

Earlyon CafeCentraTM



Technical Support Document#: CC/004.01



Online Customer Self - Support Quick Guide



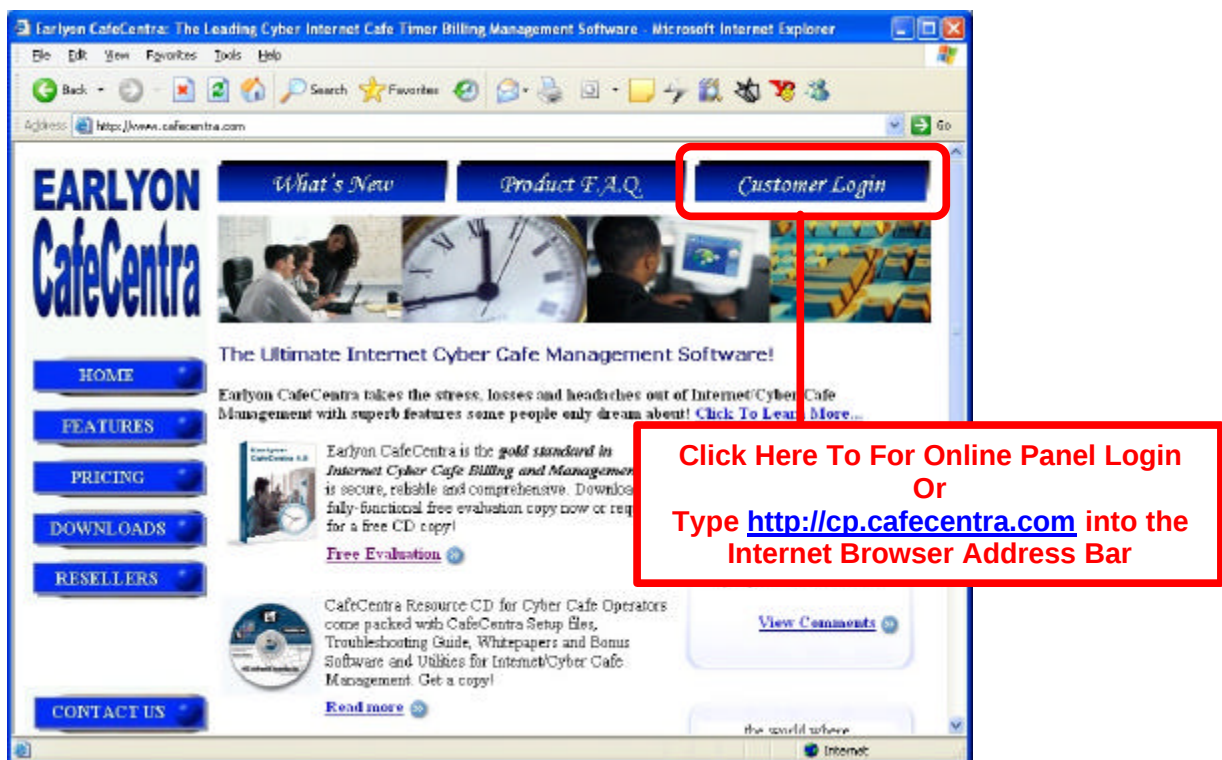
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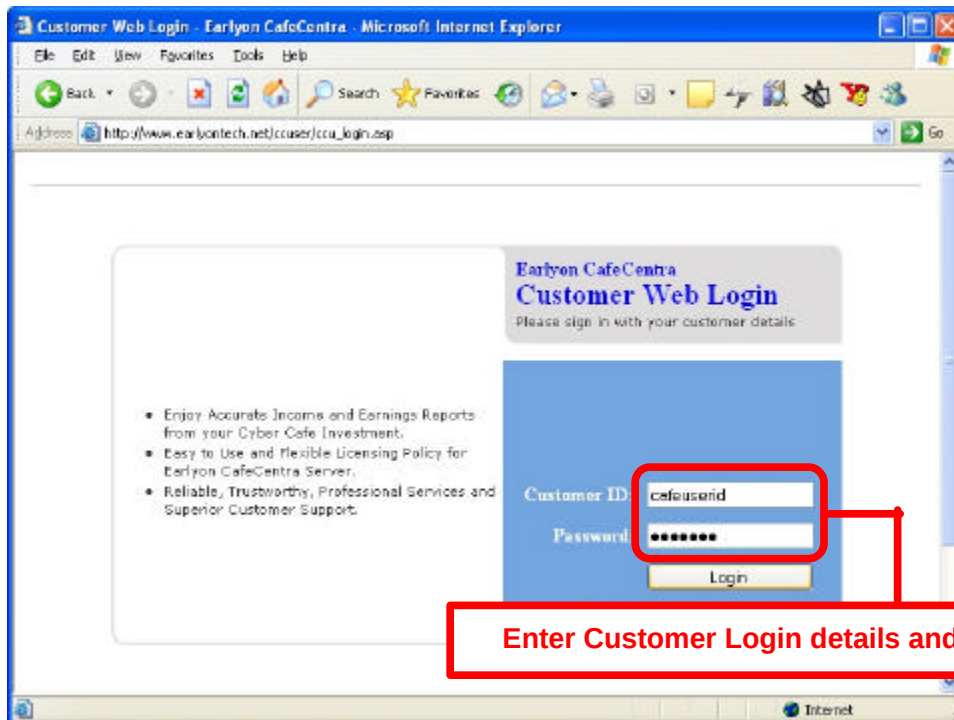
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1.0 Introduction

