

## Virtual Office Admin Control Panel (AVOmaster)

## Index

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Disclaimer: The screen shots below is for training purposes, it might be not exactly the same as yours.



## **Chapter 1: What is AVOmaster?**

**AVOmaster** is the power user of Virtual Office. User who login as **AVOmaster** (or given VOAdmin rights), he/she will have the **FULL** access right on control and page accessibility.

What **AVOmaster** does?

- → Virtual Office Maintenance
- ➔ Admin Task
  - UCAR (User Control Access Right) settings
  - User Account Maintenance
  - User Monitoring
  - Mail Group Settings
  - Portal (Virtual Office Homepage) settings
  - Logo Setup
  - Web Status Monitoring
  - SMTP Settings
  - FTP Settings
  - HumanTouch (Online Contact Portal)
  - Public Access Control
  - Global Junk Control & Junk Expiry Control
  - Newsletter Maintenance

## Tips 🖉

VOAdmin is the group which give AVOMaster access right. Any user who sit under this group will have the similar accessibility as AVOMaster



## **Chapter 2: AVOmaster Tasks**

Once your company account activated, user(s) may log in as a VOAdmin user (user who has admin access) or directly log in as **avomaster** for setting up Virtual Office.

*Note:* If you login as **avomaster**, you can change all of the settings of your Virtual Office System. With **avomaster** login, you might done a wrong setting which can screw up your entire system. Therefore, we recommend only the **in charge person(s)** hold the password for **avomaster** account to avoid the correspondence incident.

On **avomaster** homepage, the user will be able to locate the some links on it. Click on those links and user can start the preliminary settings for Virtual Office System.

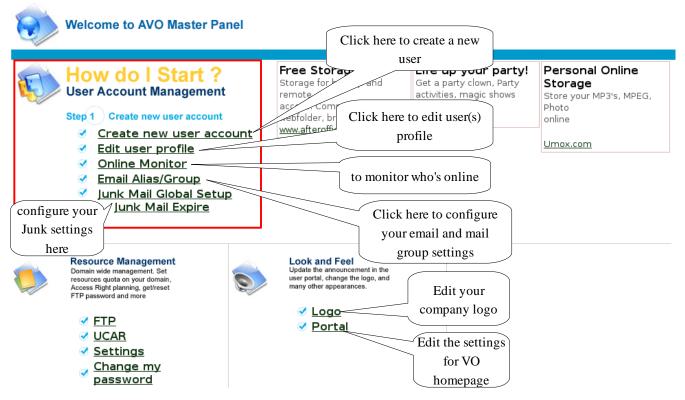


Figure 2.1



Figure 2.1 is the home page for **avomaster**. On this page, you can find some links under **How do I Start?** session. You can start setup your Virtual Office by:

- ✓ Create a new user account
- ✓ Edit a user profile
- ✔ Online Monitoring
- ✓ Mail and Mail Group Configuration
- ✓ Junk Mail configuration

#### Create a New User Account

(	Click on the link which show on figure 2.1, 'Create New user Account	Enter the user name here
	Create new user at lookafter.com	nere
		ookafter.com
		for this user kafter.com)
	Rules for name: 1. must not begins with: 2. no spaces are allowed 3. characters allow: abcdefghijklmnopqrstuvwxyz1234567890 4. at least 2 characters length, must not over 20 characters 5. not case sensitive	If this option checked, after clicking the <b>Create</b> button, user profile edit page will be open (figure 2.4)

Figure 2.2

Figure 2.2 is the create new user page

Tips

Follow the sequence as below, you will able to learn how to manipulate Virtual Office:





#### Edit User

Click on **Edit User Profile** (figure 2.1), the edit page will be open as below(figure 2.3):

	L	User Package: VO		Disk Resources			This show	This show the status of		
1.	Quota: 300		Created: N/A		Email Disk space		Storage Disk Space			
5	Crea	ated: 147	GB Unit	<u>10</u> GB	Quota: 4.88	GB	Quota: 2.00 GB	email and	l storage di	sk
	Bala	ance: 153 (	Quota restriction:	Strict A	Allocated: 2.56	GB	Allocated: 3.59 GB			
	SMS Ba	ance 260.4			Consumed:	N/A I		usage		
	Accour	nt: [ <u>New</u> ] [	[ <u>Show usage</u>	» <u>Hide</u>	usage ]					
	Full name	Name	Email	GE Uni	3 Storage	Group	J		Level	Expire
1.	aaron	aaron	5.00 Mb	$\leq$	- 10.00 MB	User	1	•	10	
2.	abc.name.2dots	abc.name.2dd	ots 5.00 MB	$\sim$	- 0 K	user	► users 1	ist	10	
З.	admen	<u>admen</u>	5.00 MB		- 90 MB	storageadmin, user			10	
4.	agasthiar	agasthiar	90.00 MB		- 10.00	torageadmin, user	J		10	08/31/200
nde	x									Clo
Edit										
Yo	u can manage th	ne creation and	l user profile for the	system i	n this module.	Click h	ere to add			
	1. Create Net	w Account ·				nev	user			
			the panel to create	a new ad	count.					
	2. Edit Existi		,							
	Click on any	of the user na	ame on the panel to	start edi	ting the user pro	ofile.				
PI	ease also see Gi	roup for the cr	eation of mail group	for ema	il addresses su	ch as sales@lookafter	.com, job@lookafter.com, info@lookafter.cc	om, and etc.		
nde										<b>e</b> 1
	x									Clo

Figure 2.3



#### User Manual for VO: Admin Control Panel (AVOmaster)

#### Click on any username, the edit page will be display as below (figure 2.4):

		2	,	1	$\mathcal{O}$			
18.	avomaster	avomaster	5.86 MB	-		support, storageadmin, info, admin, noprivilege, design, salesadmin, voadmin, ecat2, ecat, director, user, marketing, guest,	1	
19.	b2bmember	<u>b2bmember</u>	1.00 MB	-	0 K	user	10	
20.	bazlan	<u>bazlan</u>	0	-	10.00 MB	User	10	
21.	bernard	<u>bernard</u>	50.00 MB	-	50.00 MB	admin, support, salesadmin, user	10	
22.	bong	bong	5.00 MB	-	10.00 MB	User	10	
23.	bongl	bongl	5.00 MB	-	10.00 MB	User	10	
24.	bong1234	bong1234	5.00 MB	-	10.00 MB	User	10	
25.	candy	<u>candy</u>	10.00 MB	-	10.00 MB	voadmin, user	10	
26.	carrie	<u>carrie</u>	20.00 MB	-	10.00 MB	salesadmin, voadmin, ecat2, ecat, user	10	
27.	chengghee	chengghee	5.00 MB	-	10.00 MB	User	10	

User Account Settings 🕅	
Email	bernard@lookafter.com
Full name	bernard
Alternate Email	b
Password	(not shown) C
Enable	F VO Login (web) F POP3 Access
Expire Date	MM/DD/YYYY Last access 10/24/07 12:45 PM (5 days 21 hours 50 minutes 22 seconds ago) on end session
Group	Fupport       Storageadmin       Finite       Finit       Finit       Finite </td
Level	
Email Disk usage	801.5 K
Email Disk Limit	50.00 MB No change I MB GB unit 0 Ver 0
Storage Center disk space limit	50.00 MB No change MB
SMS Balance:	9.2 :: Topup: New 0
Email options	
Mail options	F Keep incoming mail (Important: user will not be able to receive email if this option is OFF)         Redirect         Auto-reply
Incoming BCC	m
<b>Outgoing BCC</b> (Webmail only)	n
Redirect to	
Auto reply text	
	q Disconnect the us. T Drop Update r
s	Delete this account: bernard@lookafter.com Warning: All information in this account will be destroyed, including email, calendar and contacts.

Figure 2.4

*Note*: On **Group** session, please ensure that the "user" option has been checked. If not, user will not find the menu bar on their page (figure 2.4a).

 Image: Image of the system
 Image: Image of the system
 Image: Image of the system
 Image: Image: Image of the system
 Image: Image:

Written by: Bernard Chong



Functionalities on figure 2.4:

- a) The full name of the user
- b) Alternate email address of this user (If user reset his/her password, the password will be send to his/her alternate email address)
- c) Password for this user account (User's password can be update here)
- d) VO Login If this option checked, user is allowed to login to web based VOPOP3 Access If this option is checked, user allowed to download POP3 email to an email client
- e) Expiry date can be set for any user's account. Normally this apply to contract staff or guest of the system
- f) Which group this user belongs to (VO user must added to *user* group in order to use the feature of VO. Guest can be added to *guest* group)
- g) Level the access level of the user. This is one of the control of **UCAR** (UCAR will be discuss in the coming chapter) for restricting user access to any restricted page. The higher value the user have, lesser accessibility the user have.

Level	Accessibility
1	Higher accessibility
10	Lower Accessibility

- h) The usage of the email disk space
- i) Email disk limit Add/reduce the email disk space for a user
- j) Storage center Disk space limit Change the limit of the storage center for a user here
- k) This work with the VO WebSMS module. If this user is out of credit, top up the SMS credit for him/her here
- 1) **Keep Incoming email** This option is a must. If this option unchecked, user will not able to receive email

**Redirect** all of the email will be redirect to an email which have stated in the Redirect to column

Auto Reply System will auto reply all incoming email

m) **Incoming BCC** The email address stated in this column will receive a copy (as a BCC) of all incoming email of this user.



- n) **Outgoing BCC** The email address stated in this column will be the BCC recipient while this particular user send out an email
- o) The email address which the email(s) should redirect to
- p) Enter the title and content of your **auto reply** message here
- q) **Drop button** When Admin click on this button, the user will be Force offline for temporarily for account update purpose
- r) **Update button** When there is any changes made to this account, click this button to save the changes
- s) Delete this user's account

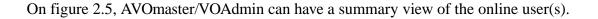
Jser Online										Refres
lumber of online	users:	22/22. Total hi	ts:41. Total proctin	ne: 00:00:14, proc/hit:						
Date/Time		Name	▲ <u>Host</u>	<u>IP</u>	Duration	<u>Idle</u>	Connect	Disk	Proc	<u>Hit (p/h</u>
Today 2:11 PM	*	guest	lookafter.com	66.249.70.56	00:40:07	00:40:07	http	527.2 K	00:00:00	
Today 2:13 PM	*	guest	lookafter.com	66.249.70.56	00:37:16	00:37:16	http	527.2 K	00:00:00	
Today 2:14 PM	*	guest	lookafter.com	66.249.70.56	00:37:02	00:37:02	http	527.2 K	00:00:00	
Today 2:14 PM	*	guest	lookafter.com	66.249.70.56	00:36:48	00:36:48	http	527.2 K	00:00:00	
Today 2:14 PM	*	quest	lookafter.com	66.249.70.56	00:36:34	00:36:34	http	527.2 K	00:00:00	
Today 2:18 PM	*	quest	lookafter.com	66.249.70.56	00:32:25	00:32:25	http	527.2 K	00:00:03	1 (3.288679)
Today 2:18 PM	*	quest	lookafter.com	66.249.70.56	00:32:12	00:32:12	http	527.2 K	00:00:00	
Today 2:20 PM	*	quest	lookafter.com	66.249.70.56	00:30:48	00:30:48	http	527.2 K	00:00:00	
Today 2:20 PM	*	quest	lookafter.com	66.249.70.56	00:30:45	00:30:45	http	527.2 K	00:00:00	
Today 2:20 PM	*	guest	lookafter.com	66.249.70.56	00:30:39	00:30:39	http	527.2 K	00:00:00	
Today 2:22 PM	*	guest	lookafter.com	66.249.70.56	00:28:22	00:28:22	http	527.2 K	00:00:00	
Today 2:23 PM	*	guest	lookafter.com	66.249.70.56	00:28:07	00:28:07	http	527.2 K	00:00:00	
Today 2:23 PM	*	guest	lookafter.com	66.249.70.56	00:27:52	00:27:52	http	527.2 K	00:00:00	
Today 2:26 PM	*	quest	lookafter.com	66.249.70.56	00:24:53	00:24:53	http	527.2 K	00:00:00	
Today 2:26 PM	*	quest	lookafter.com	66.249.70.56	00:24:39	00:24:39	http	527.2 K	00:00:00	
Today 2:26 PM	*	quest	lookafter.com	66.249.70.56	00:24:28	00:24:28	http	527.2 K	00:00:00	
Today 2:26 PM	*	quest	lookafter.com	66.249.70.56	00:24:13	00:24:13	http	527.2 K	00:00:00	
Today 2:27 PM	*	quest	lookafter.com	66.249.70.56	00:23:56	00:23:56	http	527.2 K	00:00:00	
Today 2:29 PM	*	guest	lookafter.com	66.249.70.56	00:22:00	00:22:00	http	527.2 K	00:00:00	
Today 2:39 PM	*	avomaster	lookafter.com	218.111.254.162	00:11:59	00:00:09	http	6.06 MB	00:00:09	33 (0.27887
Today 2:50 PM	*	bernard	lookafter.com	218.111.254.162	00:00:18	00:00:18	http	801.8 K	00:00:01	4 (0.22531
Today 2:50 PM	*	aaron	lookafter.com	218.111.254.162	00:00:11	00:00:10	http	1 K	00:00:00	3 (0.04746

