



MaxCS Release 9.0.1 Service Hub Guide for Resellers

January 2021

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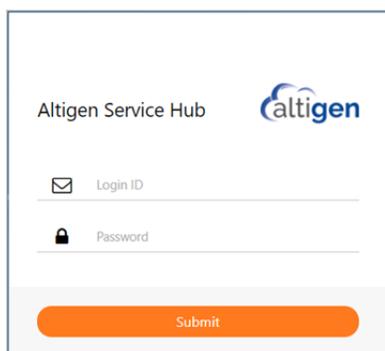
About This Guide

This guide is provided for Altigen Certified Partners. It describes how to manage various company, service, and user options using the *Service Hub*, a new component included with MaxCS 9.0.

Service Hub offers single-sign-on for Altigen web-based applications that are integrated with Service Hub. Max-Communicator Web Edition and AltiReport are the first web applications introduced in Release 9.0. Company administrators will now sign into the Service Hub to configure various aspects of their MaxCS web applications.

Logging into the Service Hub

After you have completed the MaxCS installation or upgrade process, you can log into the Service Hub. The URL was defined when you deployed MaxCS; the format will be similar to [https://servicehub.\[system name\].com](https://servicehub.[system name].com). For MaxCloud users, the URL is servicehub.altigen.com.



Single-Sign-On

Service Hub Single-Sign-On capability allows multiple web applications to share the same login session.

For example, a user may open the Service Hub tab and launch the AltiReport admin tab and also launch the AltiReport Client tab without requiring another login.

When a user logs out from one of these tabs, the tab opens a log-in panel.

All other tabs will also show a log-in panel. The user may log in from *any one of these log-in panels*. Afterward, the other tabs will display a message to reload the page. No additional log-in is required for the apps in the other tabs.

Signing out of the Service Hub

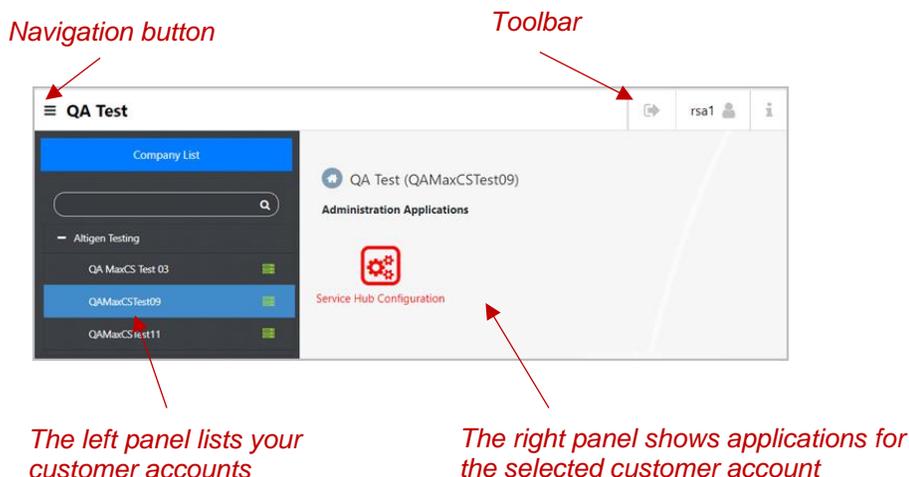
To log out of the Service Hub, just click the **Sign Out** button in the toolbar.



Getting Around

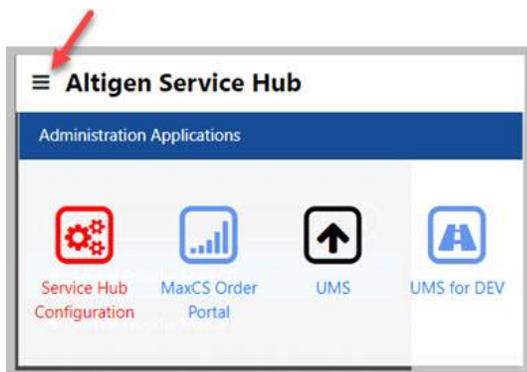
After you log in, the Service Hub opens. The main window will look similar to the next figure. Because your deployment is unique to your organization, the icons in your window will vary from the figure.

