



# 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](https://<IP address>/Tetherfi_Management_Console)

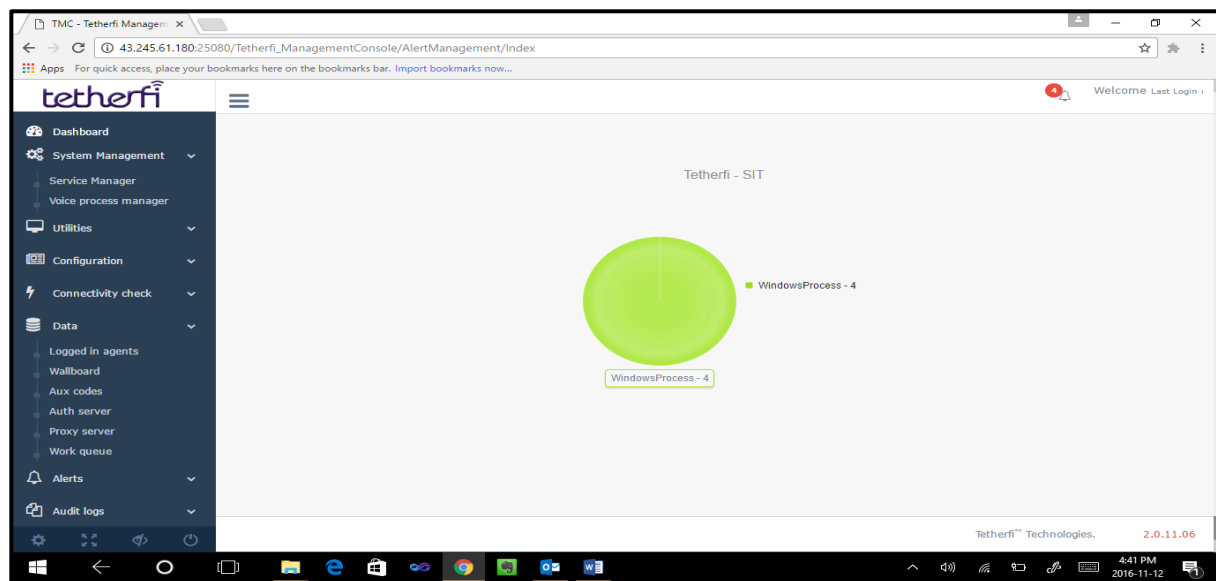
TMC is strictly for IT and support team who needs to support BAU. Once user get access to TMC from CMM, all below functionalities are available for the user.

## 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.

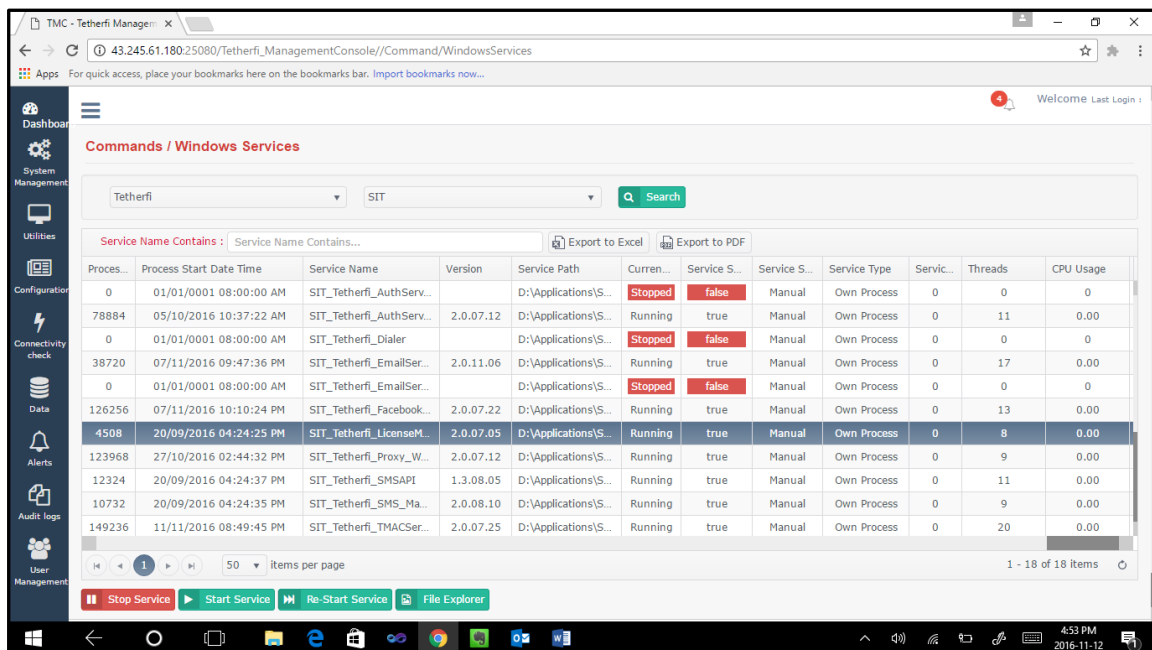
Column name	Description
Process ID	Windows process ID
Process start date time	Process start date and time
Service name	Name of service
Version	Version number
Service path	Deployed path of service.
Current status	Running/Stopped/Paused/Stopping/Starting
Service started	True /false
Service Start Mode	Manual/Automatic
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

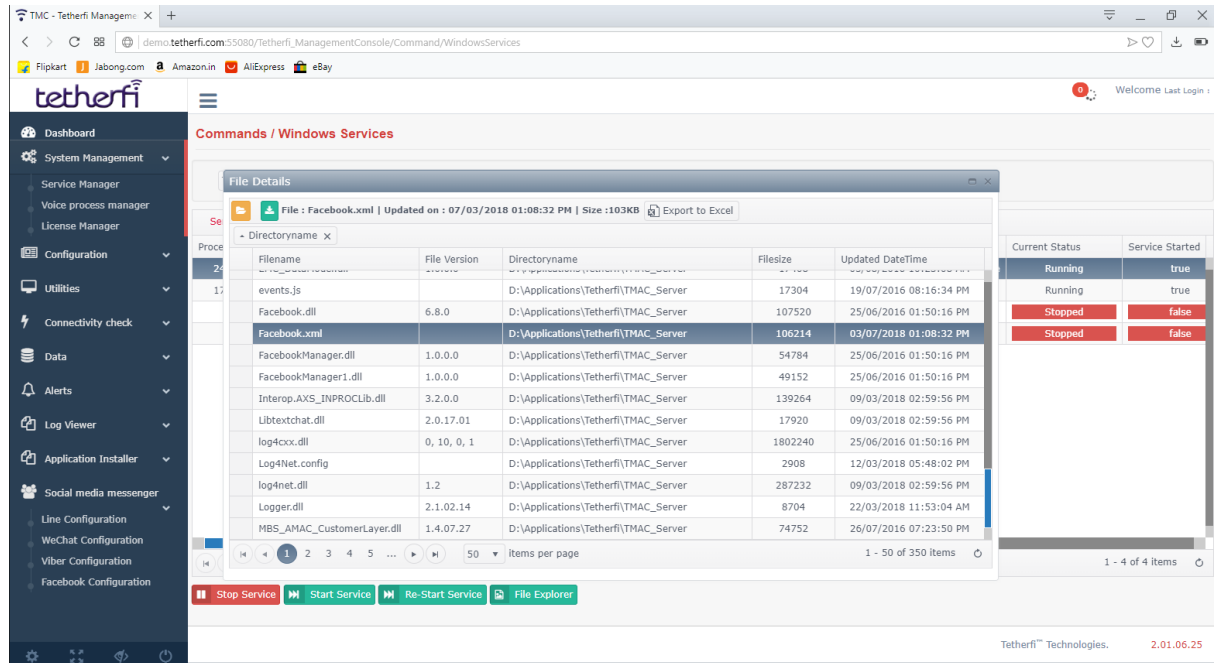


The screenshot displays the 'Commands / Windows Services' section of the Tetherfi Management Console. It features a search bar with 'Tetherfi' and 'SIT' entered. Below the search bar is a table of services with the following columns: Process ID, Process Start Date Time, Service Name, Version, Service Path, Current Status, Service Started, Service Start Mode, Service Type, Service Threads, and CPU Usage. The table contains 13 rows of data, with the first row (Process ID 4508) highlighted in blue. At the bottom of the table, there are buttons for 'Stop Service', 'Start Service', 'Re-Start Service', and 'File Explorer'. The console interface includes a sidebar with navigation options like Dashboard, System Management, and User Management, and a top navigation bar with a search icon and a 'Welcome Last Login' message.

Process ID	Process Start Date Time	Service Name	Version	Service Path	Current Status	Service Started	Service Start Mode	Service Type	Service Threads	CPU Usage
0	01/01/0001 08:00:00 AM	SIT_Tetherfi_AuthServ...		D:\Applications\S...	Stopped	false	Manual	Own Process	0	0
78884	05/10/2016 10:37:22 AM	SIT_Tetherfi_AuthServ...	2.0.07.12	D:\Applications\S...	Running	true	Manual	Own Process	0	11
0	01/01/0001 08:00:00 AM	SIT_Tetherfi_Dialer		D:\Applications\S...	Stopped	false	Manual	Own Process	0	0
38720	07/11/2016 09:47:36 PM	SIT_Tetherfi_EmailSer...	2.0.11.06	D:\Applications\S...	Running	true	Manual	Own Process	0	17
0	01/01/0001 08:00:00 AM	SIT_Tetherfi_EmailSer...		D:\Applications\S...	Stopped	false	Manual	Own Process	0	0
126256	07/11/2016 10:10:24 PM	SIT_Tetherfi_Facebook...	2.0.07.22	D:\Applications\S...	Running	true	Manual	Own Process	0	13
4508	20/09/2016 04:24:25 PM	SIT_Tetherfi_LicenseM...	2.0.07.05	D:\Applications\S...	Running	true	Manual	Own Process	0	8
123968	27/10/2016 02:44:32 PM	SIT_Tetherfi_Proxy_W...	2.0.07.12	D:\Applications\S...	Running	true	Manual	Own Process	0	9
12324	20/09/2016 04:24:37 PM	SIT_Tetherfi_SMSAPI	1.3.08.05	D:\Applications\S...	Running	true	Manual	Own Process	0	11
10732	20/09/2016 04:24:35 PM	SIT_Tetherfi_SMS_Ma...	2.0.08.10	D:\Applications\S...	Running	true	Manual	Own Process	0	9
149236	11/11/2016 08:49:45 PM	SIT_Tetherfi_TMACSer...	2.0.07.25	D:\Applications\S...	Running	true	Manual	Own Process	0	20

## File Explorer :

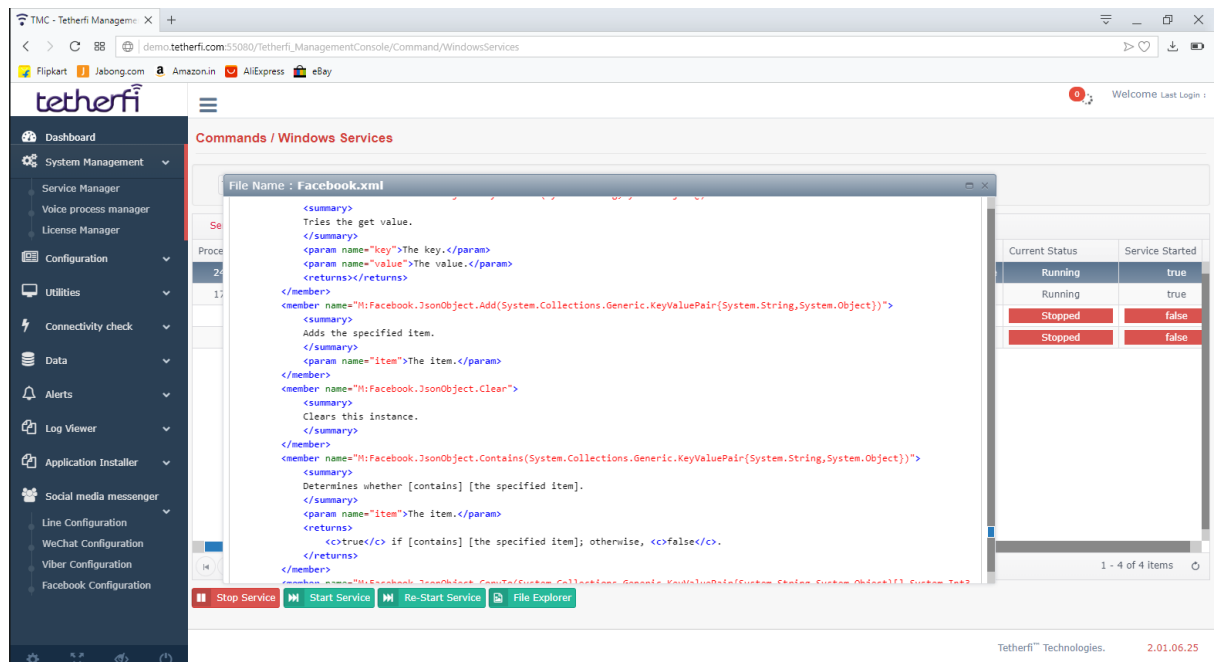
Helps the users to view all the files and directories within a selected folder. Below screenshot shows the list of files inside selected windows services



Filename	File Version	Directoryname	Filesize	Updated DateTime
events.js		D:\Applications\Tetherfi\TMAC_Server	17304	19/07/2016 08:16:34 PM
Facebook.dll	6.8.0	D:\Applications\Tetherfi\TMAC_Server	107520	25/06/2016 01:50:16 PM
Facebook.xml		D:\Applications\Tetherfi\TMAC_Server	106214	03/07/2018 01:08:32 PM
FacebookManager.dll	1.0.0.0	D:\Applications\Tetherfi\TMAC_Server	54784	25/06/2016 01:50:16 PM
FacebookManager1.dll	1.0.0.0	D:\Applications\Tetherfi\TMAC_Server	49152	25/06/2016 01:50:16 PM
Interop.AXS_INPROCLib.dll	3.2.0.0	D:\Applications\Tetherfi\TMAC_Server	139264	09/03/2018 02:59:56 PM
Libtextchat.dll	2.0.17.01	D:\Applications\Tetherfi\TMAC_Server	17920	09/03/2018 02:59:56 PM
log4ccc.dll	0, 10, 0, 1	D:\Applications\Tetherfi\TMAC_Server	1802240	25/06/2016 01:50:16 PM
Log4Net.config		D:\Applications\Tetherfi\TMAC_Server	2908	12/03/2018 05:48:02 PM
log4net.dll	1.2	D:\Applications\Tetherfi\TMAC_Server	287232	09/03/2018 02:59:56 PM
Logger.dll	2.1.02.14	D:\Applications\Tetherfi\TMAC_Server	8704	22/03/2018 11:53:04 AM
MBS_AMAC_CustomerLayer.dll	1.4.07.27	D:\Applications\Tetherfi\TMAC_Server	74752	26/07/2016 07:23:50 PM

## Open/Download Files :

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



```

<summary>
  Tries the get value.
</summary>
<param name="key">The key.</param>
<param name="value">The value.</param>
<returns></returns>
</member>
<member name="M:Facebook.JsonObject.Add(System.Collections.Generic.KeyValuePair[System.String,System.Object])">
<summary>
  Adds the specified item.
</summary>
<param name="item">The item.</param>
</member>
<member name="M:Facebook.JsonObject.Clear">
<summary>
  Clears this instance.
</summary>
</member>
<member name="M:Facebook.JsonObject.Contains(System.Collections.Generic.KeyValuePair[System.String,System.Object])">
<summary>
  Determines whether [contains] [the specified item].
</summary>
<param name="item">The item.</param>
<returns>
  <true/> if [contains] [the specified item]; otherwise, <false/>.
</returns>
</member>
  
```

## 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



Tetherfi Management Console - Command / VoiceLibraryProcess

43.245.61.180:25080/Tetherfi\_ManagementConsole/Command/VoiceLibraryProcess

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

0 Welcome Last Login

**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.e
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.e
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				

1 50 items per page 1 - 22 of 22 items

Kill Process

Tetherfi Technologies 2.0.11.06

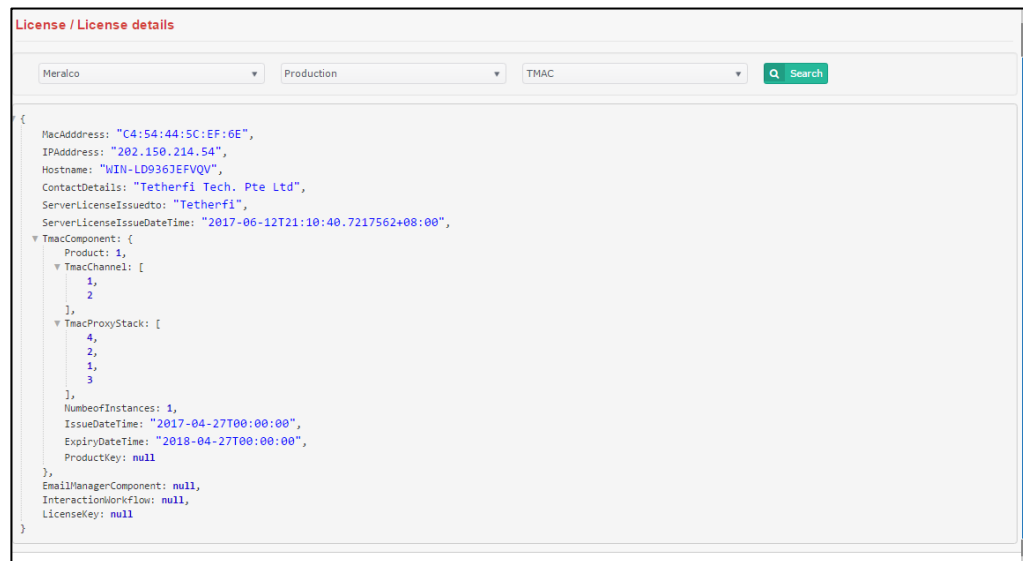
2:05 PM 2016-11-13

### 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.

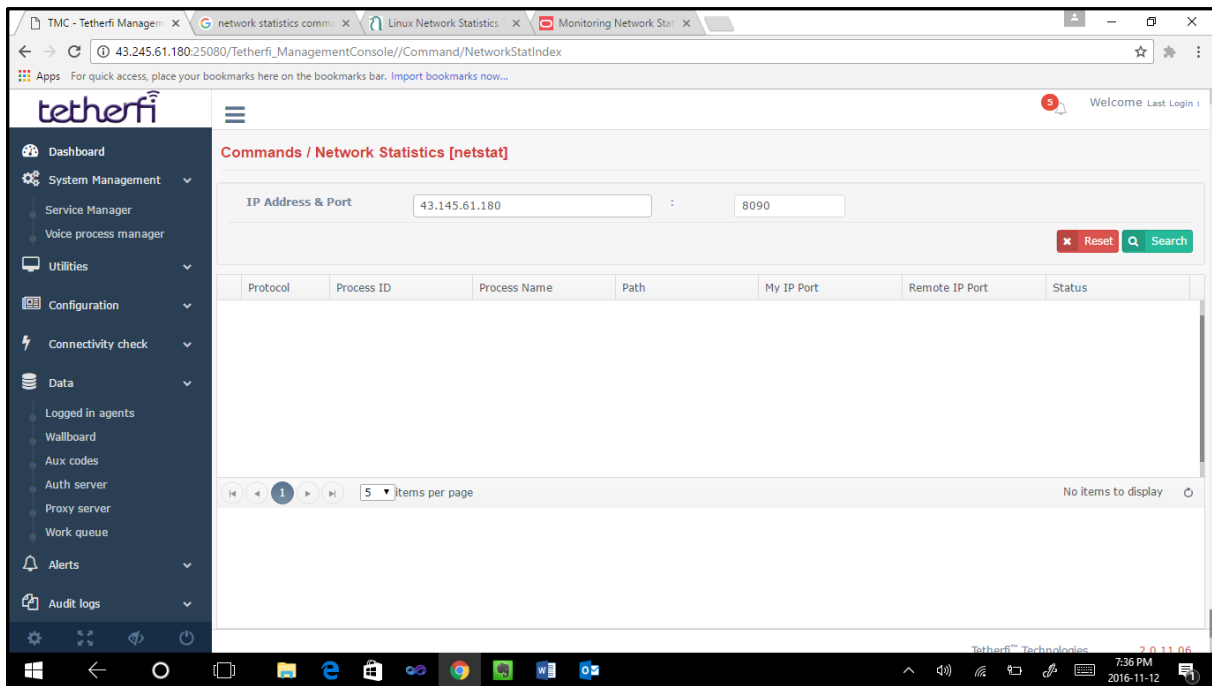
### a. Network Statistics

**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.



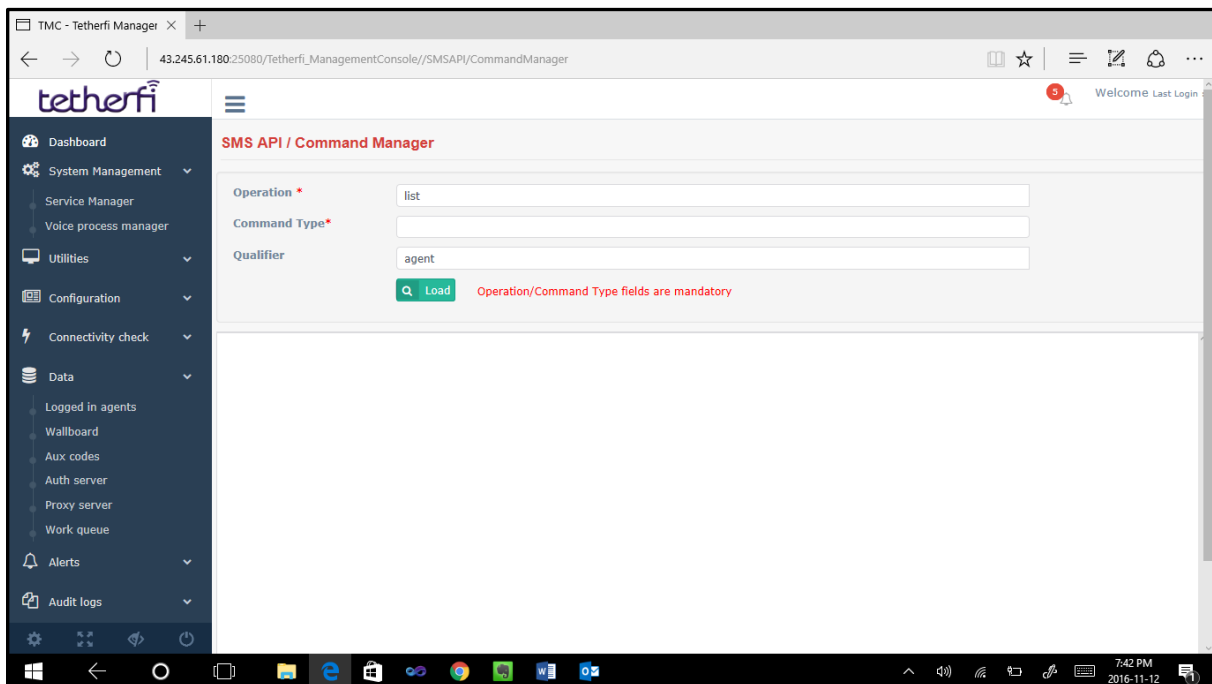
### b. Avaya CM- View Commands

**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.

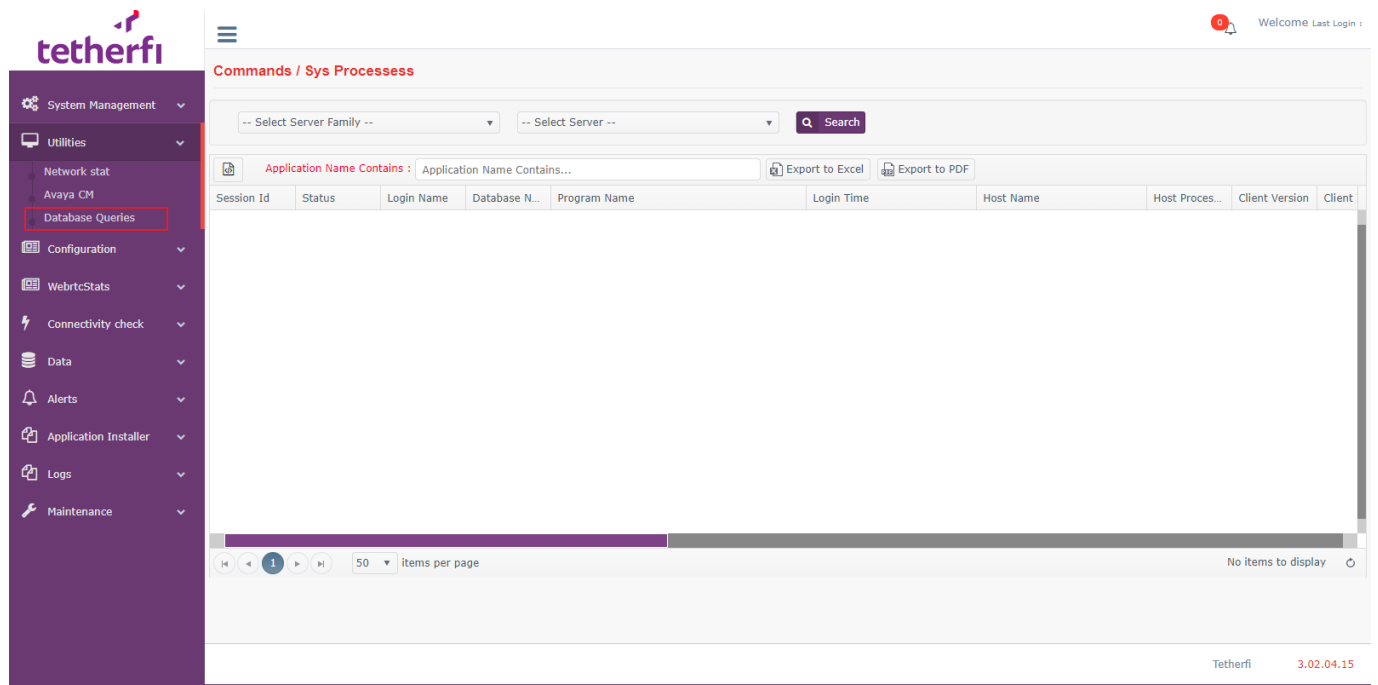
**Allow functions:** N.A.

**Search Criteria:** N.A.



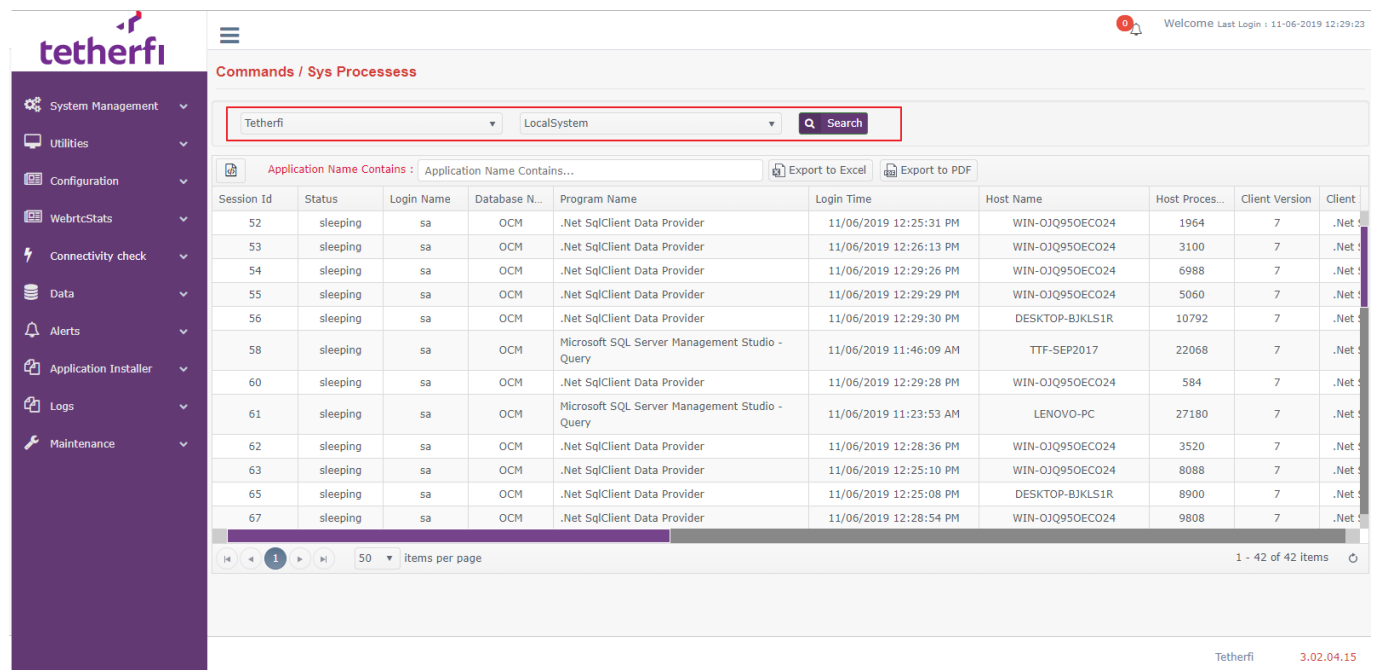
### c. Database queries

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



The screenshot shows the 'Commands / Sys Processes' interface. The search filters are set to '-- Select Server Family --' and '-- Select Server --'. The search button is visible. The table below the filters is empty, and the message 'No items to display' is shown at the bottom right of the table area. The footer indicates 'Tetherfi 3.02.04.15'.

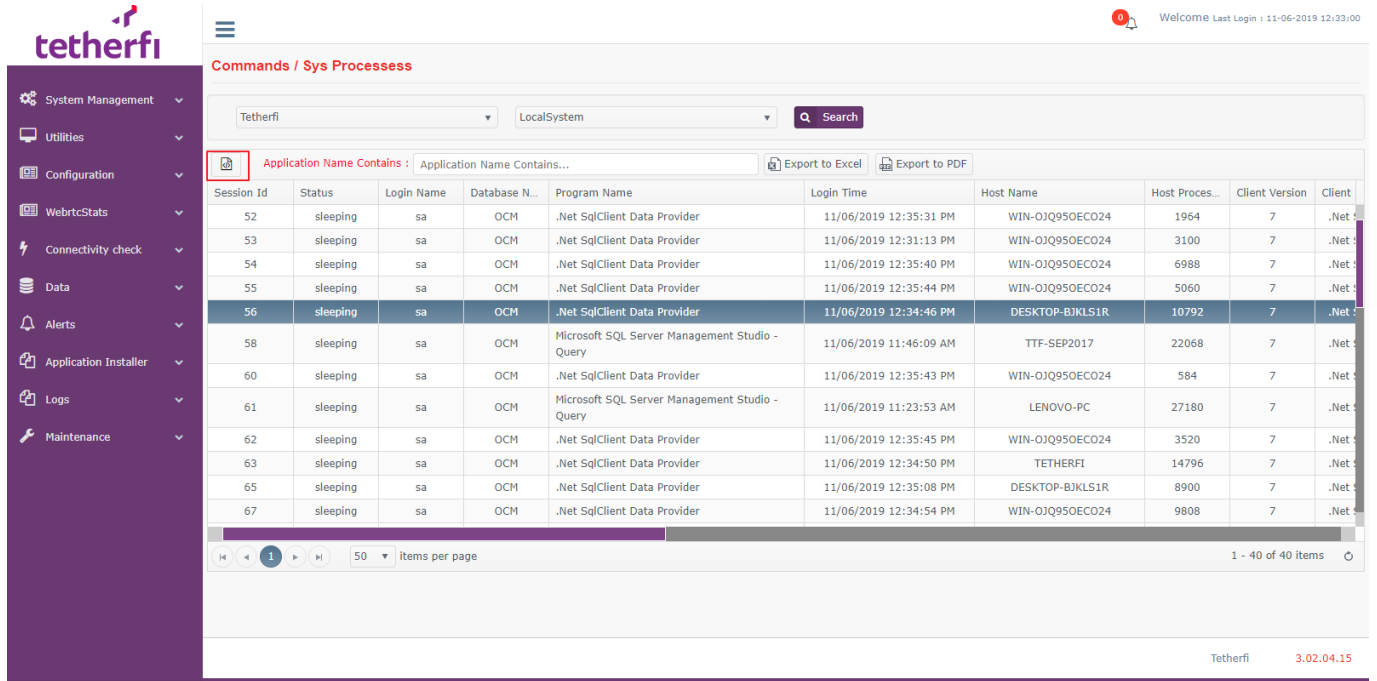
Choose the Server Family and select the server and then click on search button.



The screenshot shows the 'Commands / Sys Processes' interface with search filters filled in. The search filters are 'Tetherfi' and 'LocalSystem'. The search button is highlighted with a red box. The table below the filters shows a list of processes. The footer indicates 'Tetherfi 3.02.04.15'.

