Overview

BigAnt Messenger Server is a secure and stable messaging application designed to provide efficient and private communication over networks of any size.

What can BigAnt do for you?

- No more MSN Messenger, no more ICQ, get rid of these efficiency killers from your company now to boost office productivity.
- Particular designed for enterprise use. No matter the size of your company, small or large, local or world wide. No limit of online users.
- Faster than e-mail, sending all sorts of messages or files instantly to your office colleagues.
- Absolutely no limitations of size and type for the files you would like to transfer, send any message or file whether your colleagues are online or not.
- Enjoy maximum security as BigAnt encrypts all data transmitted.
- No matter where you are, Pairs or New York? There is only one click away between you and your colleague. Breaking the distance barrier only with BigAnt.
- A powerful client-server easy for maintenance while keeping the setup and other options to an absolute minimum, requiring minimum intervention from an IT staff.

To install BigAnt Server program

1. Launch BigAntServer_Enu.exe setup file (*).
2. Follow all instructions in the Setup Wizard.
3. After installation you can launch BigAnt Messenger from**Start Menu -> Programs -> BigAnt Server-> BigAnt Console**

(*) The filename may have a different name depending on custom installation package or other related settings.

To uninstall BigAnt Server program:

To remove BigAnt Messenger's program files from your computer, do the following steps:

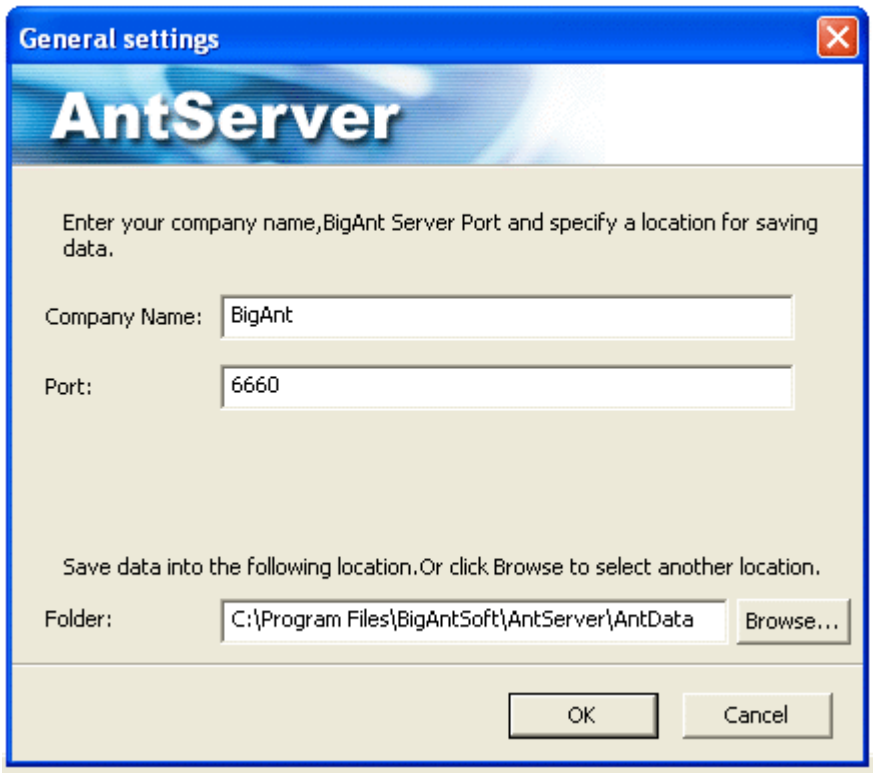
1. Click **Add/Remove Programs** icon in **Control Panel** folder.
2. In the window select BigAnt Messenger and click **Add/Remove** button.
3. Follow all instructions of the Setup Wizard.

Update BigAnt Server program

Check for latest version for BigAnt Server program on our website or contact info@bigantsoft.com

General Settings

Click **Options** on BigAnt Server Console menu,select **General Settings** from the pop-up menu.
This page is for you to enter your company name,port and specify a location for saving data.



- **Company:** Specify the company name here. For example,BigAntSoft
- **Port: 6660** (If this port number doesn't conflict with any currently running applications or services, please leave as default. A BigAnt Client program uses this default port number as well. If the Administrator decides to use a different port number to run the server, all client programs should be reset to use the same new port number)
- **Data location:**History message and other data will be saved in the following location.To save data in a different location,click Browse,and then select the location.

Database Settings

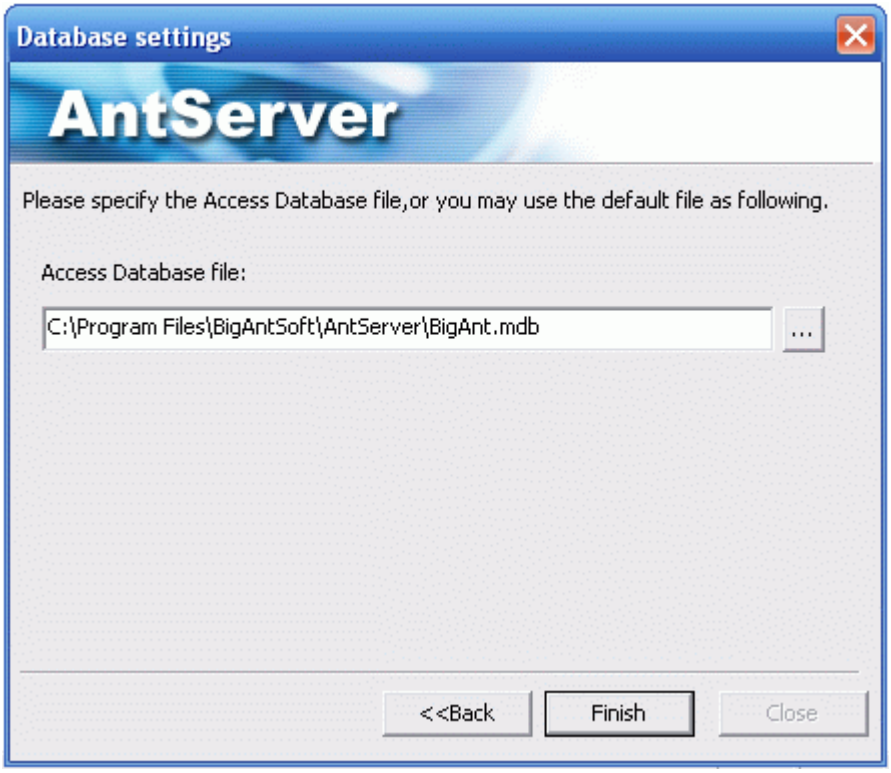
Since BigAnt Server logs and archives all message history and user conversations, it needs a database server to store all the data, such as user account information, user groups, message history, etc.

Click **Options** on BigAnt Console menu,select **Database Settings** from the pop-up menu or click .

You can choose from 2 available databases: Access and SQL database

Access Database

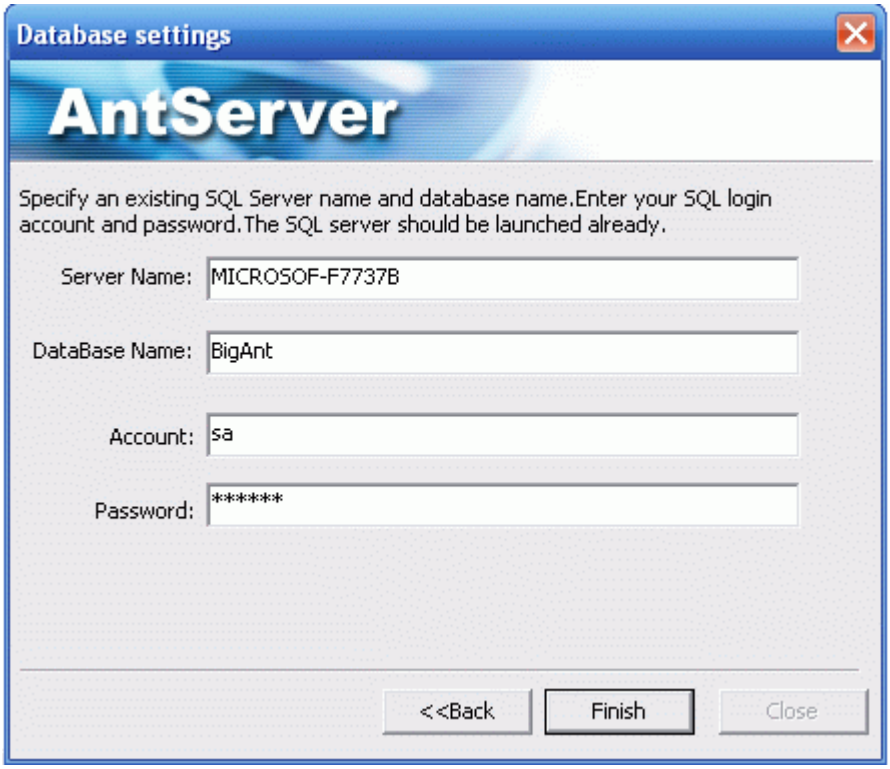
You need to specify the name and location of the Access database.



SQL Database

SQL Server should be preinstalled and launched on your server computer.

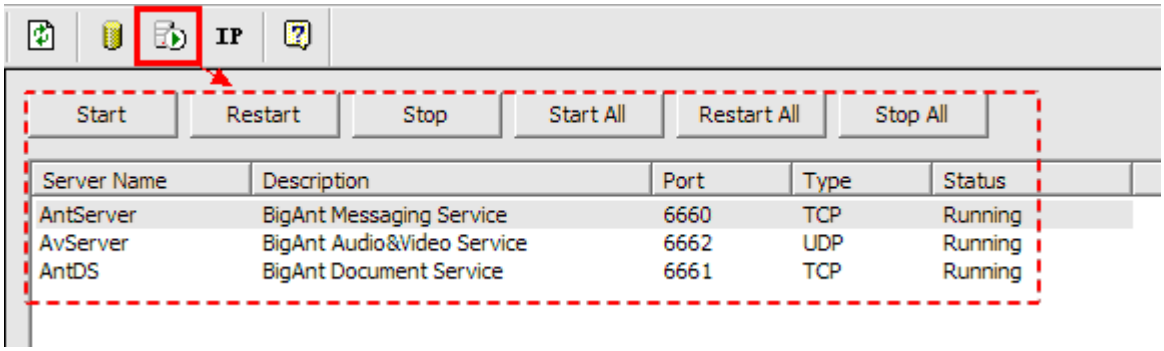
You need to specify the name of the server and database, enter Account and Password to create a BigAnt Server database on the SQL server.



BigAnt Server Control

Server Control

1.Click **Server/Run Service Control** from main menu or click the to show Server control page.

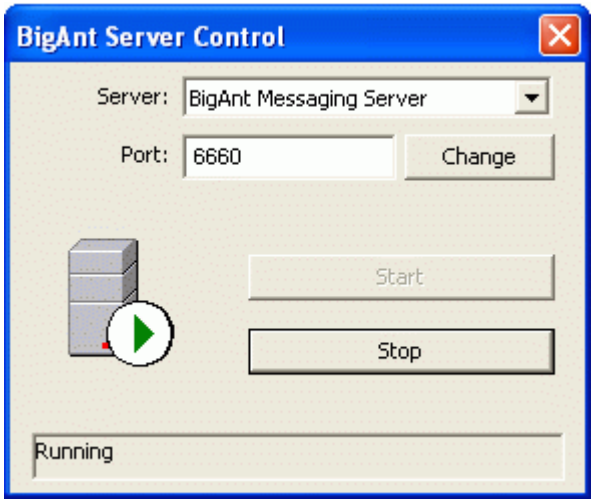


2.Service name, port and protocal

Service	**Port (Default Value)**	**Description**	**Protocol**
AntServer	6660	for instant messaging	TCP
AVServer	6662	for voice and video call	UDP
AntDS	6661	for document management	TCP

Port: If this port number doesn't conflict with any currently running applications or services, please leave it as default.A BigAnt Client program uses this default port number as well. If the Administrator decides to use a different port number to run the server, all client programs should be reset to use the same new port number)

Change Port: Enter a new port in the required field,Click **Change** button.



3.Start / Stop BigAnt Server

- Click to select a service, click **Start** button to run the service

- Click to select a service, click **Stop** button to stop the service
- Click to select a service, click **Restart** button to resart the service
- Click **Start All** button to start all the three service
- Click **Stop All** button to stop all the three service
- Click **Restart** All button to restart all the three service.

4.Show BigAnt Server IP

Click **Tools/Server IP** on main menu or click the

to show BigAnt Server IP.

System requirements

***System requirements for BigAnt IM server.**

BigAnt Messenger Server supports MS Windows XP/2003/Vista. MS Windows Server 2003. The following minimum system configuration is required:

- CPU: P3 (physical double core or specialized server is recommended is recommended)
- Free disk space: 500 MB or above
- RAM: 512MB (or higher recommended)
- Active Directory (LDAP) presence (optional)
- SQL Server: SQL SERVER2000 or SQL Server 2005(optional)

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12.2 In all other respects, the SOFTWARE is supplied "as is". BigAntSoft does not guarantee that the SOFTWARE will carry no errors, nor will it take on any liability for damages, either direct or indirect, including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss resulting from the use of the SOFTWARE, or damages caused by possible errors or misprints in the SOFTWARE.

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14.1 If the SOFTWARE was purchased in the United States, Canada, Mexico, Japan or Taiwan, this EULA shall be governed by and construed in accordance with the substantial laws in force in the courts of Santa Clara County, State of California, United States of America.

14.2 If the SOFTWARE was purchased in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Portugal, Spain, Sweden, the United Kingdom, or any other member state of the European Union that is not mentioned in article 14.3 or 14.4 of this EULA, or in Switzerland, Norway, Iceland or Liechtenstein, this EULA shall be governed by and construed in accordance with the substantial laws in force in the courts of Amsterdam, the Netherlands.

14.3 If the SOFTWARE was purchased in Russia, Byelorussia, Kazakhstan or any other country of the CIS, except for Ukraine and Moldova, this EULA shall be governed by and construed in accordance with the substantial laws in force in the courts of Moscow, the Russian Federation.

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14.5 In the cases described in articles 14.1-14.4, this EULA will not be governed by the conflict of law rules of any jurisdiction or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

14.6 If the SOFTWARE was purchased in a country other than the countries specified in articles 14.1-14.4, this EULA shall be governed by and construed in accordance with the substantial laws of the country in which you purchased the SOFTWARE.

