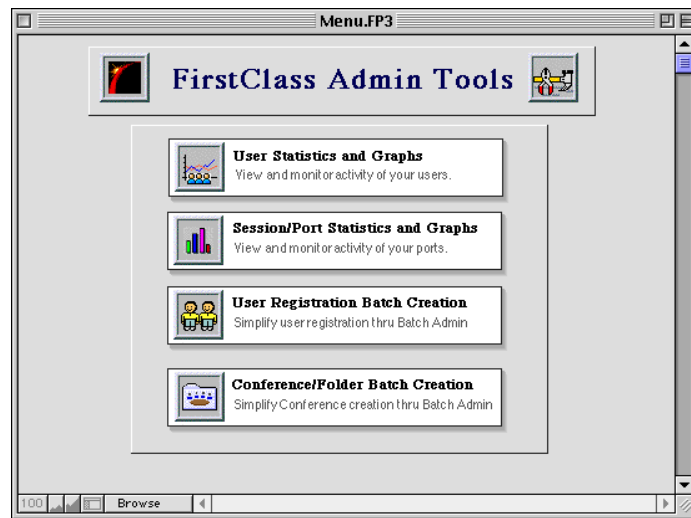


FirstClass Admin Tools



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Introduction

FirstClass Admin Tools are a series of templates created in FileMaker Pro that will assist you in monitoring and administering your FirstClass System. The templates are available for either Macintosh or Windows based systems in two formats; templates only or the runtime version. The templates are for those of you who already own FileMaker Pro v3 or higher. The runtime version contains a runtime version of FileMaker Pro that will run these templates only.

User Statistics and Graphs

This module imports and analyses three different files from your FirstClass server and provides you with activity reports.

Session/Port Statistics and Graphs

The Ports Activity Tool allows you to monitor logins to your system. You can view this activity by a graphical display either by showing ALL PORTS on any given day or by viewing INDIVIDUAL PORTS on a daily basis displaying an activity graph over a 24 hour period. The information is imported via the Statistics & Billing feature of FirstClass

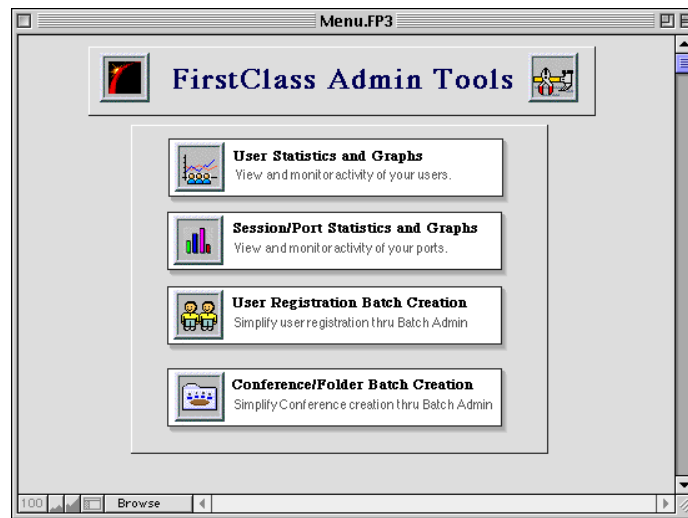
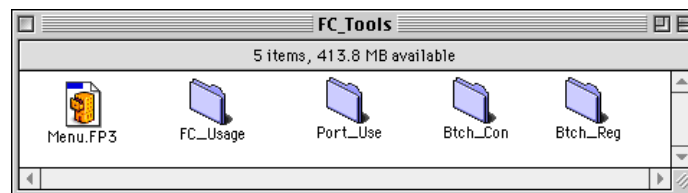
User Registration Batch Creation

You may wish to assign the duty of registrations to someone but not necessarily give them Admin status on your system. Or, you may have to create a large number of registrations but not want to do them one at a time while connected to your system. In this case, the FirstClass Batch Administration feature works well. This tool will generate the Batch Script that will allow anyone to create the script, but only those with admin status will be able to send the message to the Batch Admin to generate the registrations.

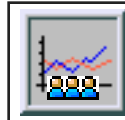
Conference Folder Batch Creation

You may wish to create a large number of conferences or folders, particularly if you are going to be setting up a new gateway. The Conference/Folder Batch Creation module will allow you to generate the batch script that will create the conferences or folders as well as assign an icon of your choice.

All of the modules are accessible through the main Menu file.



