

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.	
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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

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

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onnectivity	0	01/01/0001 08:00:00 AM	SIT_Tetherfi_Dialer		D:\Applications\S	Stopped	false	Manual	Own Process	0	0	0	
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~	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	0.00	
역	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	0.00	
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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

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4	Connectivity check			Facebook.dll	6.8.0	D:\Applications\Tetherfi\TMAC_Server	107520	25/06/2016 01:50:16 PM	Stopped		false	
<i>'</i>				Facebook.xml		D:\Applications\Tetherfi\TMAC_Server	106214	03/07/2018 01:08:32 PM	Stopped		false	
8	Data			FacebookManager.dll	1.0.0.0	D:\Applications\Tetherfi\TMAC_Server	54784	25/06/2016 01:50:16 PM				
^) alt			FacebookManager1.dll	1.0.0.0	D:\Applications\Tetherfi\TMAC_Server	49152	25/06/2016 01:50:16 PM				
-	Alerts			Interop.AXS_INPROCLib.dll	3.2.0.0	D:\Applications\Tetherfi\TMAC_Server	139264	09/03/2018 02:59:56 PM				
Q	Log Viewer			Libtextchat.dll	2.0.17.01	D:\Applications\Tetherfi\TMAC_Server	17920	09/03/2018 02:59:56 PM				
~	.			log4cxx.dll	0, 10, 0, 1	D:\Applications\Tetherfi\TMAC_Server	1802240	25/06/2016 01:50:16 PM				
62	Application Installer			Log4Net.config		D:\Applications\Tetherfi\TMAC_Server	2908	12/03/2018 05:48:02 PM				
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	WeChat Configuration		_	MBS_AMAC_CustomerLayer.dll	1.4.07.27	D:\Applications\Tetherfi\TMAC_Server	74752	26/07/2016 07:23:50 PM				-2
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Open/Download Files :

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

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			Stop	p Service M Start Service M Re-Start Service B File Explorer			
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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

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



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	Data	~	190360	11/11/2016 08:49:46 Pf	M VoiceLibraryProcess	main2	maindevice	Main	D:\Applications\UAT\TMAC_Server\VoiceLibraryProcess.
- J 1	ogged in agents		204560	07/11/2016 12:12:02 Pf	M VoiceLibraryProcess	main3	maindevice	Main	D:\Applications\DD\TMAC_Server\VoiceLibraryProcess.e
1	Wallboard		228220	13/11/2016 01:57:10 Pf	M VoiceLibraryProcess	1391211	30001	child	D:\Applications\SIT\TMAC_Server\VoiceLibraryProcess.e
	Aux codes		72912	11/11/2016 08:49:46 P	M VoiceLibraryProcess	main1	maindevice	Main	D:\Applications\SIT\TMAC_Server\VoiceLibraryProcess.e
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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

<pre>MacAdddress: "C4:54:44:5C:EF:6E", IPAdddress: "202.150.214.54", Hostname: "WIN-LD936JEFVQV", ContactOtelis: "Tetherf1 Tech. Pte Ltd", ServerLicenseIssueduct": "Tetherf1", ServerLicenseIssueduct": "2017-06-12T21:10:40.7217562+08:00", V TmacConponent: (Product: 1, V TmacConnent: [</pre>	Teraico 🔻	Production	٣	TMAC	• ۹	Search	
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Decductions 1 100 00 1 100 000 j	ExpiryDateTime: "2018-04-27T00:00	. 00."					
	ProductKey: mull	,					
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EmailManagerComponent: null,	mailManagerComponent: null,						
InteractionWorkflow: null,							

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.



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	Configuration	~	Protocol	Process ID		Process Name	Path		My IP Port	Remote IP Por	t s	tatus	
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7	Connectivity check	~											
9	Data	~											
4	Logged in agents												
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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 functio Search Criteri	ia: I	N.A. N.A.				
TMC - Tetherfi Manager $\leftarrow \rightarrow \circlearrowright 4$	× + 3.245.61	.180:25080/Tetherfi_Management	tConsole//SMSAPi	PI/CommandManager	1	🔟 🛧 😑 🔣 🟠 …
 Dashboard System Management Service Manager Voice process manager Utilities Configuration 	* * *	SMS API / Command I Operation * Command Type* Qualifier	Manager list agent Q Load	Operation/Command Type fields are mandatory		
 Connectivity check Data Logged in agents Wallboard Aux codes Auth server Proxy server Work queue 						
Alerts ℓ2 Audit logs ☆ 23 Ø ⊷ C	* *	c) 🖪 C E	90 <u>(</u>) 🛛 💼 ō=	へ d)) <i>底</i>	€⊃ d [#] ^{7,42} PM 2016-11-12 ₹



c. Database queries

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

tothorf		≡								0) Welcome	Last Login :
tethern		Commands	/ Sys Proce	ssess								
📽 System Management		Colort	Sonyor Family		-	last Convar		O Search				
Utilities	~	Select	Server ranniy		• 56	ieu server	¥	Q Search				
Network stat		Appli Appli	cation Name Cor	ntains : Application	n Name Contai	ins		xport to Excel	xport to PDF			
Avaya CM Database Queries		Session Id	Status	Login Name E	Database N	Program Name		Login Time	Host Name	Host Proces	Client Version	Client
Configuration												
😐 WebrtcStats												
Y Connectivity check												
🛢 Data												
↓ Alerts												
Application Installer												
Cogs												_
🔑 Maintenance												- 1
			ы н) 50	 items per page 	e						No items to disp	lay O
										Tel	herfi 3.0	02.04.15