1. **Purchasing and Payment Methods**

   We accept several types of payment:

   - Credit cards via Online/Phone/Fax
   - Mail / Check / Money Order
   - Wire / Bank transfer
   - Purchase Order

2. **BigAnt Messenger Pricing**

   Please check out price details on line from following link:
   http://www.bigantsoft.com/buynow.html
   please enter your user quantity and find licensing price on-line.

3. **Maintenance and Update**

   Technical support and update for registered customer are free.

4. **Secure Online Ordering**

   You can go directly to the order page for more information:
   http://www.bigantsoft.com/buynow.html

5. **Software Delivery**

   Payments are processed in real time when the order is placed. You will receive license and download instructions via email once your order has been authorized.

User Management Overview

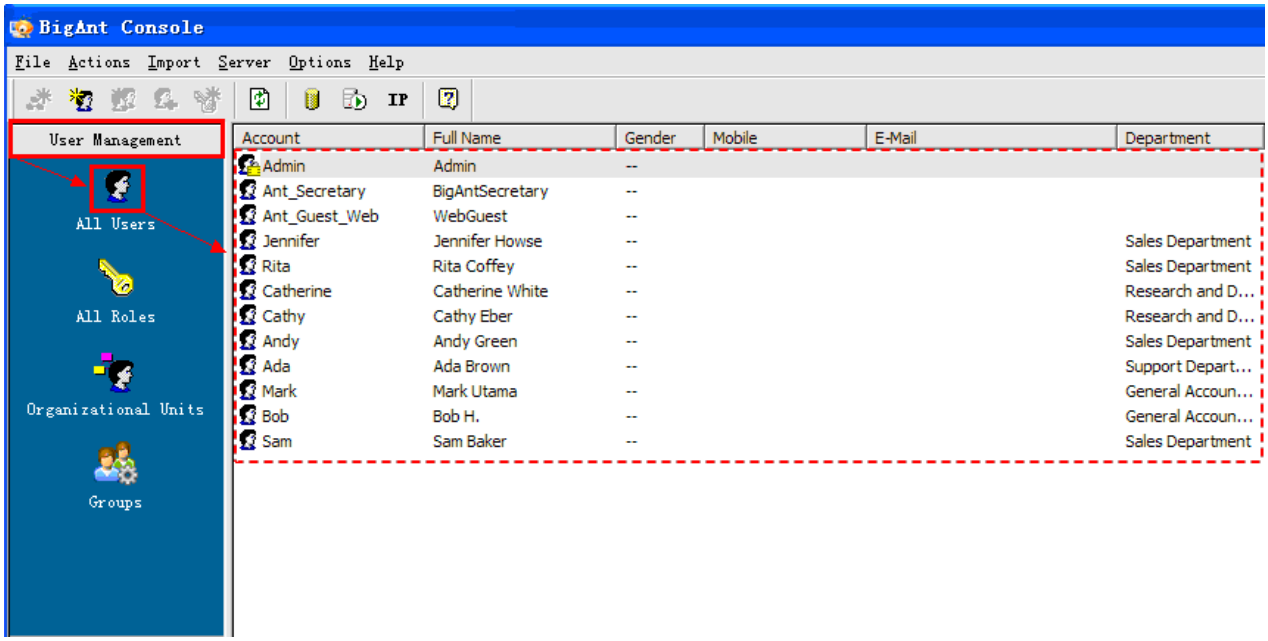
The User Management section of the BigAnt Server Console is for managing Organizational Units, Branches, Groups and User Accounts on the server. You can create an Organizational Unit tree in a clear view. An Organizational Unit is a container that stores Branches, Group description and User Accounts.

There is a built-in Organizational Unit in the server. It cannot be moved or deleted and it is used as the default container. All new user accounts are added to this Organizational Unit by default. You can move one or more users from one Organizational Unit to another and change your IM workspace structure at any time.

Select the **User Management** item in the left tree to switch the view to the User Management.

View all users

Select **All Users** from the User Management on the left pane. The result list displays the list of users that are currently assigned to the organizational unit.

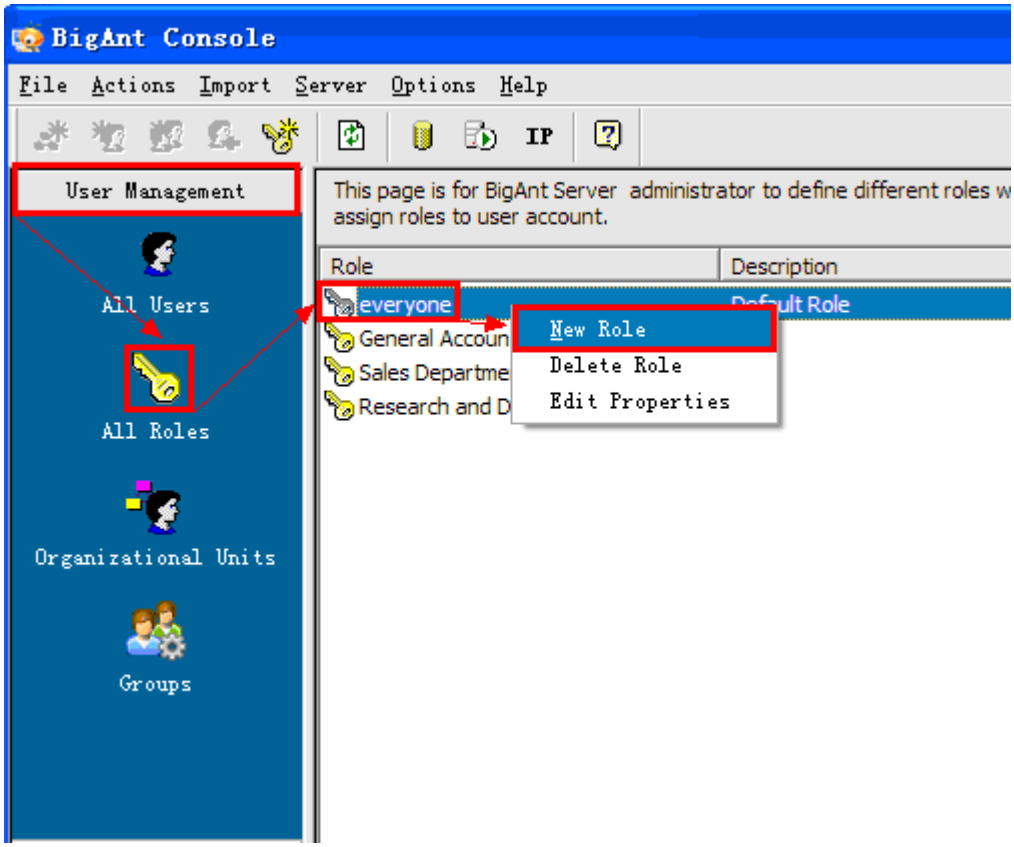


Role Manager

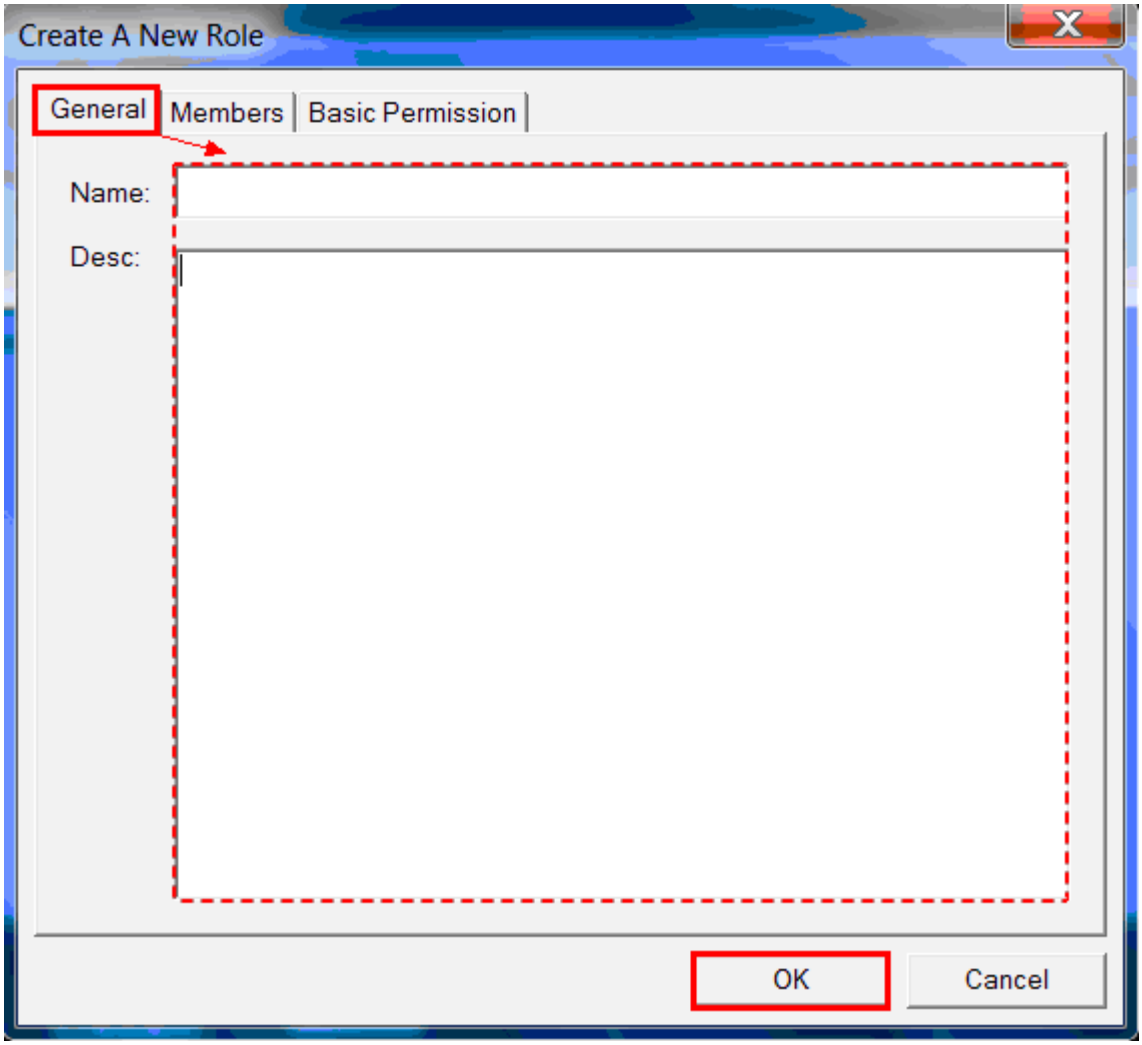
The Role feature is designed to give a user account the permissions to send bulletin message to whole company or selected groups or users, or limit the file size that he is allowed to send to other contacts, or send messages to users from selected organizational units and view them in contact list.Select **All Roles** from the **User Management** on the left pane. The right pane displays the list of all existing Roles.

Create a new Role

To create a new Role, switch to **All Roles** on left pane, right click on blank space in right side, and select **New Role** from pop-up menu.

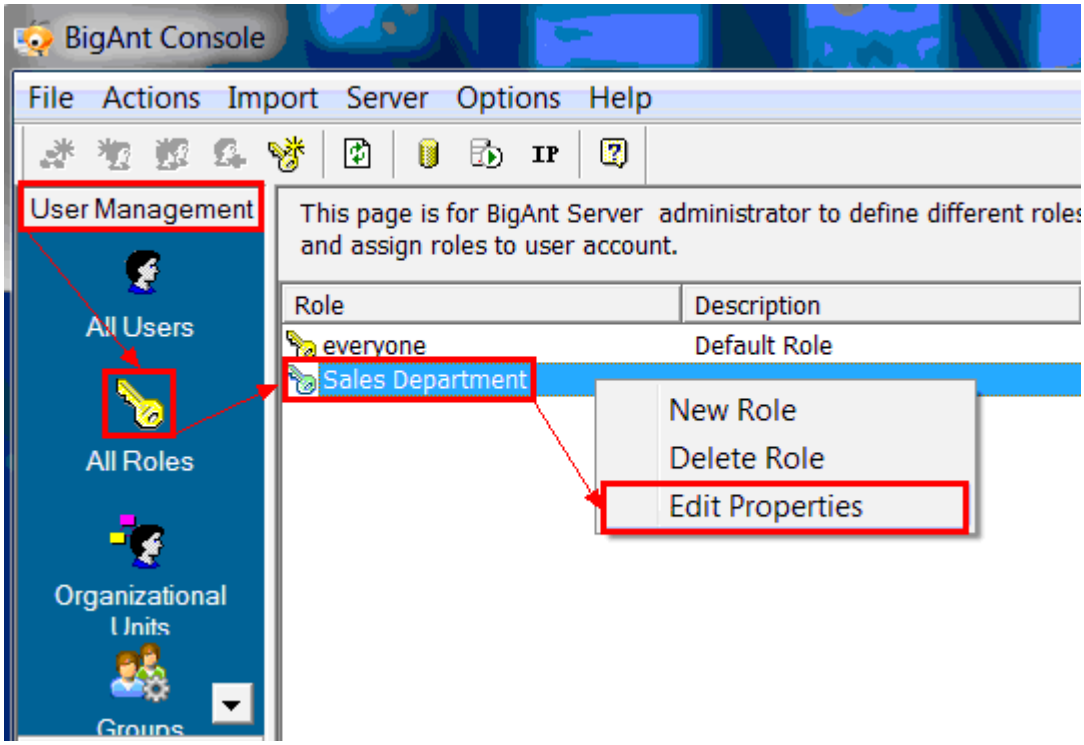


Enter a Role name and description in the Create a New Role page, Click **OK** to exit.

