

DuxTel Internet Commander

- Admin Guide for Public FreeNet

take control...

duxtel



DuxAdmin User Guide for Public FreeNet Admins

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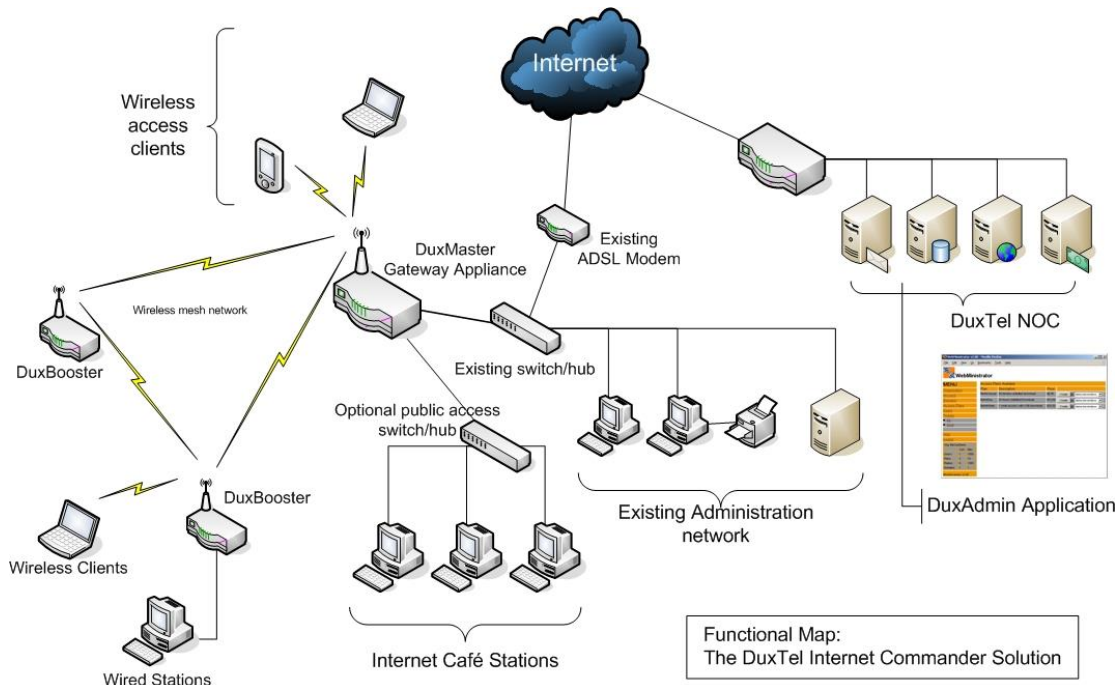
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1. How it Works

The DuxTel Internet Commander solution is a sophisticated internet management system comprising many parts distributed across a variety of IT systems, data networks and geographical locations.

The following diagram is a summary of the various parts of the solution:



This guide deals primarily with operation and use of the DuxAdmin service as a public access internet ticketing system. In this context, the *Wireless Access Stations* shown in Figure 1 above could be wireless hotspot customers, and the *Public Access Stations* could be public access Internet Café terminals. In this context, the *Existing Customer Network* would be your existing administrative business network and computers (if present).

An important feature to note in this diagram, is that the *Existing Customer Network* can easily operate either independently of the DuxAdmin Solution, or can be directly connected via the DuxAdmin Gateway Appliance at the sole option of the Operator.



2. Accessing the DuxAdmin Application

The DuxTel Internet Commander Solution provides a web based administration system called *DuxAdmin*, and available from any internet connection computer *anywhere*.

To access the DuxAdmin system, enter the following url in any web browser:

<http://geel.duxadmin.com>

When the welcome page appears, click the Login item under the menu at the left of the page, then enter the username and password supplied by your account provider.

Enter the complete username including the domain part (following the '@' symbol if any) and make sure that you carefully enter the correct upper and lower case characters as shown.

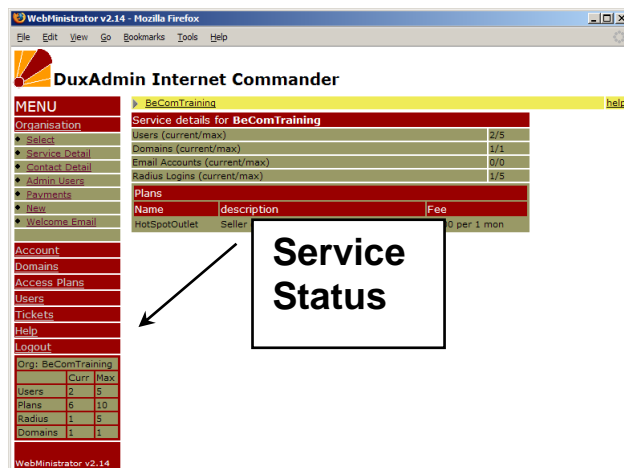
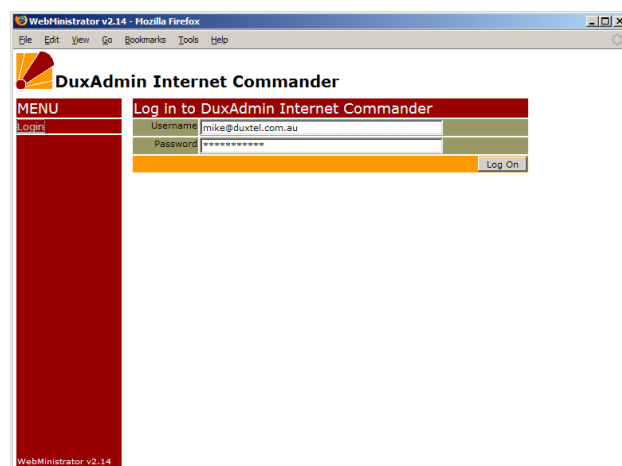
2.1 Navigating Menu and Commands

When logged on successfully, the menu column will be updated to display the Command Menus available.

Click on any of the Menu Headings to display the list of available commands under that section.

2.2 Service Status

At the bottom of the Menu List, the Services Status Table provides a ready reference to the level of services provided and how many resources have been used and how much remaining.



3. Online Help

DuxAdmin provides additional help in two main ways:

3.1 Tool Tips

Move the mouse cursor over any text, menu command or data field of interest to view explanatory float-over text containing additional information relating to the item.