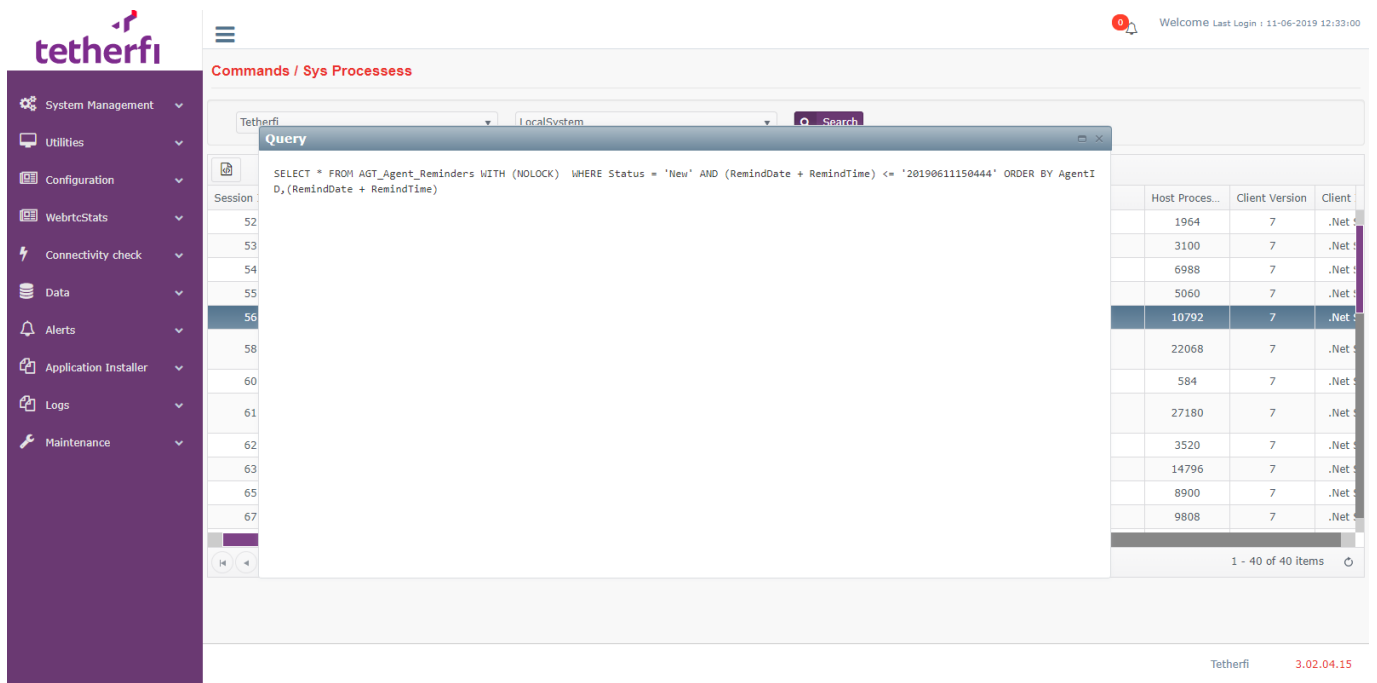
Session Id	Status	Login Name	Database N...	Program Name	Login Time	Host Name	Host Proces...	Client Version	Client
52	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:31 PM	WIN-OJQ95OECO24	1964	7	.Net 5
53	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:26:13 PM	WIN-OJQ95OECO24	3100	7	.Net 5
54	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:26 PM	WIN-OJQ95OECO24	6988	7	.Net 5
55	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:29 PM	WIN-OJQ95OECO24	5060	7	.Net 5
56	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:30 PM	DESKTOP-BJKL51R	10792	7	.Net 5
58	sleeping	sa	OCM	Microsoft SQL Server Management Studio - Query	11/06/2019 11:46:09 AM	TTF-SEP2017	22068	7	.Net 5
60	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:28 PM	WIN-OJQ95OECO24	584	7	.Net 5
61	sleeping	sa	OCM	Microsoft SQL Server Management Studio - Query	11/06/2019 11:23:53 AM	LENOVO-PC	27180	7	.Net 5
62	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:28:36 PM	WIN-OJQ95OECO24	3520	7	.Net 5
63	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:10 PM	WIN-OJQ95OECO24	8088	7	.Net 5
65	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:08 PM	DESKTOP-BJKL51R	8900	7	.Net 5
67	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:28:54 PM	WIN-OJQ95OECO24	9808	7	.Net 5

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



The screenshot shows the Tetherfi web interface. On the left is a navigation menu with categories like System Management, Utilities, Configuration, WebrtcStats, Connectivity check, Data, Alerts, Application Installer, Logs, and Maintenance. The main content area is titled 'Commands / Sys Processes'. It features a search bar with 'Tetherfi' and 'LocalSystem' selected. Below the search bar, there are buttons for 'Export to Excel' and 'Export to PDF'. A table lists various system processes with columns for Session Id, Status, Login Name, Database N., Program Name, Login Time, Host Name, Host Proces..., Client Version, and Client. Row 56 is highlighted in blue. At the bottom of the table, there is a pagination control showing '50' items per page and '1 - 40 of 40 items'.

Session Id	Status	Login Name	Database N.	Program Name	Login Time	Host Name	Host Proces...	Client Version	Client
52	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:31 PM	WIN-OJQ95OECO24	1964	7	.Net
53	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:31:13 PM	WIN-OJQ95OECO24	3100	7	.Net
54	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:40 PM	WIN-OJQ95OECO24	6988	7	.Net
55	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:44 PM	WIN-OJQ95OECO24	5060	7	.Net
56	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:34:46 PM	DESKTOP-BJKLS1R	10792	7	.Net
58	sleeping	sa	OCM	Microsoft SQL Server Management Studio - Query	11/06/2019 11:46:09 AM	TTF-SEP2017	22068	7	.Net
60	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:43 PM	WIN-OJQ95OECO24	584	7	.Net
61	sleeping	sa	OCM	Microsoft SQL Server Management Studio - Query	11/06/2019 11:23:53 AM	LENOVO-PC	27180	7	.Net
62	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:45 PM	WIN-OJQ95OECO24	3520	7	.Net
63	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:34:50 PM	TETHERFI	14796	7	.Net
65	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:35:08 PM	DESKTOP-BJKLS1R	8900	7	.Net
67	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:34:54 PM	WIN-OJQ95OECO24	9808	7	.Net



This screenshot is similar to the one above, but with a 'Query' dialog box open over the table. The dialog box contains the following SQL query:
 

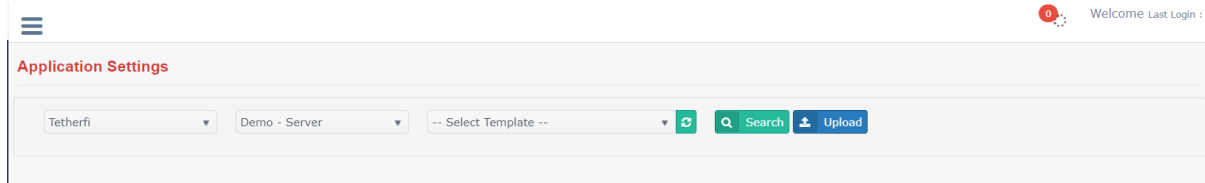
```
SELECT * FROM AGT_Agent_Reminders WITH (NOLOCK) WHERE Status = 'New' AND (RemindDate + RemindTime) <= '20190611150444' ORDER BY AgentID, (RemindDate + RemindTime)
```

 The table in the background is partially visible, showing the same data as in the previous screenshot, with session 56 highlighted. The pagination control at the bottom shows '1 - 40 of 40 items'.

## 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.



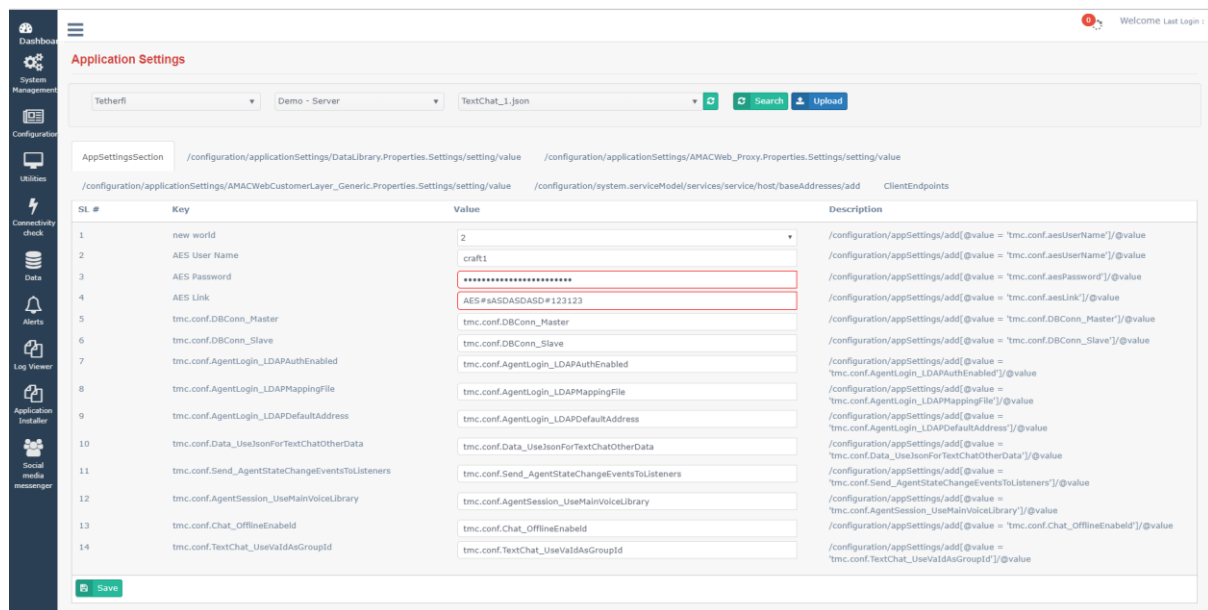
### Product Template files:

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.

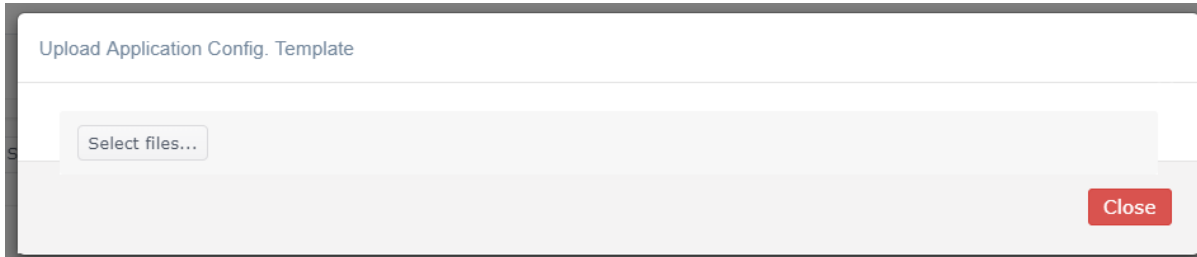
Below screenshot shows all the TMAC settings from TMAC.json template. Based on the .json template configurations categories, a list of tabs will be generated.

The highlighted red textbox indicates fields are 'Password' fields.



Sl. #	Key	Value	Description
1	new world	2	/configuration/appSettings/add[@value = 'tmc.conf.aesUserName']/@value
2	AES User Name	craft1	/configuration/appSettings/add[@value = 'tmc.conf.aesUserName']/@value
3	AES Password	*****	/configuration/appSettings/add[@value = 'tmc.conf.aesPassword']/@value
4	AES Link	AES#ASDASDASD#123123	/configuration/appSettings/add[@value = 'tmc.conf.aesLink']/@value
5	tmc.conf.DBCConn_Master	tmc.conf.DBCConn_Master	/configuration/appSettings/add[@value = 'tmc.conf.DBCConn_Master']/@value
6	tmc.conf.DBCConn_Slave	tmc.conf.DBCConn_Slave	/configuration/appSettings/add[@value = 'tmc.conf.DBCConn_Slave']/@value
7	tmc.conf.AgentLogin_LDAPAuthEnabled	tmc.conf.AgentLogin_LDAPAuthEnabled	/configuration/appSettings/add[@value = 'tmc.conf.AgentLogin_LDAPAuthEnabled']/@value
8	tmc.conf.AgentLogin_LDAPMappingFile	tmc.conf.AgentLogin_LDAPMappingFile	/configuration/appSettings/add[@value = 'tmc.conf.AgentLogin_LDAPMappingFile']/@value
9	tmc.conf.AgentLogin_LDAPDefaultAddress	tmc.conf.AgentLogin_LDAPDefaultAddress	/configuration/appSettings/add[@value = 'tmc.conf.AgentLogin_LDAPDefaultAddress']/@value
10	tmc.conf.Data_UseJsonForTextChatOtherData	tmc.conf.Data_UseJsonForTextChatOtherData	/configuration/appSettings/add[@value = 'tmc.conf.Data_UseJsonForTextChatOtherData']/@value
11	tmc.conf.Send_AgentStateChangeEventsToListeners	tmc.conf.Send_AgentStateChangeEventsToListeners	/configuration/appSettings/add[@value = 'tmc.conf.Send_AgentStateChangeEventsToListeners']/@value
12	tmc.conf.AgentSession_UseMainVoiceLibrary	tmc.conf.AgentSession_UseMainVoiceLibrary	/configuration/appSettings/add[@value = 'tmc.conf.AgentSession_UseMainVoiceLibrary']/@value
13	tmc.conf.Chat_OfflineEnabeld	tmc.conf.Chat_OfflineEnabeld	/configuration/appSettings/add[@value = 'tmc.conf.Chat_OfflineEnabeld']/@value
14	tmc.conf.TextChat_UseValidAsGroupId	tmc.conf.TextChat_UseValidAsGroupId	/configuration/appSettings/add[@value = 'tmc.conf.TextChat_UseValidAsGroupId']/@value

## Upload Product Templates

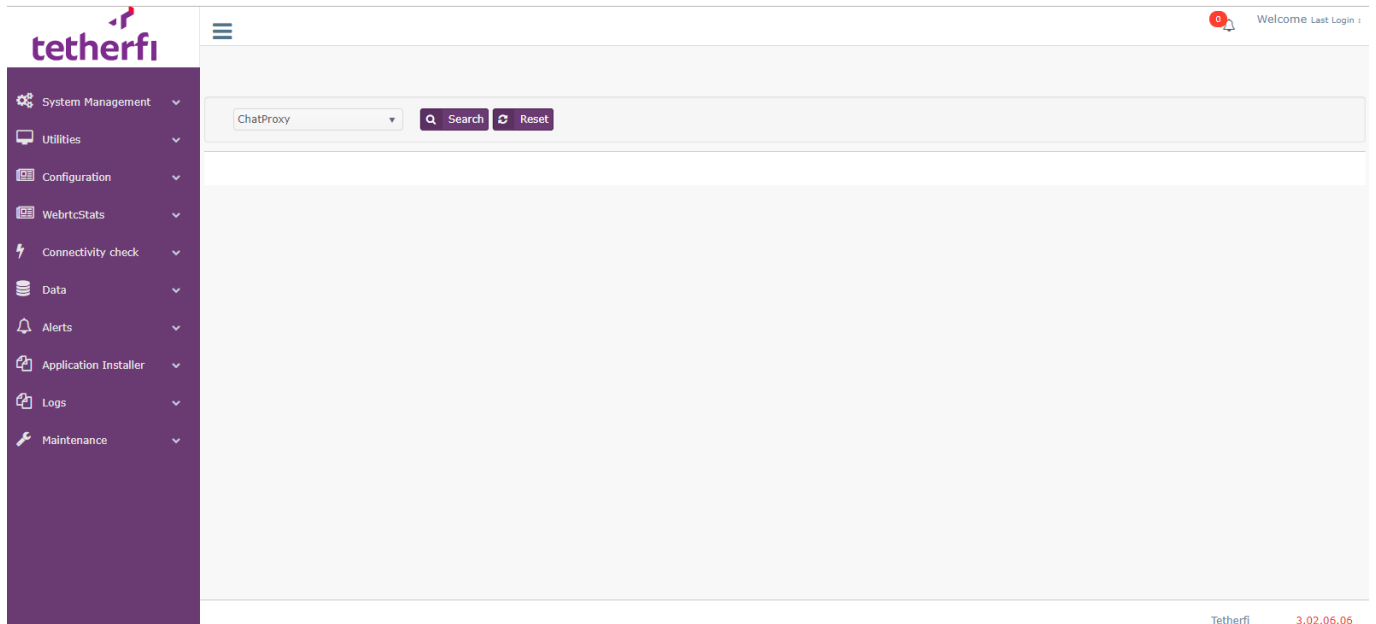


Select Product template and click 'upload'. This will upload the new product .json file to template folder. If the selected filename is already exists, will replace the existing file.

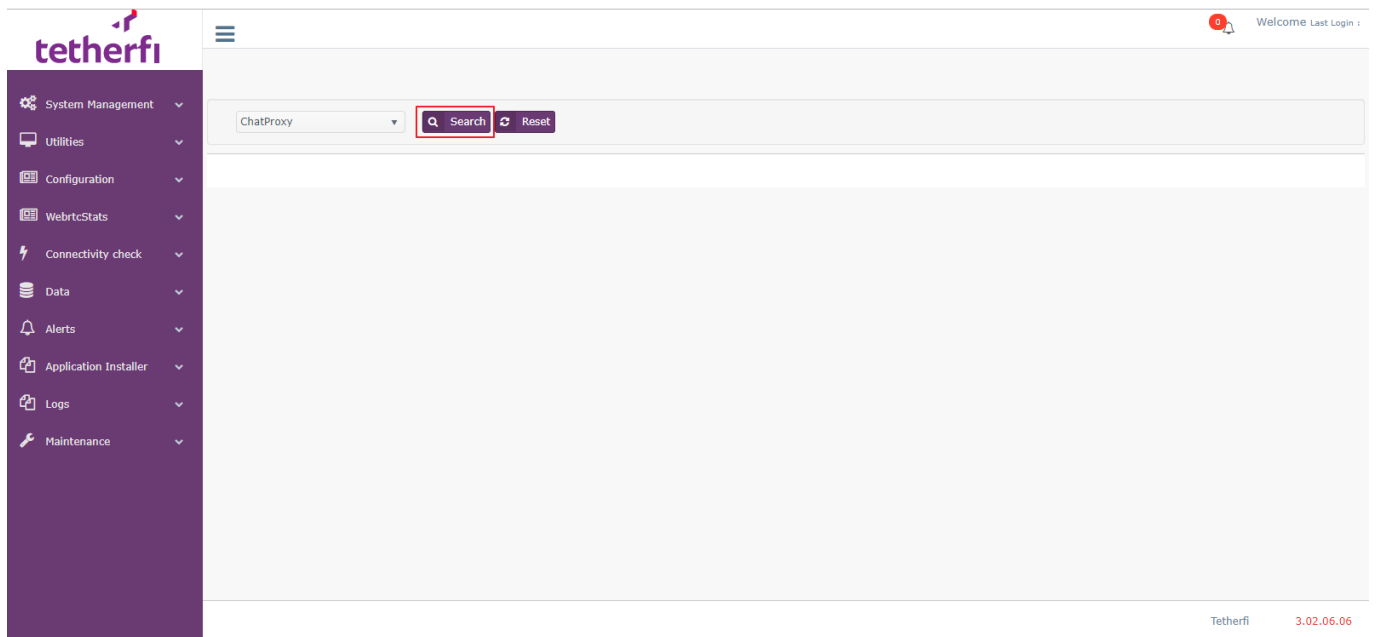
***Note : All the password field the configuration file will be encrypted using the KMS service. Below are the procedure.***

## b. ChatProxy

This module helps in configuring chat server and chat proxy.

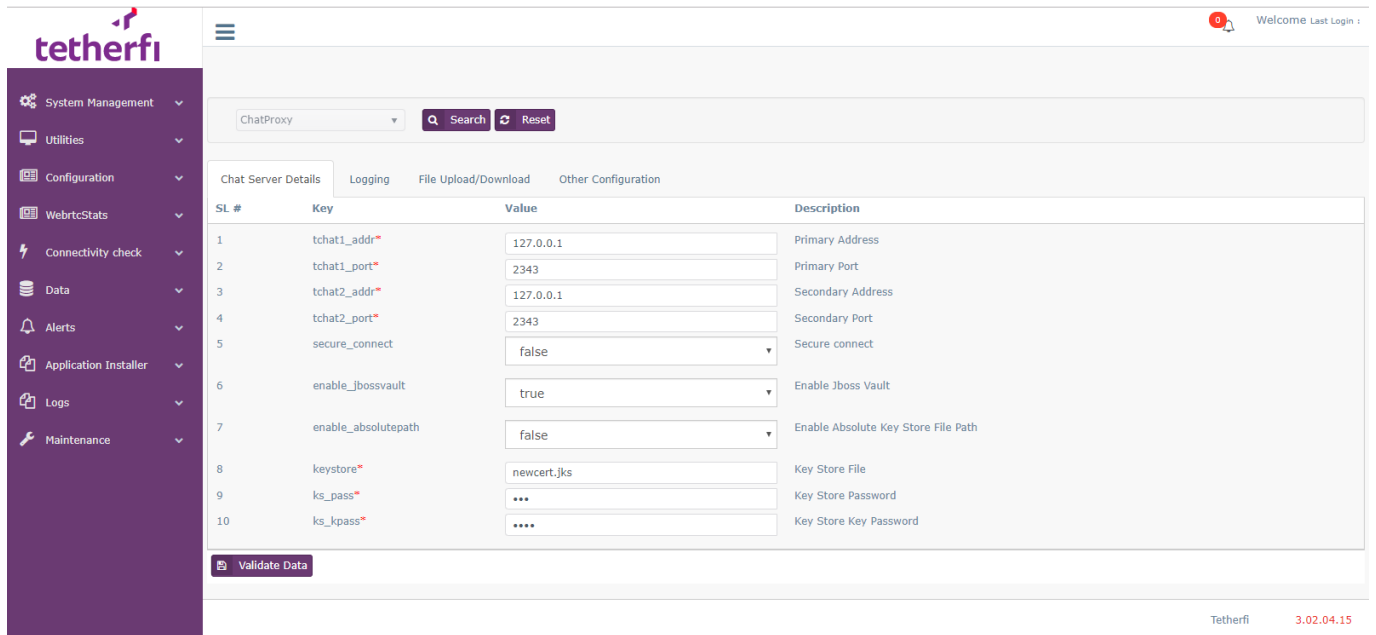


Select the configuration you want to modify and click on search





On clicking Search, The template is loaded



ChatProxy

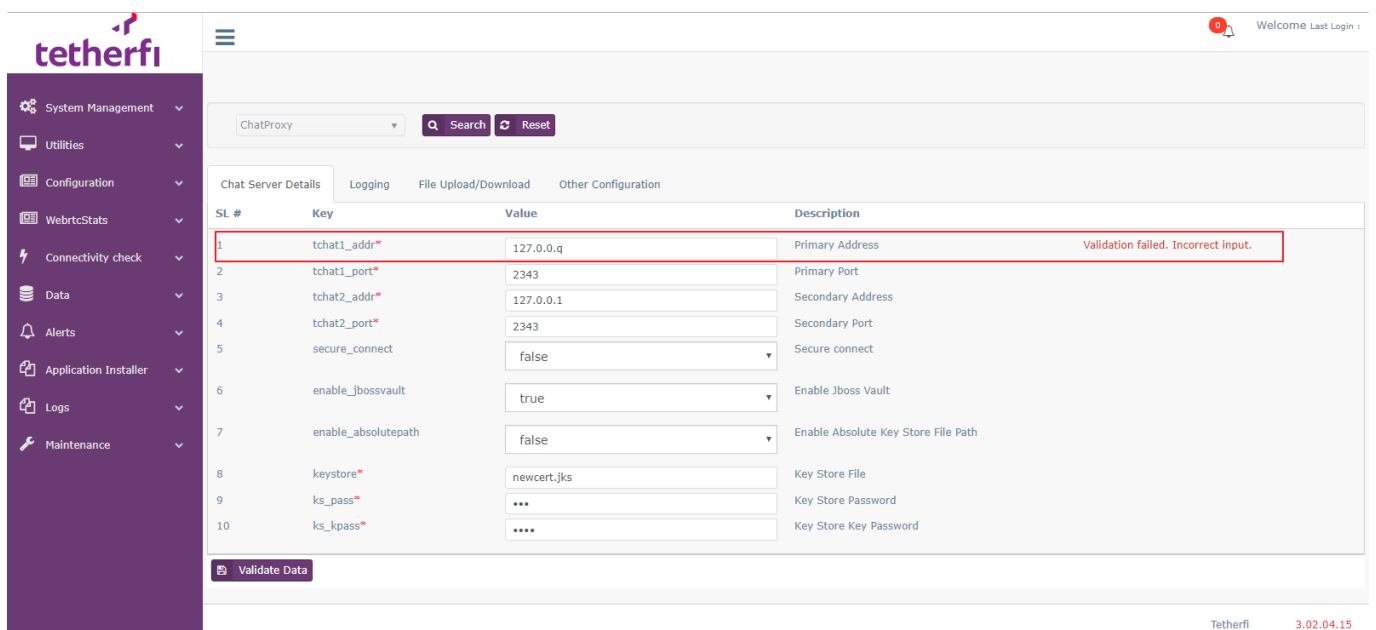
Chat Server Details | Logging | File Upload/Download | Other Configuration

SL #	Key	Value	Description
1	tchat1_addr*	127.0.0.1	Primary Address
2	tchat1_port*	2343	Primary Port
3	tchat2_addr*	127.0.0.1	Secondary Address
4	tchat2_port*	2343	Secondary Port
5	secure_connect	false	Secure connect
6	enable_jbossvault	true	Enable Jboss Vault
7	enable_absolutepath	false	Enable Absolute Key Store File Path
8	keystore*	newcert.jks	Key Store File
9	ks_pass*	...	Key Store Password
10	ks_kpass*	....	Key Store Key Password

Tetherfi 3.02.04.15

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



ChatProxy

Chat Server Details | Logging | File Upload/Download | Other Configuration

SL #	Key	Value	Description
1	tchat1_addr*	127.0.0.q	Primary Address
2	tchat1_port*	2343	Primary Port
3	tchat2_addr*	127.0.0.1	Secondary Address
4	tchat2_port*	2343	Secondary Port
5	secure_connect	false	Secure connect
6	enable_jbossvault	true	Enable Jboss Vault
7	enable_absolutepath	false	Enable Absolute Key Store File Path
8	keystore*	newcert.jks	Key Store File
9	ks_pass*	...	Key Store Password
10	ks_kpass*	....	Key Store Key Password

Tetherfi 3.02.04.15

ChatProxy

Search Reset

Chat Server Details Logging File Upload/Download Other Configuration

SL #	Key	Value	Description
1	tchat1_addr*	127.0.0.2	Primary Address
2	tchat1_port*	2343	Primary Port
3	tchat2_addr*	127.0.0.1	Secondary Address
4	tchat2_port*	2343	Secondary Port
5	secure_connect	false	Secure connect
6	enable_jbossvault	true	Enable Jboss Vault
7	enable_absolutepath	false	Enable Absolute Key Store File Path
8	keystore*	newcert.jks	Key Store File
9	ks_pass*	***	Key Store Password
10	ks_kpass*	****	Key Store Key Password

Validate Data

Tetherfi 3.02.04.15

On successful save

Update Successfully

OK

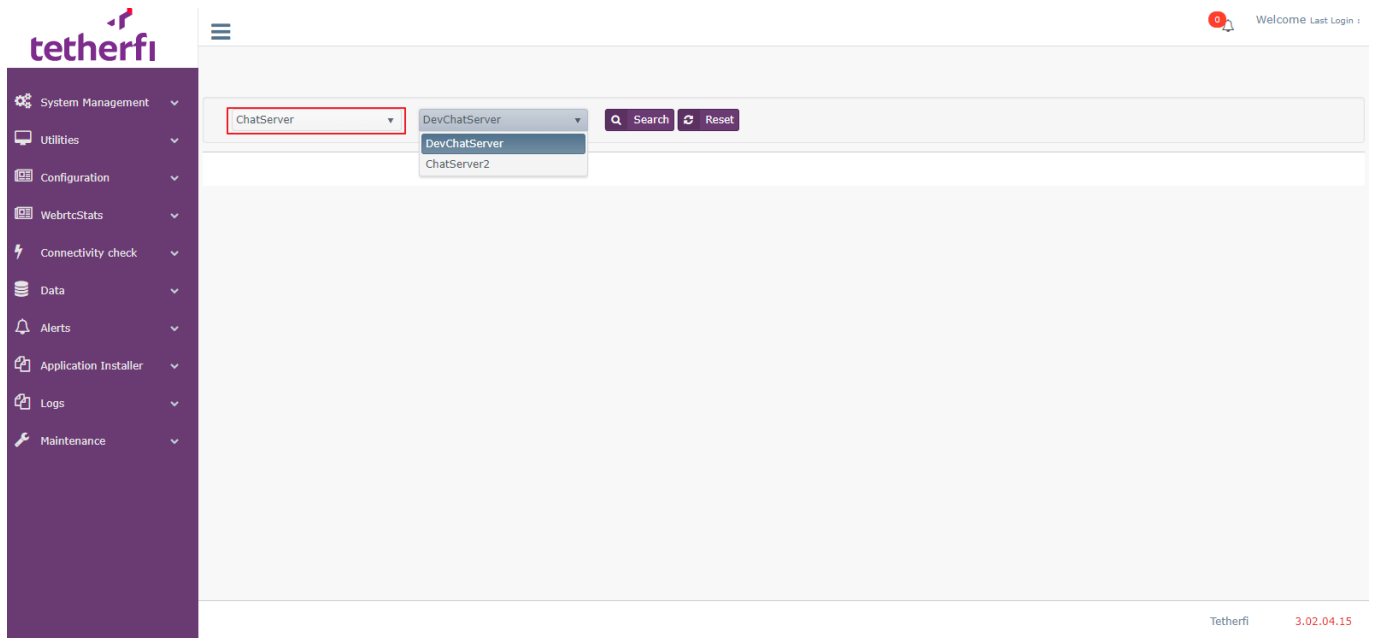
SL #	Key	Value	Description
1	tchat1_addr*	127.0.0.2	Primary Address
2	tchat1_port*	2343	Primary Port
3	tchat2_addr*	127.0.0.1	Secondary Address
4	tchat2_port*	2343	Secondary Port
5	secure_connect	false	Secure connect
6	enable_jbossvault	true	Enable Jboss Vault
7	enable_absolutepath	false	Enable Absolute Key Store File Path
8	keystore*	newcert.jks	Key Store File
9	ks_pass*	***	Key Store Password
10	ks_kpass*	****	Key Store Key Password

Validate Data

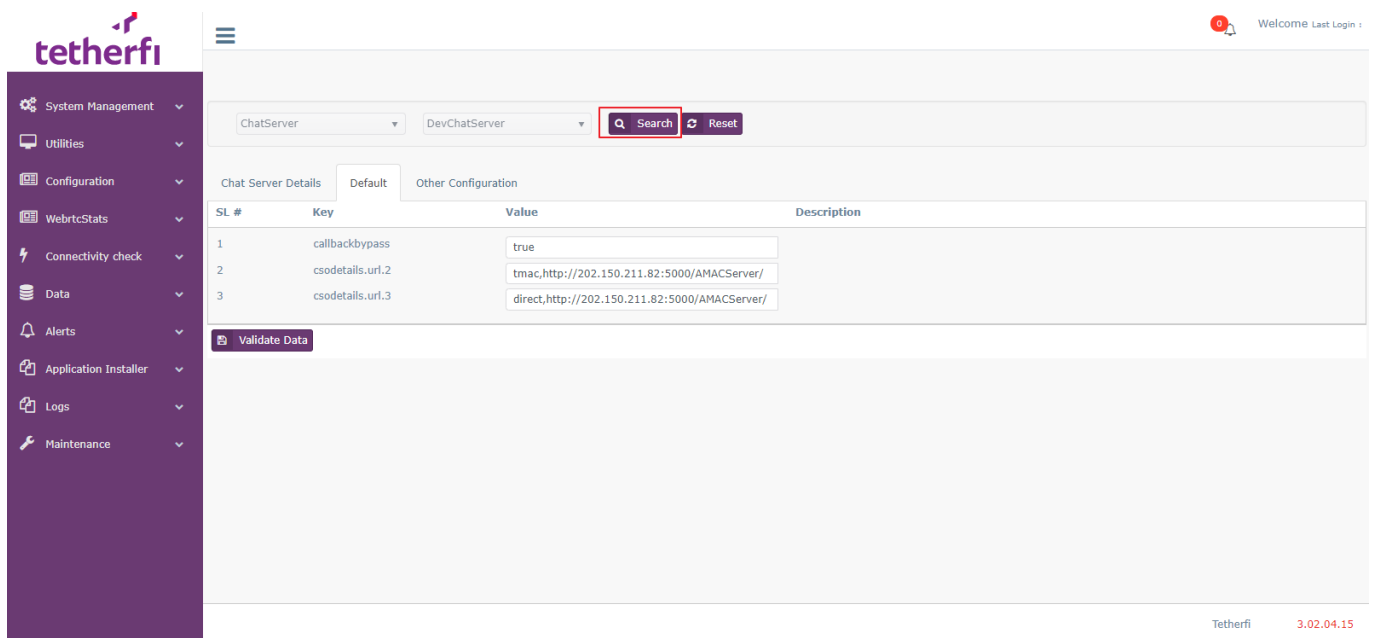
Tetherfi 3.02.04.15

### 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

The screenshot shows the Tetherfi configuration page for 'ChatServer'. The 'agent.timeout' field is highlighted with a red box and contains the value 'aaaa'. A red error message states: 'Validation failed. Incorrect input.' The table below shows the configuration details for various keys.

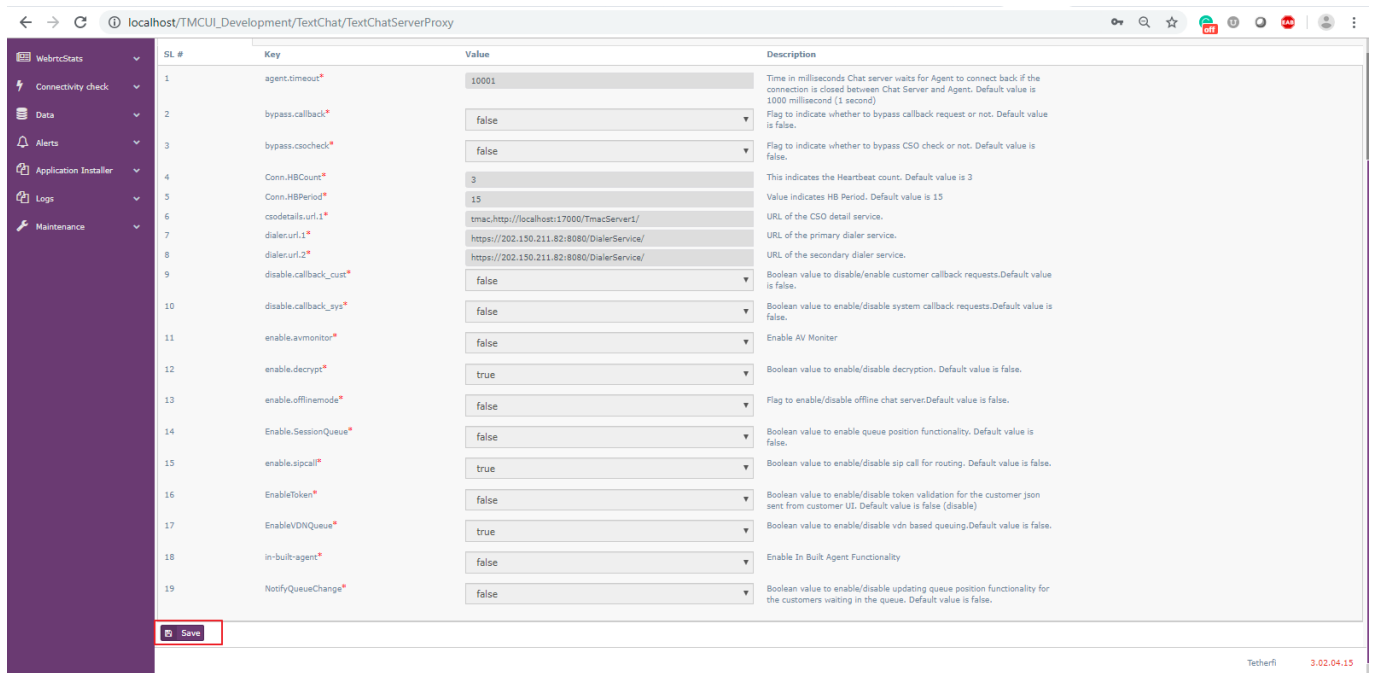
SL #	Key	Value	Description
1	agent.timeout*	aaaa	Time in milliseconds Chat server waits for Agent to connect back if the connection is closed between Chat Server and Agent. Default value is 1000 millisecond (1 second). <b>Validation failed. Incorrect input.</b>
2	bypass.callback*	false	Flag to indicate whether to bypass callback request or not. Default value is false.
3	bypass.csocheck*	false	Flag to indicate whether to bypass CSO check or not. Default value is false.
4	Conn.HBCount*	3	This indicates the Heartbeat count. Default value is 3
5	Conn.HBPeriod*	15	Value indicates HB Period. Default value is 15
6	csodetails.url.1*	tmac.http://localhost:17000/TmacServer1/	URL of the CSO detail service.
7	dialer.url.1*	https://202.150.211.82:8080/DialerService/	URL of the primary dialer service.
8	dialer.url.2*	https://202.150.211.82:8080/DialerService/	URL of the secondary dialer service.
9	disable.callback_cust*	false	Boolean value to disable/enable customer callback requests.Default value is false.
10	disable.callback_sys*	false	Boolean value to enable/disable system callback requests.Default value is false.
11	enable.avmonitor*	false	Enable AV Monitor

>If data is valid save button will be displayed

The screenshot shows the Tetherfi configuration page with the 'agent.timeout' field now containing the valid value '1000'. A red box highlights the input field. At the bottom of the configuration table, a 'Validate Data' button is visible, indicating that the data is now valid.