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

،۲ tothoufu	≡						0	Welcome Las	t Login : 11-06-201	.9 12:29:23
tethern	Commands	/ Sys Proce	ssess							
🗱 System Management										
🖵 Utilities	Tetherfi			▼ Local	System •	Q Search				
Configuration	Appl	ication Name Co	ntains : Applica	tion Name Conta	ins	Export to Excel Export to PDF				
	Session Id	Status	Login Name	Database N	Program Name	Login Time	Host Name	Host Proces	Client Version	Client
💷 WebrtcStats	52	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:31 PM	WIN-OJQ950ECO24	1964	7	.Net :
Connectivity check	53	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:26:13 PM	WIN-OJQ950ECO24	3100	7	.Net !
/ Connectivity check	54	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:26 PM	WIN-0JQ950EC024	6988	7	.Net (
🛢 Data	55	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:29 PM	WIN-0JQ950EC024	5060	7	.Net !
A .	56	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:29:30 PM	DESKTOP-BJKLS1R	10792	7	.Net :
Alerts	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 12:29:28 PM	WIN-OJQ950ECO24	584	7	.Net s
ද් Logs	61	sleeping	sa	OCM	Microsoft SQL Server Management Studio Query	- 11/06/2019 11:23:53 AM	LENOVO-PC	27180	7	.Net :
差 Maintenance	62	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:28:36 PM	WIN-OJQ950EC024	3520	7	.Net :
	63	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:10 PM	WIN-OJQ950EC024	8088	7	.Net :
	65	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:25:08 PM	DESKTOP-BJKLS1R	8900	7	.Net :
	67	sleeping	sa	OCM	.Net SqlClient Data Provider	11/06/2019 12:28:54 PM	WIN-OJQ950EC024	9808	7	.Net :
	••1)) 50	• items per p	age					1 - 42 of 42 iter	ms 🔿
								Tet	herfi 3.0	2.04.15



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

.r		≡								0	Welcome Las	it Login : 11-06-201	9 12:33:00
tethern		Command	s / Sys Proces	ssess									
📽 System Management													
🖵 Utilities		Tetherfi			▼ Loca	ISystem	• Q	Search					
		💩 Арр	lication Name Con	tains : Applica	tion Name Conta	ins	Expo	rt to Excel	Export to PDF				
		Session Id	Status	Login Name	Database N	Program Name		Login Time		Host Name	Host Proces	Client Version	Client
WebrtcStats		52	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:31 PM	WIN-0JQ950EC024	1964	7	.Net :
Connectivity check		53	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:31:13 PM	WIN-0JQ950EC024	3100	7	.Net :
y connectine, check		54	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:40 PM	WIN-OJQ95OECO24	6988	7	.Net 9
🛢 Data		55	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:44 PM	WIN-OJQ950EC024	5060	7	.Net :
		56	sleeping	sa	осм	.Net SqlClient Data Provider		11/06/20	19 12:34:46 PM	DESKTOP-BJKLS1R	10792	7	.Net :
	, ,	58	sleeping	sa	OCM	Microsoft SQL Server Management Stud Query	lio -	11/06/20	19 11:46:09 AM	TTF-SEP2017	22068	7	.Net s
		60	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:43 PM	WIN-OJQ950ECO24	584	7	.Net :
ද් Logs		61	sleeping	sa	OCM	Microsoft SQL Server Management Stud Query	lio -	11/06/20	19 11:23:53 AM	LENOVO-PC	27180	7	.Net :
🎤 Maintenance		62	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:45 PM	WIN-0JQ950EC024	3520	7	.Net :
		63	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:34:50 PM	TETHERFI	14796	7	.Net :
		65	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:35:08 PM	DESKTOP-BJKLS1R	8900	7	.Net :
		67	sleeping	sa	OCM	.Net SqlClient Data Provider		11/06/20	19 12:34:54 PM	WIN-OJQ950EC024	9808	7	.Net :
			► ► ► 50	 items per p 	age							1 - 40 of 40 iter	ms O
											Tet	therft 3.0	2.04.15

ر. tothorfi	≡	● Welcome ∟a	st Login : 11-06-201	19 12:33:00
tethern	Commands / Sys Processess			
🗱 System Management	Tetherfi • LocalSystem • O Search			
🖵 Utilities	Query			
Configuration	SELECT * FROM AGT_Agent_Reminders WITH (NOLOCK) WHERE Status = 'New' AND (RemindDate + RemindTime) <= '20190611150444' ORDER BY AgentI D, (RemindDate + RemindTime)	Host Brocos	Client Version	Client
💷 WebrtcStats	52	1964	7	.Net :
Connectivity check	53	3100	7	.Net !
- Connectivity check	54	6988	7	.Net :
🛢 Data	55	5060	7	.Net :
🗘 Alerts	56	10792	7	.Net :
	58	22068	7	.Net :
C Application Installer	60	584	7	.Net :
ර ු Logs	61	27180	7	.Net :
🔎 Maintenance	62	3520	7	.Net :
	63	14796	7	.Net :
	65	8900	7	.Net :
	67	9808	7	.Net :
			1 - 40 of 40 iter	ms 🔿
		Tel	herfi 3.0)2.04.15



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.

=	0	Welcome Last Login :
Application Settings		
Tetherfi V Demo - Server V Select Template V C Q Search 2 Upload		

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

Upload Application Config. Template	
Select files	
	Close

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





ہر tetherfı	≡				0	Welcome Last Login :
📽 System Management						
Utilities	ChatProxy	V Q Search	C Reset			
Configuration	Chat Server De	tails Logging File Upload/Dov	vnload Other Configuration			
WebrtcStats	SL #	Key	Value	Description		
	1	tchat1_addr*	127.0.0.1	Primary Address		
7 Connectivity cneck	2	tchat1_port*	2343	Primary Port		
🛢 Data	3	tchat2_addr*	127.0.0.1	Secondary Address		
🗘 Alerts	4	tchat2_port*	2343	Secondary Port		
A	5	secure_connect	false •	Secure connect		
4 Application Installer	6	enable ibossvault		Enable Jboss Vault		
🖆 Logs			true •			
🔎 Maintenance	7	enable_absolutepath	false •	Enable Absolute Key Store File Path		
	8	kevstore*	newcert ike	Kev Store File		
	9	ks_pass*	***	Key Store Password		
	10	ks_kpass*	••••	Key Store Key Password		
		_				
	Validate Dat	ta				
					Tetherf	3.02.04.15