Number of online users: 22/22, Total hits: 41, Total proctime: 00:00:14, proc/hit:

\* indicate users are visible for all

#### Figure 2.5

Click here to refresh the list





#### Mail and Mail Group Configuration (Email Alias/Group)

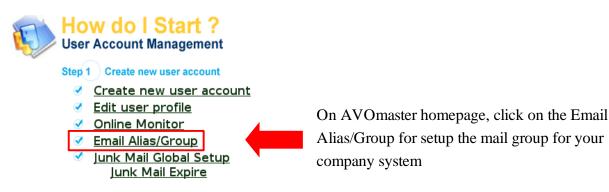
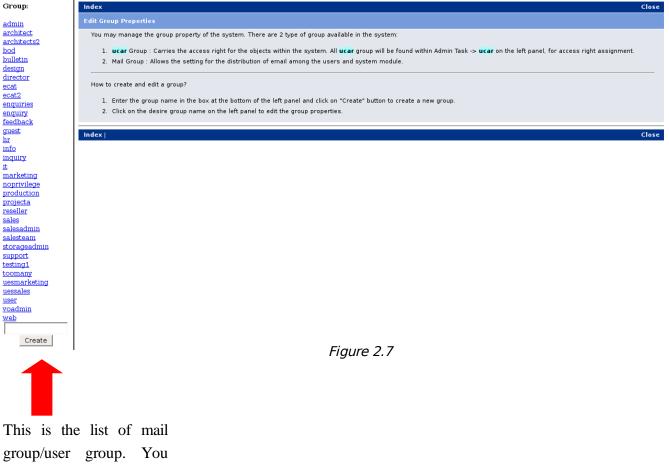
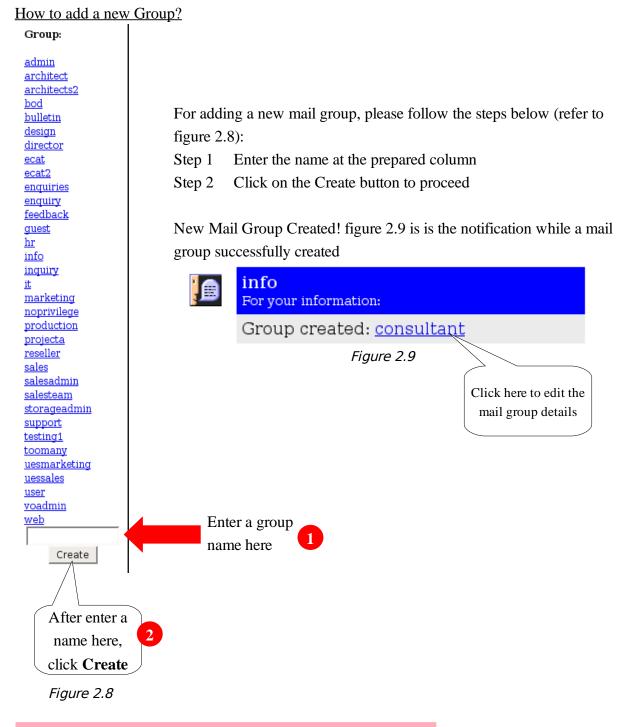


Figure 2.6



may add any group here





*Note:* click on any desired Group name to edit the Group profile



page: Group: Group: support a <u>admin</u> ☞ Enabled (use as Group in UCAR¥ architect Member: architects2 bod aaron (aaron) ieffyoung (jeffyoung) bulletin □ joey (Joey Liu) abc.name.2dots (abc.name.2dots) consultant admen (admen) ioon (joon) design 🗆 agasthiar (agasthiar) □<u>junnaini</u> (junnaini) director ecat ahbeng (ahbeng) ∏<u>jwan</u> (jwan) ecat2 ahmed (ahmed) 🗌 kama (kama) enquiries □ <u>akow</u> (akow) kat (kat) enquiry feedback [] kelly (kelly) □ <u>alexloy</u> (alexloy) □ alicia (alicia) □ kelvin (kelvin.Nga) <u>guest</u> hr alson (alson) □ <u>kevin</u> (kevin) □ alvinkum (alvinkum) □ <u>kimchu</u> (kimchu) <u>info</u> □ <u>andrea</u> (andrea) □ kkgoh (kkgoh) inquiry □ <u>andy</u> (andy) kklow (kklow) <u>it</u> marketing andy888 (andy888) knobs (knobs) noprivilege andvlau (andvlau) koh (koh) production ∏<u>kum</u> (kum) b □ andylim (andylim) <u>projecta</u> arrk (arrk) □ larry.gan (larry.gan) <u>reseller</u> 🗹 <u>avomaster</u> (avomaster) □ <u>leow</u> (leow) sales b2bmember (b2bmember) □<u>liang</u> (LiangTyan) salesadmin salesteam □ bazlan (bazlan) □ <u>liangtyan</u> (LiangTyan Fui) bernard (bernard) □ <u>lim.hyaw</u> (lim.hyaw) storageadn support testing1 bong (bong) logisticmember (logisticmember) □ louiseyap (louiseyap) bongl (bongl) toomany bong1234 (bong1234) □<u>lsn</u> (lsn) uesmarketing Candy (candy) □ <u>malcolm</u> (malcolm) uessales □ <u>carrie</u> (carrie) □<u>manager</u> (manager) user Chengghee (chengghee) maziah (maziah) voadmin Chian (chian) □ meeijen (meeijen) <u>web</u> □<u>chin</u> (chin) meor (meor) □ chris (chris) michelle (michelle) Create □ <u>chrischai</u> (chrischai) □ <u>mobile</u> (mobile) Revert Update Mail Group: support@lookafter.com 🖻 Enabled (accept and distribute messages) 🗲 Posting allow:-ⓒ All ⓒ Domain ⓒ Member Title: d e Description: Add Subject Prefix: [Support Group] h Post to Bulletin: Support g Add Thread ID (i.e. Ticket) Change Reply-to: 🕝 Message distribute as individual copy 🝘 support@lookafter.com Error-to: Access Group: 🖻 support 🗆 storageadmin 🗖 info 🗖 admin 🗖 noprivilege 🗖 design 🗖 k salesadmin 🗆 voadmin 🗆 ecat2 🗆 ecat 🗆 director 🖉 user 🗆 marketing 🗖 guest Access Level: 10 Add Footer: Moderate Group: 🛛 support 🗖 storageadmin 🧂 info 🦵 admin 🥅 noprivilege 🗖 design 🧗 salesadmin 「<u>voad</u>min 「ecat2 「ecat 「director 「user 「marketing 「guest Moderate Level: 10 m 🔽 Append "Post to..." footer n Deliver to other email: Blacklist user email:-(Type Return after each email) р 0 Revert Update S 📕 No undo. All arch x will be lost as well. Delete

Below is the group profile edit page (figure 2.10). Please find the definition of this page on the next page.





#### Definition of Figure 2.10:

- a) If this option is unchecked, this group will not under UCAR control
- b) Select user(s) to be a group member
- c) If this option disabled, the mail group email ID will not allowed to accept and distribute email.
- d) Title Title of the email
- e) Allow who to post message to this mail group: All All user under same environment
   Domain Only the user under the same domain
   Member Only Group member allowed to post
- f) Description Any description for this group
- g) Add subject Prefix Add a prefix for message title for easier recognitionAdd Thread (Ticket) Allowed the message (email) to add thread or not (for bulletin use)
- h) Post to Bulletin Whether allow the message (email) direct post to bulletin or not. Select a created bulletin topic to post message
- i) Change Reply-to While member reply a message from this mail group, the email will reply to the email stated here
- j) Message distribute as individual copy If this option is checked, mail group will deliver posting to each subscriber one-by-one, by putting recipient email address in the "To:" field instead of "bcc".
- k) Whatever error will report to the email address stated here
- 1) Which group allow to access and what is the level allow
- m) Footer will be added to all email which send out by this mail group
- n) The group allow to moderate and level allow

*Note:* From g-n are the settings for Mail group with Bulletin. For more information on this features, you may refer to VO Mail Group to Bulletin manual

- o) the blacklisted ID will show here. No email will be receive from these blacklisted ID
- p) Email address (an email address is not within Virtual Office system) stated here will receive a copy of email while there is an email send to this mail group
- q) Revert Revert to previous settings
- r) Update button Save and update the changes to this group



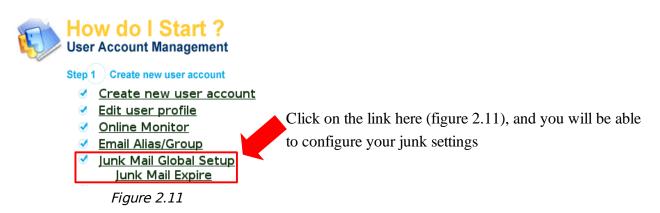
- s) If this option is checked, all email under this group will be deleted once this group is deleted and there is no way to retrieve back
- t) Delete this group

Tips 🖉

Why Mail Group?

a) Involved/relevant person will never miss out from the recipient list. For example, sales relevant email/message never miss out any salesperson if all of your salesperson add to the sales group
b) Ease of control. Users are control in "bundle"
c) Non relevant personnel will not receive P&C (private and confidential) email

#### Junk Mail Configuration



Click on Junk Mail Global Setup, you will be able to open the Global Junk setting page as below (figure 2.12). Figure 2.13 will be the Junk Expiry setting.