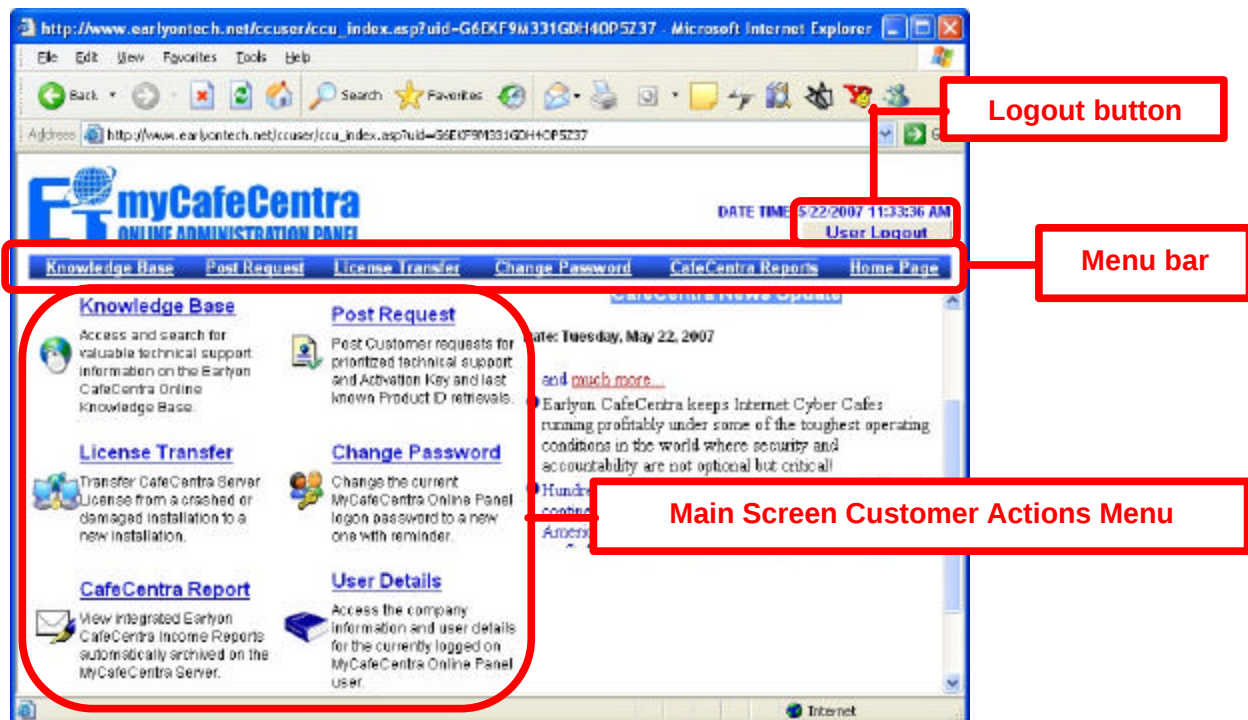
The Earlyon CafeCentra Online Customer Panel allows customers with valid CafeCentra Licenses to be able to manage most of the issues relating to their CafeCentra installations on a round-the-clock basis 24 hours and 7 days a week, without requiring external assistance from Earlyon CafeCentra Support Team. Some Internet Cafés operate on 24 hours and 7 days a week basis and the availability of an Online Panel where such customers can manage their Earlyon CafeCentra installation issues such as license transfer in the case of a system crash, urgent support enquiry and much more through the online CafeCentra Knowledgebase gives them a lot of control and saves them the delay associated with normal office hours since Earlyon CafeCentra Support Team do not currently work 24 hours a day, talk less of 7 days a week.