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

्र tetherfi	≡				<u>0</u>	Welcome Last Login
📽 System Management						
🖵 Utilities	ChatProx	y v Q Search	C Reset			
Configuration	Chat Server I	Details Logging File Upload/D	ownload Other Configuration			
💷 WebrtcStats	SL #	Key	Value	Description		
Connectivity check	1	tchat1_addr*	127.0.0.q	Primary Address	Validation failed. Incorrect input.	
-	2	tchat1_port*	2343	Primary Port		
曼 Data	3	tchat2_addr*	127.0.0.1	Secondary Address		
△ Alerts	4	tchat2_port*	2343	Secondary Port		
-	5	secure_connect	false	Secure connect		
C Application Installer	6	enable, ibosevault		Enable Those Vault		
省 Logs	U	enable_jbossvadit	true			
🔎 Maintenance	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				



ہ۔ tetherfı	≡				● <u></u> We	elcome Last Login :
📽 System Management	ChatProvy	O Search	h 😷 Recat			
🖵 Utilities	chatroxy					
Configuration	Chat Server Deta	ils Logging File Upload/	Download Other Configuration			
I WebrtcStats	SL #	Key	Value	Description		
Connectivity check	1	tchat1_addr*	127.0.0.2	Primary Address		
-	2	tchat1_port*	2343	Primary Port		
曼 Data	3	tchat2_addr*	127.0.0.1	Secondary Address		
🗘 Alerts	4	tchat2_port*	2343	Secondary Port		
<u>م</u>	5	secure_connect	false •	Secure connect		
4 Application Installer	6	enable ibossvault		Enable Those Vault		
ර ු Logs	0	enuble_bbbstudie	true 🔻	Lindie 3003 volle		
差 Maintenance	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

		≡				, j		•	Welcom	1e Last Login :
cettern			Up	date Successfully		^				
📽 System Management										
Utilities						UK				
Configuration		Chat Server Details	Logging File Uploa	d/Download Other Configuration						
😐 WebrtcStats		SL # Key		Value		Description				
Connectivity check		1 tchat	1_addr*	127.0.0.2		Primary Address				
-		2 tchat	1_port*	2343		Primary Port				
😸 Data		3 tchat	2_addr*	127.0.0.1		Secondary Address				
🗘 Alerts		4 tchat	2_port*	2343		Secondary Port				
Application Installer		5 secur	e_connect	false	٣	Secure connect				
		6 enabl	e_jbossvault	true	Ŧ	Enable Jboss Vault				
Logs										
🔎 Maintenance		7 enabl	e_absolutepath	false	٣	Enable Absolute Key Store File Path				
		8 keyst	ore*	newcert.jks		Key Store File				
		9 ks_pa	ass*	•••		Key Store Password				
		10 ks_kt	oass*	••••		Key Store Key Password				
	ľ	Validate Data								
								Tether	fi 3	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

tothorf	=		C	Velc	OME Last Login :
tethern					
📽 System Management					
Utilities	Chatserver	DevChatServer	C Search C Reset		
Configuration		ChatServer2			
WebrtcStats					
4 Connectivity check					
🛢 Data					
♠ Alerts					
Application Installer					
🕰 Logs					
🔑 Maintenance					
			Τε	etherfi	3.02.04.15

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

ر. tetherfi		=				0	Welcome Last Login :
System Management Utilities Configuration	* * *	ChatServer Chat Server Details Default	DevChatServer Vother Configuration	Q Search 2 Reset			
💷 WebrtcStats		SL # Key	Value		Description		
4 Connectivity check		1 callbackbypass	true	0.011.02.5000/004.05.55.55/			
🛢 Data		3 csodetails.url.3	direct,http://202.15	0.211.82:5000/AMACServer/			
🗘 Alerts		🖹 Validate Data					
Application Installer							
රී Logs							
🔑 Maintenance							
						Tether	fi 3.02.04.15

After modifying the data and click on validate data

>if data is invalid error message will be displayed



🖸 3.4. H 🛛 😢 (3) W 🗍 🔃 C# De	🕒 Facto 🛛 🖸 Facto	o 👋 Facto Ġ factor 📓 Facto	🥵 Facto G c# inc 端 C# Bc G shivp G mem	🚳 Mem 📓 Desig 📓 Desig 🎦 Chati 🕜 TI X 🛛 G muth 🔇 172.1 🕂 🦳 🗖	×
\leftrightarrow \rightarrow C (i) localhost/TM	ICUI_Development/	TextChat/TextChatServerProxy		아 ☆ 😭 🛛 📿 🧔	:
tetherfi	=			Come Last Log	jin :
🗱 System Management 🗸	ChatServer	r v DevChatServ	er 🔻 🔍 Search 😂 Reset		
🖵 Utilities 🗸 🗸					_
🖽 Configuration 🗸 🗸	Chat Server De	etails Default Other Configur	ation		
💷 WebrtcStats 🗸 🗸	SL #	Кеу	Value	Description	
🖌 Connectivity check 🗸	1	agent.timeout*	8888	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	
🛢 Data 🗸 🗸		human cellback*		millisecond (1 second)	
♠ Alerte ¥	2	Dypass.caliback	false	or not. Default value is false.	
Application Installer	3	bypass.csocheck*	false	Flag to indicate whether to bypass CSO check or not. Default value is false.	
Po .	4	Conn.HBCount*	3	This indicates the Heartbeat count. Default value is	
Logs ✓	5	Conn.HBPeriod*	15	Value indicates HB Period. Default value is 15	
🗲 Maintenance 🗸 🗸	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 Moniter	ł
Tetherfi_Coding_Stpdf ^	Tetherfi_Co	ding_Stpdf ^	۲CIntegj م 📠 ChatPoxyTMCIntepng م	ChatPoxyTMCIntexml ^ Tetherfi_Managemrar ^ Show all	×
🖬 O 🛱 📄 🧕	🗙 🐰 🖉	o 👔 o 🚺 🍕 💁 🛛	· 🖉 💆 隆 💻 💻	<mark>ج^و م ₪ 🧟 (</mark> 1228 PM ا	₽

