



Cisco Subscriber Services Portal 7.0 Interface Guide for Managers

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Cisco Subscriber Services Portal 7.0 Interface Guide for Managers

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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 managers 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 Manager 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

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 the 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 1-1](#) 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 1-1 Location summary

The screenshot displays a user interface for managing locations. On the left, a tree view shows a hierarchy of locations: '303 Software' (marked as 'default'), 'Example Location', 'Hilton', 'Ink', and 'ServiceOffer'. The 'Example Location' is selected, and its summary is shown on the right. The summary includes:

- Behaviors:**
 - Guest Login
 - Allow Guest Registration
 - Service Offer Selection Required
 - Voucher Redemption
 - Confirm and Go
- 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
 - Free Service (Guest Signup, Confirm and Go)

Additional details for the service offer:

| | |
|-----------------|---------------------------|
| 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.

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

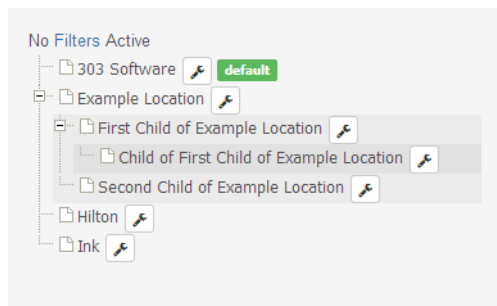
Definitions of Location Roles

- 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 1-2 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.

Figure 1-2 Children locations and a grandchild location



To create parents, children, and siblings, you use Copy > As Child or Copy > As Sibling. See [Create a Copy Location on page 1-5](#).

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

- Step 1** Click Copy > To Root.
- 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

- Step 1** Click Copy > As Child.
- Step 2** In the Name New Location box that appears, change the name if you'd like, and click the Copy Location button.
- Step 3** Repeat steps 1 and 2 for any additional locations that you want to be part of the group.
- For all the locations you create as children, you can make wholesale changes for the group by editing the parent location.
- 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

- Step 1** Click Copy > As Sibling.
- Step 2** In the Name New Location box that appears, change the name if you'd like, and click the Copy Location button.
- Step 3** Repeat steps 1 and 2 for any additional locations that you want to be part of the group.
- For all the locations you create as children, you can make wholesale changes for the group by editing the parent location.
- 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 1-3](#) shows the Overview tab for a child location for which inheritance has been turned off for the Time Zone attribute.

Figure 1-3 Example attributes of a child location

Overview Behavior Pages Vouchers Functionality Content

Title
Child of Example Location

Display Name ON
ExampleCo

Time Zone OFF
Denver

Date Format ON
MM/DD/YY HH:MM:SS AM/PM
Example: 02/27/14 11:26:54 AM

Domain ON
Allow All

Skin ON
Default

Type ON
Test

Description

Enable Language Support ON

Save This Tab

Overview Tab

Locations > List All Locations > Edit > Overview

The Overview tab includes general settings for the location.

Figure 1-4 Overview Tab

The screenshot shows the 'Overview' tab of the Cisco Subscriber Services Portal. The breadcrumb trail is 'Home / Locations / Editing Location "Example Location" / Overview'. The main content area has tabs for 'Overview', 'Behavior', 'Pages', 'Vouchers', 'Functionality', and 'Content'. The 'Overview' tab is active, showing the following fields:

- Title:** Example Location
- Domain:** USuM Authorization
- Display Name:** Example Location
- Skin:** Default
- Time Zone:** Denver
- Type:** Test
- Date Format:** MM/DD/YY HH:MM:SS AM/PM. Example: 04/04/14 04:05:48 PM
- Enable Language Support:**
- Supported Languages:** Arabic, English, French (Standard), German (Standard)
- Default Language:** English

A 'Save This Tab' button is located at the bottom left of the form.

