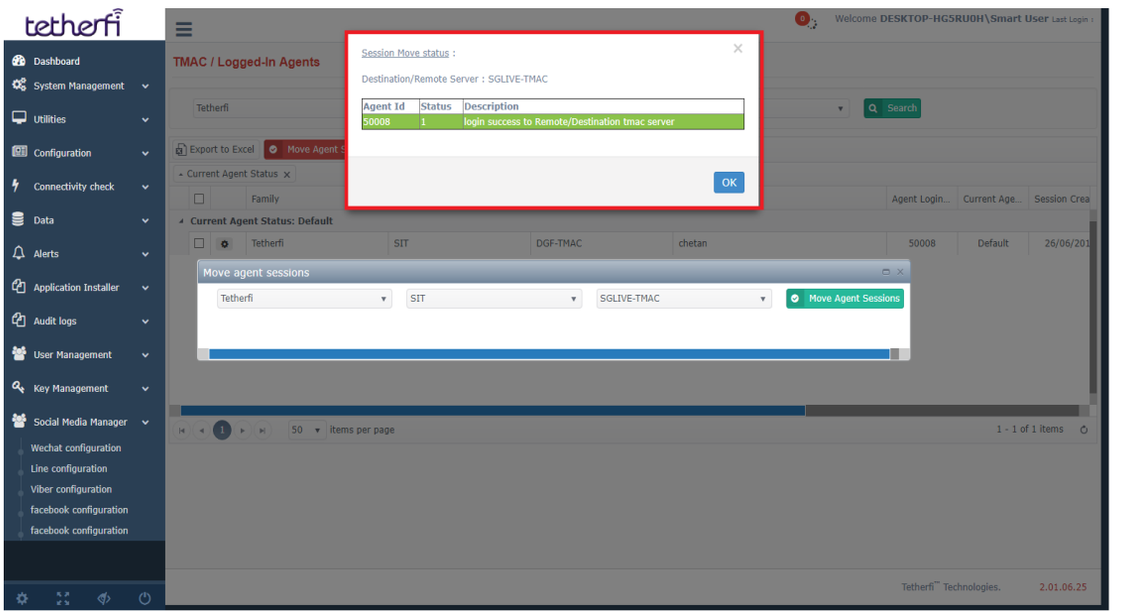
- You will be prompted to move select the destination server to move the Agent session.



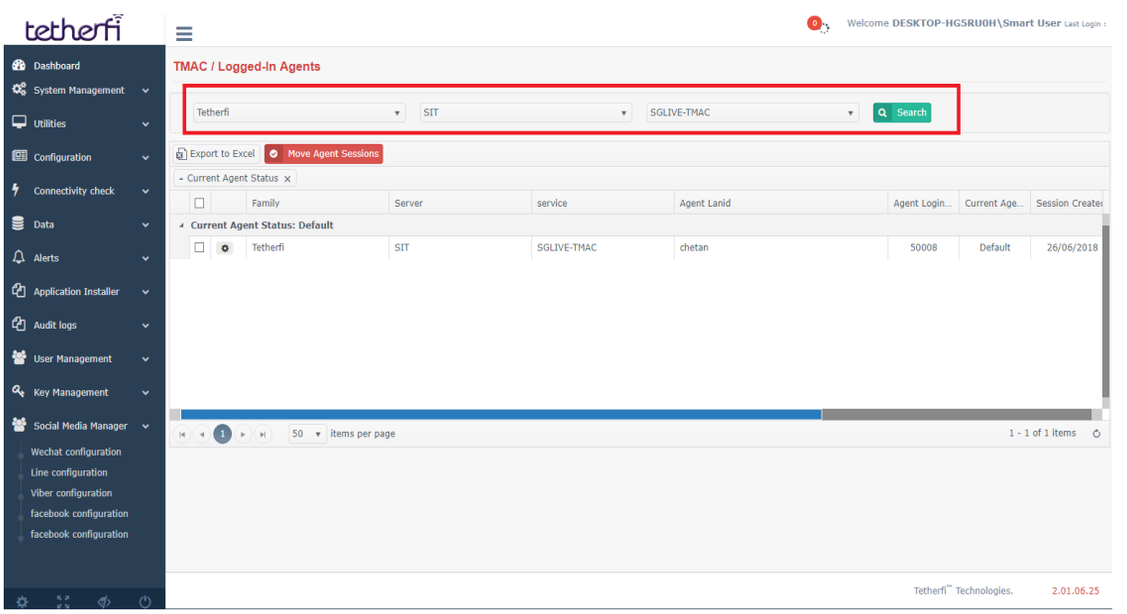
- Select the server family,server and the instance from the popup and click on the 'Move Agent Session' button inside the popup.



- On Successful movement of agent the below screen will be displayed.



- Click on 'OK' and close any prompt's that are open.
- Change the server Selection at the top of the page to view the user in the new instance.



Note :-

- **To check the session is moved click on the search button again. The user whose session has been moved won't be displayed for the current server family, server and Server session.**
- **To view the user, select the destination server family, Server and TMAC instance from the drop downs on top of the page and click on the search button.**
- **Make sure once session is moved, the user will not lose any privileges or any controls from the TMAC and will be able to use TMAC as in his previous instance.**

b. Wallboard

Purpose: It will display configured skill under each TMAC service. It will display below details of each skill.

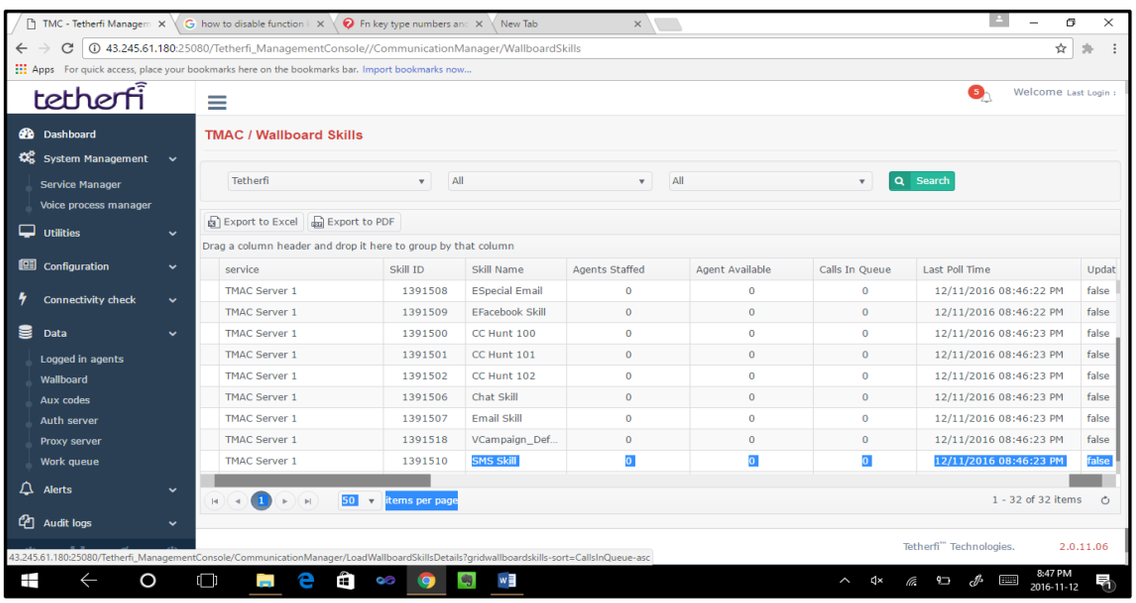
Column Name	Description
Service Name	TMAC service name
Skill ID	PBX skill ID
Skill name	Name of skill
Agent staffed	Agent staffed list for specific skill
CIQ	Call in queue for specific skill
Last poll Time	Date and time of last poll

Allow functions:

- Export to Excel/PDF – User can export details in excel or PDF

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service



c. AUX Code

Purpose: The list of AUX reason code configured under each TMAC service. It will display below details.

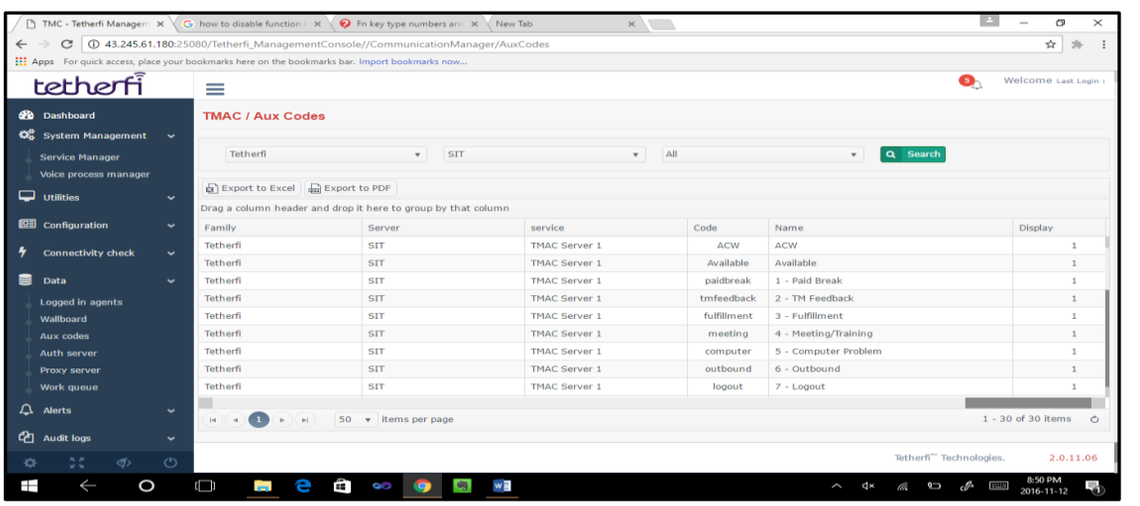
Column Name	Description
Service Name	TMAC service name
Aux Reason code	Aux reason code
Name	Name display on TMAC

Allow functions:

- Export to Excel/PDF – User can export details in excel or PDF

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service



d. Auth Server

Purpose: This module will display the list of Auth server.

Allow Functions:

- Export Excel/PDF – export display grid in excel/PDF

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service

Column Name	Description
Family	Name of the Server Family
Server	Name of Server
Service	Name of Service running in server
Agent Id	Agent Id
Agent Logged in time	Time when Agent logged in to TMAC

Agent Logged out time	Time when Agent logged out of TMAC
Agent Session key	Agent Session key
Is Agent Logged In	Agent logged in to TMAC or not
Is Agent Logged Out	Agent logged out of TMAC or not
Station Id	Agent Station Id
Lan Id	Agent Lan Id
Connected Proxy	
Connected Tmac Server Name	
Auth Code	
Last called time from Proxy	
Is Called from Proxy	
Revalidate Count	
Created Time	Calls in Queue

e. Proxy Server

Purpose: This module will display the list of proxy server.

Allow Functions:

- Export Excel/PDF – export display grid in excel/PDF

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service

Column Name	Description
Family	Name of the Server Family
Server	Name of Server
Service	Name of Service running in server
Agent Id	Agent Id
Station Id	Session Id
Lan Id	Lan Id
Agent Sessoin Key	Agent Session Key
Logged In	
Auth Code	
Tmac Server Name	
Client Ip Port	
Is Web Socket	

f. Work Queue

Purpose: This module will display the items in the work queue.

Allow Functions:

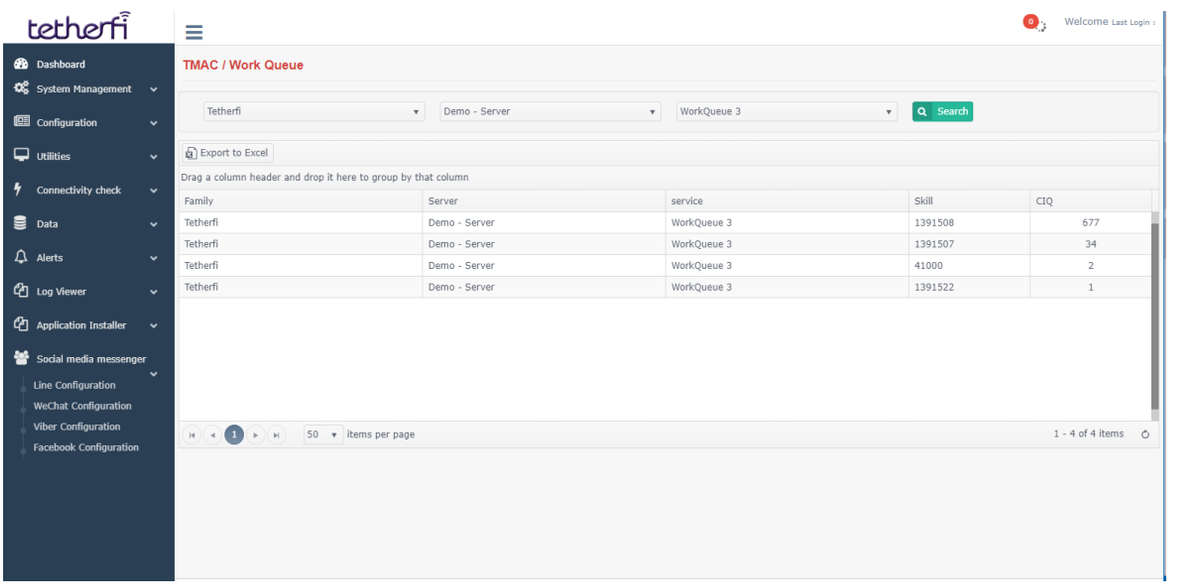
- Export Excel/PDF – export display grid in excel/PDF

Search Criteria:

- Server Name – Name of project group.
- Service Name- Name of TMAC service

Work Queue will display the below details.

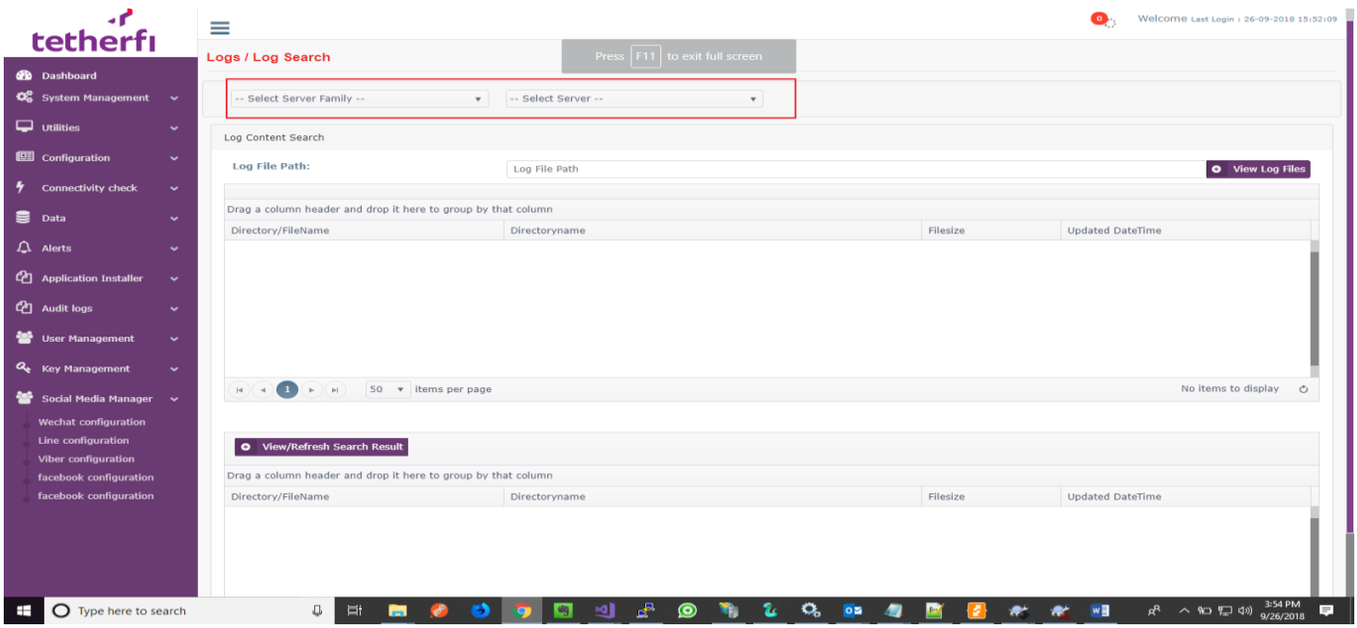
Column Name	Description
Family	Name of the Server Family
Server	Name of Server
Service	Name of Service running in server
Skill	Skill id
CIQ	Calls in Queue



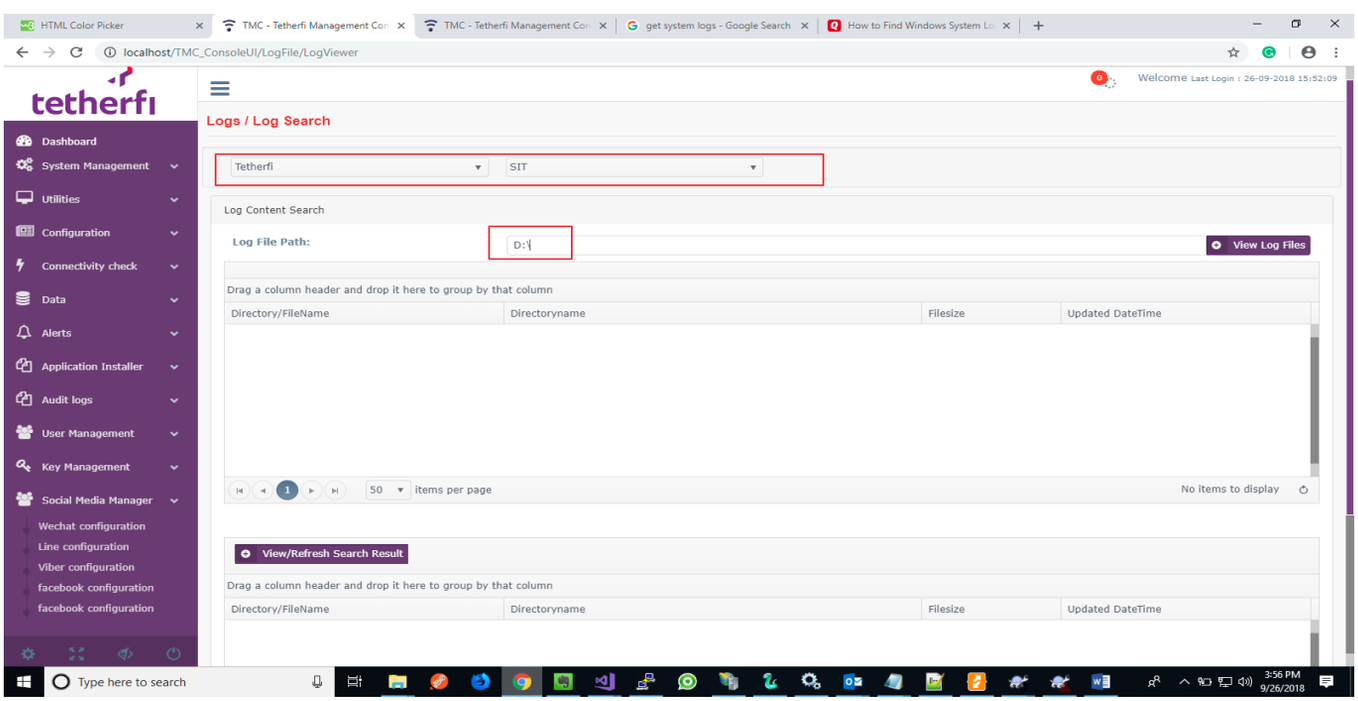
7. Audit Logs

With this feature user can access logs files for differ applications. The logs can be downloaded or viewed based on the settings in TMC. To access the Log Viewer the user must navigate to Auditlogs->logSearch

In the log Viewer Page the user must Choose the Server family and select the server

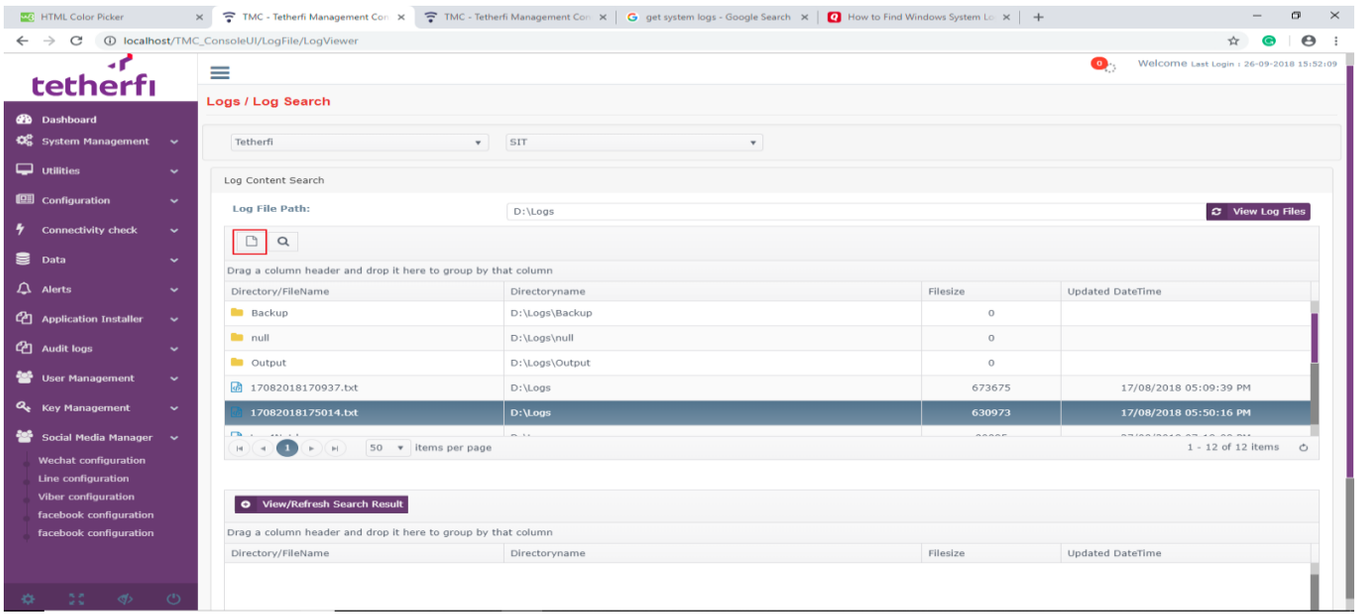


After choosing server family , and filling the log path hit on search view log files. The system will also allow foreword navigation from the grid ,when the user double clicks on any of the data row items.

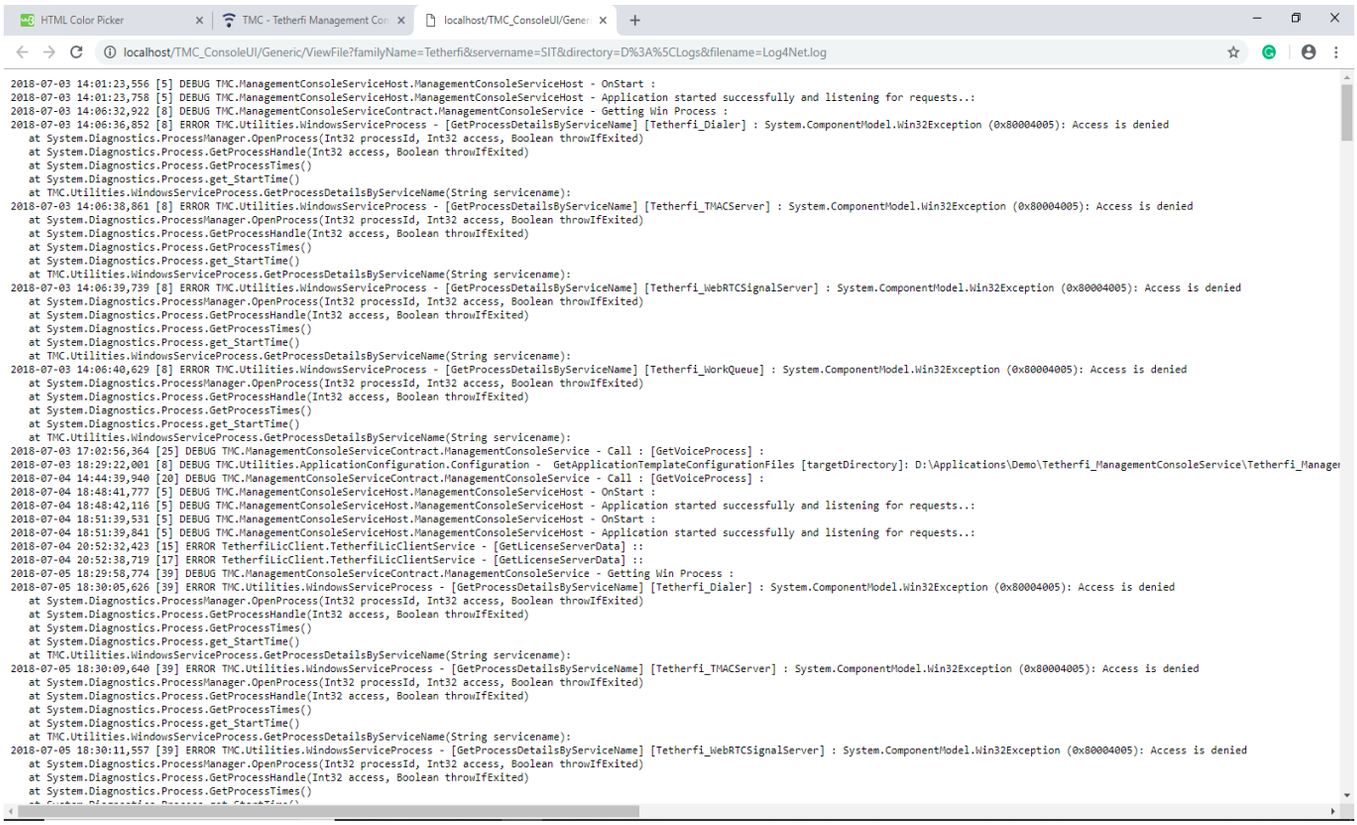


When the user selects on the specific record. The buttons for functionality will be enabled.

