



Cisco Subscriber Services Portal 7.0 Interface Guide for Front Desk Personnel

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Preface

This section discusses the purpose and audience of the *Cisco Subscriber Services Portal 7.0 Interface Guide for Managers* 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 Managers*.

This document describes tasks performed in the interface of the Cisco Subscriber Services Portal 7.0 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 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 Front Desk level users.

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

- Vouchers and voucher template concepts
- Interface configuration

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

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.





Locations

Revised: July 10, 2015

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 the 'Location summary' for 'Example Location'. On the left, a tree view shows the hierarchy: 303 Software (default), 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 (with sub-items Allow Guest and Registration), Voucher Redemption, and Confirm and Go. The Registration behavior has a sub-item 'Service Offer Selection Required'.
- 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:** 1 Active Offers of 4 Total. A table shows details for 'Free Service (Guest Signup, Confirm and Go)':

Code	Max Sessions
SERVICE_B	0
Price	Payment Processors
free	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

- 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.



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.

- [Find and View Voucher Templates](#)
 - [List Voucher Templates](#)
 - [Search Voucher Templates](#)
 - [View the Details of a Voucher Template](#)

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
- Service offer

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](#)

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.

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.



Settings and Configurations

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The Settings menu provides information and displays reports about how the Cisco SSP is configured.

This chapter covers the following sections:

- [Subscriber Emails](#)
- [Locked Devices](#)

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.

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.

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.

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.

Unlock a Single Device

-
- Step 1** Locate the device that you want to unlock. You might need to filter the list to locate the device. (See [Filter the List of Devices on page 3-2](#).)
 - 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 3-2](#)), 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 3-2](#)), then click the Unlock All button.