| | |
|--------------|--|
| Title | Change the title of your location as used inside the Cisco Subscriber Services Portal. Subscribers do not see the title. |
| Display Name | 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 1-26 .) |
| Time Zone | Set the time zone of the location of your portal server. |
| Date Format | 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 .) Note An example of the format you select appears just below the Date Format drop-down list. |

| | |
|-------------------------|---|
| Enable Language Support | Enable support for displaying the subscriber pages in multiple languages. |
| Supported Language | Select the languages that you want to make available to subscriber pages. |
| Default Language | Select the language you want the portal to use for subscriber pages if the portal cannot determine the subscriber location. |
| Domain | Select the domain your subscriber end users log in to. The list of domains is defined in Cisco Policy Builder. |
| Skin | Select the skin the location should use. Click the View All Skins link to see more options about available skins. To create skins, see Create a Skin on page 4-7 . |
| Type | Select a location type. The location type is used for tracking and reporting. The types in the list are created with Locations > Location Types. |
| Description | Enter text that might help distinguish the location from other locations, for example who contributed or who is responsible for the location information. This description is not subscriber-facing. |

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.

| | |
|---------------------------|--|
| Request Email address | Check this box to require subscribers to enter their email addresses during the one-click process. |
| Username to log in to CPS | Enter the username for the portal to use automatically when it logs into CPS on behalf of subscribers. |
| Password to log in to CPS | Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers. |

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.

| | |
|---------------------------|---|
| Username to log in to CPS | Enter the username for the portal to will use automatically when it logs into CPS on behalf of subscribers. |
| Password to log in to CPS | Enter the password for the portal to use automatically when it logs into CPS on behalf of subscribers. |

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.

| | |
|-----------------------|--|
| Confirmation Type | Select how you want the portal to send confirmation codes to subscribers (email or SMS text). |
| Related Service Offer | Select the service for subscribers to use. |
| Expiration Time | Select the amount of time (in hours) that must elapse before the same subscriber can request another code. |

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 <i>type</i> 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.

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

Guest Login

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

| | |
|-----------------------------------|---|
| Reset Password With One-Time Code | Check this box to enable subscribers to request temporary passwords in the event they forget their passwords. |
| Allow Account Management | <p>Check this box to enable subscribers to manage their accounts for example, their address and password.</p> <ul style="list-style-type: none"> Display Usage Statistics Check this box to include on the account-management screen statistics about the subscribers' Internet usage. Allow Service Start/Stop Check this box to enable subscribers to pause and resume their Internet access. |

| | |
|--------------------------|---|
| Allow Device Management | <p>Check this box to enable subscribers to manage the MAC addresses that are stored on their account.</p> <ul style="list-style-type: none"> • Set Mac Address field as read-only <p>Check this box to prevent subscribers from editing their MAC addresses when managing their devices.</p> <p>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.</p> <p>Note Device management is available only if it's been enabled in the installation configuration.</p> |
| Allow Guest Registration | <p>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.</p> <ul style="list-style-type: none"> • Require Confirmation <p>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.</p> <ul style="list-style-type: none"> • Confirmation Type <p>Select the medium by which you want the portal to send confirmation codes to new subscribers (email or SMS text).</p> <ul style="list-style-type: none"> • Require Service Offer Selection <p>Check this box to require new subscribers to select a service offer as part of the registration process.</p> <ul style="list-style-type: none"> • Eligible Service Offer(s) <p>Select the service offer(s) that you want new subscribers to choose from. Press and hold the Ctrl key to select multiple service offers.</p> |

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 [on page 3-2](#).

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: | <p>Select where to send subscribers once they have been granted Internet access.</p> <ul style="list-style-type: none"> 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”. <ul style="list-style-type: none"> 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).

| | |
|--------------------------------|--|
| Enable Device Lockout | Check this box to enable the location to lock out devices after multiple unsuccessful login attempts. |
| Number of invalid attempts ... | Enter the number of unsuccessful subscriber login attempts that will lock the subscriber’s device from making additional login attempts. |
| Lockout duration ... | 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. |

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.)