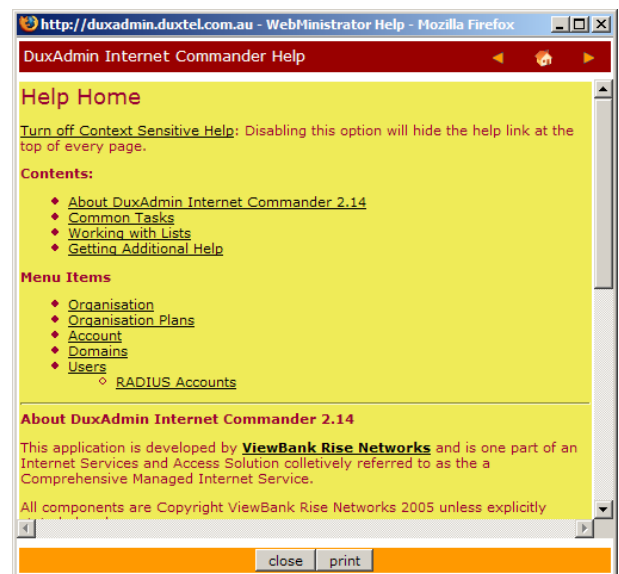
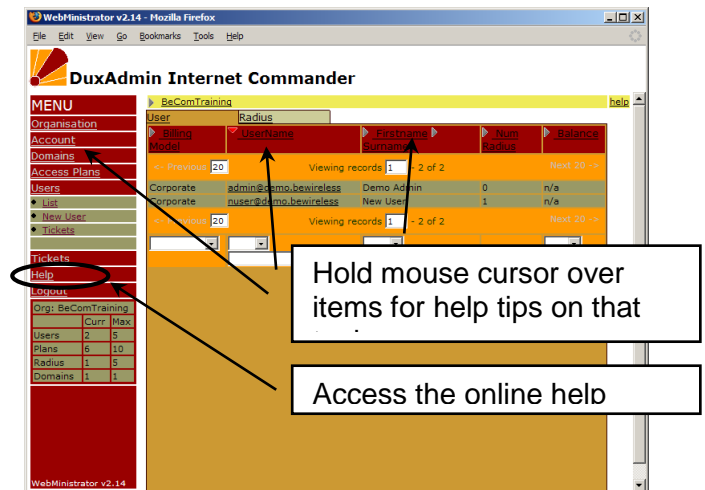
3.2 Online Help System

Click the Help item in the main menu to open the online help system. Navigate the online help by topics provided or enable the Context Sensitive Help which inserts a clickable help link at the top right of every page.

To enable Context Sensitive Help, click the Help item in the Main Menu, then click the link "Turn on Context Sensitive Help" near the top of the page. To disable, open the help system in the same way and click the "Disable Context Sensitive Help" link in the same location.

3.3 Additional Help

At any stage, if you require any additional advice, assistance or support not covered by the Online Help system, contact your service provider using the information provided under the "Getting Additional Help" topic from the Online Help Home Page.



4. Working with List Views

When working with the DuxAdmin application, you will often encounter large lists of data. The DuxAdmin list view system provides features to assist you in sorting and filtering the data displayed to help you find the information you need quickly and easily.

4.1 Row count and paging

You can define the maximum number of rows displayed by adjusting the row count value in the Row Limit field at the top and bottom of the results list.

Use **Next->** and **<-Previous** for paging between sets.

Jump directly to a specific row by entering the row number into the record number field at the top and bottom of the list display.

4.2 Sorting Columns

Where an arrow (▶, ►) appears to the left of the column heading, those columns can be sorted alphanumerically. Click once on the arrow to sort the list data in ascending order, click again to sort on descending order.

Sorting data using up to 3 different columns is supported. Click first on the tertiary and secondary sort columns, and last on the primary sort column.

4.3 Filtering Data

Where a filter control appears at the base of a column, list results can be filtered to display only those records matching the filter properties defined. Defining filters on multiple rows has an additive effect – only rows matching *all* filters will be displayed.

The screenshot shows the DuxAdmin Internet Commander web application. On the left is a red sidebar menu with categories like Organisation, Org Plans, Devices, Account, API, Customers, Domains, Web Sites, Access Plans, Users, Tickets, Tools & Reports, and Help. The main area displays a table of tickets. At the top of the table, it says 'Found 18 tickets'. Below this, there are controls for 'Row Limit' (set to 10), 'Jump to' (set to 1), and 'Sort' (with arrows for ascending and descending). The table has columns: Ticket, Username, Plan, Issued, Expiry, TL, DL, OL, and Identifier. The bottom of the table has filter input fields for each column, labeled 'Column'.



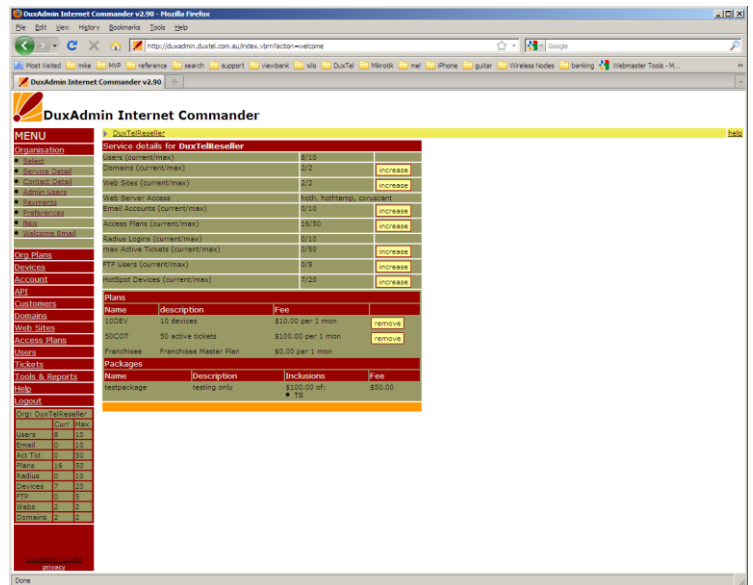
5. DuxAdmin Organisation

The Organisation menu contains general information about your DuxAdmin account, and configuration options that you can use to customise specific functionality of the DuxTel Commander system.

5.1 Service Detail

The *Service Detail* item presents the current service plans configured for your account. These *Organisation Plans* control limits on creation of various objects managed by the DuxAdmin application such as devices, users, web sites, access plans and so on.