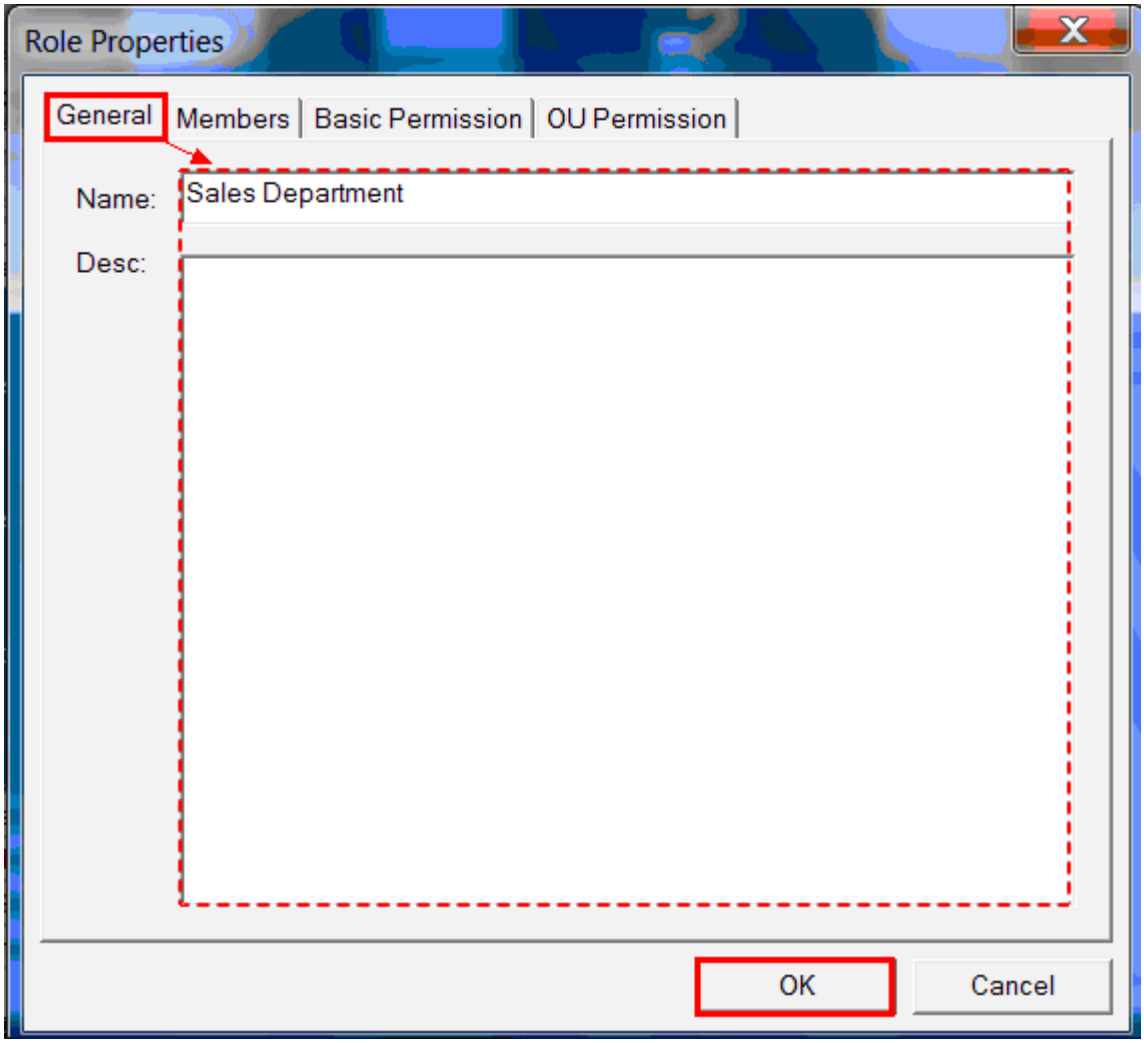


Edit an existing Role

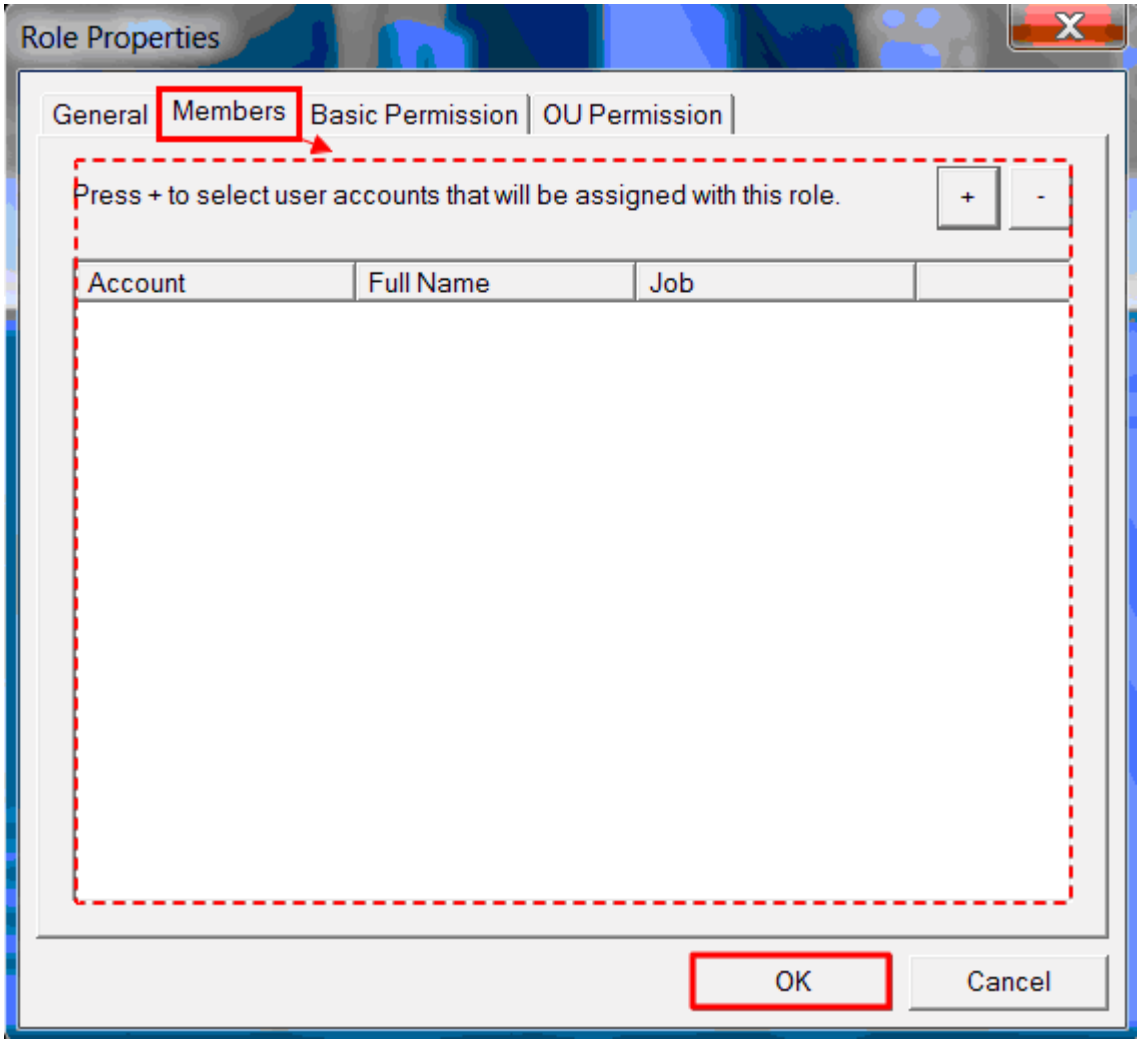
Select and right click an existing Role, select **Edit Properties** from pop-up menu.



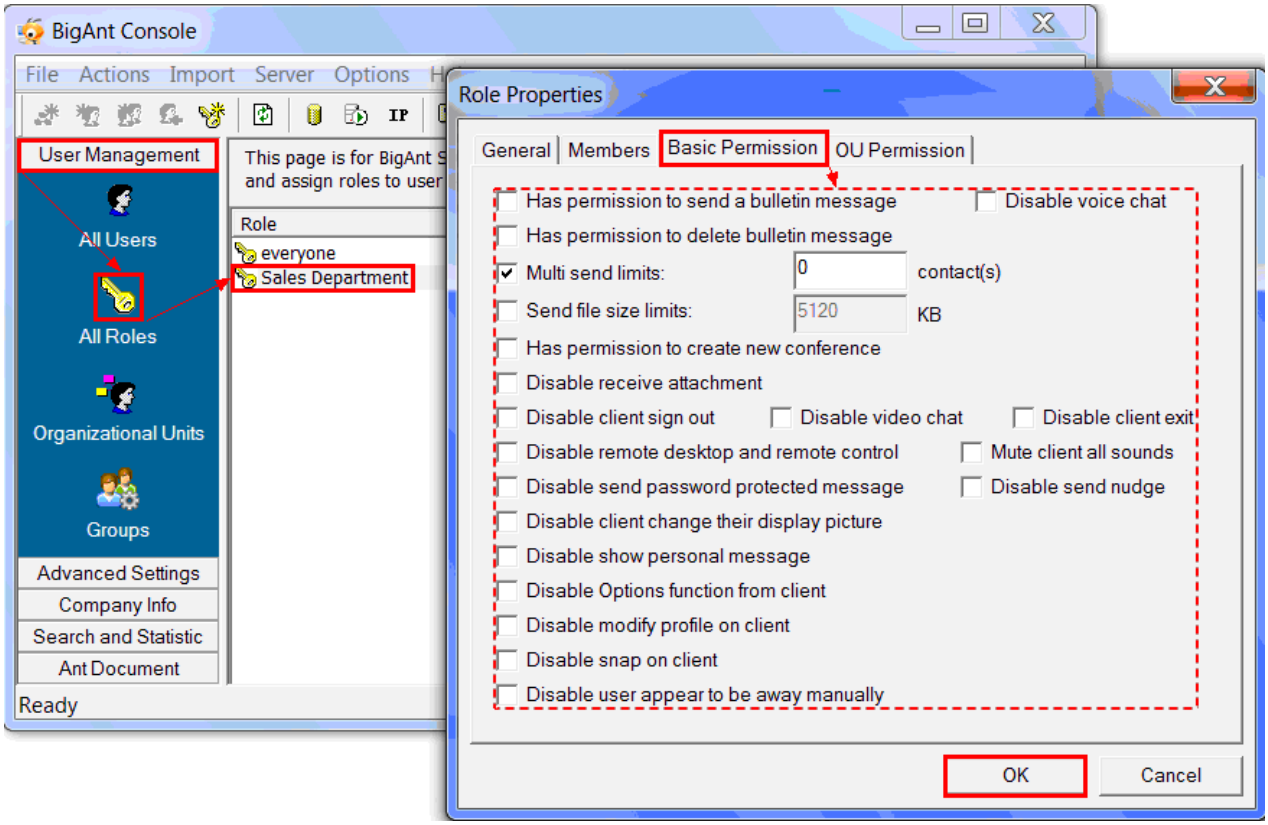
General: Enter a Role name and its description if there is any update.



Members: click + to select and add available user accounts, the settings in the Role will be applied to all the selected users.



Basic permission:



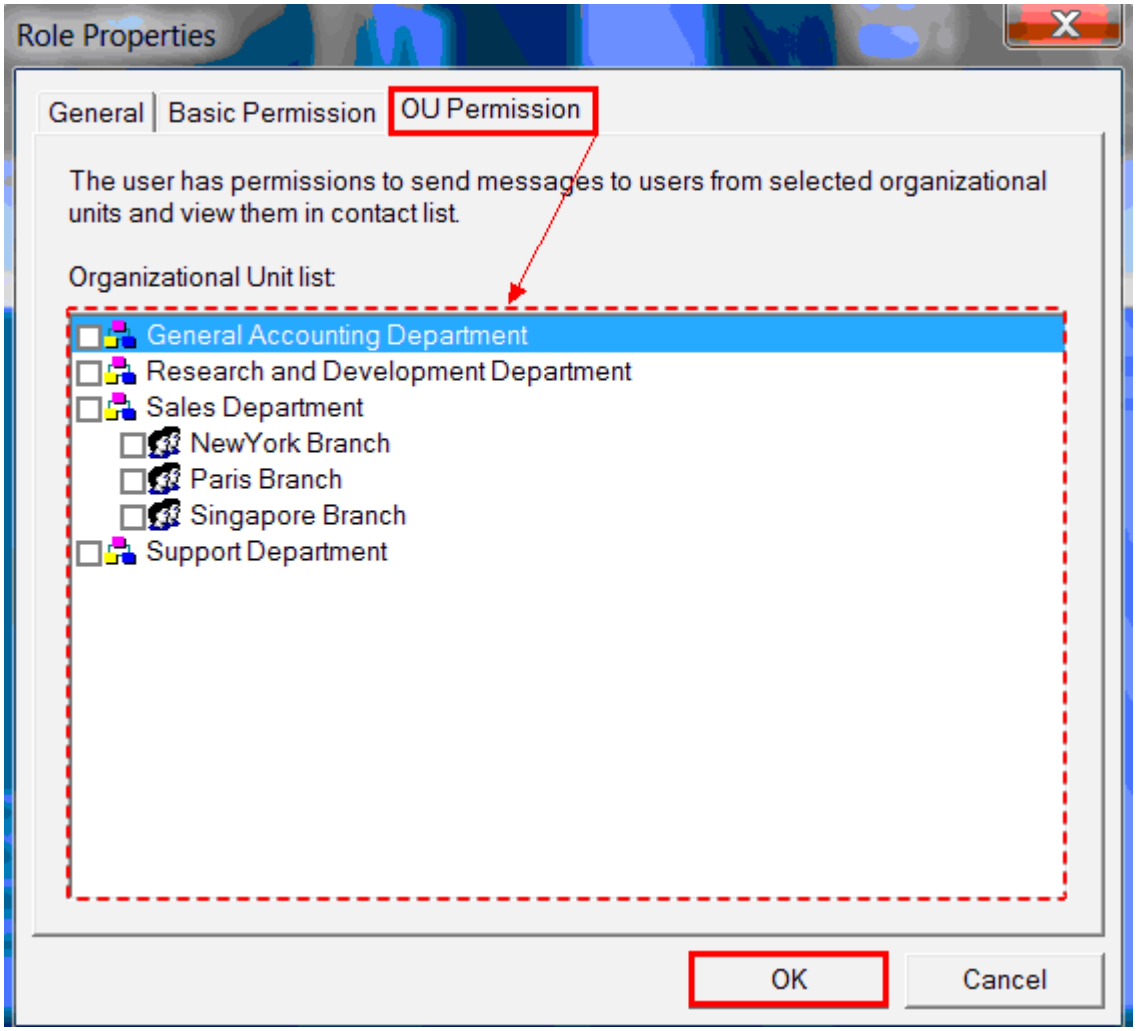
Has permission to send bulletin message: The user accounts belong to this Role will have right to send bulletin message to company, group or selected members

Multi send limits: Specify how many receivers you can send the same file at one time.