User Statistics And Graphs



User Statistics and Graphs

View and monitor activity of your users.

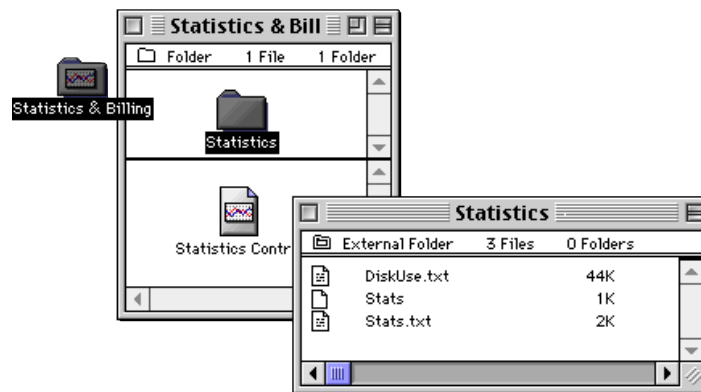
User Statistics

Before you can use this module you must first retrieve two files from your FirstClass Server

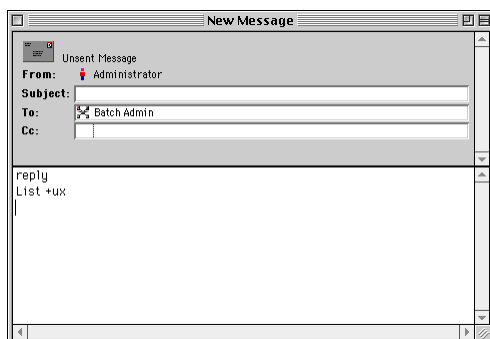
NOTE: This is best done just after a TRASH Collection

Disk Usage (Number of Files maintained and responsible for on System)

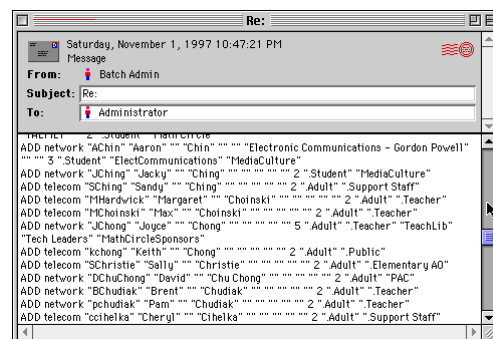
- Retrieve the DiskUse.txt file by logging in to your server as the ADMIN and locating the Statistics Folder (within the Statistics and Billing folder). This will be one of three files located within that folder. Save this file on your computer.



- Log in as the ADMIN and send the following to: "Batch Admin"
reply
List +ux



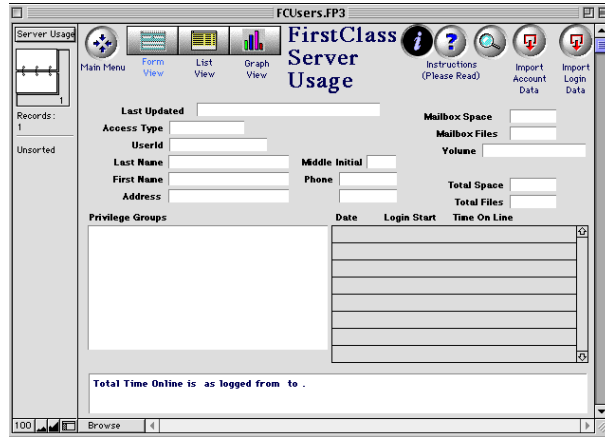
->



In a short time you will receive a message from the Batch Admin that contains all of your users information.

- **SAVE this file to your computer, open it in a text editor and remove the message header information and save it as a text file named “Users”**

Once you have these two files can launch the **User Statistics and Graphs Module to import the account data.**



Import Account Data



Import
Account
Data

- click on the **Import Account Data** button and follow the directions as they occur making sure that the import file type is set for **Tab Separated Text**

When the imports have concluded you will be able to view some account information on your users. These imports have recorded the following information on each of your users

- User ID
- User Names, address and phone numbers as entered in the registration form
- Account Type
- Privilege Groups the user belongs to
- Mailbox and file space information

If you click on List View you will be able to sort on any of the fields to see who your most active users are.