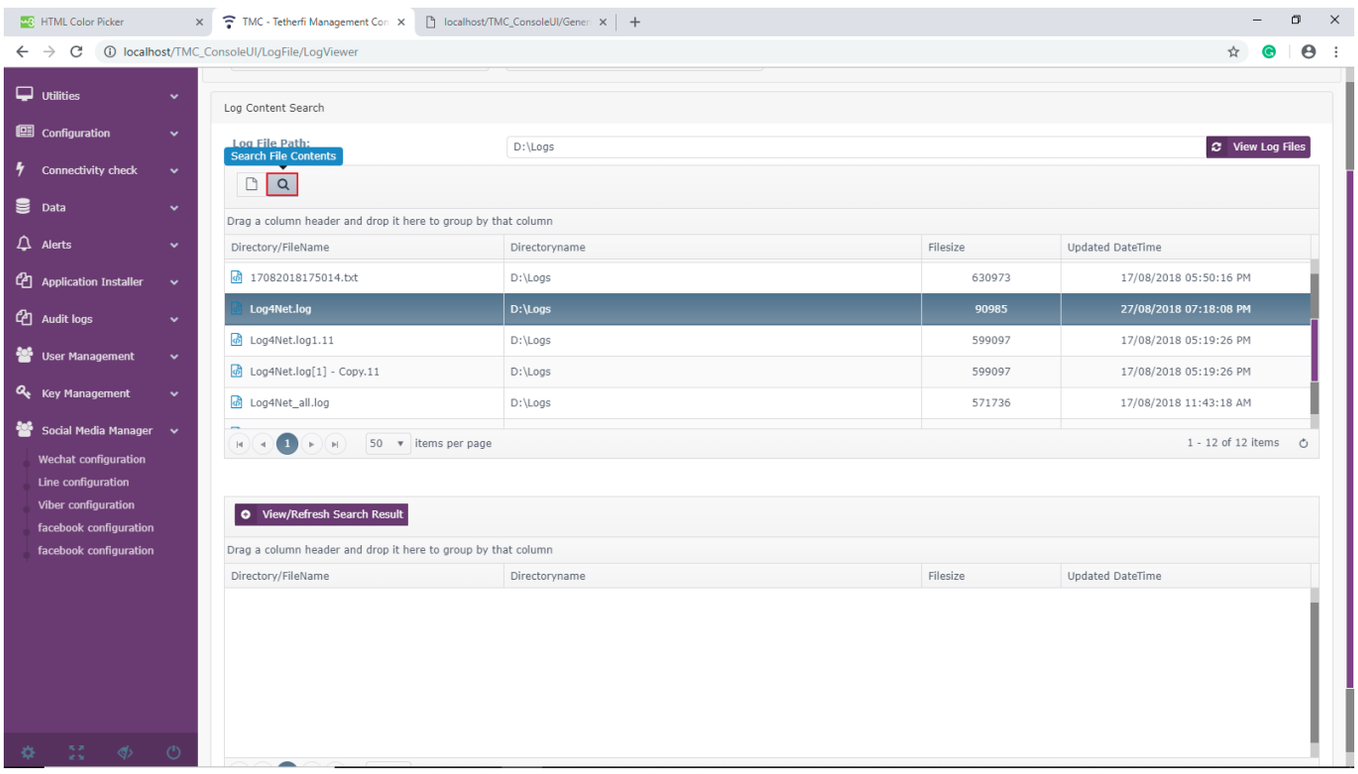
-Search logs
-View/Download (Based on settings in web.config)
Below highlighted is the view log button

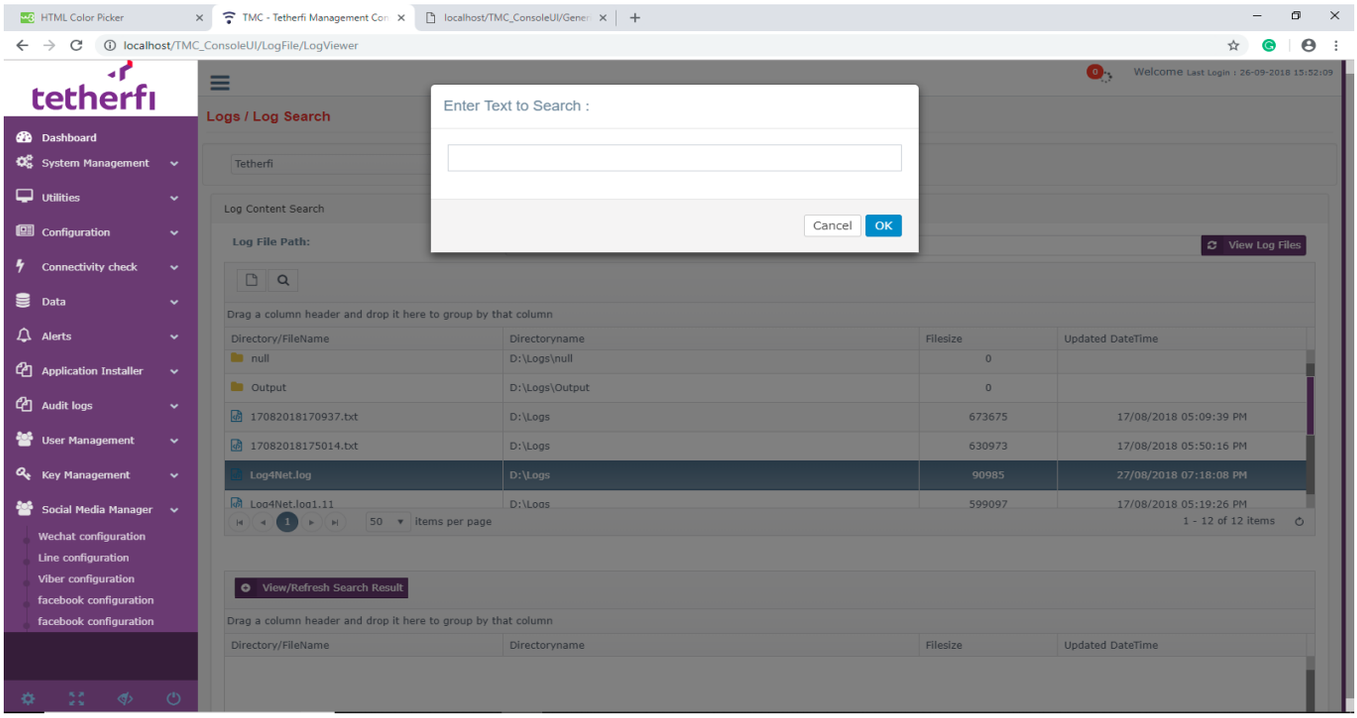


On clicking the ‘viewlog’ button the log file will be displayed in a new tab .

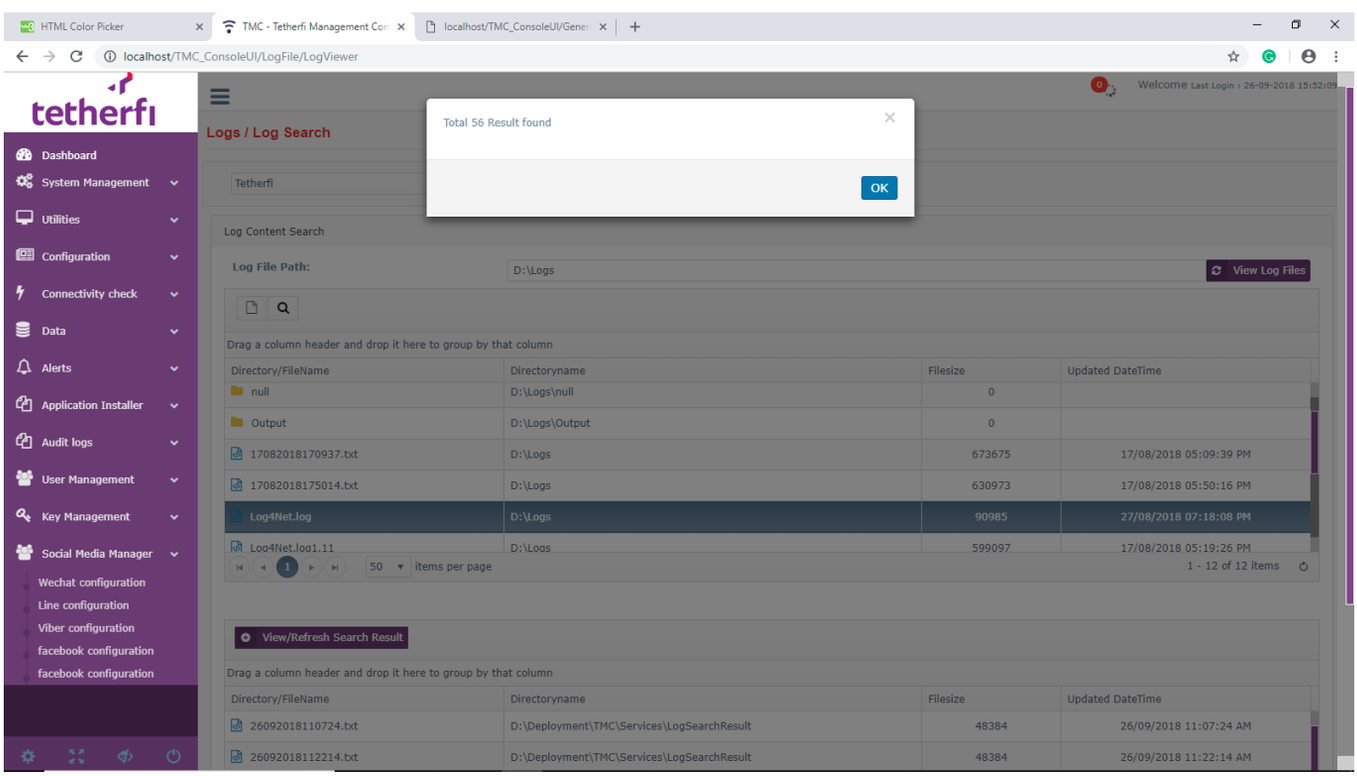


On clicking the Search File Contents a pop up will be displayed to search for a word.

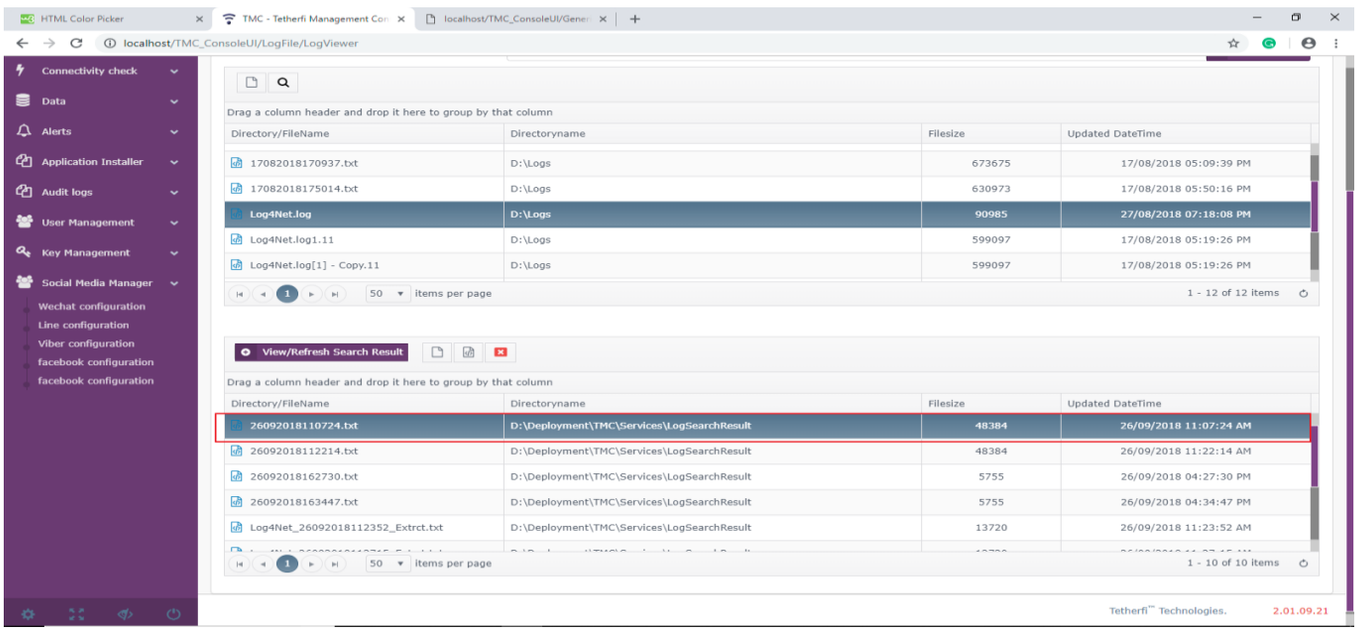




On entering the search term and pressing on ‘Ok’. The system will extract the error details for that word in a different file , a popup will be displayed to sow the number of instance and the results will be displayed in the second grid.

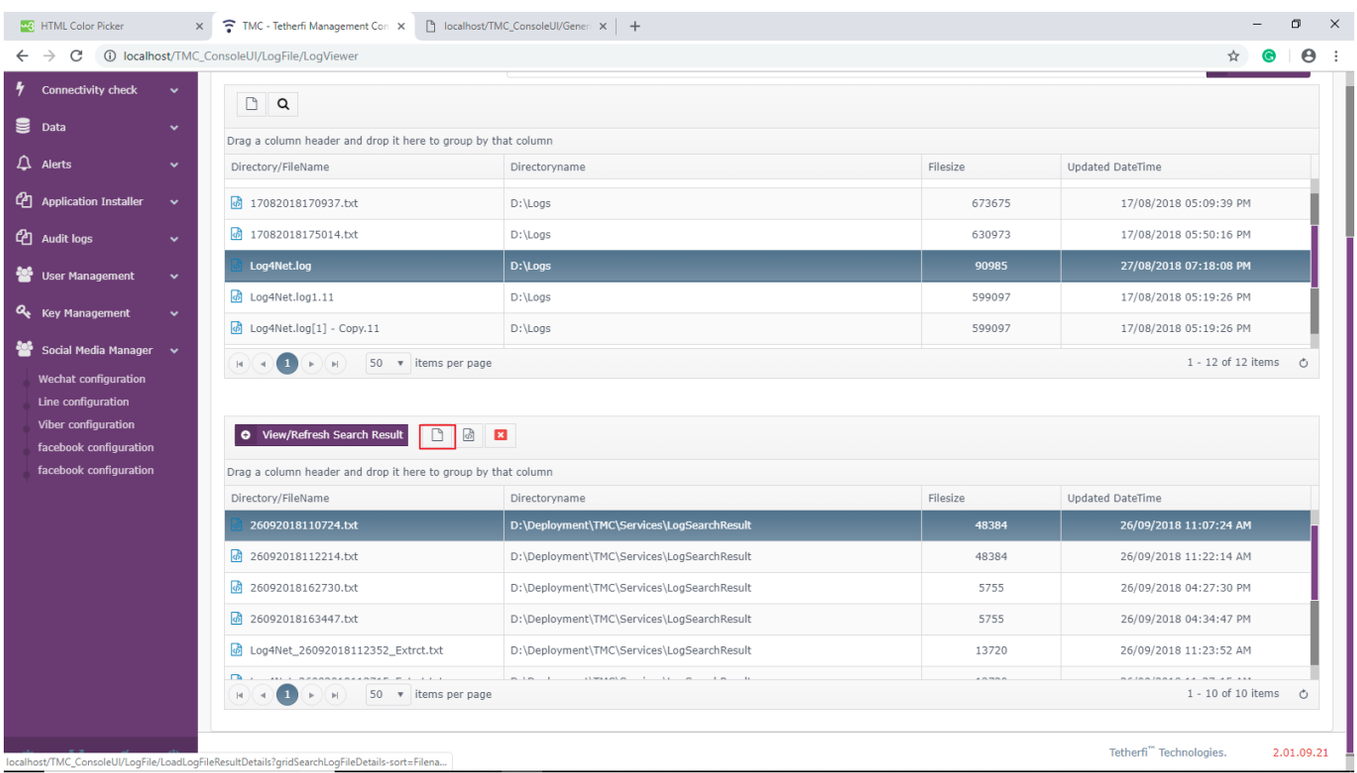


Below is the result of the extraction

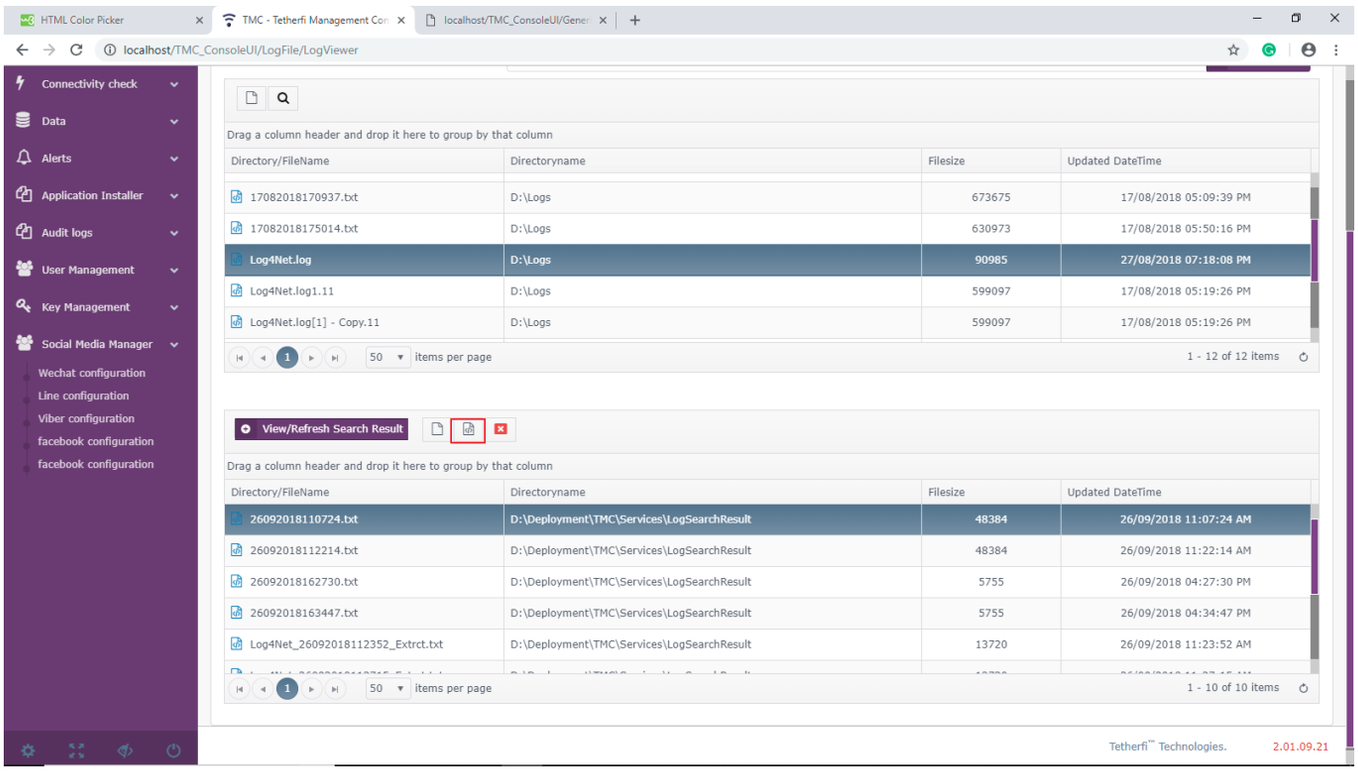


The second grid provides the following functionality.

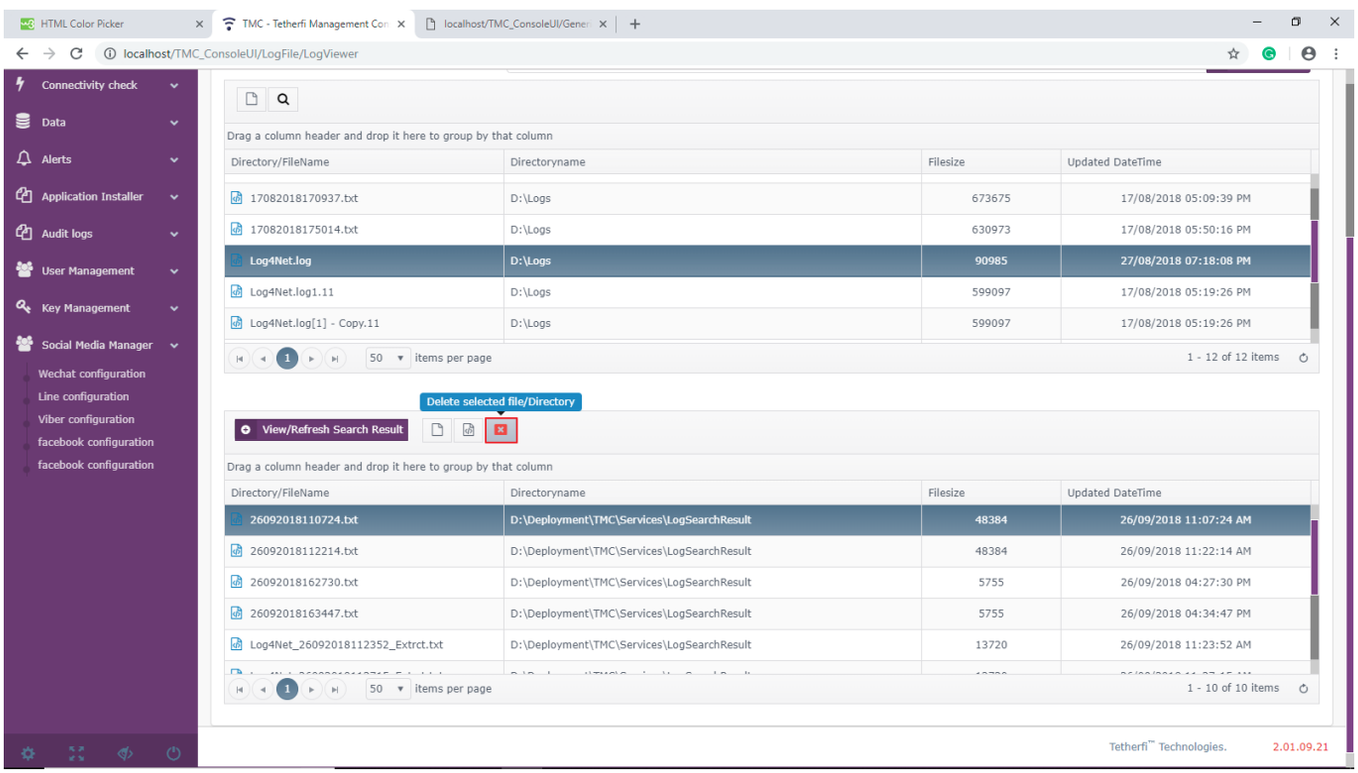
-ViewFile



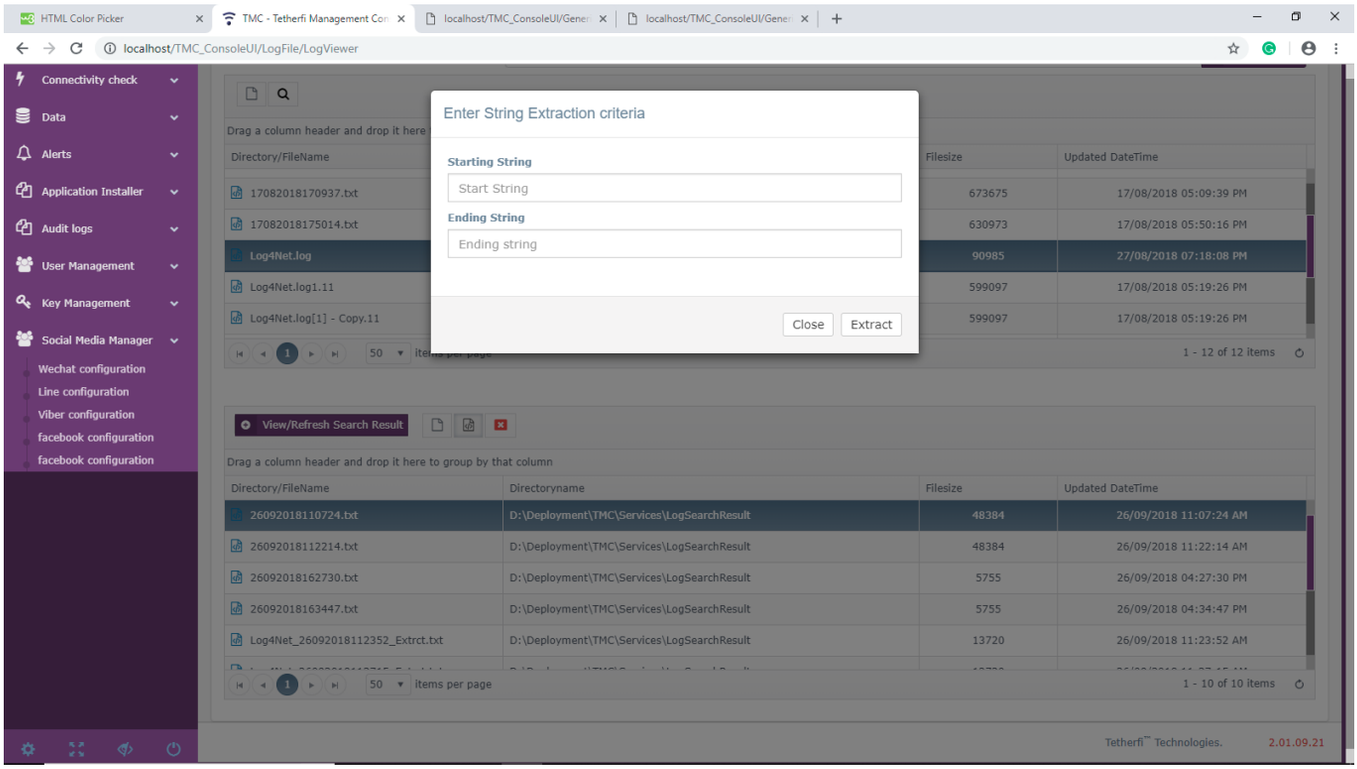
-Extract string :Helps to extract string between two words