Global Junk Control	If this option is enabled, all
Global Junk mail control 🕫	of the individual user will
☐ Global Junk mail filtering enable Enable global Junk mail control overwrite user own Junk mail setting	be able to configure their own junk setting
When Junk mail detected: Move to user's Junk mailbox Delete immediately	
Sensitivity High (3)	
The following types of email are exempt from Junk filtering: ▼Sender is in user's Contact list □Email is addressed using user's full name	
Caution: Setting the 'Delete' option may result in losing some of your user's genuin	ne emails.
Tip: You may want to start with a less sensitive setting. Increase the sensitivity level when you are more comfortable.Click here f	for update the
Update	tings
See also: Junk Mail expiry	

Figure 2.12

When Junk Detected	Move to user's Junk Mailbox All detected junk mail will move to Junk folder directly (recommended) Delete Immediately All detected Junk mail will be deleted automatically
Sensitivity	There are 11 levels of sensitivity 1(maximum), 2 (very high), 3 (high), 4 (aggressive), 5 (moderate), 6-10 (low) and system default The lower value of sensitivity, the highest filtering level its have
Junk Exemption	Sender is in user's contact list email from sender under contact list will not detect as a junk mail Email is addressed using user's full name sender able to address user's full name will not detect as Junk

Tips 🖉

User have to check their **Junk folder** daily in case of some genuine email detected as Junk mail by system



#### Junk expiry



\* Settings takes 24 hours to take effect Figure 2.13

*Note:* System will delete the Junk mail from the Junk folder accordingly to the staying duration of its. For the setting above (figure 2.13), all those junk mail which have stay up to 30 days will be deleted from the system automatically.



#### Other Admin (VOAdmin) tasks

Beside than the previous 5 tasks, there are few more VOAdmin tasks. You can find those tasks under **Profile** > **Admin Task**. Those tasks are:

<u>Portal</u>						
First page	setting?					
Company	<pre></pre>					
Address	, Suite 101, <u>PutraWorld</u> Trade Center, NY, Australia< <u>br</u> >	Your company information				
Phone	(916)555-1212					
Fax	(916)555-7878					
Announceme	nt					
New Car Park LCS	5	Announcement This				
Please note that	t the <u>LCS</u> car park rate is now RM110/month.	announce will appear on				
LookAfter Manage	ement					
		the first page of Virtual				
		Office (figure 2.15)				
		HTML Enable HTML Script				
		<b>Don't show ASP Announcement</b> - Do not show the				
HTML	SP Announcement	announcement from Application Service Provider				
Additional inf		announcement nom Application Service Flovider				
Administrator	Name:					
	Email:	These information will be				
	Person in responsible for LVO.	display at the first page of VO				
Webmaster Emai	webmaster@lookafter.com	(figure 2.15)				
	Email for user to report broken link on your website.					
	Save					
	See also: <u>Logo</u>					
	Figure 2.14					

The settings on **Portal** will display on the user's homepage (after login to VO).



#### Homepage of Virtual Office (VO):





#### Logo

Please notify the menu bar on your top (figure 2.16). You may place your company logo on it.

Figure 2.16

User Interface 🔞	
Company Logo URL Current logo shows on lookafter.com VO displays company logo based on the following sources (which ever come first): Custom URL: Cust	Figure 2.17 is the logo configuration page of Virtual Office. You may enter any valid link which point to your company logo on Custom URL column, and your company logo will be display on the user panel (menu). Suggested logo size: 103 X 32 (pixel) Left Your logo will align to left of the menu bar Right logo align to the right To set the height of your user menu bar. Default value is 64 pixel
See also: Portal Figure 2.17	



#### Meeting

Chat topic for: look	after.com	
_Afteroffice.xml _kelvin.xml _Meeting Room A.xml _sales.xml _untitled_1151553603 _untitled_1162457638 _untitled_1162457647 _untitled_1173776869	<u>Delete</u> <u>Delete</u> <u>Delete</u> <u>Delete</u> <u>Delete</u> <u>Delete</u> <u>Delete</u>	Meeting allow VOAdmin user to manage the history of all chat topic. As mentioned on the bottom of this page (figure 2.18), the meeting topic cannot be retrieve back once you have deleted it.
_untitled_1173777252 _untitled_1173777315	<u>Delete</u> <u>Delete</u>	
untitled_11893939748 untitled_11893939870	<u>Delete</u> Delete	Click Delete to delete the meeting
untitled_11893939978 untitled_11893949272	<u>Delete</u> Delete	
 untitled_11893962073	<u>Delete</u>	
untitled_11893962128 untitled_11893962202	<u>Delete</u> <u>Delete</u>	
untitled_11903624225	<u>Delete</u>	

Update

\* Delete cannot be undone.

Figure 2.18



#### <u>Webstat</u>

# This function provide the detail information of your company web page usage statistic (figure 2.19). Usage Statistics for lookafter.com

Summary Period: Last 12 Months Generated 22-Nov-2005 01:13 MYT

											_	
	3012 3012	age sur	mary f	or looka	fter.co	n			Visits	/ Sites	e l	
Click on each month	Payees / Files / Hits	ec Jan F	eb Mar A	pr May Jun	h Jul Aug	Sep Oct				y y y		
to get a monthly	Summary by Month											
report		Daily Avg Monthly Totals										
7	Month	Hits			<b>Visits</b>	Sites			Pages	Files	Hits	
	Nov 2005	59	45	18	7	76	1909	160	383	947	1253	
	<u>Oct 2005</u>	49	34	16	6	78	2145	198	502	1066	1526	
	<u>Sep 2005</u>	50	38	14	5	86	2374	154	424	1140	1511	
	<u>Aug 2005</u>	52	<b>4</b> 2	17	6	91	2729	201	528	1308	1634	
	<u>Jul 2005</u>	82	54	22	8	101	3648	248	696	1704	2547	
	<u>Jun 2005</u>	100	67	25	7	105	4356	231	758	2039	3017	
	<u>May 2005</u>	54	40	16	6	85	2642	188	508	1247	1683	
	<u>Apr 2005</u>	65	49	17	6	92	3070	203	530	1478	1957	
	<u>Mar 2005</u>	80	62	21	7	91	3991	224	676	1940	2486	
	Feb 2005	60	44	18	6	86	2610	192	517	1255	1691	
	Jan 2005	76	59	22	6	114	3773	194	705	1831	2371	
	Dec 2004	64	50	19	6	112	3127	194	607	1566	1985	
	Totals			36374	2387	6834	17521	23661				
					5	auro	2 1 9					

Figure 2.19

On the first page of Webstat, you will get a summary of the usage statistic for last 12 months. Click on any month and you will obtain a monthly report on:

- Daily Statistic
- Hourly Statistic
- URLs
- Entry
- Exit
- Sites
- Referrers
- Agents
- Country



[Daily Statis	stics] [Hourly Statistics] [URLs] [Entry] [Exit] [S	ites] [Referrers] [Search	1] [Agents]	[Countries]
Λ	Monthly Statistics for N	ovember 2005		)
	Total Hits		1253	
	Total Files		947	
	Total Pages		383	
You may select any	Total Visits		160	
desire report from	Total KBytes		1909	
the options here	Total Unique Sites		76	
	Total Unique URLs		28	
	Total Unique Referrers		26	
	Total Unique User Agents		51	a summary
		Avg	Max	of Monthly
	Hits per Hour	2	116	· · ·
	Hits per Day	59	244	Statistic
	Files per Day	45	179	
	Pages per Day	18	57	
	Visits per Day	7	17	
	KBytes per Day	91	394	
	Hits by Response	Code		
	Code 200 - OK		947	
	Code 206 - Partial Content		4	
	Code 301 - Moved Permanently		1	
	Code 304 - Not Modified		204	
	Code 404 - Not Found		97	

#### Click on the desired Month, and a page as below will be display (figure 2.20):

Figure 2.20

With these reports, Management will be able to perform:

- risk planning & analysis
- maintenance
- user performance report
- static analysis
- etc.



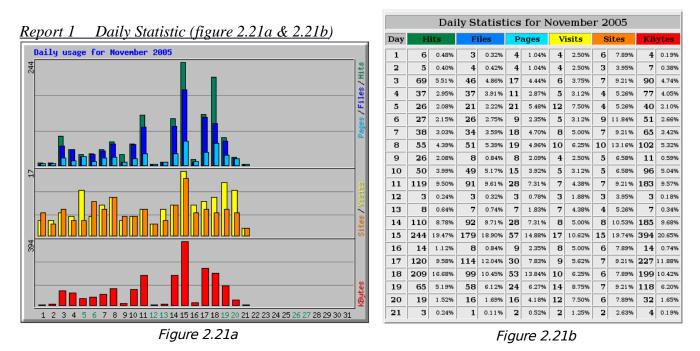
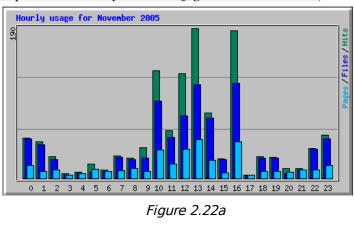


Figure 2.21a show the daily statistic in chart and figure 2.21b show in table view.



Report 2	Hourly Statistic	<u>(figure 2.22a &amp; 2.22b</u> )
	<b>C</b>	* 0

		Hou	irly S	tati	stics	s for l	Nov	em	ber 2	005			
Hour		Hit	s		File	s		Pag	re <b>s</b>	KBytes			
Hour	Avg	Т	otal	Avg	т	otal	Avg	Total		Avg T		tal	
0	2	51	4.07%	2	50	5.28%	0	16	4.18%	5	96	5.05%	
1	2	46	3.67%	2	43	4.54%	0	9	2.35%	4	89	4.679	
2	1	28	2.23%	1	24	2.53%	0	11	2.87%	2	38	1.98%	
3	0	6	0.48%	0	4	0.42%	0	4	1.04%	0	8	0.43%	
4	0	8	0.64%	0	6	0.63%	0	6	1.57%	1	11	0.60%	
5	0	18	1.44%	0	8	0.84%	0	12	3.13%	1	20	1.029	
6	0	11	0.88%	0	9	0.95%	0	9	2.35%	1	18	0.95%	
7	1	29	2.31%	1	27	2.85%	0	10	2.61%	2	52	2.739	
8	1	26	2.08%	1	24	2.53%	0	13	3.39%	2	43	2.279	
9	1	39	3.11%	1	26	2.75%	0	9	2.35%	З	59	3.109	
10	6	136	10.85%	4	98	10.35%	1	36	9.40%	9	197	10.319	
11	2	60	4.79%	2	52	5.49%	0	18	4.70%	5	111	5.81%	
12	6	132	10.53%	3	79	8.34%	1	37	9.66%	8	168	8.829	
13	9	190	15.16%	5	118	12.46%	2	49	12.79%	11	237	12.439	
14	3	83	6.62%	3	76	8.03%	1	23	6.01%	7	155	8.129	
15	1	25	2.00%	1	24	2.53%	0	7	1.83%	2	48	2.51%	
16	8	187	14.92%	5	120	12.67%	2	46	12.01%	12	244	12.779	
17	0	4	0.32%	0	3	0.32%	0	4	1.04%	0	5	0.27%	
18	1	28	2.23%	1	26	2.75%	0	9	2.35%	2	49	2.56%	
19	1	27	2.15%	1	26	2.75%	0	9	2.35%	2	48	2.50%	
20	0	13	1.04%	0	6	0.63%	0	8	2.09%	1	15	0.79%	
21	0	13	1.04%	0	11	1.16%	0	11	2.87%	1	17	0.91%	
22	1	38	3.03%	1	37	3.91%	0	11	2.87%	4	77	4.059	
23	2	55	4.39%	2	50	5.28%	0	16	4.18%	5	102	5.36%	

Figure 2.22b

Figure 2.22a show the hourly statistic in chart and figure 2.22b show in table view.