If you run out of available objects, you can increase limits by purchasing additional Organisation Plans that are offered by your DuxTel Commander Reseller. If there are no available Organisation plans for the objects you require, contact your authorised service reseller.



Also, if you have excess objects that you no longer require, you may be able to reduce your Organisation Plan subscription costs by removing excess plans from your account.

5.2 Contact Details

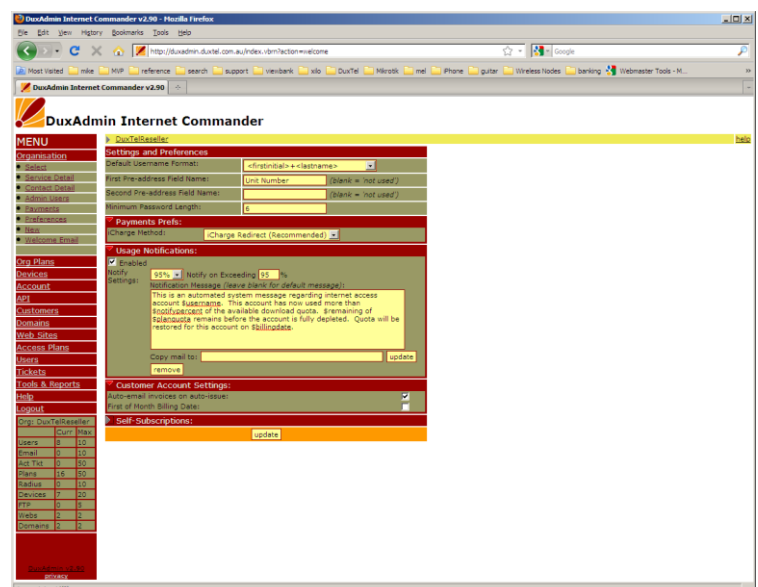
Contact details for your organisation are presented to your customers for various, such as on e-invoices and other system generated emails.

At the very least, you should provide at least one telephone number and at least one email address.

5.3 Preferences

The Preferences controls allow you to customise specific functionality of the DuxTel Commander:

User Settings: Select the auto-formatting of usernames based on first and last names, minimum password length and pre-address fields. Pre-address fields are useful if you need more specific detail for customer addresses, such as "Apartment Number" or "Building Name".



Payment Prefs: Select and manage the payment gateway options.



Usage Notifications: Automatically send email alerts to users when they reach defined percentage of their download quota.

Customer accounts: Defines whether to automatically send email of invoices, and whether to set all new customer invoice dates to the first of the month (by default, customers receive invoices on the same day-of-month that the customer record was created)

Self-subscriptions: When customers are able to create their own regular accounts, these parameters manage various components of the self-subscription process.



6. Managing your Account

Click on the Account menu to review and manage the financial details related to activity within your DuxTel Commander service.

6.1 Account Activity

The General account activity list displays all activity that affects the financial balance of your account.

Click the relevant menu item to view lists of invoices and credits as required.

Date	Code	Description	Debit	Credit	Balance
02 May 2012	invoice	invoice number DX31530	\$235.00	-	\$7,978.68
02 Apr 2012	invoice	invoice number DX30318	\$235.00	-	\$7,743.68
02 Mar 2012	invoice	invoice number DX29179	\$235.00	-	\$7,508.68
02 Feb 2012	invoice	invoice number DX28524	\$246.00	-	\$7,273.68
02 Jan 2012	invoice	invoice number DX28114	\$180.00	-	\$7,027.68
09 Dec 2011	SEV	Invoice DX27225 withdrawn	-	\$235.00	\$6,847.68
09 Dec 2011	SEV	Invoice DX26572 withdrawn	-	\$241.00	\$7,082.68
09 Dec 2011	SEV	Invoice DX25418 withdrawn	-	\$430.00	\$7,323.68
09 Dec 2011	SEV	Invoice DX24311 withdrawn	-	\$160.99	\$7,753.68
09 Dec 2011	SEV	Invoice DX23209 withdrawn	-	\$148.74	\$7,914.67
09 Dec 2011	SEV	Invoice DX22985 withdrawn	-	\$60.99	\$8,063.41
09 Dec 2011	SEV	Invoice DX21833 withdrawn	-	\$60.99	\$8,124.40
09 Dec 2011	SEV	Invoice DX18996 withdrawn	-	\$23.98	\$8,185.39
09 Dec 2011	SEV	Invoice DX17557 withdrawn	-	\$25.99	\$8,209.37
09 Dec 2011	SEV	Invoice DX16475 withdrawn	-	\$62.99	\$8,235.36
Summary Totals (This Page)			\$1,131.00	\$1,450.67	
Aged New: Current: > 14 Days: > 30 Days: > 60 Days: > 90 Days: Total Due: Net Position:					
Totals \$180.00 \$0.00 \$235.00 \$235.00 \$235.00 \$426.00 \$1,131.00 \$8,158.68					

6.2 Account Info

The Account Info panel displays general status information about your DuxTel Commander account, and allows you to select the default invoice format.

Refer to the online help for further information about invoice formats.

Org: DuxTelReseller	Curr: Max
Users	8 10
Email	0 10
Act Tkt	0 50
Plans	16 50
Radius	0 10
Devices	7 20
FTP	0 5
Webs	2 2
Domains	2 2

Account Position:
Current Balance: (\$7,978.68)
Pending Invoices: \$180.00
Due Invoices: 2 \$1,131.00
Unapplied Credits: \$2,262.27CR
Net Position: \$8,158.68

Account Settings:
Credit Limit: \$0.00
Credit Terms: 14 days
Next Billing Date: 02 Jun 2012
Invoice Template: <ul style="list-style-type: none">Default (the system default standard invoice)Summary (similar items grouped by item code)Expanded (applied credits and payments, if any, are itemised)Detailed (itemised applied credits and payments and also lists outstanding credits, if any)Periodical (itemised applied credits and payments and also lists outstanding credits for INVOICE PERIOD ONLY, if any)



7. Creating and Managing Access Plans

Access plans define the internet access service parameters and fees.

To review and manage the ticket plan details, click on "Access Plans" under the main menu to view the list of access plans available.

The Access Plan structure defines such service parameters as upload/download speeds, time and/or data transfer quotas as well as financial details including setup and/or monthly service fees.