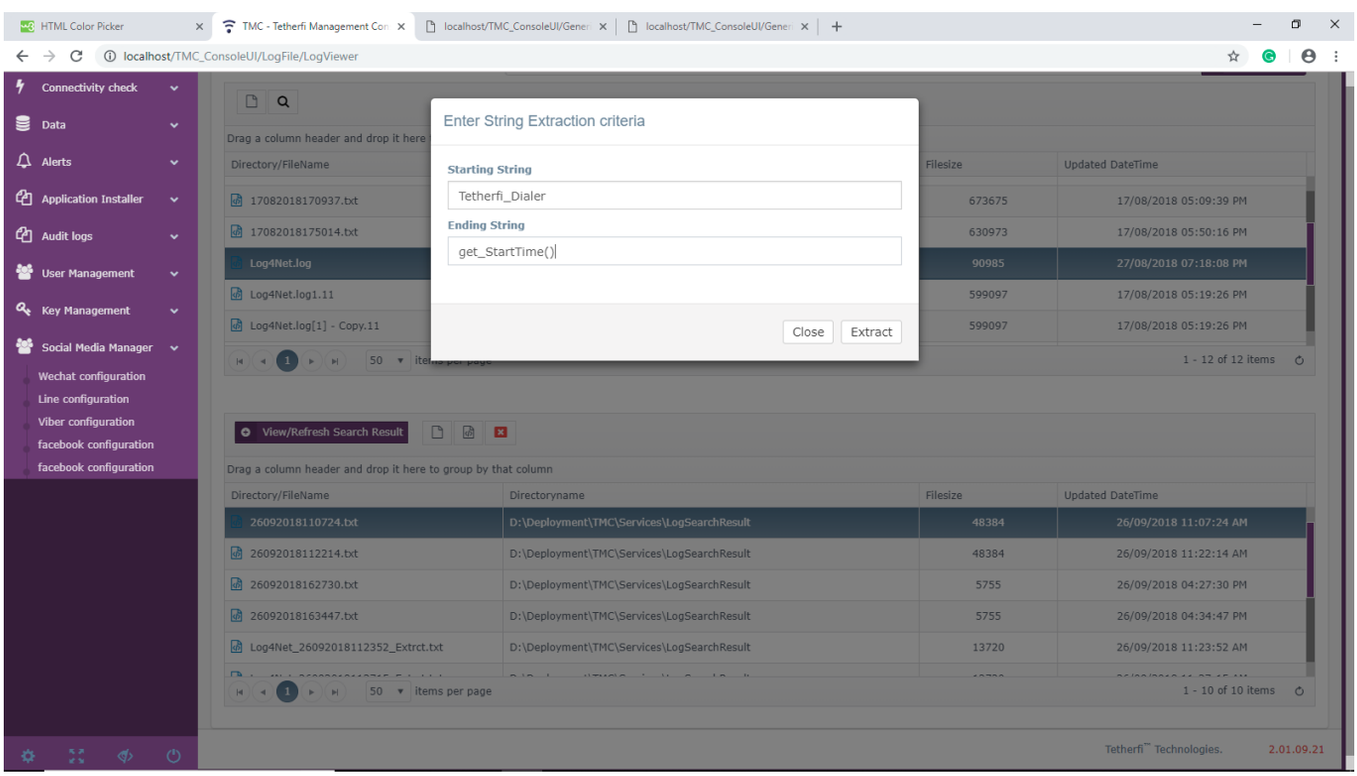


-Delete file :-Delete the selected file



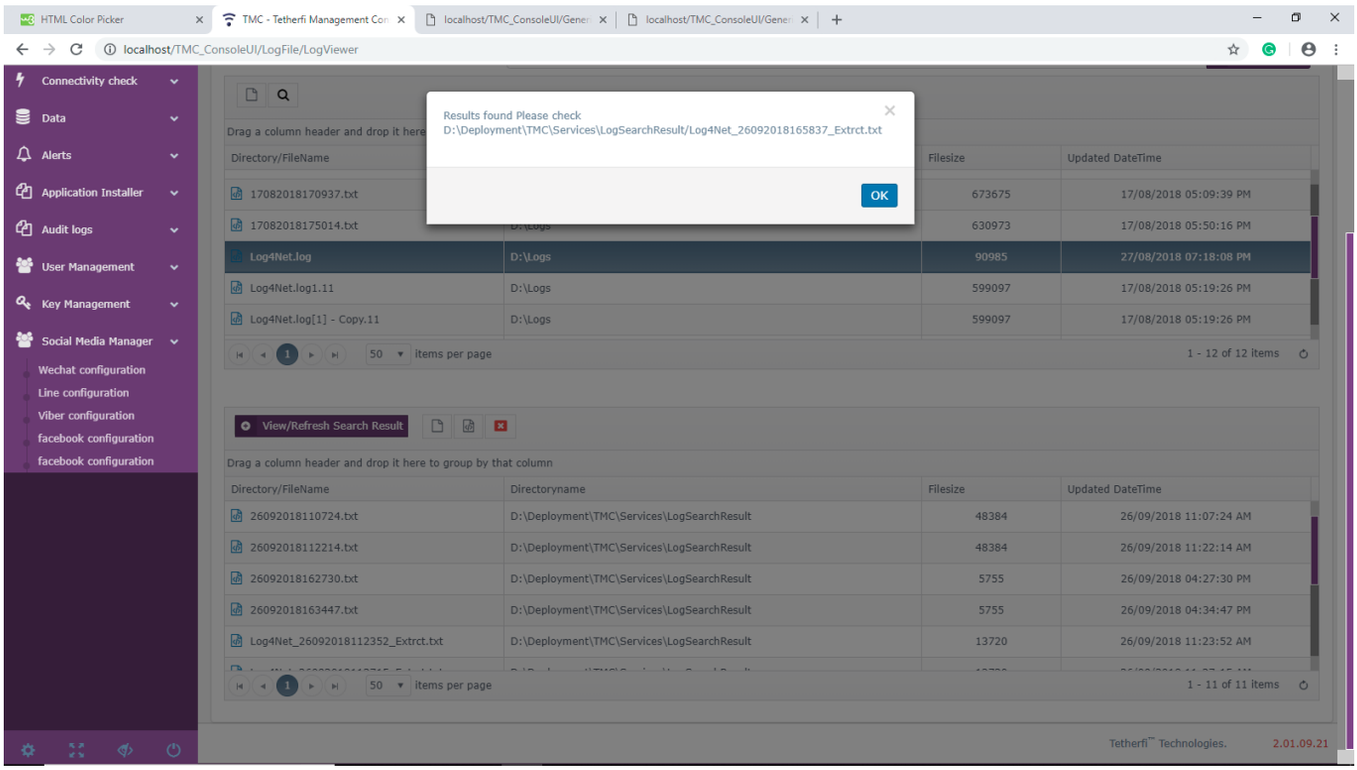
On clicking of Extract File

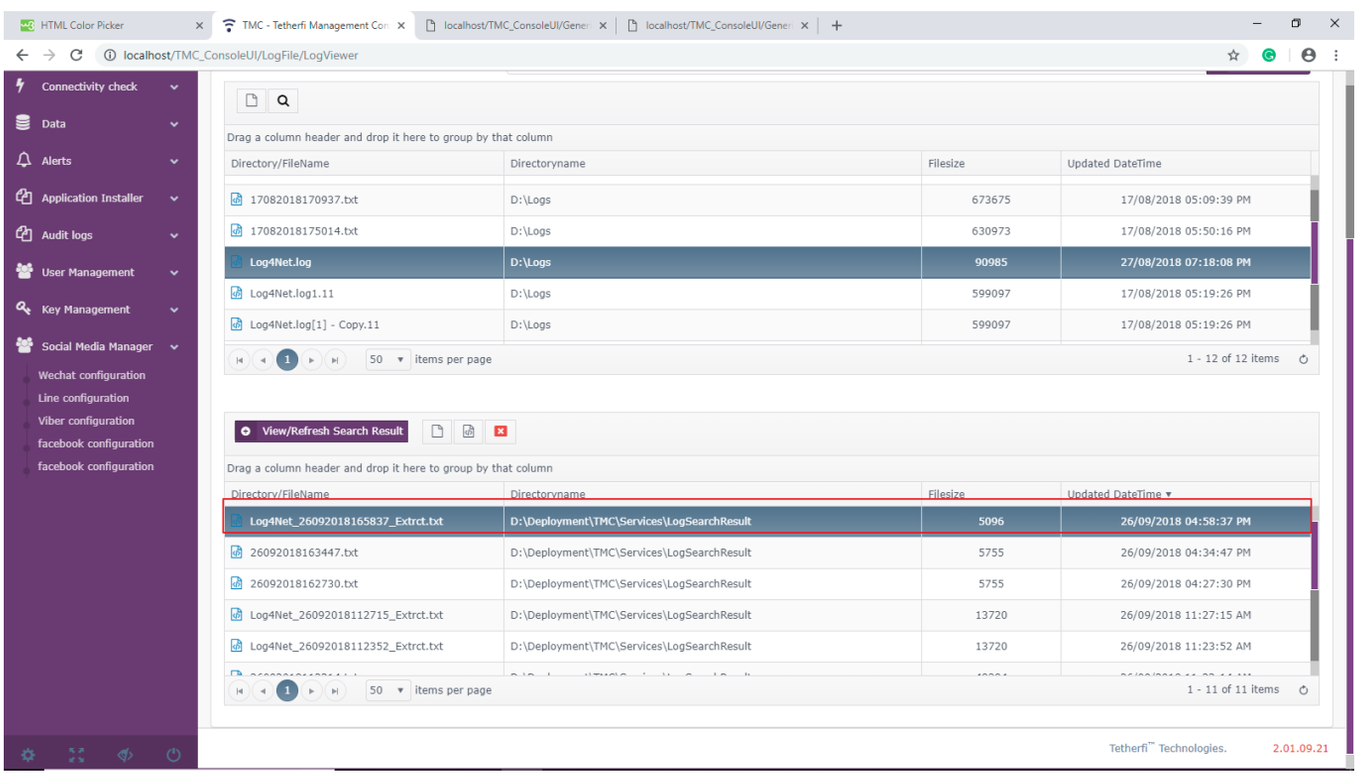




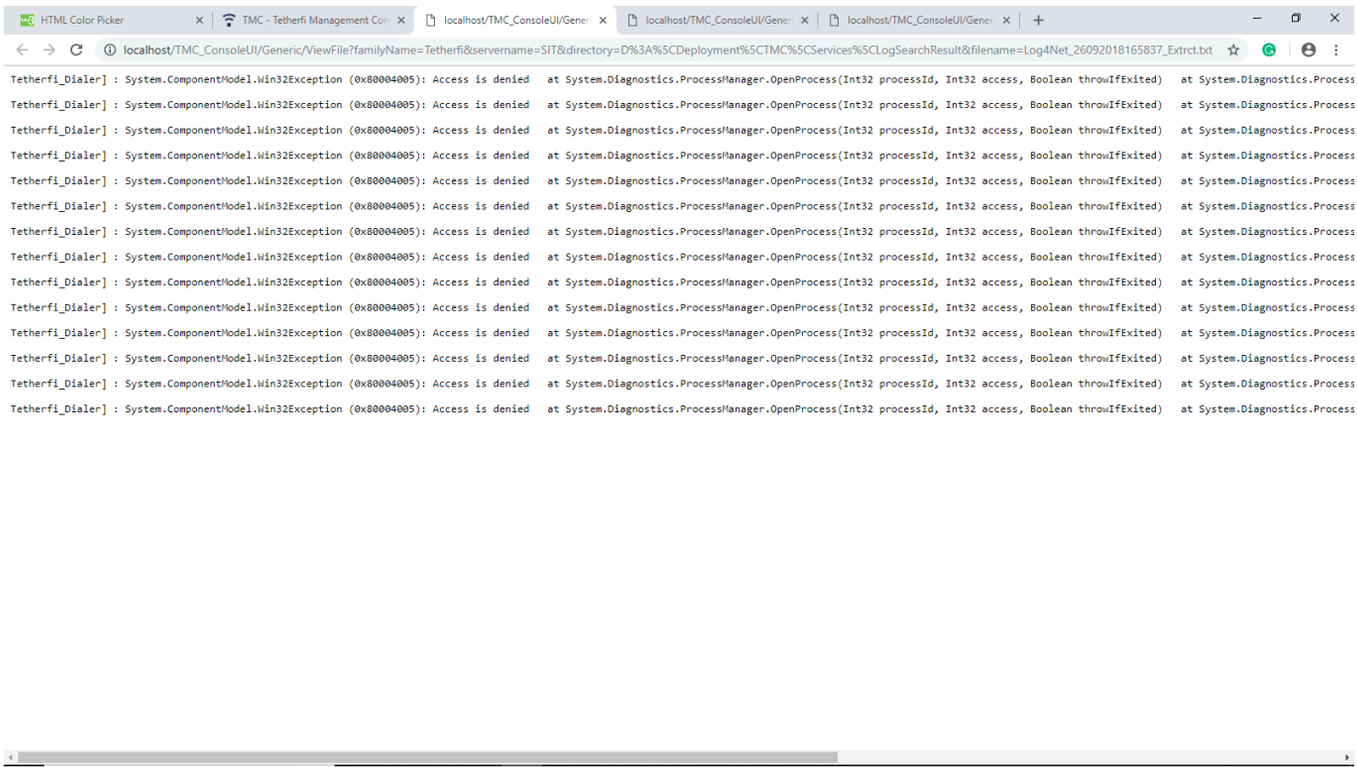
On Clicking extract file

The system will extract the words given in between the given text and create a file with the given data





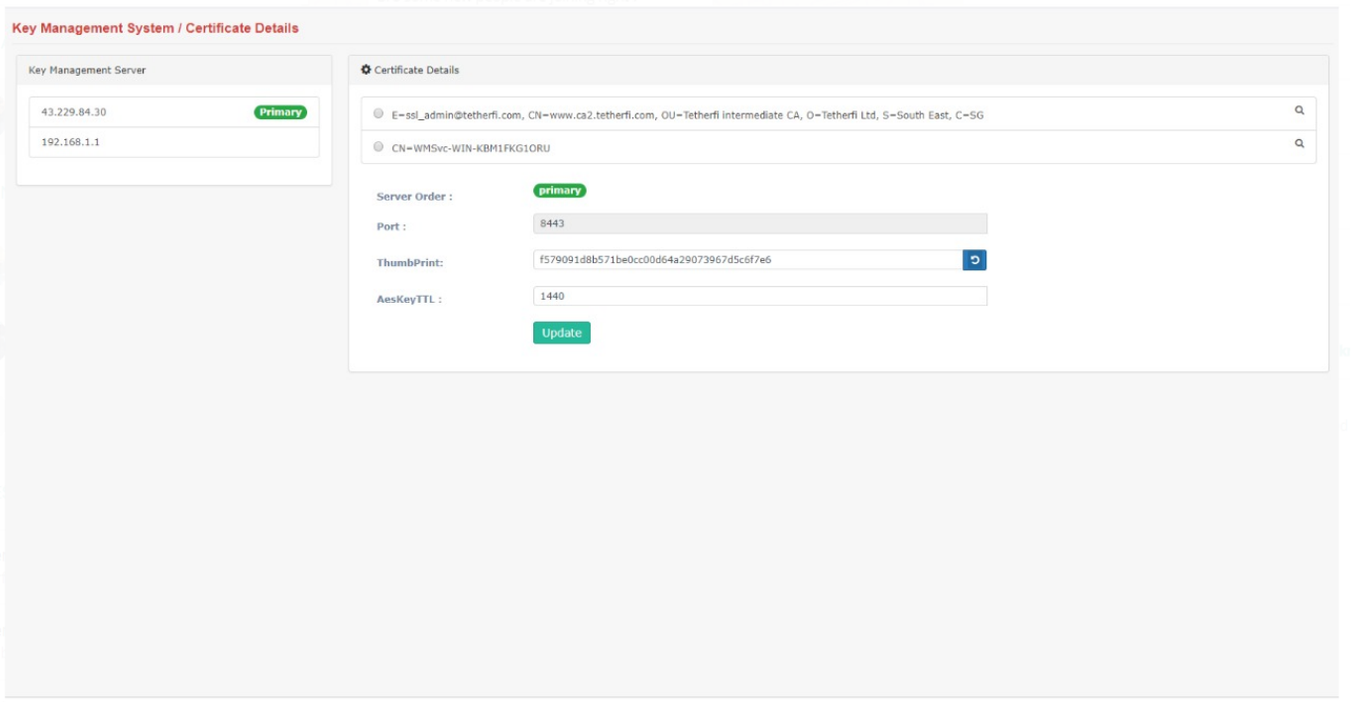
On Click of ‘ViewFile’



8. Key Management System

Certifiate Detaills

Purpose : This modules helps to configure KMS certificates details like Certificate thumbprint..etc

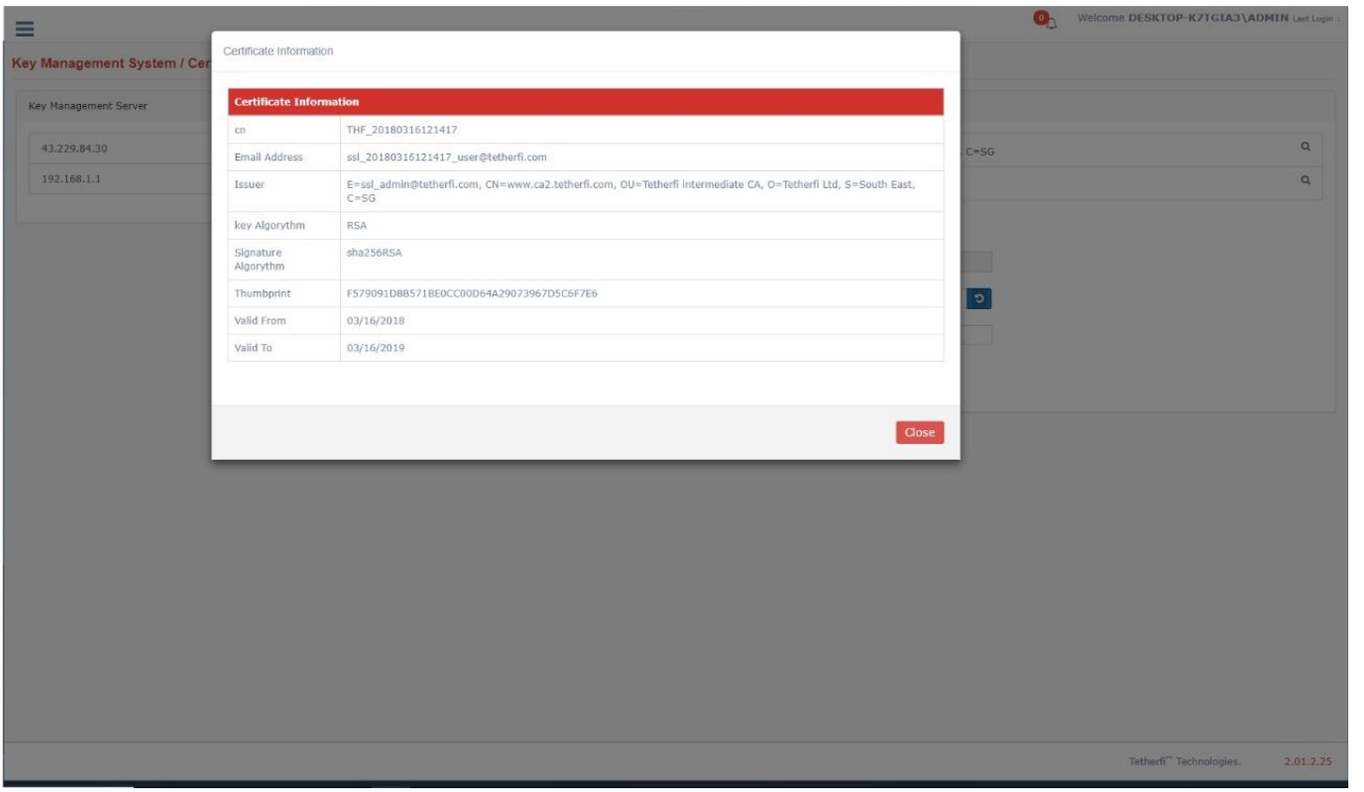


Left pane : User can see all the servers that we configured in KMSServer.json file.

Primary : the green primary badge indicates this ip/Server is primary server in KMS

Right pane :

Select KMS server/IP from left pane, will show all the installed certificates in certificate details area. Click the ‘view/magnifier’ icon right to the certificate name to view Certificate details



Column Name	Description
Server order	Will show serve order from KMS server
Port	Server Port
Thumbprint	Certificate thumbprint
AesKeyTTL	Aes key

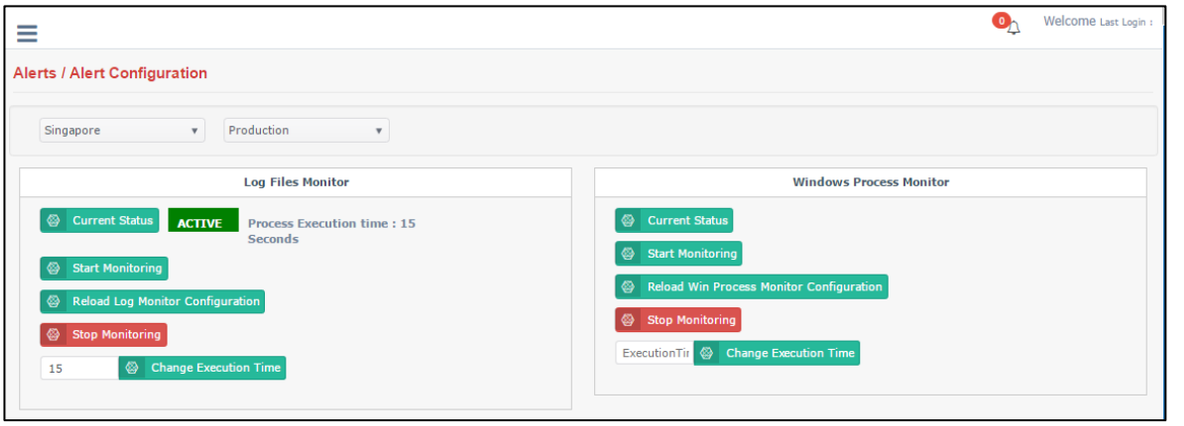
Update Certificate details :

This action will helps the users to update the Certificate thumbprint details.

9. Alert:

a. Alert Configuration

Purpose: This module lets the user configure the alerts for configured application.



b. Alert Viewer

Purpose: This module will display the alerts generated for Tetherfi products. User can filter using product name, date and time.