User and System Graphs

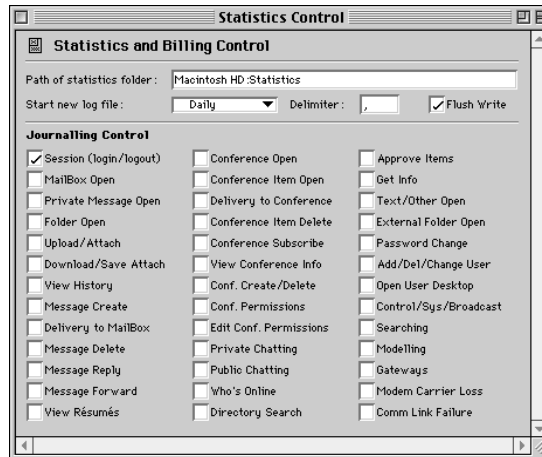
In order to use the Graphs feature of this module, you will have to tell your FirstClass Server to start recording Login/Logout information into a statistics and billing file.

- On the administrator’s desktop, double-click on the Statistics & Billing icon and Double-click on the Statistics Control icon.
- Enter information in the following fields:
 - Path of Statistics Folder:** The complete path name (including the drive to the folder in which you want to store the Statistics folder - Read your FirstClass Admin Manual)
 - Start New Log File:** The length of your billing period. (I recommend Daily so you can look at snapshots of statistical information any time you want.) You can always join daily stats files together using third party utilities.

Delimiter: This MUST be a COMMA (“,”)

Flush Write: If all you are doing is monitoring Session Login/Logout which is all that this tool needs, you can check this box. If you are gathering more stats information you should probably not check this box.

- In the Journalling Control Section, you need only select **Session Login/Logout**.
- Close the form and Save changes.
-



Once this is set, your system will begin to immediately log session logins and logouts.

Import Login Data



Import
Login
Data

- When you decide that you want to monitor login activity for your users, you can copy the log files from the statistics folder that you designated in the Journalling Control form to the same computer that you are running your FirstClass Tools on. Once you have done this, click on the **Import Login Data** button and import the login data. Once imported, you will be able to view activity graphs of your system in general and for each individual user. There are useful third part utilities that will allow you join several files together. If you have set your log file to gather data daily then you can join the files together just prior to import so that you do not need to repeat the import process for each day. I use the shareware utility called 'Chunkjoiner' on the Macintosh to do this.

NOTE: Depending on the size of your system and the length of the cumulative log file, this import and calculation process may take several hours.

User Statistics and Graphs Data Views



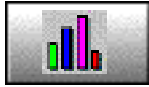
Form View

The Form View shows you all of the demographic information on your users as well as listing all of the privilege groups that they belong to and a portal that lists login activity for the imported logins.



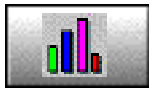
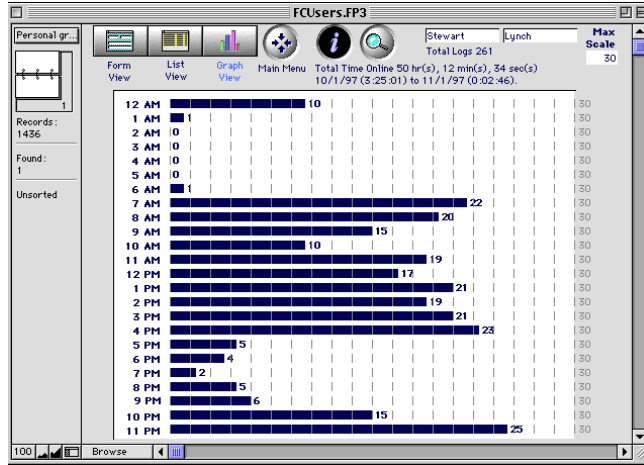
List View

The List View lists all of your users in a column format. Click on the Sort button at the top of each column to sort by that column



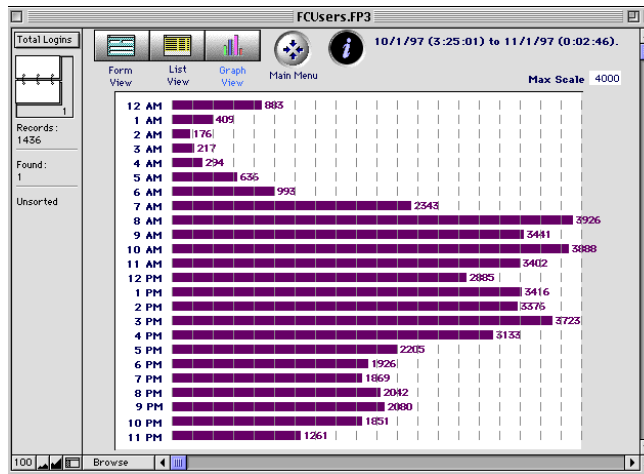
Graph View

(Individual)



Graph View

(System)



NOTE: For both of the Graph Views you can adjust the scale by entering a different value in the **Max Scale** field. This will ensure that your system always 'looks' busy if you want to make a case for further expansion.

