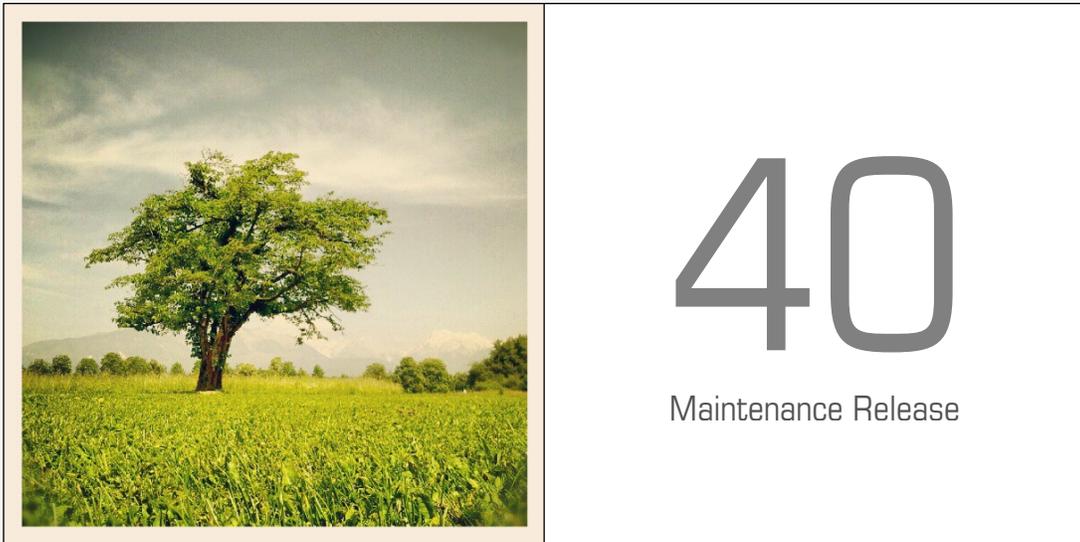


Porta  Switch[®]



New Features Guide

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PortaSwitch: New Features Guide, June 2014
Maintenance Release 40
V1.40.3

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Preface

PortaSwitch® Maintenance Release 40 is the next leap-forward release, consistent with our “fast releases, precisely on time” ideology introduced in 2012.

Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only and does not always contain the latest material on enhancements introduced between major releases. The online copy of this guide is always up-to-date and integrates the latest changes to the product. You can access the latest copy of this guide at: www.portaone.com/support/documentation/.

Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**



The **exclamation mark** draws your attention to important information or actions.

NOTE: Notes contain helpful suggestions about or references to materials not contained in this manual.



Timesaver means that you can save time by performing the action described here.



Tips provide information that might help you solve a problem.

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New PortaSIP® Media Server

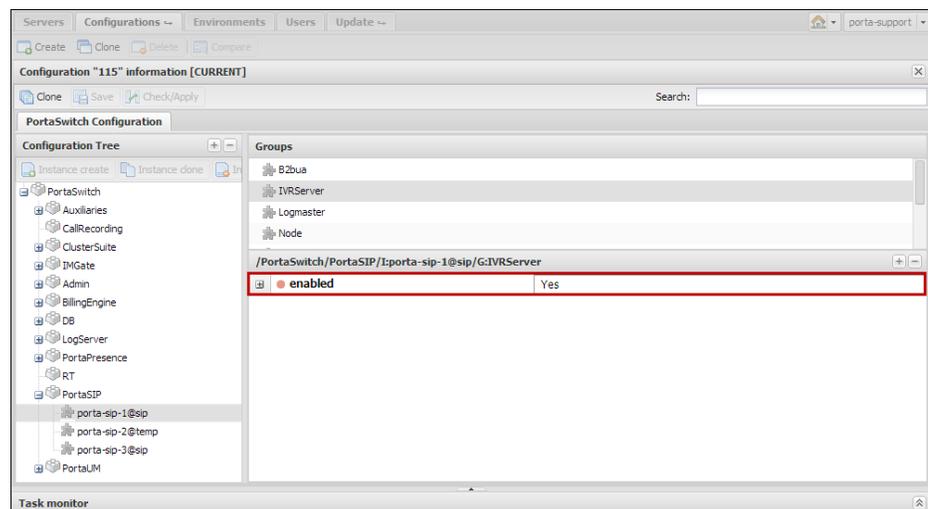
The PortaOne development team is now working on the new PortaSIP® media server. The new media server provides many benefits, among which, the following:

- Increase stability, reliability and flexibility of the media server and the development of new IVR applications owing to the fact that we migrated to a unified code base by using the components that are now used by PortsSIP®. Due to improved communication between internal components, this also decreases delay times during processing.
- Better performance due to using the PortaOne RTP proxy, which is used by PortaSIP®. This increases the efficiency of media applications processing.