The Online Customer Panel is accessible from the Earlyon CafeCentra website Customer Login button or typing <http://cp.cafecentra.com> into the Internet Browser's Address Bar. Clicking the button takes the user to the login page where he/she is to enter his/her login details for access to the online customer panel.





After successful login to the Online Panel, the user is presented with the main screen shown below where he/she can navigate using the options on the menu bar and actions menu. The logout button on the top right hand corner of the screen allows the user to exit the panel.



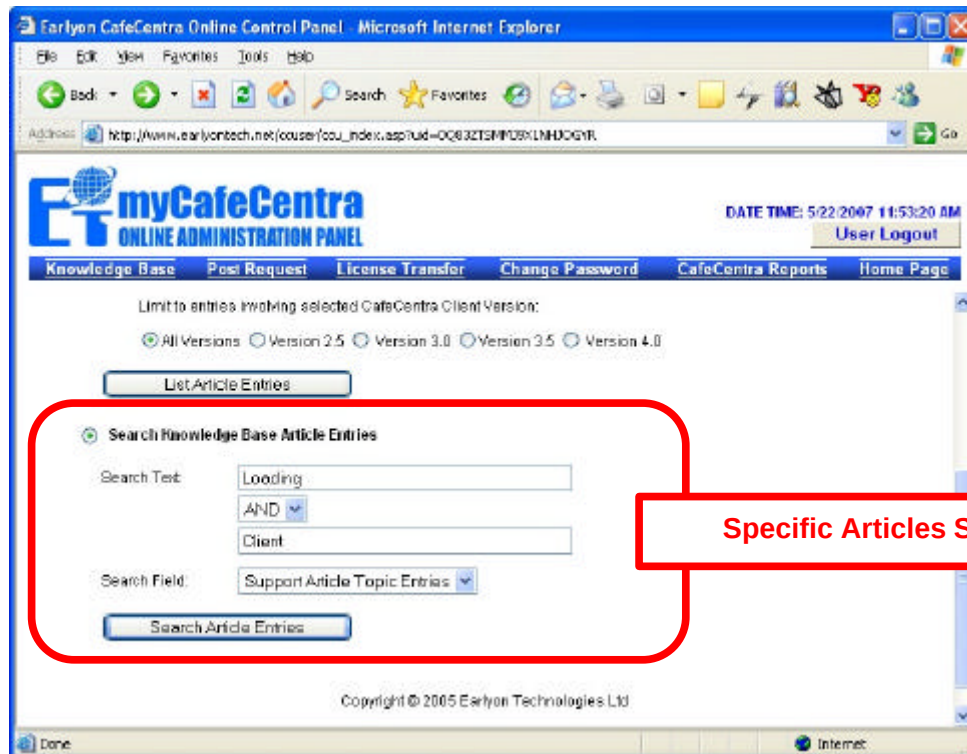
Each of the options listed on the Menu bar except the Home Page is also listed on the Main Screen Customer Actions menu, though with additional explanation on what each option represents. The Home Page link on the menu bar allows the user to navigate back to the main screen as shown above.

Accessing CafeCentra Online Knowledgebase

Click on the **Knowledgebase** link on the menu bar or on the customer actions menu to go to the screen where you can search the CafeCentra Online Knowledgebase for information on troubleshooting tips, technical support guides and much more.



The Knowledgebase search screen, as shown above, has two basic search options. The first is the **Article Topics Listing Search Option** which is signified by an option circle beside the text **“List Knowledge Base Article Topic Entries”**. This is the option selected by default. User can select or deselect other options in the Article Topic Entries group before clicking the **List Article Entries** button if the user wishes to list all the relevant topic entries to the selected options from the Earlyon CafeCentra Knowledgebase. The resulting entries are presented as links on which the user can click for more information about any particular entry.