Allow Functions:

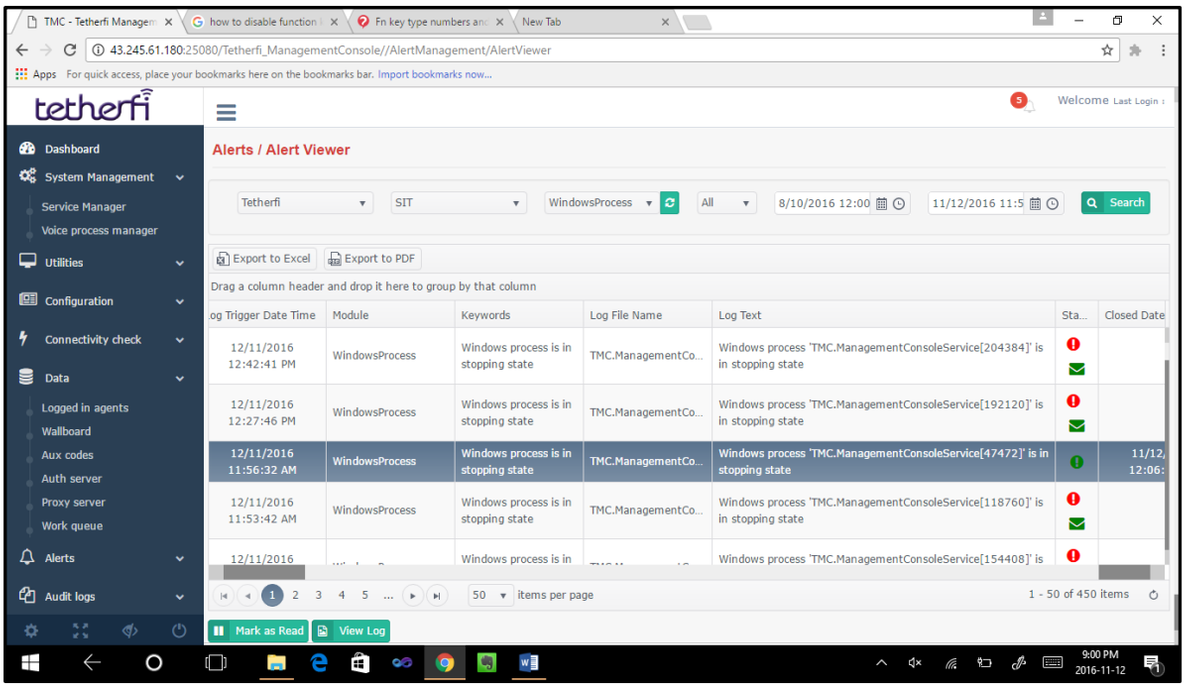
- Export Excel/PDF – export display grid in excel/PDF
- View alert – View details of alert
- View Log - View the log file of alert keyword

Search Criteria:

- Server Name: Name of server
- Process Name: Processes which is configured in server
- Start date and Time
- End Date and Time
- Alert status : open/closed

It will display below details.

Column Name	Description
Log trigger Date Time	Monitoring keyword written in log file
Module Name	Name of module (TMAC server, Text chat etc)
Keywords	Detected keyword
Logfile name	Name of log file
Log Text	Full text of log line
Status	Sent alert via SMS, Email
Closed date Time	Once Administrator read alert and click closed that date and time will save as closed date time.



c. Event Log Viewer

Purpose : this module will help the user to check event logs generated by system.

Allow Functions:

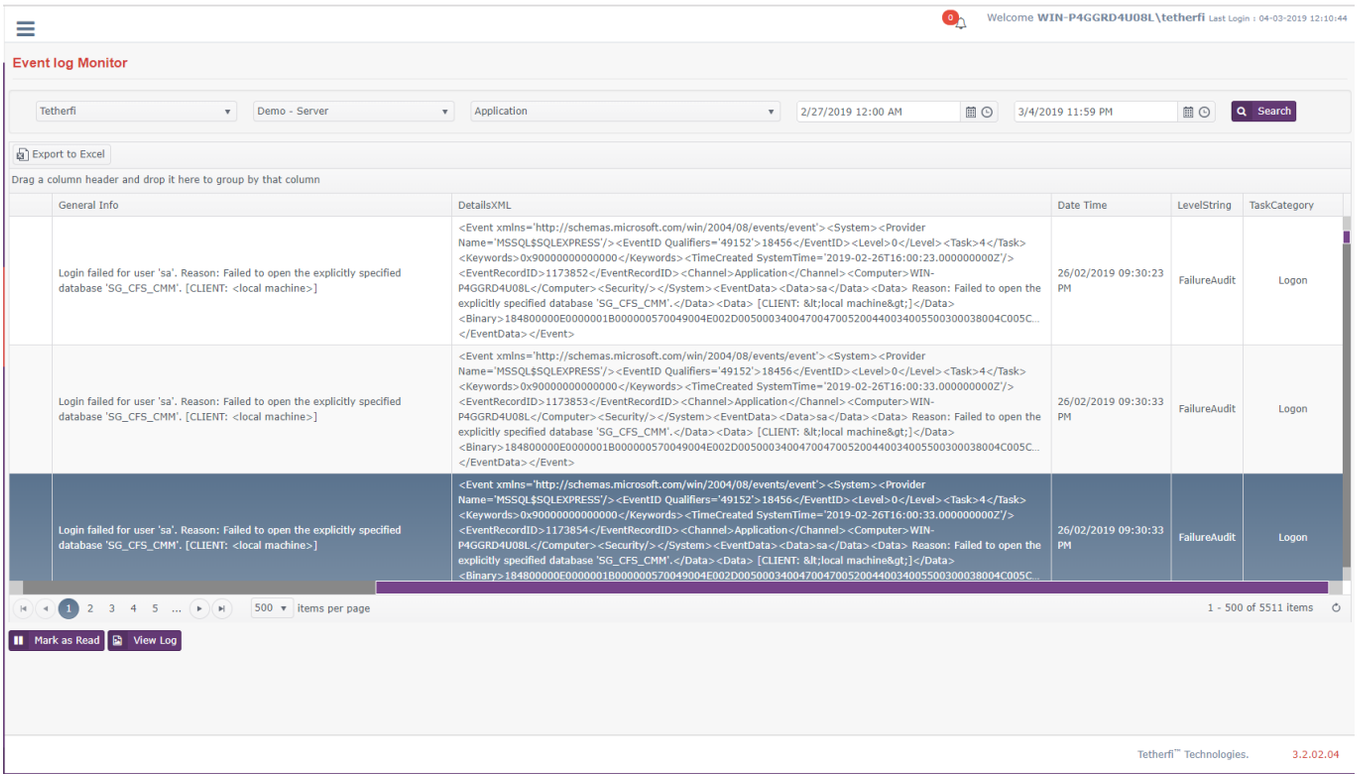
- Export Excel/PDF – export display grid in excel/PDF
- View alert – View details of alert
- View Log - View the log file of alert keyword

Search Criteria:

- Server Name: Name of server
- Log Type: Application/System
- Start date and Time
- End Date and Time

It will display below details.

Column Name	Description
Log#	Row identity
Event Id	System Generated Event Id
Event record Id	System Generated Id
Source	Source originator
General Info	Event description
DetailXML	Event descriptin in xml format
DateTime	DatTime the event triggered
LevelString	Event level Eg : Information,Error
Task Category	Category Eg : logon,windows update Agent



10. Audit logs:

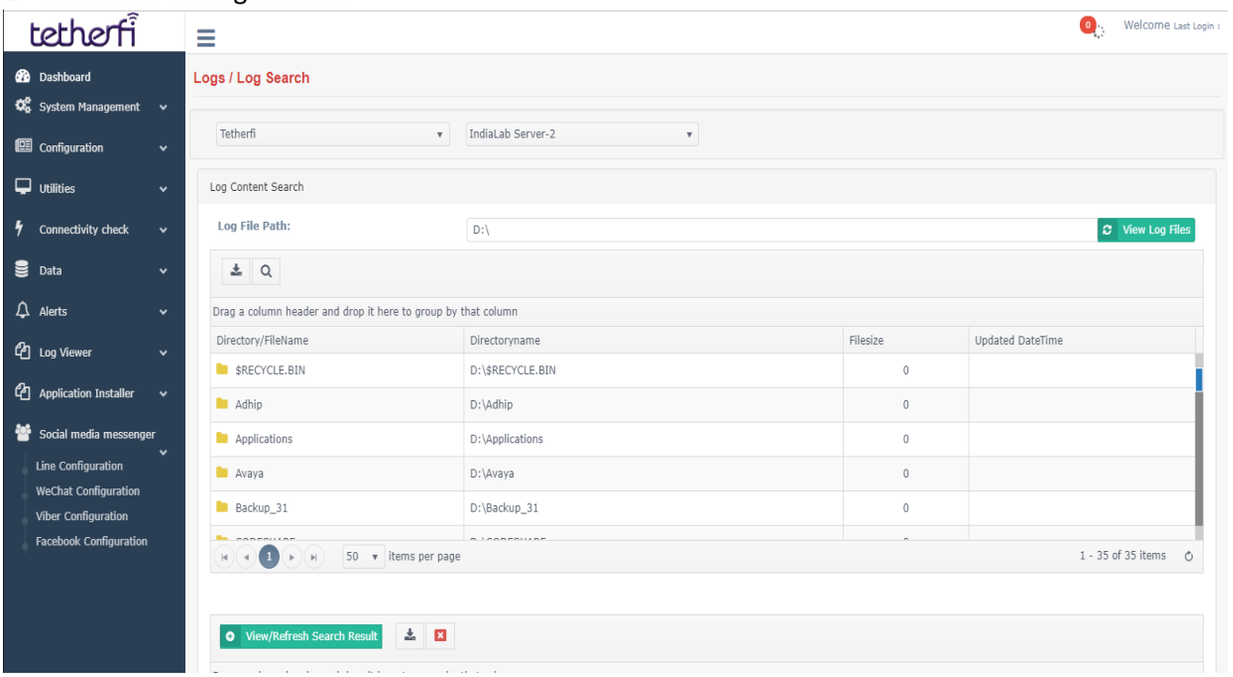
a. Log Search

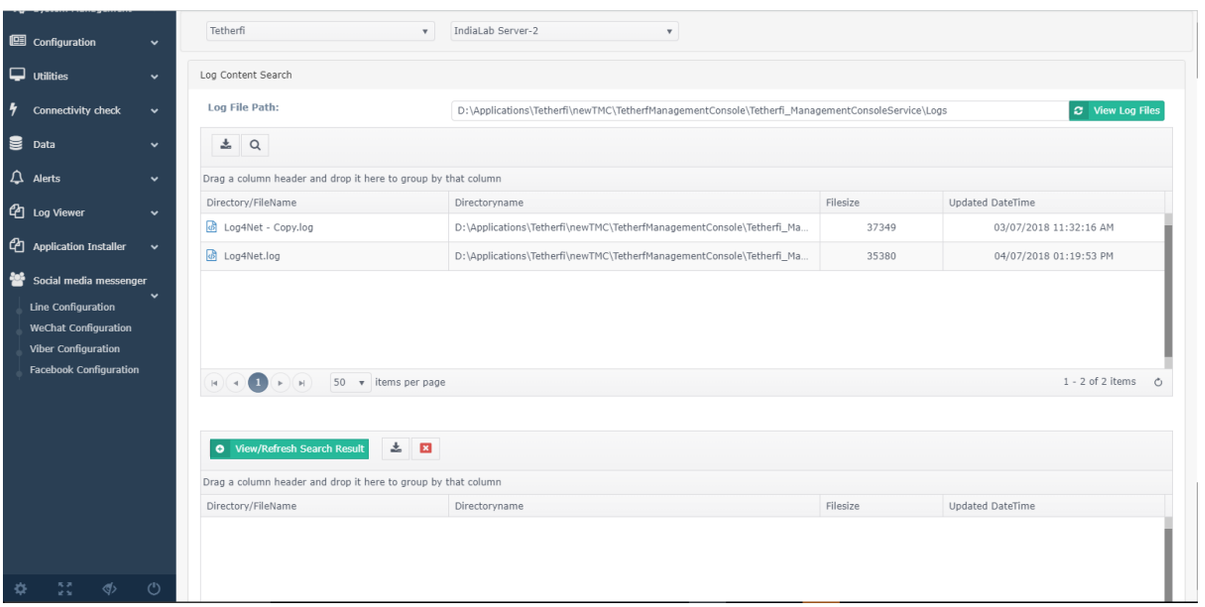
Purpose: This module will let the user download or view the download logs based on the access authorization set by the admin.

Allow Functions

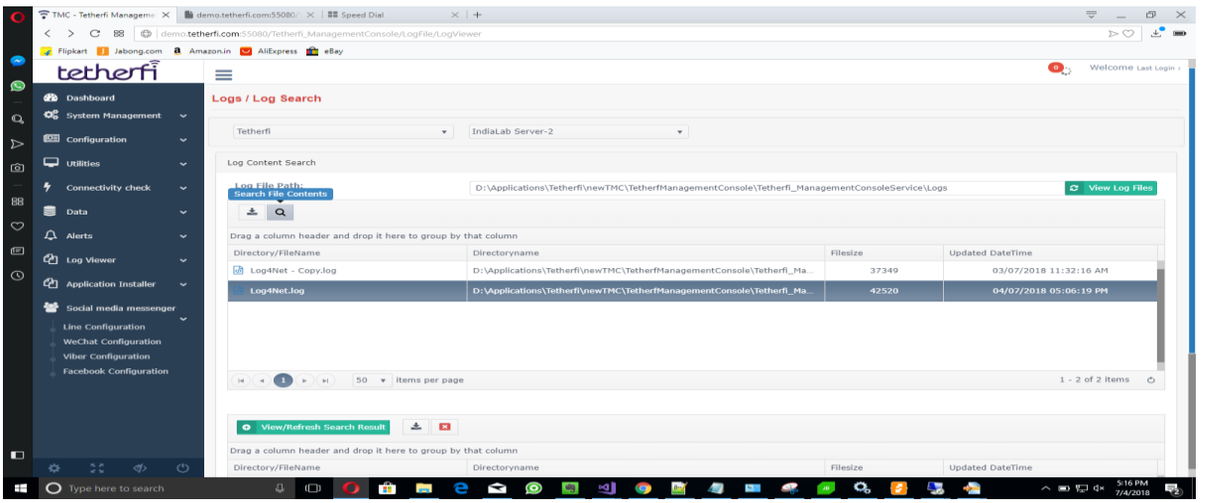
- Search Logs -let the user search the contents of the log file.
- View/Download Logs-lets the user view/download logs based on the permission set by the administrator.

1. Search for the log location

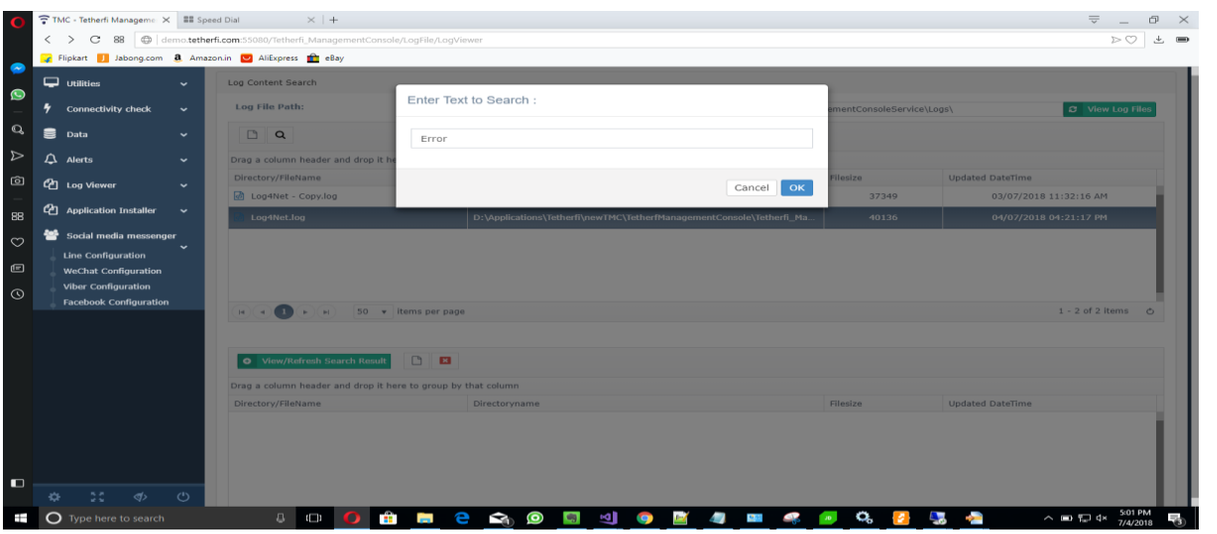




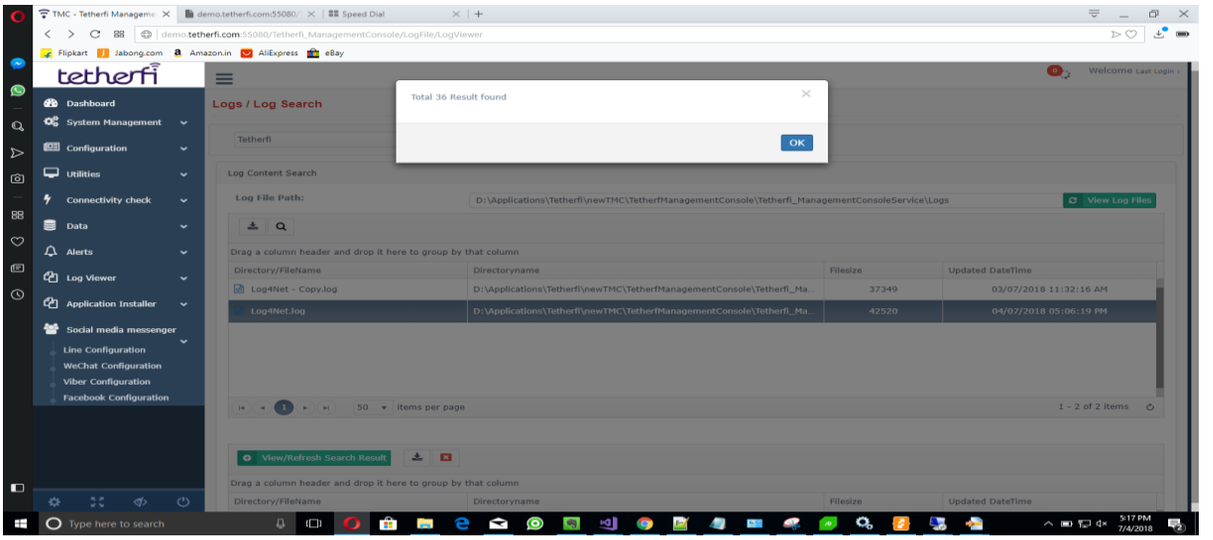
2. Search the log file contents in the file



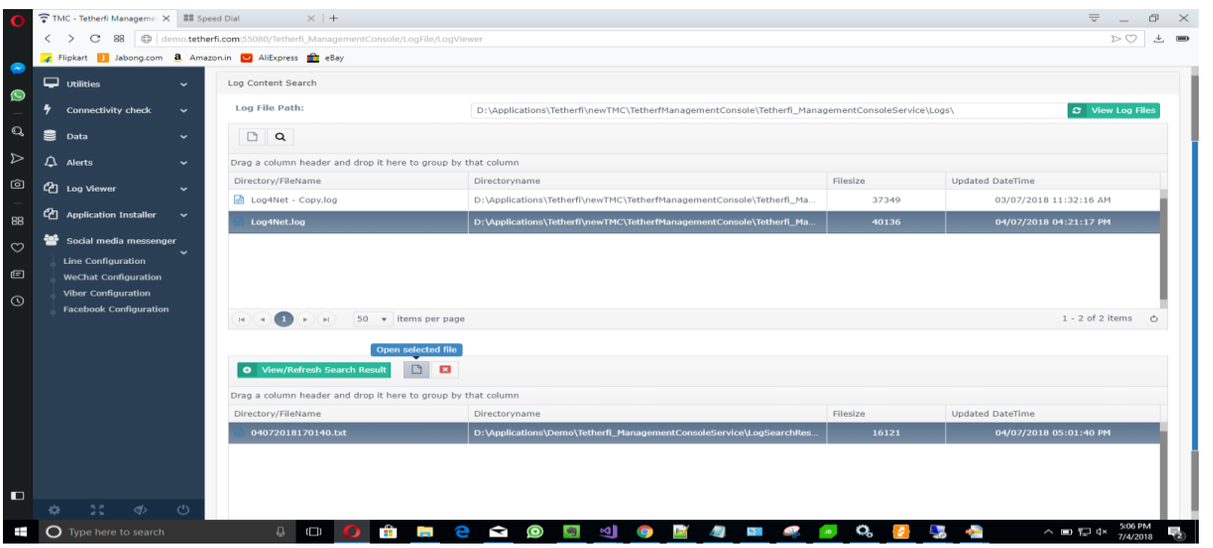
3. Searching the log file with the specific word.