>If data is valid save button will be displayed

🖽 WebrtcStats	~	SL #	Key	Value	Description
f Connectivity check	~	1	agent.timeout*	10001	Time in millieconds Chat server waits for Agent to connect back if the connection is closed battween Chat Server and Agent. Default value is (ADM - Ullicared) is servered.
🛢 Data	~	2	bypass.callback*	false •	1000 minisecona (1 secona) Flag to indicate whether to bypass callback request or not. Default value is false.
⚠ Alerts	*	3	bypass.csocheck*	false v	Flag to indicate whether to bypass CSO check or not. Default value is
4 Application Installer	~	4	Conn.HBCount*	2	This indicates the Heartbeat count. Default value is 3
C Logs	~	5	Conn.HBPeriod*	15	Value indicates HB Period. Default value is 15
£ 11		6	csodetails.url.1*	tmac,http://localhost:17000/TmacServer1/	URL of the CSO detail service.
 Mantenance 	Ť	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 v	Boolean value to enable/disable system callback requests.Default value is false.
		11	enable.avmonitor*	false	Enable AV Moniter
		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 UJ. 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 v	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			
					Tetherfi 3.02.04.15



\leftrightarrow \rightarrow G (i)	localhost/TMCUI_Deve	elopment/TextChat/TextChatServerProxy			🗣 ९ 🖈 🔒 🖲 🛛 🛥 🛛 🛎 🗄
🖽 WebrtcStats	✓ SL #	Кеу	Value	Description	
Connectivity check	v 1	agent.timeout*	10001	Time in milliseconds Chat server waits for Agent to connect back if the connection is closed between Chat Server and Agent. Default value is	
🛢 Data	✓ 2	bypass.callback*	false •	1000 millisecond (1 second) Flag to indicate whether to bypass callback request or not. Default value is false.	
⊥ Alerts	* 3	bypass.csocheck*	false	Flag to indicate whether to bypass CSO check or not. Default value is false	
Application Installer	* 4	Conn.HBCount*	3	This indicates the Heartbeat count. Default value is 3	
街 Logs	✓ 5	Conn.HBPeriod*	15	Value indicates HB Period. Default value is 15	
6	6	csodetails.url.1*	tmac,http://localhost:17000/TmacServer1/	URL of the CSO detail service.	
Maintenance	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 Moniter	
	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 v	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 v	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.	
	🖺 Save				
					Tetherfi 3.02.04.15

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 .



			· · · · · ·		
_					
Ψ.	Utilities			2018-07-04 12:40:49,295 [1] DEBUG VoiceLibrary.TServerManager - SecurityLogin():	
			17	2018-07-04 12:40:49,296 [1] DEBUG VoiceLibrary.TServerManager - SecurityLogout():	. 00.00.00.14
4	Connectivity check			2018-07-04 12:40:49,296 [1] DEBUG VoiceLibrary.TServerManager - SecurityLogout return:-3:	
			1	2018-07-04 12:40:49,576 [1] DEBUG VoiceLibrary.TServerManager - SecurityLogin return:0:	
	Data			2018-07-04 12:40:49,579 [6] DEBUG VoiceLibrary.Utils - PrintSocketData:256828:	
	Data			2018-07-04 12:40:49,584 [7] DEBUG VoiceLibrary.TserverManager - ProcessEventQueue():	ESSIM
~				2018-07-04 12:40:49,586 [1] DEBUG IMC.AESConnectivity.StationManager - Security Login SUCCESS:	SSIM
Д	Alerts			2018-07-04 12:40:44,586 [1] DEBUG IMC.AESCONNECTUATY.StationManager - Monitor Station 40003:	
				2010-07-04 12:40:49;500 [6] DEBUG VoiceLibrary.ISErVermanager SenakepAllve():	
C ² 1	Log Viewer			2010-07-04 12:40:44 566 [0] DEDUG VOICELDFATY.ISETVETMAINAGET - ACS KEEP AILVE IS ENADLED. LIMET = 50 SECONDS: 2019-07-04 12:40:44 556 [0] DEDUG VOICELDFATY.ISETVETMAINAGET - Valid times for AES Keep Alive.	
				2018-07-04 12:40:49 566 [1] DEBIG VoiceLibrary TServenhanger - VoiterStation():40003-	
Pa	Application Installer			2018-07-04 12:40:495 90 fall DEBUG Voice Library. TserverNanager - Keen alive message success:63V16:	
-10	Application Installer			2018-07-04 12:40:49.627 [1] DEBUG VoiceLibrary TServerManager - MonitorStation() returned:0:	
				2018-07-04 12:40:49,627 [1] DEBUG TMC.AESConnectivity.StationManager - Make Call:	
	Social media messenge	r		2018-07-04 12:40:49,628 [1] DEBUG VoiceLibrary.TServerManager - MakeCall():40006:	
Ι.				2018-07-04 12:40:49,657 [6] DEBUG VoiceLibrary.Utils - TCP SOCKET:256828,TMC.AESConnectivity,,10.133.146.4,57146,10.133.146.60,1050,E	1 - 2 of 2 items 🔥
- • ·	Line Configuration			STABLISHED:	T E OF E REINS O
- J N	WeChat Configuration			2018-07-04 12:40:49,680 [1] DEBUG VoiceLibrary.TServerManager - MakeCall return:0:	
	Vibor Configuration			2018-07-04 12:40:49,682 [9] DEBUG VoiceLibrary.TServerManager - TSAPI_EVENT:server_OnCallInitiatedEvent:2266!40003!0:	
11	nour configuration			2018-07-04 12:40:49,684 [9] DEBUG VoiceLibrary.TServerManager - TSAPI_EVENT:server_OnOriginatedEvent:2266!40003!0:	
E	Facebook Configuration			2018-07-04 12:40:49,684 [9] DEBUG VoiceLibrary.TServerManager - TSAPI_EVENT:server_OnRingingEvent:2266!40006!0:	
			1 1	2018-07-04 12:40:49,603 [7] DEBUG VoiceLibrary.TServerManager - Event Received:CallInitiated:	
			1.1	2018-07-04 12:40:49,693 [7] DEBUG VoiceLibrary.TServerManager - Event Data For CallInitiated	
			P	calinitiated:Connectionnandie:2200:40005:0	
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Search Criteria: N.A.

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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.



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Work queue				
Alerts	~			
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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	Agent session creation date time with TMAC
Time	
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.

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



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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.



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

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



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

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

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- 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.