The second basic search option is the **Specific Articles Search Option** which is signified by an option circle beside the text **“Search Knowledge Base Article Entries”**. User can select this option if user wishes to search for articles or entries in the CafeCentra Knowledgebase that are related to specific search terms or which contain specific search terms that the user would be specifying. The user is allowed to specific up to two search text or terms that are joined together by conjunctions AND or OR. For example, specifying **Loading** in the first search text box and specifying **Client** in the second search text box using the AND conjunction would search all **Support Article Topic Entries** that have the two search terms occurring in them and display the result. The results page lists each found article topic entry along with snippets of information on the content of the article. The user can click on any of the listed entries in the results page for full information in the related article.

Note that before clicking the **Search Article Entries** button, the user can select the appropriate field to search in the Knowledgebase entries with the specified search terms using the **Search Field** drop-down box which has options such as *Support Article Topic Entries*, *How-To Content Entries*, *Problem Definition Entries*, *Problem Solution Entries* and *How-To Topic Entries*.

Transferring CafeCentra Server Licenses

Click on the **License Transfer** link on the menu bar or on the customer actions menu to go to the screen where you can transfer your CafeCentra Server License to another installation. After clicking the aforementioned link, you would be presented with the License Transfer screen where you are required to specify the CafeCentra License Transfer Parameters. These parameters are the ProductID of the last licensed installation of CafeCentra Server (**Old ProductID**), the ProductID of the current installation of CafeCentra Server that you want to transfer your license to (**New ProductID**) and your **Activation Key**. After specifying all the necessary transfer parameters, click the **Transfer License** button.

http://www.earlyontech.net/ccuser/ccu_index.asp?uid=G6EF9M331GDM4OP5Z37 - Microsoft Internet Explorer

myCafeCentra
ONLINE ADMINISTRATION PANEL

DATE TIME: 5/22/2007 11:33:36 AM
User Logout

Knowledge Base Post Request License Transfer Change Password CafeCentra Reports Home Page

Earlyon CafeCentra License Transfer

To transfer your CafeCentra License to a new installation, type the ProductID on the old installation as the Old ProductID, then type the ProductID of the new installation as New ProductID. Insert your Activation Key and click the button. Please ensure that the License on the old installation is already disabled or cannot be used again to avoid locking your License as a result of conflict.