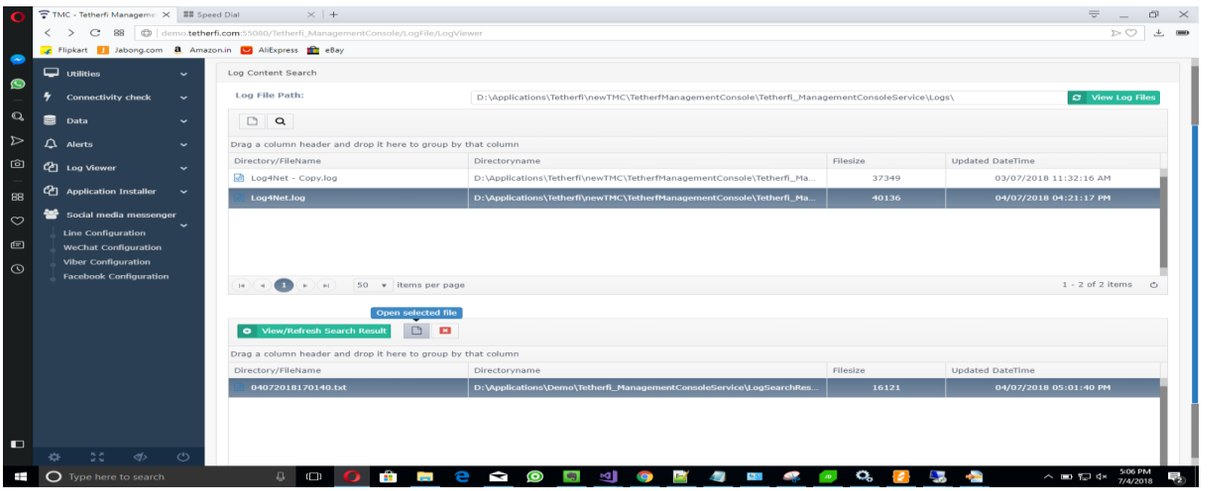
4. After searching the log file



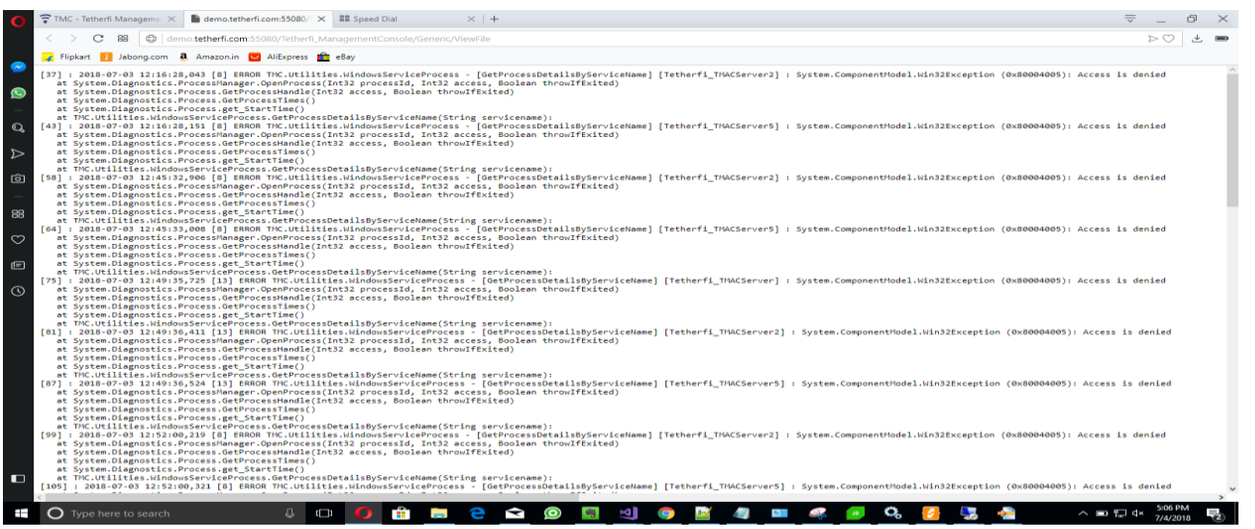
5. The result file



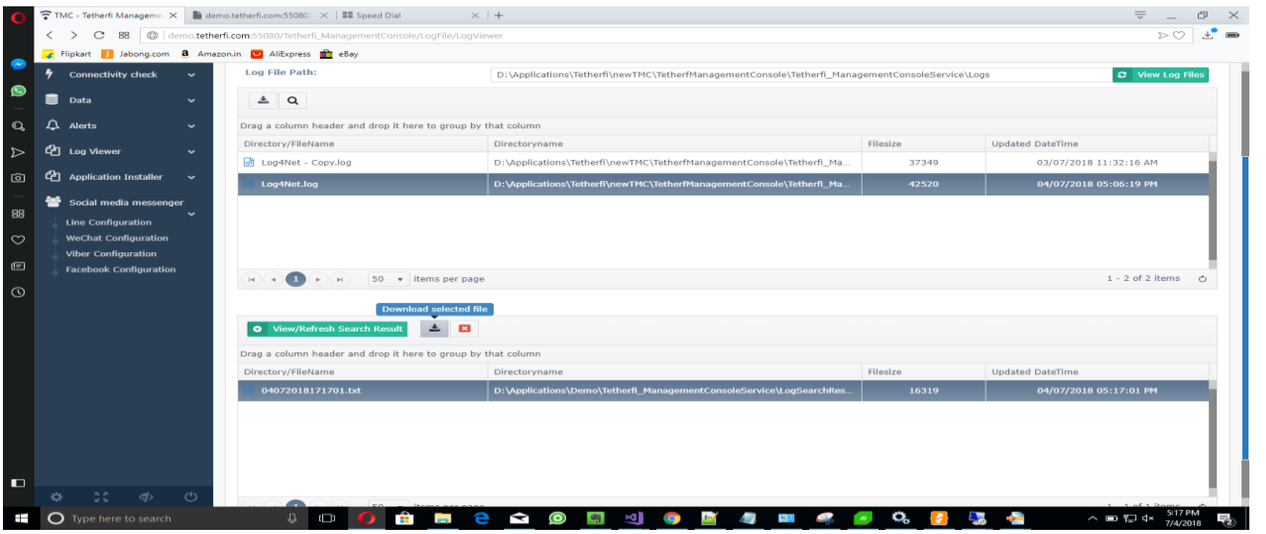
7. On clicking View file button



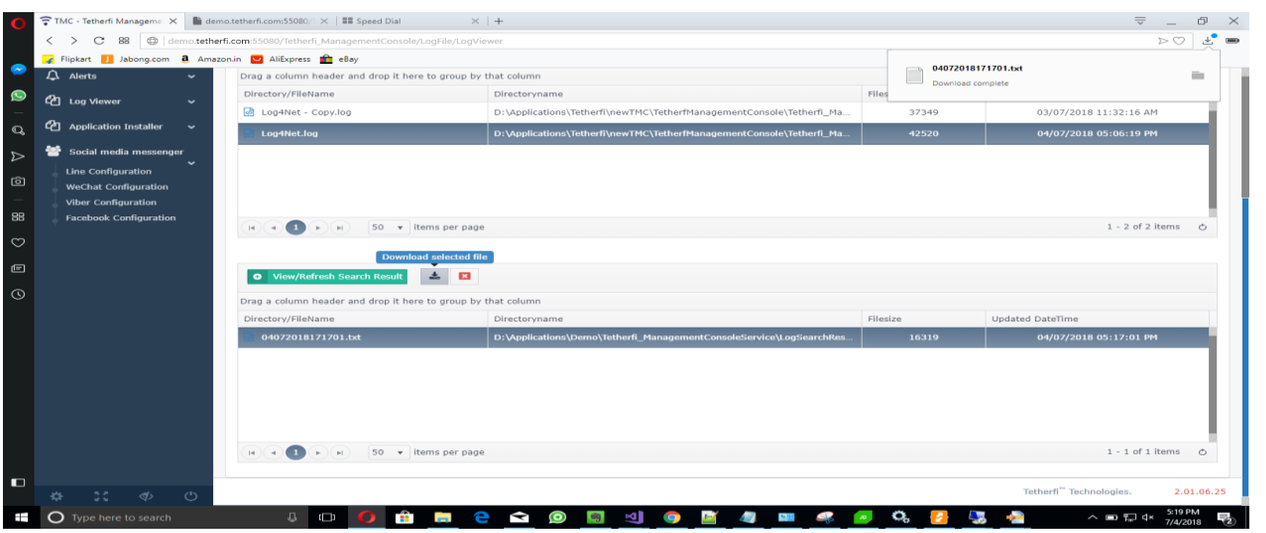
9. The log file is displayed on a new window



10. On Clicking the Download button



File gets download



11. Application Installer

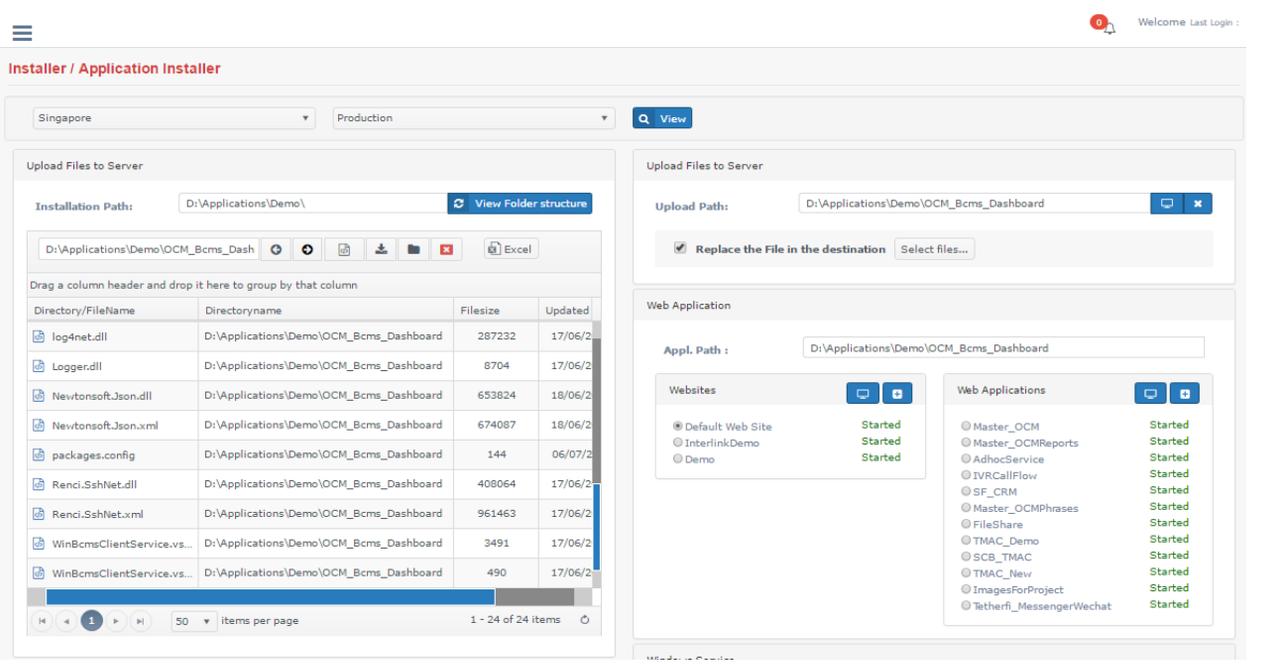
a. Application Installation

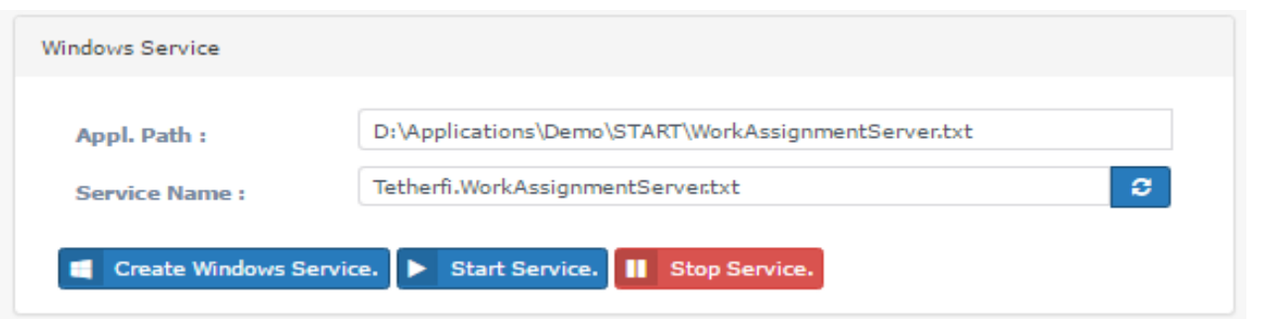
Purpose:

This module allows the user to remotely install applications.

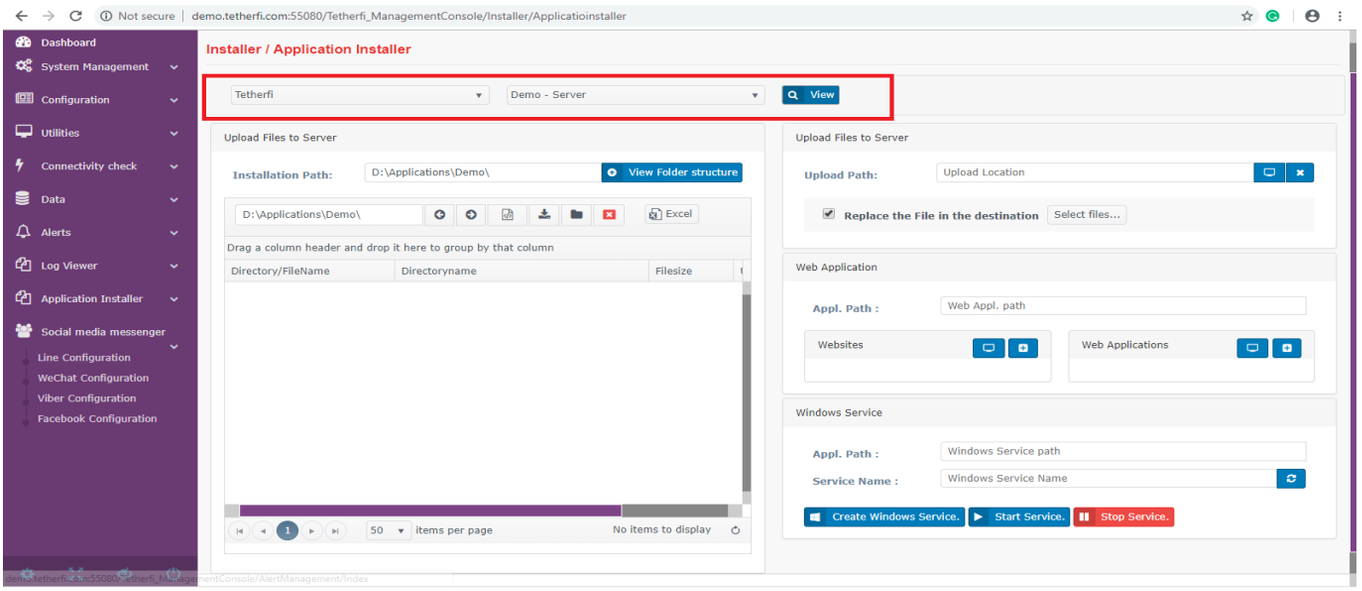
Allow Functions:

- Explore, view, download and delete files in application installation path.
- Create new folder.
- Upload and/or replace files in application installation path.
- View existing websites and Add new website.
- View existing web application and Add new web application.
- Create, Start and Stop windows services

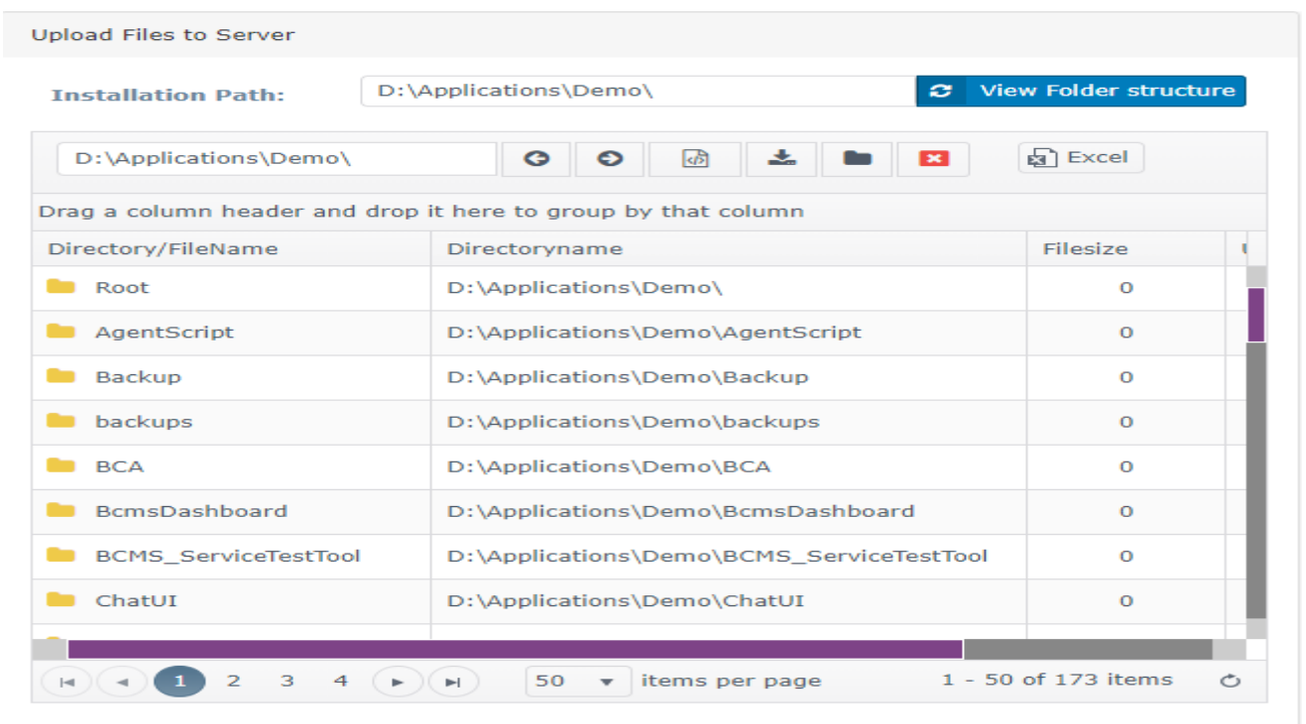




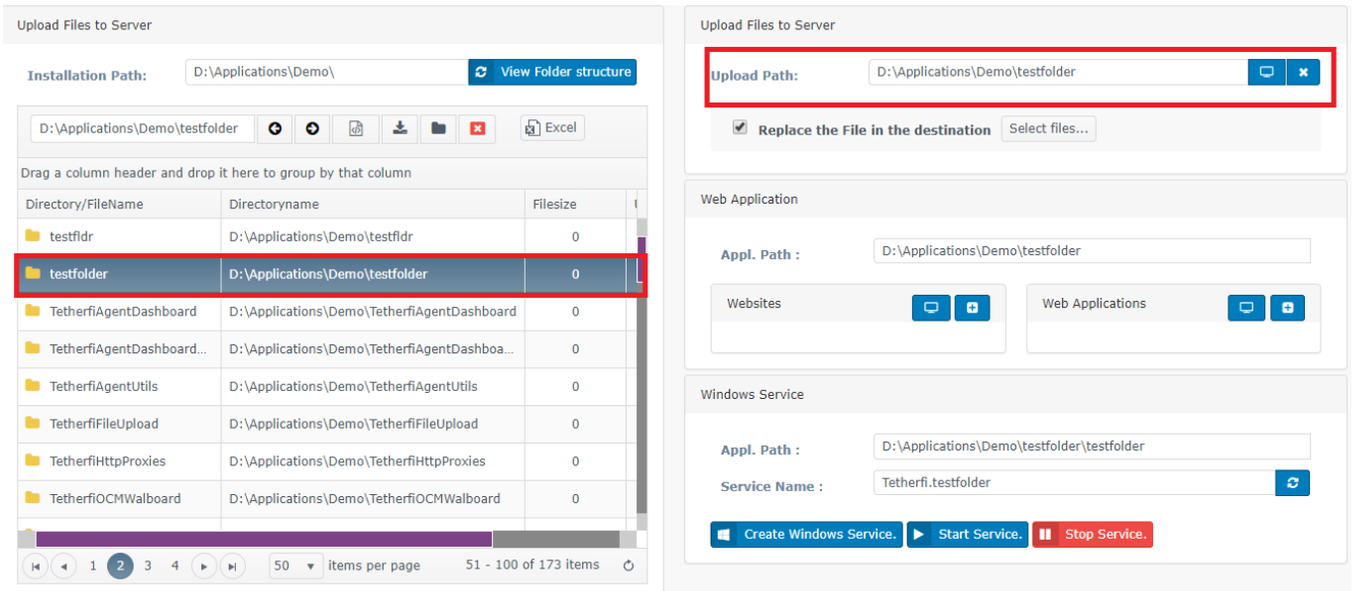
Select The Servers and click on ‘View Button’ the default installation path will be displayed



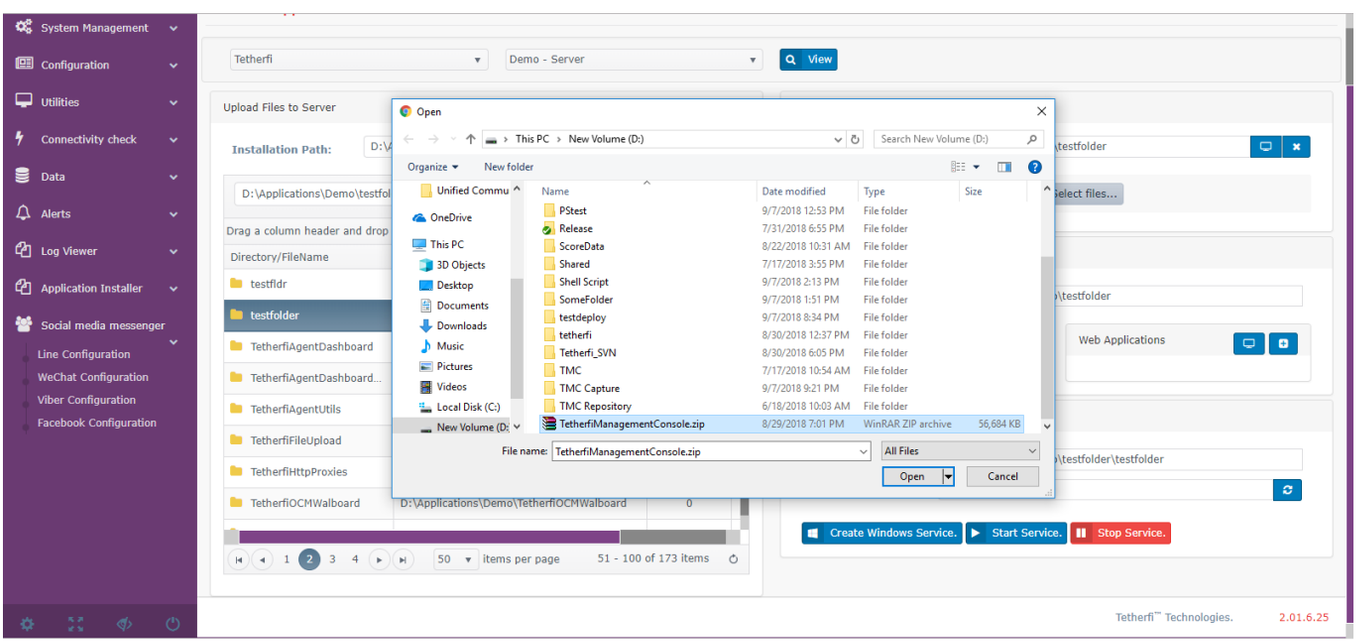
Click on view folder structure button, the system will display the folders within the installation path selected.

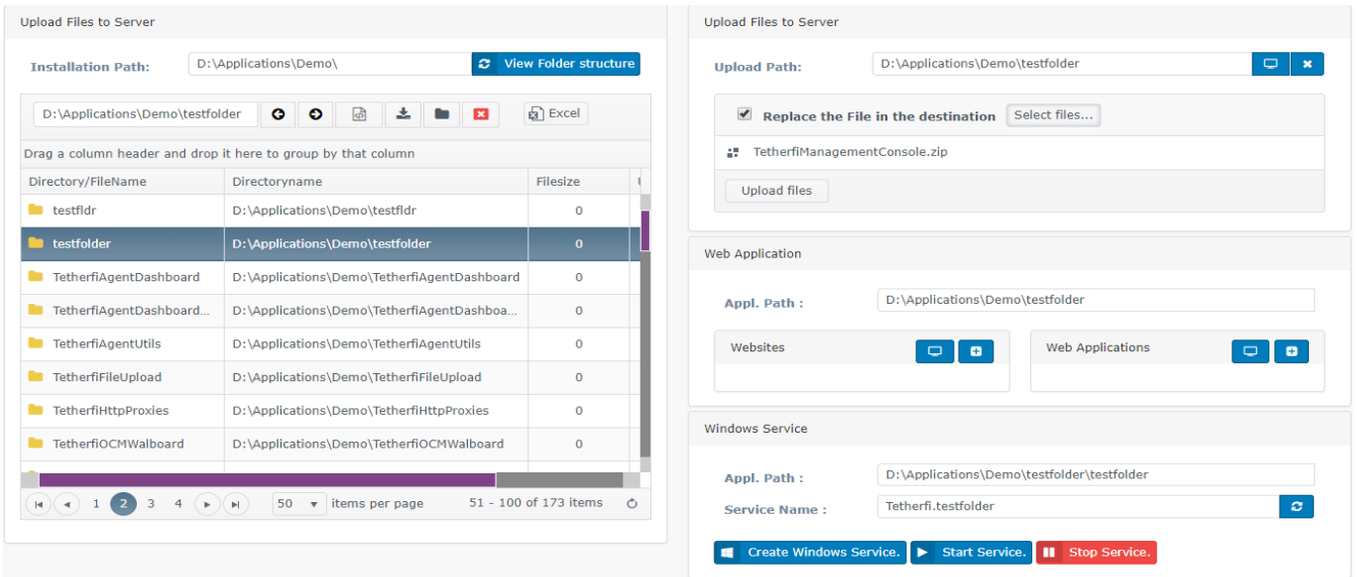


Click on the folder you want to install the files in, it will be displayed as upload path.