Send file size limits: Specify a limit of attachment. For example, the user assigned with this Role is not allowed to send files larger than 5024KB

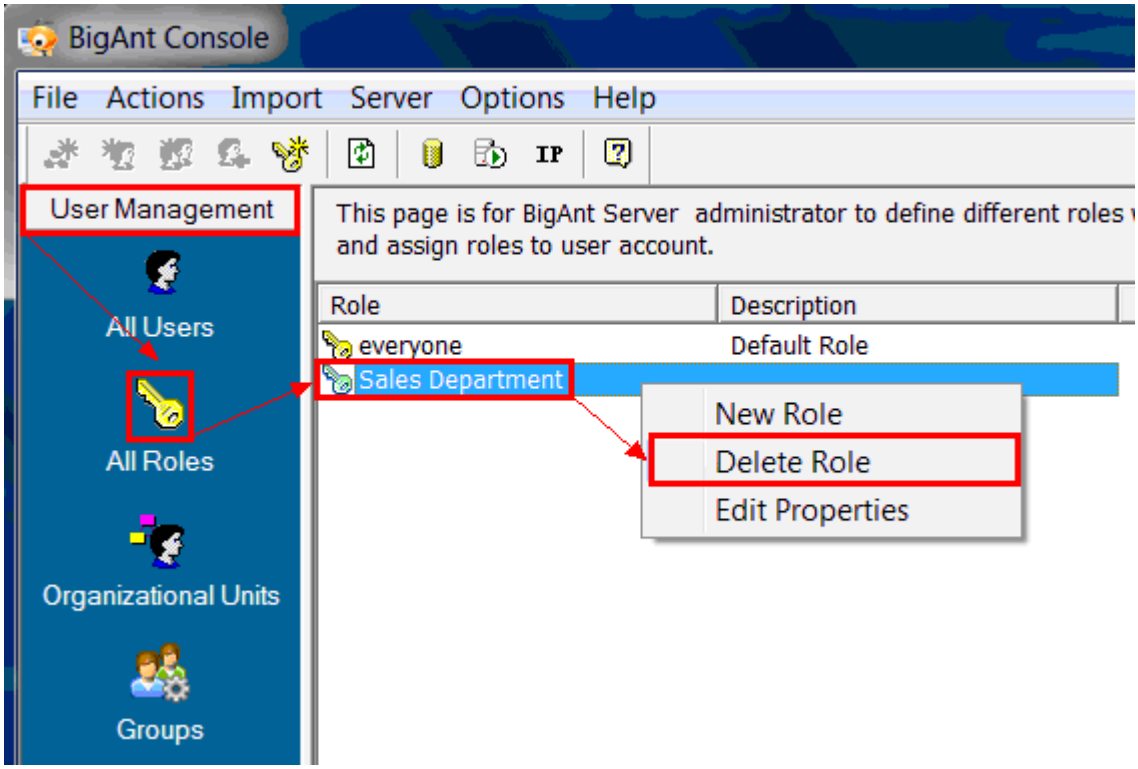
Has permission to create new conference: The role has the permission to start a conference chat.

OU Permissions: If there are more than one Organizational Units in your company. You can specify which OU is allowed to be viewed by users with this Role.
The option **Enable Organizational Unit permissions when assign a Role to user accounts** in **Advanced Settings / System Manager** should be enabled already.



Delete an existing Role.

Select and right click an existing Role, select **Delete Role** from pop-up menu.



Apply a Role

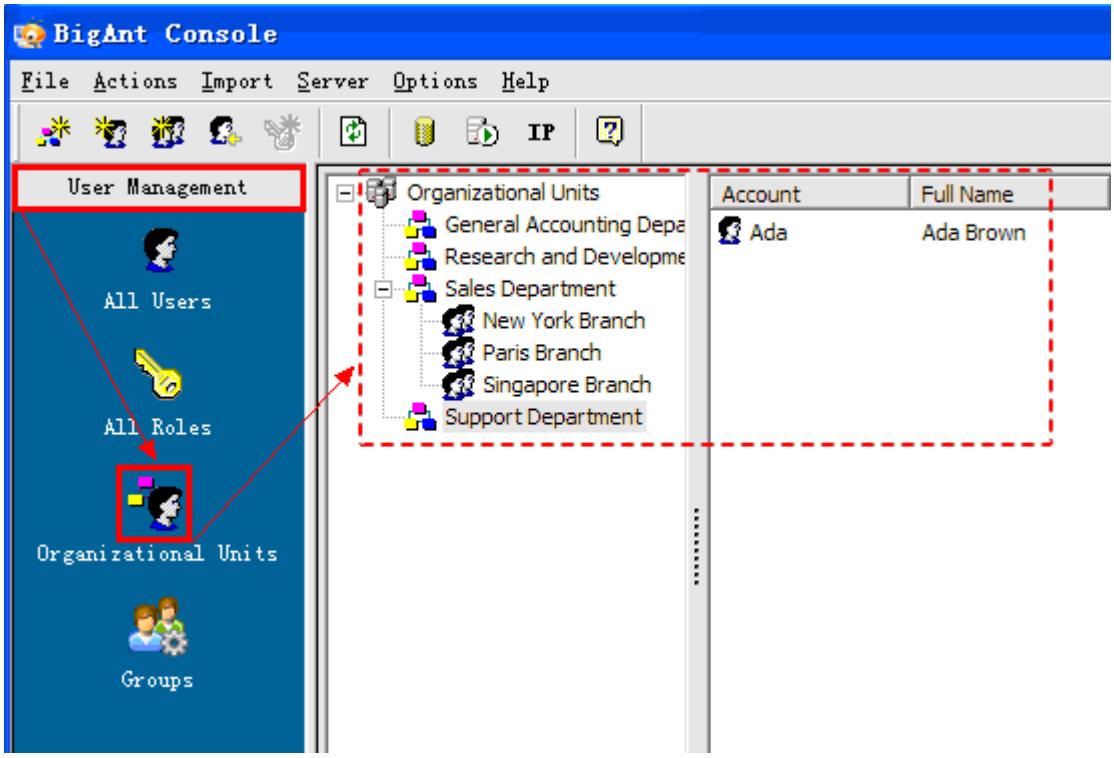
For example, my company has 2 separate branches, we say, B1 and B2, how can I hide users in B1 from been seeing by B2 ?

Launch BigAnt Server Console, click Advanced Settings > System Manager, please make sure the option Enable OU permissions when assign a role to users accounts is checked.

1. Launch BigAnt Server Console, click User Management tab on the left and select Organizational Units (OU for short), On the right page will appear an OU tree.
2. Create 2 OUs, for example, one is called OU1 and the other is OU2.
3. Create user accounts for B1 in OU1, create user accounts for B2 in OU2.
4. Click All Roles on the left pane, then double click the everyone role that listed on the right pane to open its properties window. Switch to the OU Permission tab, uncheck the box next to OU1 and OU2. Click OK to exit.
5. Return to the right pane, right click and select New Role from pop-up menu. A New Role window will open, enter the role name like B1, then switch to the Member tab, click the plus button to add all the accounts in OU1, click OK to exit. Switch to the OU Permission tab, please check the box next to OU1. Click OK to exit.
6. Create another new role enter the role name like B2, then switch to the Member tab, click the plus button to add all the accounts in OU2, click OK to exit. Switch to the OU Permission tab, please check the box next to OU2. Click OK to exit.
7. So all users from B1 and B2 branches can logon on the same server but can not see each other on their contact list.

Organizational units

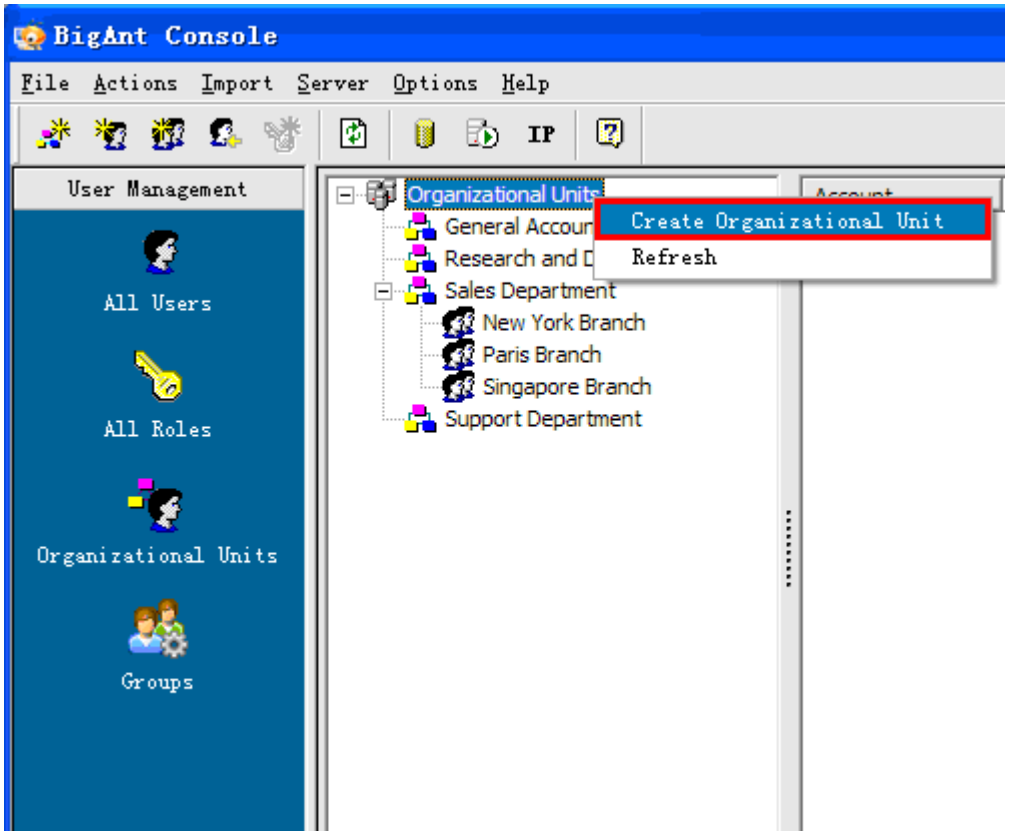
To switch to the Organizational Unit view, just select **Organizational Units** from the **User Management** on the left pane. The result pane displays the list of users located in the Organizational Unit and the list of contacts.



Creating a new Organizational Unit

To create a new Organizational Unit, select and right-click the default Organizational Unit item on the right pane, select **Create a new Organizational Unit** from the pop-up menu.

You can also select the **Actions/New Organizational Unit** from the main menu or use the button on the toolbar.



Enter an Organizational Unit name and description.

By default, the Organizational Units will be displayed in alphabetical order on BigAnt IM Client window.

If you would like to manually adjust display sequence of Organizational Unit, please enter a number to specify.
For example, you would like to show Paris Branch under Singapore Branch.
Please enter the number 2 for Paris Branch in its **Organizational Unit Properties** window, and enter number 1 in for Singapore Branch in its own **Organizational Unit Properties** window.

Edit an existing Organizational Unit

To edit an existing Organizational Unit, select and right-click it in the existing Organizational Units and select the **Properties** menu item from the pop-up menu.

Delete an existing Organizational Unit

To delete an existing Organizational Unit, select and right-click it in the Organizational Units and select the **Delete** menu item from the pop-up menu.

Delete Organizational Unit: Only the **Organizational Unit** will be deleted. The groups and user accounts belong to this OU will be disabled and moved to the **All Users** item.

Delete Organizational Unit and its members: All groups and user accounts belong to this OU will be deleted from the server as well.

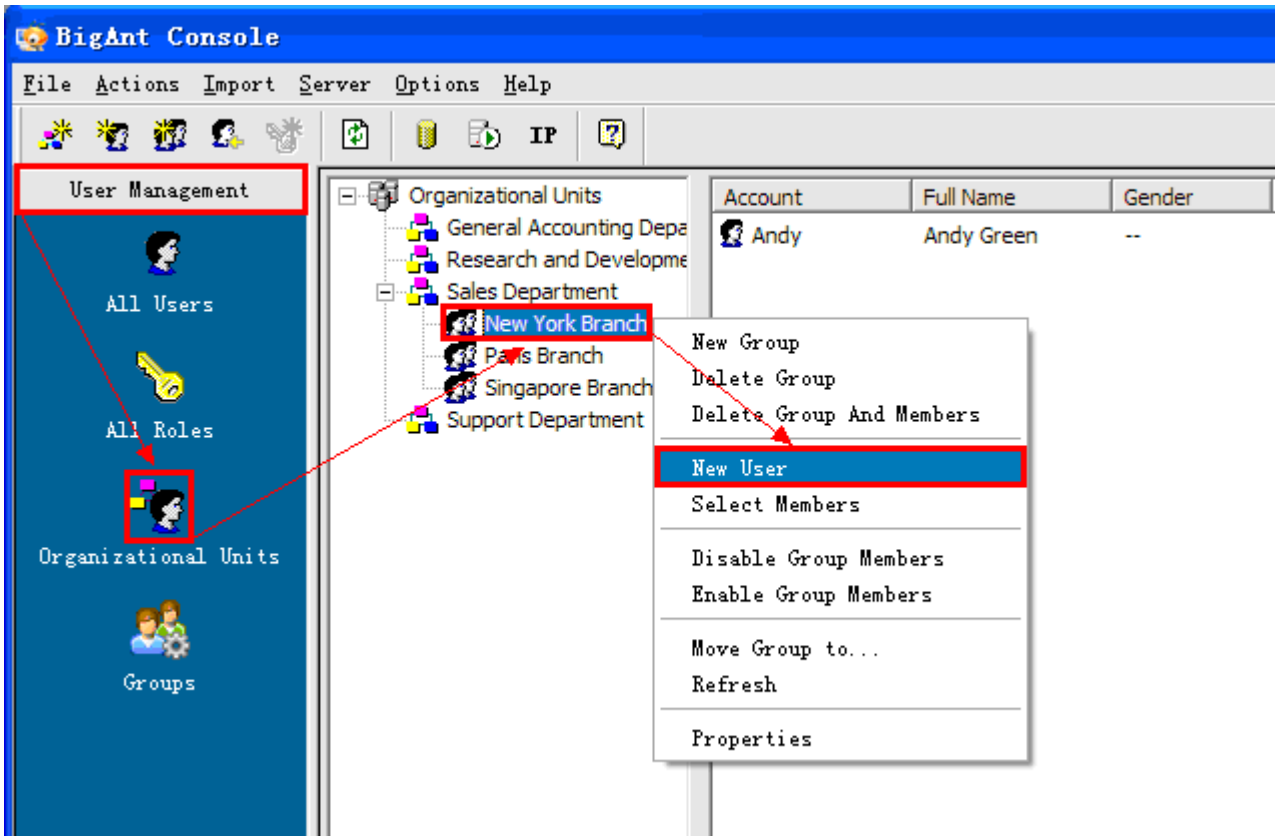
User Accounts

A User Account is an account associated with a user login name used by the BigAnt Messenger client to establish connection with the BigAnt Messenger server and communicate with other users.A User Account can be added manually from the User Management or imported from the Active Directory (LDAP) catalog.
The User Account can be edited,moved,blocked or deleted on BigAnt Server by Administrator.