Old ProductID: 07CUZ-Y29-3S4303C-VFF6C

New ProductID: 6DABP-69K-2ZV303C-LV07W

Activation Key: N86JUX5803291A1E

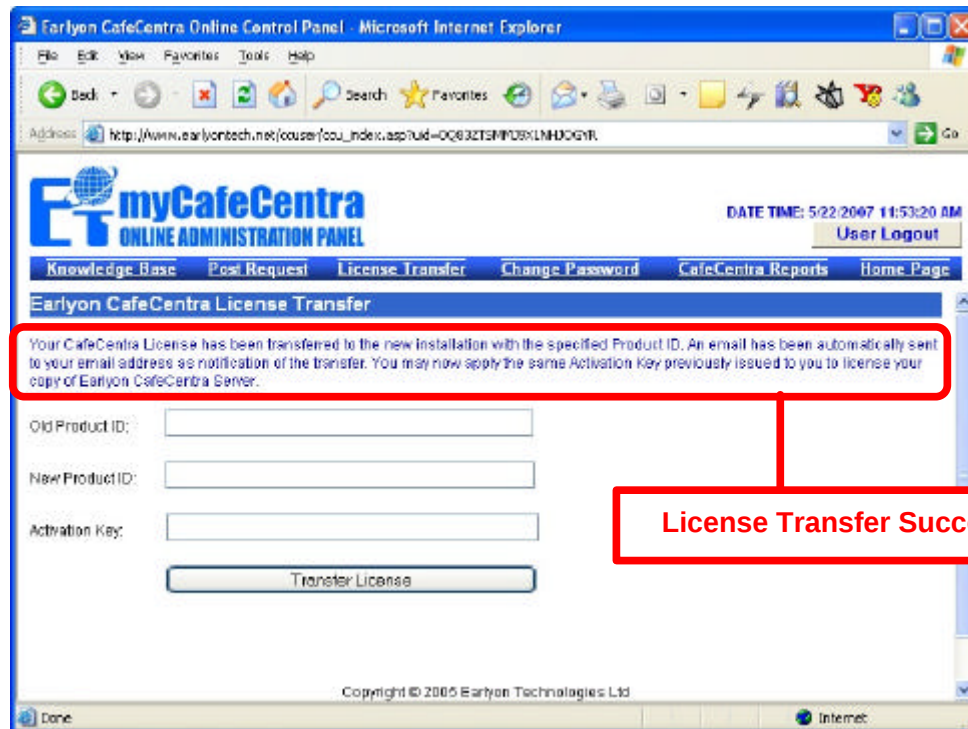
Transfer License

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Internet

CafeCentra License Transfer Parameters

After the successful transfer of your CafeCentra License to the requested ProductID, you would be presented with a screen similar to the one below notifying you of the success of the transfer and the fact that an email would be automatically sent to your registered contact email address as a notification of what has recently transpired. In the event of a problem being encountered while attempting to transfer the license, you would be duly notified and you may immediately contact the Earlyon CafeCentra Support. Thereafter, you may go to your CafeCentra Server installation and apply your Activation Key as appropriate to activate your CafeCentra Server License.



License Transfer Success Notice/Message

CafeCentra Reports

Click on the **CafeCentra Reports** link on the menu bar or on the customer actions menu to go to the screen where you can view the daily income reports summary for your cyber café. Note that this requires you to first enable the feature on your installation of Earlyon CafeCentra Server which would then post the income records to the online management server regularly.

Posting High Priority Requests

Click on the **Post Request** link on the menu bar or on the customer actions menu to go to the screen where you can post different categories of requests to Earlyon CafeCentra Support. Some of the requests have automated responses and you would get the response almost immediately in your mail box. The different categories of requests available are *Technical Support Request*, *Product Feature Suggestion*, *Product Complaint*, *CafeCentra Server Activation Key*, *Last Known CafeCentra ProductID* and *Other*. Most of the labels for the request categories are self-explanatory. Select the **CafeCentra Server Activation Key** to have the online management panel automatically retrieve and email you your CafeCentra Activation Key in the event that you have misplaced the copy earlier in your possession or to confirm the one in your possession. Select the

Last Known CafeCentra ProductID to have the online management panel automatically retrieve and email you the ProductID of the installation of CafeCentra Server that you licensed last, perhaps for use in the **Old ProductID** on your intended **CafeCentra License Transfer**.

After selecting the appropriate request type, select the matching priority for your request and specify your valid email address on the box provided. On the **Request Subject/Topic**, type a subject line that closely matches the content of your request which should not be more than 100 characters long. Then specify a comment that would follow your request and click the Post request button after certifying that all the request entries have been properly filled.

The screenshot shows the 'Earlyon CafeCentra Online Administration Panel' in a Microsoft Internet Explorer browser window. The address bar shows the URL: http://www.earlyontech.net/couser/cou_index.asp?uid=026325MFD8XLMHJ0G9R. The page has a blue header with the 'myCafeCentra' logo and the text 'ONLINE ADMINISTRATION PANEL'. A navigation bar includes links: 'Knowledge Base', 'Post Request', 'License Transfer', 'Change Password', 'CafeCentra Reports', and 'Home Page'. The 'Post Request' form contains the following fields: 'Request Type' (a dropdown menu with 'Select Request Type or Category' selected), 'Request Priority' (a dropdown menu with 'LOW PRIORITY' selected), 'Email Address' (a text input field), 'Request Subject/Topic' (a text input field), and 'Comment' (a large text area). A 'Post Request' button is at the bottom of the form. A red box highlights the 'Request Type' dropdown, and a red callout box points to it with the text 'Select request type or category'. The status bar at the bottom shows 'Done' and 'Internet'.

Changing Customer Password

Click on the **Change Password** link on the menu bar or on the customer actions menu to go to the screen where you can change your login password to the Online Control Panel. After clicking the aforementioned link, you would be presented with the Password Change screen where you are required to specify the current password (**Old Password**) and the new password that you wish to change to (**New Password**). You would be required to specify the new password again as **Confirm Password** to be sure that you rightly can remember the password and there is little or no

chance of mistake in the entry. The click the Change Password button and the change to your login password for the Online Control Panel would be effected.

Earlyon CafeCentra Online Control Panel - Microsoft Internet Explorer

Address: http://www.earlyontech.net/couser/cou_index.asp?uid=00632E9F03X1NH00G9R

myCafeCentra
ONLINE ADMINISTRATION PANEL

DATE TIME: 5/22/2007 11:53:20 AM
User Logout

Knowledge Base Post Request License Transfer Change Password CafeCentra Reports Home Page

Earlyon CafeCentra Change Password

To change your password, type the current password, then type the new and confirm it, before effecting the change.