7.1 Plan Types

DuxTel Commander supports two broad Access Plan categories:

Pre-pay Plans:

Pre-pay plans have defined duration of consumption limits. Examples of Pre-pay plans include typical 'Wireless HotSpot' service (e.g. 2 hours for \$10 or 500MB download limit for \$15, etc) or a pre-paid usage limit for domestic customers (e.g. buy 1 month access for \$25, with speed limited to 64Kbps after exceeding 5GB download)

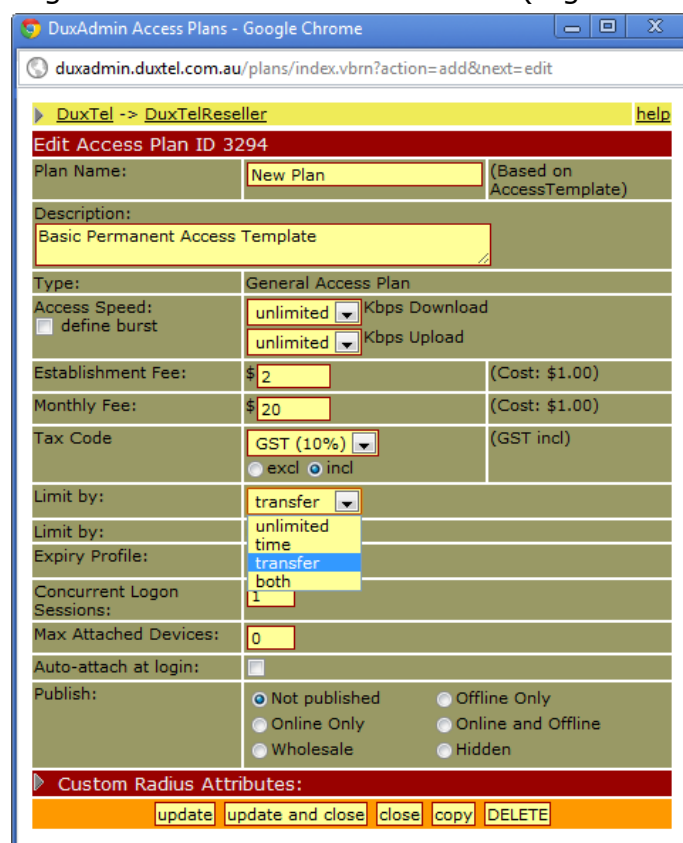
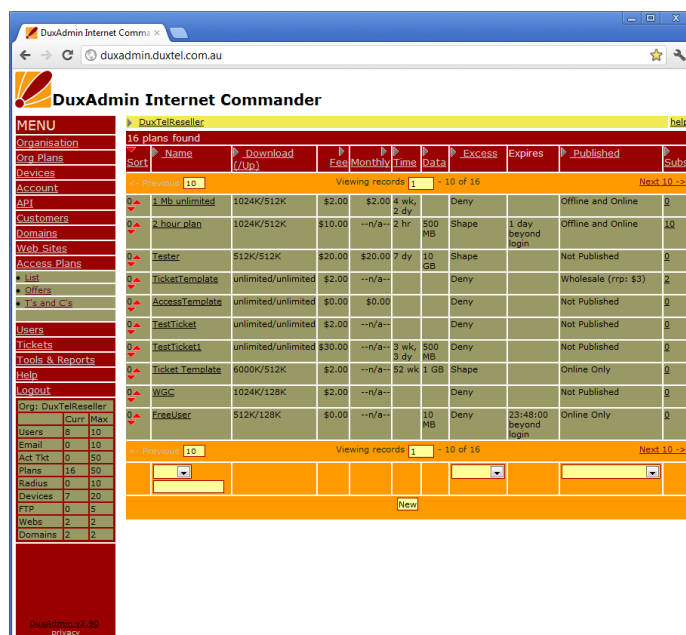
Pre-pay plans have only a setup fee that is applied at the time that plan is assigned to the customer, and usually paid for at the time of 'sale', but if the customer has an account, it is possible to apply the 'establishment fee' to a post-pay account.

Contract Plans:

Contract plans automatically refresh each month, and also applied the relevant fee to the customer account. Access plans that have a shaping profile (i.e. speed limited on exceeding some quota amount) automatically refresh the speed limit when crossing billing period.

Contract plans support charging on exceeding a monthly quota, as well as speed restriction. Contract plans can be defined as advance or arrears billing. The only difference between advance and arrears billing types is how the plan charge is displayed on the customer invoice, i.e:

Monthly fee for plan <plan name> for period [dd/mm/yyyy] to [dd/mm/yyyy]



For advance billing type, the first date of the period specified is the date of the charge. For arrears billing type, the *second* date is the date of the charge.

7.2 Publishing Access Plans

Access plans can be offered to customers in different ways:

Online: The plan can be selected by the customer when visiting the DuxAdmin customer portal, either as a casual access hotspot ticket purchase, or by first logging on to a customer account.

When a plan is set to *Online Only* mode, plans will be not be visible to admin users when selecting a plan to assign to customers.

Offline: The plan can only be assigned to a customer by an admin user. When a plan is set to *Offline Only* mode,

Wholesale: The plan can be offered as a template or *base plan* to your resellers (if you have any resellers configured) Wholesale plans cannot be used to assign directly to customers.



8. DuxAdmin Users

The DuxAdmin application supports two different user types:

Corporate: The corporate (company or staff) user is directly associated with the organisation currently managed. Corporate users do not have an independent financial account, and chargeable objects allocated to this user type are billed to the organisation.

Corporate users can be escalated to administrative level and assigned rights to manage one or more sections of the DuxAdmin application.

Customer: Customer user types are, as the name suggests, customers of the organisation currently managed.

8.1 Create new users

A new user is created by clicking on the **new** item under *Users* menu.

Enter the relevant user details and click to add the new customer.

If your DuxAdmin account supports email mailboxes, you can also create an email account at the same time.

Enable the checkbox to add a radius (internet access login) account if required, and choose an access plan to apply. Select *Customer* type for Customer users, or *Staff* for a new corporate user.

Org: DuxTelReseller	Curr	Max
Users	5	10
Email	0	10
Act Tkt	0	50
Plans	16	50
Radius	0	10
Devices	7	20
FTP	0	5
Webs	2	3
Domains	2	2

If you are creating a new administrative user, enable the *Administrative Access* checkbox.