	Top 12 of 28 Total URLs										
#	Hi	its	KBy	/tes	URL	URL					
1	103	8.22%	49	2.58%	L						
2	63	5.03%	42	2.22%	/header.html						
3	61	4.87%	152	7.94%	/sidemenu.html						
4	57	4.55%	97	5.06%	/mainpg.html	mainpg.html				otal UB	RLs By KBytes
5	46	3.67%	47	2.44%	/css/default.css		_	-			
6	43	3.43%	72	3.76%	/login/	#		its		ytes	URL
7	16	1.28%	34	1.76%	/memberlogin/	1	61	4.87%	152		<u>/sidemenu.html</u>
8	13	1.04%	9	0.49%	/b2blogin.htm	2	57	4.55%	97		<u>/mainpg.html</u>
9	12	0.96%	26	1.37%	<u>/logistic_login.html</u>	3	43	3.43%	72		<u>/login/</u>
10	6	0.48%	20	1.02%	/com_profile.html	4	103	8.22%	49	2.58%	-
11	5	0.40%	10	0.53%	/contact us.html	5	46	3.67%	47		<u>/css/default.css</u>
12	3	0.24%	7	0.35%	/live_support.html	6	63	5.03%	42		<u>/header.html</u>
1	1					7	16	1.28%	34		<u>/memberlogin/</u>
	Figure 2.23a					8	12	0.96%	26		<u>/logistic_login.html</u>
	-					9	6	0.48%	20	1.02%	<u>/com_profile.html</u>
						10	5	0.40%	10	0.53%	<u>/contact_us.html</u>

### <u>Report 3 URLs (figure 2.23a & 2.23b</u>)

Figure 2.23a showed the top open URLs. Figure 2.23b showed top 10 open URLs in KB

Report 4	Entry (figure 2.24)	

	Top 10 of 10 Total Entry Pages									
#	Н	its	١	Visits	URL					
1	103	8.22%	92	57.50%	L					
2	63	5.03%	14	8.75%	/header.html					
3	57	4.55%	11	6.88%	/mainpg.html					
4	43	3.43%	10	6.25%	/login/					
5	61	4.87%	9	5.62%	/sidemenu.html					
6	12	0.96%	7	4.38%	/logistic_login.html					
7	16	1.28%	6	3.75%	/memberlogin/					
8	13	1.04%	5	3.12%	/b2blogin.htm					
9	5	0.40%	4	2.50%	/contact_us.html					
10	6	0.48%	2	1.25%	/com_profile.html					

Figure 2.24

Figure 2.23b

figure 2.24 showed the top entry page of VO. Entry page means which page user usually login



#### <u>Report 5 Exit (figure 2.25)</u>

	Top 10 of 11 Total Exit Pages									
#	Н	its		Visits	URL					
1	103	8.22%	51	32.08%	L					
2	43	3.43%	26	16.35%	/login/					
3	57	4.55%	20	12.58%	/mainpg.html					
4	61	4.87%	15	9.43%	/sidemenu.html					
5	63	5.03%	14	8.81%	/header.html					
6	13	1.04%	9	5.66%	/b2blogin.htm					
7	16	1.28%	9	5.66%	/memberlogin/					
8	12	0.96%	6	3.77%	/logistic_login.html					
9	6	0.48%	4	2.52%	/com_profile.html					
10	5	0.40%	4	2.52%	/contact_us.html					
				iauro 2 24	_					

figure 2.25 showed the top exit page by user of VO. Exit page means which page user usually log out

Figure 2.25

#### Report 6 Sites (figure 2.26a & 2.26b)

					Т	op 3(	0 o	f 76	Total Sites
#	H	lits	F	iles	KB	ytes	V	isits	Hostname
1	335	26.74%	223	23.55%	447	23.44%	10	6.25%	tm.net.my
2	265	21.15%	189	19.96%	419	21 .97%	10	6.25%	218.111.254.162
з	66	5.27%	50	5.28%	104	5.45%	30	18.75%	msnbot.msn.com
4	44	3.51%	22	2.32%	44	2.32%	1	0.62%	218.111.216.181
5	44	3.51%	42	4.44%	81	4.22%	2	1.25%	222.65.23.94
6	42	3.35%	39	4.12%	72	3.79%	2	1.25%	58.33.226.190
7	42	3.35%	42	4.44%	84	4.41%	1	0.62%	61-222-241-152.hinet-ip.hinet.net
8	33	2.63%	23	2.43%	46	2.39%	1	0.62%	210.186.103.35
9	27	2.15%	25	2.64%	54	2.84%	1	0.62%	218.111.105.82
10	26	2.08%	2	0.21%	8	0.40%	1	0.62%	60.50.159.146
11	24	1.92%	21	2.22%	45	2.36%	1	0.62%	host81-146-37-97.btremoteinternet-dsl.bt.net
12	23	1.84%	21	2.22%	44	2.31%	1	0.62%	host-81-190-242-185.malbork.mm.pl
13	22	1.76%	21	2.22%	43	2.26%	1	0.62%	192.133.129.155
14	21	1.68%	21	2.22%	42	2.20%	1	0.62%	60.188.99.82
15	21	1.68%	21	2.22%	42	2.20%	1	0.62%	dsl-del-static-088.234.95.61.touchtelindia.net
16	19	1.52%	16	1.69%	31	1.65%	16	10.00%	sv-crawlfw3.looksmart.com
17	14	1.12%	14	1.48%	33	1.73%	1	0.62%	213.42.2.11
18	13	1.04%	13	1.37%	30	1 .56%	1	0.62%	cod60-1-82-230-248-87.fbx.proxad.net
19	13	1.04%	10	1.06%	24	1.24%	7	4.38%	sv-crawl.looksmart.com
20	12	0.96%	12	1.27%	15	0.81%	11	6.88%	202.108.11.241
21	11	0.88%	11	1.16%	18	0.93%	1	0.62%	213.42.2.26
22	10	0.80%	10	1.06%	28	1.45%	1	0.62%	60-248-108-145.hinet-ip.hinet.net
23	8	0.64%	4	0.42%	11	0.57%	4	2.50%	pip-junon-vlan32.x-echo.com
24	7	0.56%	7	0.74%	8	0.42%	0	0.00%	60-248-108-142.hinet-ip.hinet.net
25	6	0.48%	6	0.63%	15	0.78%	1	0.62%	cache7-2.jed.isu.net.sa
26	5	0.40%	5	0.53%	4	0.21%	1	0.62%	213.42.2.25
27	4	0.32%	3	0.32%	5	0.27%	1	0.62%	202.189.59.59
28	4	0.32%	4	0.42%	6	0.33%	1	0.62%	66-194-6-12.gen.twtelecom.net
29	4	0.32%	4	0.42%	2	0.12%	4	2.50%	66-194-6-75.gen.twtelecom.net
30	4	0.32%	4	0.42%	6	0.33%	1	0.62%	66.35.253.170

Figure 2.26a showed all of the visited site by users

Figure 2.26a

	Top 10 of 76 Total Sites By KBytes											
#	H	lits	Files		KBytes		Visits		Hostname			
1	335	26.74%	223	23.55%	447	23.44%	10	6.25%	tm.net.my			
2	265	21.15%	189	19.96%	419	21 .97%	10	6.25%	218.111.254.162			
3	66	5.27%	50	5.28%	104	5.45%	30	18.75%	msnbot.msn.com			
4	42	3.35%	42	4.44%	84	4.41%	1	0.62%	61-222-241-152.hinet-ip.hinet.net			
5	44	3.51%	42	4.44%	81	4.22%	2	1.25%	222.65.23.94			
6	42	3.35%	39	4.12%	72	3.79%	2	1.25%	58.33.226.190			
7	27	2.15%	25	2.64%	54	2.84%	1	0.62%	218.111.105.82			
8	33	2.63%	23	2.43%	46	2.39%	1	0.62%	210.186.103.35			
9	24	1.92%	21	2.22%	45	2.36%	1	0.62%	host81-146-37-97.btremoteinternet-dsl.bt.net			
10	44	3.51%	22	2.32%	44	2.32%	1	0.62%	218.111.216.181			

This table (figure 2.26b) show the spent of bytes (KB) while visiting those site

Figure 2.26b

#### Report 7 Referrers (figure 2.27)

			Top 26 of 26 Total Referrers
#	H	lits	Referrer
1	337	26.90%	http://www.lookafter.com/sidemenu.html
2	309	24.66%	- (Direct Request)
3	135	10.77%	http://lookafter.com/sidemenu.html
4	125	9.98%	http://www.lookafter.com/header.html
5	91	7.26%	http://www.lookafter.com/mainpg.html
6	84	6.70%	http://www.lookafter.com/
7	50	3.99%	http://lookafter.com/header.html
8	33	2.63%	http://lookafter.com/mainpg.html
9	30	2.39%	http://lookafter.com/
10	11	0.88%	http://www.lookafter.com
11	10	0.80%	http://www.lookafter.com./sidemenu.html
12	6	0.48%	http://lookafter.com
13	5	0.40%	http://www.lookafter.com/com_profile.html
14	4	0.32%	http://www.lookafter.com./header.html
15	4	0.32%	http://www.lookafter.com/login/default.html
16	3	0.24%	http://www.lookafter.com.
17	3	0.24%	http://www.lookafter.com./mainpg.html
18	3	0.24%	http://www.whois.sc/
19	3	0.24%	http://www.whois.sc/lookafter.com
20	1	0.08%	http://db.afteroffice.com/biz/webB01/prd_dtl.xdb
21	1	0.08%	http://lookafter.com/login
22	1	0.08%	http://lookafter.com/login/
23	1	0.08%	http://lookafter.com/login/default.html
24	1	0.08%	http://vo.afteroffice.com/cgi-bin/vo/SID150698352ofxjydkism472.rdmail.mail.vo
25	1	0.08%	http://www.esolutions.com.my/default.htm
26	1	0.08%	http://www.google.co.uk/search

Figure 2.27



#### <u>Report 8 Agents (figure 2.28)</u>

			Top 15 of 51 Total User Agents
#	Н	lits	User Agent
1	192	15.32%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)
2	152	12.13%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
З	134	10.69%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET
4	80	6.38%	Mozilla/5.0 (X11; U; Linux i686; en-US; rv:1.7.10) Gecko/2005
5	76	6.07%	Mozilla/5.0 (Macintosh; U; PPC Mac OS X Mach-O; en-US; rv:1.7
6	69	5.51%	Mozilla/5.0 (Macintosh; U; PPC Mac OS X; en) AppleWebKit/416.
7	66	5.27%	msnbot/1.0 (+http://search.msn.com/msnbot.htm)
8	64	5.11%	Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)
9	44	3.51%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; .NET CLR 1
10	42	3.35%	Mozilla/5.0 (Windows; U; Windows NT 5.1; zh-CN; rv:1.8) Gecko
11	27	2.15%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; DigExt; .N
12	24	1.92%	Mozilla/4.0 (compatible; MSIE 5.0; Mac_PowerPC)
13	24	1.92%	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)
14	24	1.92%	Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB; rv:1.7.12) Ge
15	23	1.84%	Mozilla/5.0 (Windows; U; Windows NT 5.0; pl-PL; rv:1.7.12) Ge

figure 2.28 showed the top of use browsing application by user



#### Report 9 Countries (figure 2.29a & 2.29b)

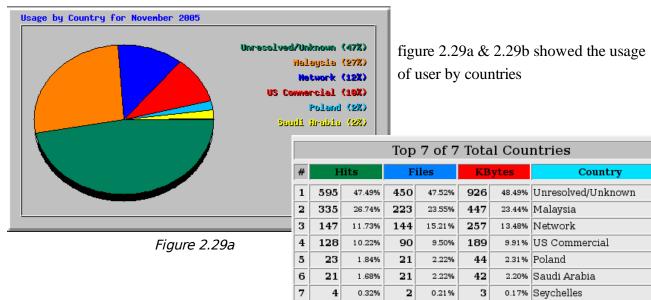


Figure 2.29b



#### SMTP Settings

#### SMTP server settings 🔞

Feature <mark>s</mark>	Option <b>s</b>	Recommend
Anti-virus	⊙On ©Off	On
Allow high risk attachment types*	©Yes ®No	No
Allow spoof email	©Yes ⊙No	No
Allow email with empty Subject	●Yes ⑧No	No
Update		

\* Attachment ends with the following extension:

.ZIP, .BAS, .BAT, .CHM, .CMD, .COM, .DLL, .EXE, .HLP, JAVA, JS, JSE, .LNK, .PIF, .PL, .REG, .SCR, .SHB, .SHS, .SSH, .VBS, .VBE, .WSF, .CPL

Fiaure	2.30	
riguic	2.50	

On figure 2.30, SMTP settings allow your mail outgoing server embed with these settings:

- Anti Virus (Recommended to enable)
- Allow high risk attachment types if this option enable, your mail system will face a higher risk on email attacking. Hacker can attach executable file on email which allow user to execute (Recommended to disable)
- Allow spoof email (Recommended to disable) E-mail spoofing is a term used to describe fraudulent email activity in which the sender address and other parts of the email header are altered to appear as though the email originated from a different source. E-mail spoofing is a technique commonly used for spam e-mail and phishing to hide the origin of an e-mail message.