Maintenance Release 40 is a very first step on the way to new media server introduction. The **Prepaid card calling** application is the first IVR application that supports the new media server, though for now, it works in a limited test mode when used with a new media server.

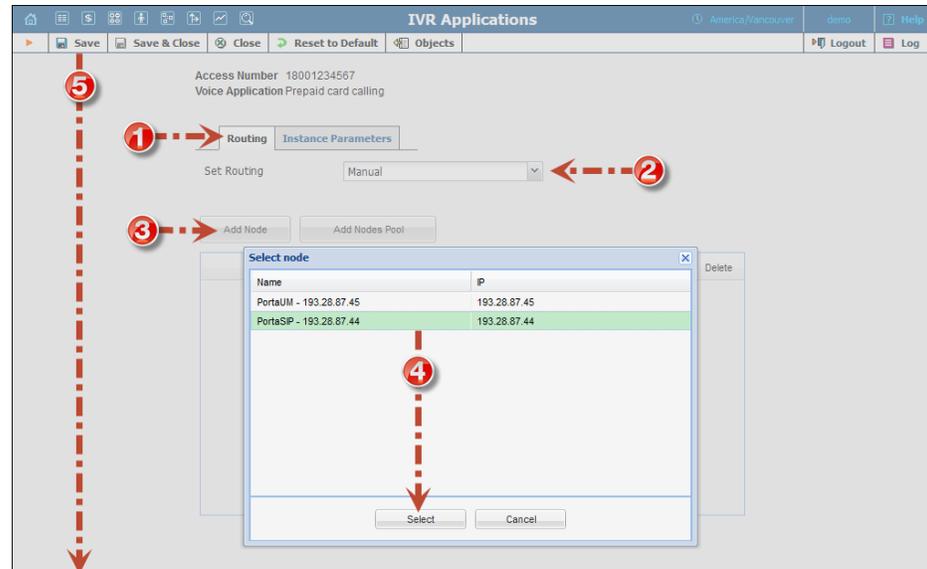
To test the Prepaid card calling IVR application in a new mode, follow the steps below:

- Enable the *IVR server* for the required PortaSIP® instance on the configuration server.



- Then go to the administrative web interface:
 - choose the tested **Prepaid card calling** application;
 - open the **Routing** tab;
 - set routing to **Manual** and click the **Add Node** button;

- choose the PortaSIP® node with the **IVRServer** option enabled by clicking the **Select** button in the **Select node** pop-up window;
- click **Save**.



With these settings, calls will be processed by the PortaSIP® node using the new media server.

In further releases there will be more IVR applications that will use this functionality and more enhancements that will make the maintenance of IVR applications easier and more enjoyable.