If you do not require (or want) to create an email mailbox for the new user, or if your DuxAdmin service does not offer email mailboxes, you can make a virtual email account and define a forwarding email address so that the DuxAdmin service can still issue invoices and other system correspondence by email.

8.2 Administrative Users

When a user is created with *Administrative Access* enabled, then the new user will be added to the Administrative Users list.

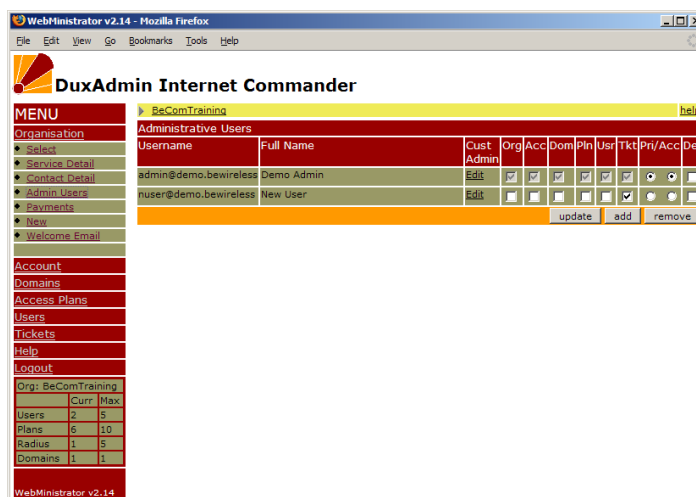
Click on *Admin Users* item under the *Users* menu to assign rights to administrative users.

If a user was not created with *Administrative Access* checkbox enabled, you can still promote that user to administrative level by first clicking on the *Add*



button at the base of the list of Administrative Users, and then select the new user from the pop-up list.

Grant administrative user access to the different DuxAdmin functions by enabling the relevant checkbox. (Hold the mouse cursor over the abbreviation title for tooltip help on the meaning of each access right)



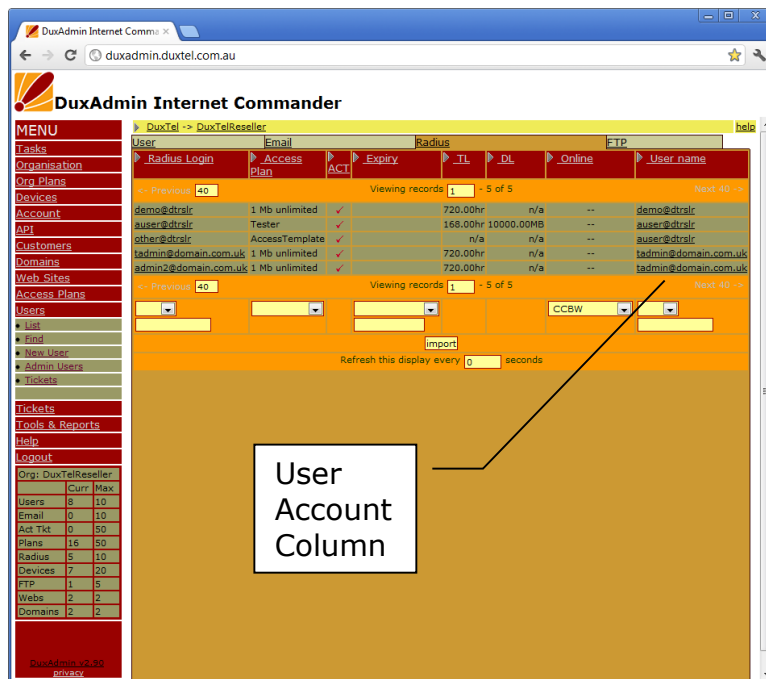
9. Managing Users

All objects associated with a user account is managed under the DuxAdmin application under the one combined section. The User List View tables operate in one of two modes:

List Mode: In List Mode, all objects defined under your DuxAdmin organisation are shown. For email, RADIUS and FTP lists, the *User Account* that the object is associated to is listed in the rightmost column of the table.

Click on a User Account in any of the list tables to enter *User Detail Mode*.

User Detail Mode: In this mode, only those objects related to the currently selected user will be displayed. To return to *List Mode*, simply click the *List* item under the Users menu.

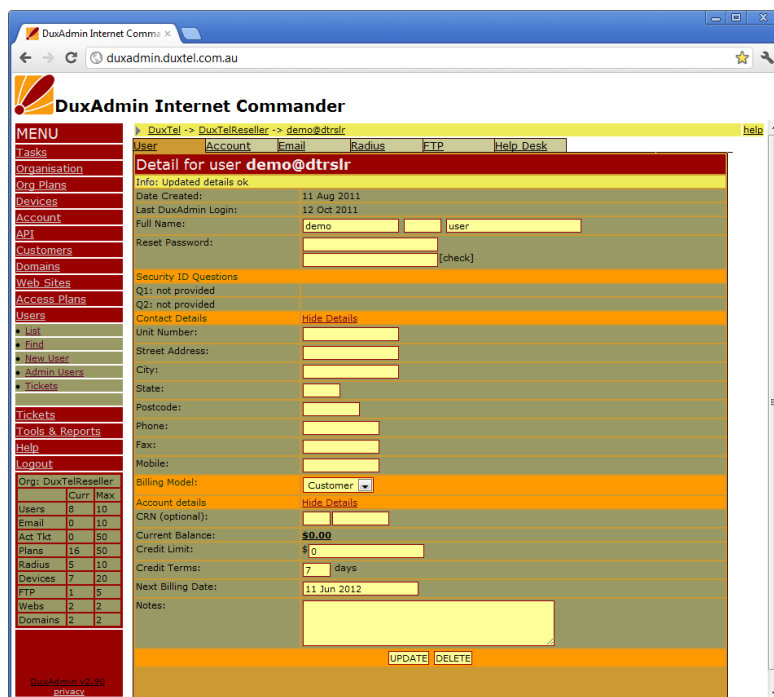


To manage individual users and associated objects, first enter User Detail Mode. User Detail Mode presents objects associated with the selected User in a similar 'tab' layout as the List Mode display

9.1 User Information

The *User* tab contains information specific to the currently selected user. Customer type users also include address details and account terms (credit limit and payment terms). When the defined account terms are exceeded, access to all services are suspended except for the ability to log on to the user portal to view and pay accounts.

Enable 'Synchronise' option on the password field to match the password associated with the user container object to all other associated objects that also have password synchronise enabled.