Session/Port Statistics and Graphs



Session/Port Statistics and Graphs

View and monitor activity of your ports.

Setup



Setup

First, you must know the number of Modem and Network Sessions and assigned numbers for your system. Click on the Setup button and enter the required information as described on this screen. Once entered, click on the **Create Port Records** button.

NOTE: There was a peculiar bug in earlier versions of FirstClass generated an offset error of 1 in the logs with for Port Numbers. The specific versions and platforms to which this applies have not been clearly defined by SoftArc. If you find that you have NO logs activity showing up on Port 1 then please choose "Pre-FCIS" for the type of System, otherwise, choose "FCIS"

Import Login Data



Import
Login
Data

When you decide that you want to monitor login activity for your users, you can copy the log files from the statistics folder that you designated in the Journalling Control form to the same computer that you are running your FirstClass Tools on. Once you have done this, click on the **Import Login Data** button and import the login data. Once imported, you will be able to view activity graphs of individual ports/sessions for any given day of the period logged or you may view the activity of all ports over the entire period logged.

NOTE: Depending on the size of your system and the length of the cumulative log file, this import and calculation process may take several hours.

Port/Session Graphs Data Views

- If you wish to view activity of a particular port, you can choose this option to select the Port/Session number, the specific day (from a pop-up list) and maximum value for the scale.



Pick Day/Port
Change Scale

Choose from Date Range

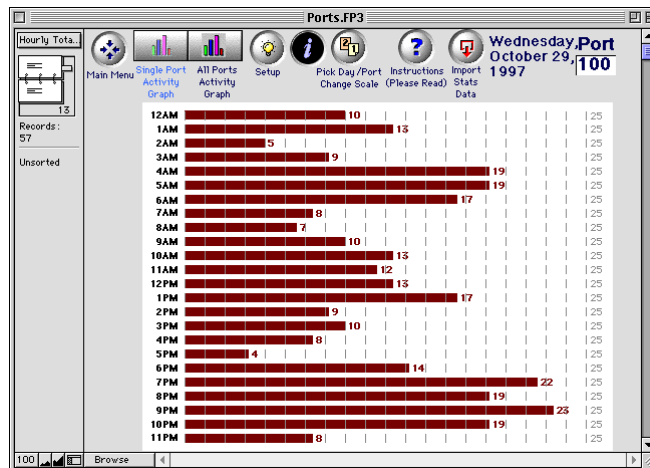
Choose Date...

Set High Scale

Enter a Port Number **OK**



Single Port
Activity
Graph



- If you wish to view activity of all Ports for a particular day, you can choose this option to select the specific day (from a pop-up list) and maximum value for the scale

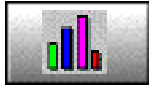


Pick Day/
Change Scale

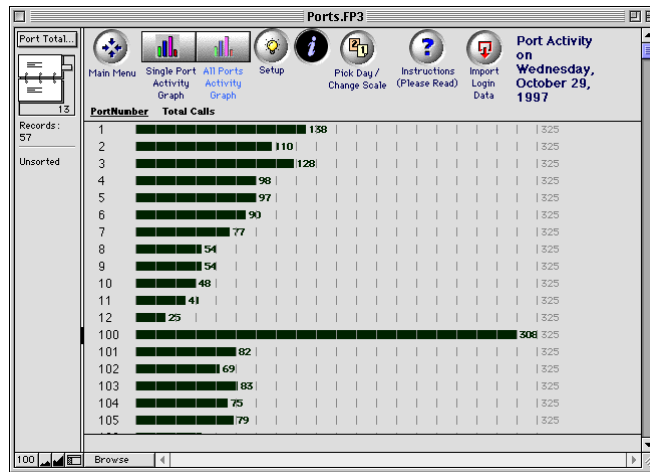
Choose from Date Range

Choose Date...