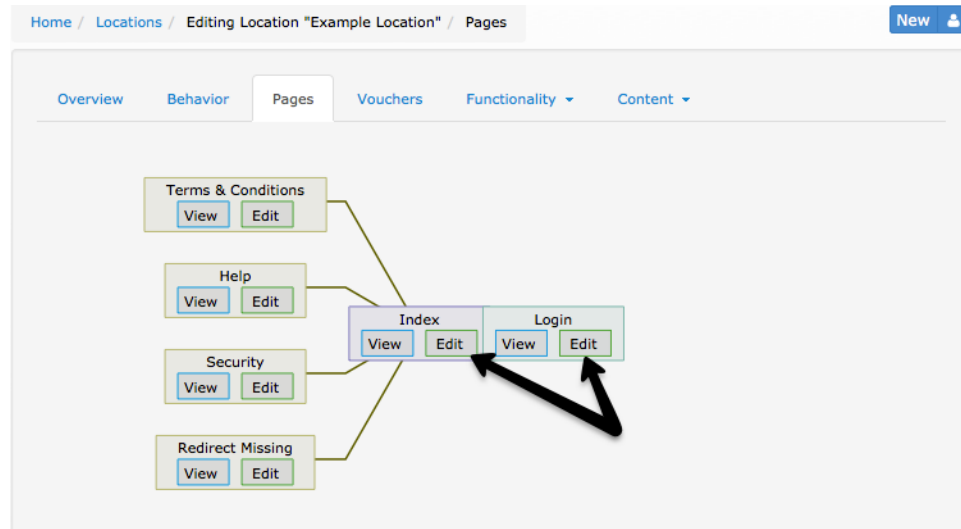
Assign Templates and Widgets to Subscriber Pages

-
- 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

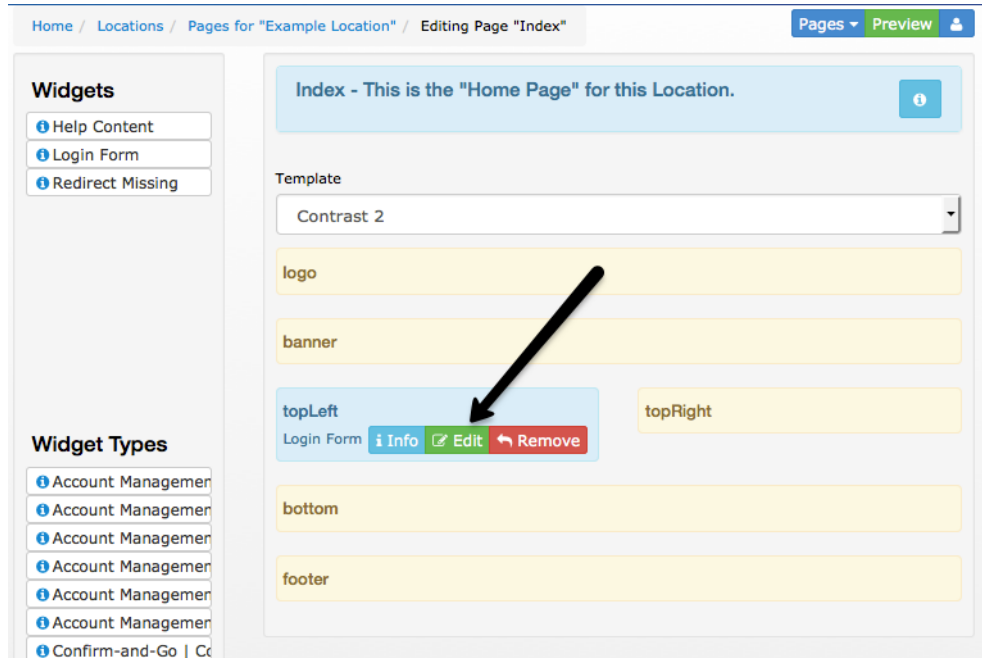
After you have assigned widgets to a page, you can configure them to meet the needs of the location.

Figure 1-5 **Page Edit buttons on the Pages Tab**



-
- 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.

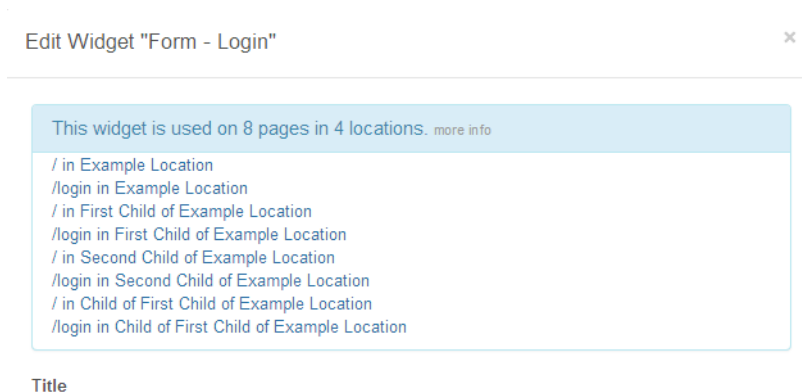
Figure 1-6 Widget Edit button on the Editing Page screen



Caution

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 1-7](#) 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 1-7 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.