Resellers will see a list of customers in the left panel. Click one of those customers to view or update that customer's configuration.



When you select a customer account on the left, you will see icons for the various services and applications that you have deployed for that customer. Among these icons will be a *Service Hub Configuration* icon. To manage the configuration for the customer, click the *Service Hub Configuration* icon.

From many windows in the Service Hub, you can click the *Navigation* button in the top left corner to switch between different applications for this customer. This button looks like three horizontal lines and is in the upper left corner of the window. It opens a small panel.

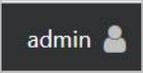


Toolbar Buttons

In some pages, you can click a **Home** button (on the top toolbar) to return to the main Service Hub page; the page with all of the application icons.



Here are the buttons you will see on the Toolbar:

	The Home button brings you back to the main Service Hub page (the page with all of the application icons).
	The Sign Out button opens a window where you can log out of the Service Hub.
	The Profile button, which will show your login name, opens a window where you can change your avatar and password. Administrators will see additional options.
	The Help button opens a PDF file with this guide.
	The Information button shows you the current version of the Service Hub.

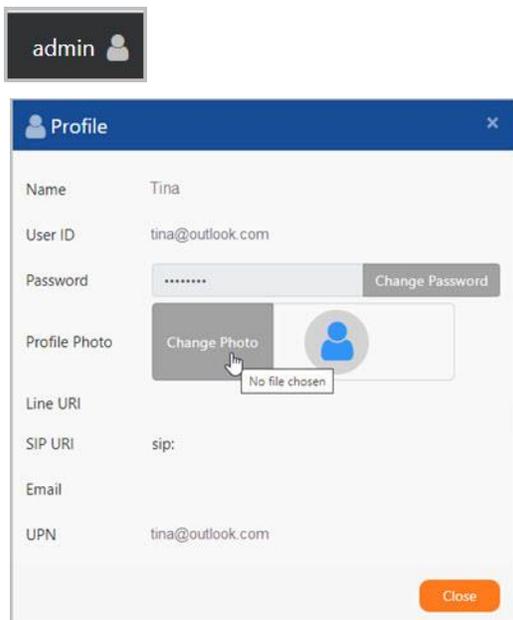
Changing Your Avatar

Avatars are essentially profile images that will appear beside your name in various places in various applications.

Four image file formats are supported: .png, .jpg, .gif, and .bmp. The uploaded image will be reduced to maximum size of 128x128.

To upload an image file that you want to use as your avatar,

1. In the Service Hub, open the Profile panel by clicking your *Profile* button in the toolbar.



2. Click **Change Photo**.
3. Navigate to the image you want to show as your avatar. Select the image file.
4. After you select it, the image should appear in the Profile page. Click **Close**.

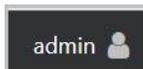
Your avatar image will appear in the Service Hub title banner and in MaxCommunicator's top banner. When the name of a Directory user is displayed in a client page, the user's avatar image will also appear.

Changing Your Password

If you want to sign in with your Microsoft credentials, you should not use this feature. This feature applies to users who are logging in with credentials that are separate from your Windows credentials.

To change your password,

1. In the Service Hub, click your **Profile** button in the toolbar.



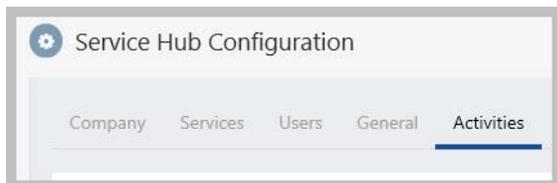
2. In the Profile panel, click **Change Password**.
3. Enter your current password, a new password, and then confirm the new password. Click **OK**.