SL #	Key	Value	Description
1	agent.timeout*	1000	Time in milliseconds Chat server waits for Agent to connect back if the connection is closed between Chat Server and Agent. Default value is 1000 millisecond (1 second)
2	bypass.callback*	false	Flag to indicate whether to bypass callback request or not. Default value is false.
3	bypass.csocheck*	false	Flag to indicate whether to bypass CSO check or not. Default value is false.
4	Conn.HBCount*	3	This indicates the Heartbeat count. Default value is 3
5	Conn.HBPeriod*	15	Value indicates HB Period. Default value is 15
6	csodetails.url.1*	tmac.http://localhost:17000/TmacServer1/	URL of the CSO detail service.
7	dialer.url.1*	https://202.150.211.82:8080/DialerService/	URL of the primary dialer service.
8	dialer.url.2*	https://202.150.211.82:8080/DialerService/	URL of the secondary dialer service.
9	disable.callback_cust*	false	Boolean value to disable/enable customer callback requests.Default value is false.
10	disable.callback_sys*	false	Boolean value to enable/disable system callback requests.Default value is false.
11	enable.avmonitor*	false	Enable AV Monitor
12	enable.decrypt*	true	Boolean value to enable/disable decryption. Default value is false.
13	enable.offlinemode*	false	Flag to enable/disable offline chat server.Default value is false.
14	Enable.SessionQueue*	false	Boolean value to enable queue position functionality. Default value is false.
15	enable.sipcall*	true	Boolean value to enable/disable sip call for routing. Default value is false.
16	EnableToken*	false	Boolean value to enable/disable token validation for the customer json sent from customer UI. Default value is false (disable)
17	EnableVDNQueue*	true	Boolean value to enable/disable vdn based queuing.Default value is false.
18	in-built-agent*	false	Enable In Built Agent Functionality
19	NotifyQueueChange*	false	Boolean value to enable/disable updating queue position functionality for the customers waiting in the queue. Default value is false.

Validate Data



## 5. Connectivity Check

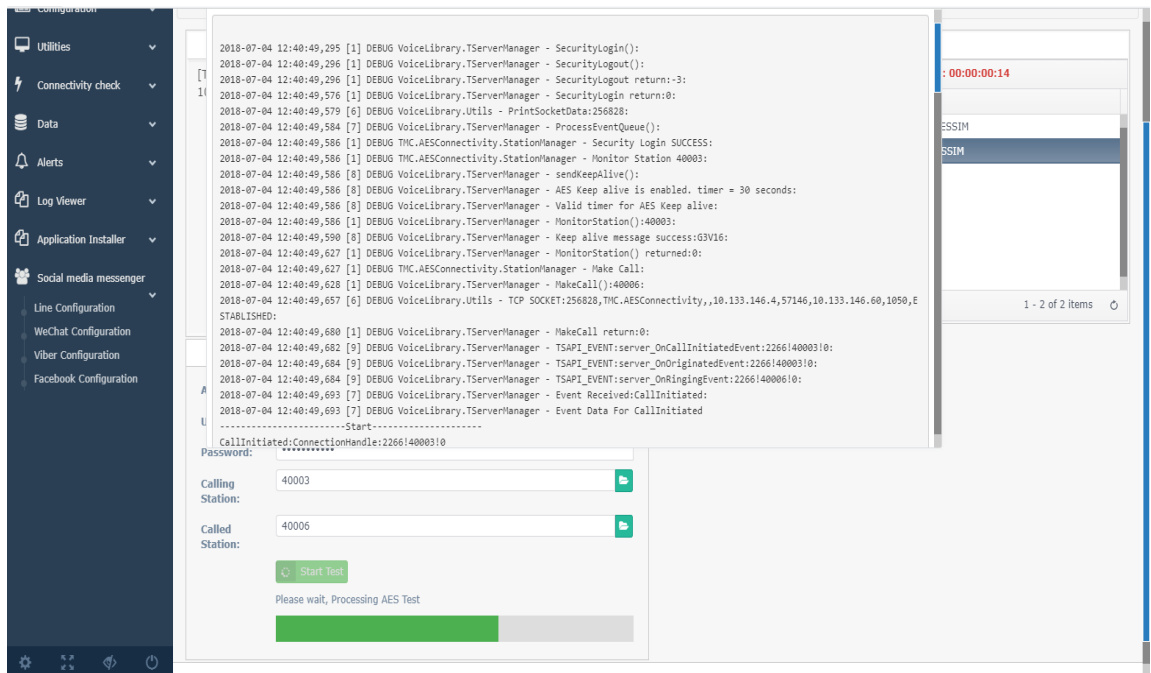
**Purpose:** This module help to do connectivity test with database, AES server and telnet with other connected server (HOST, SOI server).

### a. AES Connectivity Check

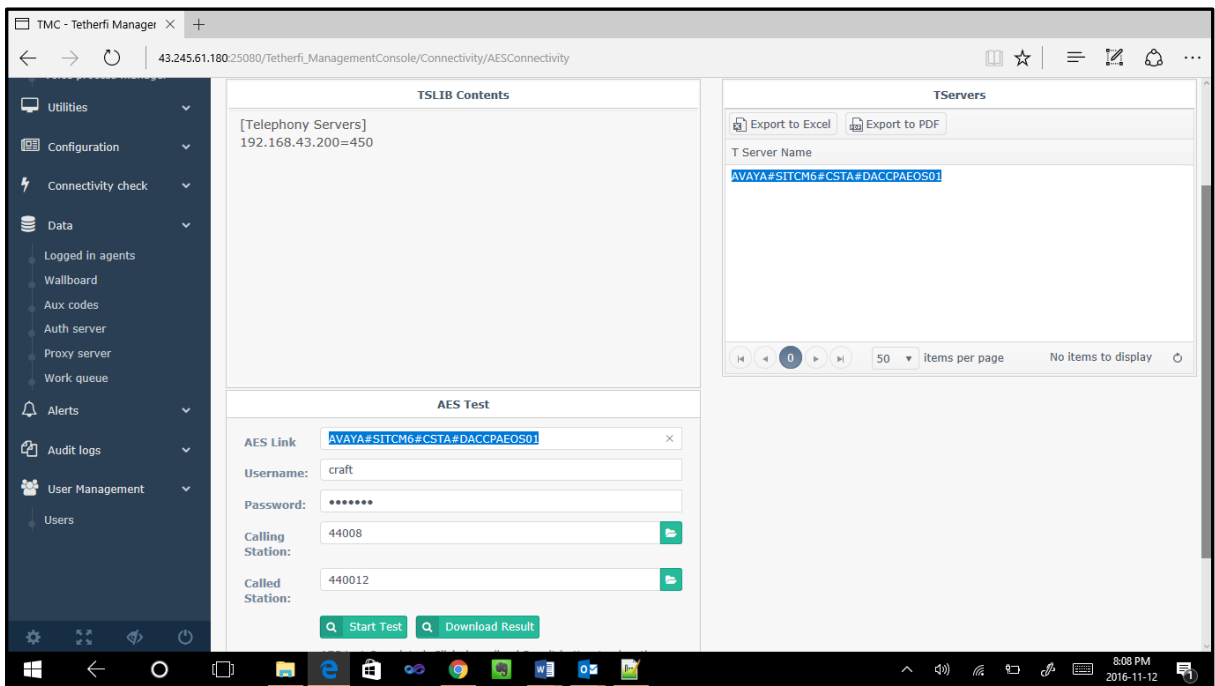
**Purpose:** This module will display all configured AES inside TSLIB.ini file and help to perform AES connectivity test.

#### 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.

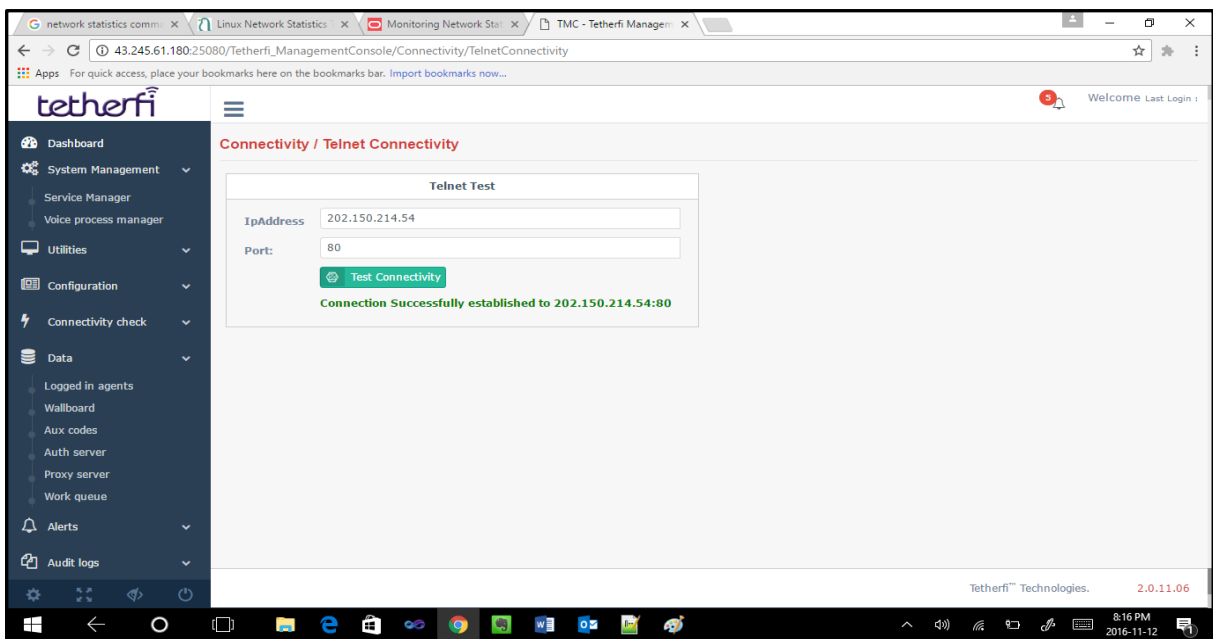


## b. Telnet

**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.



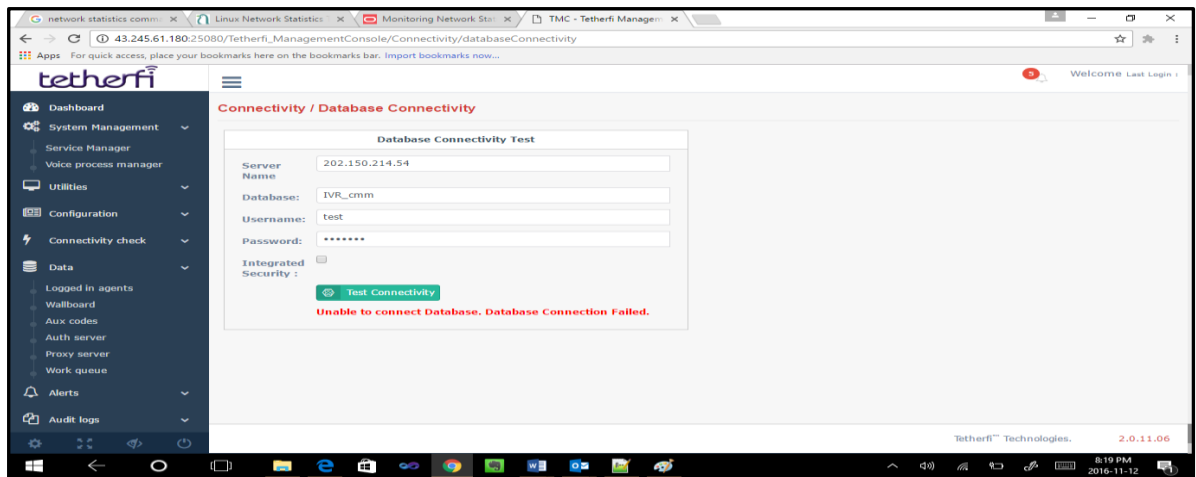
## c. Database Connectivity Test:

**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

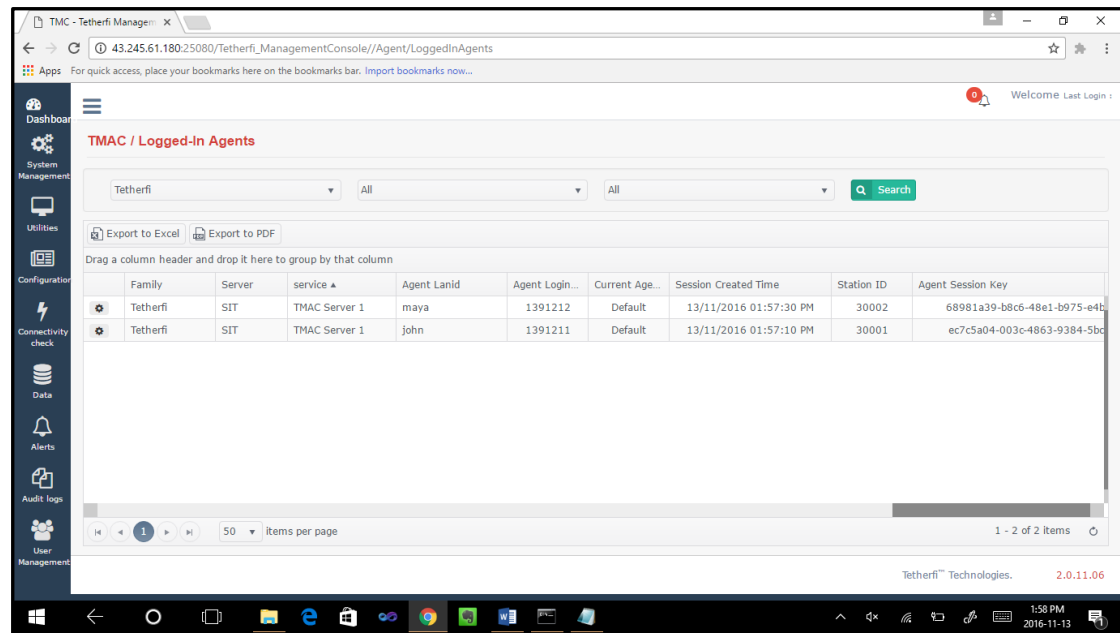
### Allow functions:

- 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



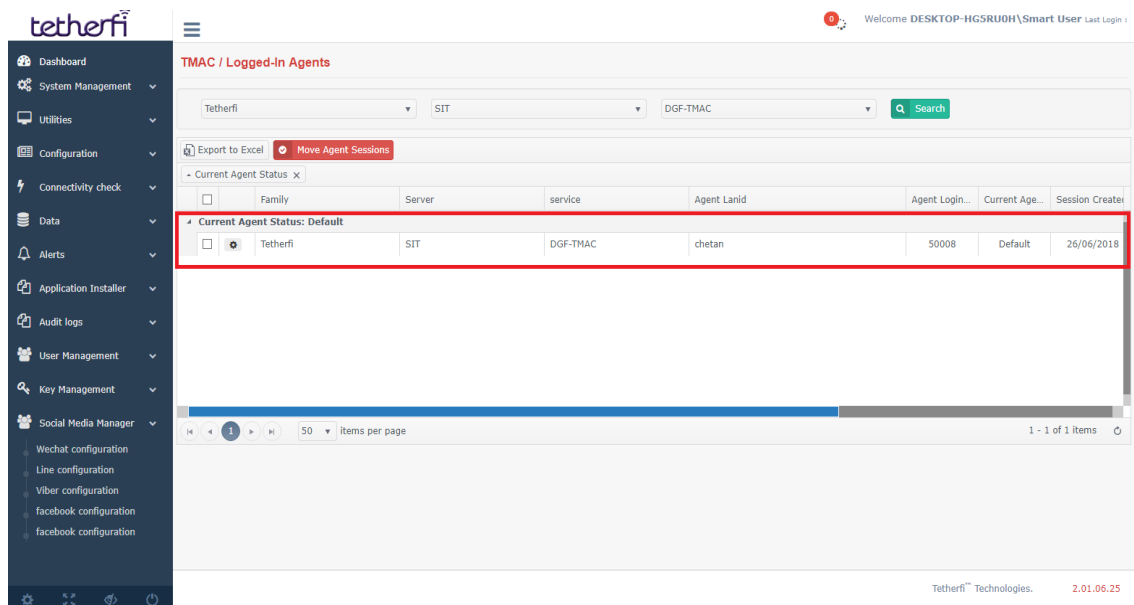


## Moving session between TMAC Servers

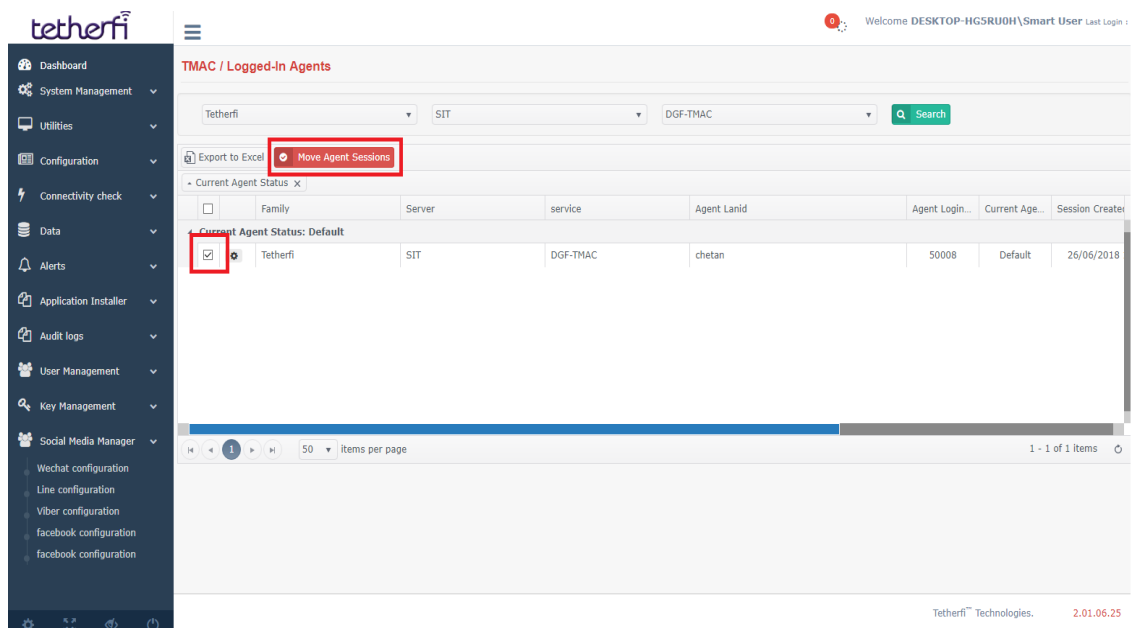
**Purpose:** This module will help the users to move logged-in agent sessions between TMAC Servers. For example, especially during activity/maintenance time, TMC user can move selected logged-in agents from primary server to secondary server without re-login to secondary server

### Steps to follow

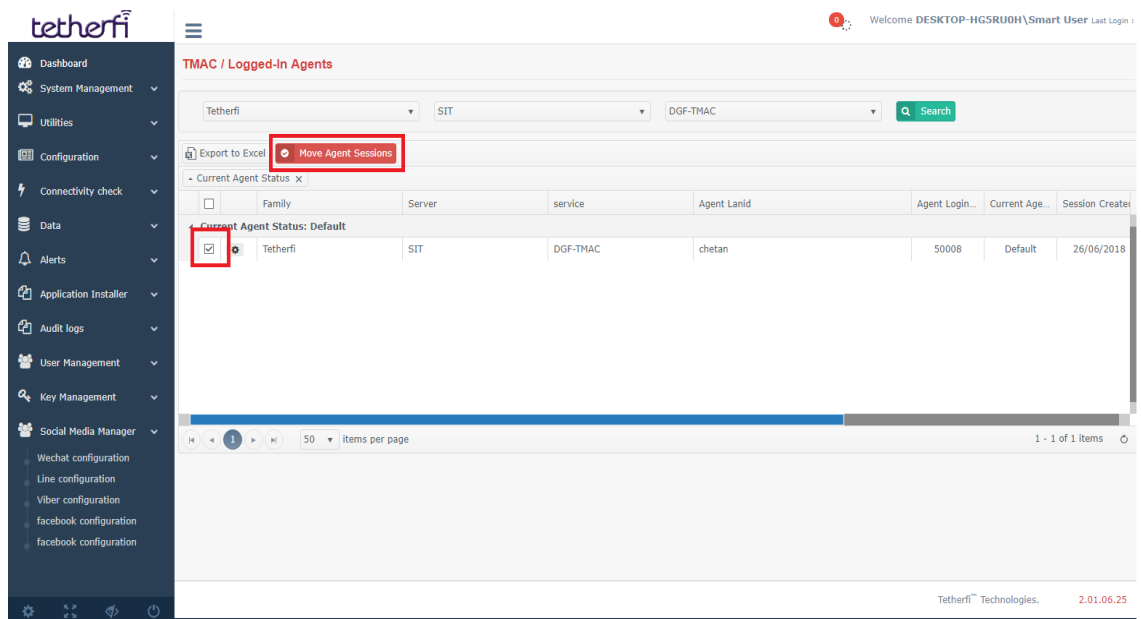
- Login to TMC , click on 'Data' in the left menu pane. Then click on 'Logged in agents' you will be presented with the interface for monitoring Agents.
- Select Server Family, environment and the instance of the TMAC from the drop down control on top of the page and click on the search button.
- The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



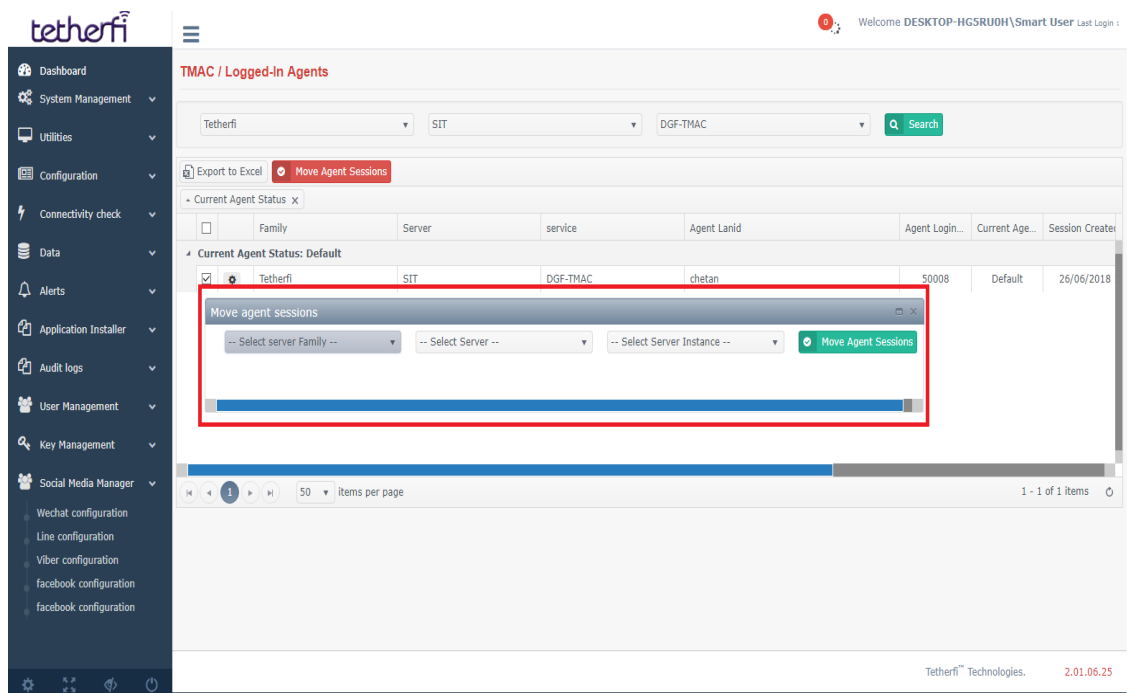
- To move an agent session check the box at the beginning of the row and click on "Move Agent Session" button.



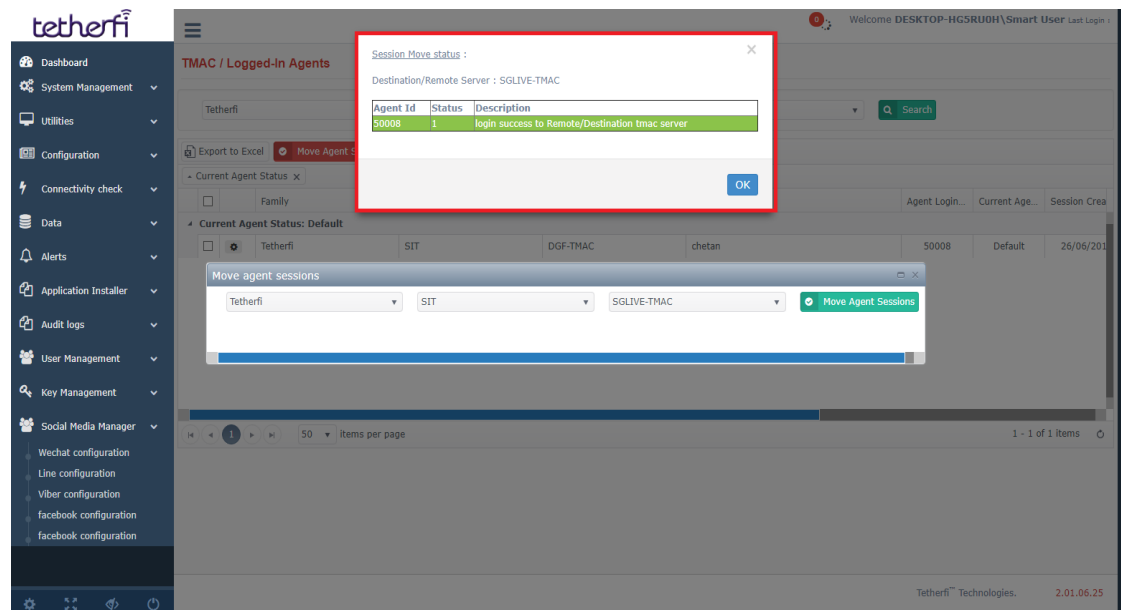
- You will be prompted to move select the destination server to move the Agent session.



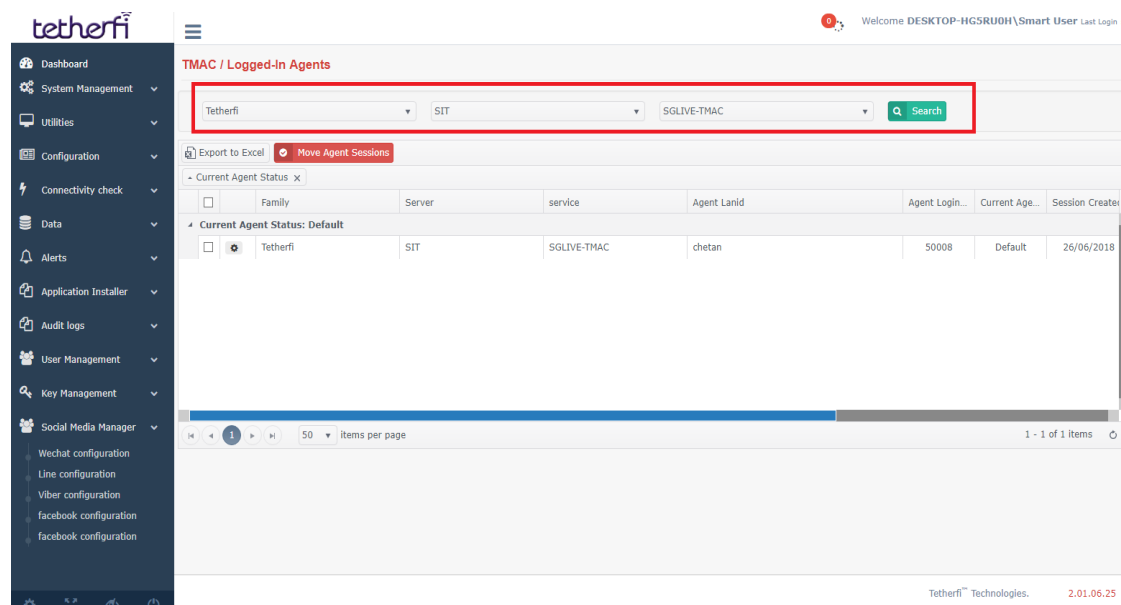
- Select the server family, server and the instance from the popup and click on the 'Move Agent Session' button inside the popup.



- 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.

