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Preface

This section discusses the purpose and audience of the *Cisco Subscriber Services Portal 7.0 Interface Guide for Administrators* and provides general information about documentation for the Cisco Subscriber Services Portal.

Cisco documentation and additional literature are available electronically and as downloads. Check the help link on your interface, the download site for your software, upgrade link, and the thumb drive that came with your welcome package.

Objectives

Welcome to the *Cisco Subscriber Services Portal 7.0 Interface Guide for Administrators*. This document describes tasks performed in the interface of the Cisco Subscriber Services Portal 7.0 by full privilege administrators to use and operate their subscriber portal interface.

SSP Documentation

Separate documents are available for Admin level, Manager level and Front Desk level users.

- *Cisco Subscriber Services Portal 7.0 Interface Guide for Administrators*
- *Cisco Subscriber Services Portal 7.0 Interface Guide for Managers*
- *Cisco Subscriber Services Portal 7.0 Interface Guide for Front Desk Personnel*
Audience

This guide is best used by Admin level users.

This document assumes at least an entry level understanding of these topics:
- Network domains
- IP services and payment
- Network connections, mapping, behaviors, authentication, WISP (Wireless Internet Service Provider, Roaming)
- Skin creation
- Web design
- User administration
- Vouchers and voucher template concepts
- Interface configuration

Prerequisites

To configure your SSP, you must have:
- Cisco Policy Suite 7.0 or higher

This version of Cisco Subscriber Services Portal is not compatible with earlier versions of Cisco Policy Suite.

What Cisco SSP Software Is

The Cisco Subscriber Services Portal lets you create a suite of web pages that enable unauthorized subscribers to access your network. Depending on how the portal is set up, subscribers gain network access by simply accepting terms and agreements, by entering a voucher code or an access code, or by registering a username and password.

Cisco SSP provides two environments:
- a subscriber interface, which directs subscribers through specific flows for gaining access to your network
- an administrative interface for use by any of three levels of administrative users who develop and maintain the subscriber interface

Install and Logins

The SSP software is installed when you install the Cisco Policy Suite application. There is no separate installation process. The Cisco SSP virtual machine runs on portalxx on the Cisco Policy Suite Control Center.
Subscriber Screens

To view your subscriber's page, use this URL in a browser:

http://xxx

Replace xxx with the IP address of the sslvip01 from /etc/host.

Admin Screens

To access the Admin screens as any role, open a browser and use this URL:

http://yyy/admin

replace yyy with the IP address of lbvip01 from /etc/host.

Authentication Options

Cisco SSP uses database authentication but supports LDAP authentication as well. Other methods may be available in the future.

LDAP Authentication

Your Cisco technical agent can configure the SSP to use LDAP authentication, doing so at installation time.

When SSP is configured to use LDAP authentication:

Admin users can log in with LDAP/Active Directory credentials.

- Portal authorization works only with one type (LDAP or database)—it cannot use both.
- When SSP uses LDAP authentication, the only available user role is admin. Frontdesk and Manager roles are not available.

This means that under LDAP authentication, only admin users can log in to SSP and that user administration (that is, adding, editing, and deleting users) is disabled. These disabled features are managed under LDAP itself.

Roles and Logins

This version of Cisco SSP provides three levels of login permissions for administrators:

- Admin—Administrator-level users are service provider staff who can configure locations. They have full privileges and can perform all tasks as well as have access to all locations. Administrators can also check and review configuration settings for troubleshooting purposes.
- Manager—Site managers are responsible for specific locations. Manager-level users can manage locations, and perform voucher and voucher-template tasks. Managers can be associated with several locations.
- Frontdesk—Location or site employees work with vouchers. Frontdesk-level users can be associated with several locations.
In this document,

- In this document, the end users of your interface are called *subscribers*.
- The interface that the admin roles view are called *screens*. What the subscriber looks at after they start a session is termed *pages*.

## What’s New

This is a summary of new features and updates that are available in Cisco SSP 7.0.

New Features:

- Cross MSO location behavior
- Device Management
- Device Management by Account ID
- MAC Lockout
- Payment Logs for PayPal and Authorize.net
- Email Request for the One Click and Access Code behaviors.

Updates

- CMS widget types and templates now reside in the database for easier migration.
- Usage Widget now handles time- or volume-based balances.
- Confirm and Go behavior includes an expiration timer, which allows only one redemption per X hours.
- Vouchers now honor max sessions from the Service Offer.
- Vouchers now check whether a user is a previous voucher or PPU user and runs `DeleteCredential` if PPU user.
- Admin file browser interface now enables uploads.
- Details improved on account management page.
- Vouchers now enforce the maximum session from the related service offer.
- Initialization and configuration updated.
- Database migration, translation templates, and documentation updated.
Update Cisco SSP

Revised: July 10, 2015

This chapter covers the following sections:
- Release 6.1 to Release 7.0 Upgrade
- Configuration Changes 6.1 to 7.0
- Maintain Template and Widget Type Customizations

Release 6.1 to Release 7.0 Upgrade

⚠️ Caution
If you have customized any files (widgets, templates, controllers, etc.), you are responsible for ensuring the changes are saved or reapplied.

⚠️ Caution
Old vouchers in the database are deleted during the migration from 6.1 to 7.0.

Step 1
Obtain the new update files from your Cisco technical agent.

Step 2
If you have customized any files (widgets, templates, controllers, etc.), you are responsible for ensuring the changes are ported to the new code base.

Step 3
Rename the current portal directory (to backup). Decompress new portal files as portal.

Step 4
Run the initialization script as root to ensure permissions are set on temp directories.

Step 5
Run the setup shell to update your configuration.

This shell displays configuration options with a description of their function, and lets you choose between the existing, default, or new user-specified value.

Step 6
When asked
Would you like to create cache/content directories and ensure their permissions are correct?
type Y or Yes.

Step 7
Pay attention to new/changed directives below in Configuration Changes 6.1 to 7.0.
Configuration Changes 6.1 to 7.0

Read the file setup.sh, it contains the instructions for making configuration changes.

Documentation for all configuration settings is available in 
/var/www/portal/app/Config/default/broadhop.php.

Maintain Template and Widget Type Customizations

Before SSP 7.0, any changes to the look-and-feel of the subscriber pages (other than changes to skins) were lost when you upgraded to a new version of SSP. Beginning with SSP 7.0, any look-and-feel changes (to templates, widget types, and skins) will be retained ("migrated") when upgrading to a new version of SSP. For information about templates, widget types, and skins, see Chapter 4, “Look and Feel”.

---

**Note**

The steps below for migrating custom templates and widget types applies to upgrading from a pre-7.0 version to 7.0 or a future version. Once you've upgraded to SSP 7.0 or a later version, you won’t need to follow the instructions for migrating your custom templates and widget types because those customizations will be carried over automatically.

Caveats

Even though, starting with SSP 7.0, template and widget-type customizations will carry through automatically whenever you upgrade to a new version of SSP, the way the customizations function and display on subscriber-facing pages might vary slightly.

Keep the following caveats in mind for maintaining template and widget-type customizations:

- **Subtle Functional Differences Among Versions**
  
  As a result of subtle differences among versions of SSP, there is a possibility that, to ensure your customizations function correctly after an upgrade, you’ll need to modify the custom widgets and template types. This possibility depends on the unique characteristics of your customizations.

- **External Technological Dependencies**
  
  The template and widget-type functionality depends on some technology that is external to SSP. For example, the template functionality depends on the Bootstrap framework (see http://getbootstrap.com). Therefore, if or when Bootstrap makes changes to its framework, those changes could affect the layout of your templates, in which case you’ll need to change your template customizations to maintain their compatibility with Bootstrap and to maintain their desired characteristics.
Migrate Customized Templates:

**Step 1** Follow the 7.0 update procedure as described in APP/docs/update_to_70Alpha.txt.

**Step 2** In the Subscriber Services Portal, create a new template by clicking CMS -> List Templates -> New.

**Step 3** Copy the code for the subscriber-facing portion of the template from OLD_PORTAL_BACKUP/app/View/Layouts/cms/OLD_TEMPLATE_NAME.ctp, and paste it in the Enter PHP … for this template text area on the Add New Template page.

**Step 4** Copy the code for the admin-facing portion of the old template from OLD_PORTAL_BACKUP/app/View/Elements/cms/admin/templates/OLD_TEMPLATE_NAME.ctp, and paste in the Enter PHP … for this template’s admin editor text area.

**Step 5** Enter a title for the template in the Title field, and optionally enter a description for the template in the Description field.

**Step 6** In the Template Regions area, add all the regions from the old template by doing the following:
   a. Click the expand button.
   b. In the new_region_name field, enter the name of the region and click the Add Region button.
   c. Repeat step b for the remaining regions.

**Step 7** In the drop-down list adjacent to the region names you added in step 6, select the region placement according to the region placement for the corresponding region in the old template. If the corresponding region in the old template had no region-placement selection, leave the selection blank.

**Step 8** Click the Save Template button.

**Step 9** Update existing pages to use the new template.

Migrate Customized Widget Types:

**Step 1** Follow the 7.0 update procedure as described in APP/docs/update_to_70Alpha.txt.

**Step 2** In the Subscriber Services Portal, create a new widget type by clicking CMS -> List Widget Types -> New.

**Step 3** Copy the code for the subscriber-facing portion of the widget type from OLD_PORTAL_BACKUP/app/View/Elements/cms/subscriber/widgets/OLD_WIDGET_NAME.ctp, and paste it in the Enter PHP … for this widget type text area.

**Step 4** Copy the code for the admin-facing portion of the old widget from OLD_PORTAL_BACKUP/app/View/Elements/cms/admin/widgets/OLD_WIDGET_NAME.ctp, and paste it in the Enter PHP … for this widget’s admin editor text area.

**Step 5** Enter a title for the widget type in the Title field.

**Step 6** If the old widget type specified a validation model, load options method, or load options arg, then in the Advanced Widget Options area do the following:
   a. In the Validation Model drop-down list, select the validation model used in the old widget type.
   b. In the Load Options Method field, enter the load options method used in the old widget type.
   c. In the Load Options Arg field, enter the load options arg used in the old widget type.

**Step 7** Click the Save Widget button.

**Step 8** Update existing location widgets with the new widget types.
Custom Template and Widget Type Internationalization and Localization

If internationalization/localization is enabled in your SSP installation, then after you have created custom templates or widget types (see Templates and Widget Types on page 4-1), you must take the following steps to update the PO file (that is, the translation template) to incorporate custom strings from your custom templates or widget types.

**Step 1** Extract widget type and template text to files using the following commands:

a. Enter `cd /var/www/portal/app`.

b. Enter `Console/cake extract_widget_strings`.

**Step 2** Use Cake’s built-in tool to extract the strings using the following commands:

a. Enter `Console/cake i18n`

b. Enter `e` to extract.

c. Press the Enter key to use current path (/var/www/portal/app/).

d. Enter `d` for done.

e. Enter `n` to tell Cake not to extract from the core.

f. Press the Enter key to export to the default path (/var/www/portal/app/Locale).

g. Enter `n` to tell Cake not to merge strings.

h. Enter `y` to overwrite the subscribers.pot file.

i. Enter `q` to quit Cake.