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<u>Note</u> :-

- 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

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

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.		TMAC Server 1	139150	B ESpecial Email	0	0	0	12/11/2016 08:46:22 PM	false
7 Connectivity check	~	TMAC Server 1	139150	EFacebook Skill	0	0	0	12/11/2016 08:46:22 PM	false
🛢 Data	~	TMAC Server 1	139150	CC Hunt 100	0	0	0	12/11/2016 08:46:23 PM	false
Logged in agents		TMAC Server 1	139150	CC Hunt 101	0	0	0	12/11/2016 08:46:23 PM	false
Wallboard		TMAC Server 1	139150	2 CC Hunt 102	0	0	0	12/11/2016 08:46:23 PM	false
Aux codes		TMAC Server 1	139150	5 Chat Skill	0	0	0	12/11/2016 08:46:23 PM	false
Auth server		TMAC Server 1	139150	7 Email Skill	0	0	0	12/11/2016 08:46:23 PM	false
Proxy server		TMAC Server 1	139151	3 VCampaign_Def	0	0	0	12/11/2016 08:46:23 PM	false
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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

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	Wallboard		Tetherfi	SIT	TMAC Server 1	fulfillment	3 - Fulfillment	1	
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d. Auth Server

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

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

- 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



- 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

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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

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tethern	Logs / Log Search	Press F11 to exit full screen		
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System Management V	Select Server Family 🔻	Select Server 🔻		
🖵 Utilities 🗸 🗸	Log Content Search			
🖽 Configuration 🗸 🗸	Log File Path:	Log File Path		• View Log Files
🐓 Connectivity check 🗸 🗸				
🛢 Data 🗸 🗸	Drag a column header and drop it here to group by that	it column		
🗘 Alerts 🗸 🗸	Directory/FileName	Directoryname	Filesize	Updated DateTime
Le Audit logs V				
👕 User Management 🗸 🗸				
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Line configuration Viber configuration	• View/Refresh Search Result			
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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.

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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

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



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

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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.

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Below is the result of the extraction

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		@ 26092018163447.txt	D:\Deployment\TMC\Services\LogSearchResult	5755	26/09/2018 04:34:47 PM
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The second grid provides the following functionality.

-ViewFile

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-Extract string :Helps to extract string between two words

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

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8. Key Management System

Certifiate Detaills

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

Management Server	Certificate Details		
3.229.84.30	Primary E-ssl_admin@tetherfi.com, CN-www.	a2.tetherfi.com, OU-Tetherfi Intermediate CA, O-Tetherfi Ltd, S-South East, C-SG	(
92.168.1.1	CN=WMSvc-WIN-KBM1FKG10RU		(
	Server Order :	•	
	Port : 8443		
	ThumbPrint: f579091	d8b571be0cc00d64a29073967d5c6f7e6	
	AesKeyTTL : 1440		
	Update	1	

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



=			O 2	Welcome DESKTOP-K7TGIA3\AD	MIN Last Login :
Key Management System / Cer	Certificate Informatio	n			
Key Management Server	Certificate Inform	mation			
(Commence	cn	THF_20180316121417			
43.229.84.30	Email Address	ssl_20180316121417_user@tetherfi.com	C=SG		Q
192.168.1.1	Issuer	E=ssl_admin@tetherfi.com, CN=www.ca2.tetherfi.com, OU=Tetherfi Intermediate CA, O=Tetherfi Ltd, S=South East, C=SG			۹
	key Algorythm	RSA			
	Signature Algorythm	sha256RSA			
	Thumbprint	F579091D88571BE0CC00D64A29073967D5C6F7E6	9		
	Valid From	03/16/2018			
	Valid To	03/16/2019			
		Close			
				Tetherfi [™] Technologies.	2.01.2.25

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.



=	O Welcome Last Login
Alerts / Alert Configuration	
Singapore	
Log Files Monitor Current Status ACTIVE Process Execution time : 15 Seconds Start Monitoring Reload Log Monitor Configuration Stop Monitoring 15 Change Execution Time	Windows Process Monitor Image: Current Status Image: Start Monitoring Image: Reload Win Process Monitor Configuration Image: Stop Monitoring Image: ExecutionTim Image: ExecutionTim

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.		



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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



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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

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2. Search the log file contents in the file

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3. Searching the log file with the specific word.

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4. After searching the log file



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7. On clicking View file button

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9. The log file is displayed on a new window

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10. On Clicking the Download button

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Q	🖓 Log Viewer 🗸 🗸	Directory/FileName	Directoryname	Files	
—	<u>_</u>	Log4Net - Copy.log	$\label{eq:def_D} D: \label{eq:def_D} D: \lab$	37349	03/07/2018 11:32:16 AM
Q	C ² Application Installer ~	Log4Net.log	$D: \label{eq:product} D: eq:product$		04/07/2018 05:06:19 PM
⊳	😁 Social media messenger				
~	Line Configuration				
۵	WeChat Configuration				
	Viber Configuration				
-05	Pacebook Configuration	H H I H H 50 V Items per page			1 - 2 of 2 items 👌
\odot					
e		Download selected file			
		View/Refresh Search Result			
O		Drag a column header and drop it here to group by the	hat column		
		Directory/FileName	Directoryname	Filesize	Updated DateTime
		04072018171701.txt	${\tt D:} \label{eq:product} D: eq:pro$		04/07/2018 05:17:01 PM
		III IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			1 - 1 of 1 items 🔿
					Tetherfi [™] Technologies. 2.01.06.25
	O Type here to search	u o 🔷 🔒 🚍 🤤	😭 @ 🔄 🔄 🍘 📓 🦛 🚅	o, 👩 🔩	