Encrypted Passwords

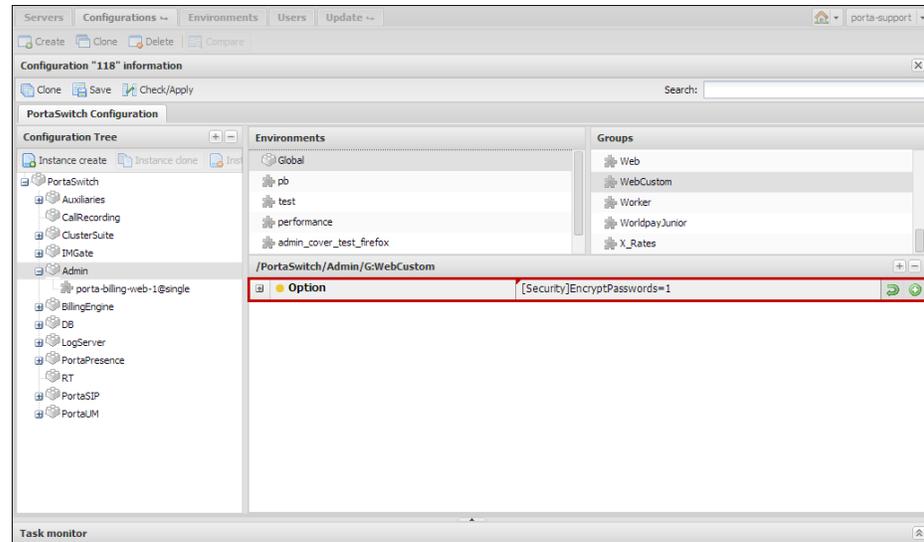
Security matters for every ITSP company since it is important to supply customers, especially corporate ones, with quality and with protected services. For this purpose, we introduce encrypted password functionality that increases the level of protection for passwords stored in a database. This new protection measure will protect users' passwords if or when an unauthorized person obtains access to the database.

Now passwords are encrypted using salt (random data used to randomize output after encryption). Salt complicates the process of deciphering the encrypted password since each salt value is unique, even for two identical passwords.

Passwords encrypted with salt are stored in a database, and keys that are used for encrypting or decrypting the passwords are stored in a file on servers with BE and PortaSIP® instances. So encrypted passwords and

keys are stored in different places and for this reason, it is difficult for passwords to be cracked, even if an attacker obtains access to the database.

To activate the encrypted password functionality the administrator should go to the configuration server web interface and specify “[Security]EncryptPasswords=1” for *WebCustom.Option* at the *Admin* level. After saving this configuration, the system will encrypt passwords for new accounts and passwords that will be changed for existing accounts.



Specifics of this new functionality:

- An administrator can initiate the key change procedure during which an old encryption key is replaced by a new one. This requires decryption-encryption and an update for all passwords in the database. During this procedure account owners can continue using services as usual since there is no downtime.
- If an administrator schedules backup, the keys won't be included in this backup.

The encrypted password functionality increases the security level for users' passwords stored in a database.

New Possibilities for External Invoice Templates

Now you can use new tools to customize templates in order to conveniently provide information for your customers in invoices. These tools are described in the [PortaBilling® Templates Guide](#).

Below you will find a few examples of advanced template customizations (e.g. arrangements of data) that exactly match “legacy” invoices.

Subtotals

Subtotals can be used on large sets of data. For example, you might need to hide a list of all phone calls (as well as details for other services) and show only the subtotals for each service.

Description	Cost - GBP (£)
Call charges	1.02
Subscription charges	0.00
<hr/>	
TOTAL NET	1.23
VAT @ 20%	0.21
total gross	1.44

Invoicing summary by country

You may show a summary, by country, to your corporate customers who make many calls abroad.

INVOICING SUMMARY BY COUNTRY			
COUNTRY	CALLS	MINUTES	TOTAL COST (£)
BRAZIL	2	3	£0.02
FRANCE	2	1	£0.02
GEORGIA	1	0	£0.01
IRELAND	6	12	£0.03
ITALY	1	2	£0.01
INTERNAL	70	78	£0.00
SOUTH AFRICA	1	1	£0.01
UNITED KINGDOM	205	343	£0.89
UNITED STATES OF AMERICA	2	4	£0.02

Custom IVR Prompts per Account

This new functionality has been added to the Corporate PINless dialing IVR feature.

The corporate PINless dialing IVR feature provides PINless dialing service for corporate customers when multiple individuals place outgoing calls using the same caller number. A user enters an additional PIN to correctly identify himself so that calls can be properly authorized against individual accounts.

Now when a corporate user dials an international number a special script in PBX intercepts that call and dials the access number. This script requires special IVR prompts (beeps) to enter a PIN or destination number. Since there are numerous PBXs and scripts, different sets of prompts are to be configured.

In addition to the main *Prepaid card calling* IVR you can configure additional IVRs using their own sets of prompts. Default prompts in all additional access numbers will be replaced with the help of the “branding” feature. Corresponding prompts are set for every account on the **Service Configuration** tab by means of the **Call via IVR** option of the ANI account. When the system receives a call, it looks up the ANI account first. If the ANI account is found, the system replaces the CLD with a new access number taken from the **Call via IVR** field. Then the call is processed as usual.