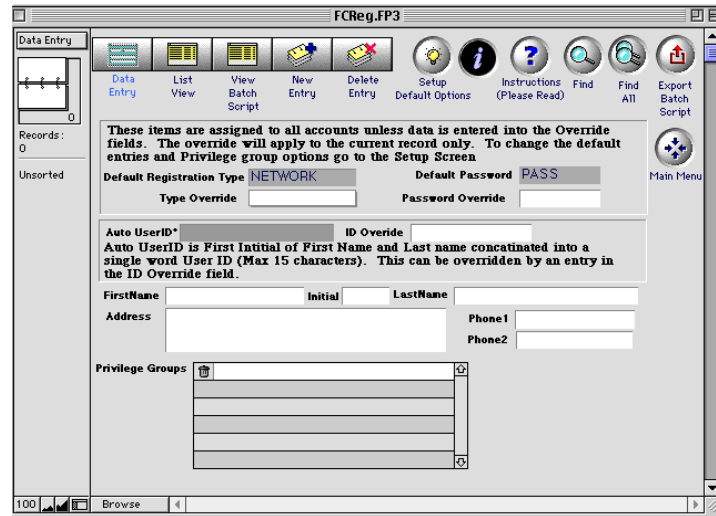
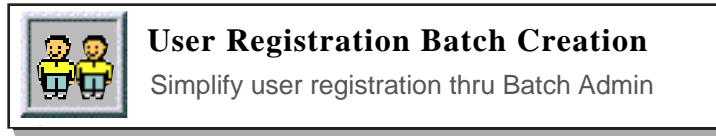
Set High Scale **OK**



All Ports
Activity
Graph



User Registration Batch Creation



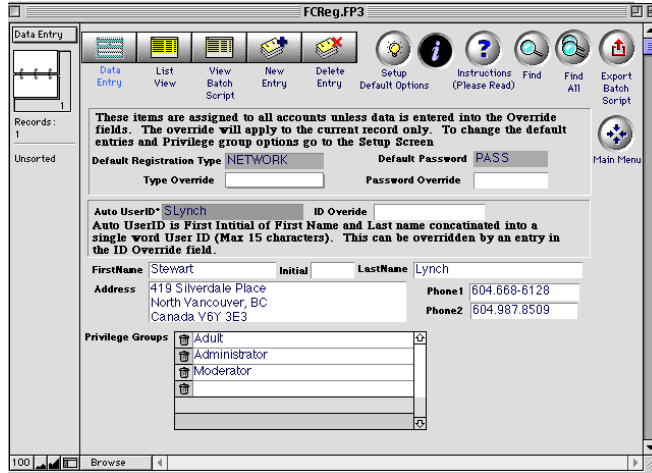
The Setup Screen allows you to enter the names of all of the Privilege Groups that you have on your system and to enter a DEFAULT Password that you may wish to assign to all new registrants. You also define the DEFAULT account type.

Note: The account type for Batch Admin purposes is Network or Telecom. These terms are hold overs from previous systems. Network is equivalent to Regular users and Telecom is the equivalent to Remote.

When you begin to add individual names you may override either of these two defaults.



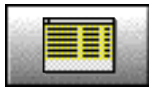
New Entry



As you add new users you are able to override the password and account registration type fields that were established on the setup screen

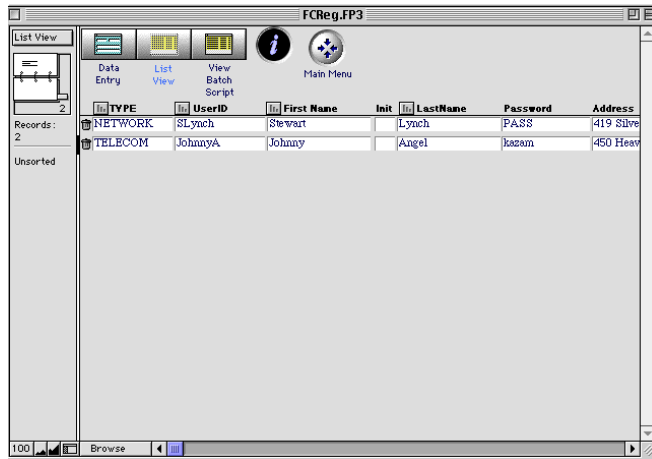
Note: There is one other default that you may wish to override. By default, I have chosen to take the First Initial of the first name and the entire Last name concatenated together to give a default login user ID. I have done this as this is the preferred login ID for users on my system and decided that others may wish to do the same. This can be overridden simply by entering a value in the ID Override field.