9.2 Email

The Email tab allows you to view, add, remove and manage email accounts. A user may have none, one or many email accounts. The email account can be an active mailbox (accessed via POP3, IMAP or WebMail) or simple relay/redirection email addresses.



9.3 RADIUS

RADIUS accounts allow users to log on to internet services by HotSpot or captive portal, of PPPoE services. As with email, a user can have none, one or many RADIUS objects associated. When multiple RADIUS accounts are allocated to one user account, billing for all those access plans are added to a single invoice.

9.4 FTP

If your DuxAdmin account supports web site services, ftp access to those web sites can be managed under the FTP tab.



10. Issuing pre-pay Tickets

Pre-pay tickets are intended for short term, casual access customers when a specific user account is not required. For example, visiting contractors requiring access to internet services, or hotel/resort guest users seeking to purchase internet access for the duration of their stay.

10.1 Issue Ticket

To issue an access ticket, click on the "Tickets" item in the main menu, and then select "issue" when it appears below the main menu item.

You will see a list of available access plans shown in the main display table.

Click the button labelled "Create" beside the plan that you wish to create a ticket for to display the new Ticket.

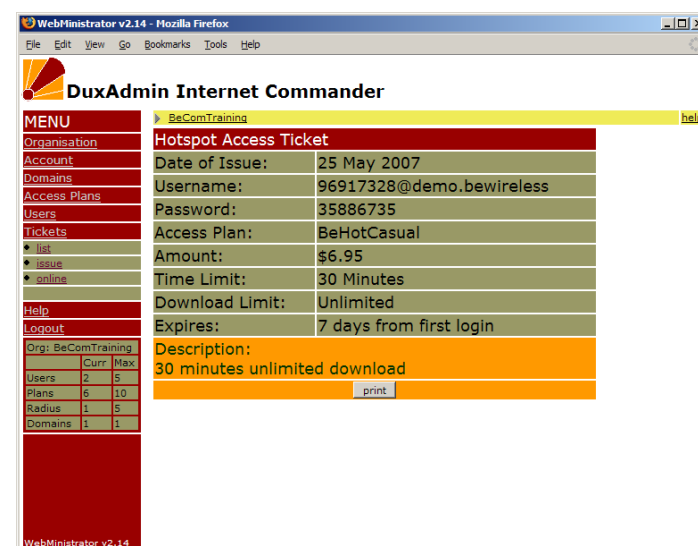
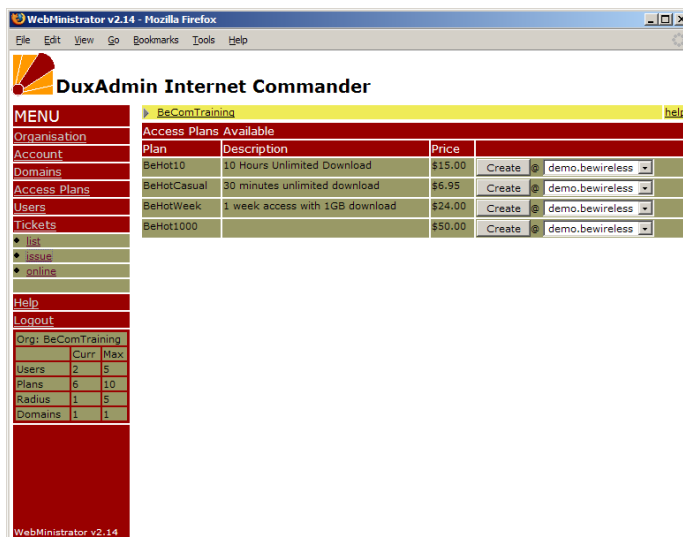
Now click the "Print" button to send the ticket to your selected printer.

Note that the ticket will generally fit the top half of an A4 sheet of paper. You might consider using specially prepared stationery for this task, possibly on a dedicated printer for HotSpot tickets to carry your company logo, or even to fill the lower half of the page with advertising or shopping coupons etc.

Note also the details that are shown on the printed ticket, and particularly the Expiry conditions.

Expiry is generally measures from the *time of first use* which means that it is possible to pre-issue many tickets in advance of sale for over-the-counter in a busy environment, mobile and remote point-of-sale, or packaging with other products (competition prizes, publicity etc)

Note that the ticket issued may be used to access the Wireless HotSpot internet service (where available) or at a connected Internet Café workstation (where installed) in exactly the same way. Tickets can also be part-used by one method, then resumed over a different mechanism!

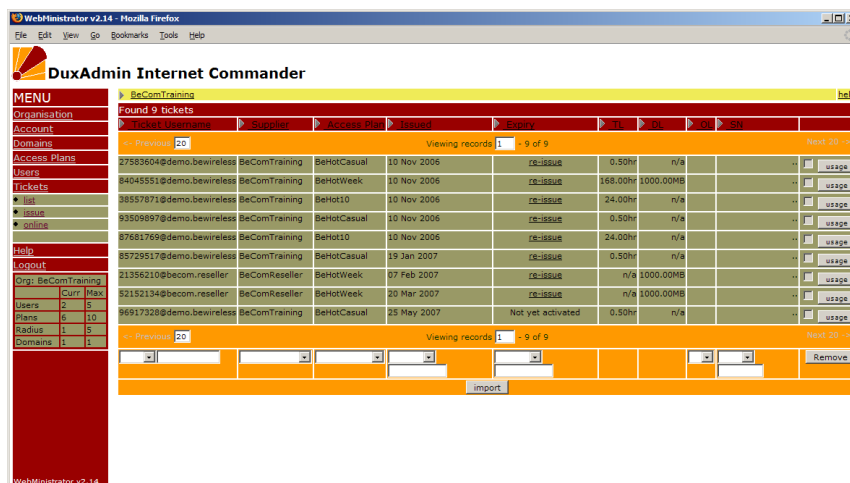


10.2 Monitoring and Managing Tickets

Back to the Tickets item in the main menu, you will find a list of all tickets issued with details of the current status.

Hold the mouse cursor over the heading text of each detail column for a brief explanation of the meaning of each.

You can click on the table heading to sort the list by that category, or you can filter the list by using the tools at the base of each column.