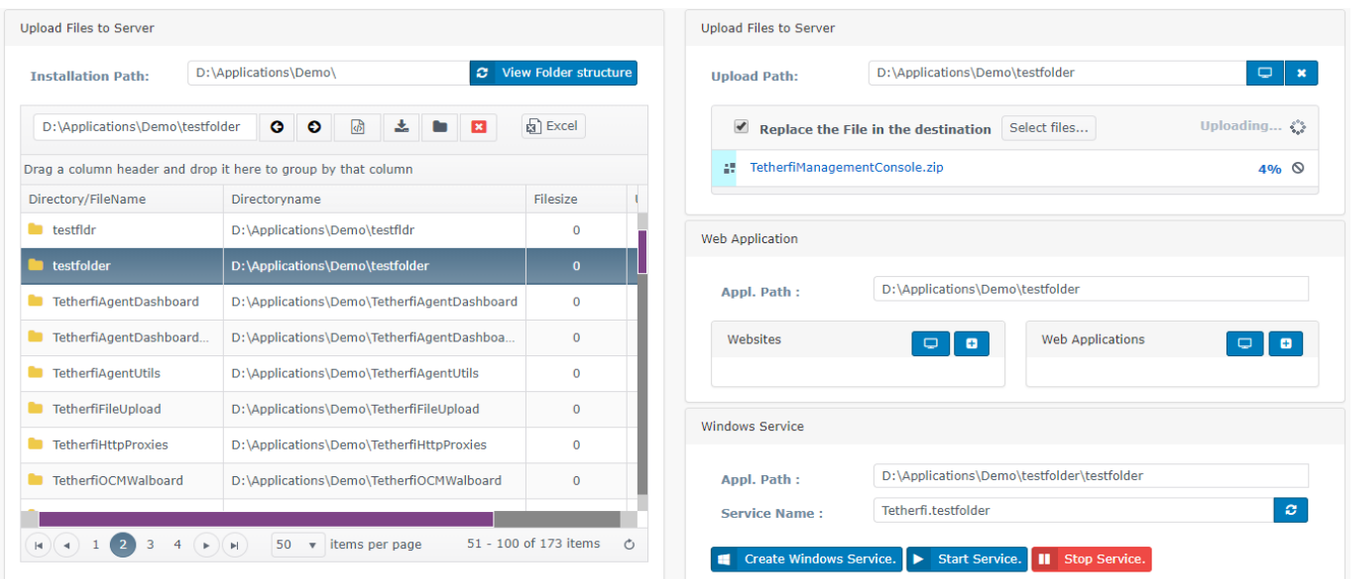


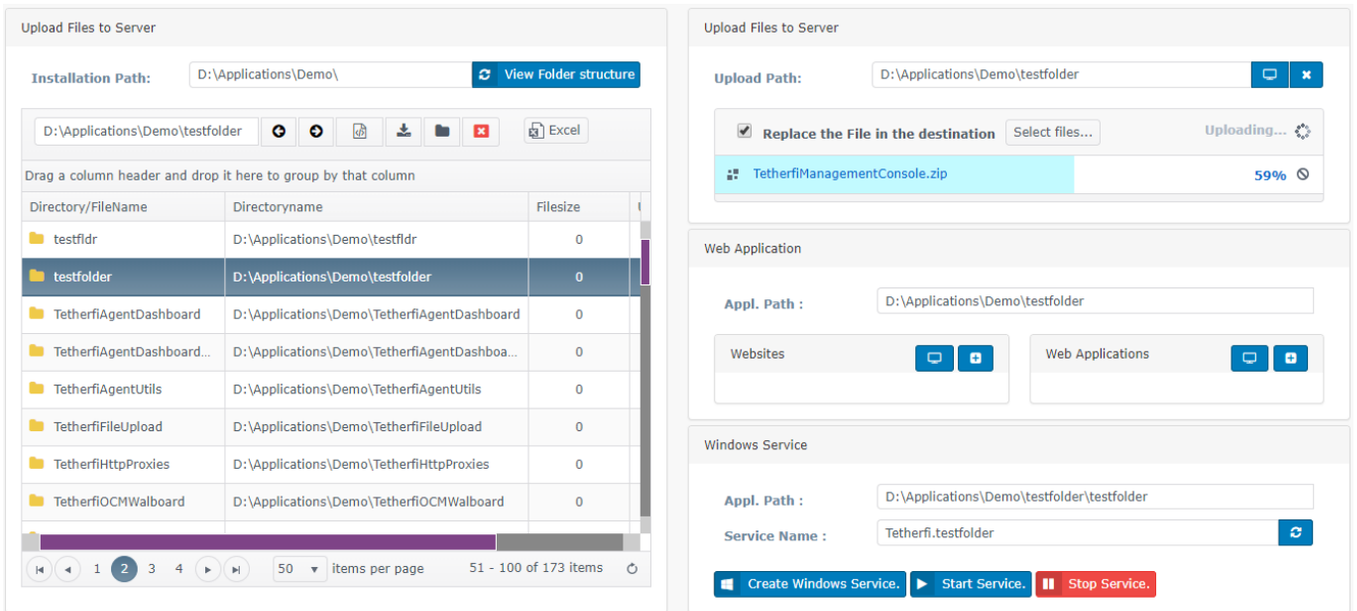
Click on “Select Files”, and choose the file /zip file you want to upload

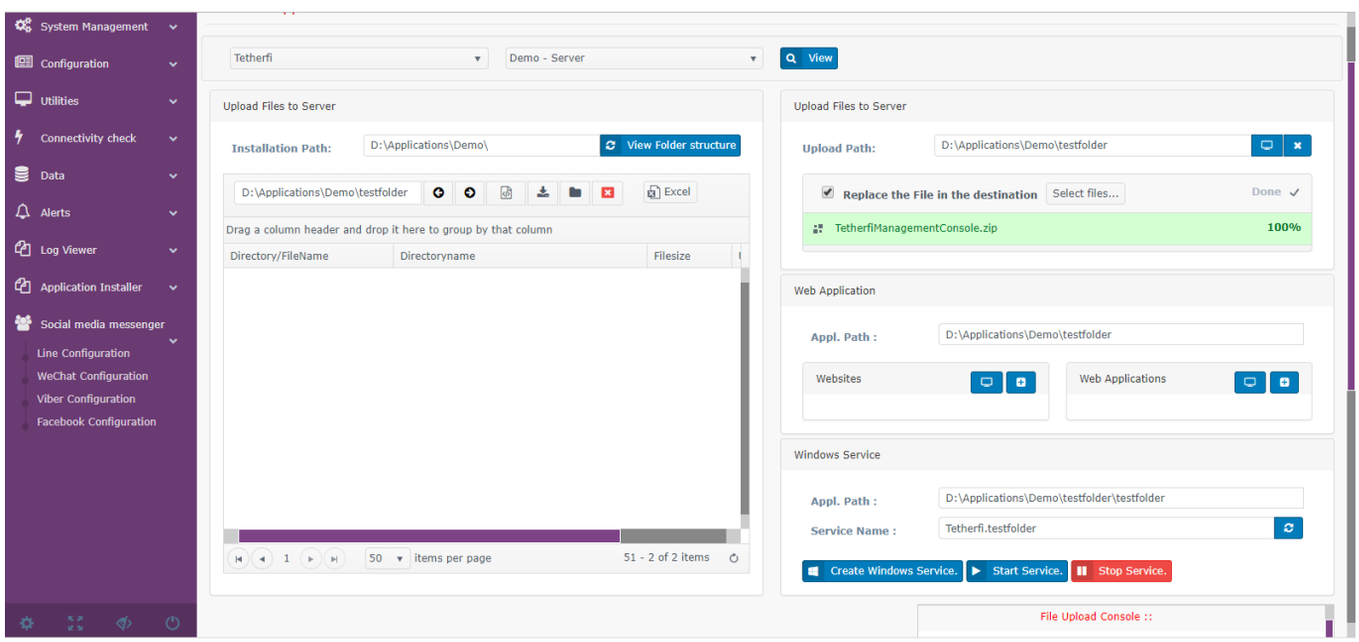




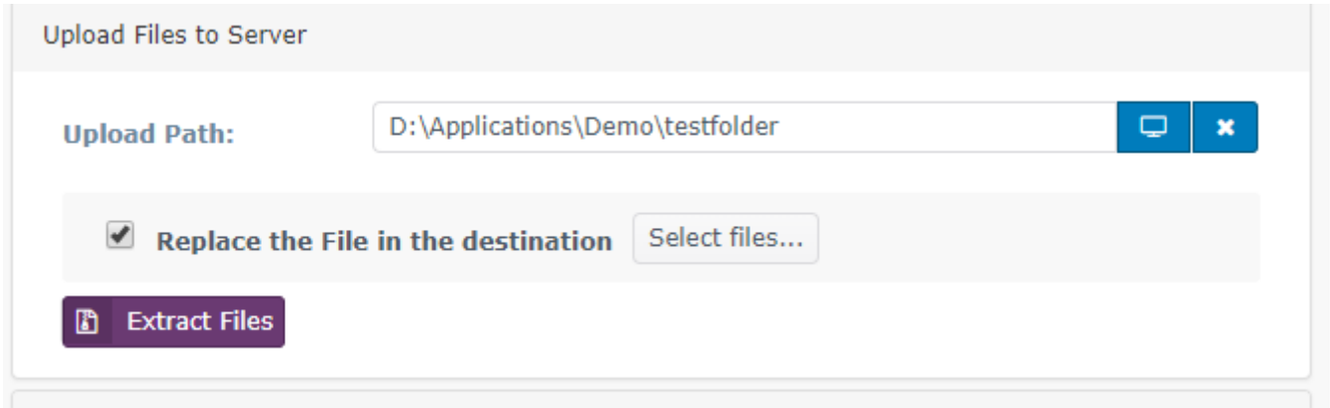
Click on Upload Files, the system will upload the selected files.

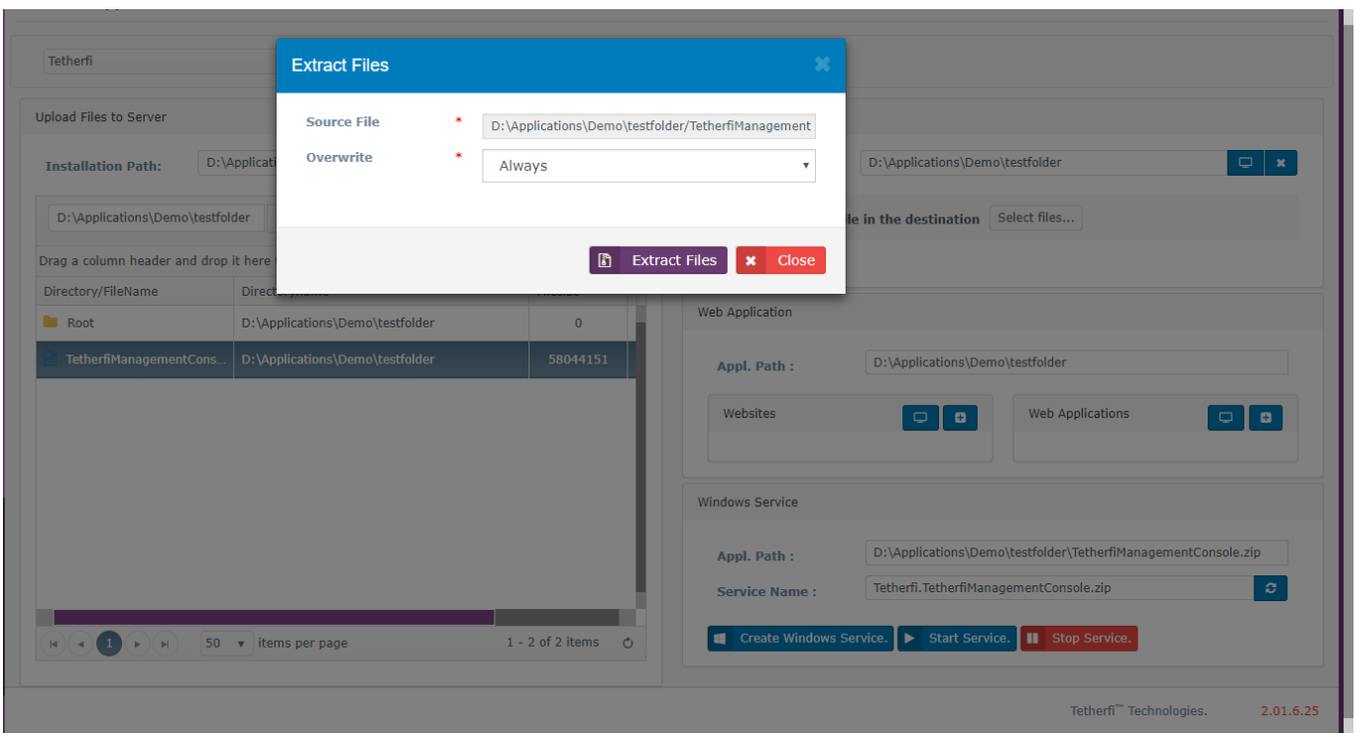


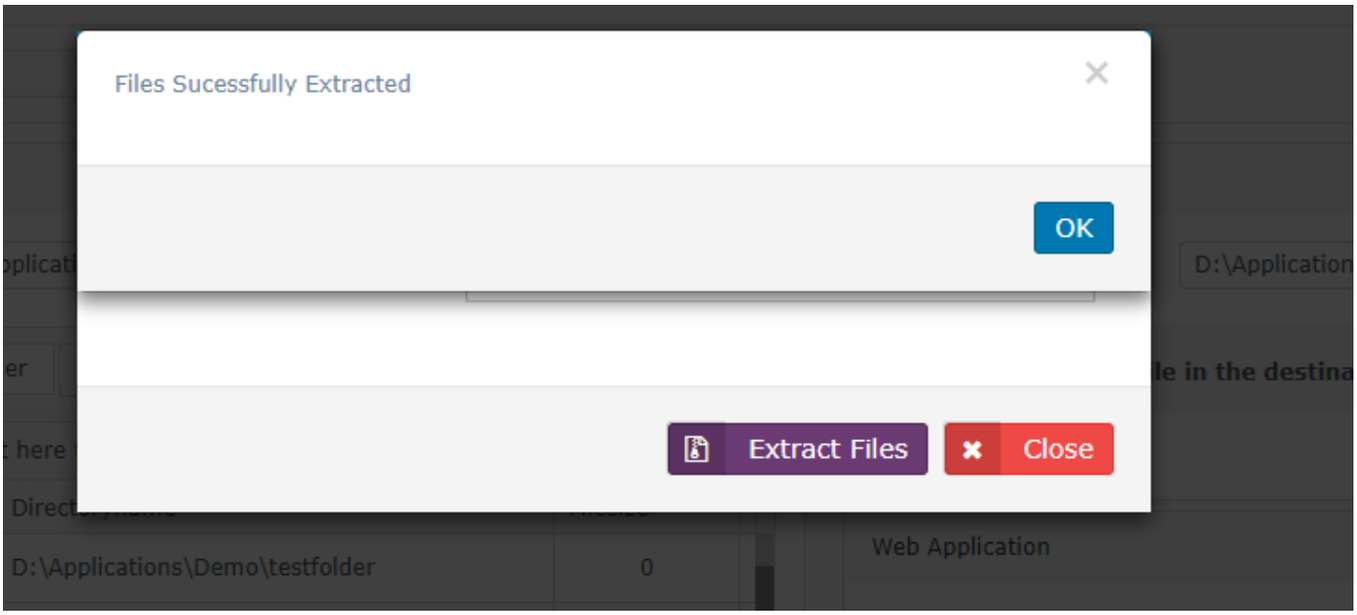

Upload Files to Server
Installation Path:
D:\Applications\Demo\
View Folder structure
D:\Applications\Demo\testfolder
Excel
Drag a column header and drop it here to group by that column
Directory/FileName
Directoryname
Filesize
testfldr
D:\Applications\Demo\testfldr
testfolder
D:\Applications\Demo\testfolder
TetherfiAgentDashboard
D:\Applications\Demo\TetherfiAgentDashboard
TetherfiAgentUtils
D:\Applications\Demo\TetherfiAgentUtils
TetherfiFileUpload
D:\Applications\Demo\TetherfiFileUpload
TetherfiHttpProxies
D:\Applications\Demo\TetherfiHttpProxies
TetherfiOCMWalboard
D:\Applications\Demo\TetherfiOCMWalboard
items per page
51 - 100 of 173 items
Upload Files to Server
Upload Path:
D:\Applications\Demo\testfolder
Replace the File in the destination
Select files...
Uploading...
TetherfiManagementConsole.zip
59%
Web Application
Appl. Path :
D:\Applications\Demo\testfolder
Websites
Web Applications
Windows Service
Appl. Path :
D:\Applications\Demo\testfolder\testfolder
Service Name :
Tetherfi.testfolder
Create Windows Service.
Start Service.
Stop Service.


System Management
Configuration
Utilities
Connectivity check
Data
Alerts
Log Viewer
Application Installer
Social media messenger
Line Configuration
WeChat Configuration
Viber Configuration
Facebook Configuration
Tetherfi
Demo - Server
View
Upload Files to Server
Installation Path:
D:\Applications\Demo\
View Folder structure
D:\Applications\Demo\testfolder
Excel
Drag a column header and drop it here to group by that column
Directory/FileName
Directoryname
Filesize
items per page
51 - 2 of 2 items
Upload Files to Server
Upload Path:
D:\Applications\Demo\testfolder
Replace the File in the destination
Select files...
Done
TetherfiManagementConsole.zip
100%
Web Application
Appl. Path :
D:\Applications\Demo\testfolder
Websites
Web Applications
Windows Service
Appl. Path :
D:\Applications\Demo\testfolder\testfolder
Service Name :
Tetherfi.testfolder
Create Windows Service.
Start Service.
Stop Service.
File Upload Console ::

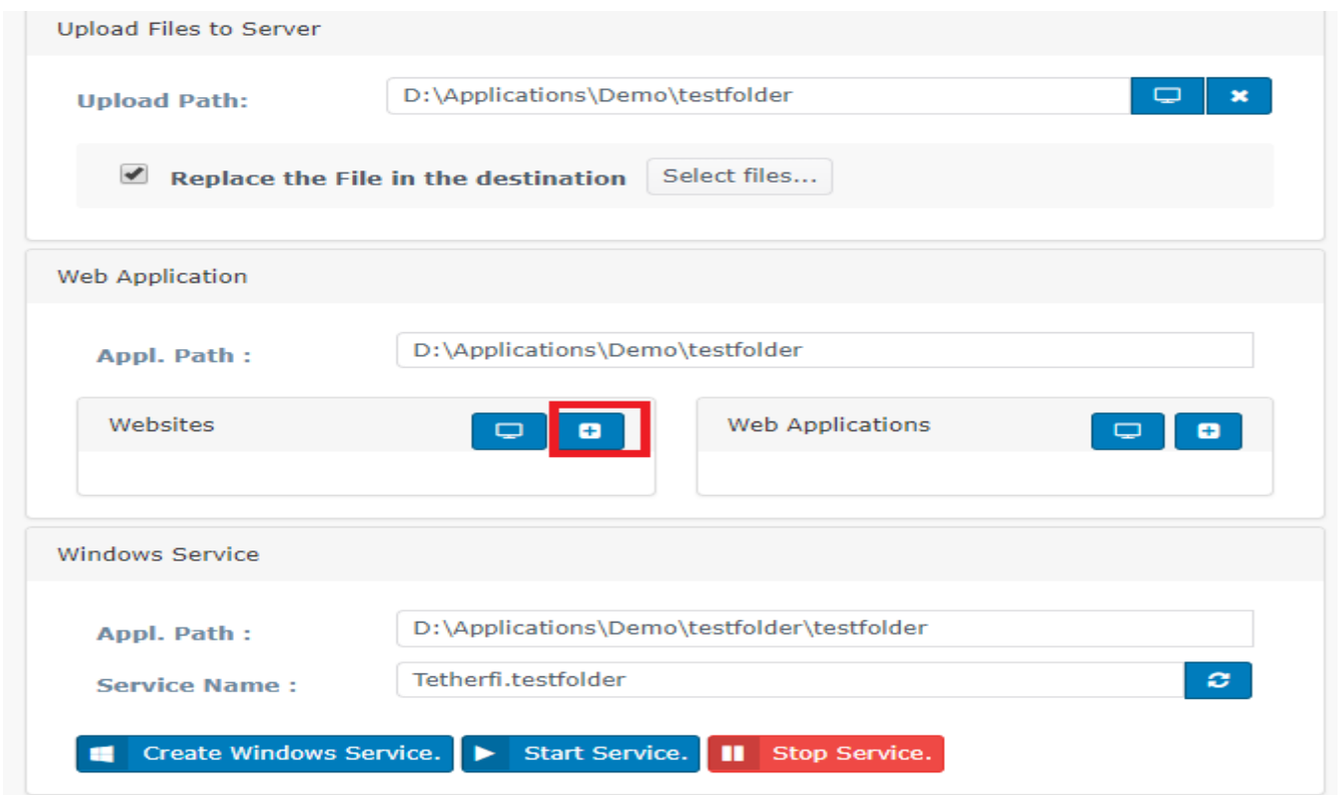
After Upload completes ,click on the extract button the system will extract files at the selected location.



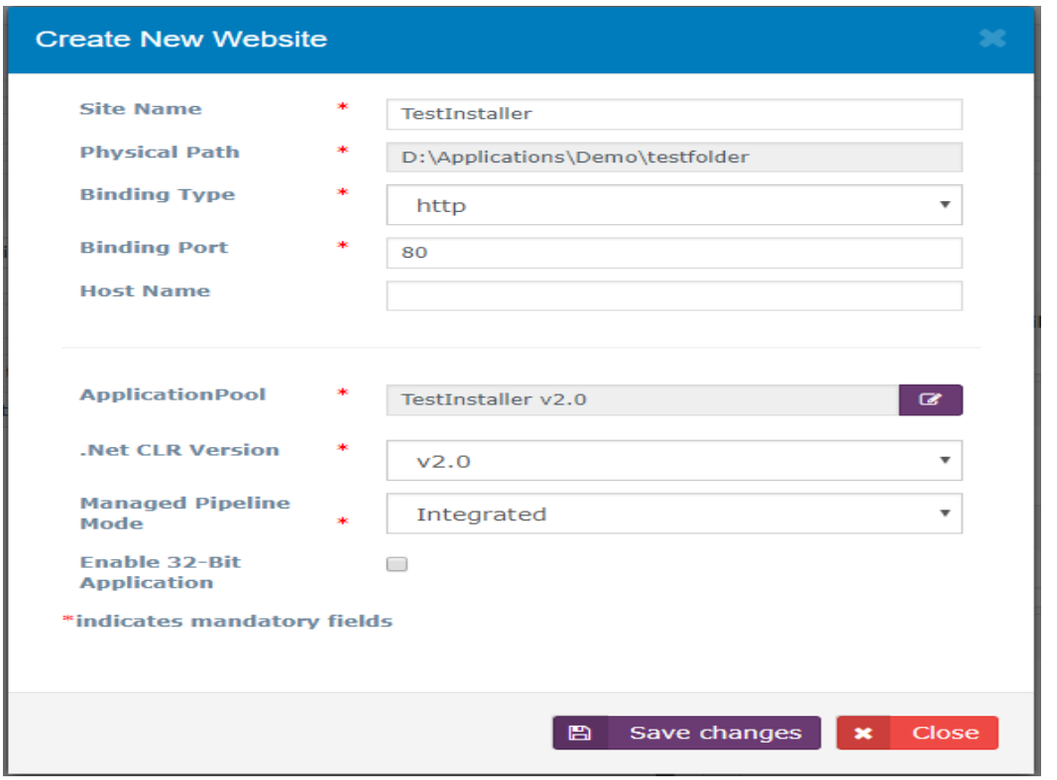




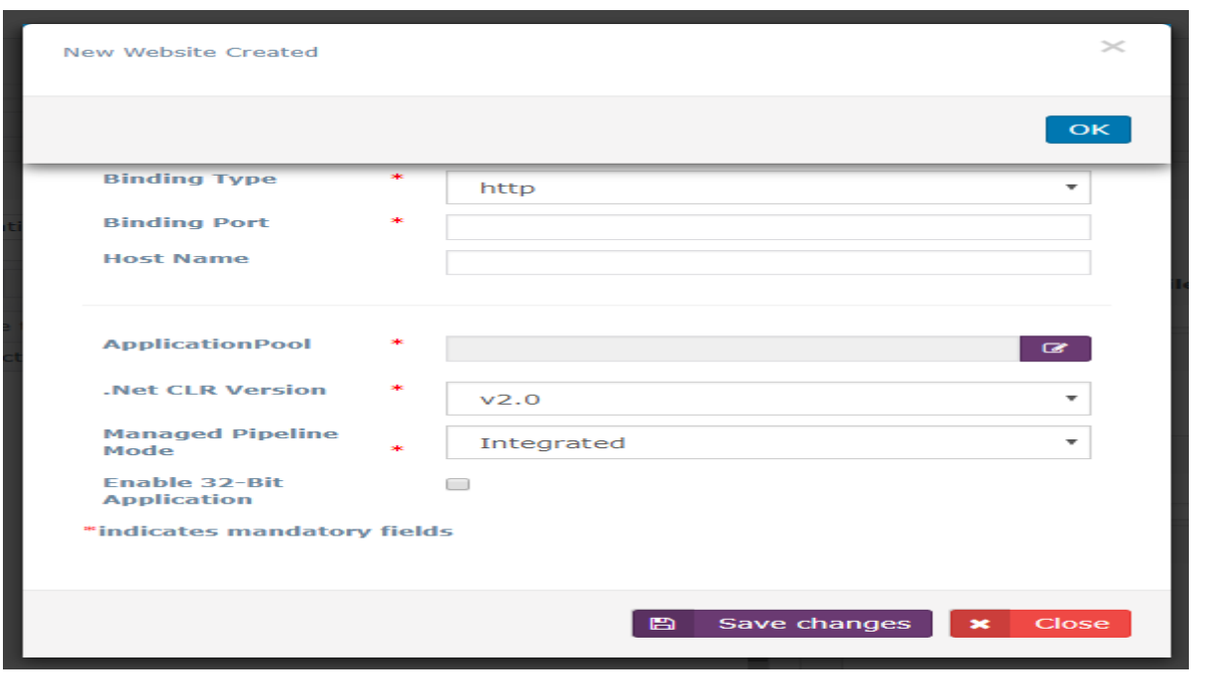
Click on '+' symbol in websites to create, new website



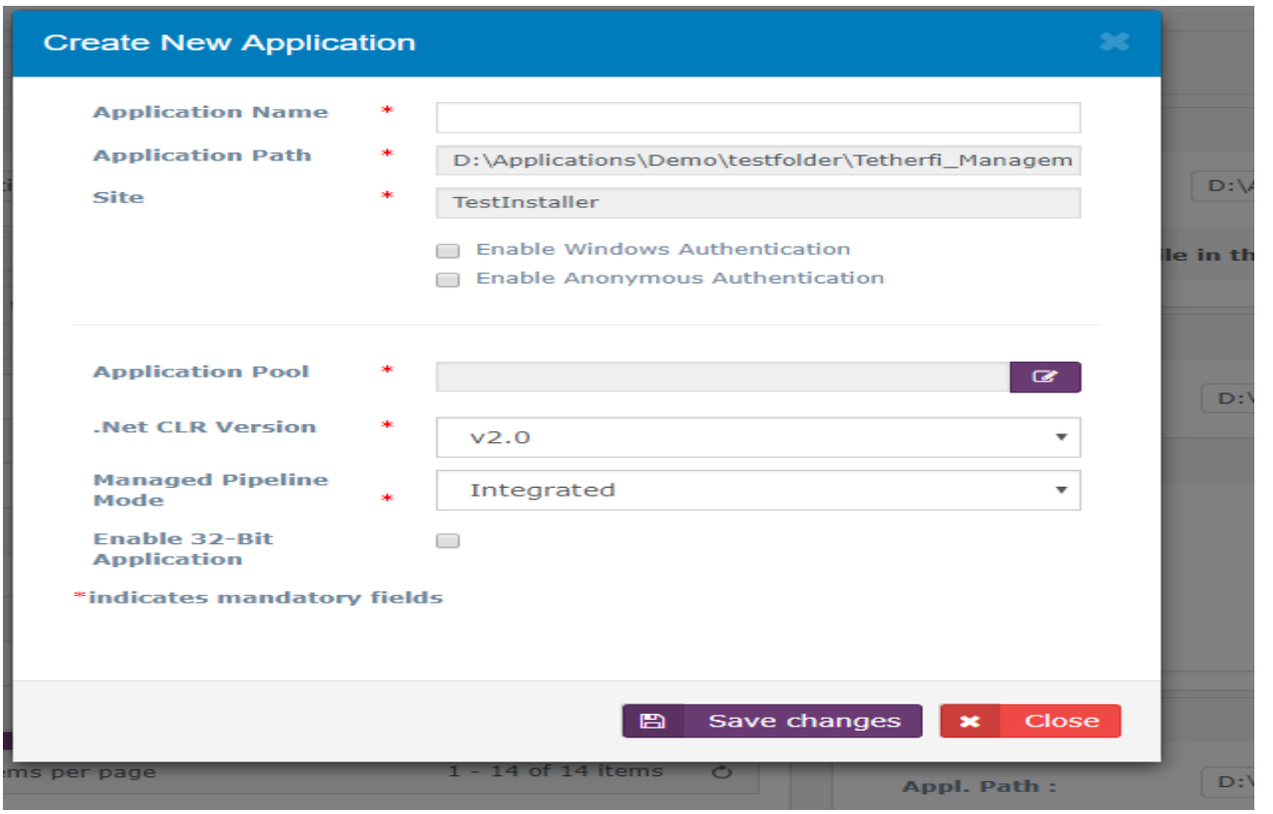
Fill in all the required details to create a website in IIS.