Add a new User Account

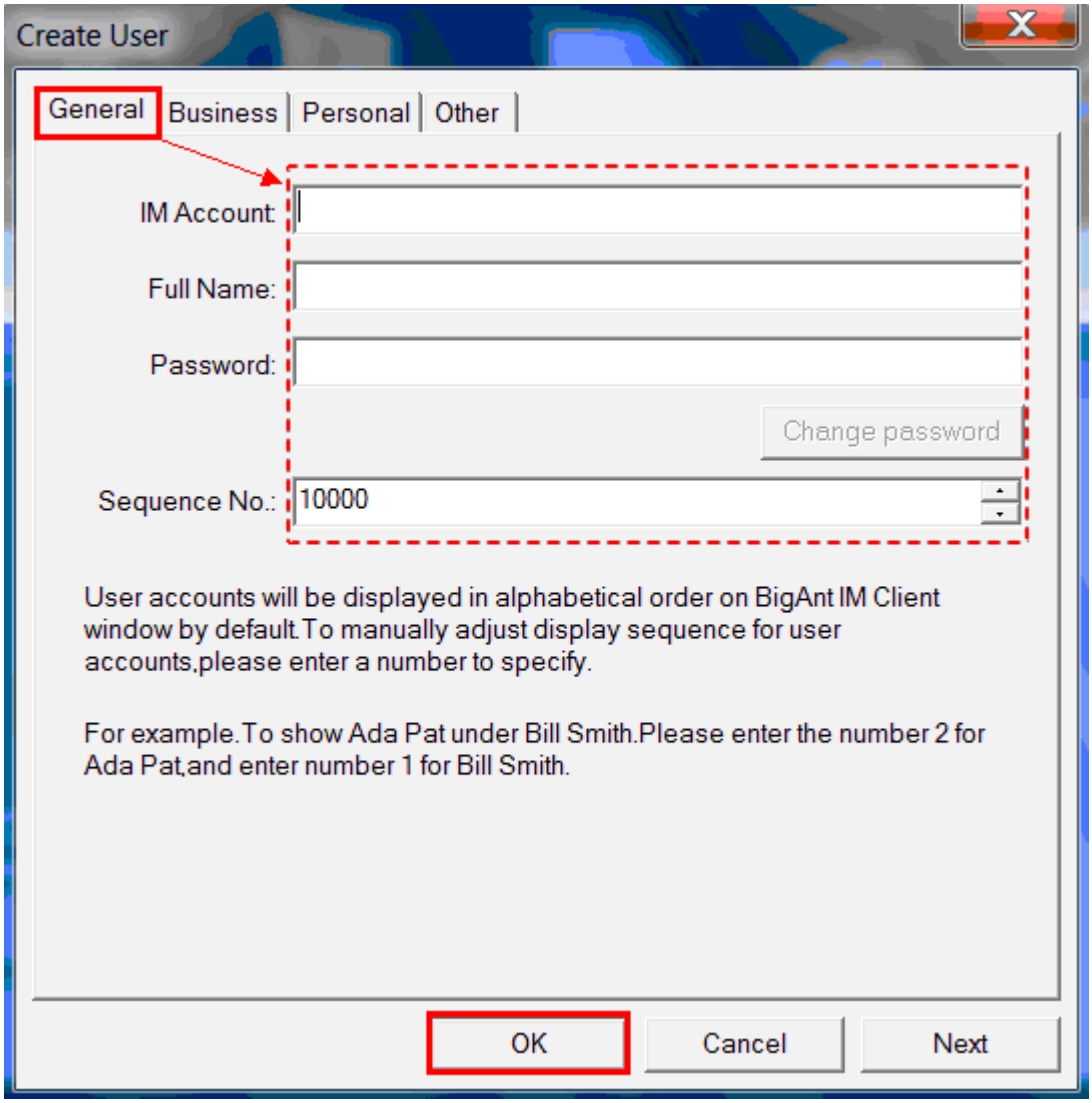
To create a new User Account on the server, right click an existing group and select **New User** from the pop-up menu or right click on the right blank space,select **New User** .

Or click on the toolbar. This will open the Add User Account Page.



General Information

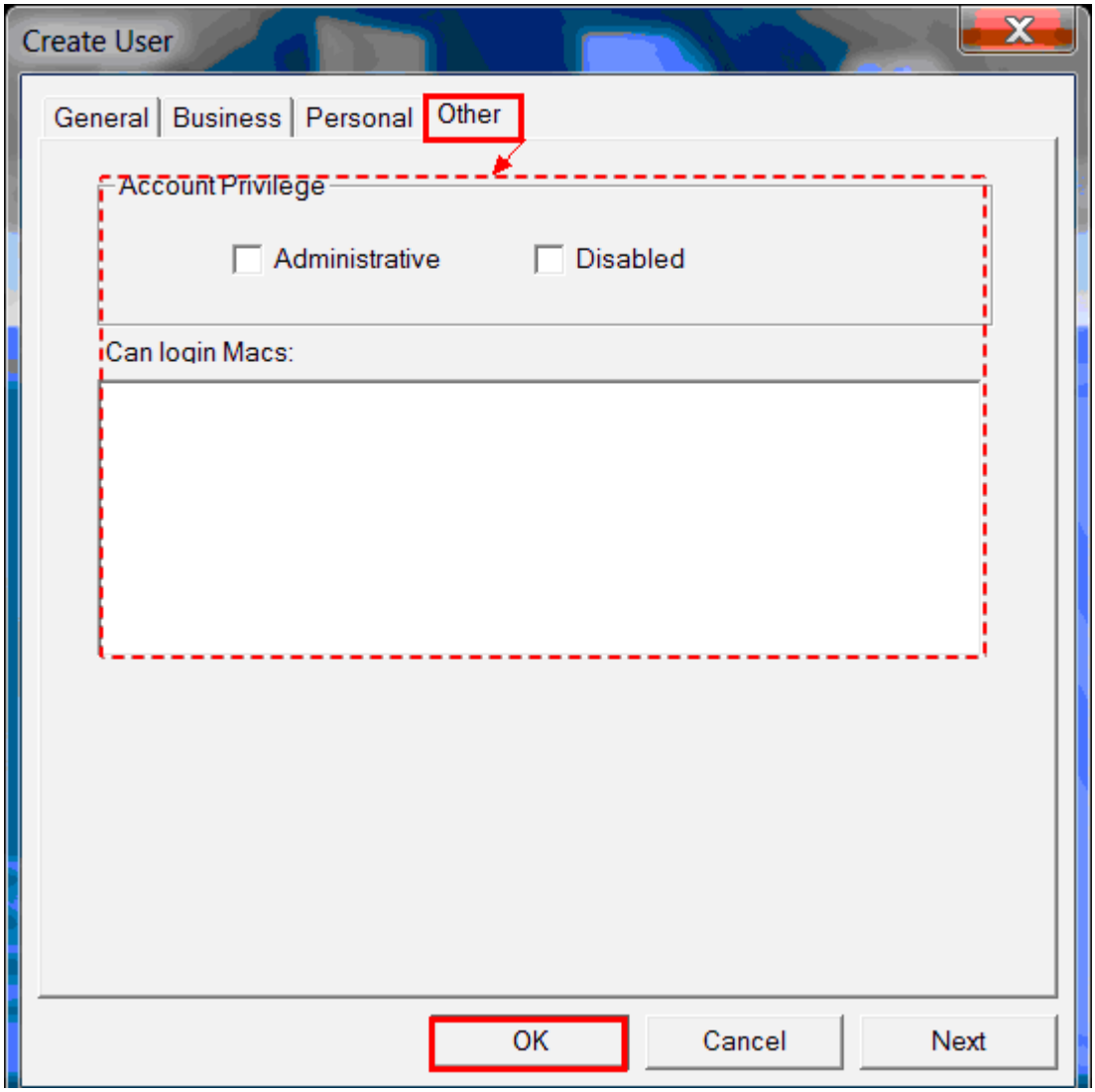
Use the General information page to enter the user's IM Account (login name), Full Name and password.



Switch to other 3 tabs to enter optional and additional information about the account, such as title, contact details, account permissions etc.

Administrative account: Enable this option to grant the user administrative privileges on the IM server. Administrators have the right to view and send messages to all users and Messaging Groups located on the IM server and also send bulletin messages.

Disable: Check this option to block the user to log into the IM network and communicate with others.



Edit an existing User Account

To edit an existing User Account on the server, select and right click a User Account, select **Edit Properties** from the pop up menu. This will open the Add User Account Page again. After you edit user account, click OK to save changes.

Delete an existing User Accounts

To delete an existing User Account, select and right click a User Account, select **Delete** from the pop up menu. You should confirm the deletion of a User Account.

You can delete multiple accounts at one time. Press and hold Ctrl key to select several accounts on the Organizational Unit view.

Remove an existing User Accounts

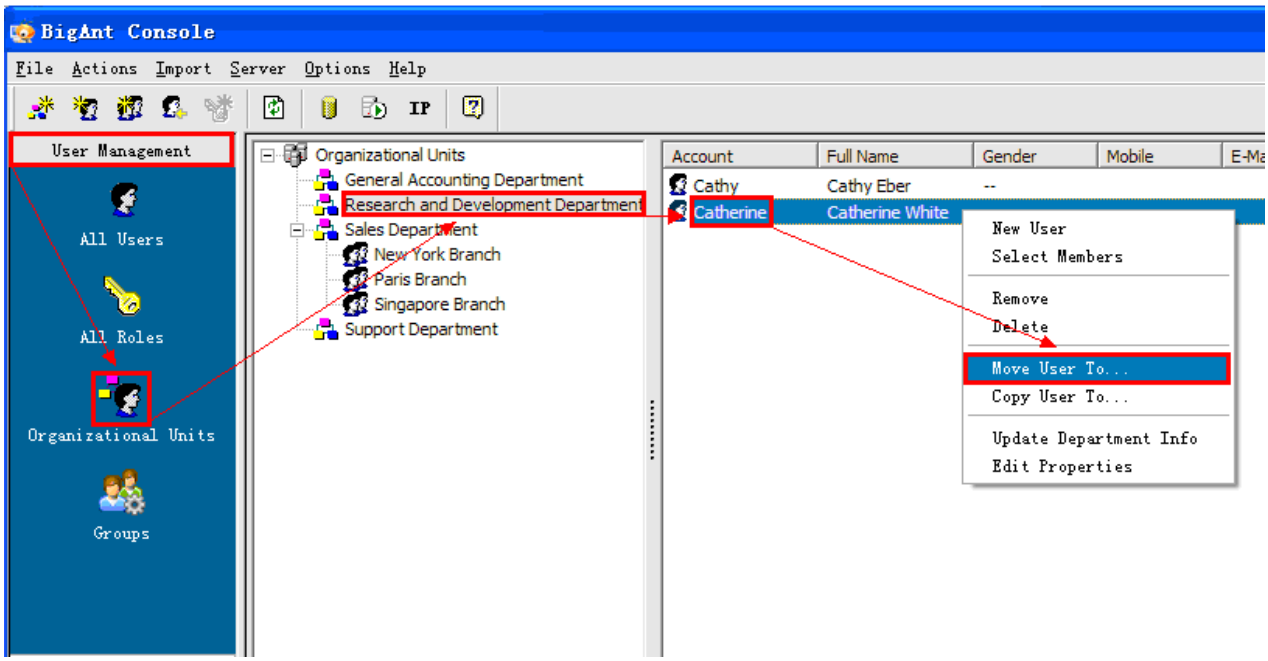
The existing User Account can be removed from current group. Different to permanently delete user account on server, the removed User Account will be stored in **All Users** item. You can find the user account record if you need in future.

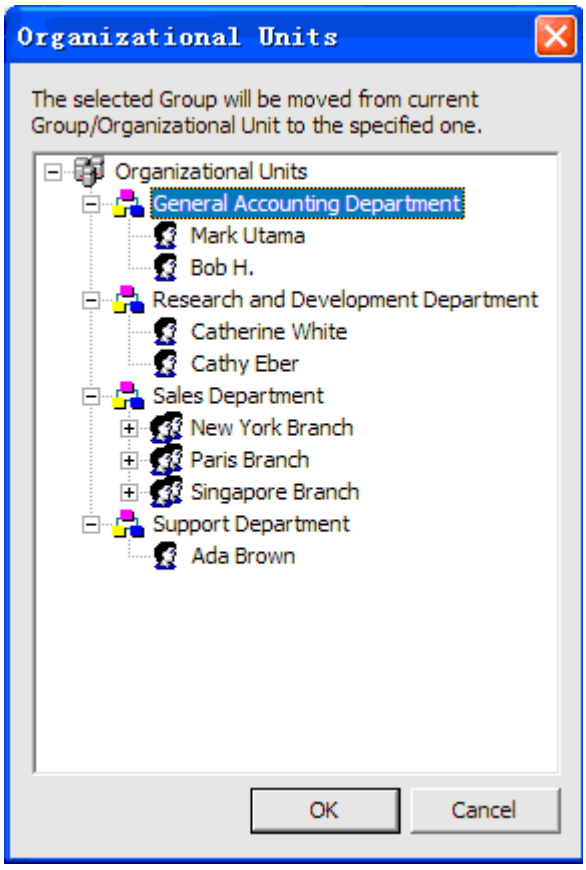
To remove an existing User Account, select and right click a User Account, select **Remove** from the pop up menu.

Move an existing User Accounts .

The existing user accounts can be moved to another group or branch. Select and right click an existing user account,

select **Move user to** from the pop-up menu. It will open the Select location dialog box.





You can move multiple accounts at one time. Press and hold Ctrl key to select several accounts on the Organizational Unit view.After you select a new location for the user account, click the OK button to move it. The User Account will be placed to the new location.

Copy an existing User Accounts

The existing user accounts can be copied to another group or branch. Select and right click an existing user account, select **Copy user to** from the pop-up menu.
It will open the Organizational Unit dialog box.

You can copy multiple accounts at one time. Press Ctrl key to select several accounts on the Organizational Unit view After you select a new location for the user account, click the OK button to move it. The User Account will be placed to the new location and also stays at its original location.

Import Users

The BigAnt Server Console allows you to import user accounts in three ways.

1. **Import User Accounts from file.**

   If you have created a .txt(Notepad) file includes user accounts and user name following the format as below.You can click **Import / Import User Accounts from file**,select the .txt file to import all the user accounts from the .txt file to BigAnt Server.

2. **Import User Accounts from file.**

   The BigAnt Server Console has the Active Directory Import Wizard that allows you to import user accounts from the Active Directory (LDAP) catalog by Organizational Units or/and Groups criteria. It is easy to create a user database in a few minutes if your business/corporate network is based on the Windows Domain structure.