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

aller / Application Inst	aller					0,	Welcome La
Singapore	• Production		*	Q View			
pload Files to Server				Upload Files to Server			
Installation Path:	D:\Applications\Demo\	2 View Fold	er structure	Upload Path:	D:\Applications\Demo\O	CM_Bcms_Dashboard	
D:\Applications\Demo\OCM_	Bcms_Dash 🔇 🔕 🖟 🖿 🛙	Exce	I	Replace the File i	n the destination Select	files	
rag a column header and drop	it here to group by that column						
Directory/FileName	Directoryname	Filesize	Updated	Web Application			
هٔ log4net.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	287232	17/06/2	Appl. Dath :	D:\Applications\Demo\C	CM Boms Dashboard	
👌 Logger.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	8704	17/06/2	Apple Paul 1			
Newtonsoft.Json.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	653824	18/06/2	Websites		Web Applications	
Newtonsoft.Json.xml	D:\Applications\Demo\OCM_Bcms_Dashboard	674087	18/06/2	Default Web Site	Started	Master OCM	Started
- -			05/07/0	O InterlinkDemo	Started	Master_OCMReports	Started
packages.config	D: (Applications (Demo (OCM_Bcms_Dashboard	144	06/07/2	O Demo	Started	AdhocService	Started
Renci.SshNet.dll	D:\Applications\Demo\OCM_Bcms_Dashboard	408064	17/06/2			O IVRCallFlow	Started
B Ropci SchNat vml	D:\Applications\Demo\OCM_Bons_Dachboard	961462	17/06/2			Master_OCMPhrases	Started
g Nenchosninet.xmi	or expendence (or on_or on_or on or other	201402	17/00/2			© FileShare	Started
WinBcmsClientService.vs	D:\Applications\Demo\OCM_Bcms_Dashboard	3491	17/06/2			TMAC_Demo	Started
						USCB_TMAC	Started
	D:\Applications\Demo\OCM_Bcms_Dashboard	490	17/06/2=			UTMAC New	Started
WinBcmsClientService.vs	D:\Applications\Demo\OCM_Bcms_Dashboard	490	17/06/2			ImagesForProject	Started

Appl. Path :	D:\Applications\Demo\START\WorkAssignmentServer.txt
Service Name :	Tetherfi.WorkAssignmentServer.txt



\leftrightarrow \rightarrow C (i) Not secure	demo.tetherfi.com:55080/Tetherfi_ManagementConsole/Installer/Applicatioinstaller	⊗ ⊖ :
Dashboard	Installer / Application Installer	
📽 System Management 🗸		
💷 Configuration 🗸 🗸	Tetherfi v Demo - Server v Q View	
🖵 Utilities 🗸 🗸	Upload Files to Server Upload Files to Server	
🕈 Connectivity check 🗸	Installation Path: D:\Applications\Demo\ View Folder structure Upload Path: Upload Location	□ ×
🛢 Data 🗸 🗸	D:\Applications\Demo\ 📀 💿 🛓 🖿 🖪 🔬 Excel	
🗘 Alerts 🗸 🗸	Drag a column header and drop it here to group by that column	
🖆 Log Viewer 🗸 🗸 🗸	Directory/FileName Filesize Web Application	
🕰 Application Installer 🗸 🗸	Appl. Path : Web Appl. path	
Social media messenger Line Configuration WeChat Configuration	Websites 🖸 🖸 Web Applications 🗔	
Viber Configuration Facebook Configuration	Windows Service	
	Appl. Path : Windows Service path	
	Service Name : Windows Service Name	C
	Image: No items to display Image: Create Windows Service. Image: Start Service. Image: Start Service. Image: Start Service.	
24 K Z (A) (A)		

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.

Jpload Files to Server				
Installation Path:	:\Applications\Demo\	w Folder structure		
D:\Applications\Demo\				
Drag a column header and drop it here to group by that column				
Directory/FileName	Directoryname	Filesize I		
📁 Root	D:\Applications\Demo\ 0			
AgentScript	D:\Applications\Demo\AgentScript 0			
📁 Backup	D:\Applications\Demo\Backup 0			
backups	D:\Applications\Demo\backups 0			
BCA	D:\Applications\Demo\BCA	0		
BcmsDashboard	D:\Applications\Demo\BcmsDashboard	0		
BCMS_ServiceTestTool	D:\Applications\Demo\BCMS_ServiceTestTool	0		
⊨ ChatUI	D:\Applications\Demo\ChatUI	0		
	► ► 50 ▼ items per page 1 - 50	of 173 items 🖒		



Jpload Files to Server			Upload Files to Server	
Installation Path:	Applications\Demo\ 2 Vie	w Folder structure	Upload Path: D:\Applications\Demo\testfolder	×
D:\Applications\Demo\testfol	ider 🧿 🗿 🛃 📥 🛛	Excel	Replace the File in the destination Select files	
Drag a column header and drop	it here to group by that column			
Directory/FileName	Directoryname	Filesize (Web Application	
📁 testfldr	D:\Applications\Demo\testfldr	0	Appl Path D:\Applications\Demo\testfolder	
🖿 testfolder	D:\Applications\Demo\testfolder	0		
📁 TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0	Websites C 😝 Web Applications 🖸	•
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboa	0		
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0	Windows Service	
📁 TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0		
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0	Appl. Path : D:\Applications\Demo\testfolder\testfolder	
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0	Service Name : Tetherfi.testfolder	8
			Create Windows Service. Start Service. Stop Service.	
H 1 2 3 4 F	▶ 50 ▼ items per page 51 - 100	of 173 items 💍		

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





Upload Files to Server			Upload Files to Server			
Installation Path: D:\Applications\Demo\ 2 View Folder structure			Upload Path:	D:\Applications\Demo\t	estfolder	□ ×
D:\Applications\Demo\testfolder			Replace the File	e in the destination S	elect files	
Drag a column header and drop	it here to group by that column		TetherfiManageme	ntConsole.zip		
Directory/FileName	Directoryname	Filesize (Upload files			
🖿 testfldr	D:\Applications\Demo\testfldr	0				
🖿 testfolder	D:\Applications\Demo\testfolder	o	Web Application			
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0				
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboa	0	Appl. Path :	D:\Applications\Demo	testfolder	
TetherfiAgentUtils	TetherfiAgentUtils D:\Applications\Demo\TetherfiAgentUtils		Websites		Web Applications	
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0				
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0				
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0	Windows Service			
1			Appl. Path :	D:\Applications\Demo	testfolder\testfolder	
a 1 2 3 4 b	▶ 50 ▼ items per page 51 - 100	of 173 items 👌	Service Name :	Tetherfi.testfolder		ø
			Create Windows Se	rvice. 🕨 Start Service.	Stop Service.	