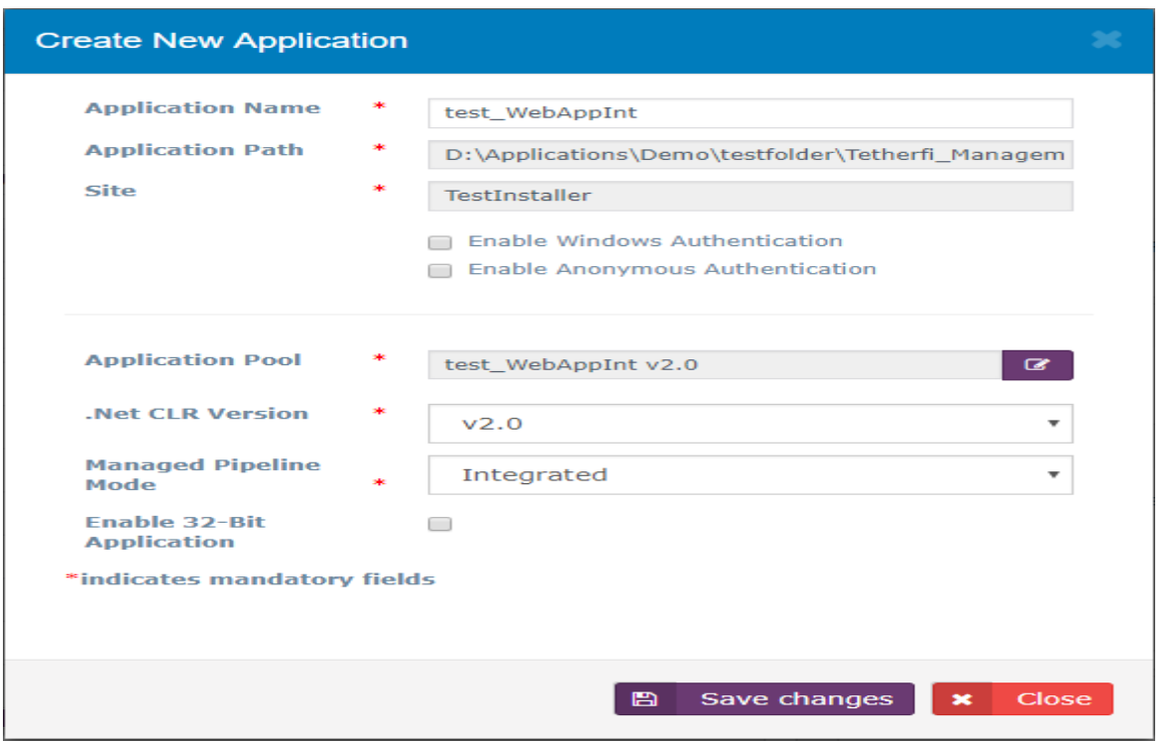


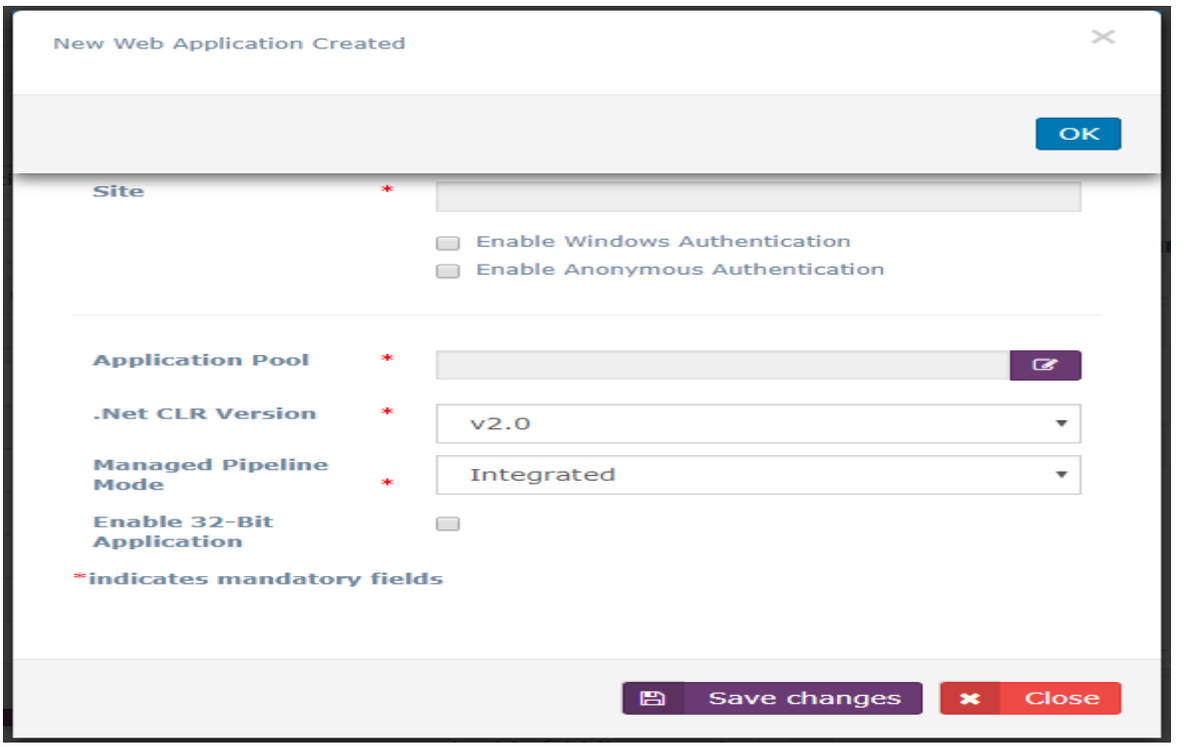
On successful createion of website we

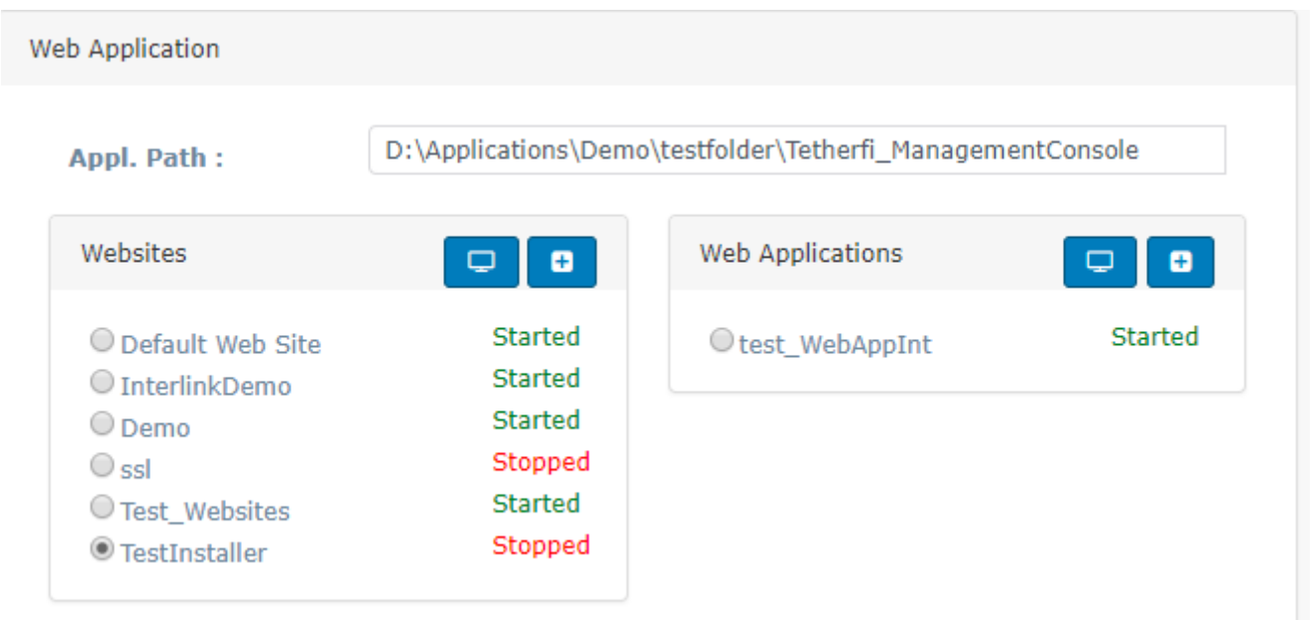


Fill in the below details to create a new application

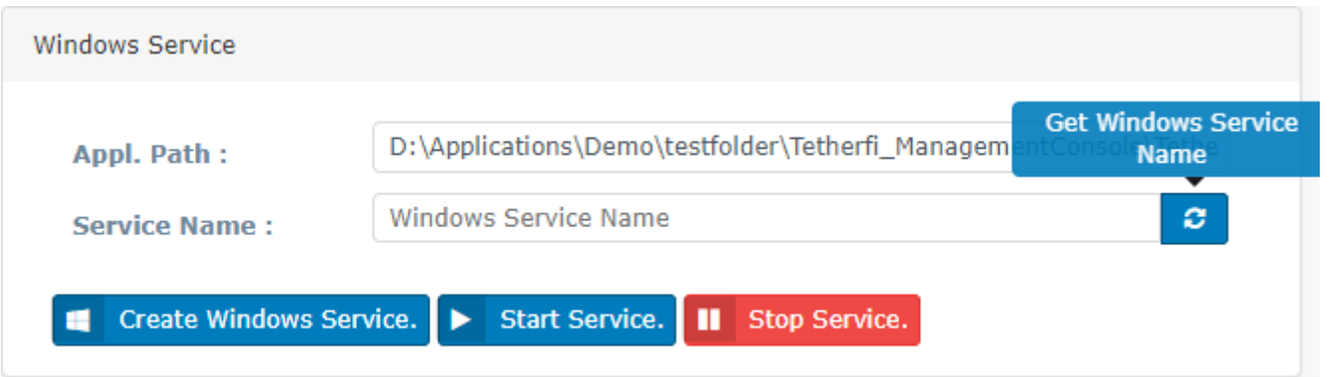





New Web Application Created
OK
Site
*
Enable Windows Authentication
Enable Anonymous Authentication
Application Pool
*
.Net CLR Version
*
v2.0
Managed Pipeline Mode
*
Integrated
Enable 32-Bit Application
*indicates mandatory fields
Save changes
Close

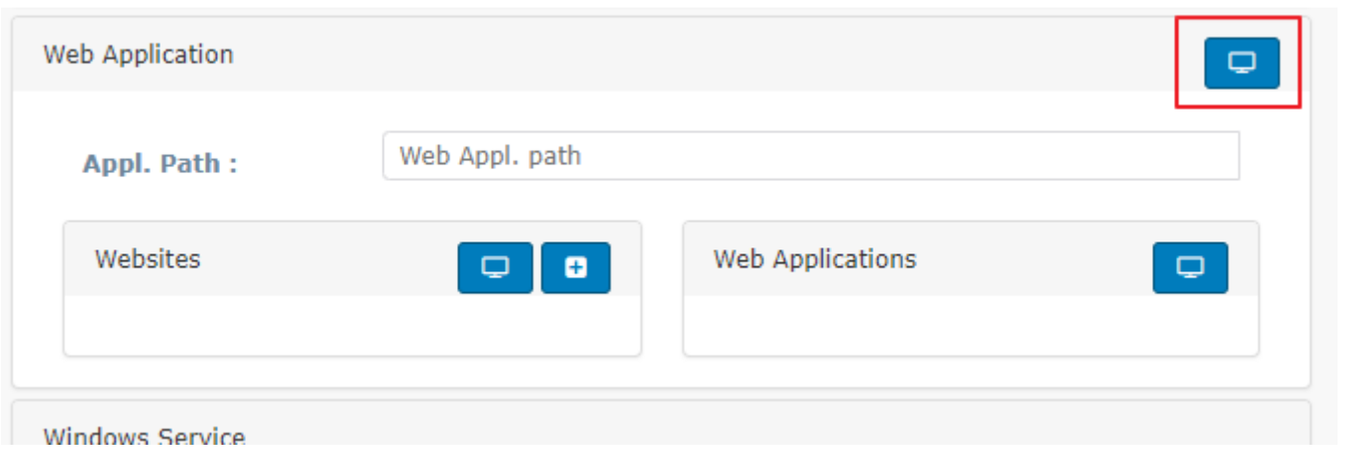

Web Application
Appl. Path :
D:\Applications\Demo\testfolder\Tetherfi_ManagementConsole
Websites
Default Web Site
Started
InterlinkDemo
Started
Demo
Started
ssl
Stopped
Test_Websites
Started
TestInstaller
Stopped
Web Applications
test_WebAppInt
Started

If the system finds a .exe in the insatallation loaction.The user can create a windows aervice by clicking on Create windows service buttton.

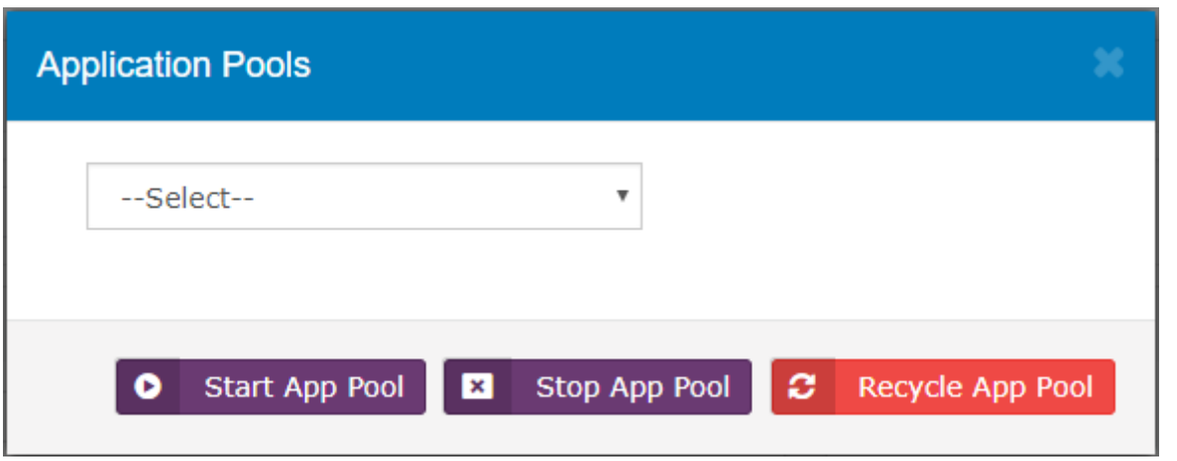


Start/Stop/Recycle app pool

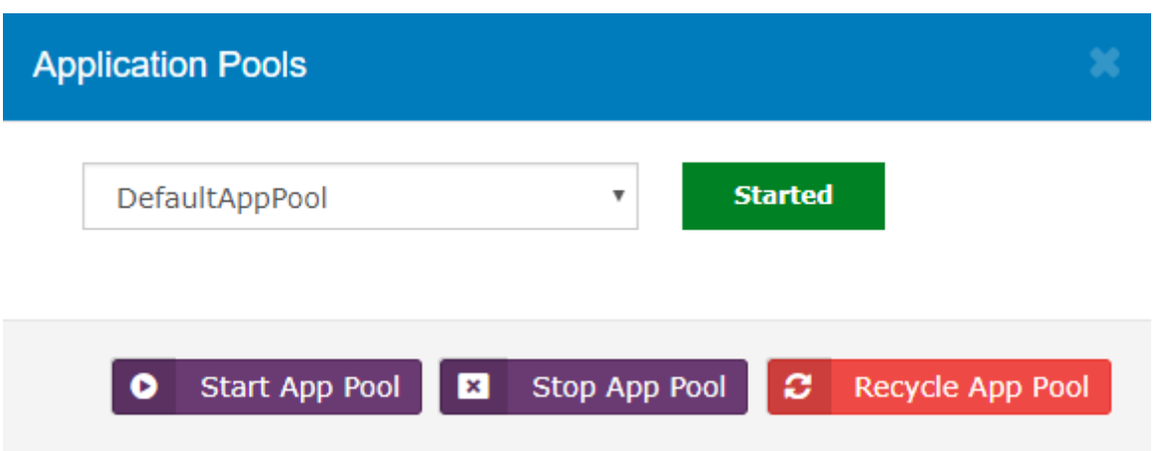
Click on the button that is highligtrd below



This will display a pop up,where the user has to select the name of the app pool



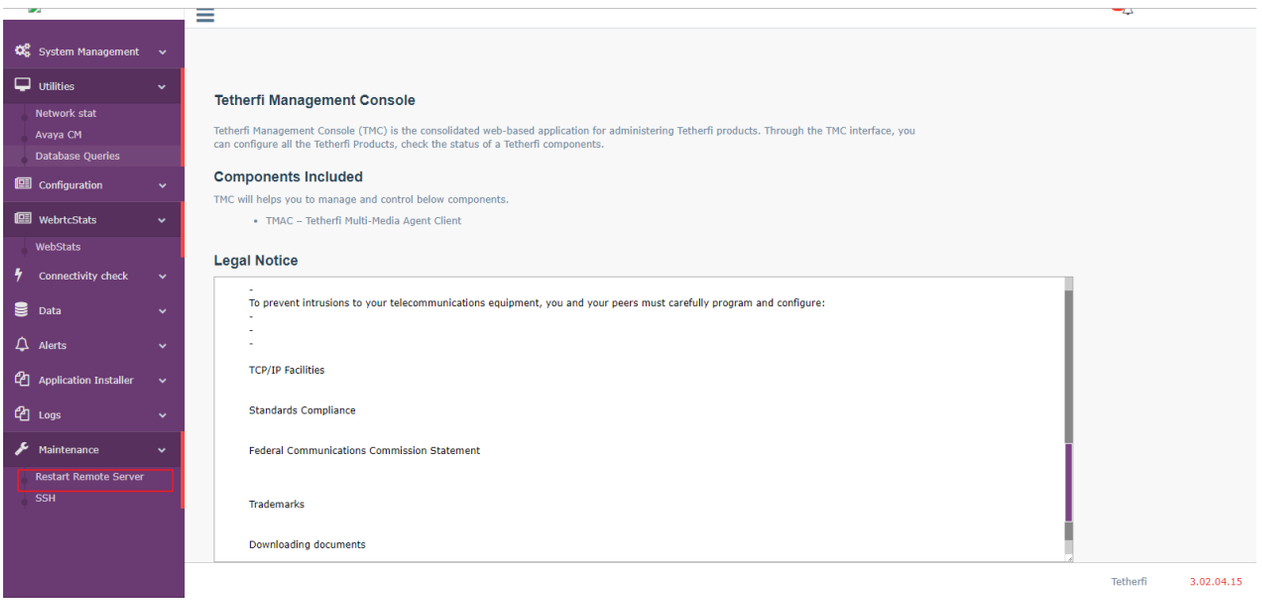
On choosing a default app pool.



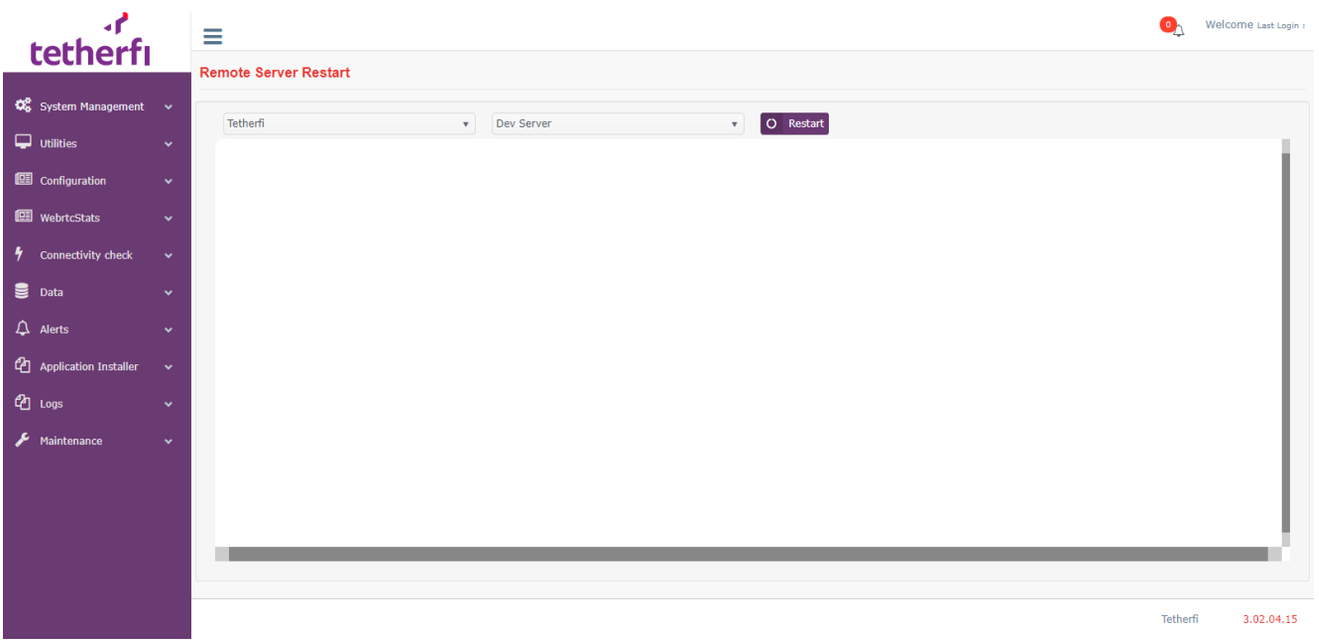
12. Maintenance Module

a. System Restart

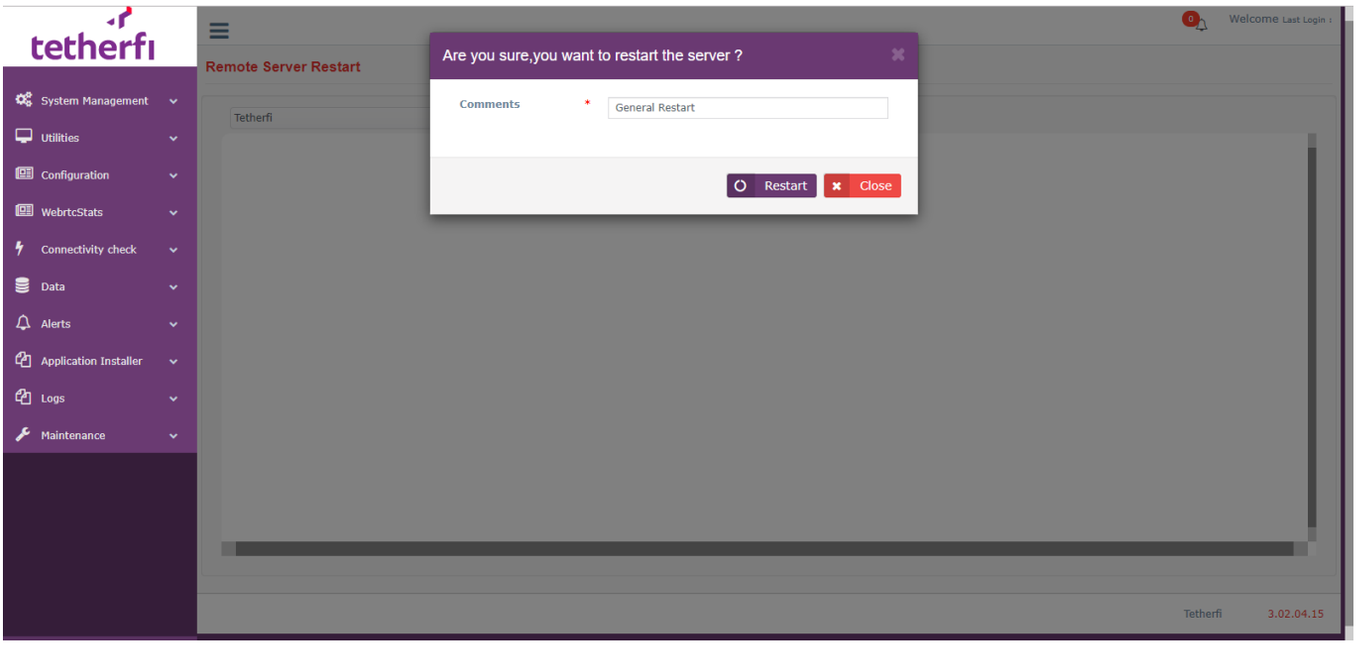
This module can be used to Restart remote server from TMC