ID	Username	Password	Access Plan	Amount	Time Limit	Download Limit	Expiry
27583604@demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a	
94045551@demo.bewireless	BeComTraining	BeHotWeek	10 Nov 2006	re-issue	168.00hr	1000.00MB	
9855771@demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a	
93509877@demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a	
87681769@demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a	
85729517@demo.bewireless	BeComTraining	BeHotCasual	19 Jan 2007	re-issue	0.50hr	n/a	
21356210@becom.reseller	BeComReseller	BeHotWeek	07 Feb 2007	re-issue	n/a	1000.00MB	
82152134@becom.reseller	BeComReseller	BeHotWeek	20 Mar 2007	re-issue	n/a	1000.00MB	
86917328@demo.bewireless	BeComTraining	BeHotCasual	25 May 2007	Not yet activated	0.50hr	n/a	

One interesting feature of this list is the column indicating when the ticket is in use. When customer enters the username and password to access the internet service, that ticket will show up with name or IP Address of the currently accessed DuxMaster device in the "OL" (online) column.

10.3 Re-Issue Ticket

Also, notice that under the "Expiry" column, those tickets that have *not yet been accessed* have the text "re-issue" in place of the expiry date. Clicking on that link will reset the password for that ticket, effectively making the original printed ticket VOID.

This function is provided so that you are able to recover tickets that may have been previously issued, but for some reason not used. For example, a holiday park operator might include a 'free' internet access ticket with a "Weekend Package Deal", inserting the printed ticket into a coupon book or guest information booklet. If that ticket is lost or destroyed, or not used by the guest within the allowed time, the ticket may be recovered and re-issued for use without incurring an additional wholesale fee to your account.

We recommend that you exercise caution when using this re-issue feature, and if the original recipient attempts to use the ticket after you have re-issued, then they may assume that there is some sort of problem with the system. We suggest that you add some comments to the ticket descriptions indicating the terms of use and expiry conditions.

Please refer to the following section on modifying these details.



MENU	BeComTraining
Organisation	Hotspot Access Ticket
Account	Date of Issue: 25 May 2007
Domains	Username: 27583604@demo.bewireless
Access Plans	Password: 65022669
Users	Access Plan: BeHotCasual
• List	Amount: \$6.95
• New User	Time Limit: 30 Minutes
• Tickets	Download Limit: Unlimited
Tickets	Expires: 7 days from first login
Help	Description: 30 minutes unlimited download
Logout	
Org: BeComTraining	
Users	
Plans	
Radius	
Domains	



11. Devices

In order to receive authentication requests from your NAS devices and HotSpot servers, you must first enter those device details under *Devices* menu.

The simple *List* view presents a list of devices defined for your current organisation.

Choose the Master List view to display all devices configured for your own organisation plus devices for any sub-organisations or organisation customers if you have any configured.

To add a new device, first click on Master List then select an organisation from the select tool at the bottom centre of the table and click add.

Refer to the online help for further details about the different options and fields presented.

DuxAdmin Devices - Google Chrome
duxadmin.duxtel.com.au/devices/index.vbm?action=edit

> DuxTel -> DuxTelReseller help

HotSpot details for DuxTelReseller

Device Name: syd.001
Description: Sydney NAS
HotSpot Device Type: GenericVPN
Device Login: Sydney NAS
Login Secret: secret
VPN IP Address: 0.0.0.0
Site Public IP Address (optional): 123.45.67.89
Device NASIPAddress (optional): 123.45.67.89
Ticket Domain: dtrslr
Logon Host: login.duxtel
Retail Ticket Sales: ☐
Test Mode: ☐
Payment Pop-up Warning: ☐
Walled Garden Sets (0 selected): none
Retail Address:
Street: 25 some street
City: somewhere
State: ACT
Postcode: 2292
Location Coords: lat: , long:

HotSpot Login Page:
Template: Current
Logo Image: Upload
Info URL: http://
Public Notice Message:
Title:
Message:
Pop-up Error Msg: ☐
Display Ticket Detail: ☒
Redirect Page: http://
Preview
Update Update and Close Disable cancel
Delete

11.1 Managing Walled Garden Lists

Walled Garden lists allow you to define sets of web URLs that can be accessed by connected wireless devices without requiring any direct internet log-on. Locations defined in Walled Garden lists can be accessed before the end user attempts to claim an internet access token, as well as after that token expires or quota limits are exceeded.

Click on the *Walled Gardens* item under *Devices* menu to create and manage Walled Garden Sets.

Create a new set in one of two ways:

- Click to open an existing set and then click on 'copy', or
- Click on 'create' to make a new blank set

You can add new walled garden URLs using the field at the bottom of the list, or click on any existing field, edit the text when it appears in the URL field at the base of that table, then click to update.

HotSpot Admin

MENU				
Tasks				
Organisation				
Org Plans				
Devices				
• Master List				
• Master Map				
• List				
• Default				
• Consortia				
• New				
• Templates				
• Walled Gardens				
• Confin Sets				
• Clicks				
• Login Page Hits				
• Visitor Tracking				
Account				
API				
Customers				
Domains				

> DuxTel -> DuxTelReseller

Walled Garden Sets

Set Name	URL count	Scope	Assignments	
Geelong Info.Net	11	supplier	0	
iCharge Hosts	7	supplier	0	
demo_set	1	shared	1	push to 1 devices ->
DuxTel Set	9	supplier	0	
create				



Note that you can enter any hostname to allow unauthenticated access to the entire web site, or you can enter an explicit URI to limit access to specific web pages only:

Click on the red 'X' icon to remove items from the walled garden set.

Note that revising the set does not automatically update devices. To update the device, you need to complete the following steps:

11.1.1 Assign a Walled Garden set to the HotSpot device:

To assign a set to a specific device, click on *list* item under the *devices* menu, then click on the specific device to edit.

Find the Walled Garden section under 'Configuration Properties' section, and click to highlight the set to add to the selected device. Hold <ctrl> key to select multiple sets.

Click on **update** button at the bottom of the device properties panel to save changes.

11.1.2 Push the Set to the device/s:

Push new and/or updated Walled Garden sets to the device by either:

- Click **push set** next to the Walled Garden Sets under the specific device properties page, or

- Click on **push to <n> devices ->** button beside the relevant set under *Walled Gardens* list from *Devices* menu.

Walled Garden Sets				
Set Name	URL count	Scope	Assignments	
Geelong Info.Net	11	supplier	0	
iCharge Hosts	7	supplier	0	
demo set	1	shared	1	push to 1 devices ->
DuxTel Set	9	supplier	0	
create				

11.2 Customising the HotSpot Login Pages

The DuxAdmin application provides a facility to customise the login page displayed by each DuxMaster Internet Gateway Appliance under your account.