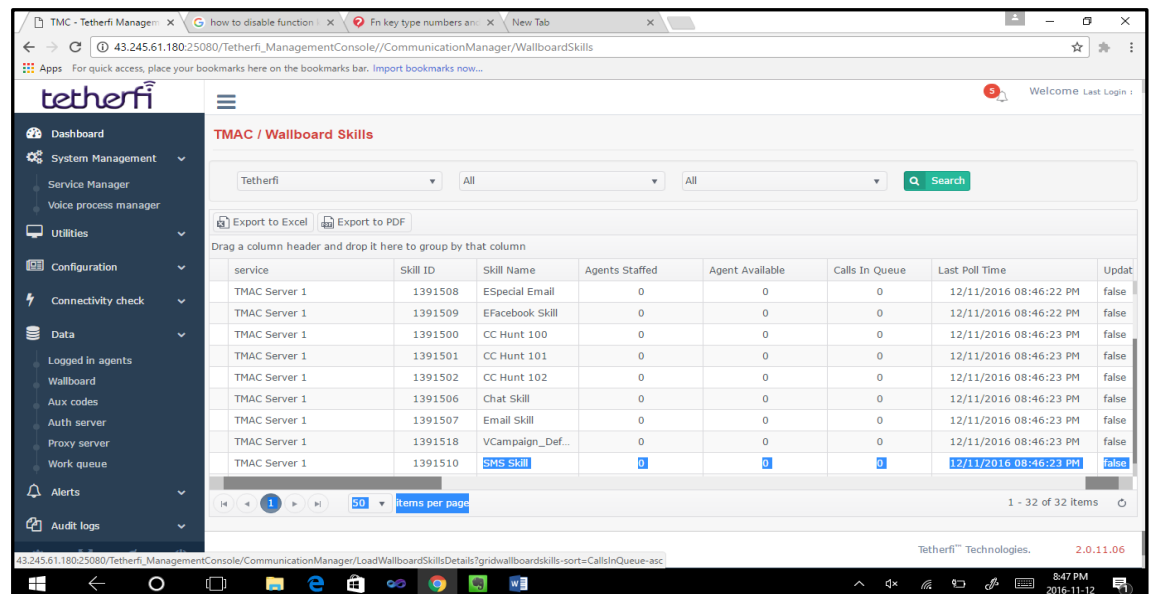
Column Name	Description
Service Name	TMAC service name
Skill ID	PBX skill ID
Skill name	Name of skill
Agent staffed	Agent staffed list for specific skill
CIQ	Call in queue for specific skill
Last poll Time	Date and time of last poll

**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.

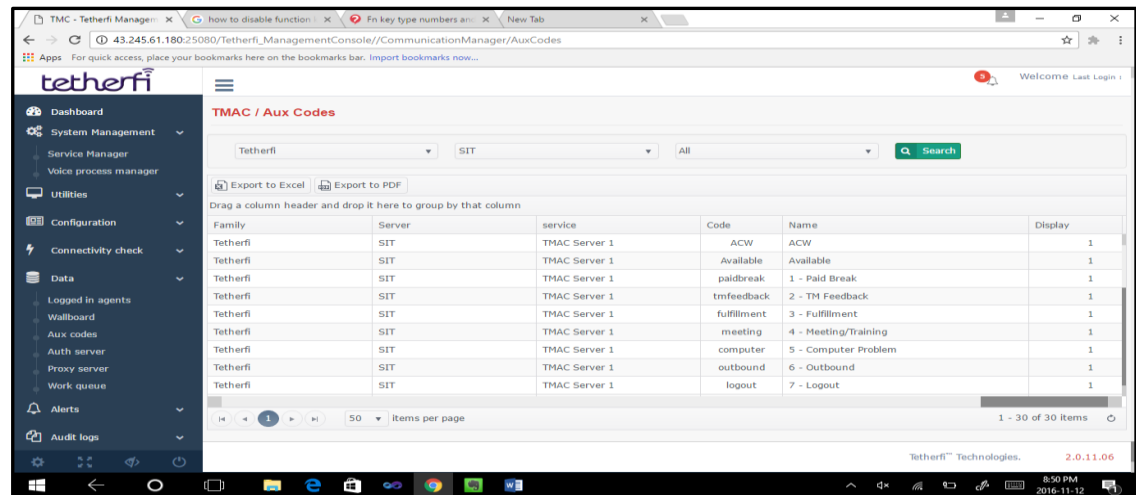
Column Name	Description
Service Name	TMAC service name
Aux Reason code	Aux reason code
Name	Name display on TMAC

**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:**

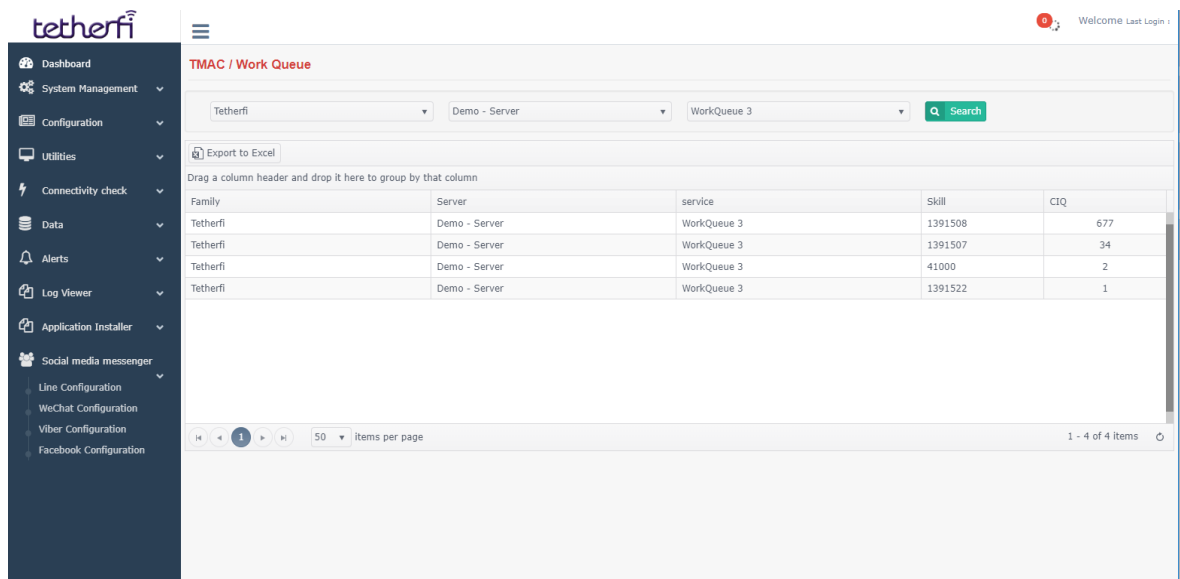
- Export Excel/PDF – export display grid in excel/PDF

**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



The screenshot shows the Tetherfi TMAC / Work Queue interface. The left sidebar contains navigation options: Dashboard, System Management, Configuration, Utilities, Connectivity check, Data, Alerts, Log Viewer, Application Installer, and Social media messenger. The main content area displays a table with the following data:

Family	Server	service	Skill	CIQ
Tetherfi	Demo - Server	WorkQueue 3	1391508	677
Tetherfi	Demo - Server	WorkQueue 3	1391507	34
Tetherfi	Demo - Server	WorkQueue 3	41000	2
Tetherfi	Demo - Server	WorkQueue 3	1391522	1

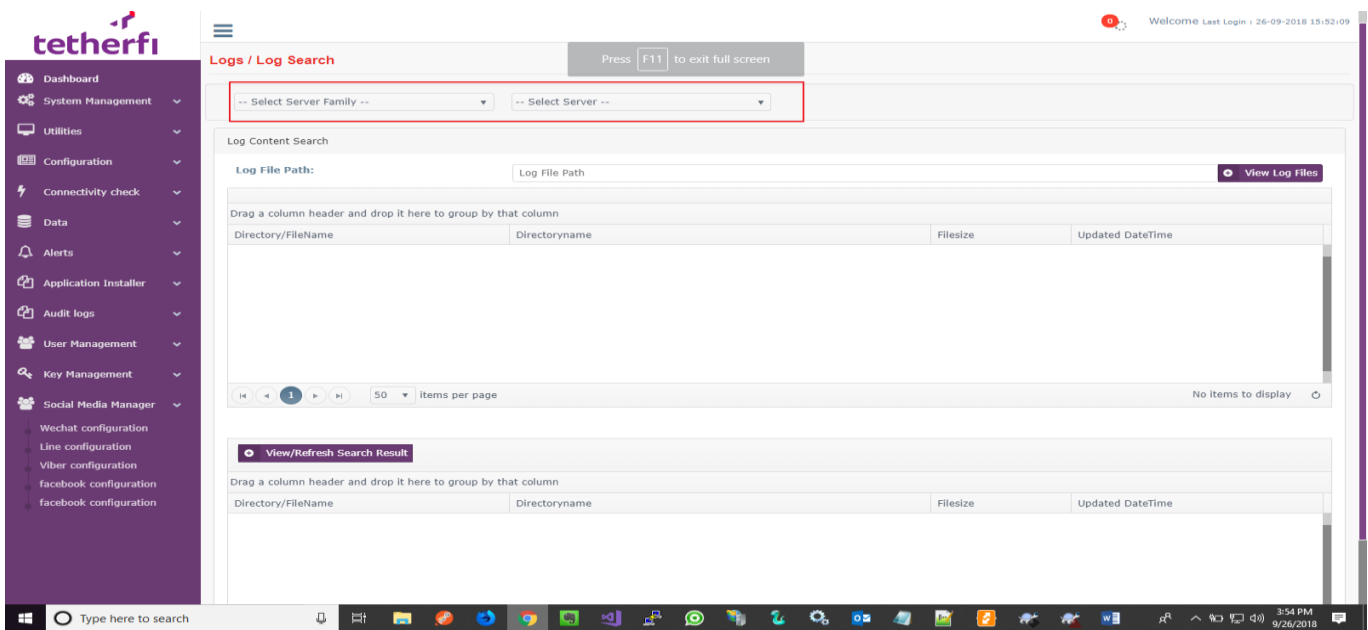
At the bottom of the table, there is a pagination control showing '50 items per page' and '1 - 4 of 4 items'.



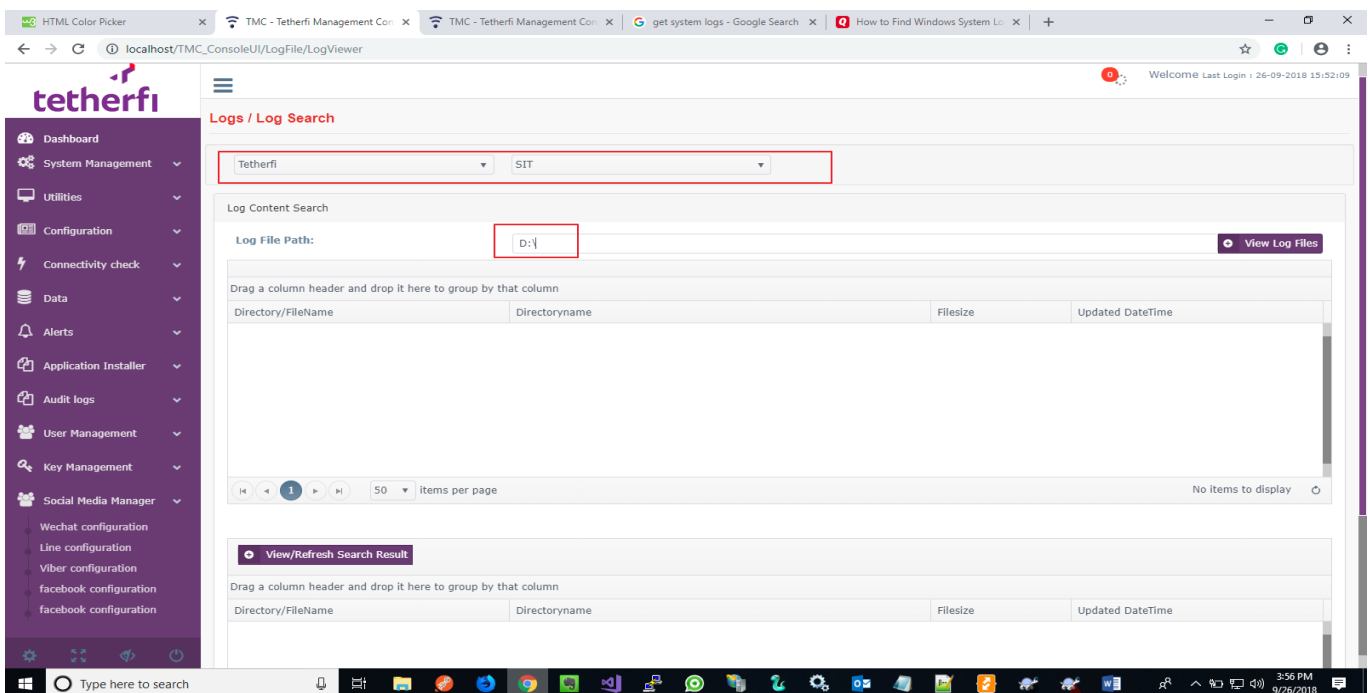
## 7. Audit Logs

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.

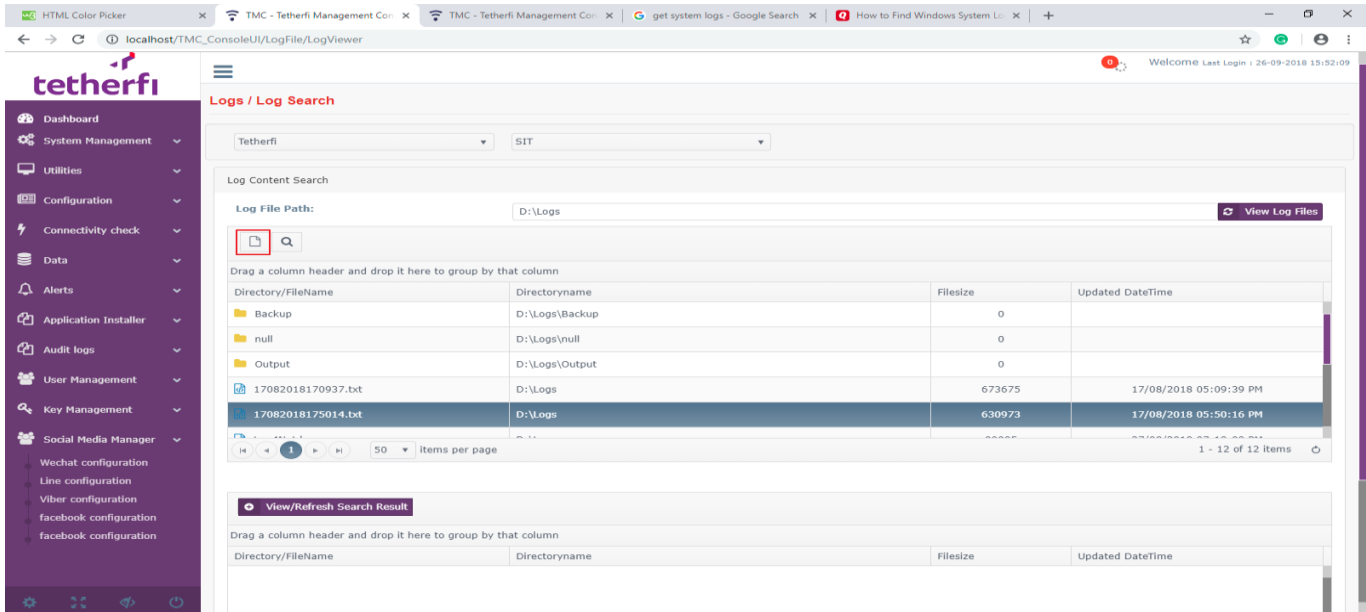


When the user selects on the specific record. The buttons for functionality will be enabled.

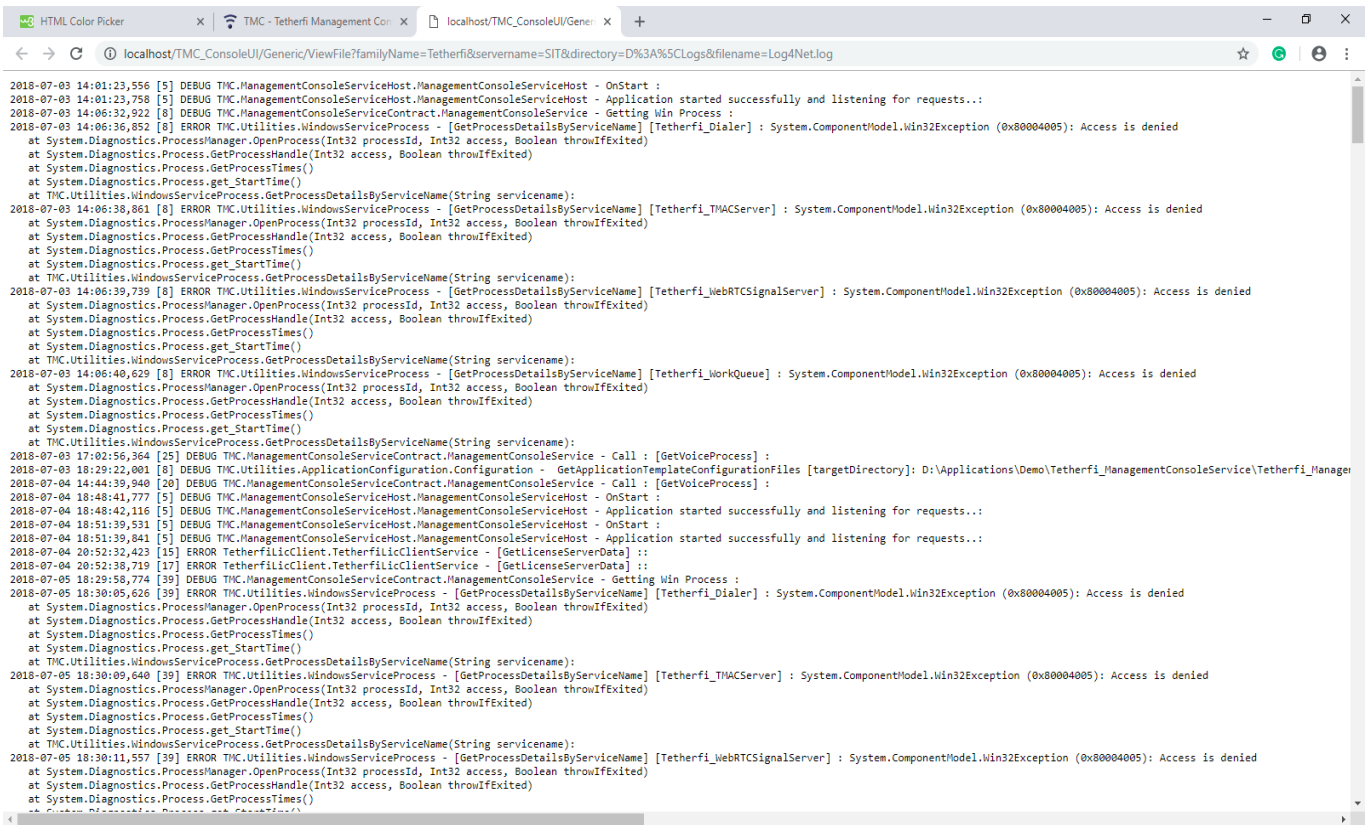
-Search logs

-View/Download (Based on settings in web.config)

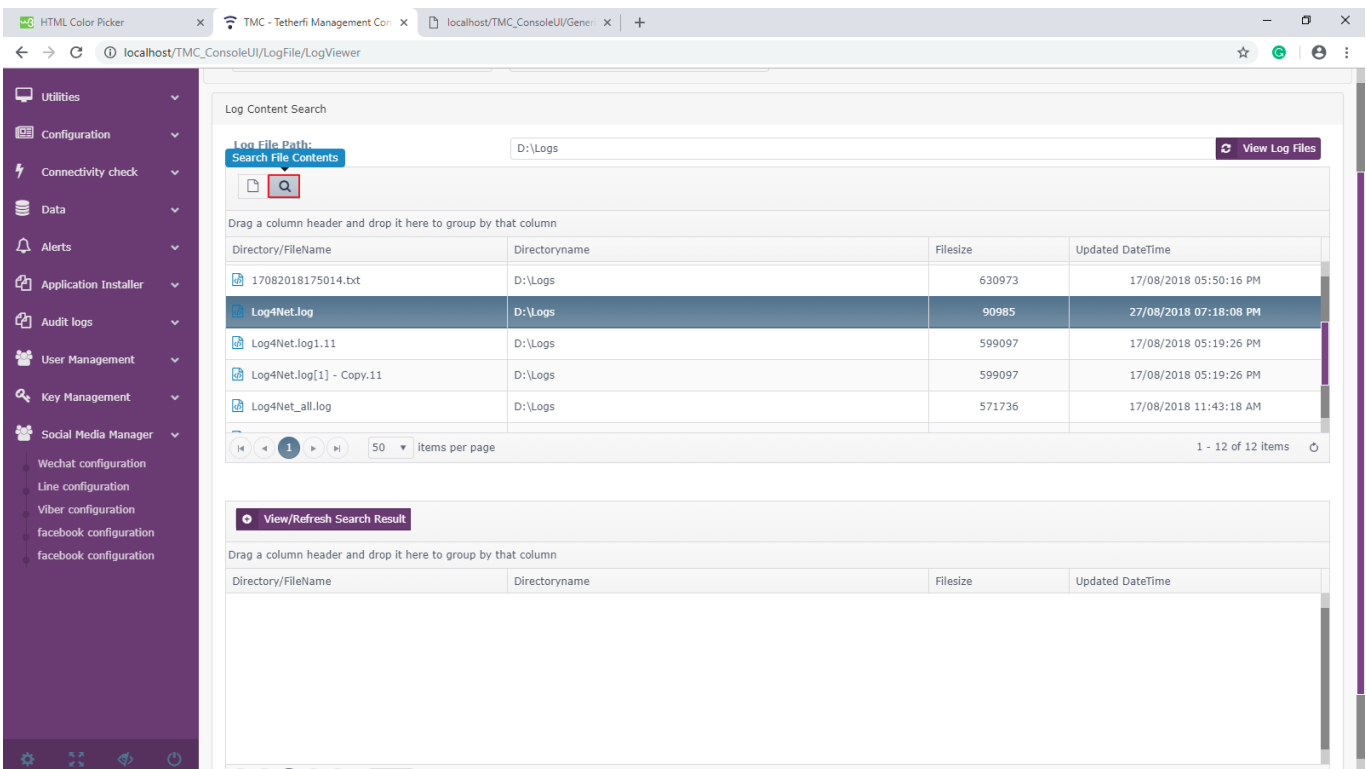
Below highlighted is the view log button

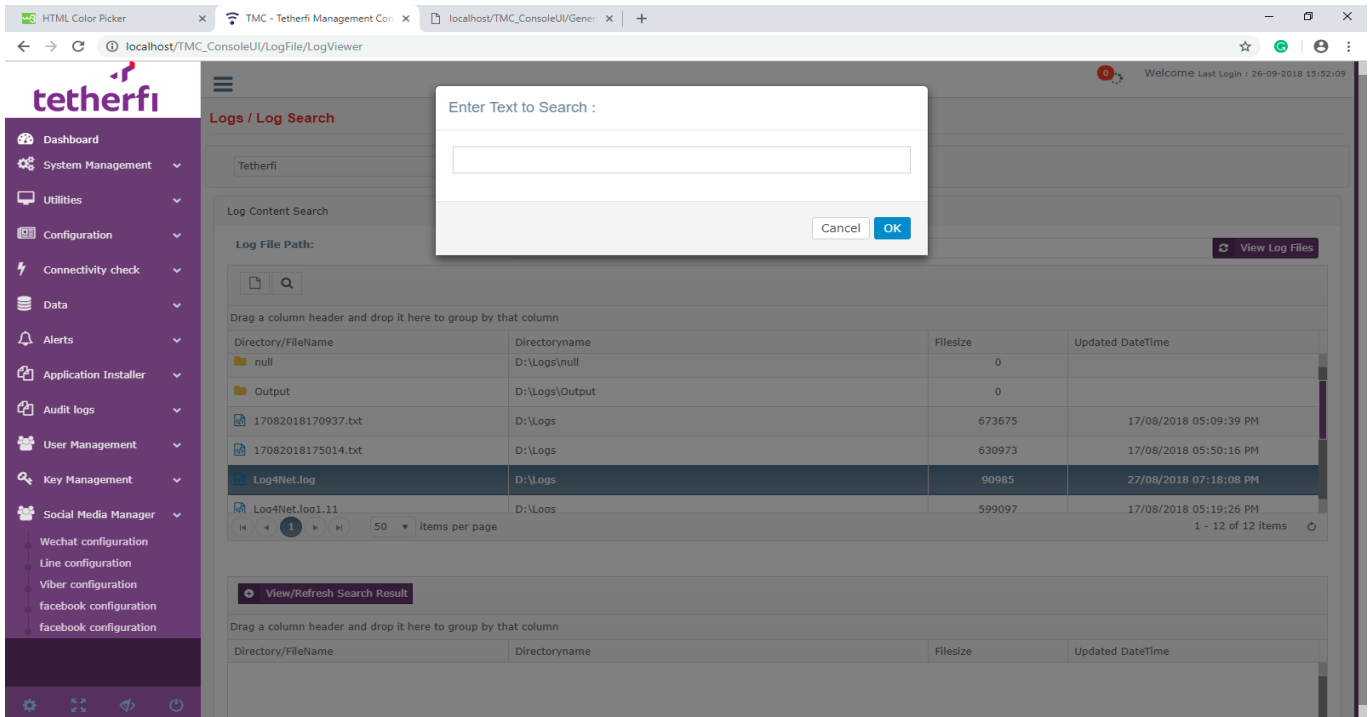


On clicking the 'viewlog' button the log file will be displayed in a new tab .

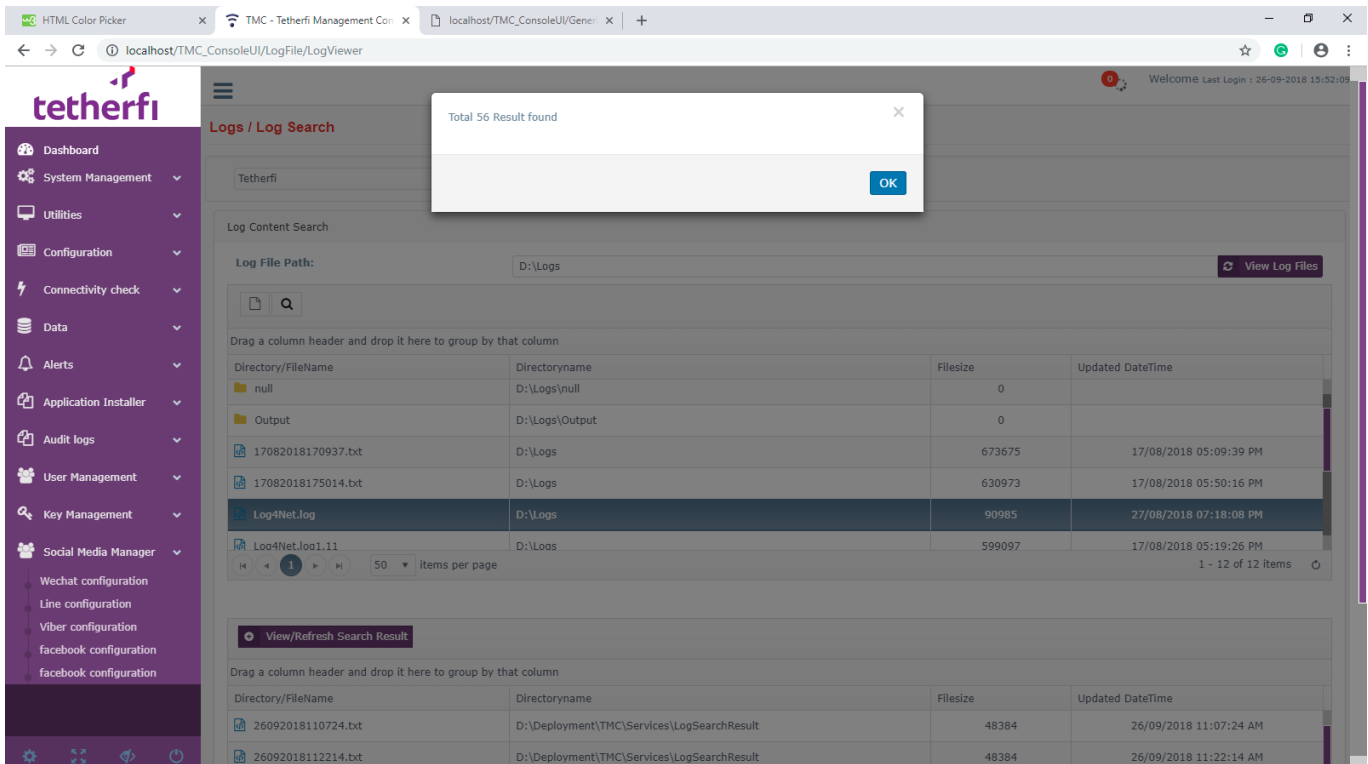


On clicking the Search File Contents a pop up will be displayed to search for a word.

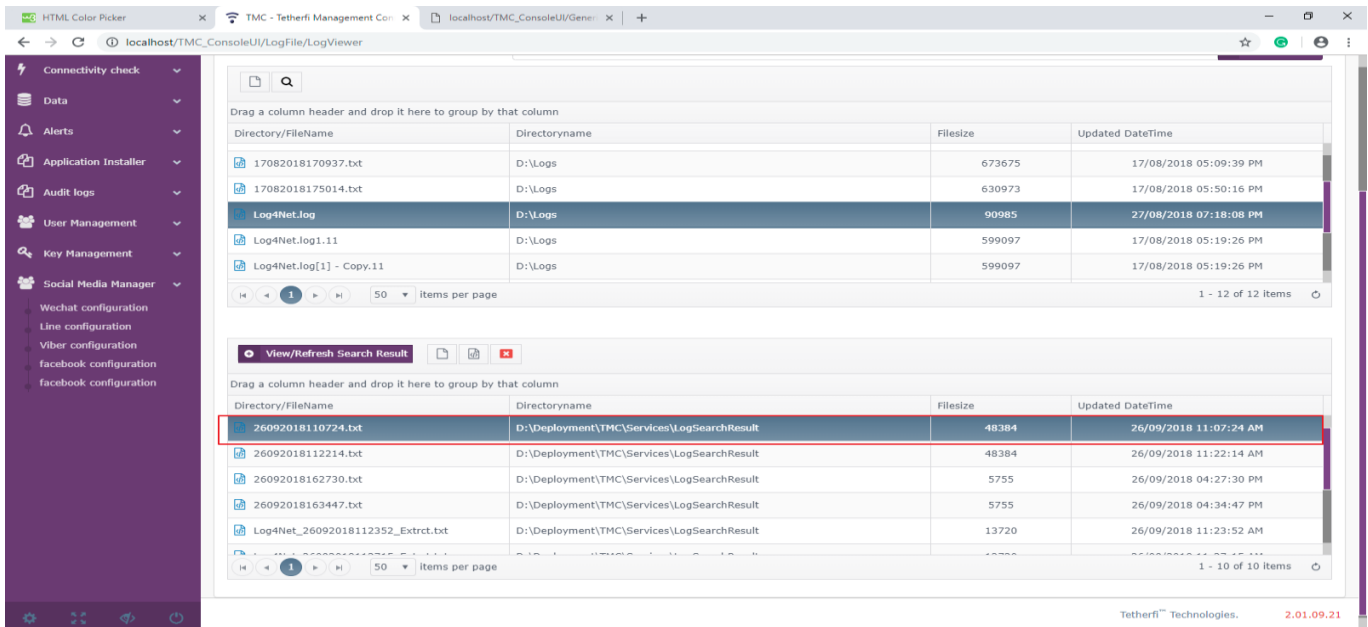




On entering the search term and pressing on 'Ok'. The system will extract the error details for that word in a different file, a popup will be displayed to show the number of instance and the results will be displayed in the second grid.

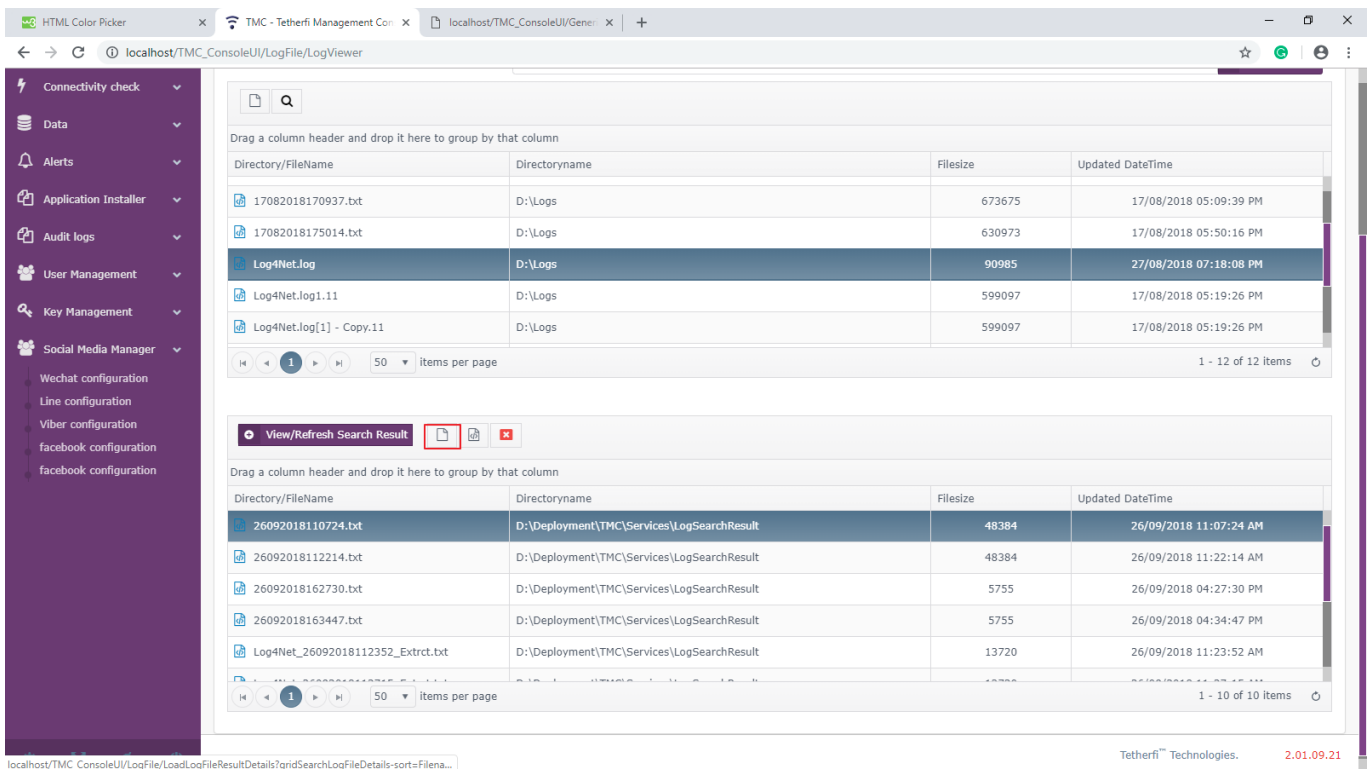


Below is the result of the extraction

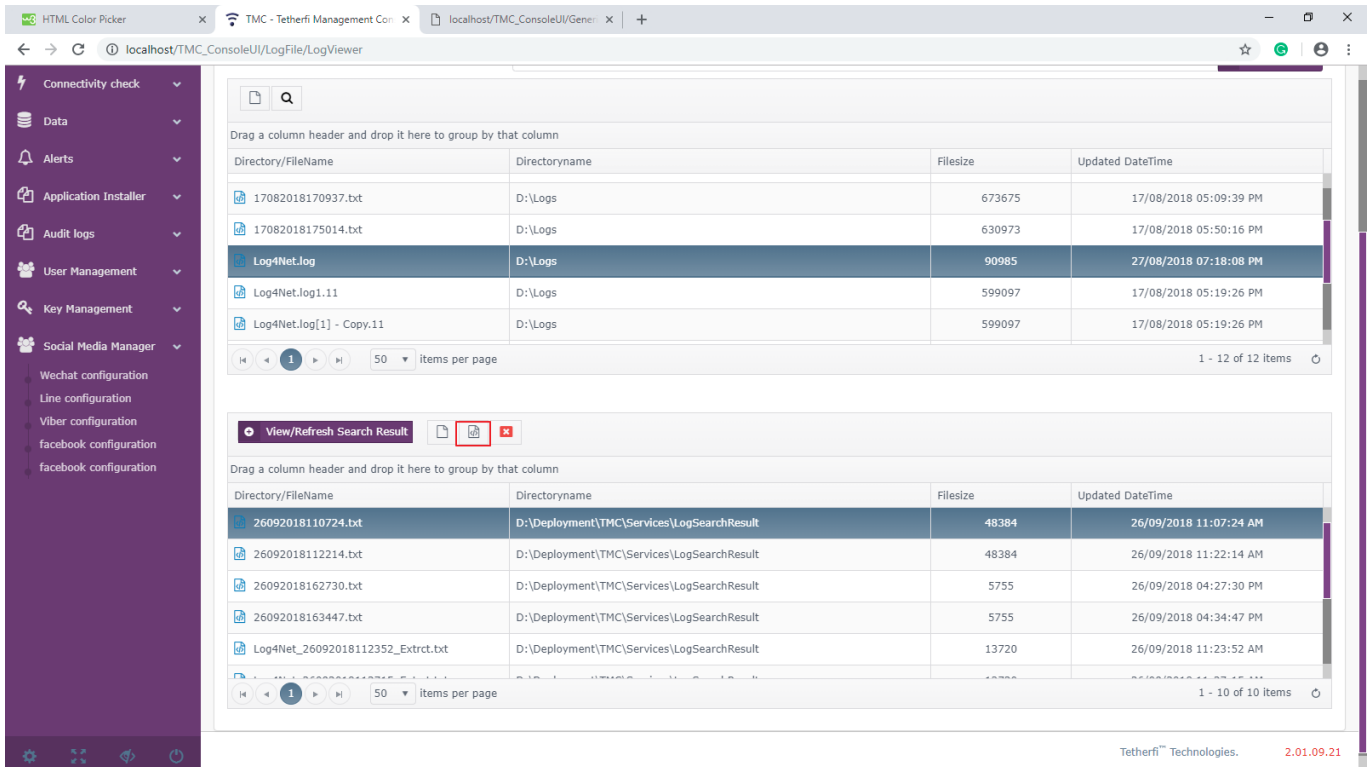


The second grid provides the following functionality.