**Step 3** Retrieve updated `subscribers.pot` file from /var/www/portal/app/Locale.

**Step 4** Enter `rm -rf /var/www/portal/app/Lib/CmsWidgetExtraction` to delete the exported template and widget-type content.

**Step 5** Follow the steps in portal/docs/Internationalization PO file Management Instructions.rtf to enable internationalization with the new translations you just created.
Users

Revised: July 10, 2015

This chapter covers the following sections:

- List All Users
- User Properties
- Create a User
- Edit a User
- View Details of a User
- Delete a User
- Edit Your Own Account Details

Users Overview

The portal accommodates three types of users, each with its own set of privileges. The portal accommodates multiple users of each type; in other words, you can create multiple admin-level users, multiple manager-level users, and multiple frontdesk-level users.

Note

Only Admin-level users can manage users, so be sure to log in to the portal with an Admin-level username and password to administer users.

- Admin Users
  Admin-level users have the largest range of privileges and can perform all the tasks available to Frontdesk-level and Manager-level users. Only admin-level users can create locations, design and develop skins, and manage users.

- Manager Users
  Manager-level users have fewer permissions than admin-level users but more permissions than frontdesk-level users. Often, manager-level users have access to only a subset of the portal’s locations. Manager-level users can do the following:
  - edit the locations with which they are associated
  - manage voucher templates
  - generate vouchers
- view and export passwords for the password-of-the-day behavior

- Frontdesk Users

Frontdesk-level users have the fewest permissions. Often, frontdesk-level users to only a subset of the portal’s locations. Frontdesk-level users can do the following:
- view the locations with which they are associated
- generate vouchers
- view and export passwords for the password-of-the-day behavior

### List All Users

Users menu

### User Properties

When you create or edit a user, you add/edit the following user properties:

<table>
<thead>
<tr>
<th>Username</th>
<th>Enter a unique identifier for the user to use when logging into the portal.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Enter the user’s email address. The portal uses the email address</td>
</tr>
<tr>
<td>Active status</td>
<td>Check the box to enables the user’s access to the portal. Uncheck the box to prevent the user from logging into the portal.</td>
</tr>
<tr>
<td>Role</td>
<td>Select the role that corresponds to the privileges you want to grant to the user.</td>
</tr>
<tr>
<td>Associated Locations</td>
<td>Determines which locations the user can access. The the box adjacent to each locations to which you want the user to have access.</td>
</tr>
</tbody>
</table>

**Note**

The Associated Locations boxes are available only for manager- and frontdesk-level users because admin-level users are associated with *all* of the portal’s locations.

| Password | Enter the password for the user to enter when logging into the portal. |

### Create a User

Users > New > set the properties > Add User

### Edit a User

Users > select a username > Edit > make changes > Save User
View Details of a User

Users > select a username > View

Viewing a user shows summary of the user’s profile, including the locations with which they are associated.

*Note*

Admin-level users are associated with *all* of the portal’s locations.

On the View User screen displays these user attributes:

- Username
- User email
- Active or inactive status
- Role
- Date and time that the user was created
- Date and time the user was last edited
- Date and time the user last logged into the portal
- Locations with which the user is associated

Delete a User

Users > select a username > Delete > Confirm

Edit Your Own Account Details

My Account button (in the upper right corner, as shown in Figure 2-1) > Edit

*Figure 2-1 My Account button*
You can change the password, email address, active status, and role for the account with which your logged into the portal. Your changes become effective at your next login.

**Note**  You cannot edit the username for your own account. To change your username, you have to create a new user and delete the old one.
Locations

Revised: July 10, 2015
Both the Admin and Manager roles have permission to work with locations. Admin users have access to all locations. Managers and Front Desk users access only the locations specified by their user profile.

This chapter covers the following sections:

- Locations Overview
- Locations List
- Create a Location
- Delete a Location
- Edit a Location

Locations Overview

A location is a container for pages—a container with specific behaviors that you can customize and that provide for the association of subscribers by CPS. Locations specify subscriber behaviors that determine which steps you want the subscriber to take in order to gain access to the Internet, such as accept terms, enter a PIN number, or redirect them to another page.

Locations are defined by these components:

- General information in the Overview tab, including these attributes:
  - Display name
  - Time zone
  - Date Format
  - Domain
  - Skin
  - Type
- The behaviors you want the location to present to the subscriber
- Pages, which contain these attributes and components:
  - Templates, which determine a page’s layout
  - Widgets, which perform specific functions
- Vouchers and voucher templates—voucher templates and the vouchers generated from a template are associated with a location.
- Network mappings
- Subscriber registration and password parameters
- The messages to display to the subscriber
- Files (usually image files) that contribute to the location page

Locations List

Locations > List All Locations

To view any children locations, click the plus sign (+) adjacent to the parent location.

This list shows all the locations configured. As an Admin, you can edit, copy, or delete a location from here.

View the Summary of a Location

From the list of locations, you can view a summary of each location by hovering the mouse pointer over a location’s name. Figure 3-1 shows the summary of the location named Example Location.

The summary can help you distinguish among the locations in the list and to find a location that you want to edit or copy.

Figure 3-1 Location summary
Filter the Location List

Locations > List All Locations > Filters

If you have many locations to manage, you can narrow the location list and even find a specific location by using the Filters link at the top of the Locations page.

**Step 1**
Click the Filters link.

**Step 2**
In the Select a field to filter drop-down, select the field on which you want to base the filter.

A condition field appears. The condition field that appears is one of the following field types:

- A selection box with a list of items (either behaviors or location types) from which you can select multiple items
- A drop-down list with the options “Contains”, “Does not contain”, and “Exactly Matches”.

**Step 3**
Do one of the following:

- If the condition field that appears is a selection box, select one or more items and go to step 4. To select multiple items, hold down the Ctrl key while clicking on each item.
- If the condition field is a drop-down list, do the following:
  a. Select the item (“Contains”, “Does not contain”, or “Exactly Matches”) on which you want to base the filter.
  b. In the adjacent field, enter the value corresponding to your selection in step 2.

**Step 4**
Do one of the following:

- If you want to add other fields on which to base the filter, click the Add Filter button and repeat steps 2 and 3.
- If you are finished adding fields on which to base the filter, click the Apply Filters button.

Location Hierarchy

When you create locations, you can choose whether and how they relate to each other. The following lists the relationships that locations can have with one another:

- Parent-child (and by extension, grandparent-grandchild, and so on)
- Siblings — two children of the same parent
- Independent (that is, no relationship) — a root location that is *not* a parent

Definitions of Location Roles

- Parent
  - Has at least one child
  - Also can be a child itself (in which case there are three generations of locations)
- Child
  - Has a parent
  - Might or might not have siblings
• Sibling
  – Is a child
  – Has a parent
  – Has at least one sibling

• Root
  – Is not a child (that is, has no parent)
  – Might or might not be a parent

Figure 3-2 shows the list of locations in which Example Location has two children locations (*First Child of Example Location* and *Second Child of Example Location*) and one grandchild location (*Child of First Child of Example Location*). Any attribute changes that are made to Example Location propagate to (are inherited by) all three of its decedents.

To create parents, children, and siblings, you use Copy > As Child or Copy > As Sibling. See *Create a Copy Location* on page 3-5.

**Definition of Inheritance**

*Inheritance* applies only to child locations and means that the attribute settings are dynamic and change when the location’s parent’s attributes change. The benefit of inheritance is that you can group locations such that you can make wholesale attribute changes to every location in the group by changing only the parent location—children locations inherit attribute changes made to the parent location. This means that grandchildren locations inherit attribute changes made to their grandparent locations, and so on.

Though by default most of the attributes of a child location are inherited from its parent location, you can make those attributes independent from the parent by turning off the inheritance for those individual attributes. See “Switch Inheritance Settings for Attributes in a Child Location” on page 7.

**How Inheritance Works with the Various Roles**

• Parent
  – If the parent is itself also a child, then it inherits attribute changes from its parent.
  – If the parent is a root, then it does not inherit attribute changes.
  – Changes to the parent’s attributes are inherited by its children.

• Child
  – Inherits attribute changes from its parent
– If the child is itself also a parent, then its children inherit its attribute changes.

• Sibling
  – Inherits attribute changes from its parent
  – If the sibling is itself also a parent, then its children inherit its attribute changes.

• Root
  – If the root is a parent, then changes to its attributes are inherited by its children.
  – If the root is not a parent, then inheritance does not apply.

Create a Location

There are two ways to create a location:

• You can create an entirely new location.

• You can copy an existing location. When you copy an existing location, the new location gets its attributes from the location from which it is copied.

There are three ways to copy an existing location:

– As a root location (which you can copy from any location)
– As a child location (which you copy from what becomes a parent location)
– As a sibling location (which you copy from an existing child location)

Create a New Location

Locations > Create New Location

Use the Adding New Location screen to enter basic attributes for the new location. Then enter additional attributes using the information in “Edit a Location” on page 7.

Create a Copy Location

Locations > List All Locations > select a location > Copy > [To Root | As Child | As Sibling]

To save time, you can create a location by copying an existing location that has a significant number of attributes that you want your new location to have. Then you can change the new location to make it unique. Furthermore, you can create a set of locations that share attributes such that changing (or deleting) one location—the parent—affects all the locations in the group—the children (and possibly grandchildren, and so on).

When you copy a location, you have three choices of how you want the new location to behave relative to the original location:

• You can copy a location such that the new location is entirely independent from the original. (Copy > To Root)
• You can copy a location such that the new location is a child of the original (which becomes a parent). In this case, the child receives its attributes from the parent and will inherit any changes made to the parent’s attributes. (Copy > As Child)
• You can copy a child location such that the new location is a sibling of the original. In this case, the sibling receives its attributes from the original (a child itself) and will inherit any changes made to the parent’s attributes.
  
(Copy > As Sibling)

In the latter two cases, essentially you are grouping locations such that you can make wholesale changes to every location in the group by changing only the parent location—changes to the parent location are inherited by its children locations (and by its grandchildren locations, and so on). The inheritance by the children (and grandchildren, and so on) is the default behavior—if you’d like to make attributes of a child location independent from those of its parent, you can turn off the inheritance for those individual attributes. See “Switch Inheritance Settings for Attributes in a Child Location” on page 7.

Create a Root Location

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click Copy &gt; To Root.</th>
</tr>
</thead>
</table>
| Step 2 | In the Name New Location box that appears, change the name if you’d like, and click the Copy Location button.

Create a Child Location

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click Copy &gt; As Child.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>In the Name New Location box that appears, change the name if you’d like, and click the Copy Location button.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Repeat steps 1 and 2 for any additional locations that you want to be part of the group.</td>
</tr>
<tr>
<td></td>
<td>For all the locations you create as children, you can make wholesale changes for the group by editing the parent location.</td>
</tr>
</tbody>
</table>
|        | You can make attributes of any child location independent from the attributes of its parent by turning off the inheritance for individual attributes. See “Switch Inheritance Settings for Attributes in a Child Location” on page 7.