On the IVR Applications page, modify the name of the application which should trigger the dispatch so it contains the keyword “dispatchIvrByAni.” It would appear as: *1800, Debitcard ANI with dispatchIvrByAni, Prepaid card calling.*

Access Number *	Name *	Application *	Delete
1800	Debitcard ANI with dispatchIvrByAni	Prepaid card calling	

With this new functionality you can configure custom sets of IVR prompts and assign them to additional IVR applications that are used by corporate customer account owners.

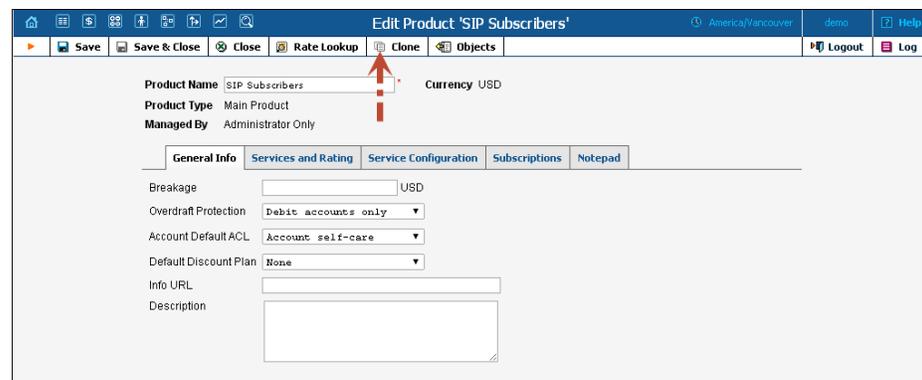
New Possibilities in Product Cloning

PortaBilling® allows you to create a product as a clone of an existing one using exactly the same settings. Once you clone the product you can proceed with making adjustments to a newly created one if needed.

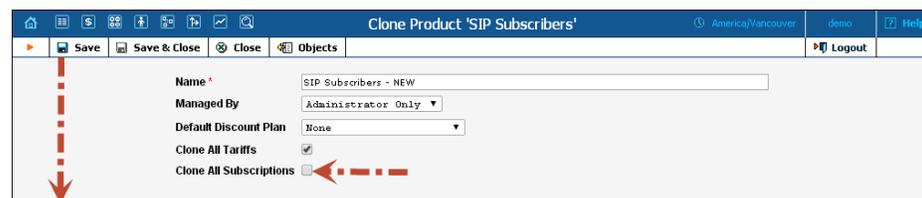
To minimize the amount of work required during new product creation, you can cancel the cloning of all subscriptions in addition to existing possibilities.

To do this, clear the **Clone All Subscriptions** check box.

Let's have a look at the following example. An administrator needs to create a new product with the same settings as the existing one, but wants to assign other subscriptions to the new product. To do that, he needs to clone the existing product with the appropriate settings. To clone a product, he needs to click the  **Clone** button in the toolbar on the Edit Product page and then name the new product. To avoid manually removing existing subscriptions, the administrator clears the **Clone All Subscriptions** check box and then clicks the  **Save** button. By doing this, the administrator will receive a new product with the same settings, but without subscriptions. Then he needs to assign new subscriptions to this newly created product.



The screenshot shows the 'Edit Product' page for 'SIP Subscribers'. The toolbar includes buttons for Save, Save & Close, Close, Rate Lookup, Clone, and Objects. The Clone button is highlighted with a red dashed arrow. The form fields include Product Name (SIP Subscribers), Product Type (Main Product), Managed By (Administrator Only), Currency (USD), Breakage (USD), Overdraft Protection (Debit accounts only), Account Default ACL (Account self-care), Default Discount Plan (None), Info URL, and Description.



The screenshot shows the 'Clone Product' page for 'SIP Subscribers'. The toolbar includes buttons for Save, Save & Close, Close, and Objects. The Save button is highlighted with a red dashed arrow. The form fields include Name (SIP Subscribers - NEW), Managed By (Administrator Only), Default Discount Plan (None), Clone All Tariffs (checked), and Clone All Subscriptions (unchecked). A red dashed arrow points to the Clone All Subscriptions checkbox.

