



# **Cisco Subscriber Services Portal 6.1 Interface Guide for Front Desk Personnel**

Version 6.1

**May 1, 2014**

**Cisco Systems, Inc.**

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## **Get Started** v

- Objectives v
- SSP Documentation v
- Audience vi
- What SSP Software Is vi
- Roles and Logins vi
- What's New vi

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## **CHAPTER 1**

### **Locations** 1-1

- Locations Overview 1-1
- Locations List 1-1
  - View the Summary of a Location 1-1
  - Filter the Location List 1-2
  - Password of the Day 1-3

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## **CHAPTER 2**

### **Vouchers and Voucher Templates** 2-1

- Voucher Templates 2-1
  - Create Voucher Templates 2-1
    - Create a New Voucher Template 2-2
    - Duplicate an Existing Voucher Template 2-2
    - Voucher Template Field Details 2-2
  - Find and View Voucher Templates 2-3
    - List Voucher Templates 2-3
    - Search Voucher Templates 2-3
    - View the Details of a Voucher Template 2-3
  - Delete a Voucher Template 2-4
  - Edit a Voucher Template 2-4
- Vouchers 2-4
  - Generate New Vouchers 2-4
  - View the Vouchers in a Voucher Template 2-5
  - Find a Specific Voucher 2-5
  - Export Vouchers 2-5
  - Delete Vouchers 2-5





# Get Started

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**Revised: May 1, 2014,**

This section discusses the purpose and audience of the *Cisco Subscriber Services Portal 6.1 Interface Guide for Front Desk Personnel* 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 6.1 Interface Guide for Front Desk Personnel*.

This document describes tasks performed in the interface of the Cisco Subscriber Services Portal 6.1 by front desk personnel 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 6.1 Interface Guide for Administrators*
- *Cisco Subscriber Services Portal 6.1 Interface Guide for Managers*
- *Cisco Subscriber Services Portal 6.1 Interface Guide for Front Desk Personnel*

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# Audience

This guide is best used by Front Desk level users.

This document assumes at least an entry level understanding of these topics:

- Vouchers and voucher template concepts
- Interface configuration

# What 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.

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

# Roles and Logins

This version of 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 this version of SSP 6.1.

- Internationalization: support for multiple languages
- 
- Ability to create service offers without specifying a price or a maximum number of sessions

- 
- Prevention of creating duplicate balance/quota pairs within a location
  - General UI enhancements
    - 
    - Removal of Image and Slide Show widget types. When upgrading to SSP 6.1, existing Image and Slide Show widgets will be converted to HTML widgets.
    - Trimmed list of templates to make it easier to choose among them
    - Skins preview
  - Centralized the networking mapping management such that now network mapping settings for all locations can be accessed from Settings > Network Mappings







# Locations

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**Revised: May 1, 2014,**

This chapter covers the following sections:

- [Locations Overview](#)
- [Locations List](#)

## Locations Overview

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 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.

## 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 1-1](#) shows the summary of the location named *Example Location*.

The summary can help you distinguish among the locations in the list.

Figure 1-1 Location summary

The screenshot displays a user interface for managing locations. On the left, a tree view shows a hierarchy: '303 Software' (with a 'default' tag), 'Example Location', 'Hilton', 'Ink', and 'ServiceOffer'. The main content area is titled 'Example Location' and is divided into three sections:

- Behaviors:** A list of behaviors including 'Guest Login', 'Allow Guest Registration' (with a sub-item 'Service Offer Selection Required'), 'Voucher Redemption', and 'Confirm and Go'.
- Type:** A table of location attributes:
 

Type	Test
Date Format & Time Zone	12/04/13 02:27:59 PM
America/Denver	
Modified	Thu Oct 25 15:46:40 by admin
- Service Offers:** A section titled '1 Active Offers of 4 Total' containing a table for 'Free Service (Guest Signup, Confirm and Go)':
 

Code	SERVICE_B	Max Sessions	0
Price	free	Payment Processors	n/a
Duration	0 Hour		
Volume	0 Gigabyte		

## 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.

## Password of the Day

### View a List of Passwords

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- 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

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- 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.





# Vouchers and Voucher Templates

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**Revised: May 1, 2014,**

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 2-2](#).

## 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.

Title	Enter a name for this voucher template. The name is visible only to administrators, not to subscribers.
Location	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.
Code Mask	<p>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 <i>type</i> of wild card character. These are the wild card types:</p> <ul style="list-style-type: none"> <li># = random digit</li> <li>? = random letter</li> <li>* = random digit or letter</li> </ul> <p>These are some examples of valid code masks:</p> <p><b>July14####</b> could generate the voucher code <b>July149999</b></p> <p><b>July14????</b> could generate the voucher code <b>July14aAaA</b></p> <p><b>July14****</b> could generate the voucher code <b>July14a2C4</b></p>
Pin Mask	<p>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 <i>type</i> of wild card character. These are the wild card types:</p> <ul style="list-style-type: none"> <li># = random digit</li> <li>? = random letter</li> <li>* = random digit or letter</li> </ul> <p><b>Note</b> 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 12.)</p>
Redeem-By Date	Select the date by which subscribers must redeem the vouchers.

Mask Chars	To specify the characters that the code mask and PIN mask can use, enter those characters in this field.  If you leave this field blank, the code mask and PIN masks uses a standard set of characters when vouchers are created from this template.
Service Offer	Select the service offer you want to associate with this voucher template. A drop-down list displays the available choices for the field. The list of service offers is imported from Policy Builder. For more information about service offers, contact your Cisco Technical Agent.

## 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 (alphanumerically 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 12.)
- 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.

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.

## 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. 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**

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

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