Create a Sibling Location

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click Copy &gt; As Sibling.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>In the Name New Location box that appears, change the name if you’d like, and click the Copy Location button.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Repeat steps 1 and 2 for any additional locations that you want to be part of the group.</td>
</tr>
<tr>
<td></td>
<td>For all the locations you create as children, you can make wholesale changes for the group by editing the parent location.</td>
</tr>
</tbody>
</table>
|        | You can make attributes of any child location independent from the attributes of its parent by turning off the inheritance for individual attributes. See “Switch Inheritance Settings for Attributes in a Child Location” on page 7.
Delete a Location

Locations > List All Locations > select a location > Delete

If a location is closed, or used for trial or temporary purposes, you can delete it. Components such as voucher templates and vouchers become inaccessible but are not truly deleted. You can recover your deleted location's information, but for that you need help from your Cisco technical agent.

⚠️ Caution
If you delete location that is the parent of any other location, you also delete all its children locations (and grandchildren locations and so on).

Edit a Location

Locations > List All Locations > Edit > Overview

If the location you are editing is a parent, attributes you change in the location also change in its children (and grandchildren and so on). The exception is any attribute whose inheritance has been turned off.

Edit Tabs

After using the Overview tab, make changes to fields under the remaining tabs: Behavior, Pages, Vouchers, Functionality, and Content.

Switch Inheritance Settings for Attributes in a Child Location

If the location you are editing is a child, then by default most of its attributes are dependent upon the corresponding attributes in the parent location. Therefore, for most attributes you must turn off inheritance before you can change them.

To turn off inheritance for an attribute, click the ON | OFF toggle. To turn on inheritance for an attribute, click the ON | OFF toggle again.

Figure 3-3 shows the Overview tab for a child location for which inheritance has been turned off for the Time Zone attribute.
Figure 3-3  Example attributes of a child location
Overview Tab

Locations > List All Locations > Edit > Overview

The Overview tab includes general settings for the location.

**Figure 3-4  Overview Tab**

<table>
<thead>
<tr>
<th>Title</th>
<th>Change the title of your location as used inside the Cisco Subscriber Services Portal. Subscribers do not see the title.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Name</td>
<td>Change the display name of the location. Subscribers see this title in the top left corner and in the browser’s window title. If Language Support is enabled (see Enable Language Support), you can internationalize the display name using the Site Content tab. (See Site Content on page 3-26.)</td>
</tr>
<tr>
<td>Time Zone</td>
<td>Set the time zone of the location of your portal server.</td>
</tr>
<tr>
<td>Date Format</td>
<td>Select how you want to display times and dates to subscribers. The portal localizes the date format when Language Support is enabled. (See Enable Language Support.)</td>
</tr>
<tr>
<td>Note</td>
<td>An example of the format you select appears just below the Date Format drop-down list.</td>
</tr>
</tbody>
</table>
Chapter 3 Locations

Edit a Location

Behavior Tab

Locations > List All Locations > Edit > Behavior

Location behaviors determine the steps subscribers must take to access the Internet from the location. For instance, the location might ask subscribers for a username and password or for a voucher code and a voucher PIN.

The attributes on the Behavior tab are grouped into these categories:

- Location Behaviors
- Redirect Options
- Device Lockout Options

**Note**

You are not required to assign any behavior, but the location is not useful until you do.
## One Click

The One Click behavior requires subscribers simply to agree to the terms and conditions, then redirects them either to their requested page or to a page you specify.

<table>
<thead>
<tr>
<th>Request Email address</th>
<th>Check this box to require subscribers to enter their email addresses during the one-click process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username to log in to CPS</td>
<td>Enter the username for the portal to use automatically when it logs into CPS on behalf of subscribers.</td>
</tr>
<tr>
<td>Password to log in to CPS</td>
<td>Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers.</td>
</tr>
</tbody>
</table>

## No Click

The No Click behavior presents an interstitial page to subscribers, then redirects them either to their requested page or to a page you specify.

<table>
<thead>
<tr>
<th>Username to log in to CPS</th>
<th>Enter the username for the portal to use automatically when it logs into CPS on behalf of subscribers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password to log in to CPS</td>
<td>Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers.</td>
</tr>
</tbody>
</table>

## Confirm and Go

The Confirm and Go behavior requires subscribers to request a code and enter that code (after they have received it). Then they are redirected to their requested page or to a page you specify. You can set an expiration time to restrict the frequency of new code requests from the same subscriber.

<table>
<thead>
<tr>
<th>Confirmation Type</th>
<th>Select how you want the portal to send confirmation codes to subscribers (email or SMS text).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related Service Offer</td>
<td>Select the service for subscribers to use.</td>
</tr>
<tr>
<td>Expiration Time</td>
<td>Select the amount of time (in hours) that must elapse before the same subscriber can request another code.</td>
</tr>
</tbody>
</table>
Password of the Day

The Password of the Day behavior requires subscribers to enter a password that is automatically generated every day, then redirects them either to their requested page or to a page you specify. The Password of the Day behavior differs from the Access Code behavior in that the password changes daily and is automatically generated whereas the code is defined by you and remains static until you change it manually.

Mask for password of the day
Enter numbers and/or letters that comprise the beginning of the passwords. Enter at least four alphanumeric characters and include at least one wild card character; but do not use more than one type of wild card character. These are the wild card types:
# = random digit
? = random letter
* = random digit or letter

These are some examples of valid masks:
VistaView#### could generate the password VistaView9999
VistaView???? could generate the password VistaViewaAaA
VistaView**** could generate the password VistaViewa2C4

Username to log into CPS for password of the day subscribers
Enter the username for the portal to use automatically when it logs into CPS on behalf of subscribers.

Password to log into CPS for password of the day subscribers
Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers.

Security Key
Enter a number for the portal to use when it generates the passwords.

View passwords
Click this link to go to a page that lists the password for today and for the future (one month by default) and that enables you to export the list. See “View a List of Passwords” on page 12.

For a location that uses the Password of the Day behavior, you can view and export (to a .csv file) a list of future passwords.

View a List of Passwords

**Step 1**  
On the Behaviors tab, in the Password of the Day area, click the “View passwords” link. The Passwords for Location page appears.

**Step 2**  
Designate the date range for which you want to see passwords by clicking the From and To fields; using the date picker that appears to select the From and To date, respectively; and click the Submit Range button.

Export a List of Passwords

**Step 1**  
On the Passwords for Location page, click the Export to CSV button.

**Step 2**  
Use your browser to save or open the file.
**Voucher Redemption**

The Voucher Redemption behavior requires subscribers to enter a voucher code and PIN (unless you designate PINless vouchers, in which case subscribers need to enter only a voucher code) and then redirects them either to their requested page or to a page you specify.

To designate PINless vouchers, check the Disable Pin box.

**Access Code**

The Access Code behavior requires subscribers to enter an access code (which you define), then redirects them either to their requested page or to a page you specify.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comma-separated list of pass codes accepted</td>
<td>Enter a list of access codes (separated by commas) that the portal can accept to grant subscribers access to the Internet.</td>
</tr>
<tr>
<td>Enforce Case on Access Codes</td>
<td>Check this box to set access codes as case-sensitive. Keep this box unchecked if you want access codes not to be case-sensitive.</td>
</tr>
<tr>
<td>Request Email address</td>
<td>Check this box to require subscribers to enter their email addresses in addition to the access code.</td>
</tr>
<tr>
<td>Username to log into CPS for access code subscribers</td>
<td>Enter the username for the portal to use automatically when it logs into CPS on behalf of subscribers.</td>
</tr>
<tr>
<td>Password to log into CPS for access code subscribers</td>
<td>Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers.</td>
</tr>
</tbody>
</table>

**Guest Login**

The Guest Login behavior requires subscribers to enter a username and a password to gain access to the Internet.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset Password With One-Time Code</td>
<td>Check this box to enable subscribers to request temporary passwords in the event they forget their passwords.</td>
</tr>
<tr>
<td>Allow Account Management</td>
<td>Check this box to enable subscribers to manage their accounts for example, their address and password.</td>
</tr>
<tr>
<td>• Display Usage Statistics</td>
<td>Check this box to include on the account-management screen statistics about the subscribers’ Internet usage.</td>
</tr>
<tr>
<td>• Allow Service Start/Stop</td>
<td>Check this box to enable subscribers to pause and resume their Internet access.</td>
</tr>
</tbody>
</table>
### Cross MSO

The Cross MSO behavior requires subscribers to select among multiple MSOs (multiple-system operators) and then log in using credentials for the selected MSO.

In the Enabled MSO(s) select at least one MSO.

If no MSOs appear in the list, you must create one. See MSOs on page 6-5.

### Allow Device Management

Check this box to enable subscribers to manage the MAC addresses that are stored on their account.

- **Set Mac Address field as read-only**
  
  Check this box to prevent subscribers from editing their MAC addresses when managing their devices.

When device management is enabled, a subscriber has the opportunity to register their device such that using that device in the future will trigger MACTAL (media access control address transparent automatic logon). MACTAL means that the system will recognize the device (based on its MAC address), automatically log the subscriber in, and grant network access without any action on the subscriber’s part.

**Note** Device management is available only if it’s been enabled in the installation configuration.

### Allow Guest Registration

Check this box to enable subscribers who don’t already have a username and password to create an account and to setup a username and password.

- **Require Confirmation**

  Check this box to require new subscribers to enter a code (that the portal sends to them, either via email or SMS text) as part of the registration process.

- **Confirmation Type**

  Select the medium by which you want the portal to send confirmation codes to new subscribers (email or SMS text).

- **Require Service Offer Selection**

  Check this box to require new subscribers to select a service offer as part of the registration process.

- **Eligible Service Offer(s)**

  Select the service offer(s) that you want new subscribers to choose from. Press and hold the Ctrl key to select multiple service offers.
Redirect Options

The Redirect Options designate where to send subscribers after they have taken the required steps to gain access to the Internet.

When exiting, subscribers should: | Select where to send subscribers once they have been granted Internet access.
---|---
- To designate a URL to which you want to direct subscribers (regardless of the URL they originally requested), select “Be directed to the specified URL”.
  - Enter that URL in the Subscriber Redirect URL text box.
- To direct subscribers to the URL they originally requested, select “Continue to initially redirected URL”.

Device Lockout Options

To increase security, you can enable the location to block further attempts to access services when multiple unsuccessful login attempts occur on the same device (in other words, from the same MAC address).

<table>
<thead>
<tr>
<th>Enable Device Lockout</th>
<th>Check this box to enable the location to lock out devices after multiple unsuccessful login attempts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of invalid attempts…</td>
<td>Enter the number of unsuccessful subscriber login attempts that will lock the subscriber’s device from making additional login attempts.</td>
</tr>
<tr>
<td>Lockout duration…</td>
<td>Enter the amount of time (in seconds) that a subscriber device will remain unable to make a login attempt after it has been locked out.</td>
</tr>
</tbody>
</table>

Pages Tab

Locations > List All Locations > select a location > Edit > Pages

The Pages tab shows a graphical representation of the location’s subscriber pages and how the pages are related to each other. The number of pages and their relationships are determined by the behavior(s) you set up for the location.

Each page’s node has a View and an Edit button to enable viewing and modifying the corresponding subscriber page.

View a Page

Locations > select a location > Edit > Pages > select a page > View

Clicking the View button displays the page as it appears to subscribers. After you view a page, you can make any changes it needs by clicking the Edit button. See Edit a Page.

To close the page view, click the X in the top-right corner of the page.
Edit a Page

Locations > select a location > Edit > Pages > select a page > Edit

Editing a page enables you to do the following:

- To see some basic information about the page, including its URL and whether it is inherited by another location
- To assign a template to the page. (See “Assign Templates and Widgets to Subscriber Pages” on page 16.)
- To assign widgets to the page (See “Assign Templates and Widgets to Subscriber Pages” on page 16.)