You choose each of your privilege groups by selecting a group from the Privilege Group Portal. There is no limit as to the number of privilege groups that you can assign a user to.



List View

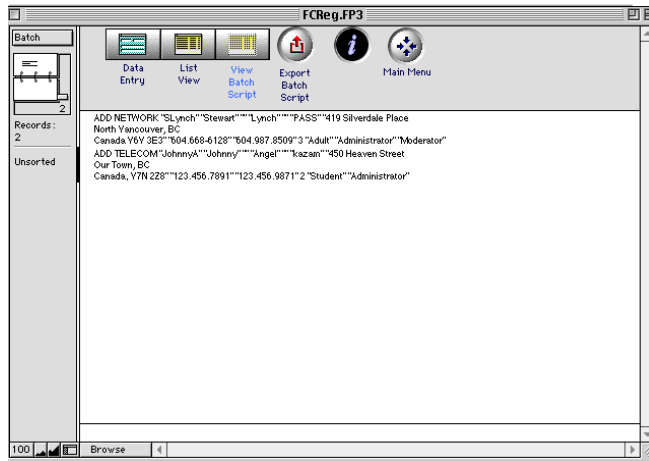
This will give you a list of all users waiting to be created through the Batch Admin Script.





View Batch Script

This view gives you the actual Batch Script that will be used to create the accounts.



Export Batch Script



Export Batch Script

- Click on this button to bring up a Save As Dialog box asking you for the name that you wish to assign to the batch script file.

Sending the Batch Admin Script

To use the batch administration function, send a message containing your commands to “Batch Admin”. By default, only the administrator can send batch admin requests.

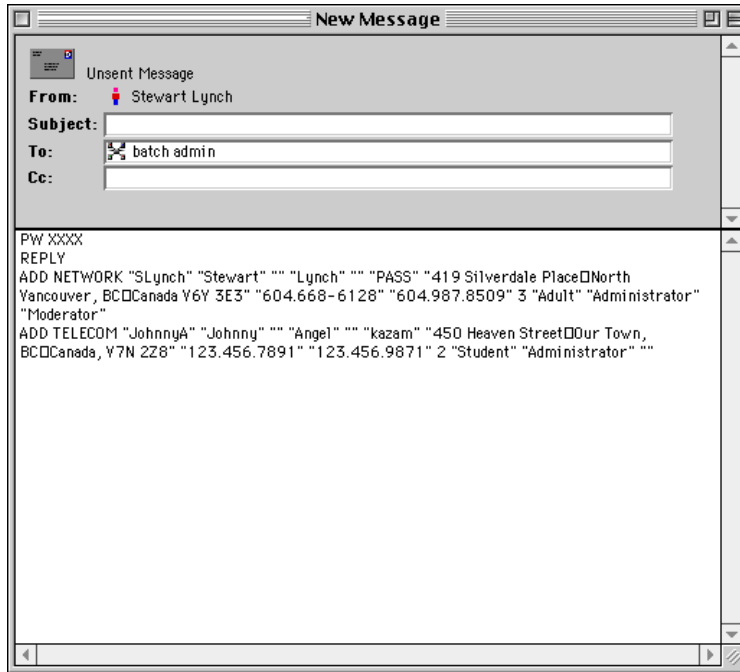
To allow others to execute batch administration commands, follow these steps.

1. On the administrator’s desktop, double-click the Multi-Site Setup icon.
2. In the Multi-Site Setup folder, double click on the Multi-Site Setup icon
3. For Allow Batch Administration, select this option to enable the batch administration feature.
4. For Password, enter the batch administration password. All users (except the administrator) who submit batch administration messages must enter a password.
5. Close the form and save the changes.