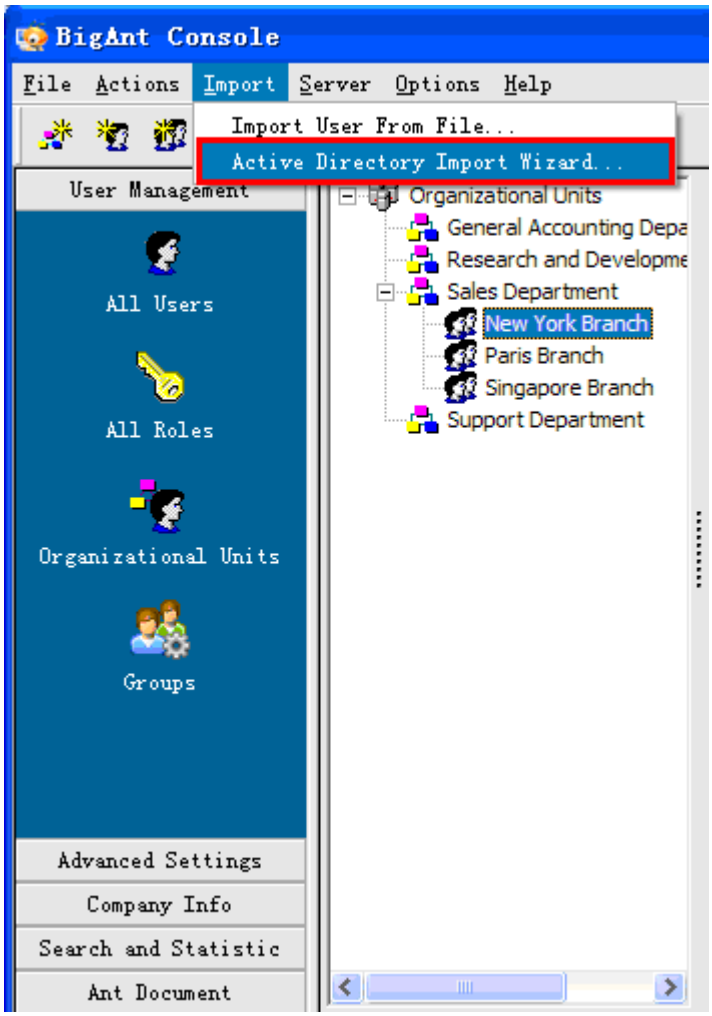
Import User Accounts from the Active Directory (LDAP)

The BigAnt Server Console has the Active Directory Import Wizard that allows you to import user accounts from the Active Directory (LDAP) catalog by Organizational Units or/and Groups criteria. It is easy to create a user database in a few minutes if your business/corporate network is based on the Windows Domain structure.

Import User Accounts from Active Directory

The BigAnt Server Console has the Active Directory Import Wizard that allows you to import user accounts from the Active Directory (LDAP) catalog by Organizational Units or/and Groups criteria. It is easy to create a user database in a few clicks if your business/corporate network is based on the Windows Domain structure.

Select **Import / Active Directory Import Wizard** from menu to open Active Directory Import Wizard.

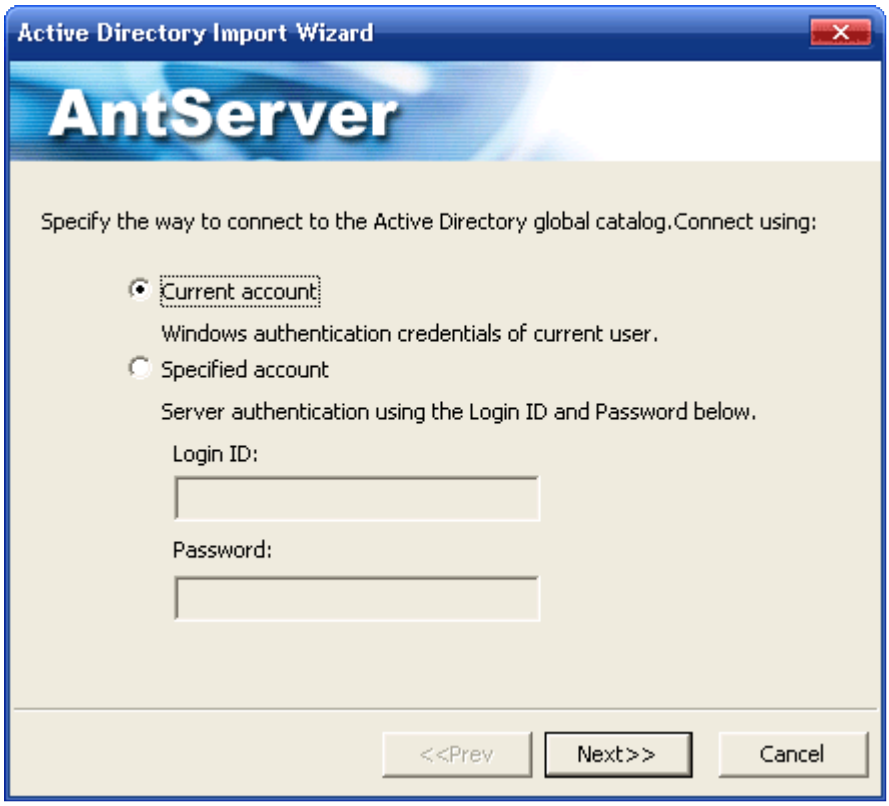


Use current account or specify the user name and password to access the Active Directory catalog.

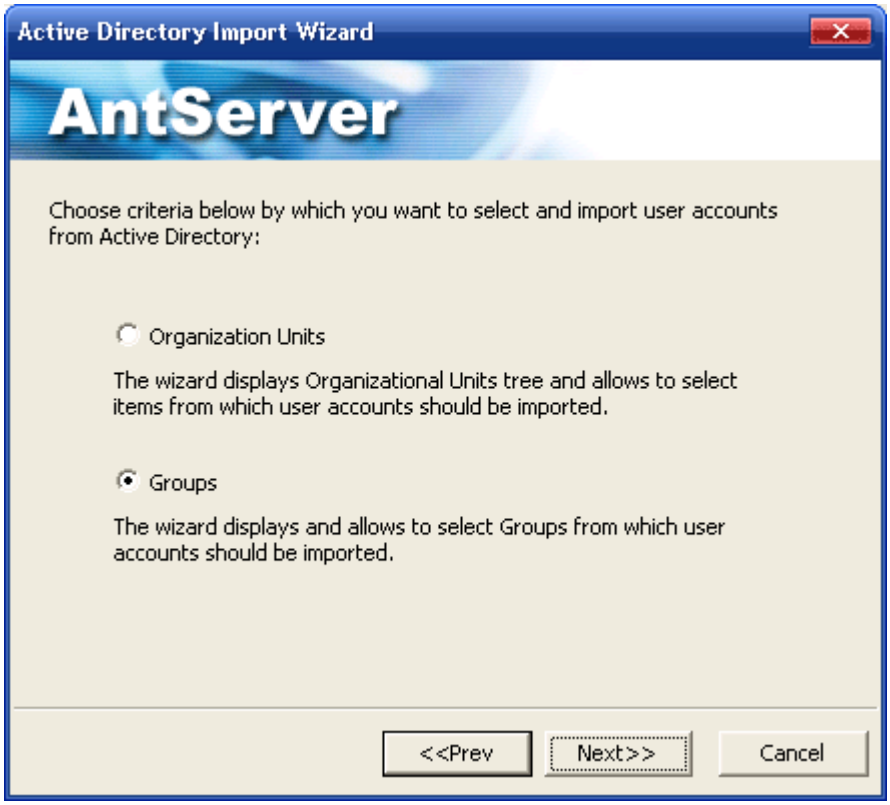
Current account: Select this option if you are logged into the Domain network and your account has the appropriate rights to connect to the Active Directory catalog and enumerate containers and users.

Specified account: Otherwise you can select this option and enter the login ID and password that should be used to connect to the catalog and import user accounts from it.

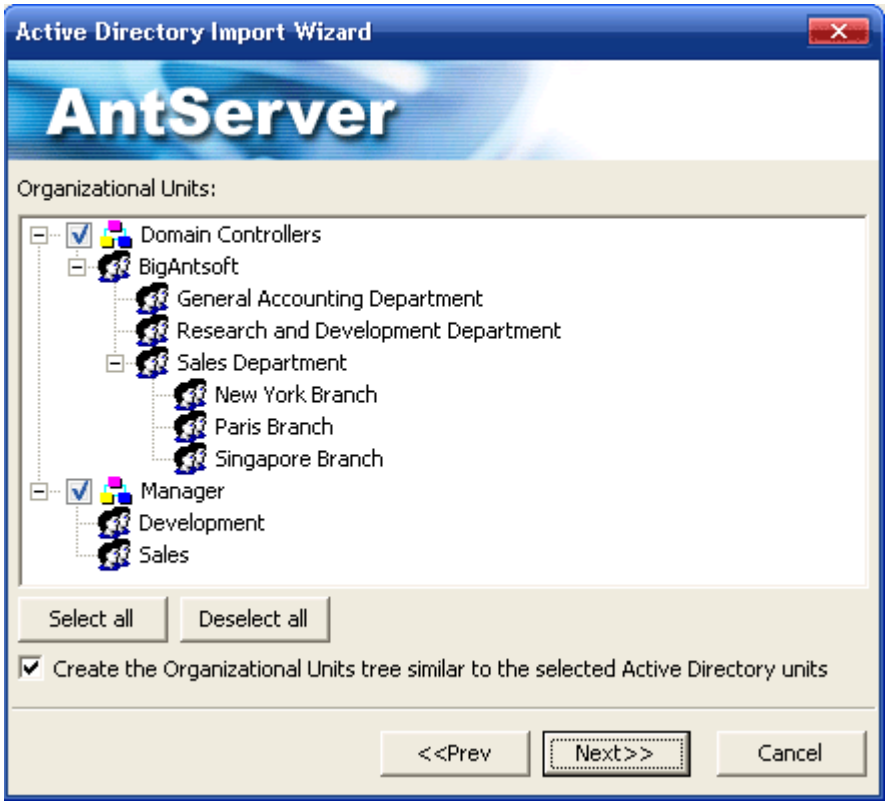
Click **Next** to proceed to continue.



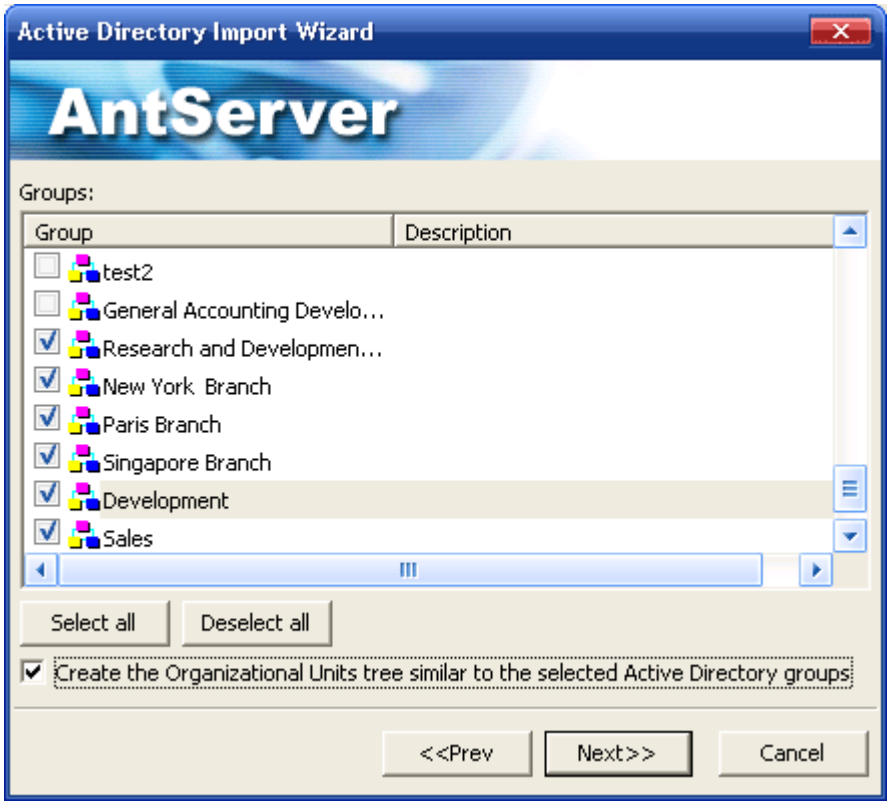
Depending on the options selected, the next page displays either the Organizational Units tree or the Groups list.



Organizational Units: Select this option to display the Organizational Units tree available in the Active Directory catalog. Then you can select only those OUs in the tree you want to import user accounts from.



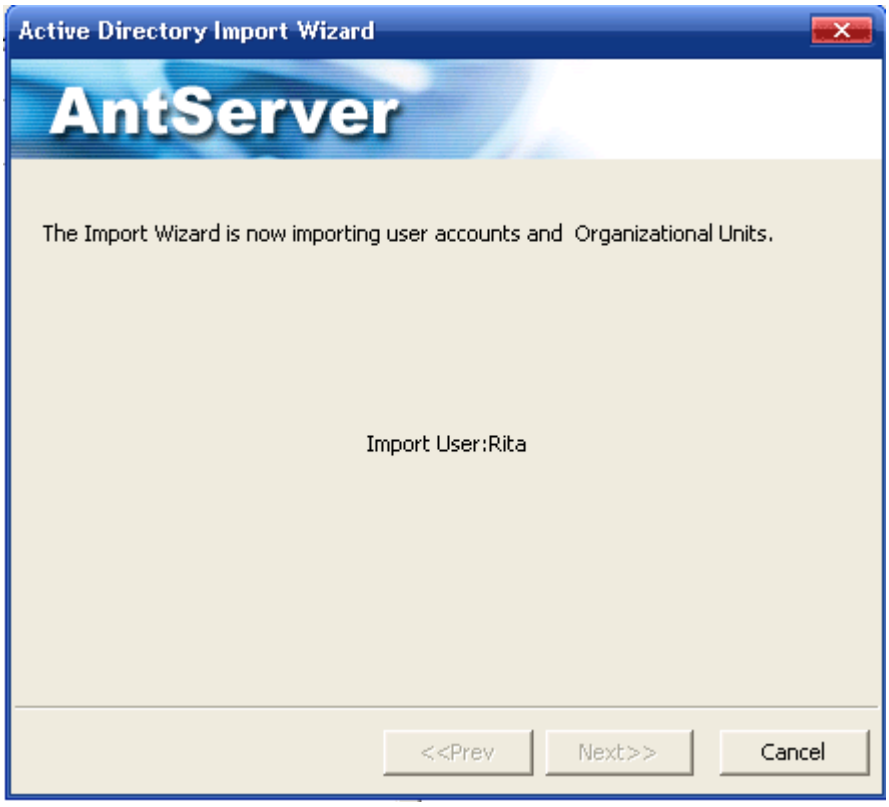
Groups: Select this option to display the list of available Groups in your LDAP catalog. Then you can select only those Groups you want to import users from.