Assign Templates and Widgets to Subscriber Pages

Step 1 For a page to which you want to assign a template and widgets, click the Edit button within that page. A preview of the regions of the default template appears.

Step 2 If you want to use a template other than the default, select that template in the Template drop-down list. The template preview changes to represent the template you selected.

Step 3 For each region on the page, from either list of widgets in the left-hand column, click and drag the desired widget onto the region.

Step 4 For any configurable widgets (such as HTML or URL Redirection) that you added in step 3, click the Edit button and use the Edit Widget window to make changes to the widget. See “Configure Widgets” on page 17.

Step 5 Repeat steps 1 to Step 4 for the remaining pages.
Configure Widgets

After you have assigned widgets to a page, you can configure them to meet the needs of the location.

![Page Edit buttons on the Pages Tab](image)

**Step 1**  Click the Pages tab for the location.

**Step 2**  Click the Edit button for the page whose widget(s) you want to configure.

**Step 3**  On the Editing Page screen that appears, click the Edit button for the widget you want to configure. The Edit Widget window appears.
Figure 3-6  Widget Edit button on the Editing Page screen

Before you make any changes to the widget, review the heading of the Edit Widget window to note whether any other pages use the same widget. Figure 3-7 shows the heading of the Edit Widget window. If the widget is used elsewhere, you can make changes to it, but those changes apply to every page in every location that also uses the widget.

Figure 3-7  List of other pages and locations that use the same widget

The degree to which you can configure a widget varies by widget type, as described in the following sections:

Modify the Title of a Widget

Some widget types display only data and require essentially no configuration. For these widget types, you can change only their titles.

To modify a widget’s title, in the Edit Widget window, enter the title in the Title field.
Edit the Heading of a Widget and Add Content with the WYSIWYG Editor

In addition to editing their titles, many widget types enable you to edit their headings and provide a WYSIWYG editor for adding images and adding and formatting instructive/descriptive text (and any other content) that you want to present to subscribers.

WYSIWYG stands for *What You See Is What You Get*, which means the WYSIWYG editor displays content to you in a form very similar to how it appears to subscribers. Figure 3-8 shows the WYSIWYG editor.

- To modify a widget’s heading, in the Edit Widget window, enter the heading in the Heading field.
- To add content (formatted text, links, and images) to present to subscribers, enter the text in the WYSIWYG editor. For details on using the editor, see [http://plone.org/products/tinymce/documentation/manual/tinymce-user-manual](http://plone.org/products/tinymce/documentation/manual/tinymce-user-manual)

**Figure 3-8 WYSIWYG Editor**

Add Images

All widget types that include the WYSIWYG editor enable you to add images.

**Step 1** In the WYSIWYG editor, click the Insert/edit Image button.
**Step 2** In the Insert/edit Image modal that appears, click the button adjacent to the Source field.
**Step 3** In the Media Browser that appears, if you see the image you want to add, skip to step 7. If you don’t see the image you want to add, proceed to step 4.
**Step 4** Click the Browse button and use the window that appears to find and select the image you want to use.
**Step 5** In the File Title field, enter a name for the image.
**Step 6** Click the Upload File button.
**Step 7** Hover the mouse pointer over the image you want to add to the page, and click the image size you want.
**Step 8** In the Insert/edit Image modal, optionally enter a description and dimensions for the image, and click the Ok button.
Require Subscribers to Agree to Terms and Conditions

Several widget types enable you to specify whether subscribers must agree to the terms and conditions before advancing to the next page in the flow.

To require that subscribers agree to the terms and conditions, check the Require subscriber to accept the terms and conditions box.

The Require subscriber to accept the terms and conditions check box is available for these widget types:

- Guest Login | Login
- Service Offers | Select
- Password of the Day
- Voucher Redemption

Designate which Service Offer Details to Display to Subscribers

The Service Offers | Select widget type enables you to designate which details about service offers are included in the list of service offers displayed on the Select Service Offers page (which is part of the Guest Login behavior when the Allow Guest Registration and Require Service Offer options are enabled; see Guest Login on page 3-13).

To display a detail (for example, the description, price, maximum number of sessions, duration, or volume) in the service-offers list, check the corresponding box in the Display Fields area of the Edit Widget window. See Figure 3-9.

Figure 3-9 Service Offer Detail Selection

Enter Content for Multiple Languages in Widgets

If the location has language support enabled (see Enable Language Support on page 10), then for all widget types, the Edit Widget window includes a Content Language drop-down list. The Content Language drop-down list enables you to select a language in which you want to present the widget’s content to subscribers:
**Create a Static Page**

If you’d like a location to include pages that aren’t automatically created, you can create your own pages manually. The pages that you create manually are called static pages.

**Step 1**
On the Pages tab, click the New button (near the top-right corner of the screen). Figure 3-10 shows the location of the New button.

![Figure 3-10  New button for adding a static page](image)

**Step 2**
In the Adding Static Page page, enter a title in the Title field, enter a string for the page’s URL (without any spaces) in the URL field, select a template in the Template drop-down, and click the Add New Page button.
Edit a Location

Step 3 In the Editing Page page that appears, edit the page like you would any other page. See “Assign Templates and Widgets to Subscriber Pages” on page 16.

Vouchers Tab

The Vouchers tab lists the voucher templates associated with a location.

You can create additional voucher templates using the Create New Voucher Template button. See the Vouchers and Voucher Templates chapter for information on creating voucher templates.

You can generate vouchers from the templates listed on the Vouchers tab by clicking the Generate button. See “Generate New Vouchers” on page 4 for information on generating vouchers.

Functionality Tab

The Functionality tab enables you to access the pages on which you manage the location’s network mapping values, its subscriber fields, and its CPS message translations.

Network

Locations > List Locations > select a location > Edit > Network

Network mapping values let you specify a network mapping rule to map a subscriber’s network information settings.

Network mapping values can be of these formats:

- Framed IP
- NAS IP
- SSID
- Access point MAC (AP MAC)
- Generic
The network mapping value you enter here must be of the same type or format of the location’s domain. That is, if your location uses a domain that uses a framed IP, select a framed IP mapping here.

Duplicate network mappings among your locations produce unreliable results. That is, duplicates, either logical or physical, cause mapping inconsistencies.

Subscribers

Locations > location name > Edit > Subscribers

Registration Fields Area

Use the Registration Fields area to designate the subscriber-identity-related fields that you want to display to, and make required by, new subscribers during the registration process.

In the Registration Fields area, you can affect the fields this way:

- To add a field, select the field name in the drop-down list and click the Add Field button.
- To hide a field, select Off in the field’s drop-down list.
- To show a field but keep it optional, select Optional in the field’s drop-down list.
- To show a field and make it required for subscribers to complete, select Required in the field’s drop-down list.

Additional options are available for these fields:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong></td>
<td>The label for the field where the subscriber enters his first name. Select the radio button corresponding to the caption you want to display on the subscriber-facing screen for this field.</td>
</tr>
<tr>
<td><strong>Last Name</strong></td>
<td>The label for the field where the subscriber enters his last name. Select the radio button corresponding to the caption you want to display on the subscriber-facing screen for this field.</td>
</tr>
<tr>
<td><strong>Single Contact Number</strong></td>
<td>To request only a single telephone number from new subscribers, do the following:</td>
</tr>
<tr>
<td></td>
<td>- Select an option other than Off.</td>
</tr>
<tr>
<td></td>
<td>- In the next drop-down list, select the label for the single telephone-number field.</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>Selecting the International Address option does the following:</td>
</tr>
<tr>
<td></td>
<td>- enables the country-selection box</td>
</tr>
<tr>
<td></td>
<td>- changes the label for the State field to “Province”</td>
</tr>
<tr>
<td></td>
<td>- changes the label for the ZIP Code field to “Postal Code”</td>
</tr>
<tr>
<td></td>
<td>Select the radio button corresponding to the address format you want to display to subscribers.</td>
</tr>
</tbody>
</table>
Password Rules Area

Password Rules specify the required strength of passwords that new subscribers create during the registration process.

- To set a minimum number of characters required for passwords, enter that number in the Minimum Length box.
- To set a maximum number of characters allowed for passwords, enter that number in the Maximum Length box.
- To require at least one numerical character, check the Require Number 0–9 box.
- To require at least one uppercase letter, check the Require Uppercase Character box.
- To require at least one lowercase letter, check the Require Lowercase Character box.
- To require at least one special character, check the Require Special Characters … box.
- To disallow passwords that tend to be used frequently and thereby increase the chance that new subscribers create unique passwords, check the Disallow Common Passwords box.
- To require that passwords contain no spaces, check the Disallow Spaces box.

Messages

Map error messages and error codes that come from CPS to create custom error messages. In so doing, you create translations of cryptic CPS error messages and codes into friendlier, human-understandable messages to display to subscribers.
Figure 3-12  Add New Message screen

Step 1  Click the Add New Message button.

Step 2  From the CPS Call drop-down list, select the CPS API call for which you want to create your custom message. To create a message that applies to any CPS call, select All CPS Calls.

Step 3  From the Match Type drop-down list, select how closely you want the message to match CPS calls:
- response code is—matches the CPS response code exactly.
- message is—matches the CPS error message exactly.
- message includes—matches any CPS error message that includes the string you specify in step 4.
- message does not include—matches any CPS error message that does not include the string you specify in step 4.
- message regular expression—matches any CPS error message that includes the regular expression you specify in step 4.

Step 4  In the Match Text box, enter the error code, error message, part of the error message, or regular expression that your selection in step 3 refers to.

Step 5  In the Message Text box, enter the human-understandable message that you want to display to subscribers.

If the location has language support enabled (see Enable Language Support on page 10), then enter a human-understandable message in the language corresponding to each Message Text [language] box shown.
Edit a Location

Step 6  
Click the Add New Message button.

The portal creates the message and the Success message appears in the top-right corner.

Content Tab

The Content tab enables you to access the pages on which you manage the location’s files and the location’s widgets.

Files

The Files tab lets you upload previously created content into your page, usually graphics files. Use the Browse button to find the needed file. Assign a name for the file—one that is convenient to remember. You must have both these fields completed before you click the Upload File button.

Figure 3-13  Files tab

Site Content

The Site Content tab lets you specify the name in multiple languages that the location displays to subscribers on their browser’s tab. This is relevant only if the location has language support enabled (see Enable Language Support on page 10).

Figure 3-14  Site Content tab
Chapter 3 Locations

Edit a Location

Step 1
Click the Add New Content button.

Step 2
In the Key field, type the word title.

Step 3
In the Value (Default) field, enter the default title you want to display to subscribers (in the event that the system cannot determine a language-specific title).

Step 4
For each of the remaining Value (language) fields, enter the title you want to display when the subscriber selects the corresponding language.

Step 5
Click the Add New Content button.

Note
Currently, only the title key is enabled. Future releases of Cisco SSP might include additional keys that you could customize using the Site Content tab.

Widgets

The widgets on your subscriber page perform common tasks, such as requesting an access code, or requesting information about account management.

The Widgets tab simplifies creating a location page by managing the elements of that page, such as headers, footers, standard terms, help, or security information.