#### <u>FTP</u>

FTP Account Information

Status: FTP server: Alternate FTP server: Login name: Login Password: Space quota: Disk usage: Free space:	enabled ftp.lookafter.com ftp.agnx.com lookafter easy123 15 MB 92.7 K 14.91 MB	Status of your FTP server	<i>Note:</i> FTP settings allowed you to view your FTP status and change of password for FTP login only
---	---	------------------------------	---

We recommend to use Open Source (Free) FileZilla FTP client, more info at: http://fileZilla.sourceforge.net

Change FTP password		
Change Password Save	Change your FTP login	
Note:	password here	

1. FTP account here allow webmaster to update home page access via http://www.lookafter.com by using FTP client application.

Password is CASE SENSITIVE.

3. First file in FTP directory should be one of the following: default.htm, default.html, index.html, index.html

Figure 2.31





HumanTouch LookHumanTou	Lovaliui	Click here to new Human	
New	Title	Support	Title of this LookHumanTouch
<u>sales</u> <u>marketing</u> <u>Projector</u>	User	bernard IT	When a guest click on LookHumanTouch link on your web site, the users listed on the right will be getting a private chat invitation through IM. The user must be online (login into LVO) to recieve the IM. Type the user name only (without <i>@lookafter.com</i> ), start each user name with new line.
1	Message	Online support required	The message to send when IM to all the user online.
The list of your			
existing HumanTouch	LVO	humantouch @lookafter.com	The LookHumanTouch user will login as this AVO account. You may want to set this user's UCAR Group to Guest, and enable only Meeting functions for this account. This must be a valid AVO account.
	Humanless	e	Go to this URL link when there is no one online. You may put up a help page, or an <u>email</u> return form for the guest to drop comment conveniently.
	Room	□Create Private Room	Create a Private Room to accommodate every new incoming session
		LookHumanTouch: jnx.com/cgi-bin/vo/humanto	ouch.user.vo?host=lookafter.com&profile=1193806224
	Include the abo	ove link in your web site so that you	ur guests may "talk" to you immediately.
			Test it now g
			Save
			Delete
Ι	L	Fig	igure 2.32

*Note:* HumanTouch - online virtual support provided to all online customer.

- a) Name of HumanTouch You can have lots of HumanTouch on your web page (for sales support, technical support and etc.)
- b) User Who is the person(s) in charge (Support staff)
- c) What message will person in charge receive when there is a request from online customer
- d) LVO Group for the HumanTouch. Customer must be added to this group and provide access right in UCAR as a **guest** (Group = Mail Group) in order to get connected with person in charge
- e) Humanless when there is no online support staff, the request person (online customer) will lead to a page for fill up a form. The form will be forwarded to the email address which stated here.
- f) This is the link for your HumanTouch. You may embed this link on your web page to allowed customer get connected anytime, anywhere



- g) click Test it now to try out your HumanTouch settings
- h) Save button save the changes
- i) Delete the selected HumanTouch Note: to delete any HumanTouch, you need to click (select) from the list, then click Delete button

More details on configure HumanTouch, you may refer to the message on HumanTouch setting page (figure 2.32).

ublic Access						
Public Access	?					Click on this link to
Access name	User	Access point		C N F A		test out the settings
1. <u>ecatalogue</u>	guest	[ref].view.cat.vo			<b>Î-</b>	
2. <u>bulletin</u>	guest	Bulletin			<b>İ</b> .	
3. <u>webmail</u>	test	Email			<b>İ</b> .	
4. <u>logistic</u>	testing	[ref].srchjob.log	istic.vo		<b>İ</b> .	
5. <u>bull2</u>	guest	[ref].view.lll.vo			<b>b</b>	Enter an Access name
6. <u>guest storage</u>	guest	Storage			<b>b</b>	for new Access
						Whose the user to
New access point						access to these
Access name				_		
As user	Select us	er	•			accesses
Access point	Bookn	nark 🔽				setup the access
	0					point
	0			-		point
Options	□Single	e session for all a	ccess			
	∏ Requ	ire name				
	□Requ	ire email				
		New				
	See also: <u>M</u>	anage Users   Manage Gro				
		Figure 2.33				
Tips 🖉			-	the New	_	
			part a	and click	here to a	dd a
To delete the s	selected	Access	$\subseteq$	new acce	ss point	

*Note:* Normally this is a function for development or testing purpose.

Scenario – you may embed an public access link on your web page to allowed your prospect to test out the system (bear in mind that, please ensure the access rights for the public access before implement)



#### <u>Newsletter</u>

Sub	scribe File Li	st 🕐	
1.	Subscribe <u>newsletter</u>	Total 7	Last email tester1@test.com
		[New	table ]

Figure 2.34a

Subscribe File: 1	newsletter				
	Date	Time	Email	IP	Name
1. <u>DELETE</u>	1/17/07	3:28:23 PM	fui@afteroffice.com	218.111.254.162	fui
2. <u>DELETE</u>	1/17/07	5:16:06 PM	fuix@after.com.my	218.111.254.162	sdfasdf
3. <u>DELETE</u>	1/17/07	5:36:08 PM	test@test.com	202.133.100.70	test
4. <u>DELETE</u>	1/17/07	7:20:21 PM	tester@test.com	202.133.100.70	
5. <u>DELETE</u>	1/17/07	7:23:05 PM	tester1@tester.com	202.133.100.70	tester1
6. <u>DELETE</u>	1/17/07	7:31:28 PM	tester2@test.com	202.133.100.70	
7. <u>DELETE</u>	1/17/07	8:21:58 PM	tester1@test.com	202.133.100.70	

List table | Bulk email | Export table | Clear all records

#### Figure 2.34b

You may provide newsletter subscription to your customer (prospect). For more information on this feature, you may contact **AfterOffice** Sales and Marketing department.



## Chapter 3: UCAR (User Control Access Right)

UCAR is a feature allow VOAdmin user restrict the accessibility of user(s). With this feature embedded, user will block from some restricted page of Virtual Office.

How the restriction work?

The user(s) can restrict by:

- Not giving user/group authorization
- Giving rights to the involved/right person only
- not enough privileged (level)

#### Below are the scenarios for above (table 3.1):

Not Authorized	General user will not have rights to visit VOAdmin/Mangerial page
Only Involved person	Only Sales person will have the rights to access the sales management tools
Not enough privileged	Salesperson cannot access to the Sales Manager control page under the sales
	management tools

Table 3.1

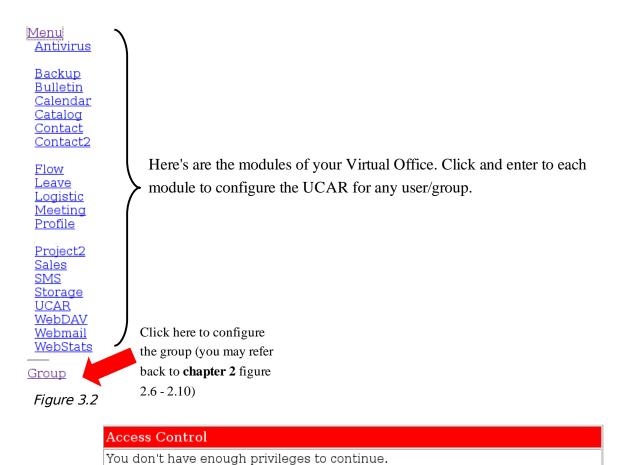
#### How to configure UCAR? Go to Virtual Office > Profile > Admin Task > UCAR

Modules		Menu - Top Level Menu Access Control 🛛	
	Task	Group Level	
Menu	<b>UCAR Settings</b>	support storageadmin info admin noprivilege design salesadmin voadmin 10 ecat2 ecat director user marketing guest	
Antivirus B2B	<mark>⊯</mark> Home Menu	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat デdirector デuser 「marketing 「guest	
<u>Backup</u> <u>Bulletin</u> Calendar	₩ebmail	「support 「storageadmin 「info 「admin ☞ noprivilege 「design ☞ salesadmin 「voadmin 「 ecat2 「ecat ☞ director ☞ user 「marketing 「guest [10]	Figure 3.1 show the
<u>Catalog</u> <u>Contact</u>	<b>∦</b> Profile	「support 「storageadmin 「info 「admin F noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director F user 「marketing 「guest []0	homepage of UCAR
<u>Contact2</u> <u>Database</u> <u>Flow</u>	Bulletin	F support	
<u>Leave</u> Logistic	Meeting	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest 」	
<u>Meeting</u> <u>Profile</u> Project	Tools	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ 10 [10] ecat2 □ ecat □ director □ user □ marketing □ guest	
Project2 Sales	Storage	「support 「storageadmin 「info マadmin ア noprivilege 「design マ salesadmin マ voadmin 「 ecat2 マ ecat マ director マ user 「 marketing マ guest [10]	
<u>SMS</u> <u>Storage</u> UCAR	<u>∎</u> Calendar	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ 10 [10] ecat2 □ ecat □ director □ user □ marketing □ guest	
<u>WebDAV</u> Webmail	aLogout	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest [10]]	
WebStats	<b>O</b> Help	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest □ 10	
<u>Group</u>	⊠Compose message	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest []	
	∎Notepad	「support 「storageadmin 「info 「admin √noprivilege 「design 「salesadmin 「voadmin ∏ ecat2 「ecat 「director √user 「marketing 「guest ]	
	<mark>▶</mark> Bookmark	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest []	<b>F' 31</b>
	Calculator	Support Storageadmin Finfo admin Fnoprivilege design Salesadmin Voadmin 10	Figure 3.1



When Click on UCAR under Admin Task, you will able to find a panel on your left (figure 3.2)

#### Modules



Module: 'UCAR', Task: 'Enter UCAR Management '

1. Your system administrator has disabled your access to this page.

Why are you getting this?

2. Your domain do not have this feature.

Figure 3.3

Back

*Note:* If a user do not have the access right under particular page, the above message/notification (figure 3.3) will be display on screen.