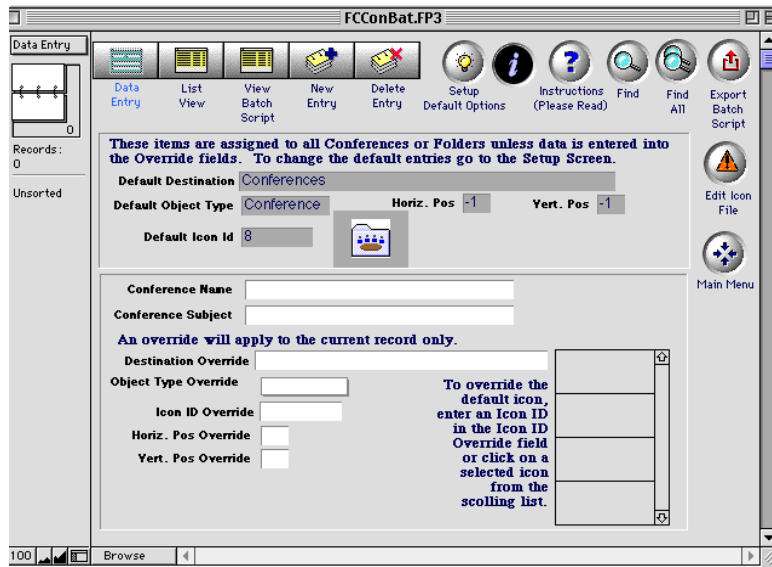
Now you are ready to log in as any user with Admin privileges to send the batch script.

- You must first open the batch script saved earlier in a text editor (word processor) and Copy the entire batch script to your clip board.
- Create a new message, addressing it to “Batch Admin”
- Begin the message with the lines
 PW XXXXX (where XXXXX is replaced with the actual password)
 REPLY
 now you can paste the contents of your batch admin script

The Batch Admin function will create the specified users, assigning them to the desired privilege groups. The REPLY function at the beginning of the script is there to notify you of any accounts that could not be created due to duplicate names or Ids that are already on your system.



Conference/Folder Batch Creation



The Setup Screen allows you to enter default options for many of the batch script items.

Note: The Destination/Drive Directory is the path name relative to the Admin Desktop. For example, "Conferences" will place the new object within the Conferences folder. "Conferences:Customer Service" will place the new object within the "Customer Service" folder which is contained within the "Conferences" folder.

Note: The icons available to you are those that are contained within the FirstClass Client. FirstClass Intranet Server (FCIS) has a different set of icons than FirstClass Server. There are fewer in FCIS and the actual icon has a different appearance. Icons are designated as "SoftArc Icon (same in both

products), FCIS Only, FC Only, FCIS Icon Version and FC Icon Version (if the icon's appearance is significantly different) and Custom Icon if you have added your own icons (see Edit Icon File below)

When you begin to add individual names you may override either of these two defaults.



As you add new users you are able to override the Object Type, Destination, Icon and placement within the destination conference.



If you have customized your own settings file by adding new icons, you can also add these to the Icon database so that they are available to you in the Conference/Folder Batch creation module.



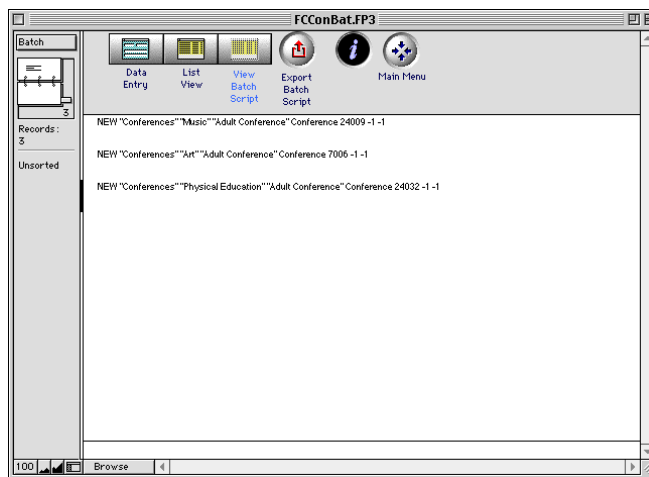
List View

This will give you a list of all conferences/folders waiting to be created through the Batch Admin Script.



View Batch Script

This view gives you the actual Batch Script that will be used to create the conferences or folders.



Export Batch Script



Export Batch Script

- Click on this button to bring up a Save As Dialog box asking you for the name that you wish to assign to the batch script file.

Sending the Batch Admin Script

To use the batch administration function, send a message containing your commands to "Batch Admin". By default, only the administrator can send batch admin requests.

To allow others to execute batch administration commands, follow these steps.

1. On the administrator's desktop, double-click the Multi-Site Setup icon.
2. In the Multi-Site Setup folder, double click on the Multi-Site Setup icon
3. For Allow Batch Administration, select this option to enable the batch administration feature.
4. For Password, enter the batch administration password. All users (except the administrator) who submit batch administration messages must enter a password.
5. Close the form and save the changes.

Now you are ready to log in as any user with Admin privileges to send the batch script.