You can copy a widget that has been configured, or make your own. The Edit Widget form appears for you to further customize.

Figure 3-15  Widgets tab
Look and Feel

Revised: July 10, 2015

The look and feel of the portal as it presents itself to subscribers comprises skins, templates, and widgets. Skins include appearance components such as colors and fonts. Templates determine the arrangement of the forms displayed to subscribers. Widgets display the forms themselves.

To preview, and—in the case of skins—to modify the portal’s look and feel, use the CMS menu.

This chapter covers the following sections:
- Templates and Widget Types
- Skins

Templates and Widget Types

Customize Templates and Widget Types

Caution

Always make a copy of the template or widget type you want to modify, and modify only that copy. Making changes to stock templates or widget types has the very real potential for rendering much of SSP nonfunctional.

Required Skill Set

Because there is so much functionality that is now available to modify in SSP 7.0, it is extremely important that you have the following skills before attempting to make any changes to templates and widget types or to create custom templates and widget types:

**To Customize or Create Templates**
- Familiarity with the Bootstrap framework
- Command of web-design concepts
- Ability to understand PHP

**To Customize or Create Widget Types**
- Command of HTML
- PHP development skills (ability to write and understand functional code)
Templates and Widget Types

- Command of HTML
- Command of CSS

“Safe” Customization

The customization outlined in this guide pertains only to the layout, style, and formatting of templates and widget types but not to their functionality. However, the process of customizing layout, style, and formatting necessarily exposes code that determines functionality (in other words, functional code). Do not modify the functional code—doing so is extremely likely to break the overall functionality.

The following explains what part of the code is safe to modify and what part is not safe to modify:

<table>
<thead>
<tr>
<th>Safe</th>
<th>Risky</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Modifying the design/layout/style</td>
<td>• Changing variable names</td>
</tr>
<tr>
<td>• Changing form labels</td>
<td>• Adding variable names</td>
</tr>
<tr>
<td>• Adding Javascript (for display only, not for functionality)</td>
<td>• Modifying the functionality of widget types</td>
</tr>
<tr>
<td></td>
<td>• Changing validation models</td>
</tr>
<tr>
<td></td>
<td>• Making up method names</td>
</tr>
<tr>
<td></td>
<td>• Changing method names</td>
</tr>
</tbody>
</table>

Examples of Safe Customizations

This section lists examples of situations that might call for the customization discussed in this document.

- Custom Login Widget Type for Collecting Alternate Credentials

  The stock Login widget type collects the subscriber’s username. However, you might need a Login widget type that collects a subscriber’s phone number instead. In this case, you would use the existing Login widget type as a model (with respect to functionality, validation model, load options method, and load options arg) to create a custom Login widget type that uses a subscriber’s phone number as a credential.

- Custom Service Offers | Select Widget Type for Location with a Single Service Offer

  The stock Service Offers | Select widget type requires the subscriber to select a service offer from a list of service offers. However, if a location has only a single service offer, a customized widget type could be created to display to the subscriber an interstitial message, automatically submit the service-offer-selection form, and forward the subscriber to the payment processor.

Best Practices

1. **Step 1** Make a copy of the widget or template that you want to edit. See Copy a Template or a Widget Type.

2. **Step 2** Edit the duplicate version rather than the original. (This is because there is no way to restore the original widgets and templates.)
Step 3 If internationalization/localization is enabled in your installation of SSP, then update the PO file (that is, the translation template) to incorporate custom strings from your custom templates or widget types.

Step 4 Do not change the following for stock widget types:
- Functionality selection
- Validation Model selection
- Load Options Method
- Load Options Arg
- Functional PHP code

Step 5 Do not change the functional PHP code for stock templates.

**Copy a Template or a Widget Type**

Before customizing a template or widget type, be sure to copy it by following these steps:

**Step 1** In the list of templates or widget types, find the template or widget type that you want to copy, and click the Copy button.

**Step 2** In the Copy … modal, in the New Title field, enter a name for the new template or widget type, and click the Copy … button.

**Templates**

CMS > List Templates

A template establishes the layout of a page: it sets the number of widgets and the placement of those widgets on the page.
## Preview Templates

**Figure 4-1  Template Preview**

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear 1</td>
<td>One column for widgets. Background for widget content is clear.</td>
<td>Edit Copy Preview +</td>
</tr>
<tr>
<td>Clear 2</td>
<td>Two columns for widgets. Background for widget content is clear.</td>
<td>Edit Copy Preview +</td>
</tr>
<tr>
<td>Clear 3</td>
<td>Three columns for widgets. Background for widget content is clear.</td>
<td>Edit Copy Preview +</td>
</tr>
<tr>
<td>Contrast 1</td>
<td>One column for widgets. Background for widget content contrasts with the page background.</td>
<td>Edit Copy Preview +</td>
</tr>
</tbody>
</table>

Step 1  For the template you want to preview, click the Preview button (in the Actions column).

Step 2  From the list of skins that appear, click the skin with which you want to preview the template. (For information about skins, see Skins on page 4-6.

A preview of the template and skin appears showing the template’s layout for a subscriber on a personal computer.

Step 3  To see the preview for a subscriber on a tablet or on a mobile device, click the Tablet or Mobile buttons.

### Customize Templates

When creating or modifying a template, you use Bootstrap, PHP, and HTML to modify the number and placement of regions displayed to subscriber pages that use that template.

### Use the Template Regions fields

Use the Template Regions fields to do the following:

- Designate automatic placement of behavior-specific widgets when a location that uses the template is created.

  For example, the “Primary Region” selection designates the region in which the portal automatically puts the page-specific widget for a particular behavior.
• “Initiate” new regions

If you add a region to the Template Regions list, you must also add code in both “Enter PHP, HTML, & CSS ...” fields in order for it to become functional.

Note

When creating new regions, use a file-naming convention for region names. In other words, don’t include whitespace.

Use the “Enter PHP, HTML, & CSS …” Text Areas

The “Enter PHP, HTML, & CSS for this template” and the “Enter PHP, HTML, & CSS for this template’s admin area” contain much of the code that enables templates to work.

When creating a custom template, use the “Enter PHP, HTML, & CSS …” text areas to modify layout and text. Do not use the text areas to modify the functional code.

Caution

Do not modify the content of the “Enter PHP, HTML, & CSS …” text areas for stock templates. Instead, copy a template and make changes to the copy. See Copy a Template or a Widget Type on page 4-3.

Widget Types

CMS > List Widget Types

Widgets are essentially small pieces of custom content (such as text or graphics) or functionality (such as data-entry fields) that subscribers see and respond to during the process of gaining access to the Internet.

When you assign widgets to the regions of a page, you establish the placement of those widgets on the page; furthermore, you assign that widget to the location that you are editing.

The Widget Types page lists widget types in alphabetical order, identifies the page on which they are automatically placed (if applicable), and provides a brief description of the widget type’s function.

Customize and Create Widget Types

Caution

You must be a deployment engineer or a client developer to create and edit widget types.

For information on creating and editing widget types, see the supplemental document located in the /var/www/portal/docs directory.

When creating or modifying widget types, you use HTML to:

• change layout/style
• change form labels
• add javascript customization of widgets (changing how they are displayed, not to change functionality).
Select a Functionality

The selection in the Functionality drop-down list assigns the widget type to a location (based on the location’s enabled behavior(s)). Specifically, the Functionality selection tells the portal which behavior to use the widget type for. This enables the portal to determine which widget type to place on each behavior-specific page when it automatically creates those pages.

Use the Advanced Widget Options Area

Typically, you don’t make changes in the Advanced Widget Options area. The exception is when you migrate customized widget types. (See Migrate Customized Widget Types: on page 1-3.)

The following briefly describes the function of each field in the Advanced Widget Options area:

- The Validation Model selection designates the validation rules that the portal uses for the form that the widget type creates.
- A load options method designates code that needs to run before executing the code for the widget type.
- A load options arg designates an optional parameter to pass to the load options method.

Use the “Enter PHP, HTML, & CSS for this widget …” Text Areas

The “Enter PHP, HTML, & CSS for this widget …” and the “Enter PHP, HTML, & CSS for this widget’s admin area” contain much of the code that enables widget types to work.

When creating a custom widget type, use the “Enter PHP, HTML, & CSS …” text areas to modify layout and text. Do not use the text areas to modify the functional code.

Caution

Do not modify the content of the “Enter PHP, HTML, & CSS …” text areas for stock widget types. Instead, copy a template and make changes to the copy. See Copy a Template or a Widget Type on page 4-3.

Skins

Skins are an easy and flexible way to manage the appearance of your locations. Using skins, you can change the colors, set new font properties, upload images for icons, and so on.

As an admin-level user, you can create the text, graphics, and color schemes used for both subscriber-facing pages and the Admin screens.

These are general tasks you might perform:

- **Skins Tasks**
  - Assign a Skin to a Location
  - Assign a Skin to the Admin Screens
  - Create a Skin
  - Delete a Skin
  - Export a Skin
  - Skins and their Attached Graphics
  - Skins and their Attached Graphics
These tasks concern a skin’s attached or associated files:

Skins and their Attached Graphics

- Upload Files for a Skin
- Detaching a File from a Skin
- Renaming a File Attached to a Skin
- Replacing a File Attached to a Skin

Find a description of the fields and values used in skins here:

- The Skins Form

Skins Tasks

These are general tasks you might perform when working with skins.

List Skins

CMS > List Skins

Use this click path to review all the skins developed so far, and then go on to render, edit, attach files, or delete one.

Preview a Skin

CMS > List Skins > select a skin > Preview > select a template

This click path lets you see how your skin will be appear to subscribers.

The default preview shows the skin as it will appear on a personal computer. To see the preview for a tablet or on a mobile device, click the Tablet or Mobile buttons.

Assign a Skin to a Location

Locations > select a location > Edit > Overview > Skin

Use this click path to pick a skin for your subscriber pages.

Assign a Skin to the Admin Screens

CMS > List Skins > select a skin > Edit

Check the Use for admin pages box, and click the Save Skin button.

Create a Skin

CMS > List Skins > New

When you create a new skin, you start with the default values provided by SSP.

Note

You cannot view an existing skin and save it under a new name, but you can import and export skins.
Edit a Skin

CMS > List Skins > select a skin > Edit

When editing a skin, be sure to click the Save Skin button at the bottom.

Delete a Skin

CMS > List Skins > select a skin > Delete

Export a Skin

If you already have a skin developed, you can use it again with alterations to start development of a new skin.

Note

Do not rename the .tgz file that Cisco SSP creates and exports. If you do, Cisco SSP will not import it.

Step 1
Click CMS > List Skins > select a skin > Edit.

Step 2
Click the Export button.

Step 3
Use your browser’s dialog box to save the .tgz file. Look for the download completed message before you go on.

Import a Skin

Step 1
Click CMS > List Skins > Import.

Step 2
Click the Choose File button.

Step 3
Use the window that appears to browse for and select the .tgz file you saved in step 3 in Export a Skin.

Step 4
Click Import Skin Data button.

Step 5
Find your imported skin in the list. To edit the skin, see Edit a Skin on page 4-8.

Skins and their Attached Graphics

Managing the graphics that go on a subscriber page is an easy way to change the look and feel of your subscriber pages.