#### <u>UCAR Menu</u>

LOOKafter.com 🚹 Home 😹 Email 🕉 Profile 💿 Bulletin 👧 Meeting 👝 BizApp 🗾 Storage 📩 Calendar 📲 Project 📊 Logout 📥 Help
---

Figure 3.4

#### Figure 3.4 is the menu bar on VO page. Below are the UCAR control page for menu bar (figure 3.5):

Access Control: Task	Menu - Top Level Menu Access Control 🖗		Level
UCAR Settings	support storageadmin info admin noprivilege design salesadmin vo ecat2 ecat director user marketing guest	admin 🗖	10
<mark>∂</mark> Home Menu	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「vo ecat2 「ecat 「director 「user 「marketing 「guest	admin 🗖	10
<mark>⊠</mark> Webmail	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
<b>∦</b> Profile	□support □storageadmin □info □admin □noprivilege □design □salesadmin □vo ecat2 □ecat □director □user □marketing □guest	admin 🗖	10
Bulletin	▼ support	admin 🗖	10
#Meeting	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🔲	10
Tools	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
<b>⊟</b> Storage	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
Calendar	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
<mark>⊜</mark> Logout	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🔲	10
<b>?</b> Help	⊂support ⊂storageadmin ⊂info ⊂admin ⊂noprivilege ⊂design ⊂salesadmin ⊂vo ecat2 ⊂ecat ⊂director ⊂user ⊂marketing ⊂guest	admin 🗖	10
<mark>⊠</mark> Compose message	□support □storageadmin □info □admin □noprivilege □design □salesadmin □vo ecat2 □ecat □director □user □marketing □guest	admin 🗌	10
∎Notepad	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
<mark>▶</mark> Bookmark	□support □storageadmin □info □admin □noprivilege □design □salesadmin □vo ecat2 □ecat □director ⊡user □marketing □guest	admin 🗖	10
<mark>⊠</mark> Calculator	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
<mark>⊫</mark> Contact	□support □storageadmin □info □admin □noprivilege □design □salesadmin □vo ecat2 □ecat □director □user □marketing □guest	admin 🗖	10
<mark>⊨</mark> Project Manager	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ vo ecat2 □ ecat □ director □ user □ marketing □ guest	admin 🗖	10
	Save Reset	Figure 3	3.5

user group must be selected in order to allow the particular module's icon appear on menu bar

The settings on Menu UCAR (figure 3.5) will affect the layout of the menu bar (figure 3.4). If one of this option is deselected from any user group, this group will not find the module/feature icon on the menu bar.

<b>UCAR</b> Settings	Which group of user allow to configure UCAR settings
Home Menu	Which selected group will be able to find the Home menu icon on the menu bar
⊠Webmail	Which group of user will allow to access webmail
<b>Profile</b>	Selected user group allow to access Profile configuration page
<b>₽</b> Bulletin	Selected user group allowed to visit Bulletin page and use the function under this module
#Meeting	Selected user group allowed to visit Meeting page and use the function under this module
Tools	Selected user group allowed to use the functions under Tools such as Notepad, Bookmarks, Contacts and Calculator
Storage	Selected user group allowed to access Storage Center page and use the function under this module
Calendar	Selected user group allowed to access Calendar page and use the function under this module
Logout	This is a must for all VO user. If this selection is unchecked, user will not be able to log out from the system until timeout
Help	Selected user group will allow to access help page of VO
<sup>™</sup> Compose message	Selected user group allowed to access to message composing page
Notepad	Selected user group allowed to utilized the function of Notepad under VO
<b>▶</b> Bookmark	Selected user group allowed to utilized the function of Bookmarks under VO
Calculator	Selected user group allowed to utilized the function of Calculator under VO
Contact	Selected user group allowed to utilized the function of Contact Book under VO
EProject Manager	Selected user group allowed to utilized the function of Project Manager under VO

# Tips 🖉

Table 3.2

Level – This column allow you to set the access level. If the user do not have enough level (privileged), this user will blocked to access particular page or perform particular activity. Default value is 10. Scenario: user A was under Group Sales. Group Sales was given rights to access Profile module. The level for access Profile is set to 5 but user A was set to level 10, therefore user A blocked to access Profile. (The lesser value have greater accessibility)



#### UCAR Anti-Virus

Access Control: Ar	Access Control: Antivirus - General Control 😨		
Task	Group	Level	
AManage UCAR	Support storageadmin info dadmin noprivilege design salesadmin voadmin ecat2 ecat director user marketing guest	1	
Manage Antivirus Options	□support □storageadmin □info □admin □noprivilege □design □salesadmin ☑voadmin □ ecat2 □ecat □director ☑user □marketing □guest	10	
	Save Reset		

Figure 3.6

#### Figure 3.6 show the UCAR setting for Anti-Virus.

Manage UCAR	Selected user group allowed to configure the UCAR settings for Anti-	
	Virus module	
Manage Antivirus Options	Selected user group allowed to configure the settings for Anti-Virus	
	module	
T-1/- 2 2		

Table 3.3

#### <u>UCAR</u> Backup

Access Control: Backup - Backup 🔞			
Task	Group	Level	
AManage Backup Access	support storageadmin info admin noprivilege design salesadmin voadmin ecat2 ecat director user marketing guest	1	
Use Storage Backup Client "StorageSync"	□support □storageadmin □info □admin □noprivilege □design □salesadmin マ voadmin □ecat2 □ecat □director ⊡user □marketing □guest	10	
Manage Server Backup (not available)	「support 「storageadmin 「info ⊽admin 「noprivilege 「design 「salesadmin ▼ voadmin 「ecat2 「ecat 「director 「user 「marketing 」guest	1	
	Save Reset		

Figure 3.7

#### Figure 3.7 showed the UCAR page for Backup.

Manage Backup Access	Selected user group allowed to perform UCAR settings for backup feature
Use Storage Backup Client "StorageSync"	Selected group allowed to use the Backup tools called StorageSynce which powered by AfterOffice
Manage Server Backup	This function is not available
	Table 3.4



#### <u>UCAR Bulletin</u>

Access Control: E	Access Control: Bulletin - Bulletin General Control 🔞		
Task	Group	Level	
<mark>9</mark> Bulletin UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin exception salesadmin voadmin salesadmin s	10	
Access Bulletin	マ support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin マvoadmin 「 ecat2 「ecat 「director マuser 「marketing 「guest	10	
Create Forum	F support 「 storageadmin 🦵 info 🔽 admin 🦷 noprivilege 🦵 design 🦷 salesadmin 🔽 voadmin 🧮 ecat2 🗍 ecat 🗍 director 🔽 user 🗍 marketing 🗍 guest	10	
Browse Private forum	マ support 「storageadmin 「info マadmin 「noprivilege 「design 「salesadmin マ voadmin 「 ecat2 「ecat 「director マ user 「marketing マ guest	10	
Browse Public forum	F support 🛭 storageadmin 🔽 info 🔽 admin 🗖 noprivilege 🗖 design 🗖 salesadmin 🔽 voadmin 🧮 ecat2 🗍 ecat 🗍 director 🔽 user 🗍 marketing 🔽 guest	10	
Modurate forum	Fsupport 「storageadmin 「info Fadmin 「noprivilege 「design 「salesadmin Fvoadmin 「 ecat2 「ecat 「director Fuser 「marketing 「guest	10	
	Save Reset		

Figure 3.8

Figure 3.8 showed the UCAR settings page for Bulletin.

Bulletin UCAR Setting	Selected user group allowed to configure the UCAR settings for Bulletin	
Access Bulletin	Selected user group allowed to access Bulletin	
Create Forum	Selected user group allowed to create forum	
Browse Private forum	Selected user group allowed to browse all existing private forum	
Browse Public forum	Selected user group allowed to browse all existing public forum	
Moderate forum	Selected user group will become Moderator for the forum	

Table 3.5



#### <u>UCAR Calendar</u>

Access Control:	Access Control: Calendar - Calendar 🔞		
Task	Group	Level	
UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin ecat2 fecat director user marketing guest	1	
Access Calendar	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Create new calendar	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Delete calendar	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Add new item	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Use sharing	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
	Save Reset		

#### Figure 3.9

Figure 3.9 showed the UCAR configuration page of Calendar

Access Calendar Create new calendar	Selected user group allowed to access Calendar Selected user group allowed to Create a new calendar
Delete calendar	Selected user group allowed to delete an existing calendar
Add new item	Selected user group allowed to add new item (events)
Use Sharing	Selected user group allowed to use the calendar sharing features

Table 3.6



## <u>UCAR</u> e-Catalog

Access Control: Cat <sub>Task</sub>	alogue - eCa Group	talogue Ge	eneral C	Control 🔞						Leve
⊿Manage Catalog UCAR	support cecat2 cecat					🗖 design	🦳 salesadmin	🗹 voadmin	Γ	10
Admin Access	□support □ ecat2 □ecat					🗌 design	🗌 salesadmin	🔽 voadmin	~	10
Use and access	□ support □ ecat2 □ ecat					∏ design	∏ salesadmin	🔽 voadmin	7	10
Sub-category detail	□ support □ ecat2 □ ecat					🗌 design	🗌 salesadmin	🔽 voadmin	~	10
Creat sub-category	⊂support ⊂ ecat2 ⊂ecat					∏ design	🦳 salesadmin	🔽 voadmin	<b>v</b>	10
Edit sub-category	□support □ ecat2 □ecat					🗌 design	🔲 salesadmin	🔽 voadmin	<b>v</b>	10
Delete category	□ support □ ecat2 □ ecat					∏ design	🗍 salesadmin	🔽 voadmin	<b>V</b>	10
Category Item	□ support □ ecat2 □ ecat					🗌 design	🗌 salesadmin	🔽 voadmin	7	10
Catalog detail	□ support □ ecat2 □ ecat					∏ design	🦳 salesadmin	🔽 voadmin	~	10
Create Item	□support □ ecat2 □ecat					🗌 design	🗌 salesadmin	🔽 voadmin	2	10
Edit item	□support □ ecat2 □ecat					∏ design	🥅 salesadmin	🔽 voadmin	~	10
Delete item	□ support □ ecat2 □ ecat					🗌 design	🗌 salesadmin	🔽 voadmin	7	10
View User	□ support □ ecat2 □ ecat					∏ design	🕅 salesadmin	🔽 voadmin	Γ	10
View User Detail	□support □ ecat2 □ecat					🗌 design	🗌 salesadmin	🔽 voadmin		10
Search for User	□ support □ ecat2 □ ecat					∏ design	🕅 salesadmin	√voadmin	Γ	10
B2C	ecat2 🗌 ecat	□ director	🗆 user	🗆 marketing	g 🔽 guest		🗖 salesadmin			10
B2B Setting	ecat2 🗌 ecat	☐ director	🔽 user	🥅 marketing	g 🔽 guest		🥅 salesadmin			10
B2B Group	ecat2 🗌 ecat	□ director	🔽 user	🥅 marketing	g 🔽 guest	-	□ salesadmin			10
B2B Member	ecat2 🗌 ecat	☐ director	🔽 user	🥅 marketing	g 🔽 guest		□ salesadmin			10
Create B2B Member	ecat2 🗌 ecat	director	🔽 user	🗆 marketing	g 🔽 guest	-	□ salesadmin			10
Edit B2B Member	ecat2 🗌 ecat	director	🔽 user	🥅 marketing	g 🔽 guest		∏ salesadmin			10
Delete B2B Member	ecat2  ecat				g 🔽 guest	i aesign	i salesadmin	r voadmin		10

Figure 3.10

Figure 3.10 showed the UCAR configuration page for e-Catalog. The functionality for e-Catalog UCAR is on table 3.7.