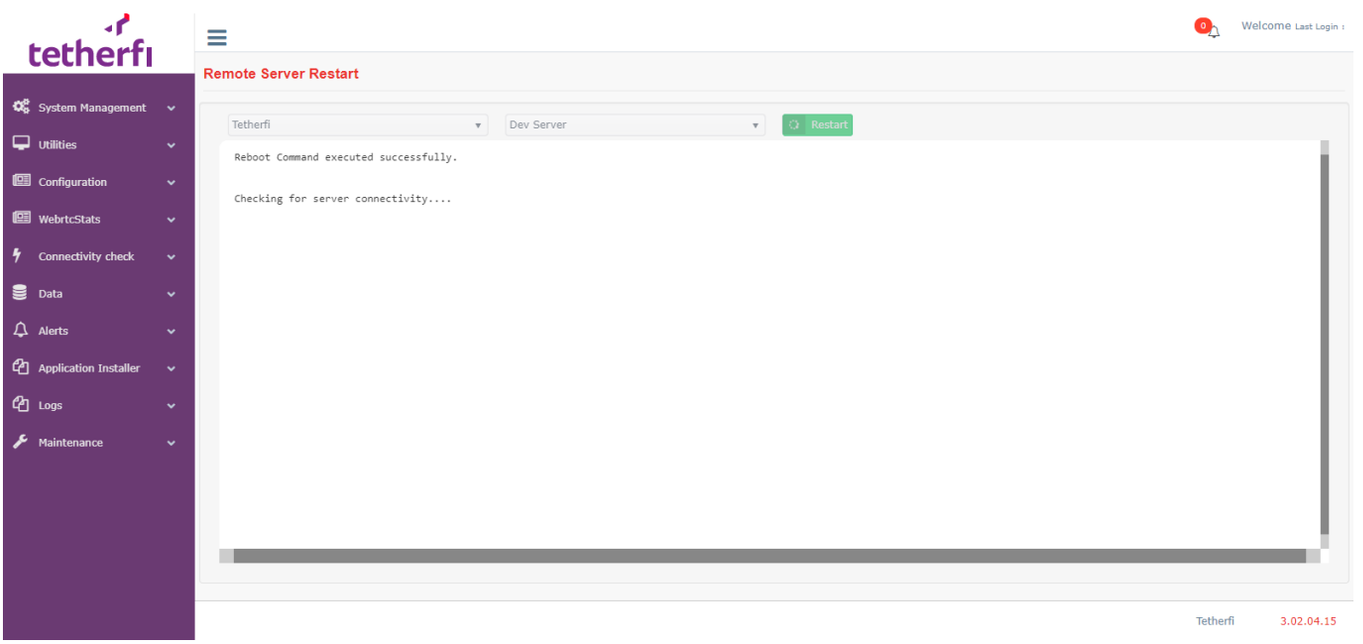
Select the server family and then select the server to re-start

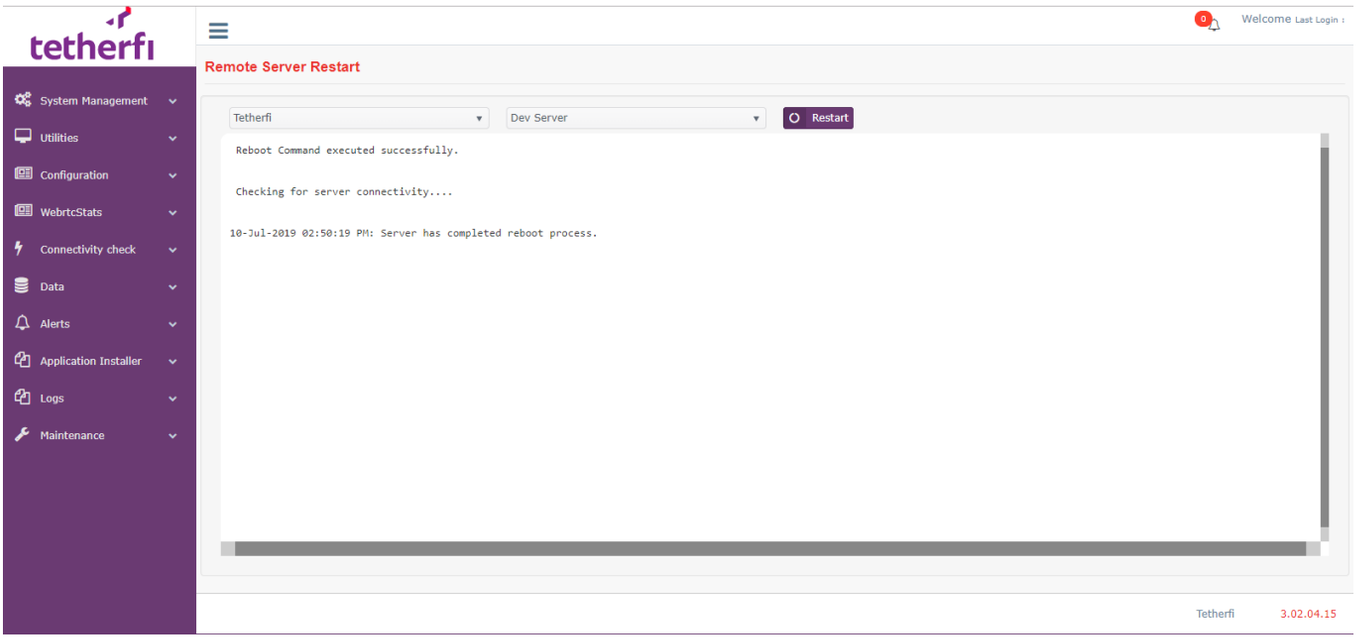


On click of restart the system display a pop up for comments.



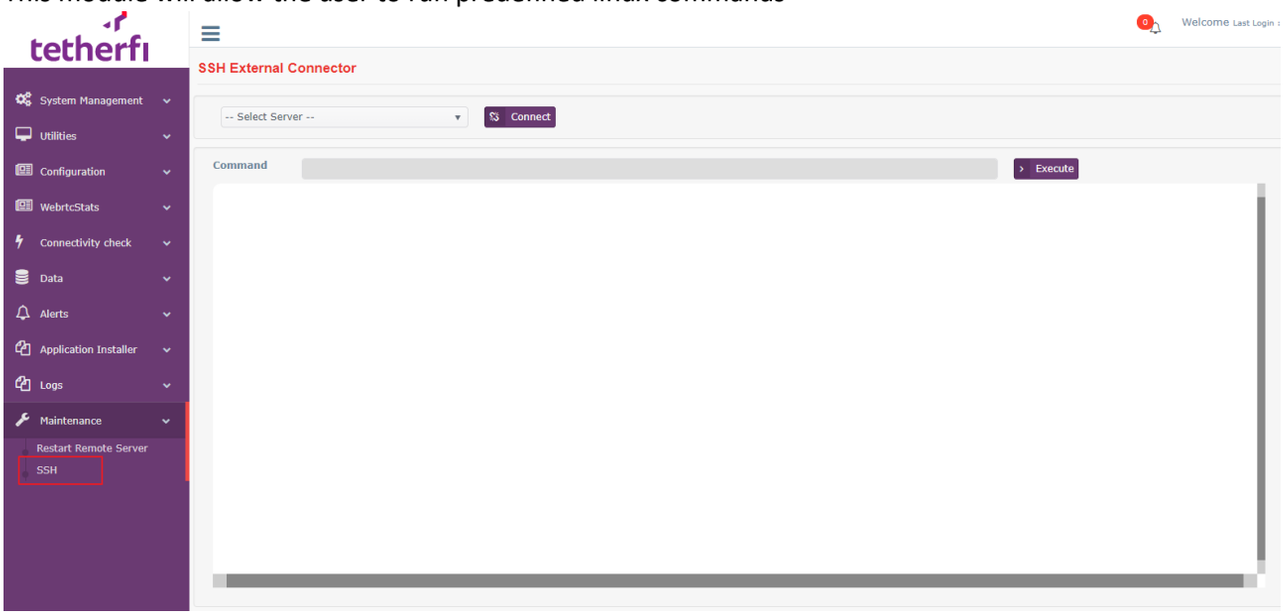
And on filling the comments and clicking restart the system will restart the remote server and ping it till the system is up.




tetherfi
Welcome Last Login :
System Management
Utilities
Configuration
WebrtcStats
Connectivity check
Data
Alerts
Application Installer
Logs
Maintenance
Remote Server Restart
Tetherfi
Dev Server
Restart
Reboot Command executed successfully.
Checking for server connectivity....
10-Jul-2019 02:50:19 PM: Server has completed reboot process.
Tetherfi
3.02.04.15

b. SSH Modeule

This module will allow the user to run predefined linux commands



13. Social Media Manager

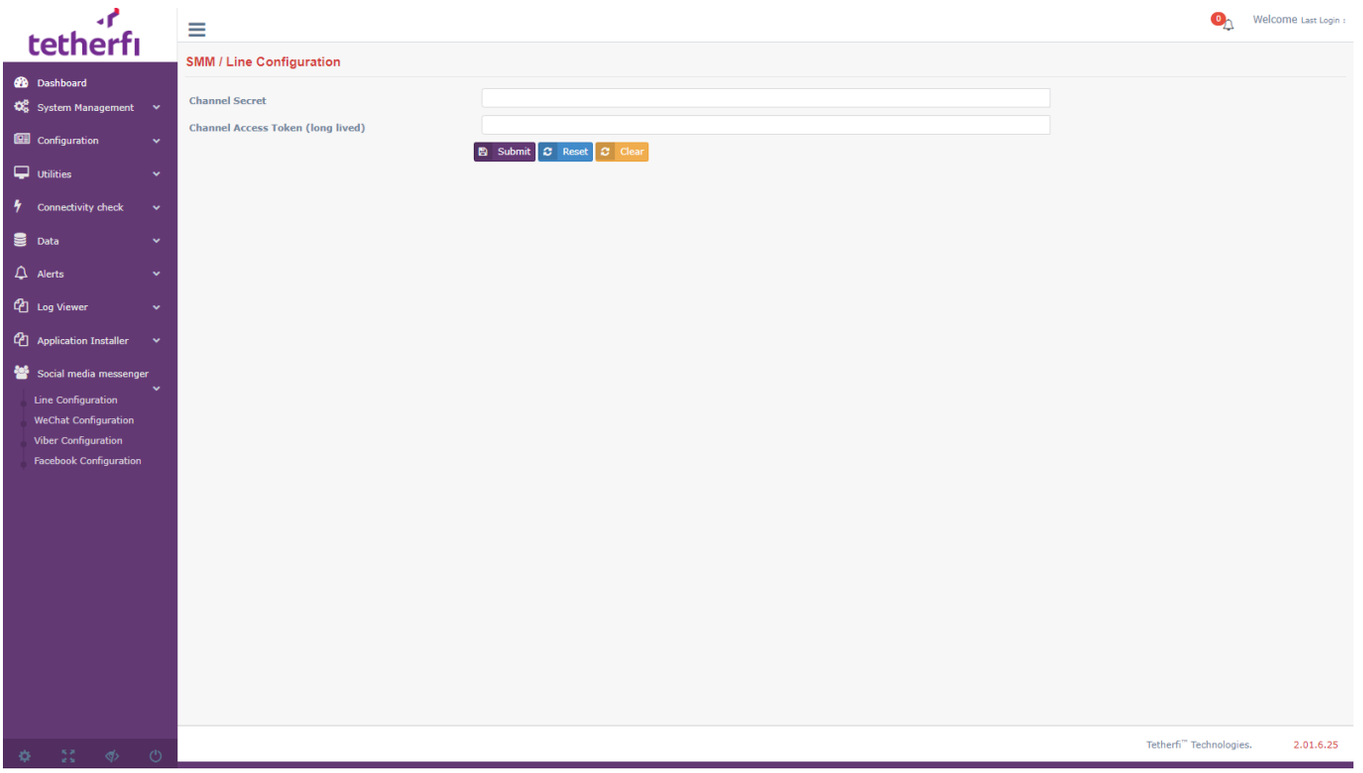
a. Line configuration

Purpose:

This module allows the user to configure Line Webhook configurations.

Allow Functions:

- Change the following Line webhook account credentials
    - Channel Secret
    - Channel Access Token



Submit button will save the entered values in the text box.

Reset button will display the saved values in the respective text boxes.

Clear button will clear the values in all textboxes.

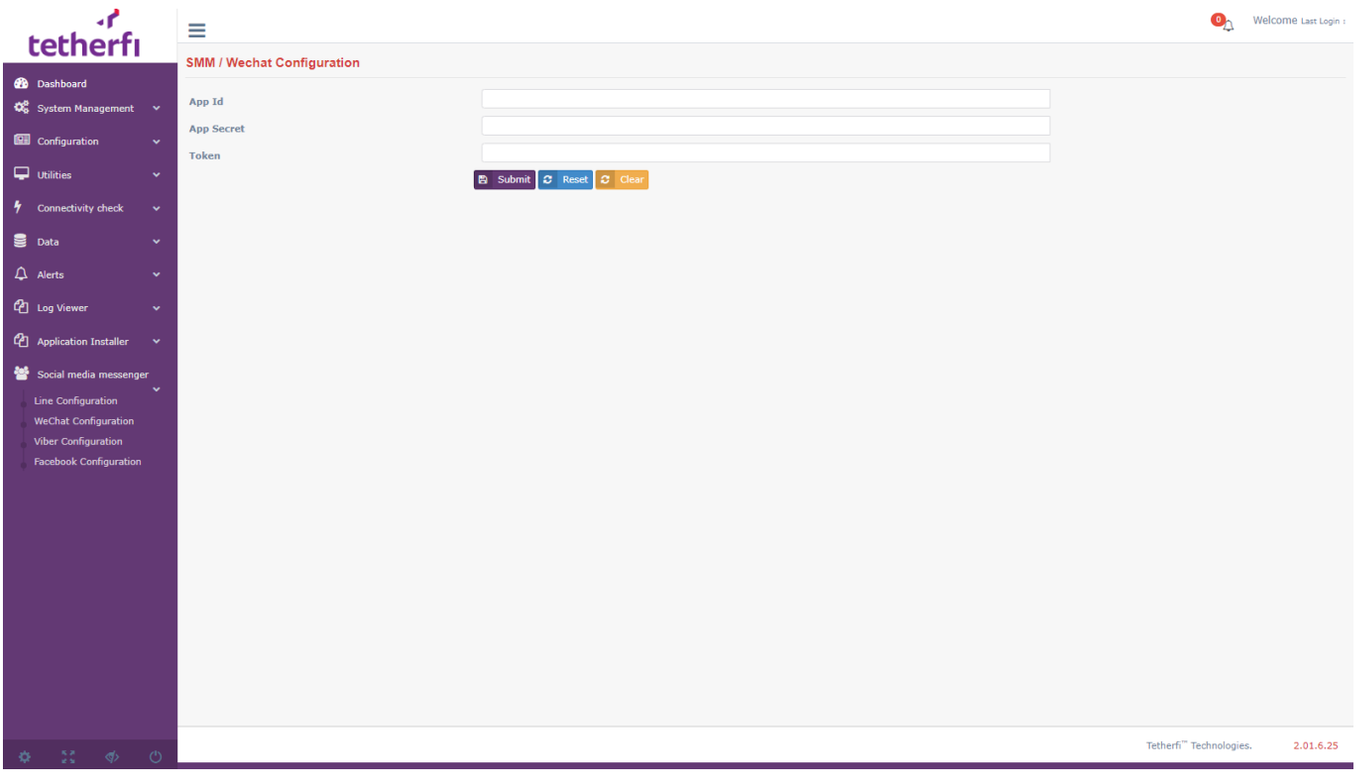
b. WeChat Configuration

Purpose:

This module allows the user to configure WeChat Webhook configurations.

Allow Functions:

- Change the following WeChat webhook account credentials
    - App Id
    - App Secret
    - Token



Submit button will save the entered values in the text box.

Reset button will display the saved values in the respective text boxes.

Clear button will clear the values in all textboxes.

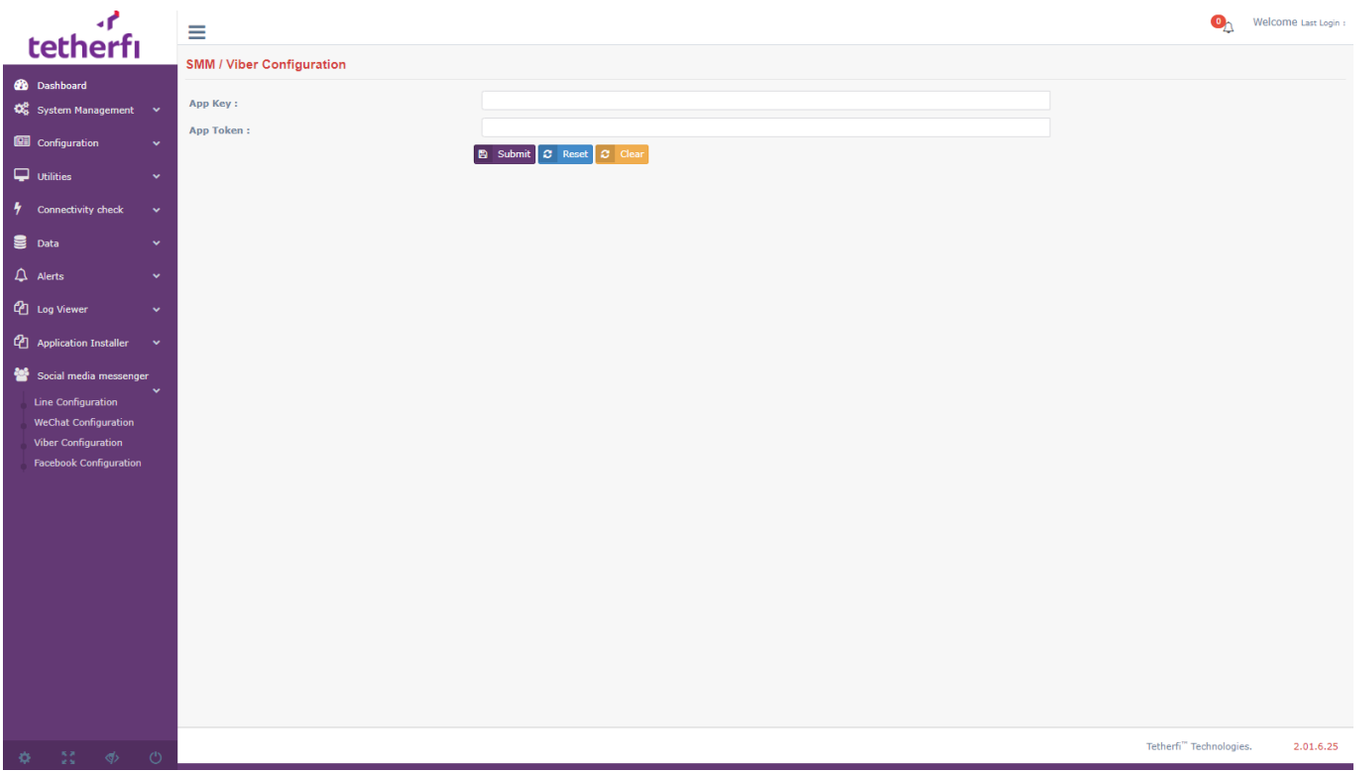
c. Viber Configuration

Purpose:

This module allows the user to configure Viber Webhook configurations.

Allow Functions:

- Change the following Viber webhook account credentials
    - App key
    - App Token



Submit button will save the entered values in the text box.

Reset button will display the saved values in the respective text boxes.

Clear button will clear the values in all textboxes.

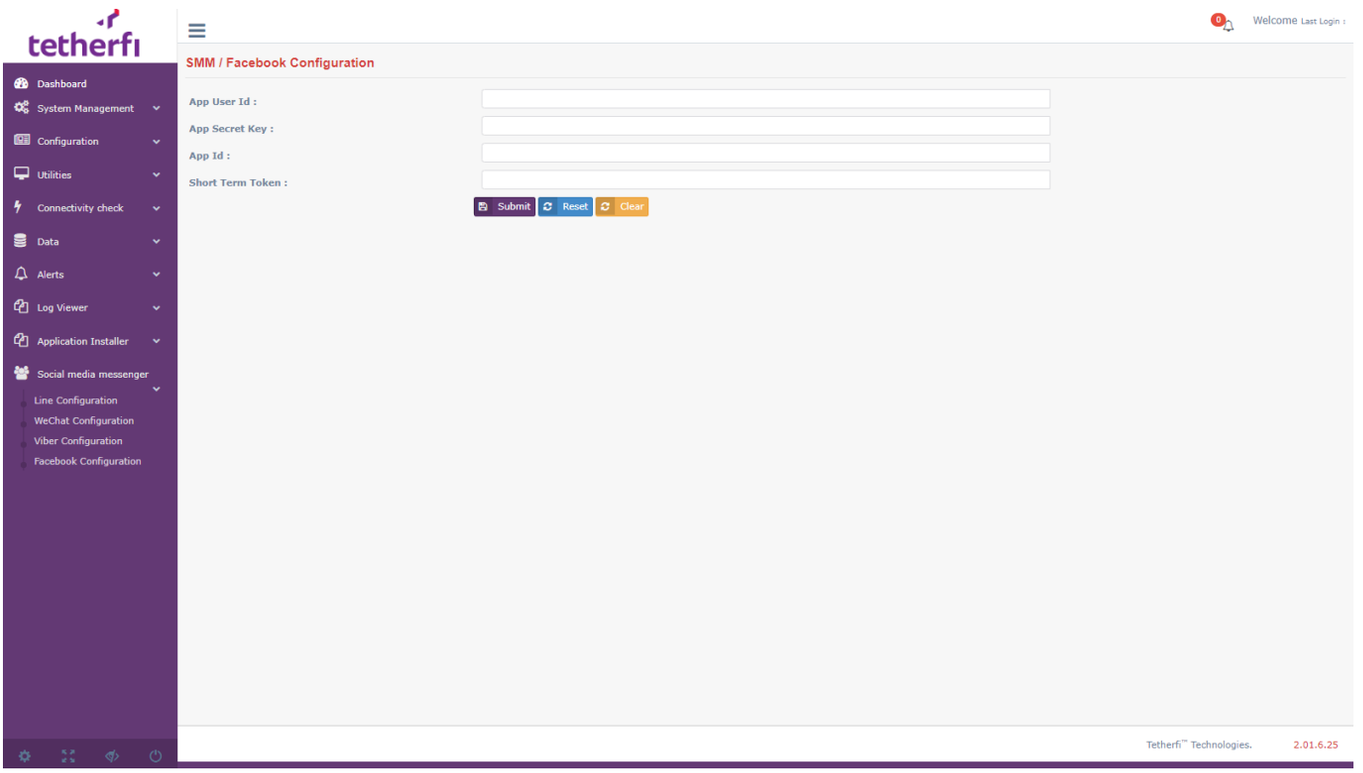
d. Facebook Configuration

Purpose:

This module allows the user to configure Facebook Webhook configurations.

Allow Functions:

- Change the following Facebook webhook account credentials
    - App User Id
    - App Secret Key
    - App Id
    - Short Term Token



Submit button will save the entered values in the text box.

Reset button will display the saved values in the respective text boxes.

Clear button will clear the values in all textboxes.