- Upload Files for a Skin
- Detaching a File from a Skin
- Renaming a File Attached to a Skin
- Replacing a File Attached to a Skin

Upload Files for a Skin

Skins can use images for their backgrounds. Before you attach files to a skin, you must upload the files and thereby make them available to the skin.
Step 1 Click CMS > List Skins > select a skin > Files.
Step 2 Click the Choose File button.
Step 3 Use the window that appears to browse for and select the file that you want to upload.
Step 4 In the File Name box, enter a name for the file.
Step 5 Click the Upload File button.
Step 6 To upload another file, repeat steps 2 through 5.

### Detaching a File from a Skin

CMS > List Skins > select a skin > Files
Hover over the image you want to remove, then click the Delete button. If the file you delete is the background image, the background image reverts to none.

### Renaming a File Attached to a Skin

Step 1 Click CMS > List Skins > select a skin > Files.
Step 2 Click the Edit button below the image you want to rename.
Step 3 On the screen that appears, in the Title box, enter the new title for the file.
Step 4 Click the Save File button.

### Replacing a File Attached to a Skin

Step 1 Click CMS > List Skins > select a skin > Files.
Step 2 Click the Edit button below the image you want to replace.
Step 3 On the screen that appears, in the Replace File box, click the Choose File button.
Step 4 Use the window that appears to browse for and select the file with which you want to replace the old file.
Step 5 Click the Save File button.

### The Skins Form

CMS > List Skins > New or Edit

When you create or edit a skin, you add/edit the following skin properties:

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Enter a name for the skin as used inside the Cisco Subscriber Services Portal. Subscribers do not see the title.</td>
</tr>
<tr>
<td>Use for locations without a skin</td>
<td>Check this box to set the skin as the default skin. This is the skin that will be used as a default for locations that do not have a specific skin assigned.</td>
</tr>
</tbody>
</table>
## Background – Links – Typography Section

This section controls skin features such as background image, fonts, and colors.

### Background Area

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background image</td>
<td>Select the name of an image file to use as a background. To upload an image to include in the Background image drop-down list, see Upload Files for a Skin on page 4-8.</td>
</tr>
<tr>
<td>Tile background image</td>
<td>To repeat the background image (vertically, horizontally, or both), select the corresponding layout in the Tile background image drop-down list.</td>
</tr>
</tbody>
</table>
| Background Gradient Top, Background Gradient Bottom | The background gradient is a color that rests behind the background image. The background color fills up the entire browser window but a background image fills the background only when you select one of the Tile options.  
- To set the background color as a solid color, use the color picker boxes and select a color in the Background Gradient Top (or enter the hexadecimal value for the color in text box), but leave the Background Gradient Bottom text box blank.  
- To set the background to fade from one color to another, select a color using both the Background Gradient Top and Background Gradient Bottom color picker boxes (or enter the hexadecimal value for each color in both text boxes). |

### Components Area

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well Background</td>
<td>Enter or select a color for well backgrounds. Figure 4-2 illustrates a well background.</td>
</tr>
<tr>
<td>Default Button Text</td>
<td>Enter or select a color for the text in most buttons.</td>
</tr>
<tr>
<td>Default Button Background</td>
<td>Enter or select a color for most buttons.</td>
</tr>
</tbody>
</table>
Figure 4-2  Well background

Links Area

<table>
<thead>
<tr>
<th>Link Color</th>
<th>Enter or select a color for links at rest.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Link Color Hover</td>
<td>Enter or select a color for links when the mouse pointer is hovered over them.</td>
</tr>
</tbody>
</table>
Typography Area

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sans Font Family</td>
<td>Enter the names of the fonts—separated by commas—that you want the skin to use if Sans Serif is selected in the Base Font Family drop-down list. Use double quotes for font names that have a space in their name.</td>
</tr>
<tr>
<td>Serif Font Family</td>
<td>Enter the names of the fonts—separated by commas—that you want the skin to use if Serif is selected in the Base Font Family drop-down list. Use double quotes for font names that have a space in their name.</td>
</tr>
<tr>
<td>Mono Font Family</td>
<td>Enter the names of the fonts—separated by commas—that you want the skin to use if Mono is selected in the Base Font Family drop-down list. Use double quotes for font names that have a space in their name.</td>
</tr>
<tr>
<td>Base Font Size</td>
<td>Enter a number and unit abbreviation (for example, “px” for pixels) representing the size of font you want the skin to use.</td>
</tr>
<tr>
<td>Base Font Family</td>
<td>Select the font family whose fonts you want to use (given your entries in the Sans Font Family, Serif Font Family, and Mono Font Family fields).</td>
</tr>
<tr>
<td>Alternate Font Family</td>
<td>Select the font family whose fonts you want to use (given your entries in the Sans Font Family, Serif Font Family, and Mono Font Family fields) for specific text you might format differently in your own CSS or LESS code (which you would enter in the Custom Styles Section section).</td>
</tr>
<tr>
<td>Font Color</td>
<td>Enter or select a color for text other than hyperlinks and buttons.</td>
</tr>
</tbody>
</table>

Tints — Brand Colors Section

The colors you set in both the Brand Colors area and the Tints area interact with the font-color-related CSS or LESS code in the Custom Styles section. In other words, if you have entered your own custom CSS or LESS code and you want to customize colors for color variables (such as @graydarker or @yellow), do that using the color-picker fields in the Tints — Brand Colors section.

Note: To learn about the Bootstrap framework, see [http://getbootstrap.com](http://getbootstrap.com).
**Navbar – Alerts Section**

**Navbar Area**

The nav bar is a widget that displays a navigation bar across a subscriber-facing page that contains links to other pages. The Navbar area lets you designate how you want the nav bar to appear on pages that use the skin that you are editing.

<table>
<thead>
<tr>
<th>Navbar Height</th>
<th>Enter a number and unit abbreviation (for example, “px” for pixels) representing the height of the nav bar.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navbar Background</td>
<td>Enter or select a color for the nav bar itself.</td>
</tr>
<tr>
<td>Navbar Text</td>
<td>Enter or select a color for text in the nav bar.</td>
</tr>
<tr>
<td>Navbar Link Color</td>
<td>Enter or select a color for links at rest in the nav bar.</td>
</tr>
<tr>
<td>Navbar Link Color Hover</td>
<td>Enter or select a color for links in the nav bar when the mouse pointer is hovered over them.</td>
</tr>
<tr>
<td>Navbar Link Active Color</td>
<td>Enter or select a color for active links in the nav bar.</td>
</tr>
<tr>
<td>Navbar Link Disabled Color</td>
<td>Enter or select a color for disabled links in the nav bar.</td>
</tr>
</tbody>
</table>

**Alerts Area**

This section of the Skins form determines the text and background of the error and success messages.

<table>
<thead>
<tr>
<th>Warning Text and Background</th>
<th><img src="#f3edd2" alt="Warning Text" /> <img src="#c09853" alt="Warning Background" /></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Warning</strong></td>
<td>No Vouchers to delete.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Text and Background</th>
<th><img src="#b94a48" alt="Error Text" /> <img src="#f2dede" alt="Error Background" /></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sorry, but you need to login to access this location.</strong></td>
<td></td>
</tr>
</tbody>
</table>
Use the Custom Styles section to enter your own custom CSS or LESS code for the skin.

CSS defines how to display HTML elements. LESS extends CSS with dynamic behavior such as variables, mix-ins, operations, and functions.

Caution

Entering your own custom code is optional. Use the Custom Styles section only if you are familiar with CSS or LESS syntax.
Vouchers and Voucher Templates

Revised: July 10, 2015

Vouchers are individual login codes that subscribers use to gain access to the Internet. Vouchers are created using a voucher template, which you configure to set the service details for the vouchers that are created from it. You can generate one or many vouchers—at different times—from a voucher template. This chapter covers the following sections:

- Voucher Templates
- Vouchers

Voucher Templates

These topics discuss the tasks you can perform using voucher templates.

- Create Voucher Templates
  - Create a New Voucher Template
  - Duplicate an Existing Voucher Template
  - Voucher Template Field Details
- Find and View Voucher Templates
  - List Voucher Templates
  - Search Voucher Templates
  - View the Details of a Voucher Template
- Delete a Voucher Template
- Edit a Voucher Template

Create Voucher Templates

To generate vouchers, first create a voucher template.

A voucher template defines all the parameters for the vouchers generated from it. You can create one or several templates per location, but locations cannot share templates.
Create a New Voucher Template

Vouchers > New

Create a new template with the New button. Read about the details of this screen in Voucher Template Field Details on page 5-2.

Duplicate an Existing Voucher Template

Vouchers > select a template > Edit > Copy

You can create a new voucher template by copying a voucher template you already have. By using this method, all the required fields are populated. Before saving the new template, you also can modify any of configuration fields to make the template unique.

Voucher Template Field Details

This section describes the fields to complete when creating a voucher template.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Enter a name for this voucher template. The name is visible only to administrators, not to subscribers.</td>
</tr>
<tr>
<td>Location</td>
<td>Associates this voucher template to a single location. A location may have more than one template associated with it, but locations cannot share templates or their vouchers.</td>
</tr>
<tr>
<td>Code Mask</td>
<td>The code mask defines the numbers and letters that comprise the beginning of the voucher codes created with the template. Enter at least four alphanumeric characters and include at least one wild card character; but do not use more than one type of wild card character. These are the wild card types: # = random digit ? = random letter * = random digit or letter These are some examples of valid code masks: July14#### could generate the voucher code July149999 July14???? could generate the voucher code July14aAaA July14**** could generate the voucher code July14a2C4</td>
</tr>
<tr>
<td>Pin Mask</td>
<td>The PIN mask works the same way as the code mask. Enter at least four alphanumeric characters and include at least one wild card character; but do not use more than one type of wild card character. These are the wild card types: # = random digit ? = random letter * = random digit or letter <strong>Note</strong> If the Disable Pin box on the Behaviors tab is checked, the PIN Mask field is not applicable and therefore is hidden. (See “Voucher Redemption” on page 13.)</td>
</tr>
<tr>
<td>Redeem-By Date</td>
<td>Select the date by which subscribers must redeem the vouchers.</td>
</tr>
</tbody>
</table>
Find and View Voucher Templates

This section reviews the various ways to locate specific voucher templates.

List Voucher Templates

Vouchers

This click path displays a list of all the voucher templates created for all locations the administrator has been given permission to see (depending on role of admin, manager, and front desk).

- To sort the list of voucher templates (alphabetically by title, location, or service offer; or chronologically by redeem-by date), click the corresponding heading.
- If the list of voucher templates continues on another page, click the Next button to view additional voucher templates.
- To set the number of voucher templates displayed on the screen, select that number in the … records per page drop-down list.

Search Voucher Templates

In the list view as described above, use the Search field to refine the search for specific templates and their attributes.

To search for a specific voucher template, enter all or part of any of the following components in the Search field:

- Template title
- Location
- Redeem-by date
- Service offer

View the Details of a Voucher Template

Vouchers > select a voucher template > View

The screen that appears shows both the configuration details for the template and the list of vouchers that have been generated with the template. Viewing a voucher template displays the following configuration details:

- Code Mask
• Pin Mask (unless the Disable Pin box on the Behaviors tab is checked, in which case the Pin Mask field is not applicable and therefore is hidden. See “Voucher Redemption” on page 13.)
• Service offer

Delete a Voucher Template

Vouchers > select a template > Delete

When you delete a voucher template, all of the vouchers associated with the template are automatically deleted as well.