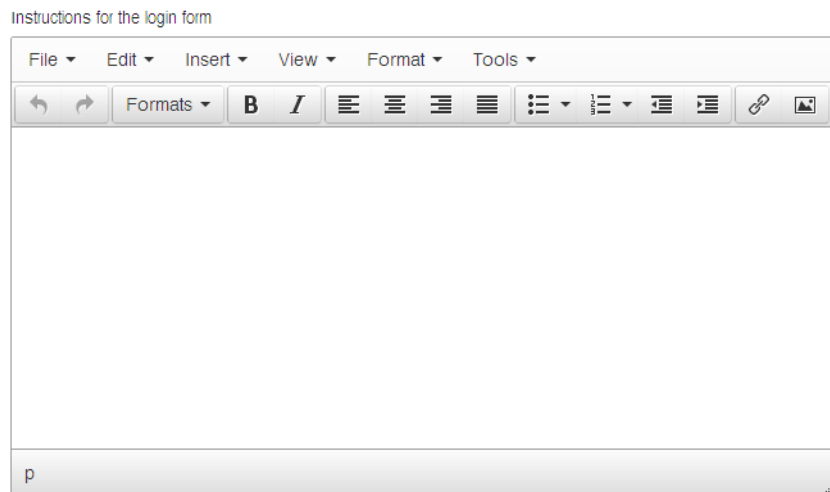
Edit the Heading of a Widget and Add Content with the WYSIWYG Editor

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 1-8](#) 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>

Figure 1-8 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 1-13](#)).

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 1-9](#).

Figure 1-9 Service Offer Detail Selection

Edit Widget "Service Offer Selection Form"

This widget is used on 1 page in 1 location. [more info](#)

Title
Service Offer Selection Form

Widget Type
Service Offers | Select

Require subscriber to accept the terms and conditions

Display Fields

Description Duration

Price Volume

Max Sessions

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:

- Step 1** From the Content Language drop-down list, select a language for which you want to enter content.
- Step 2** Check the Use Localized Content box.
- Step 3** Enter the content for the language you selected in Step 1.



Note If you want a language to have no content (that is, to be blank), check the Use Localized Content box but leave the remaining fields blank.

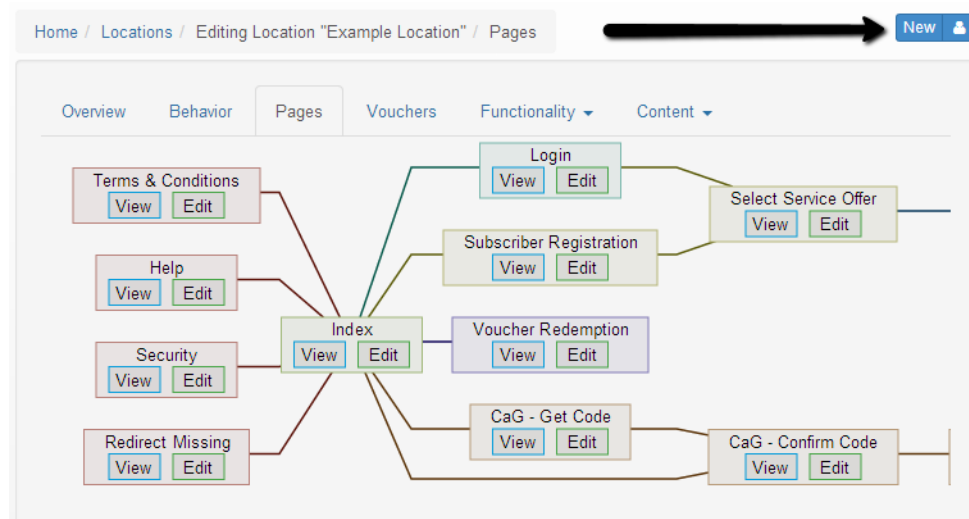
- Step 4** Repeat steps 1 and 2 for all other languages for which you want to enter content.
- Step 5** Click the Save Changes button.