Select the criteria you want to import user accounts by.

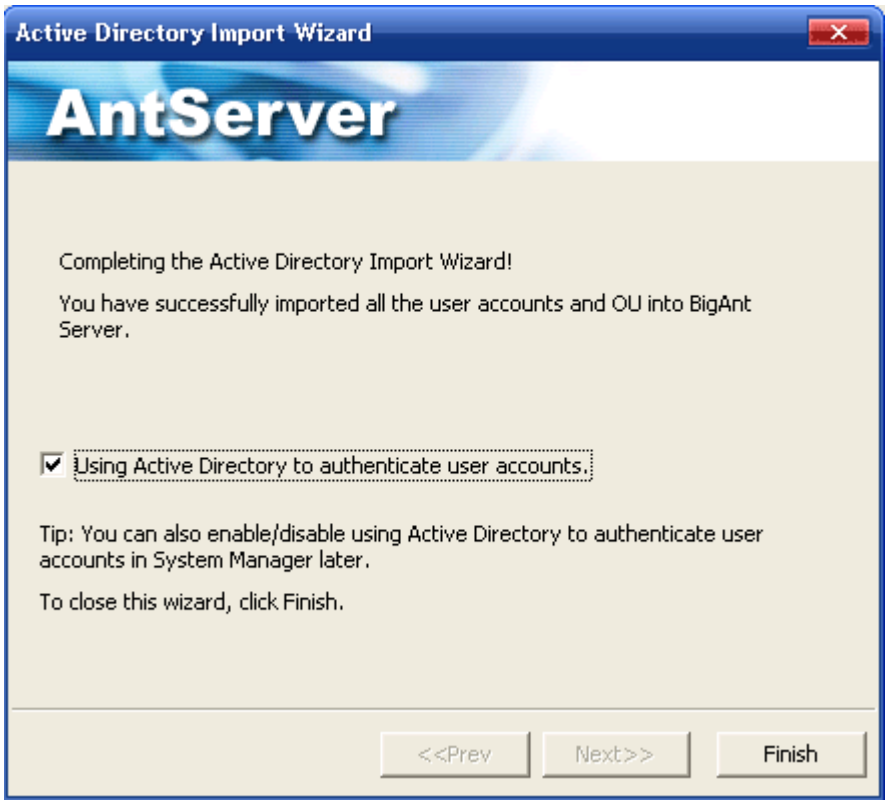
Click **Next** to start import.

Start importing user profile from AD to BigAnt console.



After you complete the Active Directory Import Wizard selection, you can check the option of **Using AD to authenticate user accounts**.

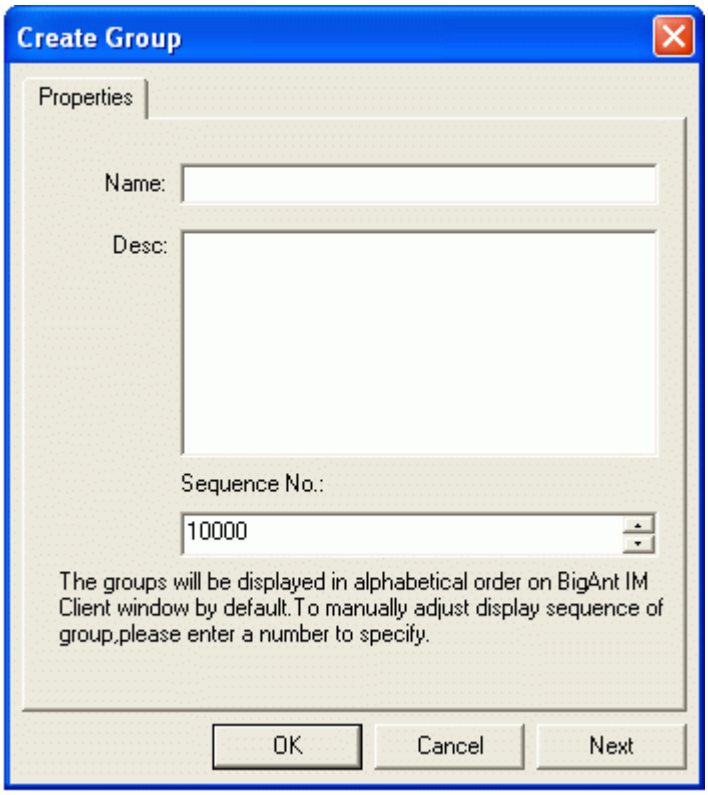
Click **Finish** to exit.



Group Manger

Create a new group

To create a new group, select and right-click an existing Organizational Unit item, select **New Group** menu item from the pop-up menu. You can also select the **Actions\New Group** from the main menu or use the button on the toolbar. Enter a group name and description.

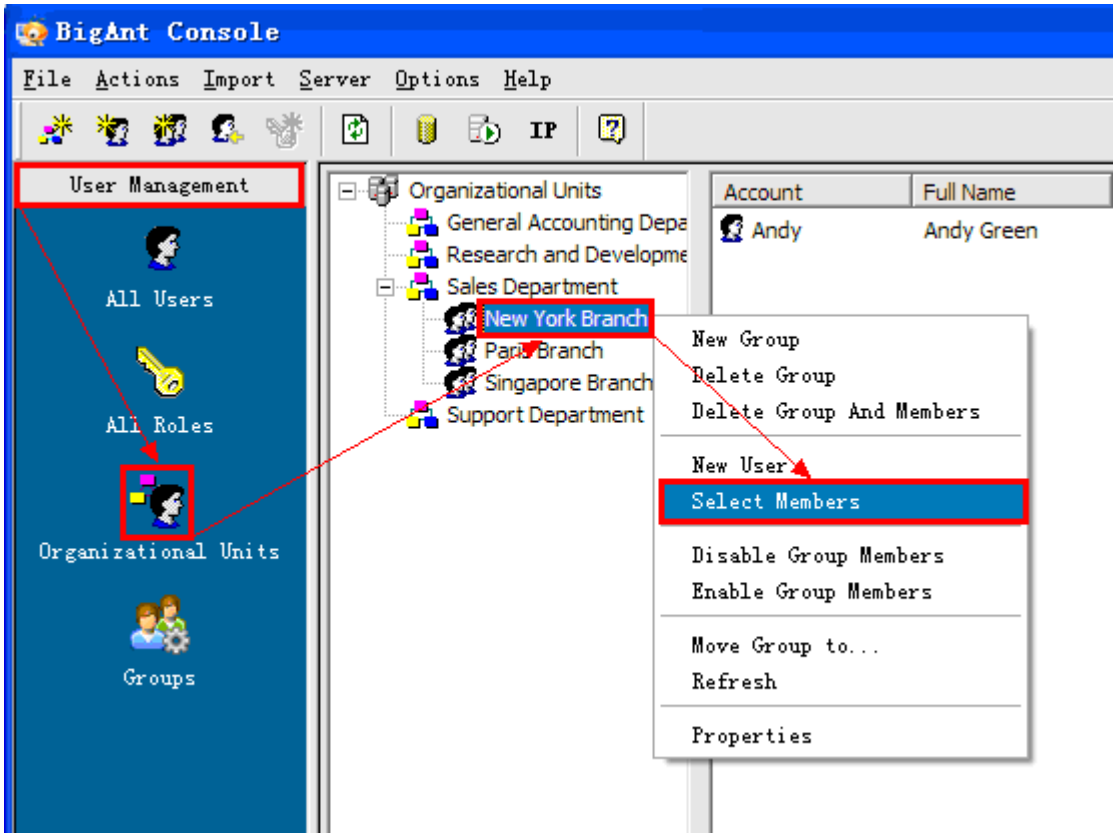


Delete an existing group

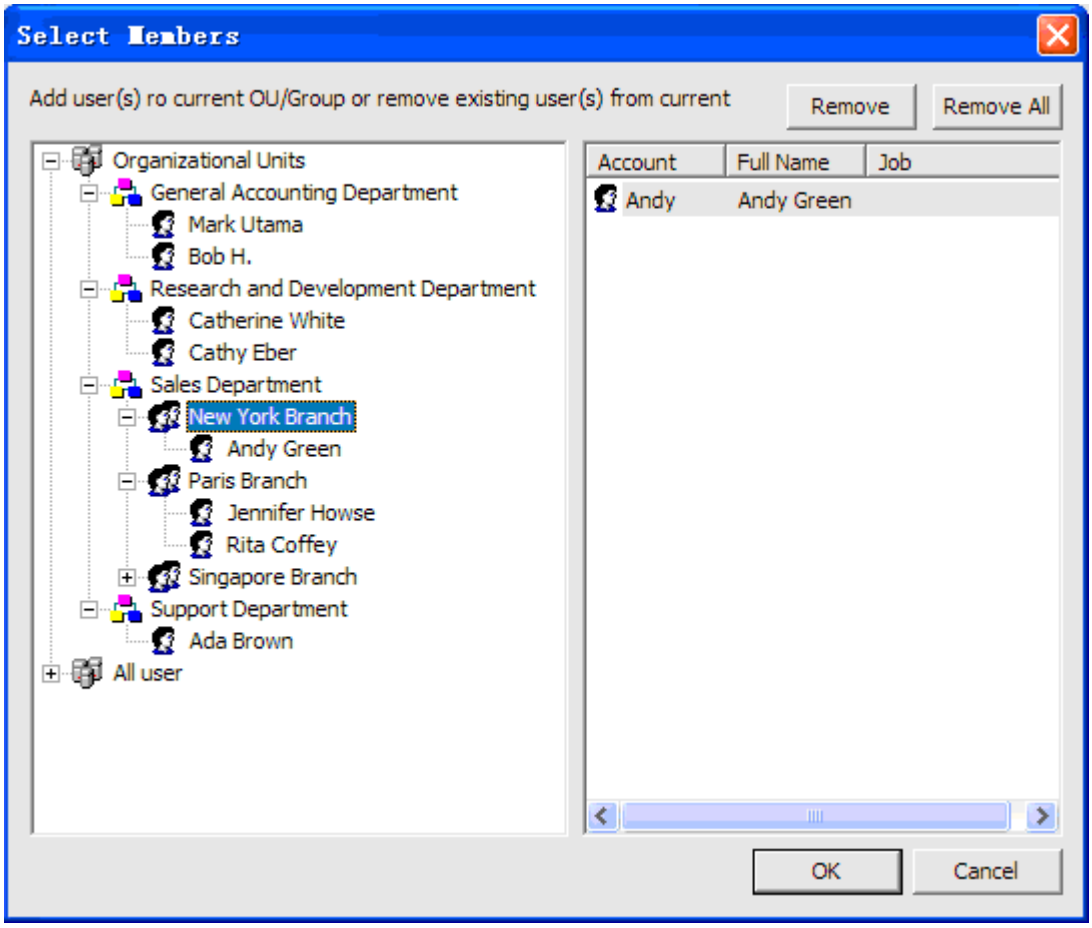
Right-click an existing Organizational Unit.Select **Delete**
Delete Group: Only the Group will be deleted.The user accounts belong to this Group will be disabled and moved to the All user list
Delete Group and members: The group and user accounts belong to this group will be deleted from the server as well.

Select user account for an existing group

Select and right click an existing group, click **Select members** to open Selection page,

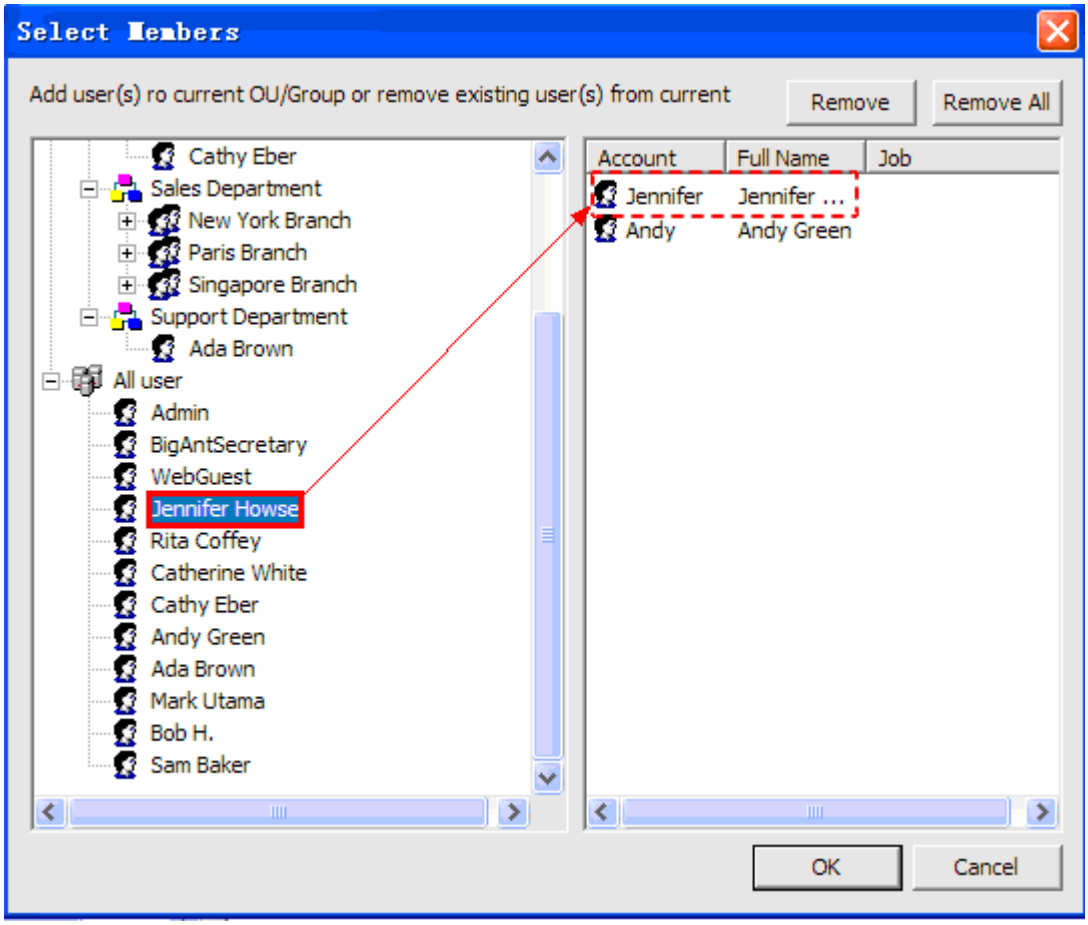


The left window display all available user accounts in the current OU,The right window display the user account in the current group.