Manage Catalog UCAR	Selected user group allowed to perform the UCAR configuration
Admin access	Selected user group will have the Admin access right to this module
Use and access	Selected user group allowed to use and access this module
Sub-Category Details	Selected user group allowed to view and mange the sub-category(s) details
Create Sub-category	Selected user group allowed to create new sub-category for e-Catalog
Edit Sub-Category	Selected user group allowed to edit the details for sub-category
Delete Category	Selected user group allowed to delete desired category
Category Item	Selected user group allowed to view and manage the Category Item
Catalog Details	Selected user group allowed to view and manage the Catalog details
Create Item	Selected user group allowed to create item for e-Catalog
Edit item	Selected user group allowed to edit and existing item
Delete item	Selected user group allowed to delete and existing item
View user	Selected user group allowed to view all online user activity
View user detail	Selected user group allowed to view all user details
Search user	Selected user group allowed to search for desire user
B2C	Selected user group have access to B2C module
B2B Setting	Selected user group allowed to configure B2B settings
B2B Group	Selected user group allowed to view and manage B2B group
B2B member	Selected user group allowed to view and manage B2B member
Create B2B member	Selected user group allowed to create new B2B member
Edit B2B member	Selected user group allowed to edit existing B2B member's detail
Delete B2B member	Selected user group allowed to delete existing B2B member



### <u>UCAR</u> Contact (Address Book)

Access Control: Contact - Contact Manager 🝘				
Task	Group	Level		
∠UCAR Setting	🔽 support 🔽 storageadmin 🔽 info 🗹 admin 🗖 noprivilege 🗖 design 🗖 salesadmin 🔽 voadmin 🗖 ecat 2 🛑 ecat 🗖 director 🗖 user 🗖 marketing 🔽 guest	1		
Access Contact Manager	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin ∀voadmin 「 ecat2 「ecat 「director ∀user 「marketing 「guest	10		
Create new record	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10		
Import records	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10		
Export records	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10		
	Save Reset			

Figure 3.11

Figure 3.11 showed the UCAR configuration page of Contact (Address Book). The Address Book is under Webmail module.

UCAR Setting	Selected user group allowed to configure the UCAR setting for Address Book
Access Contact Manger	Selected user group allowed to access to Address Book
Create new record	Selected user group allowed to allow to create new contact or record
Import records	Selected user group allowed to import records to Address Book
Export records	Selected user group allowed to export records from Address Book
	Table 2.0



UCAR	Contact2	(Contact Manager 2)	

Access Control: C	ontact2 - Contact2 General Control 📀	
Task	Group	Level
AManage Contact	support storageadmin info admin noprivilege design salesadmin voadmin ecat2 cat director user marketing guest	10
Use and access	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	10
Settings	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
Manage fields	「support 「storageadmin ∏info 「admin ∏noprivilege 「design 「salesadmin √voadmin ∏ ecat2 「ecat 「director √user 「marketing 「guest	10
Manage label	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
Import	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	10
Export	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin √voadmin 「 ecat2 「ecat 「director √user 「marketing 「guest	10
	Save Reset	

Figure 3.12

Figure 3.11 showed the UCAR configuration page for Contact Manager 2. Contact Manger 2 is under BizApp.

Manage Contact UCAR	Selected user group allowed to configure the UCAR settings for Contact Manger 2
Use and Access	Selected user group allowed to use and access contact manger 2
Settings	Selected user group allowed to configure the Admin settings for Contact Manger 2
Manage fields	Selected user group allowed to manage the field under Contact Manager 2
Manage Label	Selected user group allowed to manage the label under Contact Manger 2
Import	Selected user group allowed to import record to Contact Manger 2
Export	Selected user group allowed to export record from Contact Manager 2

Table 3.9



## <u>UCAR Flow (Workflow)</u>

Access Control:	Flo - Flow Management	General Control 🝘			
Task	Group				Level
UCAR Setting	Support Storageadmin Cecat Cirector Store	☐ info 🔽 admin 🔲 noprivilege ☐ marketing 📕 guest	🗖 design 🧧 salesadmin	🗹 voadmin 🔽 ecat2	1
Access to Workflow	□ support □ storageadmin □ ecat □ director □ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🛛 salesadmin	🔽 voadmin 🔲 ecat2	10
Default Setting	□ support □ storageadmin □ ecat □ director □ user	∏info ⊽admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	1
Template Listing	□ support □ storageadmin □ ecat □ director □ user	∏info ⊽admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	1
Create new template	□ support □ storageadmin □ ecat □ director □ user	□ info 🔽 admin □ noprivilege □ marketing □ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	1
Update template	□ support □ storageadmin □ ecat □ director □ user	∏info ⊽admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🗌 ecat2	1
Delete template	□ support □ storageadmin □ ecat □ director □ user	□ info □ admin □ noprivilege □ marketing □ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	1
Flow Listing	□ support □ storageadmin □ ecat □ director ☑ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗌 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	10
Create new flow	□ support □ storageadmin □ ecat □ director □ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	10
Update flow	□ support □ storageadmin □ ecat □ director □ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🥅 ecat2	10
Delete flow	□ support □ storageadmin □ ecat □ director □ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	10
Template to Flow	□support □storageadmin □ecat □director □user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🦳 ecat2	10
		Save Reset			

Figure 3.13

# Figure 3.13 showed the UCAR configuration page of Workflow

UCAR Setting	Selected user group allowed to configure the UCAR settings for Workflow module	
Access to Workflow	Selected user group allowed to access to Workflow	
Default Setting	ng Selected user group allowed to configure Admin settings for Workflow module	
Template listing	Selected user group allowed to view and manage the existing template	
Create new template	Selected user group allowed to create new template for Workflow	
Update Template	Selected user group allowed to update the settings for Workflow template	
Delete Template	Selected user group allowed to delete an existing template	
Template to flow         Selected user group allowed to access/execute flow through template		



## <u>UCAR Leave (e-Leave)</u>

Task	ntrol: Leave - eLeave General Control 🕢 Group	Level
UCAR Setting	storg Support storageadmin info admin noprivilege design salesadmin voadmin ecat2 ecat director user marketing guest	1
Access eLeave	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin Fvoadmin 「ecat2 「 ecat 「director Fuser 「marketing 「guest	10
Setting eLeave	□support □storageadmin □info □admin □noprivilege □design □salesadmin □voadmin □ecat2 □ ecat □director □user □marketing □guest	1
eLeave	ecat director user marketing guest	

### Figure 3.14

# Figure 3.14 showed the UCAR configuration page for e-Leave

<b>UCAR</b> Setting	Selected user group allowed to configure the UCAR settings for e-Leave module
Access eLeave	Selected user group allowed to access e-Leave module
Setting eLeave	Selected user group allowed to configure Admin settings for e-Leave



#### <u>UCAR Logistic</u>

Access Control:	Logistic - Logistic Traci	king General Control 🕅			
Task	Group				Level
<mark>⇔</mark> UCAR Setting	Support storageadmin cat director user	☐ info 🔽 admin 🔲 noprivilege ☐ marketing 📕 guest	🗖 design 🧮 salesadmin	🗹 voadmin 🔽 ecat2	1
Access Logistic	□ support □ storageadmin □ ecat □ director □ user	∏info ∏admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🗹 voadmin 🗌 ecat2	10
Admin Access	□ support □ storageadmin □ ecat □ director □ user	□ info 🔽 admin □ noprivilege □ marketing □ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	10
Default Setting	□ support □ storageadmin □ ecat □ director □ user	∏info ⊽admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	10
Job sheet Listing	□ support □ storageadmin □ ecat □ director □ user	└ info └ admin └ noprivilege └ marketing └ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🗍 ecat2	10
Create Job Sheet	□ support □ storageadmin □ ecat □ director □ user	∏info ⊽admin ∏noprivilege ∏marketing ∏guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	10
Comment Job Sheet	□ support □ storageadmin □ ecat □ director □ user	└ info └ admin └ noprivilege └ marketing └ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🗍 ecat2	10
Update Job Sheet	□ support □ storageadmin □ ecat □ director □ user	∏info 🔽 admin ☐ noprivilege □ marketing ☐ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔲 ecat2	10
Delete Job Sheet	□ support □ storageadmin □ ecat □ director □ user	└ info └ admin └ noprivilege └ marketing └ guest	🗖 design 🔲 salesadmin	🔽 voadmin 🔽 ecat2	10
		Save Reset			

Figure 3.15

# Figure 3.15 showed the UCAR configuration page for Logistic module

<b>✦</b> UCAR Setting	Selected user group allowed to configure the UCAR settings for Logistic module
Access Logistic	Selected user group allowed to access to Logistic module
Admin Access	Selected user group will have the Admin access to Logistic module
Default Setting	Selected user group allowed to configure the Admin settings on Logistic module
Job Sheet Listing	Selected user group allowed to view and manage existing Job sheet
Create Job Sheet	Selected user group allowed to create new Job Sheet
Comment Job Sheet	Selected user group allowed to comment existing Job Sheet
Update Job Sheet	Selected user group allowed to update the existing Job Sheet
Delete Job Sheet	Selected user group allowed to delete existing Job Sheet
<u> </u>	Table 3.12

*Table 3.12* 



### UCAR Meeting

Access Control: Meeting - Meeting General Control 😨			
Task	Group	Level	
UCAR Setting	🔽 support 🔽 storageadmin 🔽 info 🔽 admin 🔽 noprivilege 🔽 design 🔽 salesadmin 🔽 voadmin 🗖 ecat 2 🖉 ecat 🗖 director 🖓 user 🔽 marketing 🔽 guest	10	
Access to Meeting	□support □storageadmin □info □admin □noprivilege □design □salesadmin ⊽voadmin □ ecat2 □ecat □director ⊽user □marketing ⊽guest	10	
Create new topic	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Delete topic	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Rename topic	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Post into Meeting	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Send instant messages	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
	Save Reset		

Figure 3.16

# Figure 3.16 showed the UCAR configuration page for Meeting module

UCAR Setting	Selected user group allowed to configure the UCAR settings for Meeting module
Access to Meeting	Selected user group allowed to access to Meeting module
Create new topic	Selected user group allowed to create a new topic under Meeting module
Delete Topic	Selected user group allowed to delete an existing topic for Meeting
Rename topic	Selected user group allowed to rename any existing meeting topic
Post into Meeting	Selected user group allowed to post message to any topic of Meeting
Send instant Messages	Selected user group allowed to send instant message to any online user