Configuration Tabs

To view or configure details for a customer account,

1. Click the customer name in the left panel.
2. Click the Service Hub Configuration in the right panel.

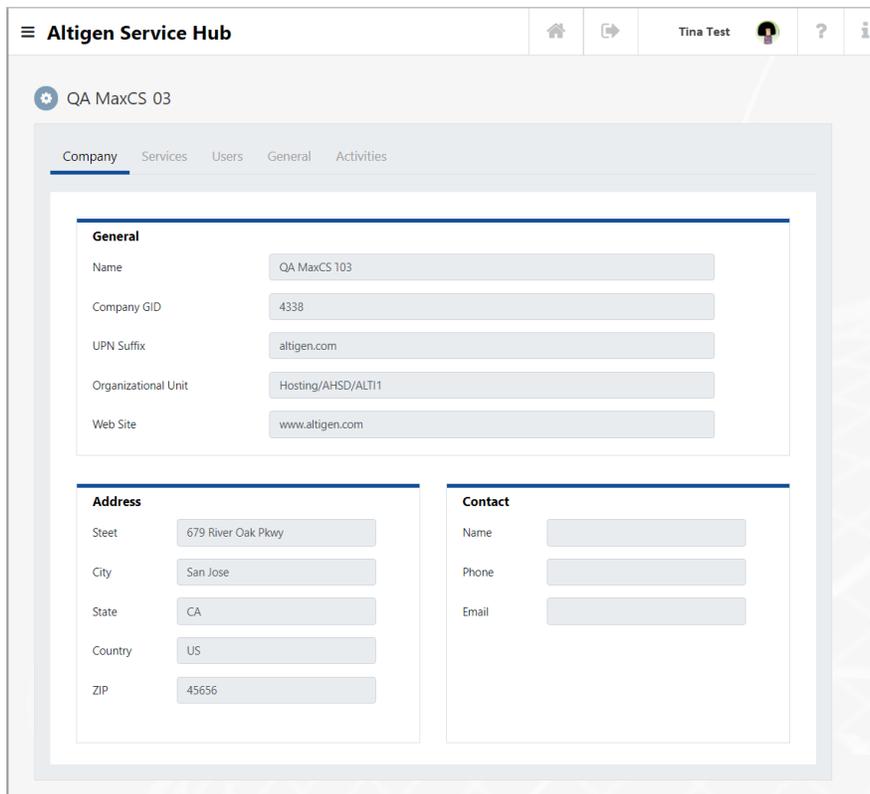
You will see several tabs.



- **Company tab** – The *Company* tab shows general details for this customer account. See [The Company Tab](#).
- **Services tab** – The *Services* tab shows application details for this customer's services. See [The Services Tab](#).
- **Users tab** – The *Users* tab is where you manage user accounts. See [Managing User Details](#).
- **General tab** – This tab is where you set security options for your company, set admin and user default landing pages, and import users from a CSV file. See [TBD]
- **Activities tab** – This tab is where you can search a log of activities in your system. Any fields on these tabs that appear grey or dim are fields that you cannot change in the Service Hub. See [TBD]

The Company Tab

The Company shows name, address, and contact information for that customer.



Altigen Service Hub Tina Test

QA MaxCS 03

Company Services Users General Activities

General

Name	QA MaxCS 103
Company GID	4338
UPN Suffix	altigen.com
Organizational Unit	Hosting/AHSD/ALTI1
Web Site	www.altigen.com