Old Password:

New Password:

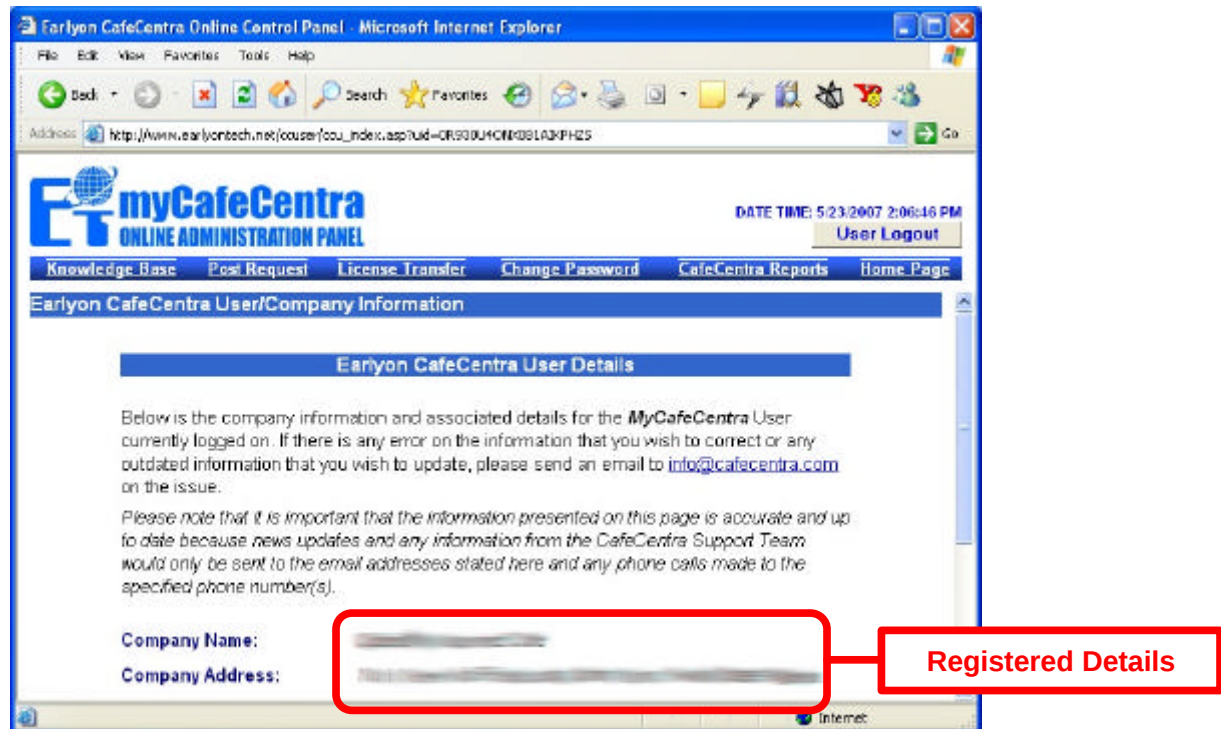
Confirm Password:

Change Password

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Accessing and Updating Customer Details

Click on the **User Details** link on the customer actions menu to go to the screen where you can view the registered details of your cybercafé or organization such as *Company Name, Company Address, Email Address, Phone/Fax, Contact Person* and *Contact Email Address* similar to the sample screen shot below. If you wish any of the details to be updated, then please send an email with the Subject: **Customer Information Update** to info@cafecentra.com for immediate action and proper updating of your information. Please note that it is very important that all the necessary information listed in the user details are accurate and up to date because it is the registered email addresses that the Online Management Panel automatically sends such important information as your Activation Key and Last Known Product ID from Posted Requests irregardless of the specified email address in the posted request because of the sensitivity of the information. Also all notifications of license transfer made by you or anybody you have provided with your login details to the panel are sent automatically to the registered email addresses and not any other email address.



Additional Technical Support

The CafeCentra Online Management Panel allows customers to carry out self-support online regarding their Earlyon CafeCentra installations without delay. In the event that you have any problem or issue that cannot be resolved using the online panel and its integrated knowledgebase, you may contact the Earlyon CafeCentra Support Team directly through info@cafecentra.com