### -ViewFile



-Extract string :Helps to extract string between two words



localhost/TMC\_ConsoleUI/LogFile/LogViewer

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
17082018170937.txt	D:\Logs	673675	17/08/2018 05:09:39 PM
17082018175014.txt	D:\Logs	630973	17/08/2018 05:50:16 PM
Log4Net.log	D:\Logs	90985	27/08/2018 07:18:08 PM
Log4Net.log1.11	D:\Logs	599097	17/08/2018 05:19:26 PM
Log4Net.log[1] - Copy.11	D:\Logs	599097	17/08/2018 05:19:26 PM

50 items per page 1 - 12 of 12 items

View/Refresh Search Result

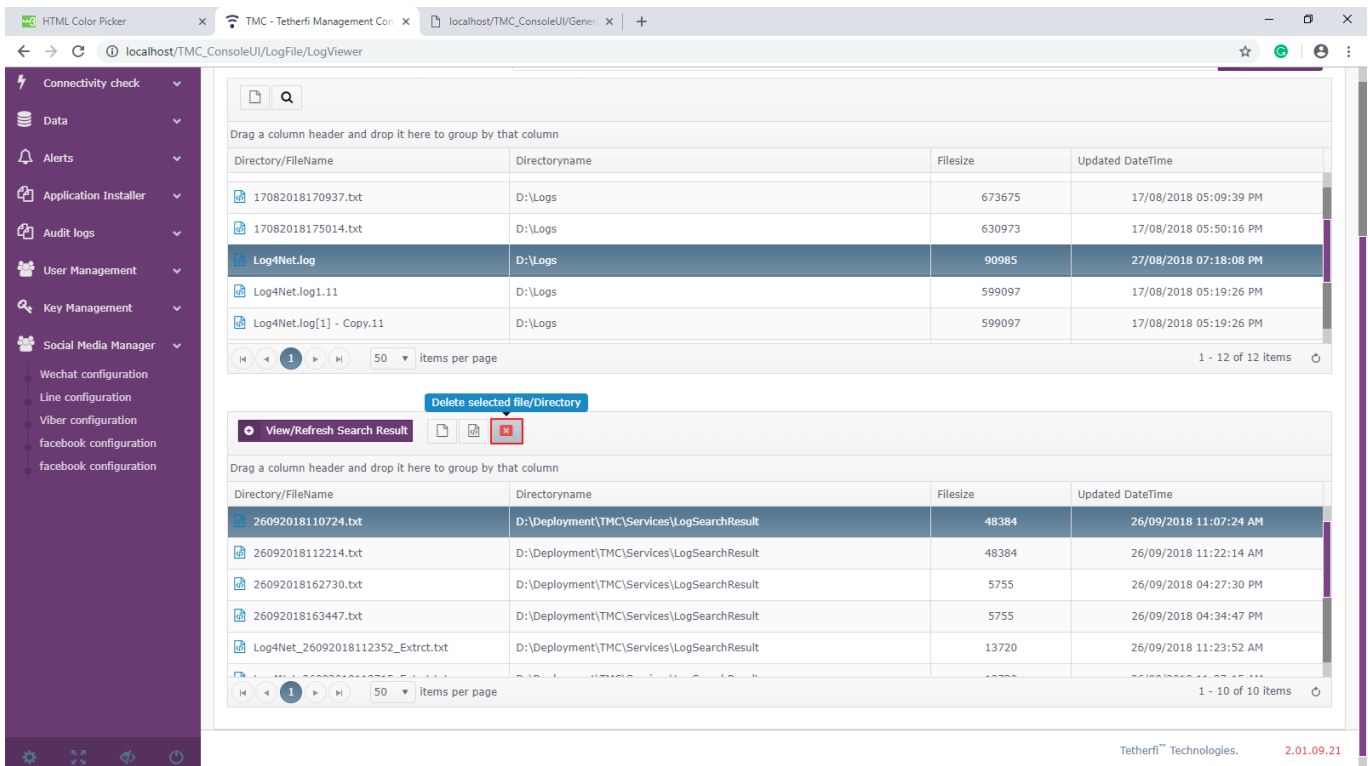
Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
26092018110724.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:07:24 AM
26092018112214.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:22:14 AM
26092018162730.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:27:30 PM
26092018163447.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:34:47 PM
Log4Net_26092018112352_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	13720	26/09/2018 11:23:52 AM

50 items per page 1 - 10 of 10 items

Tetherfi Technologies. 2.01.09.21

-Delete file :-Delete the selected file



localhost/TMC\_ConsoleUI/LogFile/LogViewer

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
17082018170937.txt	D:\Logs	673675	17/08/2018 05:09:39 PM
17082018175014.txt	D:\Logs	630973	17/08/2018 05:50:16 PM
Log4Net.log	D:\Logs	90985	27/08/2018 07:18:08 PM
Log4Net.log1.11	D:\Logs	599097	17/08/2018 05:19:26 PM
Log4Net.log[1] - Copy.11	D:\Logs	599097	17/08/2018 05:19:26 PM

50 items per page 1 - 12 of 12 items

Delete selected file/Directory

View/Refresh Search Result

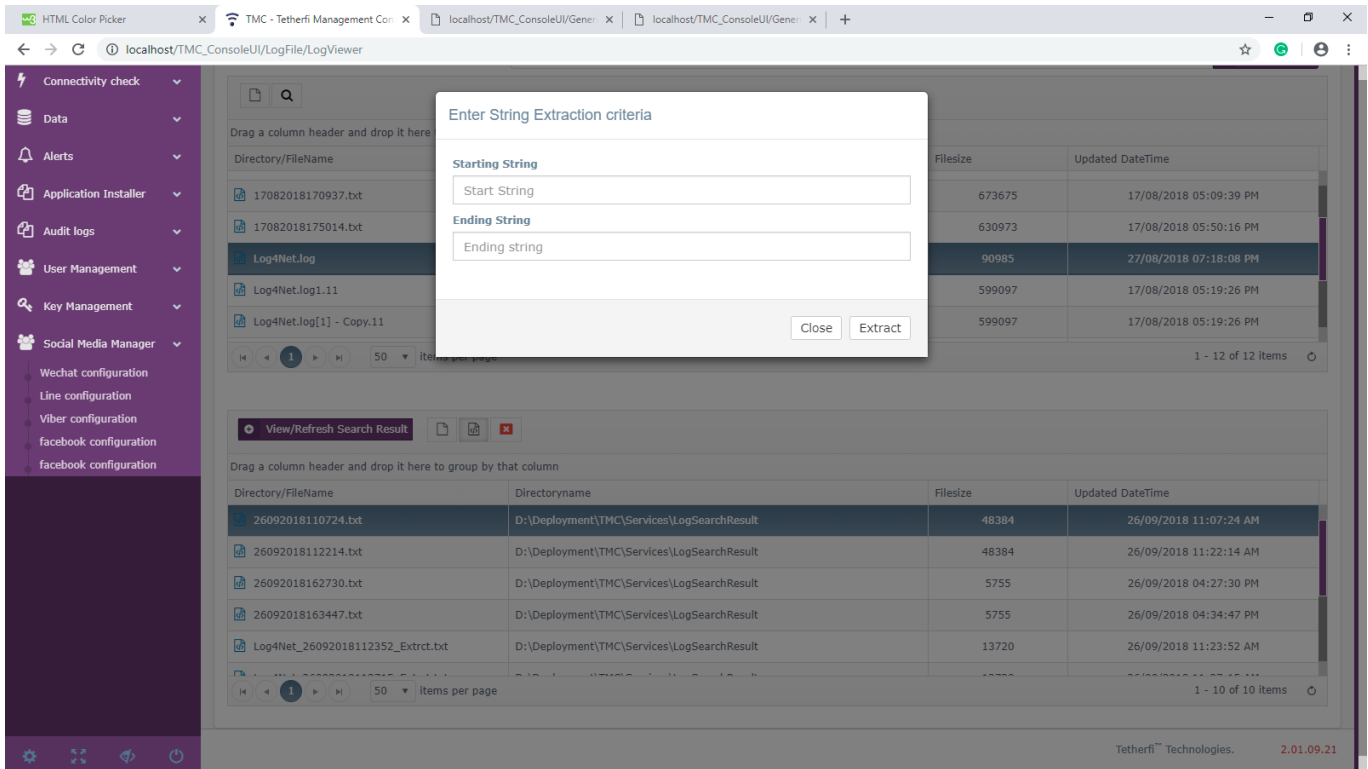
Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
26092018110724.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:07:24 AM
26092018112214.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:22:14 AM
26092018162730.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:27:30 PM
26092018163447.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:34:47 PM
Log4Net_26092018112352_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	13720	26/09/2018 11:23:52 AM

50 items per page 1 - 10 of 10 items

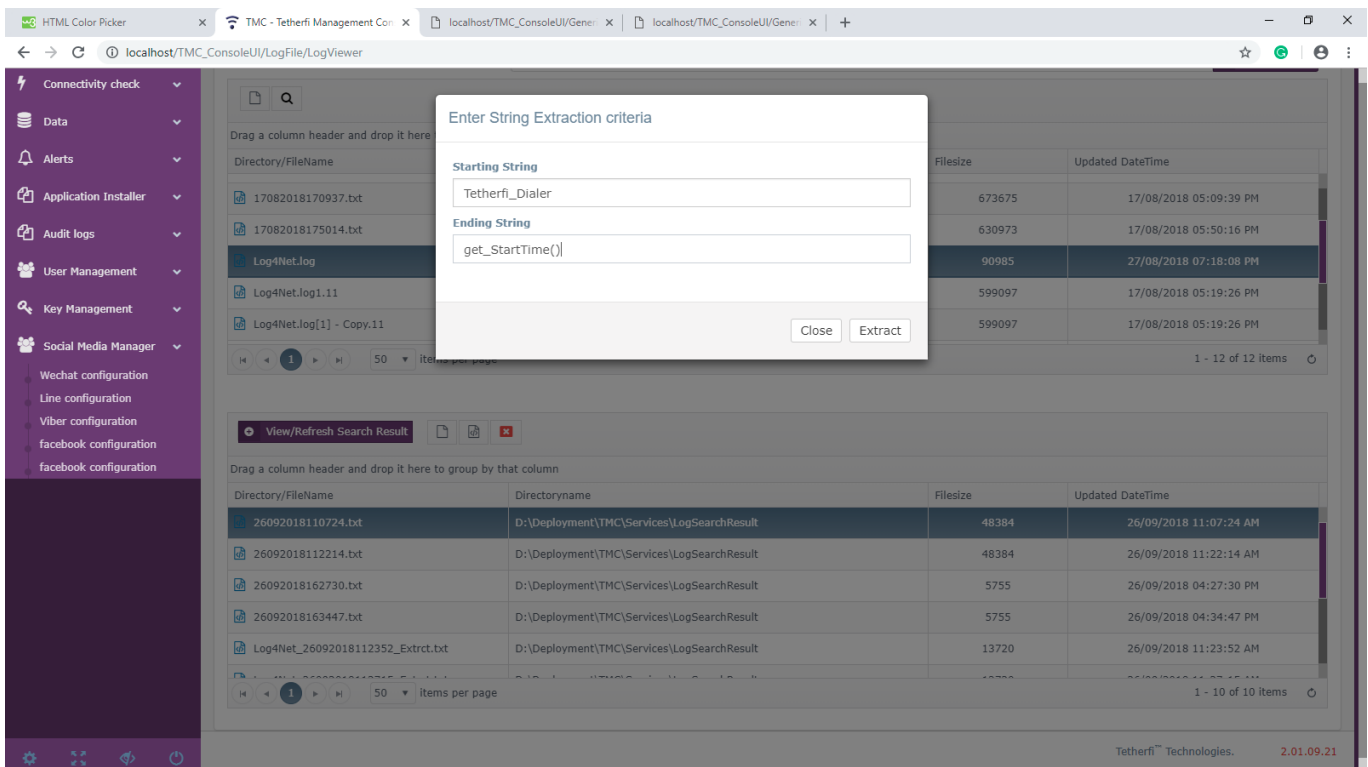
Tetherfi Technologies. 2.01.09.21

## On clicking of Extract File



The screenshot shows the Tetherfi Management Console interface. A modal dialog titled "Enter String Extraction criteria" is open over a table of log files. The dialog contains two input fields: "Starting String" and "Ending String", both of which are currently empty. Below the input fields are "Close" and "Extract" buttons. The background table lists files with columns for Directory/FileName, Directoryname, Filesize, and Updated DateTime.

Directory/FileName	Directoryname	Filesize	Updated DateTime
17082018170937.txt		673675	17/08/2018 05:09:39 PM
17082018175014.txt		630973	17/08/2018 05:50:16 PM
Log4Net.log		90985	27/08/2018 07:18:08 PM
Log4Net.log1.11		599097	17/08/2018 05:19:26 PM
Log4Net.log[1] - Copy.11		599097	17/08/2018 05:19:26 PM

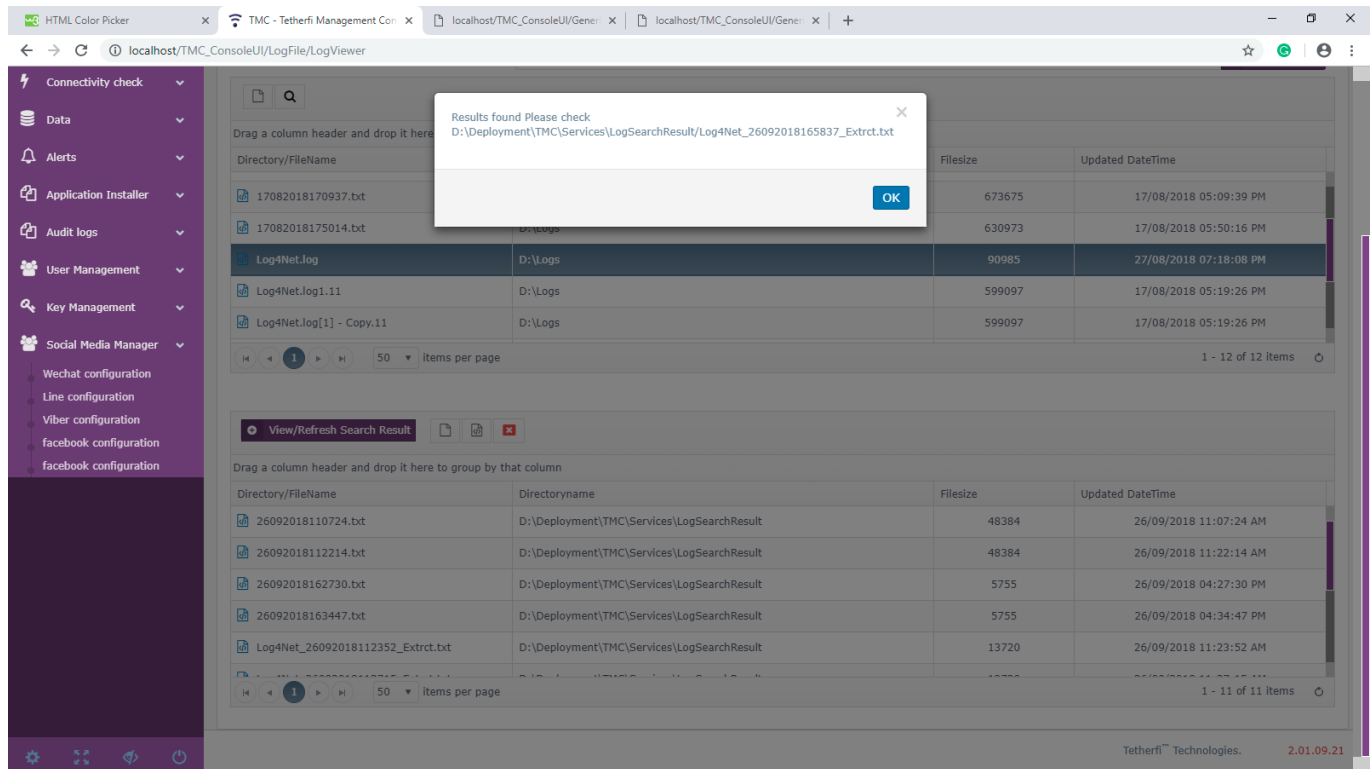


This screenshot shows the same Tetherfi Management Console interface as the first image, but the "Enter String Extraction criteria" dialog box now contains specific text. The "Starting String" field is populated with "Tetherfi\_Dialer" and the "Ending String" field is populated with "get\_StartTime()". The "Close" and "Extract" buttons remain visible at the bottom of the dialog.

Directory/FileName	Directoryname	Filesize	Updated DateTime
26092018110724.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:07:24 AM
26092018112214.txt	D:\Deployment\TMC\Services\LogSearchResult	48384	26/09/2018 11:22:14 AM
26092018162730.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:27:30 PM
26092018163447.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:34:47 PM
Log4Net_26092018112352_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	13720	26/09/2018 11:23:52 AM

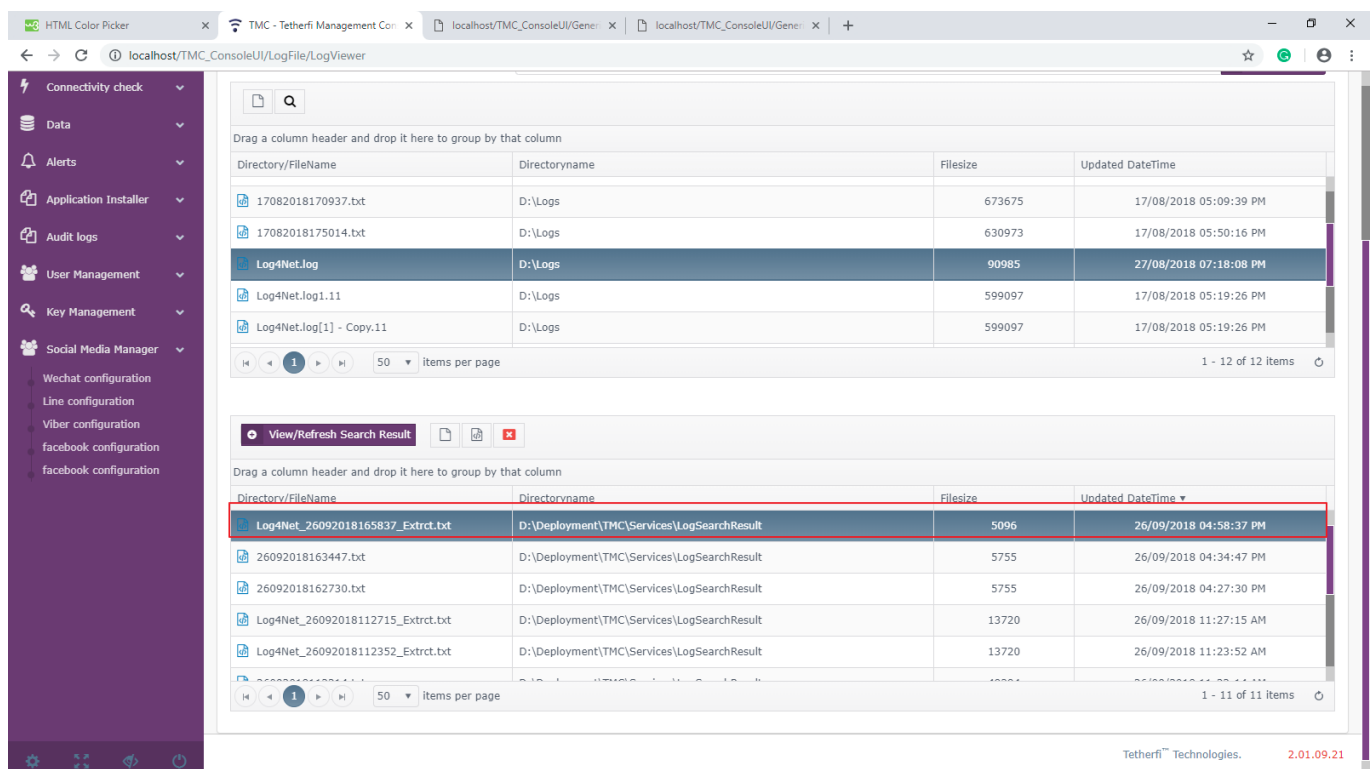
## On Clicking extract file

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



The screenshot shows the Tetherfi Management Console interface. A modal dialog box is displayed in the center, titled "Results found Please check", with the following text: "D:\Deployment\TMC\Services\LogSearchResult\Log4Net\_26092018165837\_Extract.txt". Below the dialog, a table lists search results. The table has columns for Directory/File Name, Directoryname, Filesize, and Updated DateTime.

Directory/File Name	Directoryname	Filesize	Updated DateTime
17082018170937.txt	D:\Logs	673675	17/08/2018 05:09:39 PM
17082018175014.txt	D:\Logs	630973	17/08/2018 05:50:16 PM
Log4Net.log	D:\Logs	90985	27/08/2018 07:18:08 PM
Log4Net.log1.11	D:\Logs	599097	17/08/2018 05:19:26 PM
Log4Net.log[1] - Copy.11	D:\Logs	599097	17/08/2018 05:19:26 PM



The screenshot shows the Tetherfi Management Console interface. A table lists search results. The table has columns for Directory/File Name, Directoryname, Filesize, and Updated DateTime. The row for "Log4Net\_26092018165837\_Extract.txt" is highlighted with a red border.

Directory/File Name	Directoryname	Filesize	Updated DateTime
17082018170937.txt	D:\Logs	673675	17/08/2018 05:09:39 PM
17082018175014.txt	D:\Logs	630973	17/08/2018 05:50:16 PM
Log4Net.log	D:\Logs	90985	27/08/2018 07:18:08 PM
Log4Net.log1.11	D:\Logs	599097	17/08/2018 05:19:26 PM
Log4Net.log[1] - Copy.11	D:\Logs	599097	17/08/2018 05:19:26 PM
Log4Net_26092018165837_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	5096	26/09/2018 04:58:37 PM
26092018163447.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:34:47 PM
26092018162730.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:27:30 PM
Log4Net_26092018112715_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	13720	26/09/2018 11:27:15 AM
Log4Net_26092018112352_Extract.txt	D:\Deployment\TMC\Services\LogSearchResult	13720	26/09/2018 11:23:52 AM

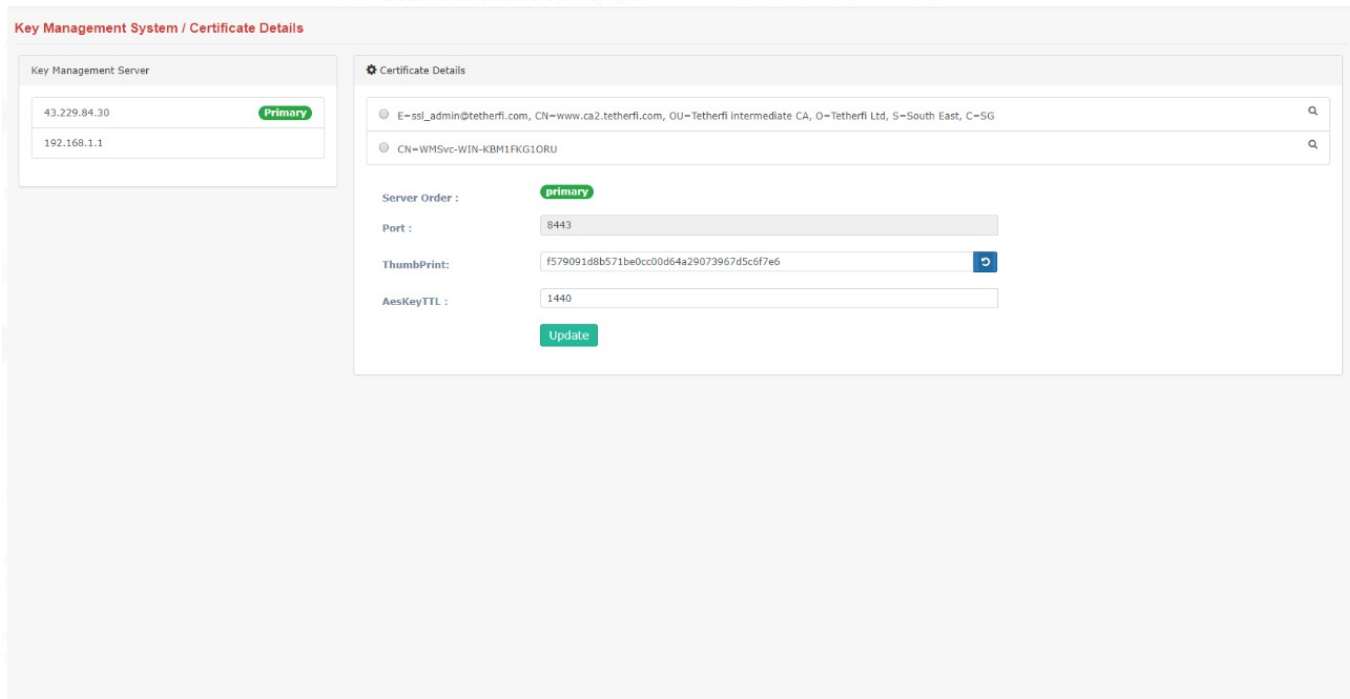




## 8. Key Management System

### Certificate Details

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

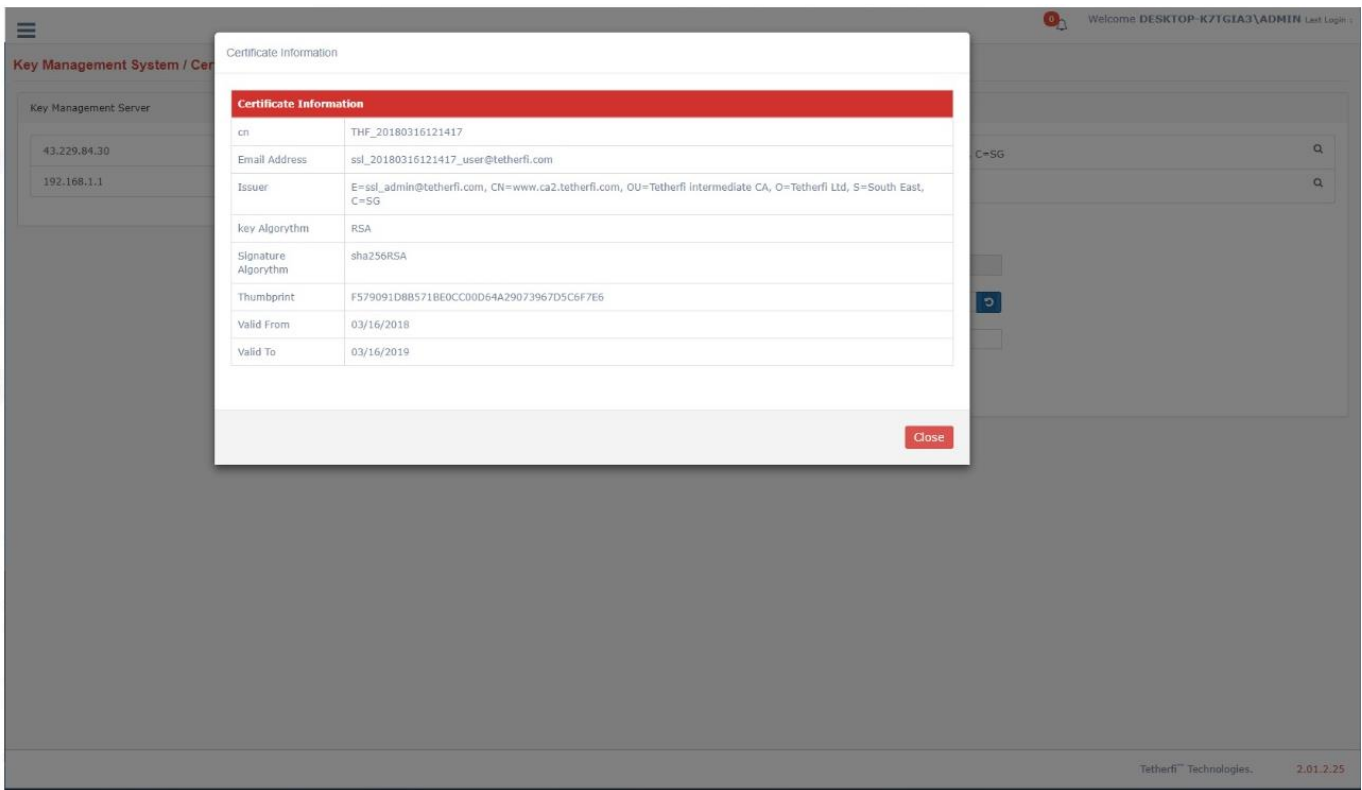


Left pane : User can see all the servers that we configured in KMSServer.json file.

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

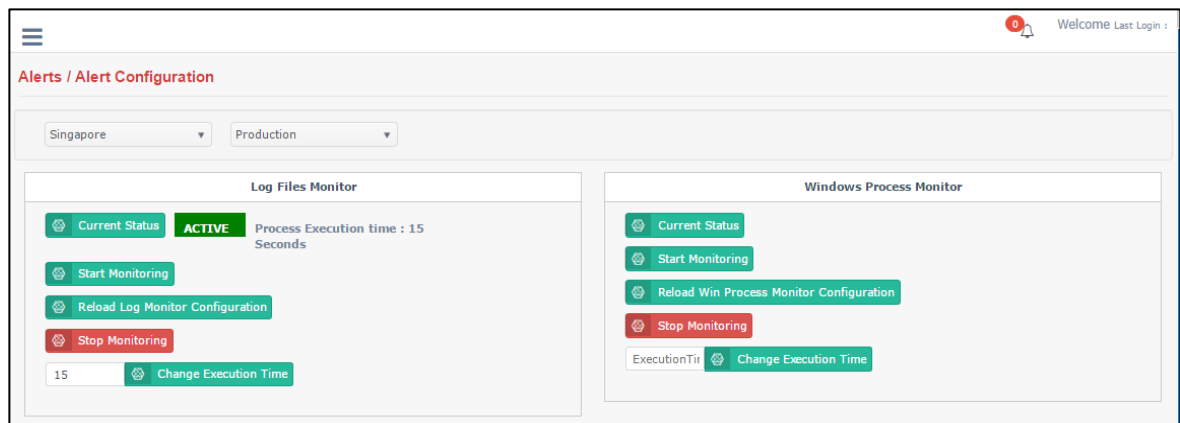
### Update Certificate details :

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:

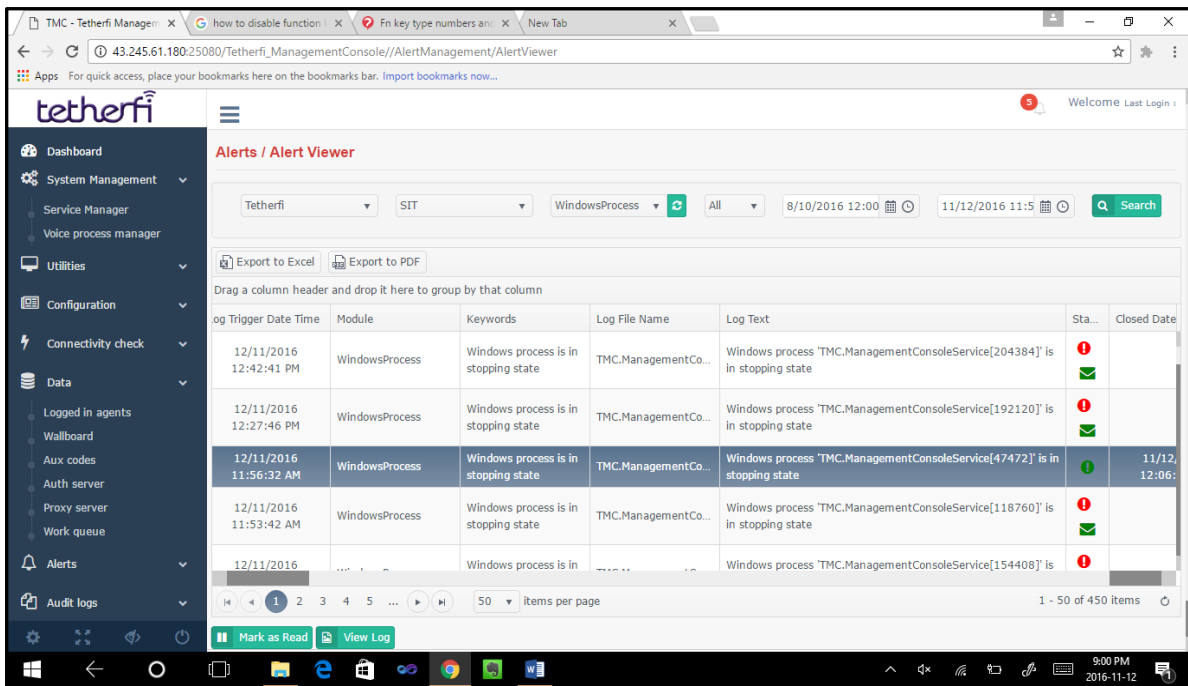
- Export Excel/PDF – export display grid in excel/PDF
- View alert – View details of alert
- View Log - View the log file of alert keyword