Address

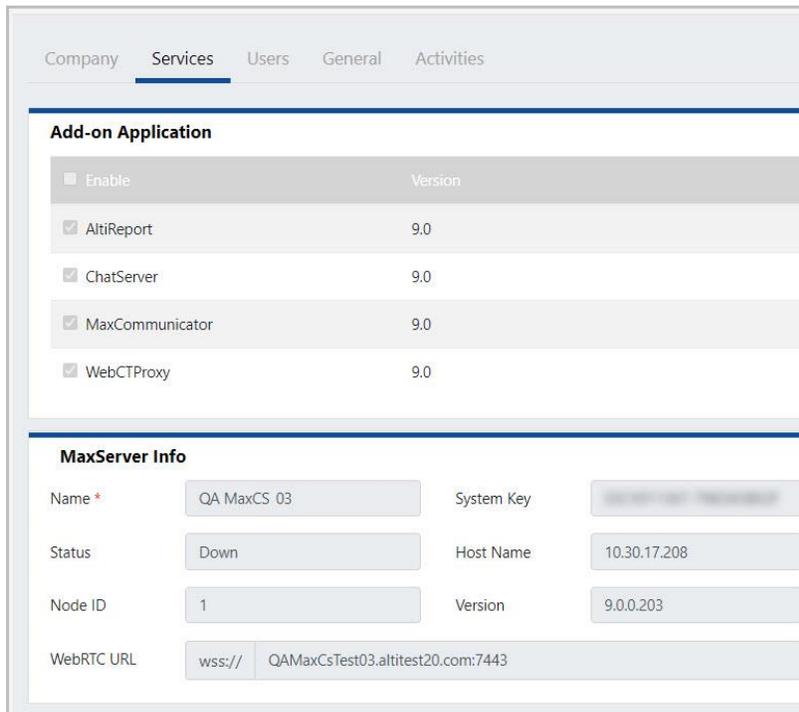
Street	679 River Oak Pkwy
City	San Jose
State	CA
Country	US
ZIP	45656

Contact

Name	
Phone	
Email	

The Services Tab

On the *Services* tab, you see version numbers for this company’s add-on applications and find details for the MaxCS server.



The screenshot displays the 'Services' tab interface. At the top, there is a navigation bar with tabs for 'Company', 'Services', 'Users', 'General', and 'Activities'. The 'Services' tab is selected. Below the navigation bar, there are two main sections:

Add-on Application

Enable	Version
<input checked="" type="checkbox"/>	AltiReport 9.0
<input checked="" type="checkbox"/>	ChatServer 9.0
<input checked="" type="checkbox"/>	MaxCommunicator 9.0
<input checked="" type="checkbox"/>	WebCTProxy 9.0