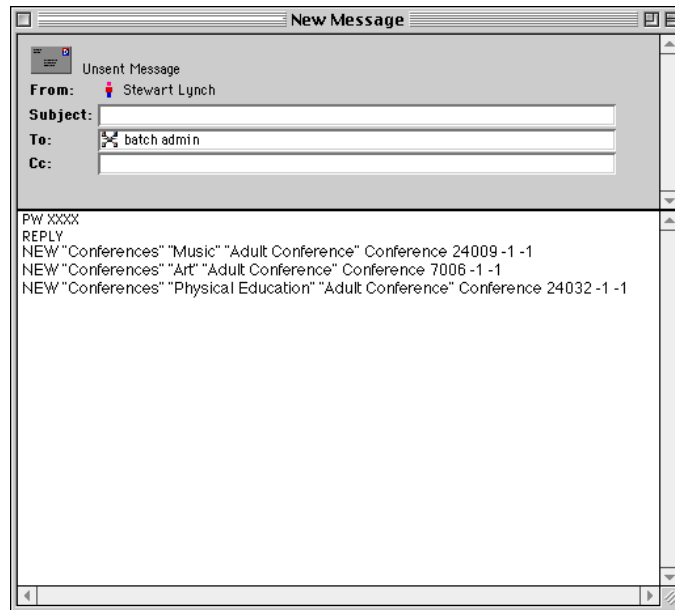
- You must first open the batch script saved earlier in a text editor (word processor) and Copy the entire batch script to your clip board.
- Create a new message, addressing it to “Batch Admin”
- Begin the message with the lines

PW XXXXX (*where XXXXX is replaced with the actual password*)

REPLY

now you can paste the contents of your batch admin script

The Batch Admin function will create the specified conferences or folders in the designated conference, assigning them the specified icon. The REPLY function at the beginning of the script is there to notify you of any conferences that could not be created due to duplicate names that are already on your system.



Registering FirstClass Admin Tools

FirstClass Admin Tools is Shareware and will work for 30 days after you first launch it. After the 30 day period you will have to pay your registration fee to receive the code to unlock the files so that you will again have full access.

How to pay your shareware fee



- The Shareware fee for FirstClass Tools is \$25 US for a single copy or \$250 US for a site license and can be paid through Kagi's shareware service. You should have the complete "Registration Application" with this package where you can fill in the registration information and send in your registration fees by Cheque or Credit card.




Macintosh
Version of the
Registration
Application

Register To:	Postal Address (optional):
Email Address:	
FirstClass Admin Tools FP3 by Stewart Lynch	
0	Single User @US\$25
	Site @US\$250
Payment Details:	
Method: VISA	Subtotal: US\$0.00
Name on Card:	Postcard Receipt:
Card Number: 0000-0000-0000-0000	Total: USD 0.00
Expiry (M/Y): 01/90	Print... Copy...
	Quit Save...



Windows Version
of the Registration
Application

Register To:	Email:			
Postal Address (required):	Comments:			
1234 Anystreet Anytown AnyCountry, 567abc890				
Quantity	License	Product Name	Unit Price US\$	Amount US\$
1	single user	FirstClass Admin Tools FP3	25.00	
Paper Receipt (cost: US \$1) Total: USD 0.00				
Payment Details:				
Method: VISA	When done, press Next to continue.			
Card Holder's Name:	Next... >>			
Card Number: 0000-0000-0000-0000	Open... Help About... Quit...			
Expires (M/Y): 01/95				

 **Note:** If you are Canadian and can pay by cheque or money order, you can send your cheque directly to me in Canadian Funds (no exchange rate). If you want to pay by Credit Card you must use the Kagi service and pay in \$US.

Make cheques payable to
Stewart Lynch
419 Silverdale Place
North Vancouver, BC V7N 2Z6

Please include with your cheque, your name, address and e-mail address where I can e-mail the unlocking key.


Unlocking FirstClass Admin Tools

Once you pay your shareware fee you will be given the Unlock Key and can go to the Unlock Key layout to enter the correct key. If the files have expired, you will be taken to this layout as soon as you try to access the file. If you pay your fees prior to expiry and wish to go to this layout to enter your unlocking key, you can do so by clicking in the top left hand corner of the Information Layout for each of the 4 modules.



To get to the
Unlock Layout,
click on the Top
Left hand corner of
each Module's
Information
Screen



Once there, enter your Unlocking key and click on  to unlock the files.