### 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

Event log Monitor

Tetherfi Demo - Server Application 2/27/2019 12:00 AM 3/4/2019 11:59 PM Search

Export to Excel

Drag a column header and drop it here to group by that column

General Info	DetailsXML	Date Time	LevelString	TaskCategory
Login failed for user 'sa'. Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: <local machine>]	<Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event"><System><Provider Name="MSSQL\$SQLEXPRESS"/><EventID Qualifiers="49152">18456</EventID><Level>0</Level><Task>4</Task><Keywords>0x90000000000000</Keywords><TimeCreated SystemTime="2019-02-26T16:00:23.000000000Z"/><EventRecordID>1173852</EventRecordID><Channel>Application</Channel><Computer>WIN-P4GGRD4U08L</Computer><Security></System><EventData><Data>sa</Data><Data>Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: &lt;local machine&gt;]</Data><Binary>184800000E0000001B000000570049004E002D0050003400470047005200440034005500300038004C005C...</EventData></Event>	26/02/2019 09:30:23 PM	FailureAudit	Logon
Login failed for user 'sa'. Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: <local machine>]	<Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event"><System><Provider Name="MSSQL\$SQLEXPRESS"/><EventID Qualifiers="49152">18456</EventID><Level>0</Level><Task>4</Task><Keywords>0x90000000000000</Keywords><TimeCreated SystemTime="2019-02-26T16:00:33.000000000Z"/><EventRecordID>1173853</EventRecordID><Channel>Application</Channel><Computer>WIN-P4GGRD4U08L</Computer><Security></System><EventData><Data>sa</Data><Data>Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: &lt;local machine&gt;]</Data><Binary>184800000E0000001B000000570049004E002D0050003400470047005200440034005500300038004C005C...</EventData></Event>	26/02/2019 09:30:33 PM	FailureAudit	Logon
Login failed for user 'sa'. Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: <local machine>]	<Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event"><System><Provider Name="MSSQL\$SQLEXPRESS"/><EventID Qualifiers="49152">18456</EventID><Level>0</Level><Task>4</Task><Keywords>0x90000000000000</Keywords><TimeCreated SystemTime="2019-02-26T16:00:33.000000000Z"/><EventRecordID>1173854</EventRecordID><Channel>Application</Channel><Computer>WIN-P4GGRD4U08L</Computer><Security></System><EventData><Data>sa</Data><Data>Reason: Failed to open the explicitly specified database 'SG_CFS_CMM'. [CLIENT: &lt;local machine&gt;]</Data><Binary>184800000E0000001B000000570049004E002D0050003400470047005200440034005500300038004C005C...</EventData></Event>	26/02/2019 09:30:33 PM	FailureAudit	Logon

1 - 500 of 5511 items

Mark as Read View Log

Tetherfi Technologies. 3.2.02.04

## 10. Audit logs:

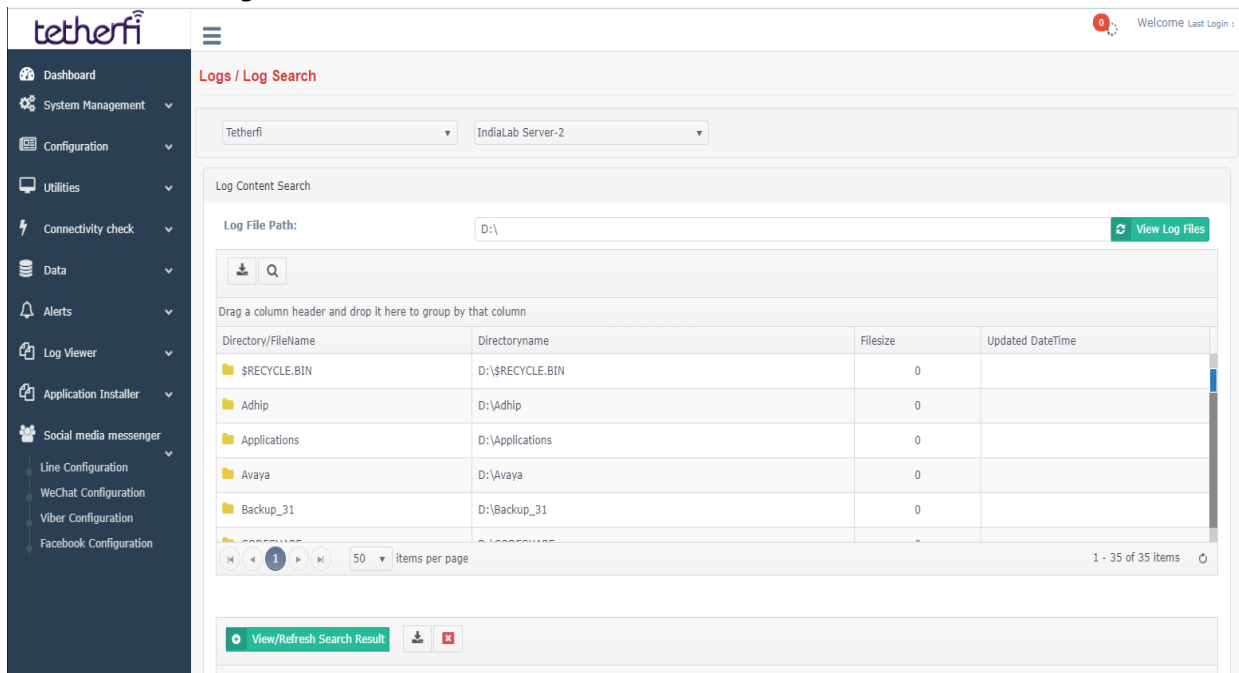
### a. Log Search

**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



Logs / Log Search

Tetherfi IndiaLab Server-2

Log Content Search

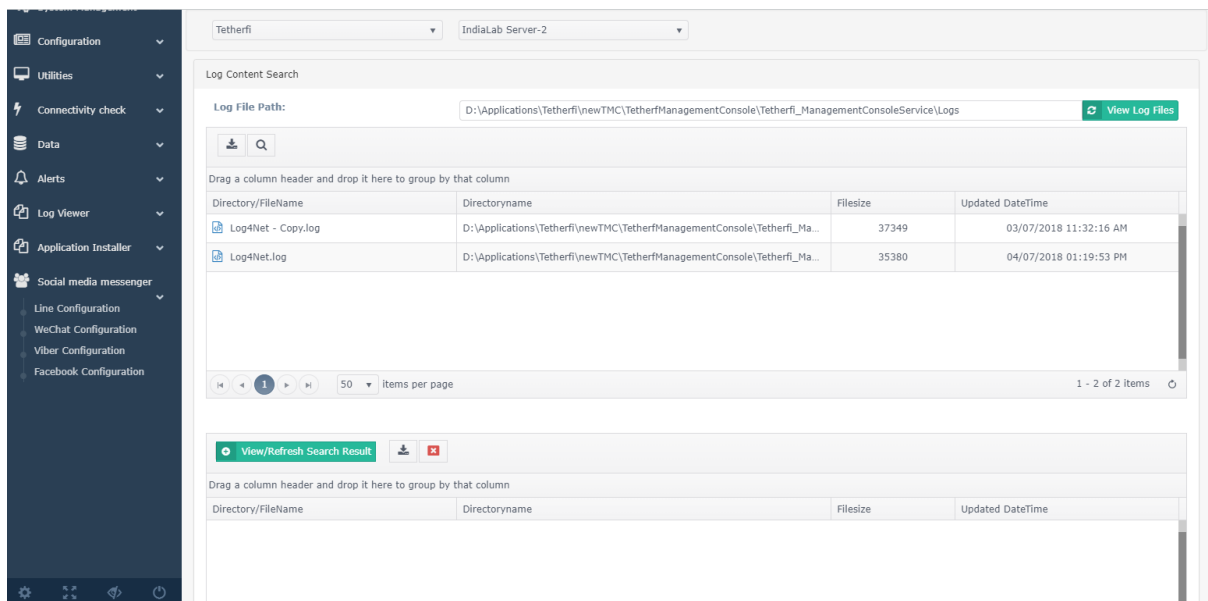
Log File Path: D:\ [View Log Files](#)

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
📁 \$RECYCLE.BIN	D:\\$RECYCLE.BIN	0	
📁 Adhip	D:\Adhip	0	
📁 Applications	D:\Applications	0	
📁 Avaya	D:\Avaya	0	
📁 Backup_31	D:\Backup_31	0	

1 - 35 of 35 items

[View/Refresh Search Result](#)



Tetherfi IndiaLab Server-2

Log Content Search

Log File Path: D:\Applications\Tetherfi\newTMC\TetherfiManagementConsole\Tetherfi\_ManagementConsoleService\Logs [View Log Files](#)

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
📄 Log4Net - Copy.log	D:\Applications\Tetherfi\newTMC\TetherfiManagementConsole\Tetherfi_Ma...	37349	03/07/2018 11:32:16 AM
📄 Log4Net.log	D:\Applications\Tetherfi\newTMC\TetherfiManagementConsole\Tetherfi_Ma...	35380	04/07/2018 01:19:53 PM

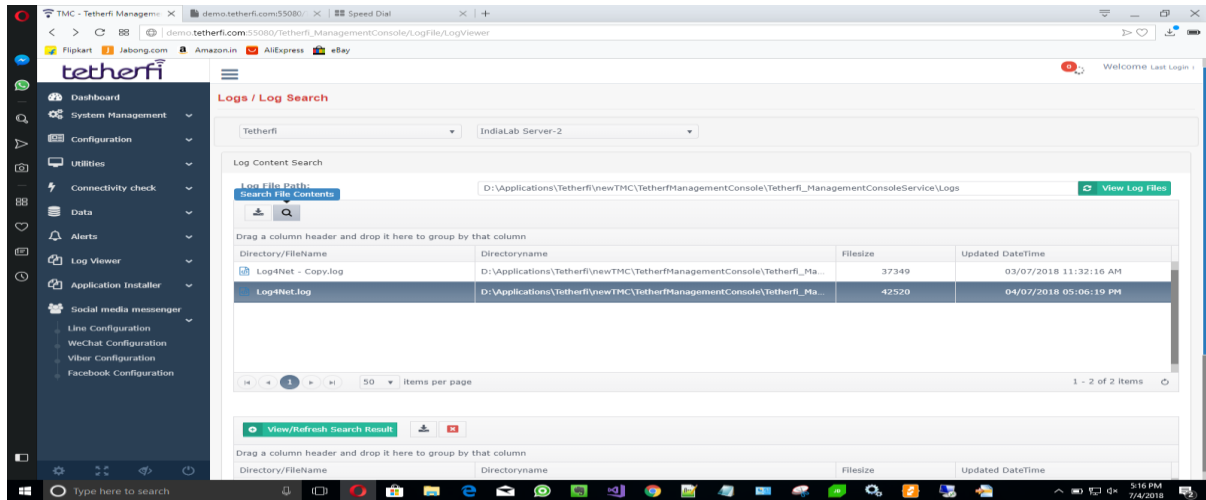
1 - 2 of 2 items

[View/Refresh Search Result](#)

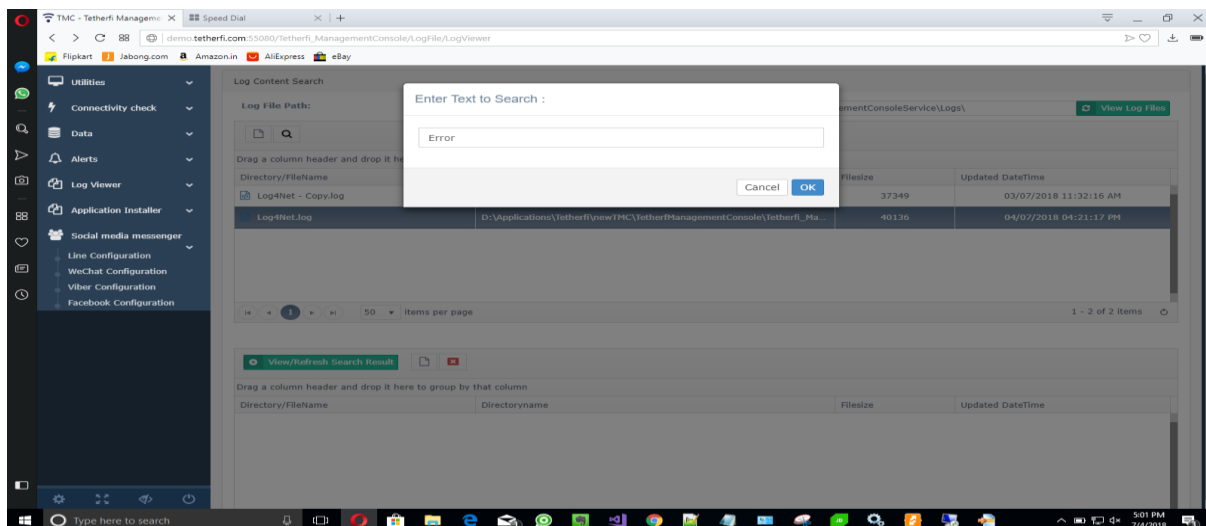
Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize	Updated DateTime
--------------------	---------------	----------	------------------

## 2. Search the log file contents in the file

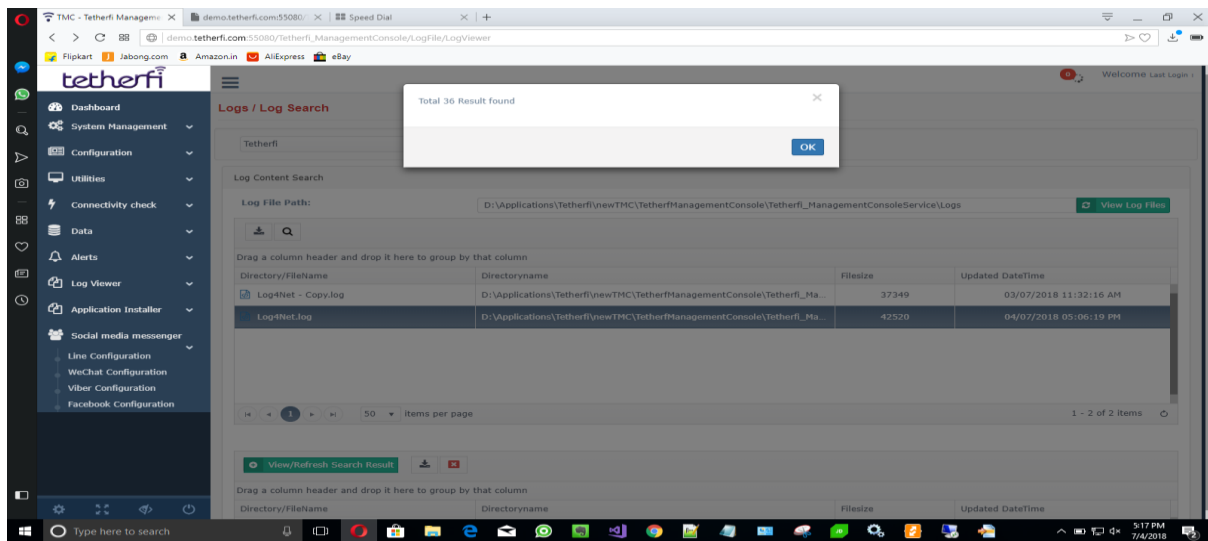


## 3. Searching the log file with the specific word.

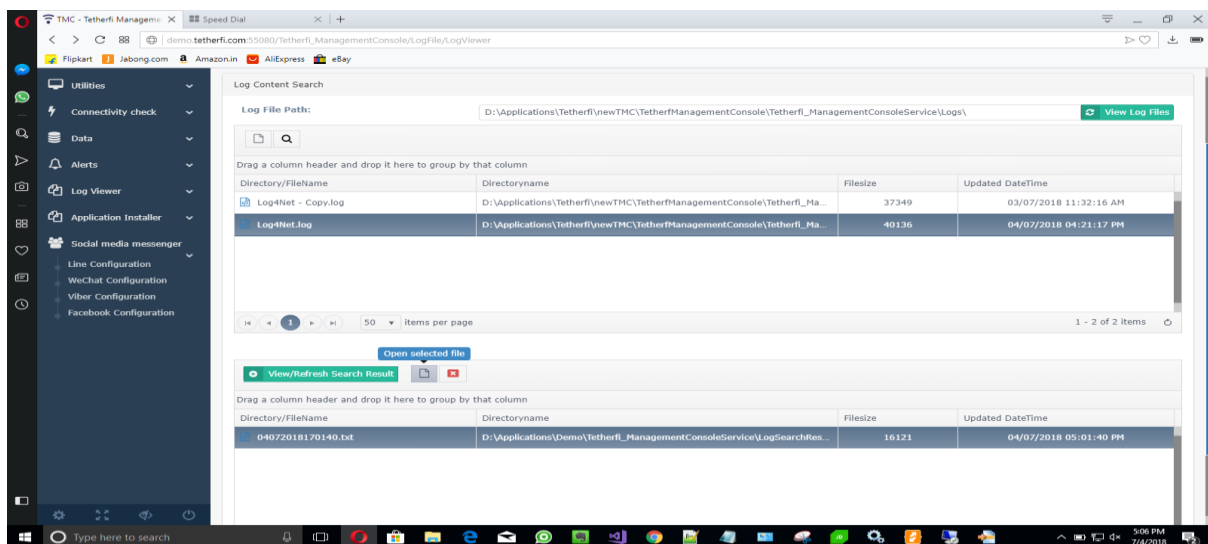


## 4. After searching the log file

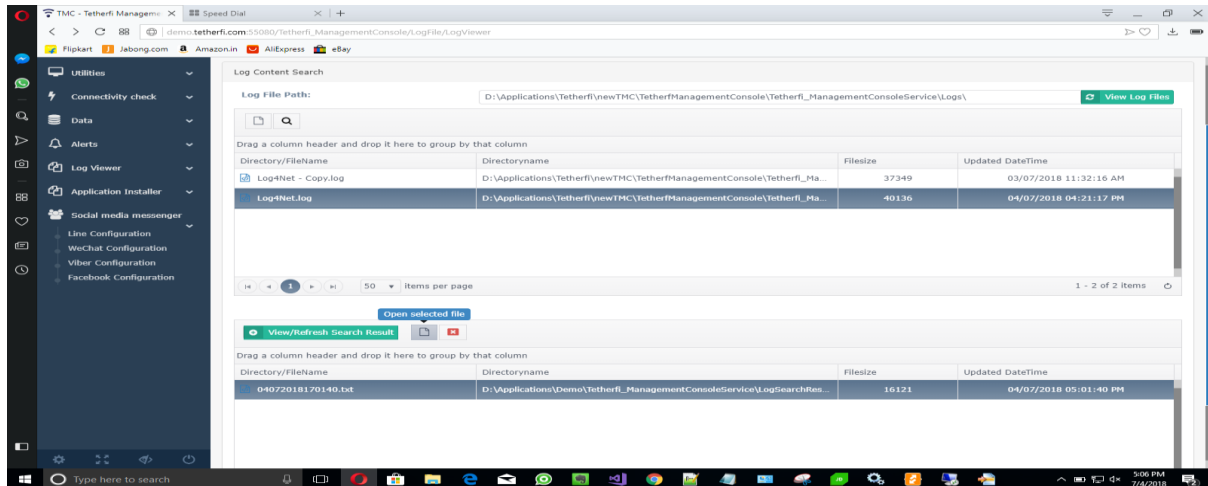




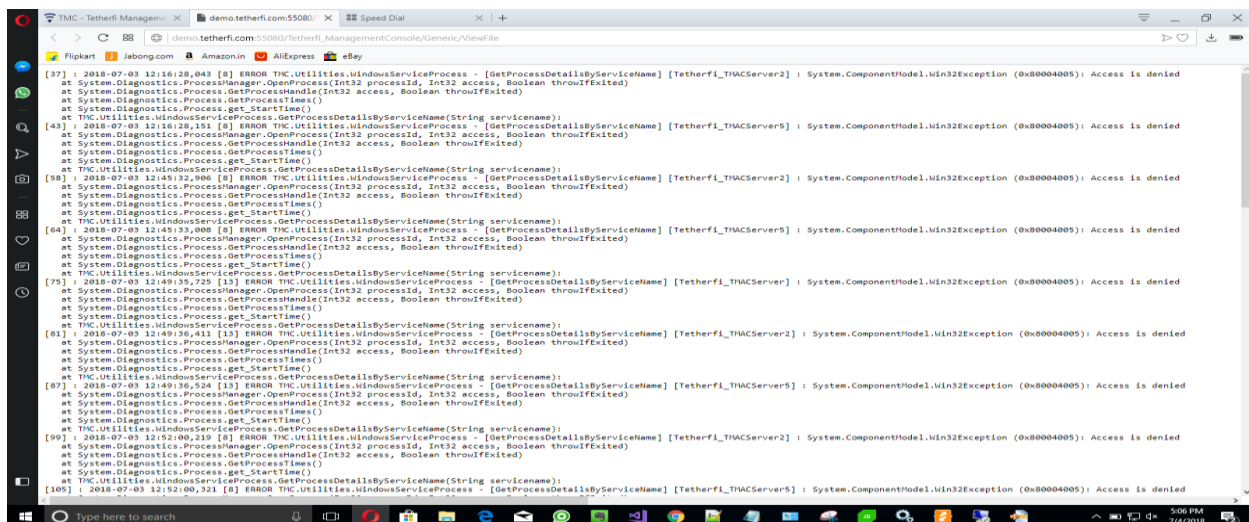
## 5. The result file



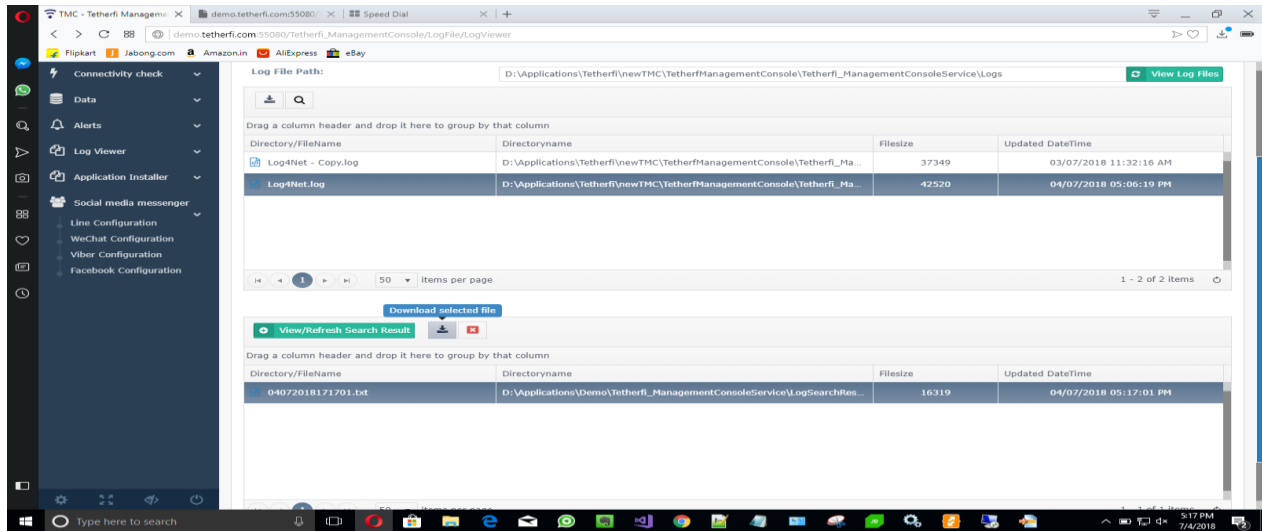
## 7. On clicking View file button



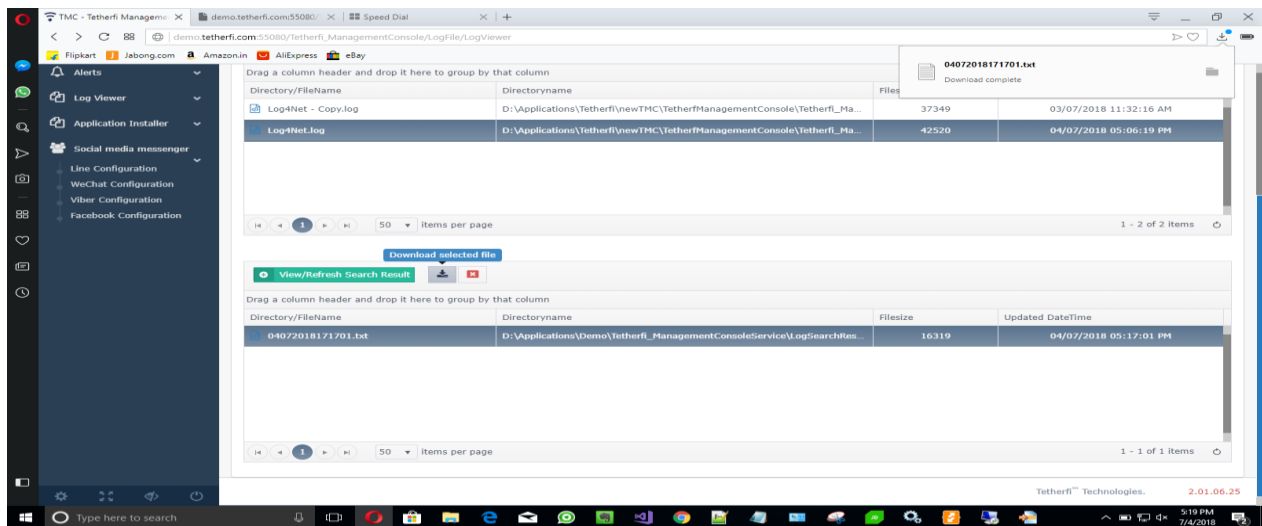
## 9. The log file is displayed on a new window



## 10. On Clicking the Download button



## File gets download



## 11. Application Installer

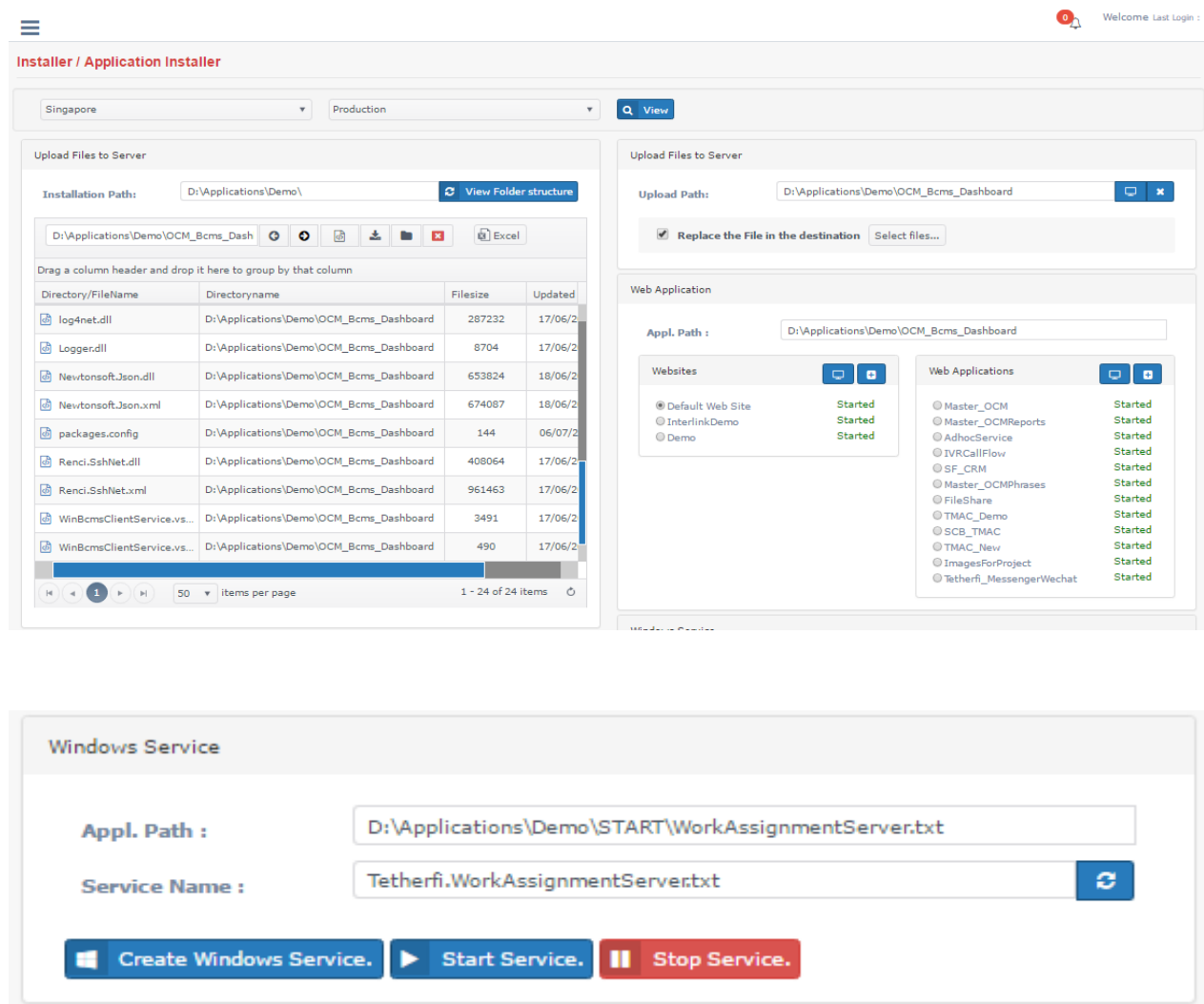
### a. Application Installation

#### 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



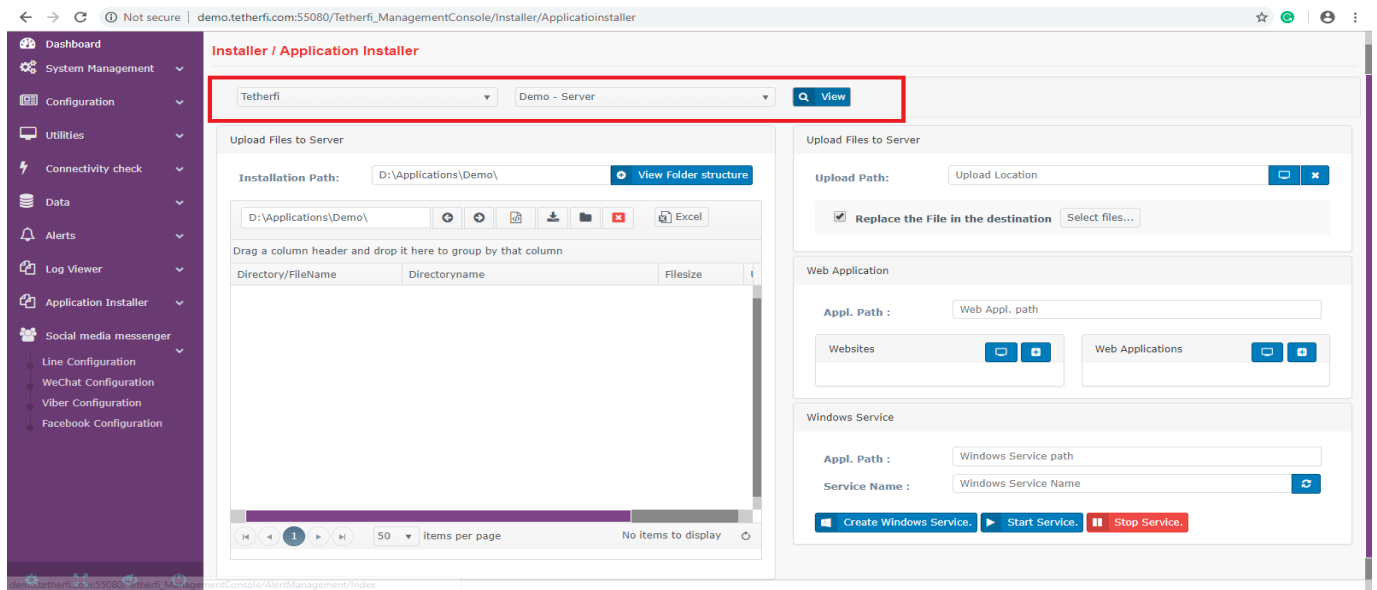
The screenshot displays the 'Installer / Application Installer' interface. At the top, there are dropdown menus for 'Singapore' and 'Production', and a 'View' button. The main area is divided into several sections:

- Upload Files to Server:** Shows the installation path as 'D:\Applications\Demo\'. Below this is a file explorer view showing a list of files in the 'D:\Applications\Demo\OCM\_Bcms\_Dash' directory. The table below details these files:

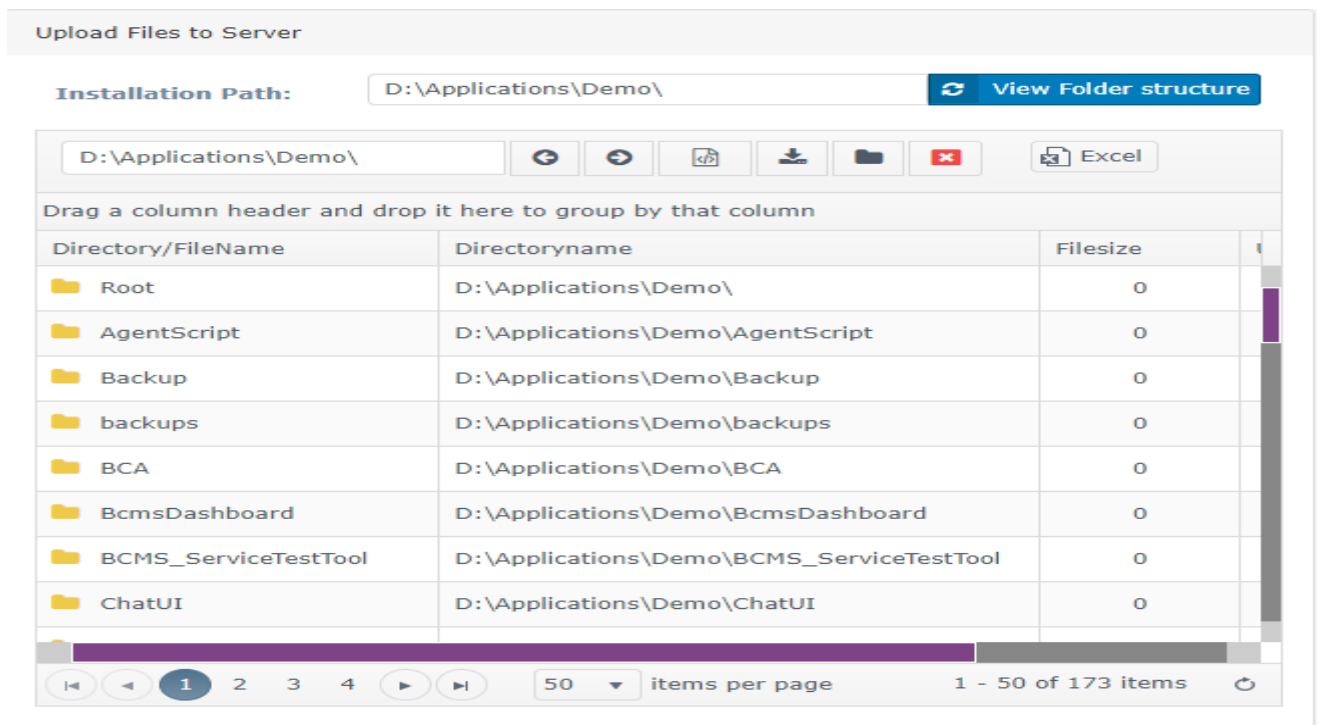
Directory/FileName	Directoryname	Filesize	Updated
log4net.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	287232	17/06/2
Logger.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	8704	17/06/2
Newtonsoft.Json.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	653824	18/06/2
Newtonsoft.Json.xml	D:\Applications\Demo\OCM_Bcms_Dashboard	674087	18/06/2
packages.config	D:\Applications\Demo\OCM_Bcms_Dashboard	144	06/07/2
Renci.SshNet.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	408064	17/06/2
Renci.SshNet.xml	D:\Applications\Demo\OCM_Bcms_Dashboard	961463	17/06/2
WinBcmsClientService.v...	D:\Applications\Demo\OCM_Bcms_Dashboard	3491	17/06/2
WinBcmsClientService.v...	D:\Applications\Demo\OCM_Bcms_Dashboard	490	17/06/2

- Upload Files to Server (Right):** Shows the upload path as 'D:\Applications\Demo\OCM\_Bcms\_Dashboard' with a 'Replace the File in the destination' checkbox and a 'Select files...' button.
- Web Application:** Shows the application path as 'D:\Applications\Demo\OCM\_Bcms\_Dashboard'. It contains two panels:
  - Websites:** Lists 'Default Web Site', 'InterlinkDemo', and 'Demo', all with a 'Started' status.
  - Web Applications:** Lists various services like 'Master\_OCM', 'Master\_OCMReports', 'AdhocService', etc., all with a 'Started' status.
- Windows Service (Bottom):** A section for managing services. It shows:
  - Appl. Path :** D:\Applications\Demo\START\WorkAssignmentServer.txt
  - Service Name :** Tetherfi.WorkAssignmentServer.txt
  - Buttons for 'Create Windows Service.', 'Start Service.', and 'Stop Service.'