Edit a Voucher Template

Vouchers > select a template > Edit

After you generate vouchers with a voucher template, you can edit only the redeem-by date of the voucher template. This restriction prevents vouchers with different service parameters from being generated from the same voucher template. If you want to generate vouchers with a different set of service parameters, first you must create a new voucher template comprising those parameters.

Cisco SSP lets you to edit the redeem-by date so that you can designate a unique redeem-by date each time you generate vouchers from the same template. Consequently, all of the vouchers that you generate from the same voucher template comprise identical service parameters, even if their respective redeem-by dates differ.

Note that when a voucher template has no generated vouchers, you can edit all its parameters. Remember that a voucher template has no generated vouchers when one of the following is true:
• All vouchers that were generated by the voucher template have been deleted.
• No vouchers have ever been generated from the voucher template.

Vouchers

These tasks are useful when working directly with vouchers.
• Generate New Vouchers
• View the Vouchers in a Voucher Template
• Find a Specific Voucher
• Export Vouchers
• Delete Vouchers

Generate New Vouchers

Vouchers > select a voucher template > Generate > enter any changes > Generate

You can generate vouchers multiple times using the same template. When you generate additional vouchers, you can select a different redeem-by date for the new set of vouchers if needed.

You also can generate a voucher from with this click path:
Locations > List All Locations > select a location > Edit > Vouchers > select a voucher template > Generate.
Chapter 5  Vouchers and Voucher Templates

Vouchers

View the Vouchers in a Voucher Template

Vouchers > select a voucher template > View
You can see if any vouchers have been generated from a voucher template. Then, you can see what the voucher codes and the PIN numbers are.

Find a Specific Voucher

In the Search field, enter all or part of the voucher’s code, pin, or redeem-by date.

Export Vouchers

Vouchers > select a voucher template > Export
You can export the list of vouchers generated with a particular voucher template. Cisco SSP exports the list to a comma-separated-values (CSV) file, which you can open in any spreadsheet application.

Delete Vouchers

Vouchers > select the template from which the voucher was generated > View
If necessary, use the Search field to find the voucher > check the box for the voucher > Delete Selected Vouchers.

Note

Only administrator- and manager-level users can delete vouchers—front-desk-level users cannot delete vouchers.
Settings and Configurations

Revised: July 10, 2015

The Settings menu provides information and displays reports about how the Cisco SSP is configured. This chapter covers the following sections:

- Configuration Check
- Device Types
- Subscriber Emails
- Location Settings
- Locked Devices
- MSOs
- Network Mappings
- CPS Logs
- Query Map
- Service Offers
- Payment Logs

Configuration Check

Settings > Configuration Check

The Configuration Check screen is a screen presentation, nothing can be changed here. This screen is useful when monitoring or troubleshooting Cisco SSP performance.

The Configuration Check screen displays the configuration values for the portal, including its points of intersection with Cisco Policy Suite. The values on this screen reflect the contents of the .config file, and enable the Cisco technical agent to update the Cisco SSP database schema if needed.

Device Types

Settings > Device Types
The Device Types page displays a list of descriptors that subscribers can use to associate their multiple device MAC addresses for locations that have device management enabled. (See Guest Login on page 3-13.)

Add a Device Type

Step 1  Click the Add Device Type button.
Step 2  In the Add New Device Type window that appears, enter the descriptor in the New Device Type field.
Step 3  Click the Add Type button.

Delete a Device Type

Step 1  Locate the device type in the list you want to delete.
Step 2  Click the Delete button corresponding to the device type.
Step 3  In the confirmation box that appears, click OK.

Subscriber Emails

Settings > Email Addresses

The Subscriber Emails page lists subscriber's email address that have been captured for locations that use the One Click behavior or the Access Code behavior and are configured to capture subscribers’ email addresses. (See One Click on page 3-11 and Access Code on page 3-13.)

Filter the List of Emails

To filter the list such that it shows only emails associated with a specific location, select the location in the Location drop-down and click the Filter Location button.

Export the Subscriber Emails List

Settings > Email Addresses

Step 1  On the Subscriber Emails page, click the Export to CSV button.
Step 2  Use your browser to save or open the resultant .csv file.

Delete Subscriber Emails

Settings > Email Addresses > select an item > Delete

To delete all the items in the list, click the Clear button at the top-right corner above the list.
Location Settings

Settings > Location Settings

The Locations Settings screen lets you:

- Designate the default location that your subscribers use to gain access to the Internet
- Create location types
- Export and Import locations and their settings.

Designate a Default Location

Settings > Location Settings > Default Location

To designate a location as the default location, and use it in preference to all other locations you have developed, do the following:

Step 1 In the Default Location drop-down list, select the location you want as the default.
Step 2 Click the Save Settings button.

Location Types

Location types let you assign a text string to a location that is used later for reporting and tracking. Location types provide a means to categorize the locations you work with. A location type comprises just a title, by which locations can be sorted.

Create and Edit Location Types

Settings > Location Settings > New
Settings > Location Settings > select a location > Edit

Delete a Location Type

Settings > Location Settings > select a location > Delete

Export Location Data

Settings > Location Settings

If you want to move a location between two portals that do not share a database, you can export one location’s data from its current portal and import that data to a second portal.

Step 1 In the Export Location drop-down list, select the location you want to export.
Step 2 In the Export Type drop-down list, select “Export to File”.
Step 3 If you want to export the location’s children locations too, check the Include Child Locations … box.
Step 4 If you want to export the location’s files too, check the Include Files … box.
Locked Devices

Settings > Locked Devices

The Locked Devices page displays the MAC addresses for any devices on which subscribers have exceeded the maximum allowed login attempts. This information is relevant only when device lockout is enabled. (See Device Lockout Options on page 3-15.)

Filter the List of Devices

To filter the list such that it shows only devices associated with a specific location, click the location name.

To filter the list such that it shows only devices whose MAC addresses contain a specific string, enter that string in the Filter Macs field and press the Enter key.

Unlock Devices

Unlock devices to enable subscribers to make login attempts before the lockout duration elapses. (See Device Lockout Options on page 3-15.)

Unlock a Single Device

Step 1 Locate the device that you want to unlock. You might need to filter the list to located the device. (See Filter the List of Devices on page 6-4.)

Step 2 Click the Unlock button corresponding to the location.

Import Location Data

Settings > Location Settings

Step 1 Click the Choose File button.

Step 2 In the window that appears, browse for and select the location data file, and click the Open button.

The name of the file you selected appears next to the Choose File button.

Step 3 Click the Import Location Data button.

The portal imports the location data and lists the location in the Locations menu, and you probably want to adapt it from there.

Locked Devices

Settings > Locked Devices

The Locked Devices page displays the MAC addresses for any devices on which subscribers have exceeded the maximum allowed login attempts. This information is relevant only when device lockout is enabled. (See Device Lockout Options on page 3-15.)

Filter the List of Devices

To filter the list such that it shows only devices associated with a specific location, click the location name.

To filter the list such that it shows only devices whose MAC addresses contain a specific string, enter that string in the Filter Macs field and press the Enter key.

Unlock Devices

Unlock devices to enable subscribers to make login attempts before the lockout duration elapses. (See Device Lockout Options on page 3-15.)

Unlock a Single Device

Step 1 Locate the device that you want to unlock. You might need to filter the list to located the device. (See Filter the List of Devices on page 6-4.)

Step 2 Click the Unlock button corresponding to the location.
Unlock Multiple Devices

To unlock every device in the list, click the Unlock All button.

To unlock every device associated with a particular location, filter the list based on the location (see Filter the List of Devices on page 6-4), then click the Location Unlock button.

To unlock all devices whose MAC addresses contain a specific string, filter the list using the Filter Macs field (see Filter the List of Devices on page 6-4), then click the Unlock All button.

**MSOs**

Settings > MSOs

*Figure 6-1 MSOs screen*

The MSOs screen enables you to add, edit, and view MSOs (multiple-system operator) for use with the Cross MSO location behavior. (See Cross MSO on page 3-14.)
Add an MSO

Settings > MSOs > New

Figure 6-2 Adding new MSO screen

On the Adding new MSO screen, fill in the fields using the table below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name of the MSO</td>
</tr>
<tr>
<td>Credential Type</td>
<td>The credential type that the MSO uses to identify subscribers</td>
</tr>
<tr>
<td>Credential Handling</td>
<td>The method for sending subscriber credentials to CPS</td>
</tr>
</tbody>
</table>

- **Prepend** - Prepends to the subscriber credential the domain you enter in the Credential Domain field.
- **Append** - Appends to the subscriber credential the domain you enter in the Credential Domain field.
- **Replace Domain** - Uses the domain you enter in the Credential Domain field to replace the domain the subscriber enters.
- **Replace and Prepend Domain** - Uses the domain you enter in the Credential Domain field to replace the domain the subscriber enters.
- **Replace and Append Domain** - Uses the domain you enter in the Credential Domain field to replace the domain the subscriber enters and appends the original domain to the credential.
The following are examples demonstrating how the MSO fields work:

<table>
<thead>
<tr>
<th>Credential Handling</th>
<th>Credential Domain</th>
<th>Credential Delimiter</th>
<th>subscriber submits</th>
<th>SSP sends to CPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepend</td>
<td>Hoth@</td>
<td>not applicable</td>
<td>auser</td>
<td>Hoth@ auser</td>
</tr>
<tr>
<td>Append</td>
<td>@Hoth</td>
<td>not applicable</td>
<td>auser</td>
<td>auser @Hoth</td>
</tr>
<tr>
<td>Replace Domain</td>
<td>@Hoth</td>
<td>not applicable</td>
<td>auser@Tatooine</td>
<td>auser@Hoth</td>
</tr>
<tr>
<td>Replace and Prepend Domain</td>
<td>@Hoth</td>
<td>l</td>
<td>auser@Tatooine</td>
<td>Tatooine</td>
</tr>
<tr>
<td>Replace and Append Domain</td>
<td>@Hoth</td>
<td>l</td>
<td>auser@Tatooine</td>
<td>auser@Hoth</td>
</tr>
</tbody>
</table>

Delete an MSO Value

Settings > MSOs > *select an MSO* > Delete
Network Mappings

Settings > Network Mappings

Figure 6-3  Network Mappings screen

The Network Mappings screen enables you to view all network mappings in use by all locations. Use the Network Mappings screen to add and delete network mappings for any location rather than doing so from the Functionality tab in each location as described in Network on page 3-22. If you’d like to see the list of network mappings for only one location, click the View button for a mapping in the list for that location.

Network mapping values let you specify a network mapping rule to map a subscriber’s network information settings.

Network mapping values can be of these formats:
- Framed IP
- NAS IP
- SSID
- Access point MAC (AP MAC)
- Generic

Note

The network mapping value you enter here must be of the same type or format of the location’s domain. That is, if your location uses a domain that uses a framed IP, select a framed IP mapping here.

Caution

Duplicate network mappings among your locations produce unreliable results. That is, duplicates, either logical or physical, cause mapping inconsistencies.
Add a Network Mapping

![Figure 6-4: Add New Network Mapping Value window](image)

- **Step 1**: Click the New button.
- **Step 2**: In the Add New Network Mapping Value window that appears, enter the new network mapping value and select the location to which you want to apply the mapping.
- **Step 3**: Click the Add Value button.