You can upload and manage Login page templates using the *Templates* item under the *Devices* menu. Refer to the online help for more information.



After you have uploaded a new login page template, you can define that template when editing individual device properties.

11.3 Portal Redirect and Redirect Page

If you prefer to manage your own captive portal display pages, you can use 'Portal Redirect' option to replace the built-in Login Page with your own web site application hosted anywhere on the internet.

Caution: When using this option, you must make sure that the Portal Redirect location is included in the list of Walled garden URIs, otherwise connected browser will appear to rapidly cycle between the logon host URL and the Portal Redirect location!

After successfully gaining internet access, the default behaviour is to direct the user to the web location or URI that they had attempted to access just before displaying the captive portal content.

To force the end user browser to some other location, enter the full URI into the *Redirect Page* field near the bottom of the *HotSpot Login Page* section of device configuration.



12. Tools and Reports

The Tools & Reports section presents a list of useful reports and other advanced functions.

Of particular interest for Public FreeNet application are:

12.1 Events by Location

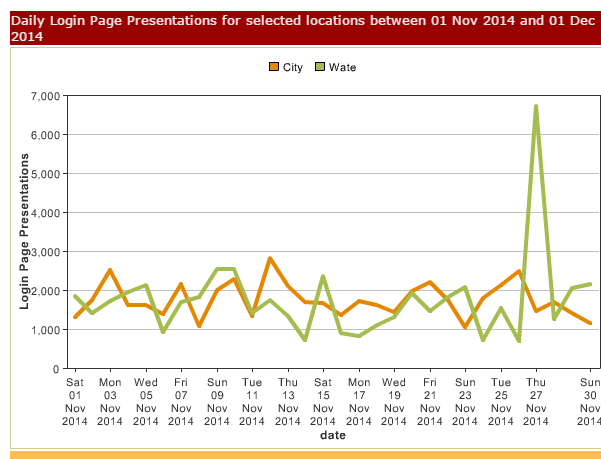
This report allows you to generate tables or charts of HotSpot activity between selected dates based on user activity. Two types of activity can be reported:

- Page Hits: is a count of the number of times a connected user has been presented with the default device Login Page, Captive Portal Landing Page, or Portal Redirect location
- Unique Visitors: is a count of the total number of uniquely identifiable devices that have presented to the hotspot device on the given date/s.

Generated reports can show comparison of individual selected devices on the same chart/table, or a total of all selected devices.

It is also possible to report on groups of locations by defining names of Hotspot locations with first few characters of the location name describing the relevant group

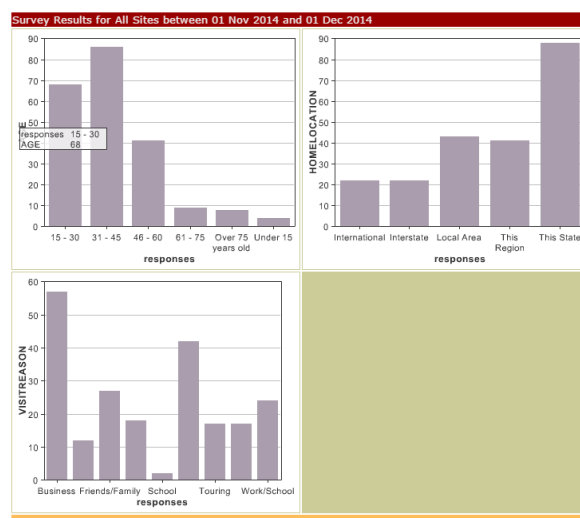
- for example by naming devices thus:
Riverside Hotspot Boat Ramp
Riverside Hotspot Picnic Area
City Central Hotspot Bus Stop
City Central Hotspot Food Mall



Then it is possible to generate a comparison report on the two locations by grouping by the first 10 characters of the location name.

12.2 Survey Results

If your captive portal application supports User Survey, you can generate reports of responses received between defined date ranges either by individual locations, or across the entire network.

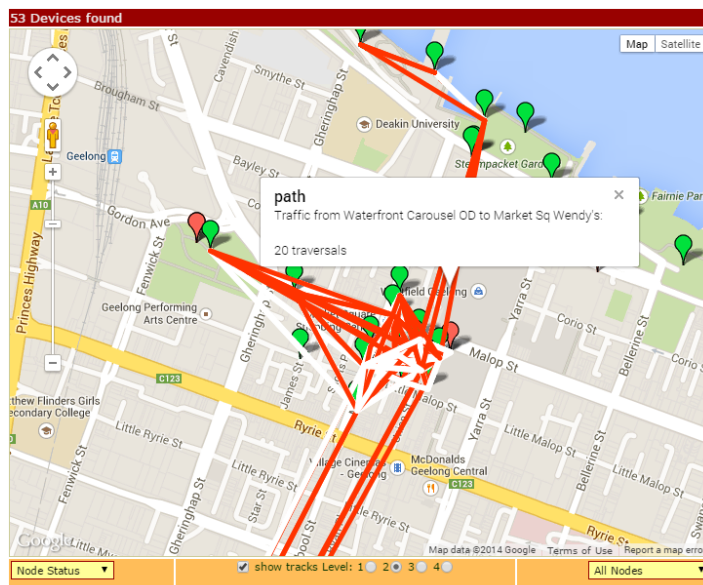


12.3 Visitor Tracking

The DuxAdmin solution features integrated end user tracking to collect anonymous statistics on end user access profile including repeat visit and traversal through the network.

It is possible to view access traversal using the *Locations Map* item user *Devices* menu. Enable **show tracks** option to display user traversal across the hotspot network. Click on any track to display the number of users detected that have travelled between those selected locations (in either direction)

Select higher 'level' value to filter out tracks with lower traversal counts.



12.4 Database Dumps

If you want to download raw data from the DuxAdmin reporting database, there are several date set dump options available:

Visitor Tracking Dump: Extract of the raw visitor tracking table containing user device MAC addresses, date/time of first and last view of login page (or portal redirect location) and web browser type and versions.

Sessions Report: A list of all authenticated internet access sessions – Free or Fee – including start and end times, bytes uploaded and downloaded, private IP address, and more.

Database dumps can help to allow you to prepare customised reports to suit your specific needs.