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 1-10](#) shows the location of the New button.

Figure 1-10 New button for adding a static page



- 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.

Figure 1-11 Adding Static Page page

Home / Locations / Editing Location "Example Location" / Adding Static Page

Title

Page URL

Template

Contrast 1

Add New Page

- 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

**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.

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:

| | |
|-----------------------|--|
| First Name | 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. |
| Last Name | 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. |
| Single Contact Number | To request only a single telephone number from new subscribers, do the following: <ul style="list-style-type: none"> • Select an option other than Off. • In the next drop-down list, select the label for the single telephone-number field. |
| Address | Selecting the International Address option does the following: <ul style="list-style-type: none"> • enables the country-selection box • changes the label for the State field to "Province" • changes the label for the ZIP Code field to "Postal Code" Select the radio button corresponding to the address format you want to display to subscribers. |

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 1-12 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.

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

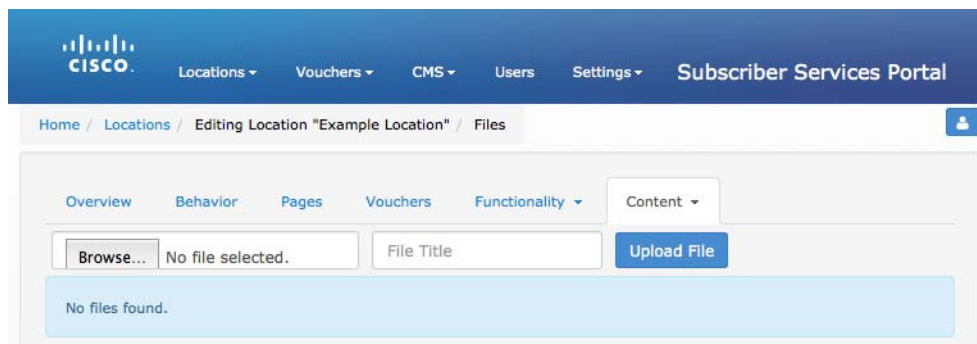
The Content tab enables you to access the pages on which you manage the location's files and the location's widgets.

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.

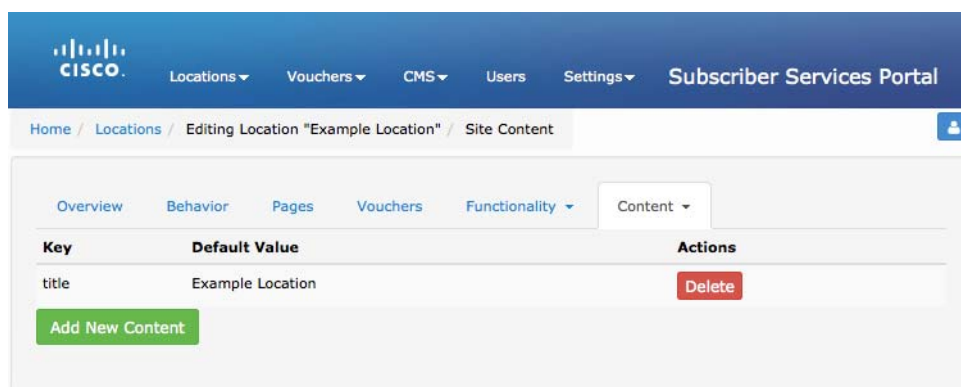
Figure 1-13 Files tab



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 1-14 Site Content tab



-
- 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 1-15 **Widgets tab**

| Title | Widget Type | Owner | Actions |
|---------------------|---------------------|-------|-------------|
| Guest Login Login | Guest Login Login | self | Edit Delete |
| HTML | HTML | self | Edit Delete |



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 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"> # = random digit ? = random letter * = random digit or letter <p>These are some examples of valid code masks:</p> <p>July14#### could generate the voucher code July149999</p> <p>July14???? could generate the voucher code July14aAaA</p> <p>July14**** could generate the voucher code July14a2C4</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"> # = random digit ? = random letter * = random digit or letter <p>Note 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.)</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 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.

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:

- [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. (See [One Click on page 1-11](#) and [Access Code on page 1-13](#).)

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.

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 1-15.](#))

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 1-15.](#))

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.