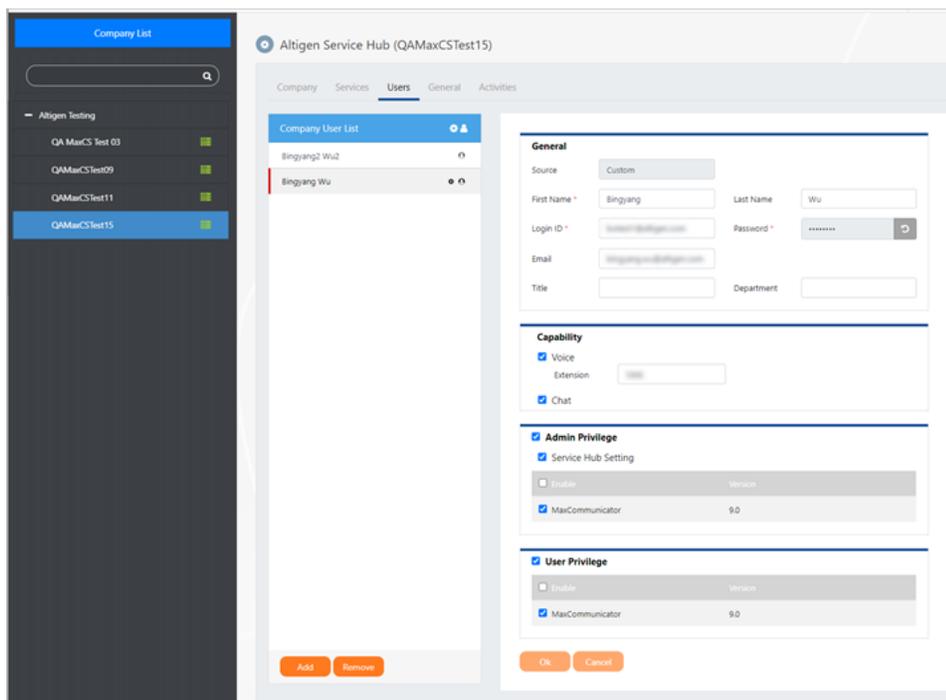
MaxServer Info

Name *	QA MaxCS 03	System Key	[REDACTED]
Status	Down	Host Name	10.30.17.208
Node ID	1	Version	9.0.0.203
WebRTC URL	wss:// QAMaxCsTest03.altitest20.com:7443		

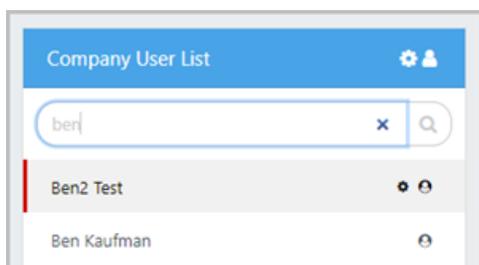
The Users Tab

The users tab is where you manage this customer’s user accounts.

Icons to the right of each user’s name indicate whether that user is a company admin, a user, or both. You can click an icon in the heading to filter the list by user type.



You can search for a specific user by typing the name in the *Search* field at the top of the user list.



For instructions on adding, updating, and removing users, refer to the section [Managing User Details](#).

Configuration

This section details the various options and connection details for your MaxCS environment. Choose a topic for details:

[Configuring Default Landing Pages](#)

[Managing User Details](#)

Configuring Default Landing Pages

On the *Company* tab, you can assign a default landing application for administrators and one for web client users. This setting controls which application opens when a user logs in.

The choices will vary depending upon which components and applications your company has deployed. The options may include Service Hub, AltiReport, and MaxCommunicator.



To enable all applications that are listed, check the option *Enable* in the header.

Managing User Details

To view or manage details about users, click the **Users** tab.

Adding Users

To create a custom user record,

1. On the *Users* tab, click **Add** below the current list of users.
2. In the right panel, click **Custom**.
3. Enter the details for this user and click **Add**. See [User Field Descriptions](#) for descriptions of each field.

User Field Descriptions

User General Field	Description
Source	This read-only field indicates where the details for this user came from. <ul style="list-style-type: none"> • Custom – The user record was a custom entry • Active Directory – The user record was pulled from Active Directory
First Name, Last Name	The name of this user. You can edit this name only if this is a custom user record. If the details for this user were pulled from Active Directory, you cannot edit the user's name.
Login ID	The user's login username.
Password	The user's password for the Service Hub. This password is saved in the Service Hub DB and is used for login authentication.
Email	The user's email address.