New Model of Applying Multiple Subscriptions

In most cases, every single subscription will only be charged once.

But in some cases it is necessary to assign the same subscription multiple times.

If a customer / account already had an appropriate subscription and it is necessary to assign the same subscription once more, an administrator can manually assign the same subscription multiple times.

Let's look at the following example. One of your customers is assigned a subscription for website hosting. Another day he decides to host one more website. Since this customer already has the subscription for website hosting, you only need to manually assign the same subscription for hosting the second one. Note that it is necessary to have the “Apply more than once” option enabled. Thus, the customer will be charged for the same subscription twice: once for the already hosted IP website and a second time for the newly hosted one.

The screenshot shows the 'Add Subscription Plan' interface. The 'Name' field is 'Website Hosting' and the 'Currency' is 'USD - US Dollar'. The 'Managed By' is 'Administrator Only'. The 'General Info' tab is active, showing the 'Invoice Line Description' as 'easycall.com'. The 'Can be applied more than once' checkbox is checked, with a red dashed arrow pointing to it. Other fields include 'Subscription Is Activated' (At the given start date), 'Activation Fee' (USD), 'Minimum Subscription Period' (Months), 'Early Cancellation Penalty' (Fixed USD), 'Subscription Charges Applied' (At the end of the billing period), 'Periods in Advance', 'Round Charged Amount' (xxxxx.xx000), and a 'Description' text area.

The screenshot shows the 'Edit Customer' interface for 'EasyCall Ltd'. The top navigation bar includes options like 'Add', 'Save', 'Save & Close', 'Close', 'xDRs', 'Batches', 'Sites', 'Accounts', 'E-Payments Log', 'Invoices', 'Logout', and 'Log'. Below the navigation bar, the customer details are displayed: Customer ID 'EasyCall Ltd', Customer Class 'Default customer class', Opening Balance '0.00000 USD', and Balance '22.53834 USD'. A navigation menu includes 'Billing', 'Taxation', 'Abbreviated Dialing', 'Subscriptions', 'Volume Discounts', 'Notepad', 'Service Configuration', 'Permitted SIP Proxies', 'Address Info', 'Balance Adjustments', 'Web Self-Care', 'Additional Info', 'Payment Info', 'Status History', 'Extensions', and 'Huntgroups'. The main content area shows a table of subscriptions with columns for 'Subscription', 'Discount Rate, %', 'Start Date', 'Activation Date', 'Finish Date', 'Billed To', 'Invoice Line Description', 'Close', and 'Delete'. There are three sections: 'Pending Subscriptions' (one row for 'Website Hosting' with start date 2014-04-11 and invoice line description 'easycall.pbx.com'), 'Active Subscriptions' (one row for 'Website Hosting' with start date 2014-04-02 and invoice line description 'easycall.com'), and 'Closed Subscriptions' (empty).

NOTE: You can edit the **Invoice Line Description** field directly in the customer / account by pressing the **Edit** button for the appropriate subscription.

NOTE: You can't edit periodic fees for the same subscription that have been assigned multiple times within a single account or customer.

Reseller Self-care Was Moved to Independent Virtual Host

Now it is possible to configure the reseller virtual host via the configuration server and allow him to log on using his subcustomers' login.

This will provide the opportunity to define a new, separate domain name for a reseller.

Due to the fact that the reseller and customer are now on different hosts, the reseller can log on to their customer's self-care interface. The reseller can then help their subcustomers with service configuration, thus decreasing the amount of work for the helpdesk and for administrators.

Now if a reseller logs on to a self-care interface using the old 8444 port, he will be redirected to the new one, 8442 by default. If you haven't created a virtual host using a separate domain name, the reseller host will be on a separate 8442 port.

New Language Support

The Media Server now fully supports the Turkish language for IVR applications.

Auto-provisioning for New Models of IP Phones

The list of IP phones that are auto-provisioned by PortaSwitch® has been extended to include the following phones:

- Fanvil E52
- Fanvil F52
- Fanvil E58
- Fanvil C58
- Fanvil E62
- Fanvil C62

New API Methods

New API methods have been added, and now an external application can manage data related to:

- Add-on products
- Destination group sets and destination groups
- Customer classes
- Call Handling rules