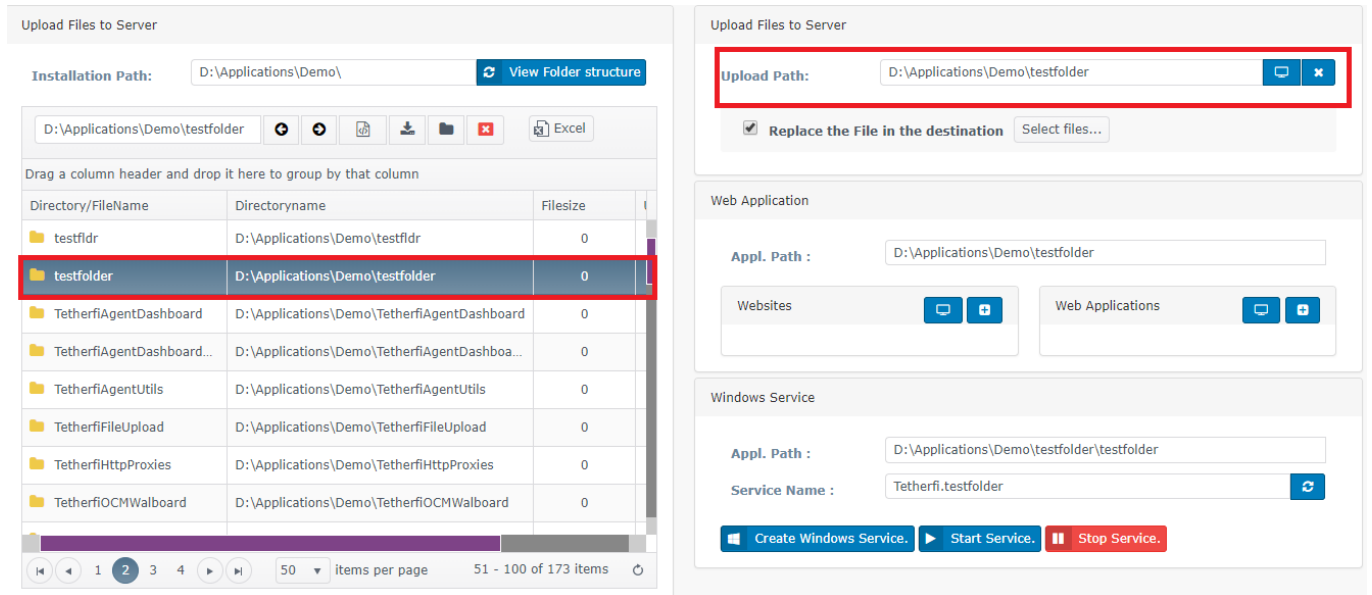
Select The Servers and click on 'View Button' the default installation path will be displayed



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.



**Upload Files to Server**

Installation Path:  [View Folder structure](#)

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize
testfldr	D:\Applications\Demo\testfldr	0
<b>testfolder</b>	<b>D:\Applications\Demo\testfolder</b>	<b>0</b>
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0
TetherfiAgentDashboard...	D:\Applications\Demo\TetherfiAgentDashboa...	0
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0

**Upload Files to Server**

Upload Path:  [View](#) [Close](#)

Replace the File in the destination [Select files...](#)

**Web Application**

Appl. Path :

Websites [View](#) [Add](#) Web Applications [View](#) [Add](#)

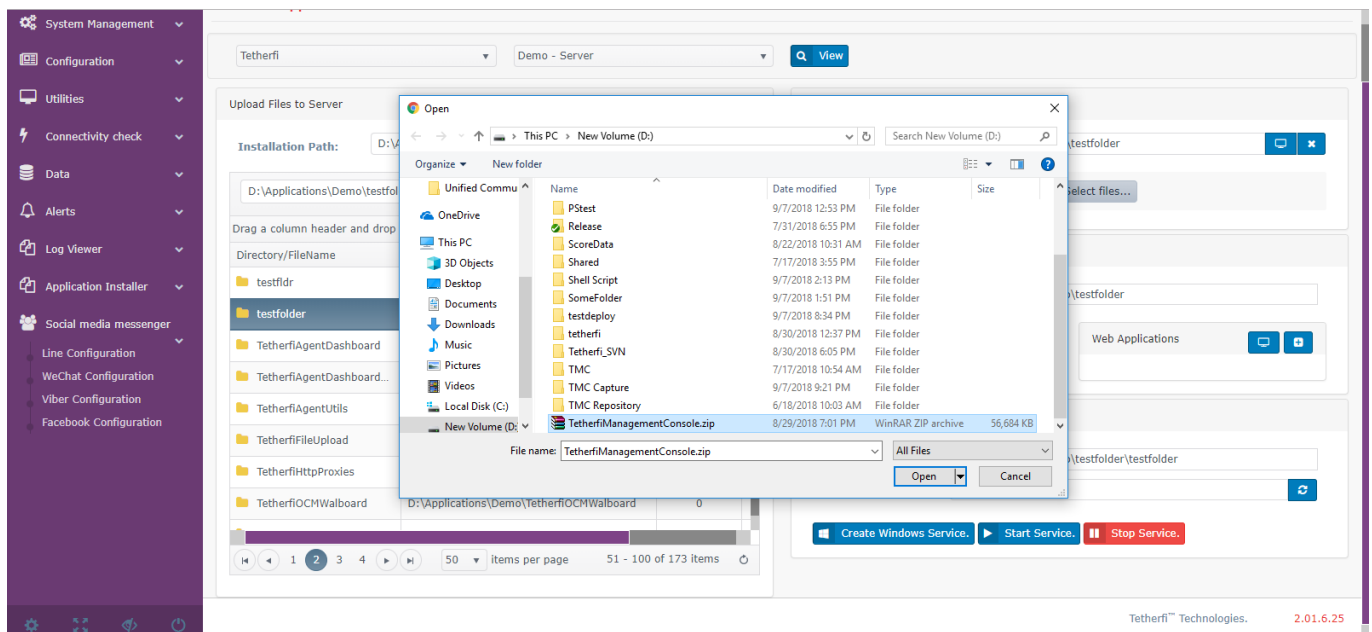
**Windows Service**

Appl. Path :

Service Name :  [Refresh](#)

[Create Windows Service.](#) [Start Service.](#) [Stop Service.](#)

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



**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:

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize
testfldr	D:\Applications\Demo\testfldr	0
<b>testfolder</b>	<b>D:\Applications\Demo\testfolder</b>	<b>0</b>
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0
TetherfiAgentDashboard...	D:\Applications\Demo\TetherfiAgentDashboa...	0
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0

**Open**

This PC > New Volume (D:)

Name	Date modified	Type	Size
Unified Commu...			
PStest	9/7/2018 12:53 PM	File folder	
Release	7/31/2018 6:55 PM	File folder	
ScoreData	8/22/2018 10:31 AM	File folder	
Shared	7/17/2018 3:55 PM	File folder	
Shell Script	9/7/2018 2:13 PM	File folder	
SomeFolder	9/7/2018 1:51 PM	File folder	
testdeploy	9/7/2018 8:34 PM	File folder	
tetherfi	8/30/2018 12:37 PM	File folder	
Tetherfi_SVN	8/30/2018 6:05 PM	File folder	
TMC	7/17/2018 10:54 AM	File folder	
TMC Capture	9/7/2018 9:21 PM	File folder	
TMC Repository	6/18/2018 10:03 AM	File folder	
<b>TetherfiManagementConsole.zip</b>	<b>8/29/2018 7:01 PM</b>	<b>WinRAR ZIP archive</b>	<b>56,684 KB</b>







File name:  [All Files](#) [Open](#) [Cancel](#)

[Create Windows Service.](#) [Start Service.](#) [Stop Service.](#)

Tetherfi™ Technologies. 2.01.6.25

Upload Files to Server

Installation Path:  [View Folder structure](#)



     

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize
testfldr	D:\Applications\Demo\testfldr	0
testfolder	D:\Applications\Demo\testfolder	0
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0
TetherfiAgentDashboard...	D:\Applications\Demo\TetherfiAgentDashboa...	0
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0

50 items per page 51 - 100 of 173 items

Upload Files to Server





Upload Path:   

**Replace the File in the destination**

TetherfiManagementConsole.zip


Web Application

Appl. Path :

Websites   Web Applications  

Windows Service







Appl. Path :

Service Name :  

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

Upload Files to Server

Installation Path:  [View Folder structure](#)



     

Drag a column header and drop it here to group by that column

Directory/FileName	Directoryname	Filesize
testfldr	D:\Applications\Demo\testfldr	0
testfolder	D:\Applications\Demo\testfolder	0
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0
TetherfiAgentDashboard...	D:\Applications\Demo\TetherfiAgentDashboa...	0
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0

50 items per page 51 - 100 of 173 items

Upload Files to Server





Upload Path:   

**Replace the File in the destination**  Uploading...

TetherfiManagementConsole.zip 4%


Web Application

Appl. Path :

Websites   Web Applications  






Windows Service

Appl. Path :

Service Name :  

Upload Files to Server

Installation Path:  [View Folder structure](#)



    


Drag a column header and drop it here to group by that column



Directory/FileName	Directoryname	Filesize
testfldr	D:\Applications\Demo\testfldr	0
testfolder	D:\Applications\Demo\testfolder	0
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0
TetherfiAgentDashboard...	D:\Applications\Demo\TetherfiAgentDashboa...	0
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0

50 items per page 51 - 100 of 173 items

Upload Files to Server



Upload Path:   



Replace the File in the destination  Uploading... 

 TetherfiManagementConsole.zip 59% 

Web Application


Appl. Path :




Websites  

Web Applications  

Windows Service

Appl. Path :

Service Name :  

 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:  [View Folder structure](#)



    


Drag a column header and drop it here to group by that column


Directory/FileName	Directoryname	Filesize
TetherfiManagementConsole.zip		

50 items per page 51 - 2 of 2 items

Upload Files to Server



Upload Path:   



Replace the File in the destination  Done 

 TetherfiManagementConsole.zip 100%

Web Application


Appl. Path :




Websites  

Web Applications  

Windows Service

Appl. Path :

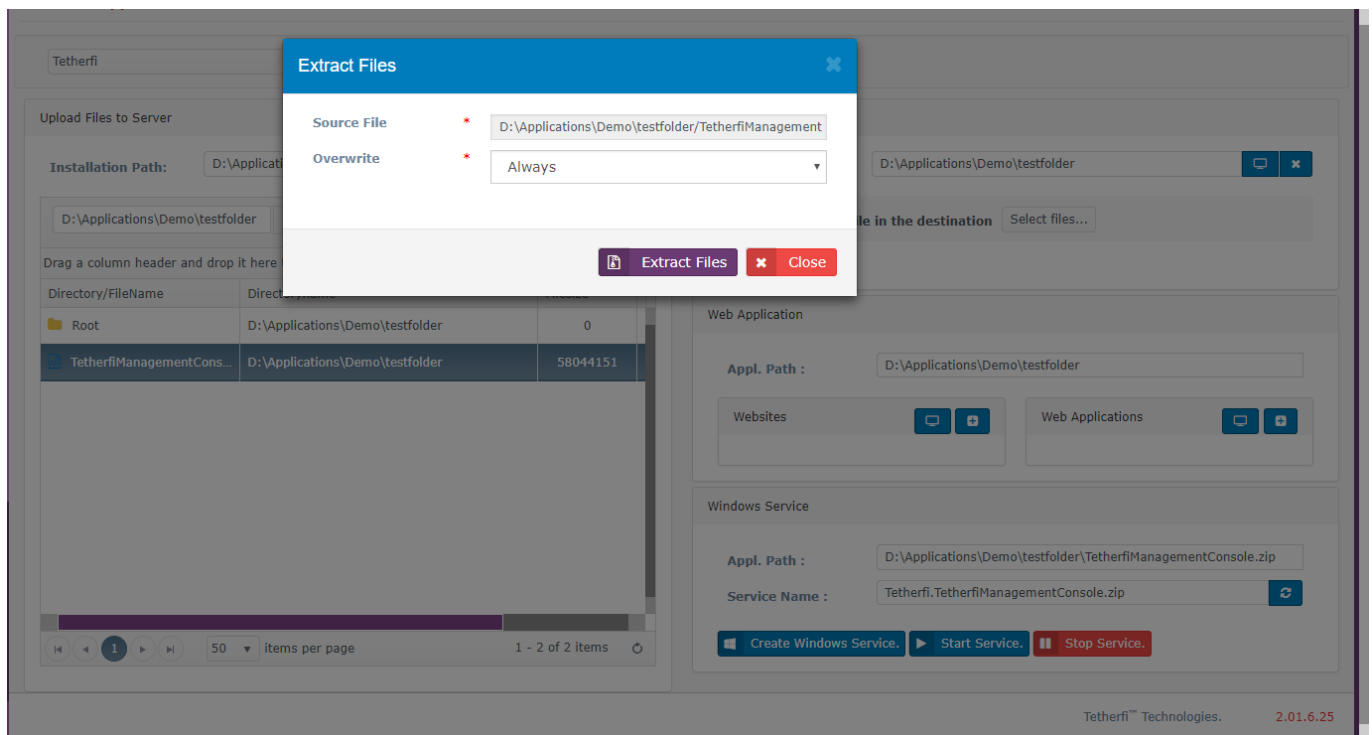
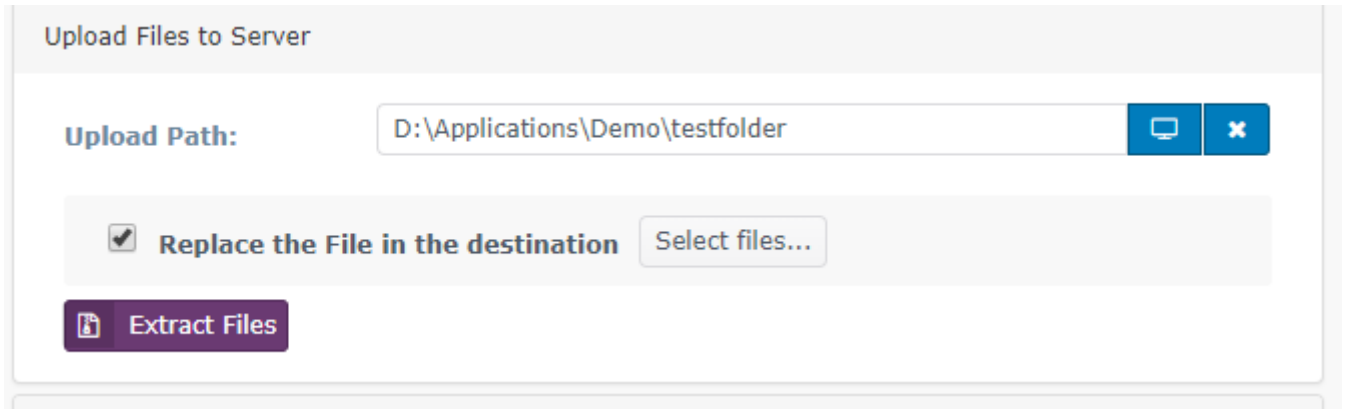
Service Name :  

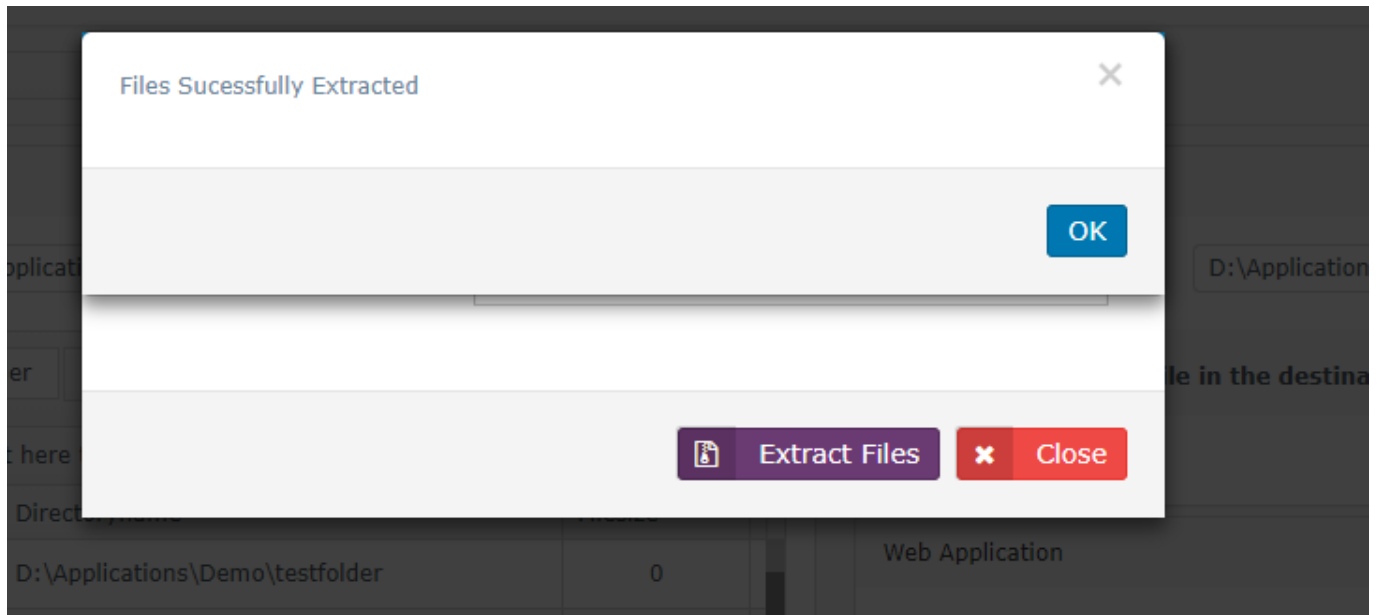
 Create Windows Service.  Start Service.  Stop Service.

File Upload Console ::

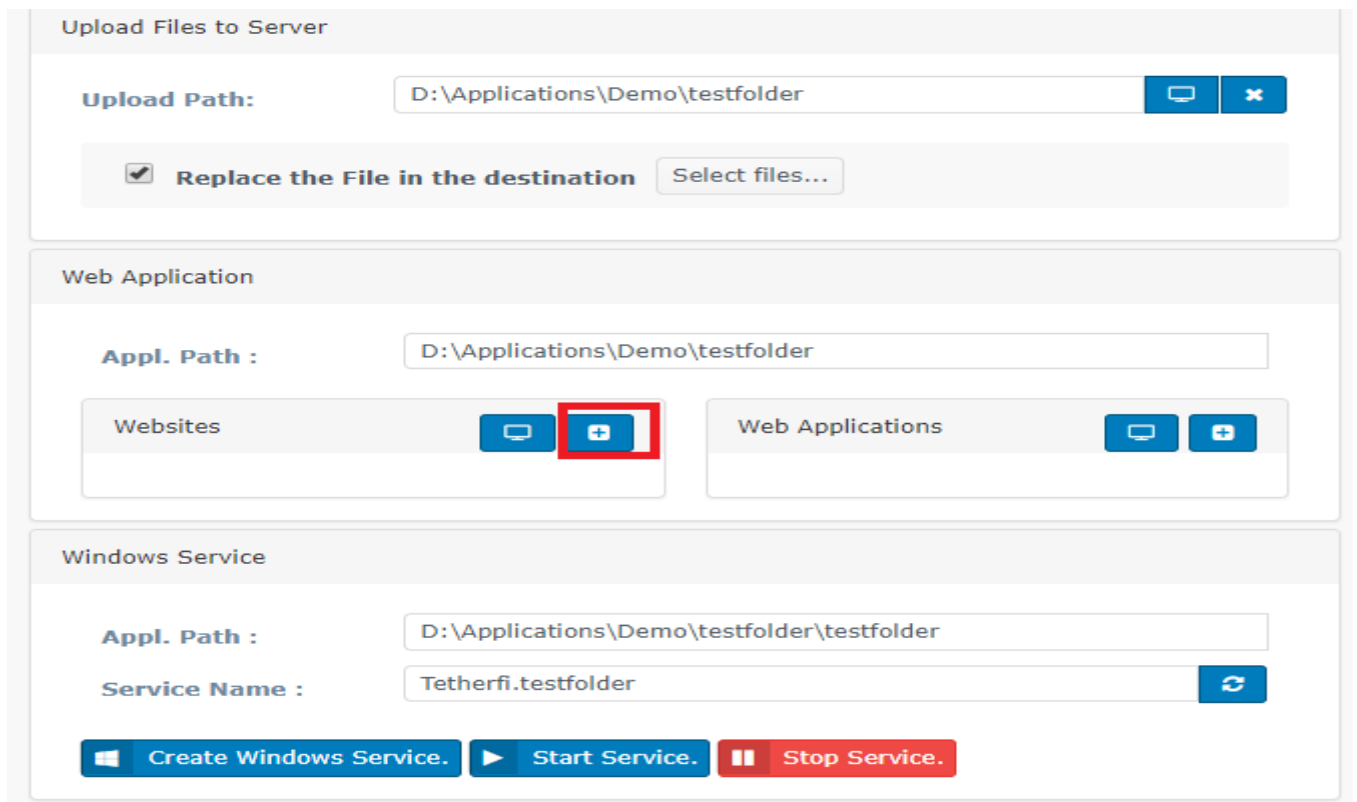


After Upload completes ,click on the extract button the system will extract files at the selected location.

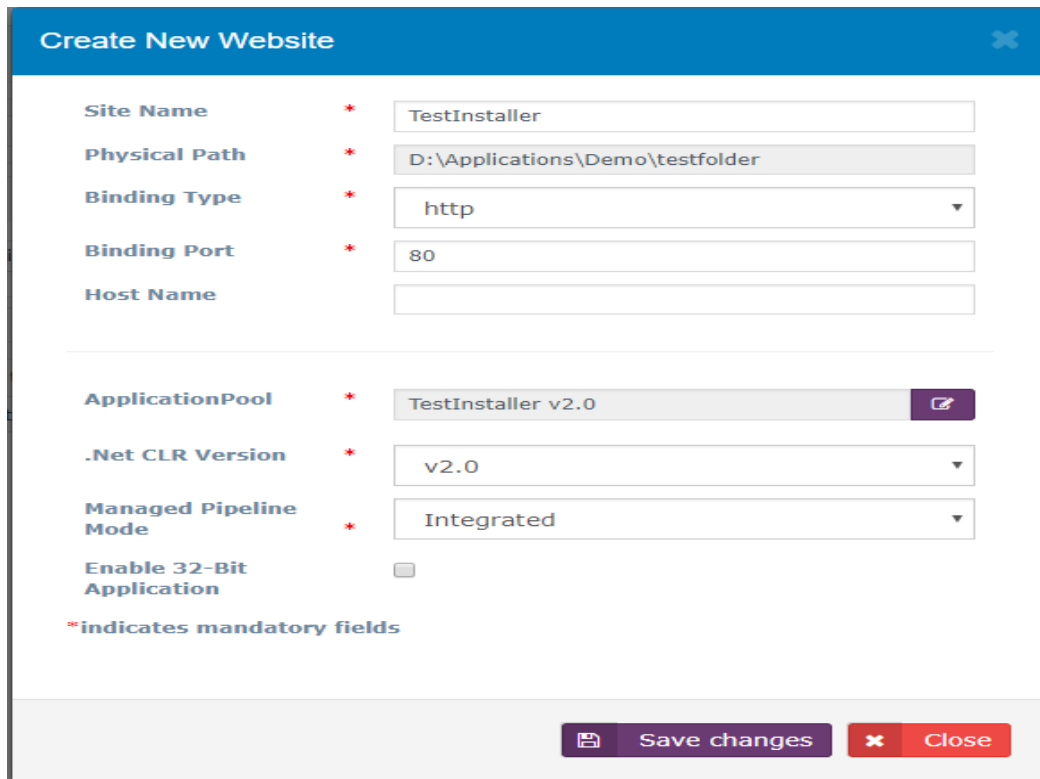




Click on '+' symbol in websites to create, new website



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



**Create New Website**

Site Name \* TestInstaller

Physical Path \* D:\Applications\Demo\testfolder

Binding Type \* http

Binding Port \* 80

Host Name

---

ApplicationPool \* TestInstaller v2.0

.Net CLR Version \* v2.0

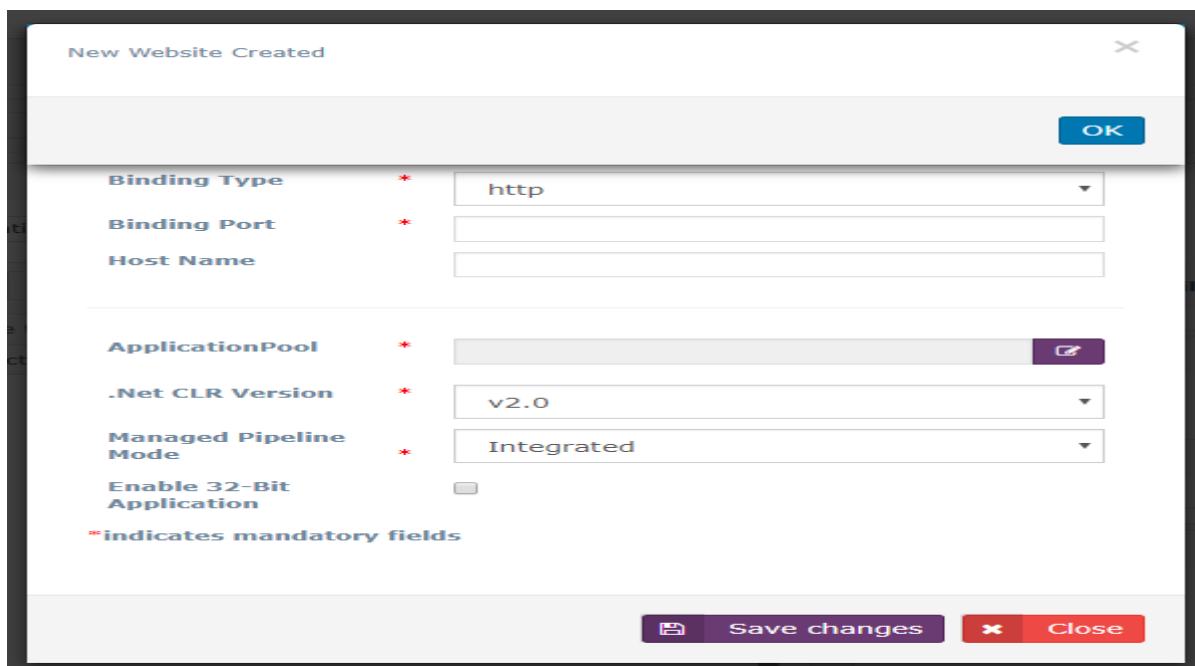
Managed Pipeline Mode \* Integrated

Enable 32-Bit Application

\* indicates mandatory fields

Save changes Close

On successful creation of website we



**New Website Created**

OK

Binding Type \* http

Binding Port \*

Host Name

---

ApplicationPool \*

.Net CLR Version \* v2.0

Managed Pipeline Mode \* Integrated

Enable 32-Bit Application

\* indicates mandatory fields

Save changes Close

Fill in the below details to create a new application

**Create New Application** ✕

<b>Application Name</b> *		<input type="text"/>
<b>Application Path</b> *		<input type="text" value="D:\Applications\Demo\testfolder\Tetherfi_Managem"/>
<b>Site</b> *		<input type="text" value="TestInstaller"/>
		<input type="checkbox"/> Enable Windows Authentication
		<input type="checkbox"/> Enable Anonymous Authentication

---

<b>Application Pool</b> *		<input type="text" value=""/> <span style="float: right; background-color: #0070c0; color: white; padding: 2px 5px;">✎</span>
<b>.Net CLR Version</b> *		<input type="text" value="v2.0"/>
<b>Managed Pipeline Mode</b> *		<input type="text" value="Integrated"/>
<b>Enable 32-Bit Application</b>		<input type="checkbox"/>

\*indicates mandatory fields

Save changes
✕ Close

**Create New Application** ✕

<b>Application Name</b> *		<input type="text" value="test_WebAppInt"/>
<b>Application Path</b> *		<input type="text" value="D:\Applications\Demo\testfolder\Tetherfi_Managem"/>
<b>Site</b> *		<input type="text" value="TestInstaller"/>
		<input type="checkbox"/> Enable Windows Authentication
		<input type="checkbox"/> Enable Anonymous Authentication

---

<b>Application Pool</b> *		<input type="text" value="test_WebAppInt v2.0"/> <span style="float: right; background-color: #0070c0; color: white; padding: 2px 5px;">✎</span>
<b>.Net CLR Version</b> *		<input type="text" value="v2.0"/>
<b>Managed Pipeline Mode</b> *		<input type="text" value="Integrated"/>
<b>Enable 32-Bit Application</b>		<input type="checkbox"/>

\*indicates mandatory fields

Save changes
✕ Close

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 :**

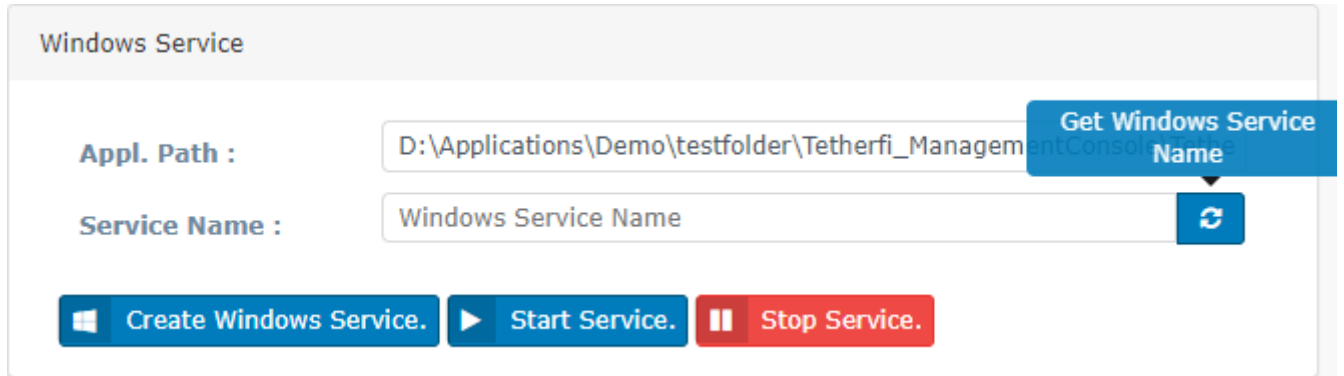
**Websites** 🖥️ ➕

<input type="radio"/> Default Web Site	Started
<input type="radio"/> InterlinkDemo	Started
<input type="radio"/> Demo	Started
<input type="radio"/> ssl	Stopped
<input type="radio"/> Test_Websites	Started
<input checked="" type="radio"/> TestInstaller	Stopped

**Web Applications** 🖥️ ➕

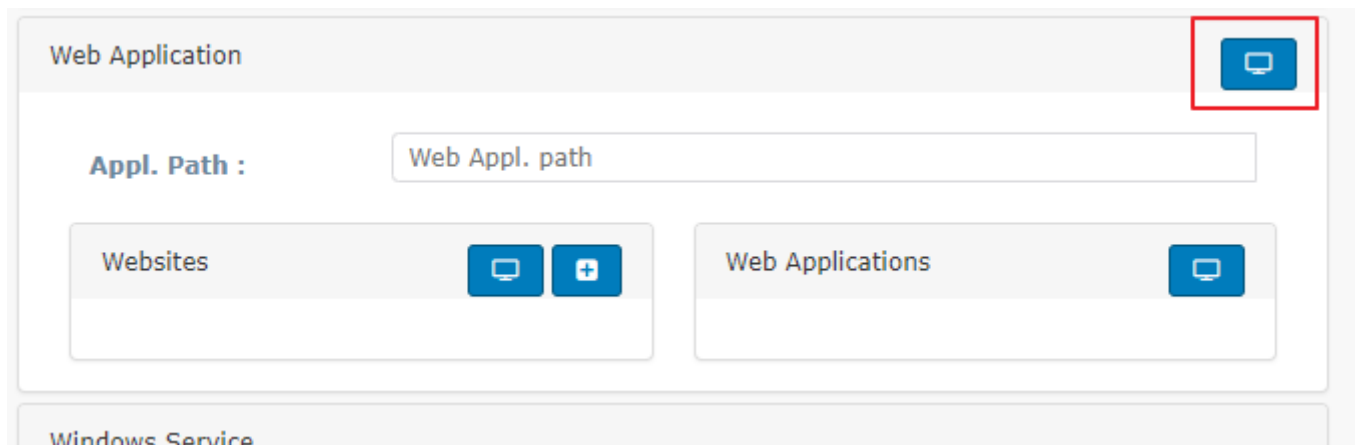
<input type="radio"/> test_WebAppInt	Started
--------------------------------------	---------

If the system finds a .exe in the installation location. The user can create a windows service by clicking on Create windows service button.