### <u>UCAR Profile</u>

Access Control: Profile Task	- General Control 🖗 Group				Leve
UCAR Setting	support storageadmin info admin ecat2 ecat director user marketir		n 🗖 salesadmin	🗹 voadmin	10
Access profile	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director ⊽user 「marketir		n 🗖 salesadmin	🔽 voadmin	10
Change Password	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director √user 「marketin		n 🥅 salesadmin	🔽 voadmin	10
Change security options	「support 「storageadmin 「info 「admin 「 「ecat2 ∏ecat 「director ⊽user 「marketir		n 🔲 salesadmin	🔽 voadmin	10
Manage personal email option	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🥅 salesadmin	🔽 voadmin	10
Change Automation	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🔲 salesadmin	🔽 voadmin	10
Access General Info	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🥅 salesadmin	🔽 voadmin	10
Access Appearance	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director ⊽user 「marketin		n 🔲 salesadmin	🔽 voadmin	10
Anti-virus	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director ⊽user 「marketir		n 🥅 salesadmin	🔽 voadmin	10
Customised Menu	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🔲 salesadmin	🗸 voadmin	10
Customised Meeting Profile	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director √user 「marketir	noprivilege 🔽 desig: ng 🔽 guest	n 🥅 salesadmin	🔽 voadmin	10
View log	「support 「storageadmin 「info ∀admin 「 「ecat2 ∏ecat ∏director ∀user 「marketir		n 🔲 salesadmin	🗹 voadmin	10
Manage Junk-mail	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director √user 「marketir		n 🥅 salesadmin	🔽 voadmin	10
Manage domain (zone) record	「support 「storageadmin 「info ∀admin 「 「ecat2 ∏ecat ∏director 「user 「marketir		n 🔲 salesadmin	🔽 voadmin	10
Manage group	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🥅 salesadmin	🔽 voadmin	10
Manage user account	「support 「storageadmin 「info ∀admin 「 「ecat2 ∏ecat ∏director 「user 「marketir		n 🔲 salesadmin	🔽 voadmin	10
Manage Postoffice	「support 「storageadmin 「info ▼admin 「 「ecat2 「ecat 「director 「user 「marketir		n 🥅 salesadmin	🔽 voadmin	10
Change first page	「support 「storageadmin 「info ∀admin 「 「ecat2 「ecat 「director 「user 「marketir		n 🗖 salesadmin	🔽 voadmin	10
Manage Public Access	「support 「storageadmin 「info ∀admin 「 「ecat2 「ecat 「director 」user 「marketir		n 🥅 salesadmin	🔽 voadmin	1
Change logo and background	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🗖 salesadmin	🔽 voadmin	10
Manage Human Touch	「support 「storageadmin 「info ⊽admin 「 「ecat2 「ecat 「director 「user 「marketir		n 🦳 salesadmin	🔽 voadmin	10
Manage BizApp custom links	「support 「storageadmin 「info 「admin 「 「ecat2 「ecat 「director 「user 「marketir	noprivilege 🗌 desig:	n 🗖 salesadmin	🔽 voadmin	10
Manage Disk Space	□support □storageadmin □info □admin □ □ecat2 □ecat □director □user □marketir		n 🥅 salesadmin	🔽 voadmin	10
	Save Reset				

Figure 3.17

Figure 3.17 showed the UCAR configuration page for Profile. The functionality of each settings are on table 3.14



UCAR Setting	Selected user group allowed to configure the UCAR settings under Profile
Access profile	Selected user group allowed to access Profile page
Change Password	Selected user group allowed to change the personal password
Change security options	Selected user group allowed to change security option (eg. Junk settings)
Manage personal email option	Selected user group allowed to manage personal email information
Change Automation	Selected user group allowed to
Access General Info	Selected user group allowed to change the General Information for their account
Access Appearance	Selected user group allowed to change the appearance for their account
Anti-virus	Selected user group allowed to configure the Anti-Virus settings
Customised Menu	Selected user group allowed to customized the menu bar
Customised Meeting Profile	Selected user group allowed to change meeting profile (eg. online/offline)
View log	Selected user group allowed to view their activity log
Manage Junk-mail	Selected user group allowed to manage the Junk mail settings
Manage domain (zone) record	Selected user group allowed to
Manage group	Selected user group allowed to view and manage user Group (Admin)
Manage user account	Selected user group allowed to view and manage user account (Admin)
Manage Postoffice	Selected user group allowed to
Change first page	Selected user group allowed to mange the Homepage for VO (portal)
Manage Public Access	Selected user group allowed to manage the public access
Change logo and background	Selected user group allowed to change the logo and Background for VO
Manage Human Touch	Selected user group allowed to mange HumanTouch settings
Manage BizApp custom links	Selected user group allowed to BizApp custom links
Manage Disk Space	Selected user group allowed to manage the email and Storage Center Disk Space

Table 3.14



## <u>UCAR Project2 (Project Manager)</u>

Task	Group	Level
UCAR Setting	∣support ∣storageadmin ∣info ∣admin ∣noprivilege ∣design ∣salesadmin ∨voadmin ∣ ecat2 ∣ecat ∣director ∣user ∣marketing ∫guest	1
Admin access	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin IV voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	1
Create new project	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	1
Access project manage	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	10
Ū	Save Reset	

Figure 3.18

Figure 3.18 showed the UCAR configuration page for Project Manager module

CAR Setting	Selected user group allowed to configure the UCAR settings for Project Manager
Admin Access	Selected user group will have the Admin rights on this module
Create new project	Selected user group allowed to create new project
Access project manage	Selected user group allowed to access, view and manage existing project



# <u>UCAR</u> Sales (Sales Management)

Access Control: Sales - Sales Management General Control 🕜			
Task	Group	Level	
UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin exception salesadmin voadmin secat succes	1	
Default Setting	□support □storageadmin □info □admin □noprivilege □design ☞salesadmin ☞voadmin □ ecat2 □ecat □director □user □marketing □guest	1	
Browse Sales Management	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
Create Sales	□support □storageadmin □info □admin □noprivilege □design ☞salesadmin ☞voadmin □ ecat2 □ecat □director ☞user □marketing □guest	10	
Delete Sales	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10	
	Save Reset		

Figure 3.19

# Figure 3.19 showed the UCAR configuration page Sales Management module

UCAR Setting	Selected user group allowed to configure the UCAR settings for Sales Management module
Default Settings	Selected user group allowed to configure the Admin settings for Sales Management
Browse Sales Management	Selected user group allowed to access to Sales Management module
Create Sales	Selected user group allowed to create new sales record
Delete Sales	Selected user group allowed to delete sales from the Sales listing



#### <u>UCAR SMS</u>

Access Contro	l: SMS - SMS Access Control 🝘	
Task	Group	Level
Manage SMS Access	Support storageadmin info admin noprivilege design salesadmin voadmin ecat2 secat director user marketing guest	1
Send SMS	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「ecat2 「ecat 「director 「user 「marketing 「guest	10
	Save Reset	



# Figure 3.20 showed the UCAR configuration page for SMS module

Manage SMS Access	Selected user group allowed to manage the access of SMS module
Send SMS	Selected user group allowed to send SMS through this module



### <u>UCAR Storage</u>

Access Control: Storage - Storage General Control 🔞				
Task	Group	Level		
UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin ecat: cat director user marketing guest	10		
Access Public Share	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「ecat2 「ecat 「director 「user 「marketing 「guest	10		
Access Company Share	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10		
Access Company HomePage	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「ecat2 「ecat 「director 「user 「marketing 「guest	10		
Access Own Private	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10		
Access Own Private HomePage	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「ecat2 「ecat 「director 「user 「marketing 「guest	10		
Using Netshare	□support □storageadmin □info □admin □noprivilege ☑design □salesadmin ☑voadmin □ecat2 □ecat □director ☑user □marketing ☑guest	10		
	Save Reset			

Figure 3.21

Figure 3.21 showed the UCAR configuration page for Storage module. The functionality of the settings above will be explain in table 3.18



UCAR Setting	Selected user group allowed to configure the UCAR settings for Storage module	
Access Public share	Selected user group allowed to access Public Share folder	
Access Company Share	Selected user group allowed to access Company Share folder	
Access Company Homepage	Selected user group allowed to access Company Homepage folder	
Access own private	Selected user group allowed to access own Private folder	
Access own private Homepage	Selected user group allowed to access own Private Homepage folder	
Using Netshare	Selected user group allowed to share item(s) over the network	
7.11.210		

*Table 3.18* 

# <u>UCAR UCAR</u>

Access Control: U	Access Control: UCAR - Control of Controls 😨		
Task	Group	Level	
UCAR Setting	support storageadmin info admin noprivilege design salesadmin voadmin e cat2 cat design salesadmin salesadmin s	10	
Enter UCAR Management	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	10	
Manage UCAR Groups	「support 「storageadmin 「info 「admin 「noprivilege 「design 「salesadmin 「voadmin 「 ecat2 「ecat 「director 「user 「marketing 「guest	10	
	Save Reset		

Figure 3.22

# Figure 3.22 showed the UCAR control page for UCAR feature

UCAR Setting	Selected user group allowed to configure the UCAR settings for UCAR feature
Enter UCAR Management	Selected user group allowed to access and mange the UCAR settings for VO
Manage UCAR Groups	Selected user group allowed to manage the UCAR groups
Tabla 2 10	



### UCAR WebDAV

Access Control: WebDAV - WebDAV - Web folder 🔞		
Task	Group	Level
Control WebDAV	Support Storageadmin info Sadmin noprivilege design salesadmin voadmin e ecat2 ecat director user marketing guest	1
Access WebDAV (web folder)	□support □storageadmin □info □admin □noprivilege □design □salesadmin ⊽voadmin □ ecat2 □ecat □director ⊽user □marketing □guest	10
	Save Reset	

Figure 3.23

# Figure 3.23 showed the UCAR control page for WebDAV.

Control WebDAV access	Selected user group allowed to configure the UCAR settings for WebDAV	
Access WebDAV (web folder)	Selected user group allowed to access to WebDAV (web folder)	
Table 2.20		

Table 3.20

# For your Information:

WebDAV is a feature allowed user to browse VO Storage Center through Folder browser on a computer. For more details, you may visit to: <u>http://afteroffice.com/guide/webfolder/firstfile.swf</u> for online tutorial.



## <u>UCAR Webmail</u>

Access Control: Webmail - Webmail Access Control 🔞		
Task	Group	Level
UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin ecat2 ecat director user marketing guest	10
Access Webmail	□support □storageadmin □info □admin □noprivilege □design □salesadmin ⊽voadmin □ ecat2 □ecat □director ⊽user □marketing □guest	10
Send message	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
Manage folders	□support □storageadmin □info □admin □noprivilege □design □salesadmin ☑voadmin □ ecat2 □ecat □director ☑user □marketing ☑guest	10
Use contact	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
Use Rules	□support □storageadmin □info □admin □noprivilege □design □salesadmin ☑voadmin □ ecat2 □ecat □director ☑user □marketing ☑guest	10
Remote POP3	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
View other email addresses	□support □storageadmin □info □admin □noprivilege □design □salesadmin ☑voadmin □ ecat2 □ecat □director ☑user □marketing ☑guest	10
Upload attachments	□ support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	10
Personal Statistic	□support □storageadmin □info □admin □noprivilege □design □salesadmin ⊽voadmin □ ecat2 □ecat □director ⊽user □marketing □guest	10
Domain Statistic	□ Support □ storageadmin □ info □ admin □ noprivilege □ design □ salesadmin □ voadmin □ ecat2 □ ecat □ director □ user □ marketing □ guest	1
	Save Reset	

Figure 3.24

# Figure 3.24 showed the UCAR configuration page for Webmail module

UCAR Setting	Selected user group allowed to configure the UCAR settings for Webmail
Access Webmail	Selected user group allowed to access to Webmail module
Send Message	Selected user group allowed to send message (email) through Webmail module
Manage Folder	Selected user group allowed to Manage the additional folder under Webmail
Use Contact	Selected user group allowed to use the Address Book (contact) under Webmail
Use Rules	Selected user group allowed to use rules (mail moving automation) under Webmail
Remote POP3	Selected user group allowed to download POP3 mail
View other email address	Selected user group allowed to view
Personal Statistic	Selected user group allowed to view the statistic of email traffic
Domain Statistic	Selected user group allowed to view email traffic statistic for your domain





### <u>UCAR Websta</u>t

Access Control: WebStats - Web Statistics 😨		
Task	Group	Level
UCAR Setting	Support storageadmin info admin noprivilege design salesadmin voadmin ecat2 Secat director user marketing guest	1
Access to WebStats	「support 「storageadmin 「info ⊠admin 「noprivilege 「design 「salesadmin ⊽voadmin 「ecat2 「ecat 「director 「user 「marketing 「guest	1
	Save Reset	



# Figure 3.25 showed the UCAR configuration page for Webstat module

UCAR Setting	Selected user group allowed to configure the UCAR settings for Webstat module	
Access to WebStats	Selected user group allowed to access to Webstat module	
T // 2 22		