Delete a Network Mapping

- **Step 1**: In the mapping list, find the value you want to delete and click the Delete button.
- **Step 2**: In the confirmation window that appears, click OK.

CPS Logs

Settings > CPS Logs

The CPS Logs menu item records SOAP requests and responses through the CPS API. Use this item to help developers and Cisco technical agents troubleshoot Cisco SSP.

For detailed information about API calls, see the *Cisco Cisco Policy Suite Unified API Users Guide*.

Columns

The list of log items has these columns:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created</td>
<td>The date this log entry was written to the log</td>
</tr>
<tr>
<td>Action</td>
<td>The API call that generated the log entry</td>
</tr>
<tr>
<td>Location</td>
<td>The location that generated the log entry (if applicable)</td>
</tr>
</tbody>
</table>
### View an Individual CPS Log Entry

**Settings > CPS Logs > select a log entry > View**

When viewing a CPS log entry, the screen shows the labels defined below.

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created</td>
<td>Date and time the log entry was created</td>
</tr>
<tr>
<td>Action</td>
<td>The API call used in this log item. See the Cisco Policy Suite <em>Unified API Users Guide</em>, for a complete discussion of the API calls, WSDL, and schema. Click on the action’s name to display a filter query for that action.</td>
</tr>
<tr>
<td>Session</td>
<td>The unique ID of the subscriber session that generated the item in the log. Click on the session’s name to display a finished filter query for that session.</td>
</tr>
<tr>
<td>Location</td>
<td>The URL of the location that generated the log entry.</td>
</tr>
<tr>
<td>Took</td>
<td>The time (in milliseconds) it took CPS to respond to the request</td>
</tr>
<tr>
<td>Response Code</td>
<td>The SOAP response code found in the API call.</td>
</tr>
<tr>
<td>Response Message</td>
<td>The result of the SOAP request, for example, Request completed successfully, Invalid user id or password</td>
</tr>
<tr>
<td>Request</td>
<td>The SOAP request in question.</td>
</tr>
<tr>
<td>Response</td>
<td>The code that generated the response.</td>
</tr>
</tbody>
</table>

### Delete Log Entries

**Settings > CPS Logs > select a log item > Delete**

**Note**: You can delete a log entry from the display, but it is not actually deleted from the log on the CPS engine.

To delete all the log entries in the list, click the Clear button at the top-right corner above the list.
Filter the Log Entries

Settings > CPS Logs > Filters

For a long list of log file entries, you can narrow the list and even find a specific log entry by using the Filter link at the top of the CPS Logs list.

**Step 1** Click the Filters link.

**Step 2** In the Select a field to filter drop-down, select the field on which you want to base the filter.

A condition field appears. The condition field that appears is one of the following field types:
- a selection box with a list of items from which you can select multiple items
  - location IDs
  - CPS actions
- a drop-down list with one of the following sets of options:
  - “Contains”, “Does not contain”, “Exactly Matches”
  - “Less than”, “Equal to”, “Between”, “Greater than”
  - “Occurs after”, “Occurs before”, “Occurs between”
- a check box

**Step 3** Do one of the following:
- If the condition field that appears is a selection box, select one or more items and go to step 4. To select multiple items, hold down the Ctrl key while clicking on each item.
- If the condition field is a check box, check the box and go to step 4.
- If the condition field is a drop-down list, do the following:
  a. Select the item on which you want to base the filter.
  b. In the adjacent field, enter the value corresponding to your selection in step 2 or use the date picker to select a date corresponding to your selection in step 2.

**Step 4** Do one of the following:
- If you want to add other fields on which to base the filter, click the Add Filter button and repeat steps 2 and 3.
- If you are finished adding fields on which to base the filter, click the Apply Filters button.
Query Map

Settings > Query Map

The Query Map Values screen enables query parameters that are passed during initial redirection to be saved in the subscriber’s browser session and included in CPS API calls. Query Maps are a point of intersection for Cisco SSP and Cisco Policy Builder.

Add a Query Map Value

Step 1  Click the New button.

Step 2  Enter the query value and mapped value in the Query Value and Mapped Value fields, respectively. Contact your Cisco technical agent for details.

Step 3  Click the Add Query Map Value button.

The portal adds the query map value information and lists it in the Query Map Values list.

Delete a Query Map Value

Settings > Query Map > select a query map value > Delete

Service Offers

Settings > Service Offers

Service Offers in Cisco SSP are a point of intersection between Cisco SSP and Cisco Policy Suite. That is, service offers themselves are created in Cisco Policy Builder and are used in Cisco SSP.

Note  If you do not see a service offer you need, it might exist but not be enabled in the Portal. Contact your Cisco technical agent.

All service offers are available to all of your locations.

Create a Service Offer

Settings > Service Offers > New

This click path adapts the service offers provided by Cisco Policy Builder for your location-specific needs.
On the Adding New Service Offer screen, fill in the fields using the table below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>This is an easy-to-remember title used for internal tracking and reporting.</td>
</tr>
<tr>
<td>Code (Service Offer code)</td>
<td>Select the Service Offer Code you want to use for the service offer. The listed codes were created in Cisco Policy Builder. If you do not see the service you want to provide to subscribers, contact your Cisco Policy Suite administrator.</td>
</tr>
<tr>
<td>Description</td>
<td>This field provides a brief and helpful description of the service offer displayed to subscribers.</td>
</tr>
<tr>
<td>Max Sessions</td>
<td>Enter the number of simultaneous sessions a subscriber can have across multiple devices.</td>
</tr>
</tbody>
</table>
Service Offers

Settings and Configurations

Chapter 6

Service Offers

Balances and Quotas

When you add a service offer, you have the opportunity to include balances and quotas to that service offer. Including a balance and quota causes additional balance and quota codes to be sent when a subscriber is created or a balance is added. Contact your Cisco technical agent for details regarding balance and quota codes.

Note

You cannot add balances and quotas to an existing service offer. Rather, you can include balances and quotas in a service offer only when you’re creating the service offer.

For a service, you can specify:

- The quota — How much of the service the subscriber may use, that is, a quota they cannot exceed
- The Balance — The quota minus the subscriber’s usage

Including a Balance and Quota

Price

In the first field, enter a price for the service offer.

In the second field, select the currency corresponding to the price you entered.

Note

The list of available currencies varies depending on the payment option(s) you select (in the Accepted Payment Types list).

To create a free service, enter “0.00”. In this case, the sign-up flow skips the payment process.

If the location provides only a single service offer, the sign-up flow (for example, in the Guest Login behavior) skips the service-offer selection screen and automatically selects the sole offer.

Accepted Payment Types

Select the payment option(s) for the service offer to accept.

This list of payment processors is built into the portal and is configurable within the qps.config file.

Make sure you have configured each payment processor in the .config file. Contact your Cisco technical agent for details.
Step 2 In the Add Balance Quota window, use the drop-down lists to select a balance and a quota and click the Add Balance Code button.

Note You cannot duplicate a balance-quota combination within a location—each combination that you add to the location’s service offers must be unique.

## Entering Content for Multiple Languages in a Service Offer

Settings > Service Offers > Add Service Offer

The Adding New Service Offer page enables you to create a language-specific title and description for the service offer for multiple languages:

Step 1 In the Service Offer Content area, from the Select drop-down list, select a language for which you want to enter the service offer title and description.
Step 2  In the Title and Description fields, enter the title and description, respectively, for the language you selected in Step 1.

Step 3  Repeat steps 1 and 2 for all other languages for which you want to enter a title and description.

Step 4  Click the Save Service Offer button.

For locations that have language support enabled (see Enable Language Support on page 10 of Chapter 3, “Locations”), subscribers see the service-offer information in their selected language.

### Edit a Service Offer

Settings > Service Offers > select a service offer > Edit

**Note** When editing a service offer, the following components are *not* editable: Max Sessions, Service Code, and Balance/Quota.

### Delete a Service Offer

Settings > Service Offers > select a service offer > Delete

You can delete service offers from Cisco SSP but doing so does not delete their corresponding codes from Cisco Policy Builder.

### Payment Logs

Settings > Payment Logs

The Payment Logs window displays a list of payment transactions made among any of the locations using PayPal or Authorize.net.

**Note** Payment logging is available only if it’s been enabled in the installation configuration.

### Columns

The list of log items has these columns:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created</td>
<td>The date and time the payment transaction was recorded in the log</td>
</tr>
<tr>
<td>Location</td>
<td>The location through which the subscriber purchased the service</td>
</tr>
<tr>
<td>Response Code</td>
<td>The return code sent to the portal by the payment processor for the subscriber’s purchase</td>
</tr>
<tr>
<td>Amount</td>
<td>The amount the subscriber paid for the service</td>
</tr>
<tr>
<td>Service Offer</td>
<td>The name of the service the subscriber purchased</td>
</tr>
<tr>
<td>View button</td>
<td>Click to display the individual payment transaction</td>
</tr>
</tbody>
</table>
### View an Individual Payment Log Entry

Settings > Payment Logs > *select a log entry* > View

When viewing a payment log entry, the screen shows the labels defined below.

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created</td>
<td>The date and time the payment transaction was recorded to the log</td>
</tr>
<tr>
<td>Location</td>
<td>The location (&quot;access point&quot;) through which the subscriber purchased the service</td>
</tr>
<tr>
<td>Service</td>
<td>The name of the service the subscriber purchased</td>
</tr>
<tr>
<td>Subscriber Credential</td>
<td>The credential either created by the subscriber or to which the subscriber added service</td>
</tr>
<tr>
<td>Return Code</td>
<td>The return code sent to the portal by the payment processor for the subscriber’s purchase</td>
</tr>
<tr>
<td>Return Message</td>
<td>The return message sent to the portal by the payment processor for the subscriber’s purchase</td>
</tr>
<tr>
<td>Authorization Code</td>
<td>The authorization code sent to the portal by the payment processor for the subscriber’s purchase</td>
</tr>
<tr>
<td>Payment Method</td>
<td>The method the subscriber used to pay for the purchase</td>
</tr>
<tr>
<td></td>
<td>This usually displays a credit-card type.</td>
</tr>
<tr>
<td>Masked Card Number</td>
<td>The masked number of the credit card the subscriber used to purchase the service</td>
</tr>
<tr>
<td></td>
<td>Usually displays the last four digits of the card.</td>
</tr>
<tr>
<td>Payment Processor</td>
<td>The payment processor through which the subscriber purchased the service</td>
</tr>
<tr>
<td>Transaction ID</td>
<td>The transaction identifier sent to the portal by the payment processor for the subscriber’s purchase</td>
</tr>
<tr>
<td>Total Charge</td>
<td>The amount the subscriber paid for the service</td>
</tr>
<tr>
<td>Portal Call Status</td>
<td>Either displays “Success” for a successful payment or logs the point at which a call failed in the payment flow</td>
</tr>
<tr>
<td>Errors</td>
<td>Displays any errors reported by the payment processor or by the portal during the payment flow</td>
</tr>
</tbody>
</table>
Exporting the Payment Logs

Settings > Payment Logs

Step 1  On the Payment Logs page, click the Export Payment Logs button.
Step 2  Use your browser to save or open the resultant .csv file.