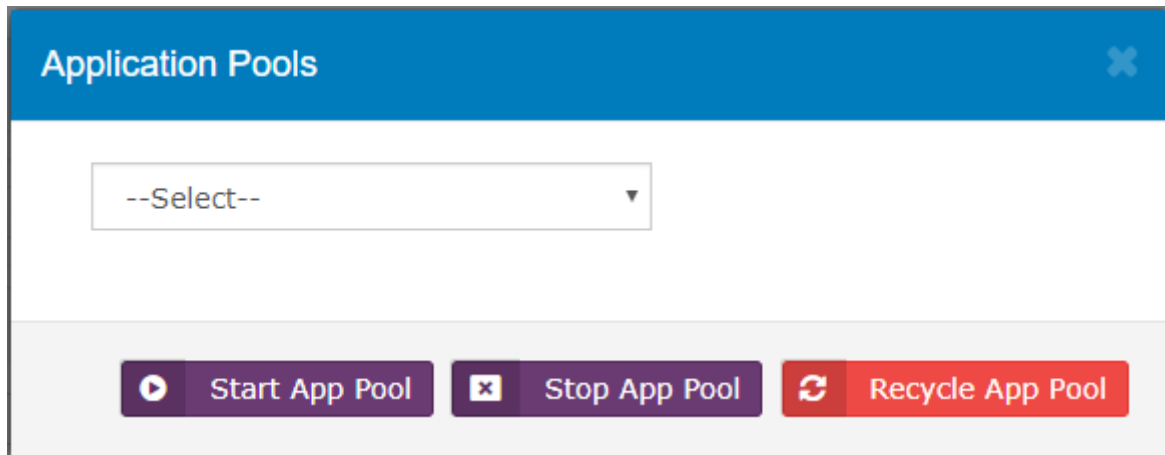


Start/Stop/Recycle app pool

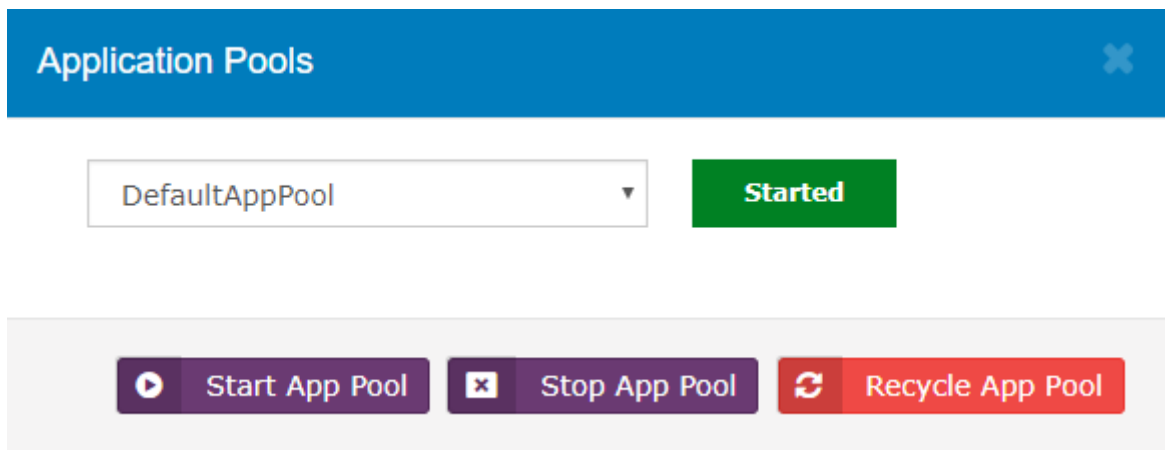
Click on the button that is highlighted below



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



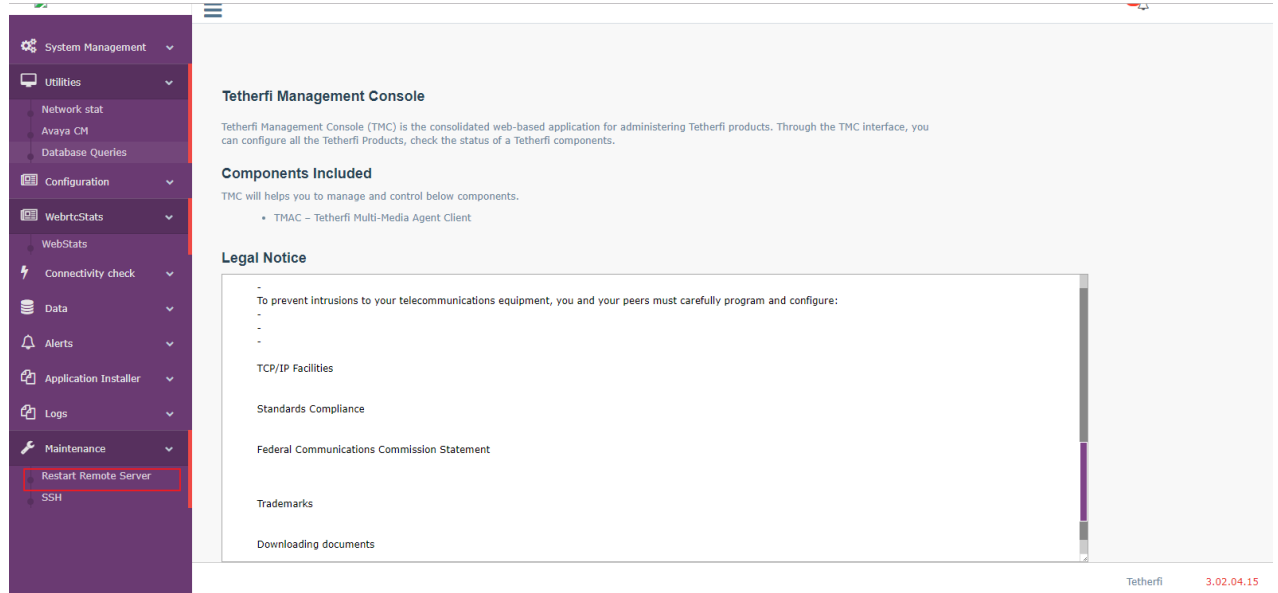
On choosing a default app pool.



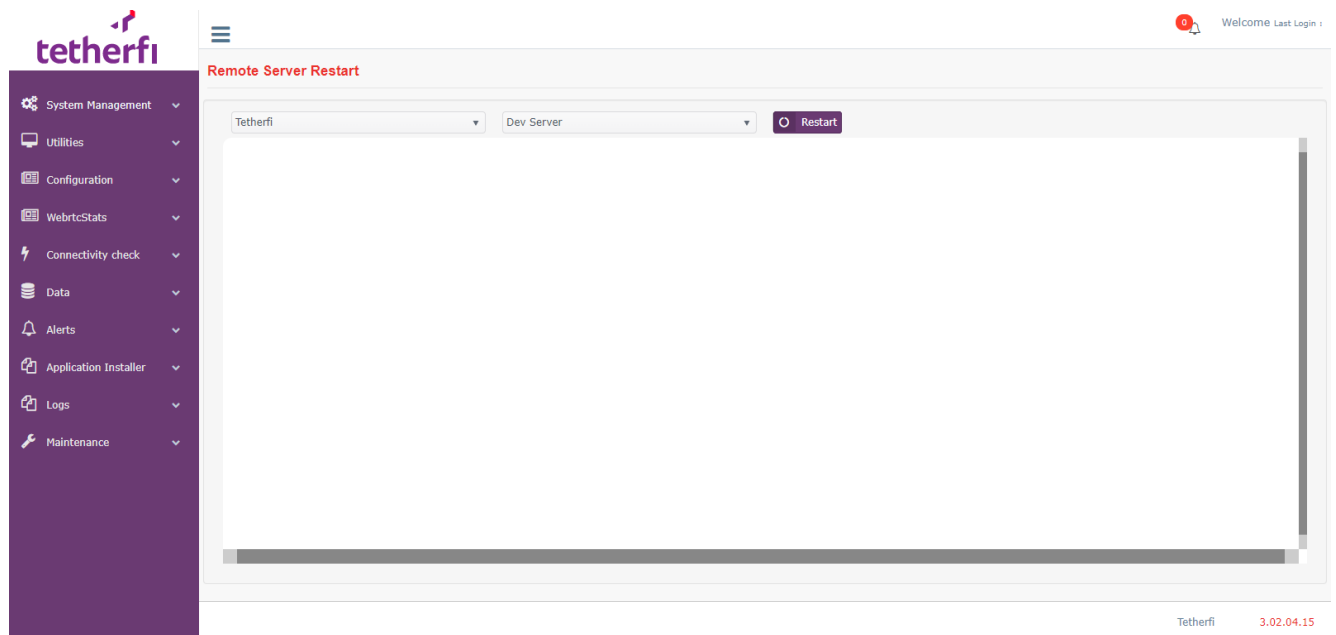
## 12. Maintenance Module

### a. System Restart

This module can be used to Restart remote server from TMC

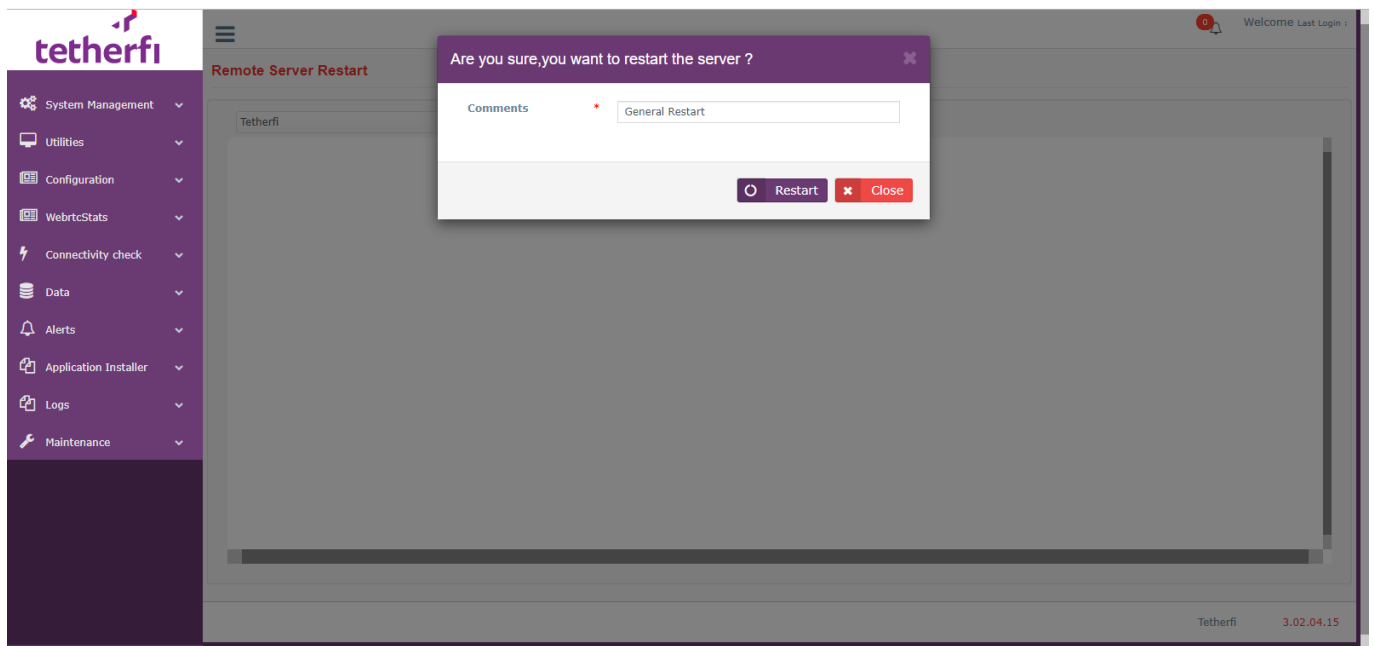


Select the server family and then select the server to re-start

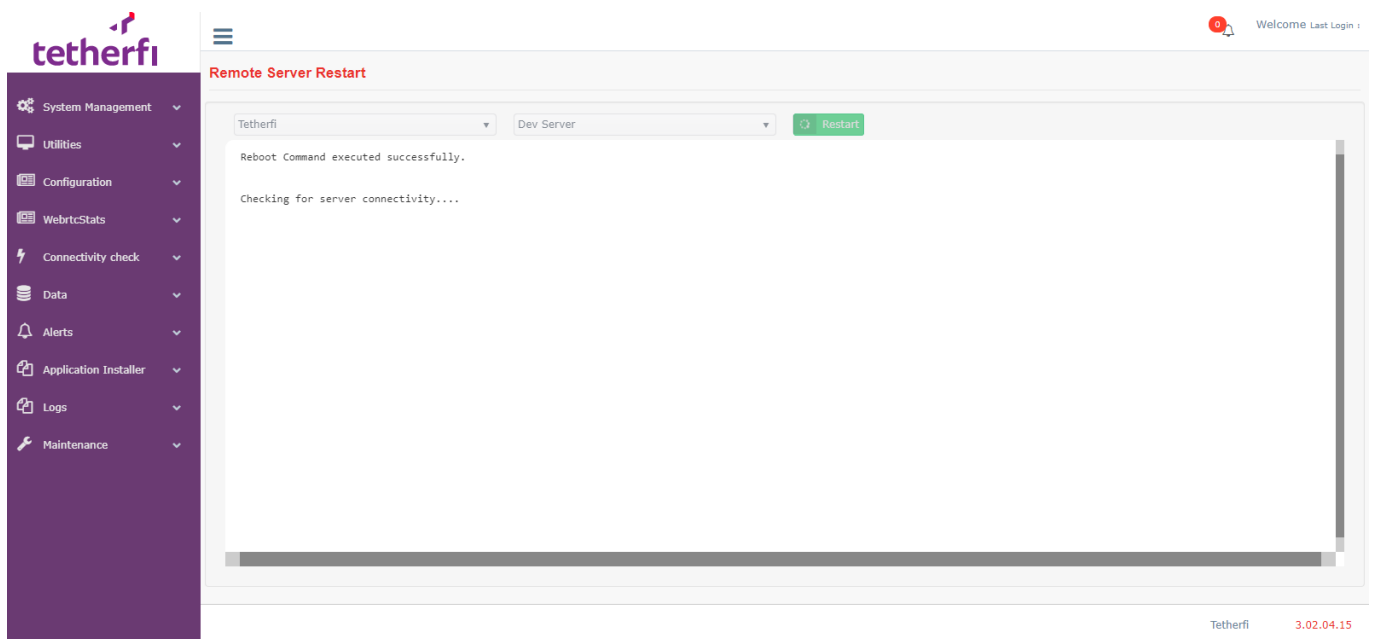


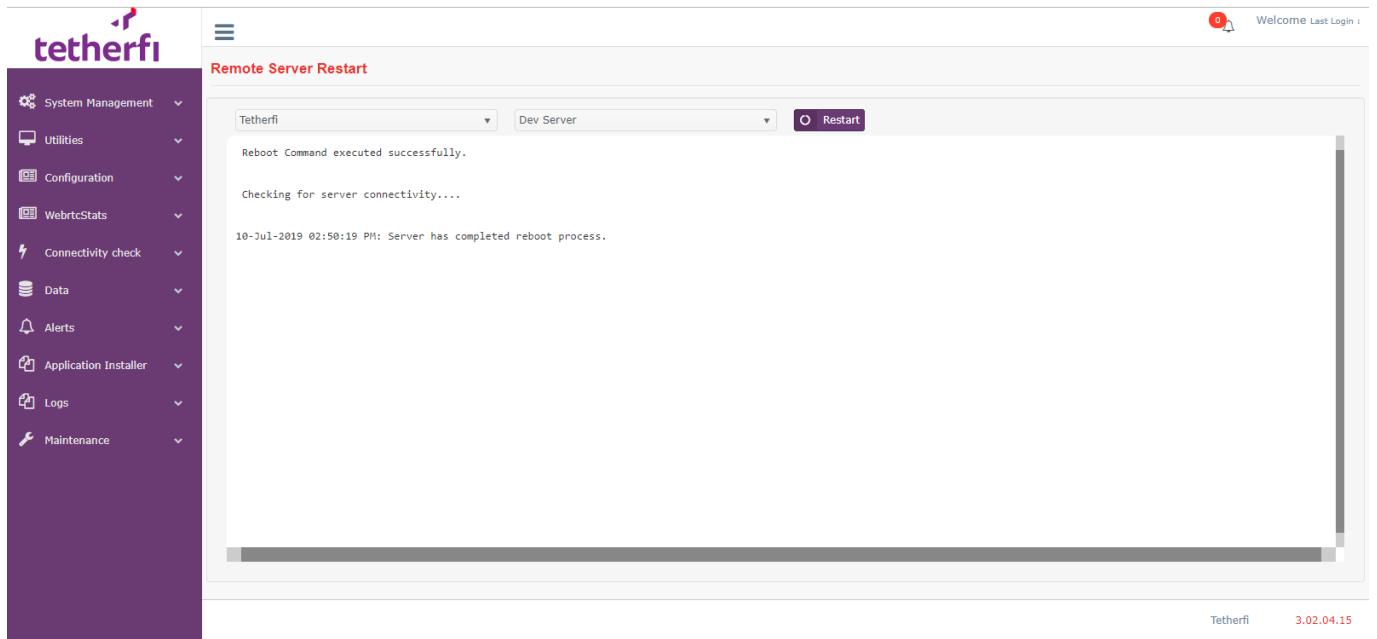
On click of restart the system display a pop up for comments.





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





**tetherfi**

System Management  
Utilities  
Configuration  
WebrtcStats  
Connectivity check  
Data  
Alerts  
Application Installer  
Logs  
Maintenance

**Remote Server Restart**

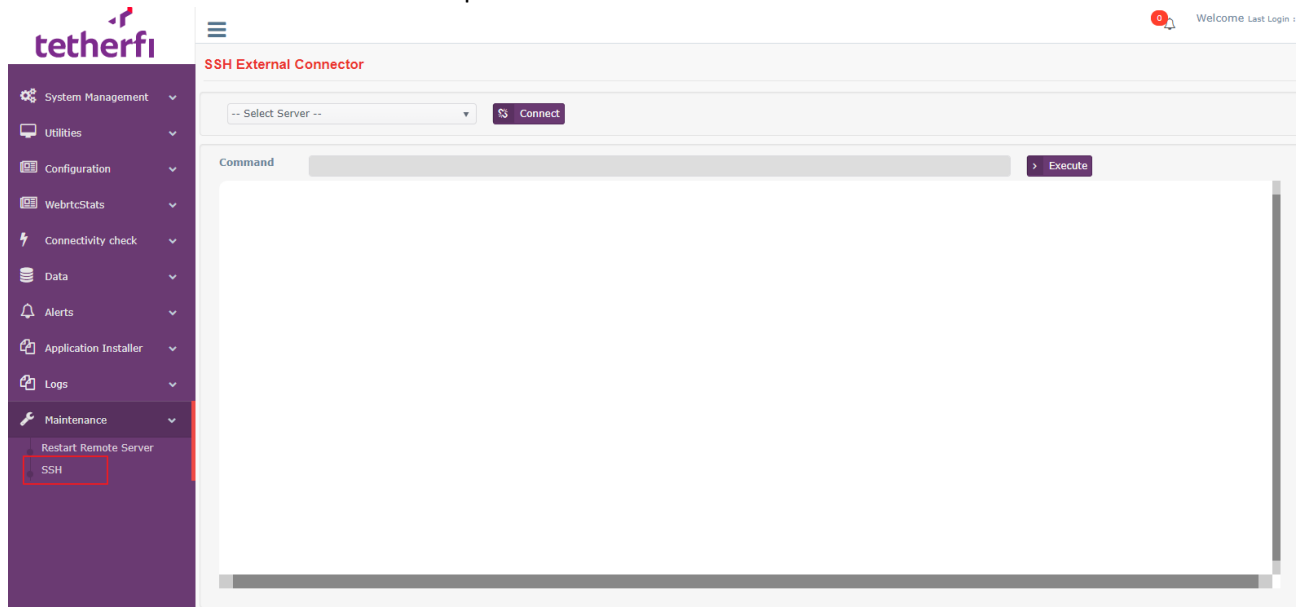
Tetherfi Dev Server Restart

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 Module

This module will allow the user to run predefined linux commands



## 13. Social Media Manager

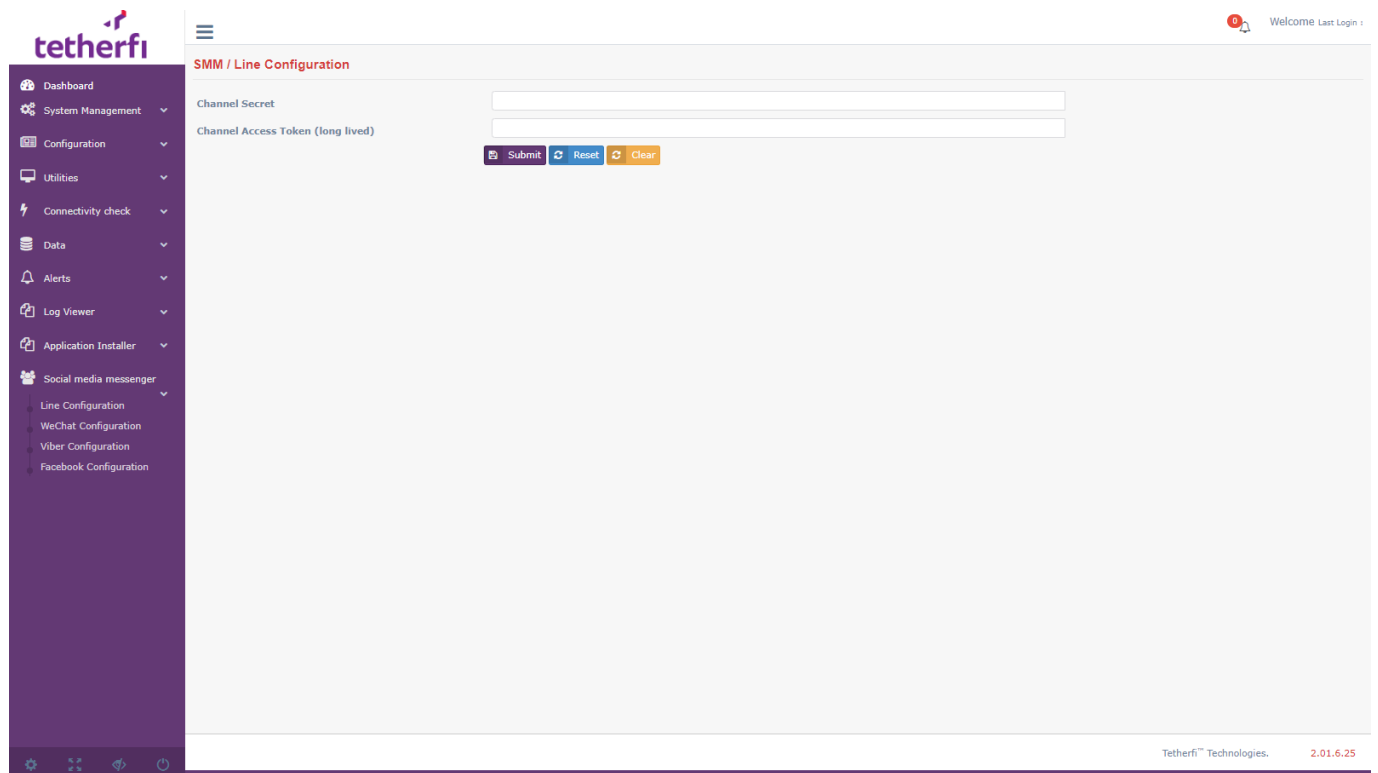
a. Line configuration

**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.

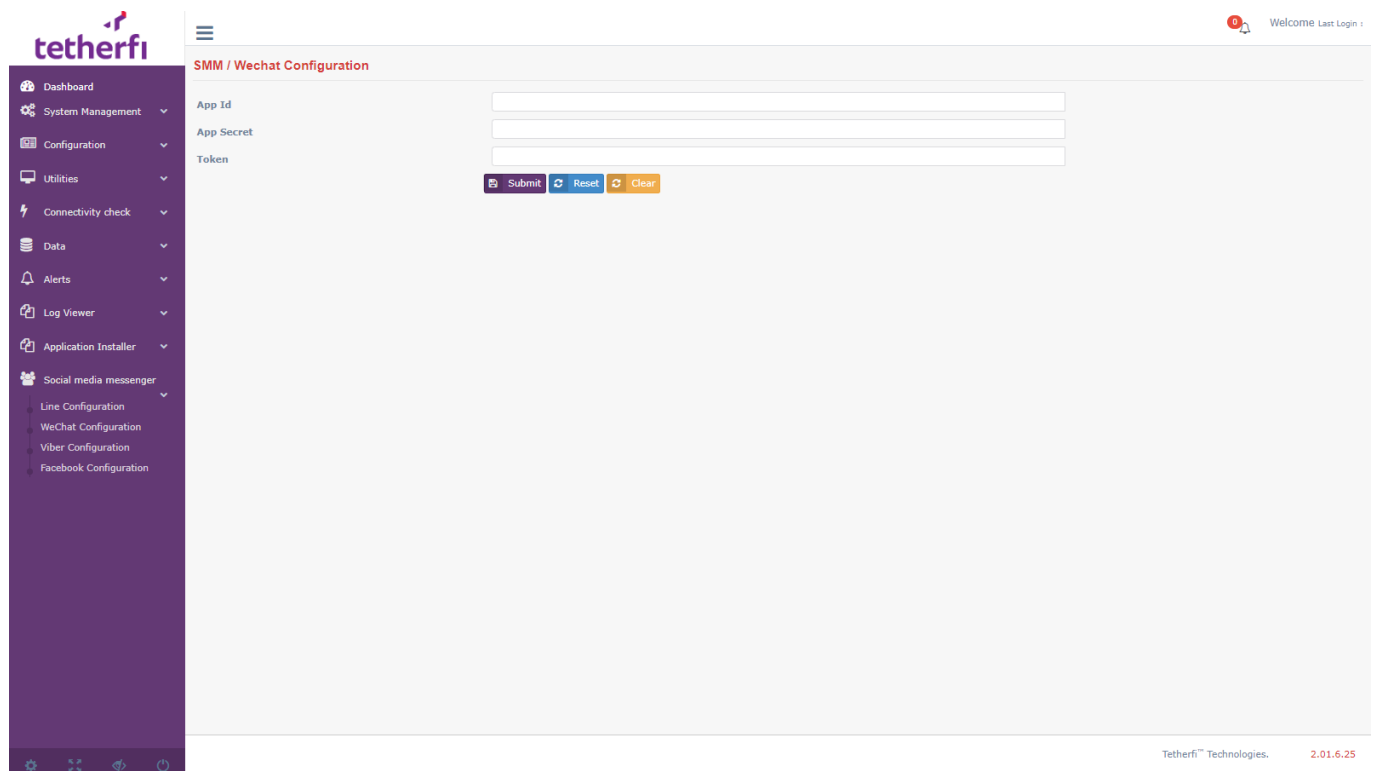
## b. WeChat Configuration

### 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



The screenshot shows the Tetherfi web interface for WeChat Configuration. On the left is a dark purple sidebar with a navigation menu including: Dashboard, System Management, Configuration, Utilities, Connectivity check, Data, Alerts, Log Viewer, Application Installer, Social media messenger (with sub-items: Line Configuration, WeChat Configuration, Viber Configuration, Facebook Configuration), and a footer with system icons. The main content area is titled 'SMM / Wechat Configuration' and contains three input fields: 'App Id', 'App Secret', and 'Token'. Below these fields are three buttons: 'Submit' (purple), 'Reset' (blue), and 'Clear' (orange). The top right of the page shows a user profile icon and the text 'Welcome Last Login'. The bottom right corner of the page contains the text 'Tetherfi Technologies. 2.01.6.25'.

**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.

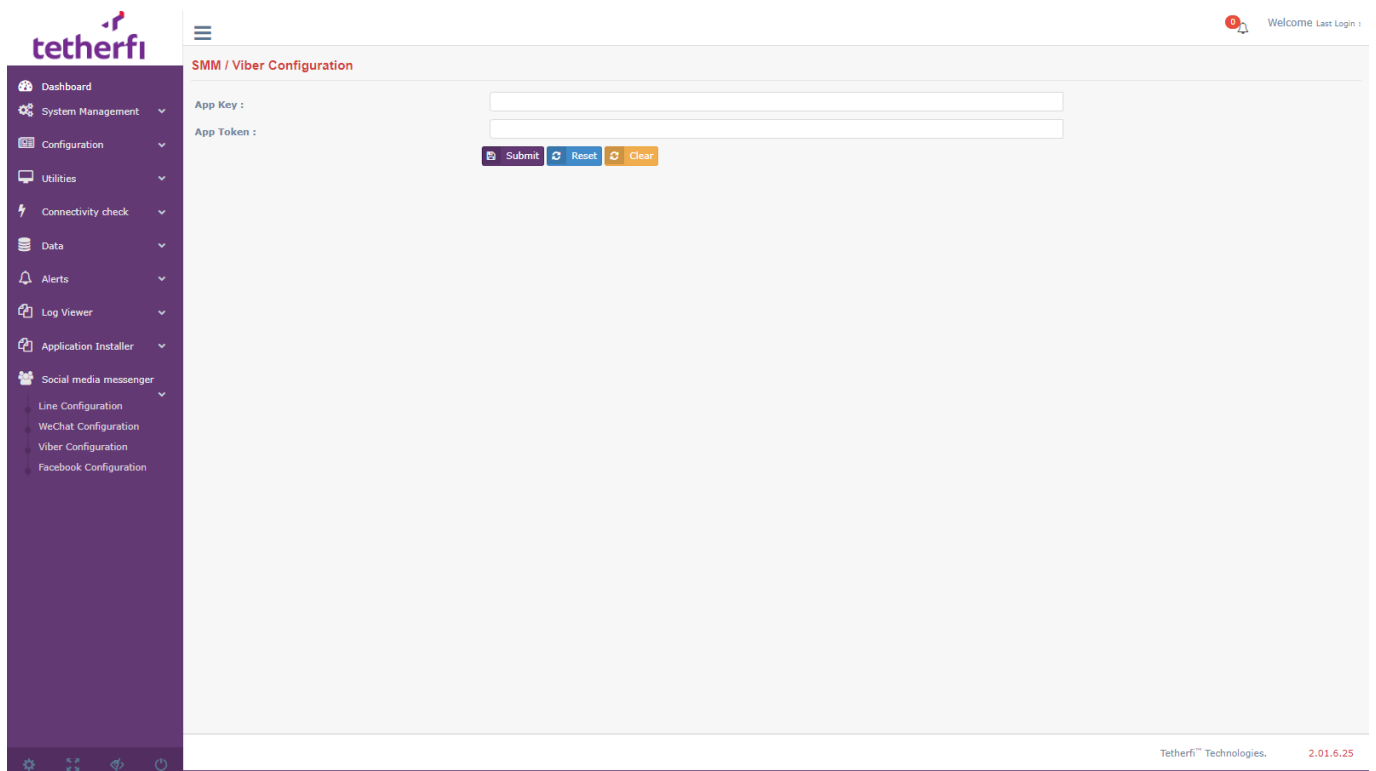
### c. Viber Configuration

**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.

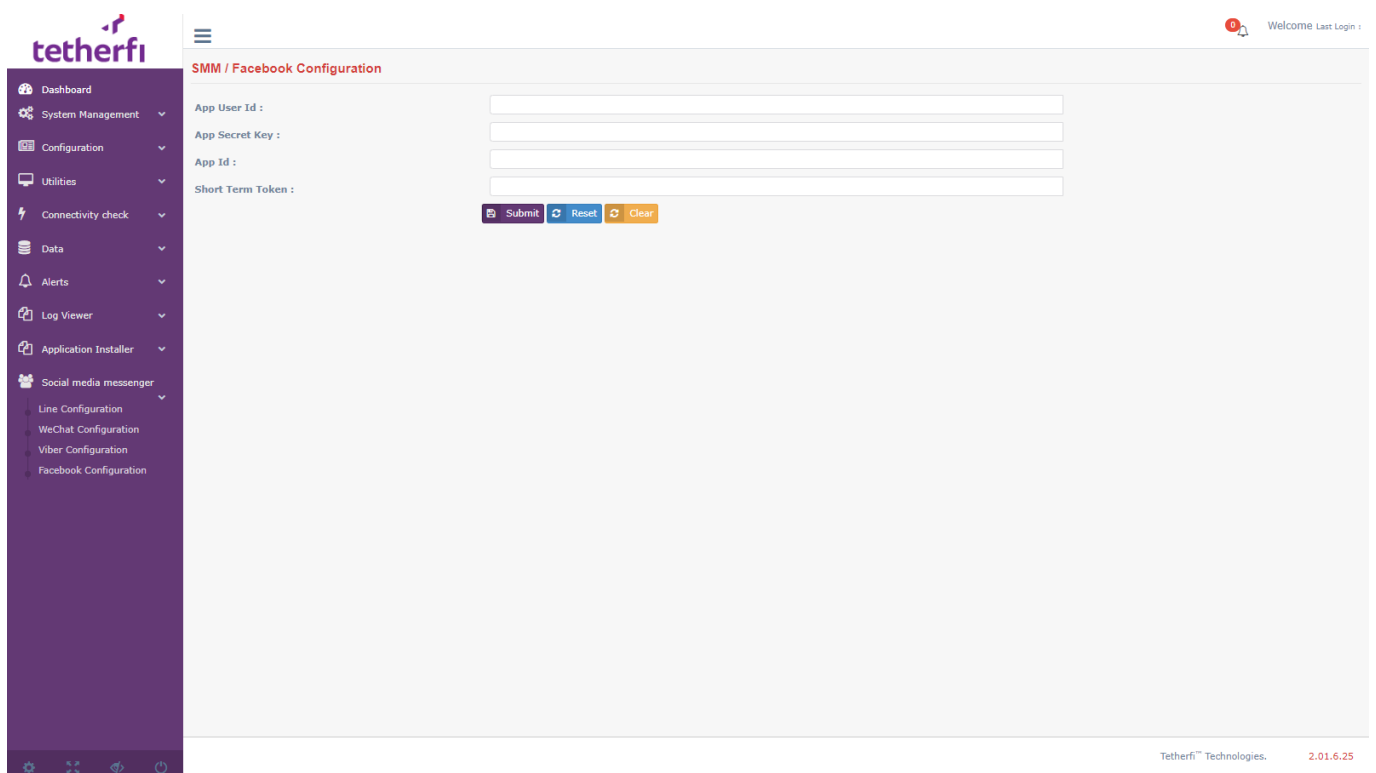
#### d. Facebook Configuration

**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.