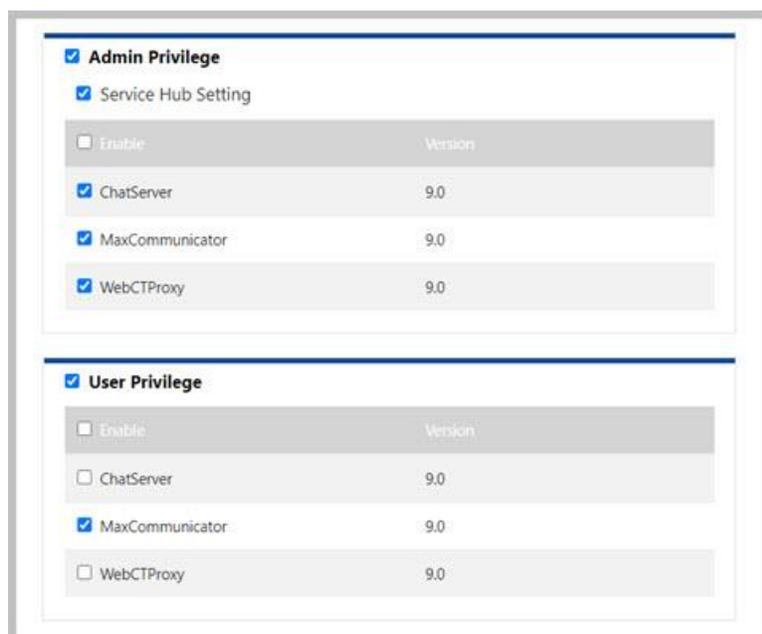
User Capacity Field	Description
Voice	Enable or disable voice for this user. If you enable voice, enter the user's MaxCS extension. When assigned an extension number, the MaxCommunicator user can access voice features for this extension. In the case where no extension is assigned to the Service Hub user, this user may still be able to access MaxCommunicator Chats and Teams capabilities

User Capacity Field	Description
Chat	Enable or disable chat ability for this user.

Setting Admin and User Privileges

To configure which applications a specific user can access, and where the application icons appear,

1. Click the **Users** tab.
2. Select the user in the user list.



3. In the *Admin Privilege* section, check (to enable) or clear (to disable) this user's access for each application.

Repeat this for the *User Privilege* section.

4. Click **OK**.

If you enable an application for a user, the user will see the icon and will be able to click the icon to open the application. If you disable an application for a user, the user will not see that icon.

About Avatar Image Files

Service Hub users and MaxCommunicator users can upload custom avatar images, which will be used in various places within the Service Hub and MaxCommunicator.

Four image file formats are supported: .png, .jpg, .gif, and .bmp. The uploaded image is reduced to maximum size of 128x128 in size.

For instructions on uploading your own avatar, see the section [Changing Your Avatar](#). Note that you cannot change the avatar for the "admin" account for your organization.

A user's avatar image will appear in the Service Hub title banner and in MaxCommunicator's top banner. When a directory-user name is displayed in a client page, that user's avatar image will also appear.

If a user does not have an avatar image uploaded, then a default avatar image is displayed. Directory users will have a default avatar similar to the following image.



A Contact user's default avatar will show the initials of the first and last name. If neither the first name nor last name exists, a default avatar image is displayed 

Operational Limitations

Please also review the readme files to learn about any limitations with this Beta release.

- There is an issue when users are running MaxCommunicator Web in a Safari browser. If the user logs out of the Service Hub, the user may remain logged into MaxCommunicator. We recommend that Safari users manually log out of MaxCommunicator in this scenario.

Altigen Technical Support

Authorized Altigen Partners and distributors may contact Altigen technical support by the following methods:

- You may request technical support on Altigen's Partner web site, at <https://mspartner.altigen.com>. Open a case on this site; a Technical Support representative will respond within one business day.
- Call 888-ALTIGEN, choose option 5 from the IVR, or 408-597-9000, option 5 from IVR, and follow the prompts. Your call will be answered by one of Altigen's Technical Support Representatives or routed to the Technical Support Message Center if outside of normal business hours and no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PST, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside Altigen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following required information when calling in for Support:

- Partner ID.
- Altigen Certified Tech ID.
- Product serial number.
- MaxCS version number.
- Server model.
- Number and types of boards in the system.
- Indicate whether this is a virtual or standalone server installation.
 - If this is a virtual installation, be prepared to identify whether you're using VMware or Hyper-V, and which version of the virtual software is installed.
- The amount of memory and the number of CPUs that are reserved for MaxCS Server use. Be aware that memory and CPU cores should always be dedicated and reserved for MaxCS Server use exclusively.

- Indicate whether SSD drives are installed. If they are not, be prepared to describe what NAS devices are installed, and whether they are shared or dedicated to MaxCS Server.
- The telephone number where you can be reached.