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

Upload Files to Server			Upload Files to Server
Installation Path:	Applications\Demo\ 2 View	w Folder structure	Upload Path: D:\Applications\Demo\testfolder 🖸 🗴
D:\Applications\Demo\testfo	lder G O 🕢 🚣 🖿 🙁	Excel	Replace the File in the destination Select files Uploading 🔅
Drag a column header and drop	it here to group by that column		TetherfiManagementConsole.zip 4% 🛇
Directory/FileName	Directoryname	Filesize (
📒 testfldr	D:\Applications\Demo\testfldr	0	Web Application
📁 testfolder	D:\Applications\Demo\testfolder	o	
📁 TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0	Appl. Path : D:\Applications\Demo\testfolder
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboa	0	Websites 🕞 😝 Web Applications 📮 😝
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0	
📒 TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0	Windows Capico
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0	WINDOWS SELVICE
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0	Appl. Path : D:\Applications\Demo\testfolder\testfolder
			Service Name : Tetherfi.testfolder 2
H 1 2 3 4 H	▶ 50 ▼ items per page 51 - 100	of 173 items 👌	Create Windows Service. Start Service.



Upload Files to Server	Upload Files to Server		Upload Files to Server	
Installation Path:	Applications\Demo\ 3 Vie	w Folder structure	Upload Path:	D:\Applications\Demo\testfolder
D:\Applications\Demo\testfo	Ider 🔿 🕄 💩 📩 🖿 🗵	Excel	Replace the F	ile in the destination Select files Uploading 🔇
Drag a column header and drop	it here to group by that column		: TetherfiManagem	nentConsole.zip 59% 🛇
Directory/FileName	Directoryname	Filesize (
늘 testfldr	D:\Applications\Demo\testfldr	0	Web Application	
testfolder	D:\Applications\Demo\testfolder	0		
📁 TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboard	0	Appl. Path :	D:\Applications\Demo\testfolder
TetherfiAgentDashboard	D:\Applications\Demo\TetherfiAgentDashboa	0	Websites	U C Web Applications
TetherfiAgentUtils	D:\Applications\Demo\TetherfiAgentUtils	0		
TetherfiFileUpload	D:\Applications\Demo\TetherfiFileUpload	0	Windows Convice	
TetherfiHttpProxies	D:\Applications\Demo\TetherfiHttpProxies	0	windows Service	
TetherfiOCMWalboard	D:\Applications\Demo\TetherfiOCMWalboard	0	Appl. Path :	D:\Applications\Demo\testfolder\testfolder
1			Service Name :	Tetherfi.testfolder 3
► 1 2 3 4 ►	▶ 50 ▼ items per page 51 - 100	of 173 items 🖒	Create Windows S	Service. 🕨 Start Service. 🔢 Stop Service.

🗱 System Management 🗸 🗸	
🖽 Configuration 🗸 🗸	Tetherfi
🖵 Utilities 🗸 🗸	Upload Files to Server Upload Files to Server
🕈 Connectivity check 🗸	Installation Path: D:\Applications\Demo\ 2 View Folder structure Upload Path: D:\Applications\Demo\testfolder \
🛢 Data 🗸 🗸	D:\Applications\Demo\testfolder 🔘 🖉 🛓 🖿 🖾 🚯 Excel
🗘 Alerts 🗸 🗸	Drag a column header and drop it here to group by that column it TetherfiManagementConsole.zip 100%
🖞 Log Viewer 🗸 🗸	Directory/FileName Directoryname Filesize (
🖨 Application Installer 🗸 🗸	Web Application
🚰 Social media messenger	Appl. Path : D:\Applications\Demo\testfolder
Line Configuration	
WeChat Configuration Viber Configuration	Websites 🖸 🖸 🖬
Facebook Configuration	
	Windows Service
	Appl. Path : D:\Applications\Demo\testfolder\testfolder
	Service Name : Tetherfi.testfolder 2
	(Note: 1 (Not
¢ 11 Ø O	File Upload Console ::



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

Upload Files to Server	
Upload Path:	D:\Applications\Demo\testfolder
Replace the File	in the destination Select files
Extract Files	

D:\Applications\Demo\testfold	ter/TetherfiManagement ter/TetherfiManagement tet Files Web Application Appl. Path :	D:\Applications\Demo\testfolder K Ie in the destination Select files D:\Applications\Demo\testfolder
0	Web Application Appl. Path :	D:\Applications\Demo\testfolder
58044151	Appl. Path :	D:\Applications\Demo\testfolder
	Websites	Web Applications
	Windows Service	
	Appl. Path : Service Name :	D:\Applications\Demo\testfolder\TetherfiManagementConsole.zip Tetherfi.TetherfiManagementConsole.zip
1 - 2 of 2 items 💍	Create Windows S	Service. Start Service.
	1 - 2 of 2 items 👌	Windows Service Appl. Path : Service Name : 1 - 2 of 2 items 🔿



Files Sucessfully Extracted	×	
pplicati	ОК	D:\Application
er		le in the destina
Direct, D:\Applications\Demo\testfolder	Web Application	

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

Upload Files to Server	
Upload Path:	D:\Applications\Demo\testfolder
Replace the F	le in the destination Select files
Web Application	
Appl. Path :	D:\Applications\Demo\testfolder
Websites	Web Applications
Windows Service	
Appl. Path :	D:\Applications\Demo\testfolder\testfolder
Service Name :	Tetherfi.testfolder 2
Create Windows S	Service. Start Service. Stop Service.



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

Create New Websit	e	
Site Name Physical Path Binding Type Binding Port Host Name	 TestInstaller D:\Applications\Demo\testfolder http 80 	
ApplicationPool .Net CLR Version Managed Pipeline Mode Enable 32-Bit Application	 TestInstaller v2.0 v2.0 Integrated 	
*indicates mandator	y fields	se

On successful createion of website we

New Website Created			\times
			к
Binding Type	*	http •	
ti Binding Port	*		
Host Name			
ApplicationPool	*	C2	
.Net CLR Version	*	v2.0 •	
Managed Pipeline Mode	*	Integrated •	
Enable 32-Bit Application			
"indicates mandatory	field:	5	
		🖺 Save changes 🗙 Clos	se



Fill in the below details to create a new application

Create New Applica	tion	
Application Name Application Path Site	 * D:\Applications\Demo\testfolder\Tetherfi_Managem * TestInstaller Enable Windows Authentication Enable Anonymous Authentication 	D:\
Application Pool	* v2.0 v	D:
Managed Pipeline Mode Enable 32-Bit Application	* Integrated *	
*indicates mandatory	fields	
ms per page	Save changes × Clos 1 - 14 of 14 items O	e D:

Create New Applica	ition	
Application Name Application Path Site	 test_WebAppInt D:\Applications\Demo\testfolder\Tetherfi_Managem TestInstaller Enable Windows Authentication Enable Anonymous Authentication 	
Application Pool .Net CLR Version Managed Pipeline	 test_WebAppInt v2.0 v2.0 Integrated 	
Mode Enable 32-Bit Application *indicates mandatory	* Integrated *	
	🖺 Save changes 🗙 Clos	se



New Web Application	on Created		×
			ок
Site	*	 Enable Windows Authentication Enable Anonymous Authentication 	
Application Po	* loc		ß
.Net CLR Vers	ion *	v2.0	*
Managed Pipe Mode	line *	Integrated	•
Enable 32-Bit Application			
*indicates man	datory field	is	
		🖺 Save changes	× Close

/eb Application			
Appl. Path :	D:\Applications\Demo	\testfolder\Tetherfi_Manageme	entConsole
Websites		Web Applications	
 Default Web Site InterlinkDemo Demo ssl Test_Websites TestInstaller 	Started Started Stopped Started Stopped	○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 button.

Windows Service		
Appl. Path :	D:\Applications\Demo\testfolder\Tetherfi_Managem	Get Windows Service
Service Name :	Windows Service Name	0
Create Windows Se	ervice. Start Service. Stop Service.	

Start/Stop/Recycle app pool

Click on the button that is highligtrd below

Web Application			
Appl. Path :	Web Appl. path		
Websites	•••	Web Applications	



Application Pools		
Select	T	
Start App Pool	I X Stop App Pool	C Recycle App Pool

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

On choosing a default app pool.

Application Pools	
DefaultAppPool	▼ Started
Start App Pool	Stop App Pool 2 Recycle App Pool



12. Maintenance Module

a. System Restart

This module can be used to Restart remote server from TMC

	-			-4	
¢ŝ	System Management				
Ģ	Utilities	~			
	Network stat		Tetherfi Management Console		
	Avava CM		Tetherfi Management Console (TMC) is the consolidated web-based application for administering Tetherfi products. Through the TMC interface, you		
	Database Queries		can configure all the Tetherfi Products, check the status of a Tetherfi components.		
167	······		Components Included		
	J Configuration		TMC will helps you to manage and control below components.		
œ	WebrtcStats	~	TMAC – Tetherfi Multi-Media Agent Client		
	WebStats				
			Legal Notice		
7	Connectivity check				
8	Data		To prevent intrusions to your telecommunications equipment, you and your peers must carefully program and configure:		
\$	Alerts				
ළු	Application Installer		TCP/IP Facilities		
ආ	Logs		Standards Compliance		
F	Maintenance	~	Federal Communications Commission Statement		
E.	Restart Remote Server				
			Trademarks		
			Downloading documents		
				Tetherfi	3.02.04.15

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

المعالم معال		≡) Welcome Last Login :
tethern		Remote Server Restart	
📽 System Management	~		
Utilities	~	letheni V Dev server V V Kessart	
Configuration	~		
🕮 WebrtcStats	~		
🕈 Connectivity check	~		
🛢 Data	~		
♪ Alerts	~		
Application Installer	~		
දී Logs	~		
差 Maintenance	~		
)
		Tet	herfi 3.02.04.15

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



	=		Welcome Last Login
tetherfi	Remote Server Restart	Are you sure, you want to restart the server ?	
📽 System Management		Comments General Restart	
Utilities	Tetherfi		
Configuration		() Restart 🗶 Close	
💷 WebrtcStats			
Connectivity check			
🛢 Data			
♠ Alerts			
Application Installer			
සී Logs			
🔎 Maintenance			
			Tetherfi 3.02.04.15

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

tothorf	=	0	Welcome Last Login :
tethern	Remote Server Restart		
🗱 System Management			
Utilities	Tetherfi v Dev Server v O Restart		
Configuration	Report Comment executed Successfully.		- U
💷 WebrtcStats	Checking for server connectivity		- U
Connectivity check			- U
S Data			- U
			- U
Alerts			- U
C Application Installer			- U
ርሷ Logs			- U
🗲 Maintenance			
		Tetherf	i 3.02.04.15



-1°		=	0	Welcome Last Login :			
tethern		Remote Server Restart					
📽 System Management		Tetharfi					
Utilities		Reboot Command executed successfully.		1.1			
Configuration							
💷 WebrtcStats		Lnecking for server connectivity					
🕈 Connectivity check		10-Jul-2019 02:50:19 PM: Server has completed reboot process.					
🛢 Data							
🗘 Alerts							
4 Application Installer							
ද්ථ Logs							
🔎 Maintenance							
			Tetherfi	3.02.04.15			



b. SSH Modeule

This module will allow the user to run predefined linux commands

tothorfu	≡	Welcome Last Login			
tethern	SSH External Connector				
📽 System Management 🕔					
🖵 Utilities 🔹	Select Server V Si Connect				
Configuration	Command > Execute				
🕮 WebrtcStats 🔹					
🕈 Connectivity check 🦴					
🛢 Data 🔹					
🗘 Alerts					
4 Application Installer					
🕰 Logs 🗸					
差 Maintenance 🗸					
Restart Remote Server					
SSH					
		²			

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.



b. WeChat Configuration

Purpose:

This module allows the user to configure WeChat Webhook configurations.

Allow Functions:

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



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

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



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.



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
 - o App Id
 - o Short Term Token

.P	=		0 ,	Welcome Last Login :
tetherfi	SMM / Facebook Configuration			
Image: Configuration ✓ Image: Configuration ✓ <t< th=""><th>SMM / Facebook Configuration App User Id : App Secret Key : App Id : Short Term Token :</th><th>Submit 3 Rese 2 Clear</th><th></th><th></th></t<>	SMM / Facebook Configuration App User Id : App Secret Key : App Id : Short Term Token :	Submit 3 Rese 2 Clear		
¢ ∷ ♦ O			Tetherfi [™] Technologie	s. 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.