Add User Accounts to an existing group

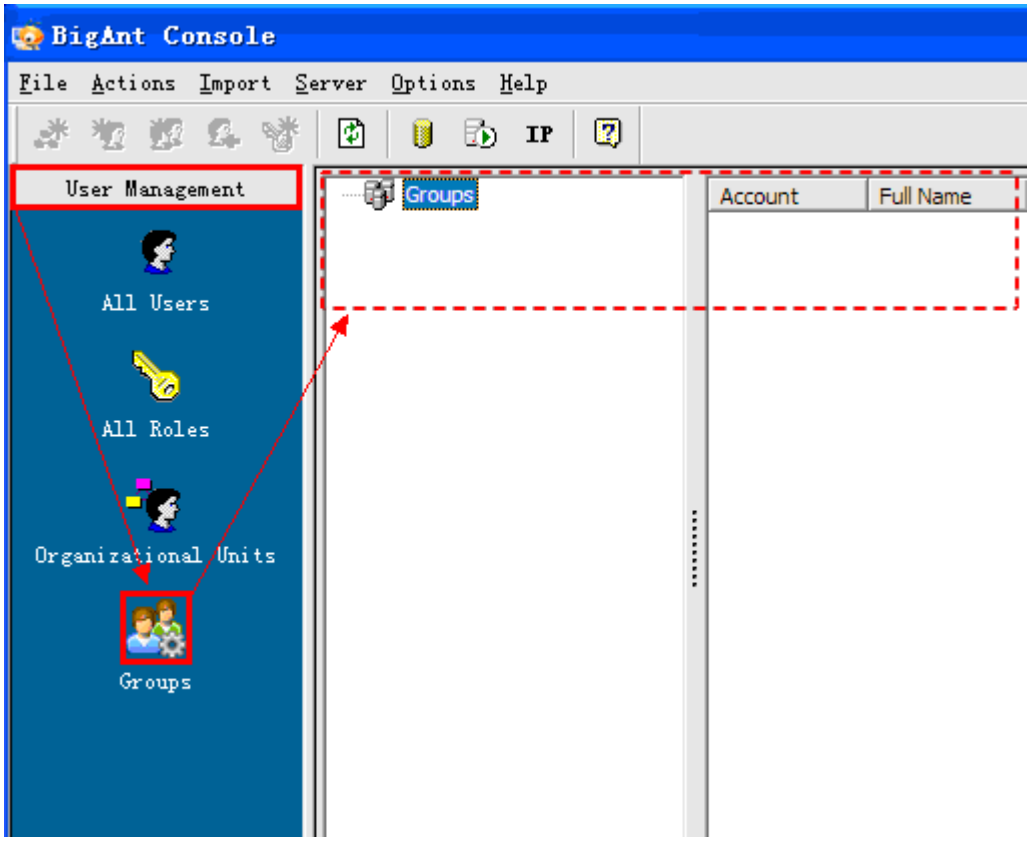
Choose the specified group,select a user from the left window,double clicks to move selected user to the right window.You can remove users,just click the remove button on the right panel.


Select Members
Add user(s) ro current OU/Group or remove existing user(s) from current
Remove
Remove All
Cathy Eber
Sales Department
New York Branch
Paris Branch
Singapore Branch
Support Department
Ada Brown
All user
Admin
BigAntSecretary
WebGuest
Jennifer Howse
Rita Coffey
Catherine White
Cathy Eber
Andy Green
Ada Brown
Mark Utama
Bob H.
Sam Baker
Account
Full Name
Job
Jennifer
Jennifer ...
Andy
Andy Green
OK
Cancel

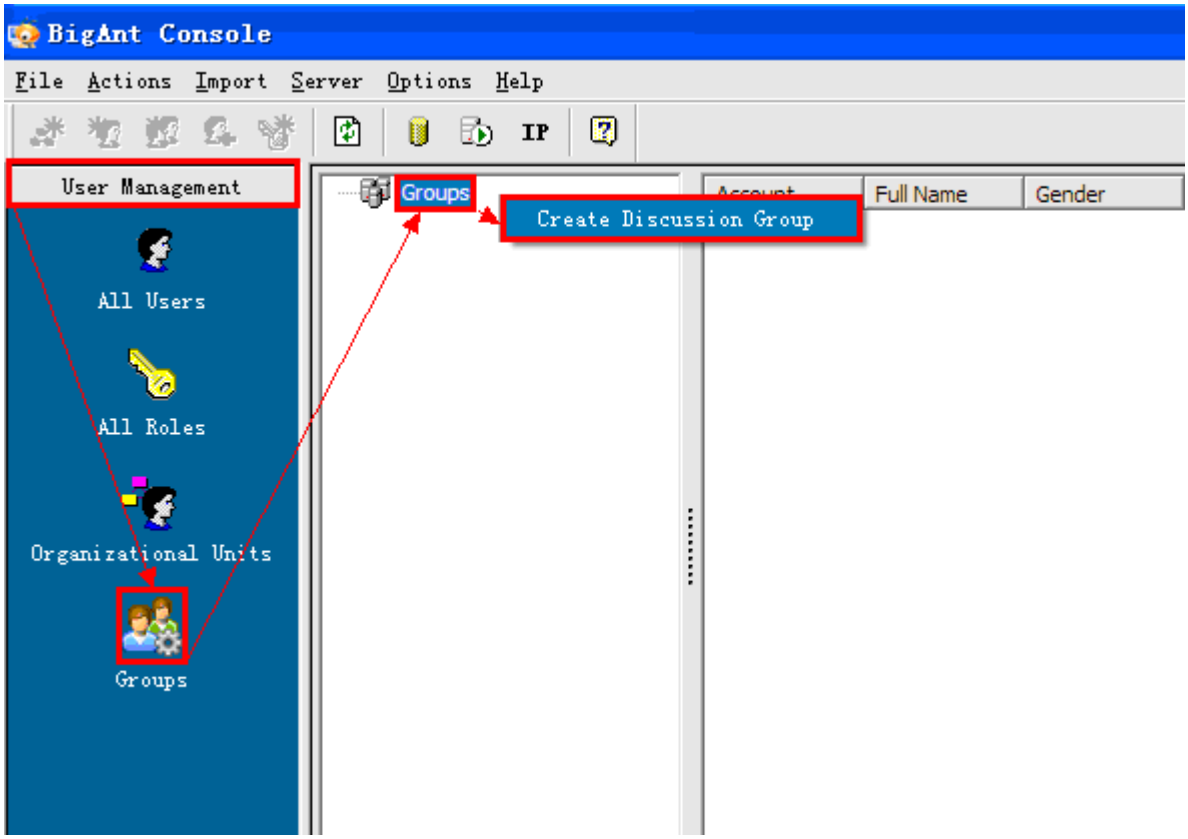
Groups

Create a new group discussion

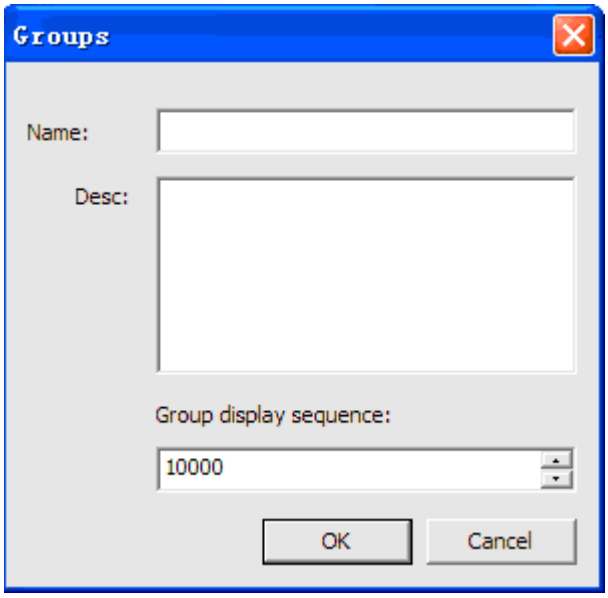
Seletct **Groups** from the **User Management** on the left pane.The right pane displays the **Groups button.**



Right click the Groups button,select Create Discussion Group



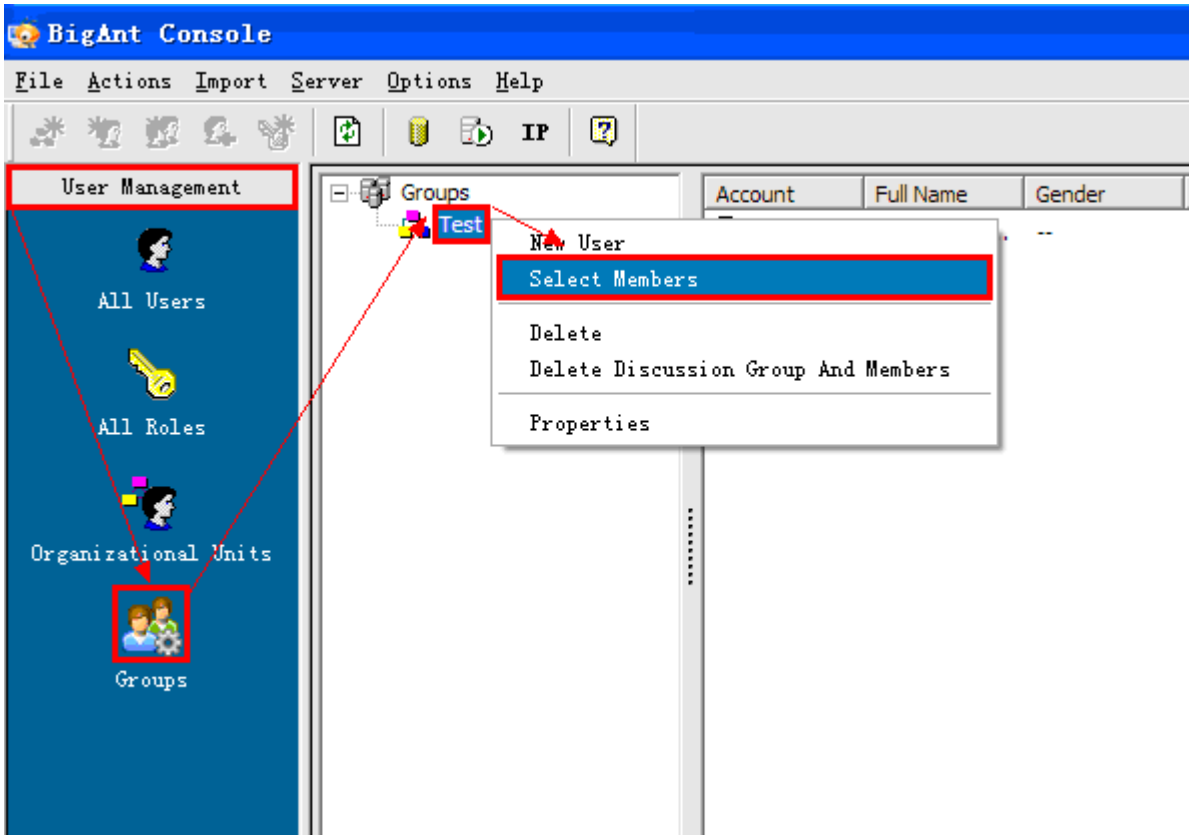
After clicking ,it will pop up a window as follows.



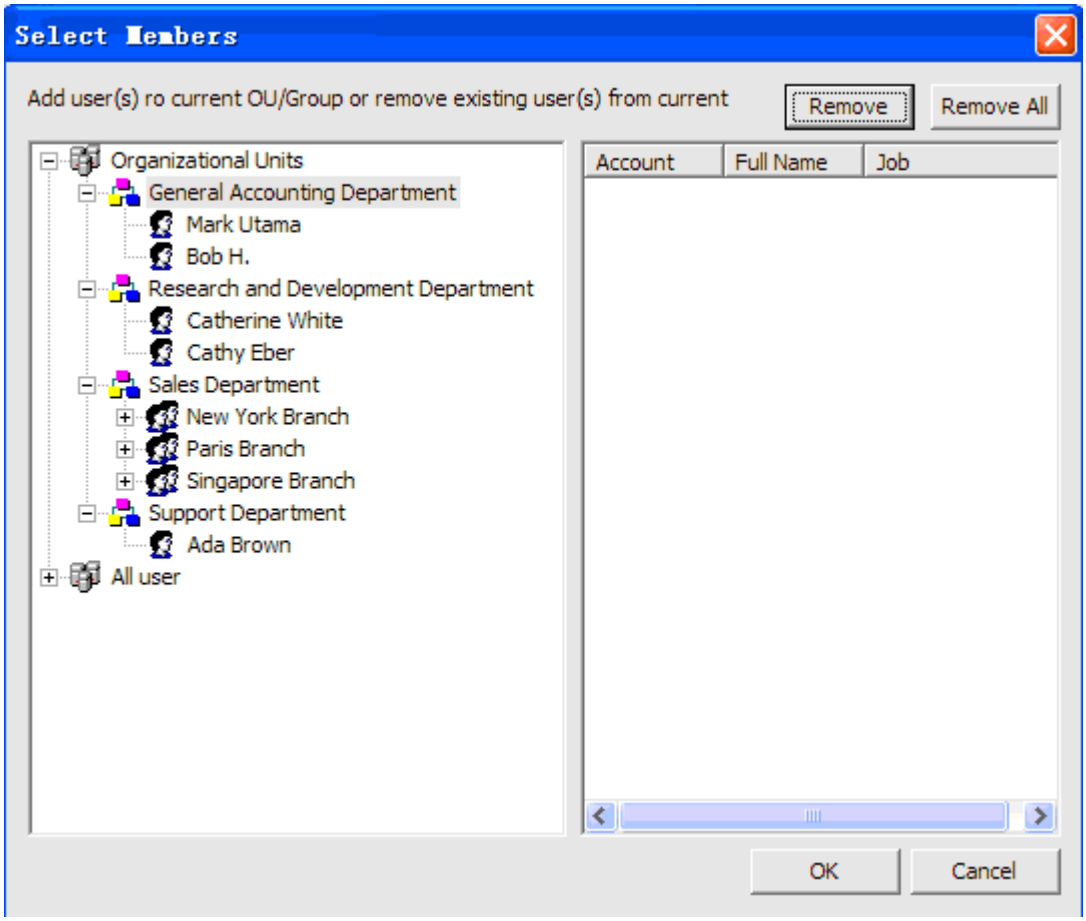
Enter the group name,finish creating discussion group.

Select user account for the created discussion group

Select and right click the new group, click Select members to open Selection page

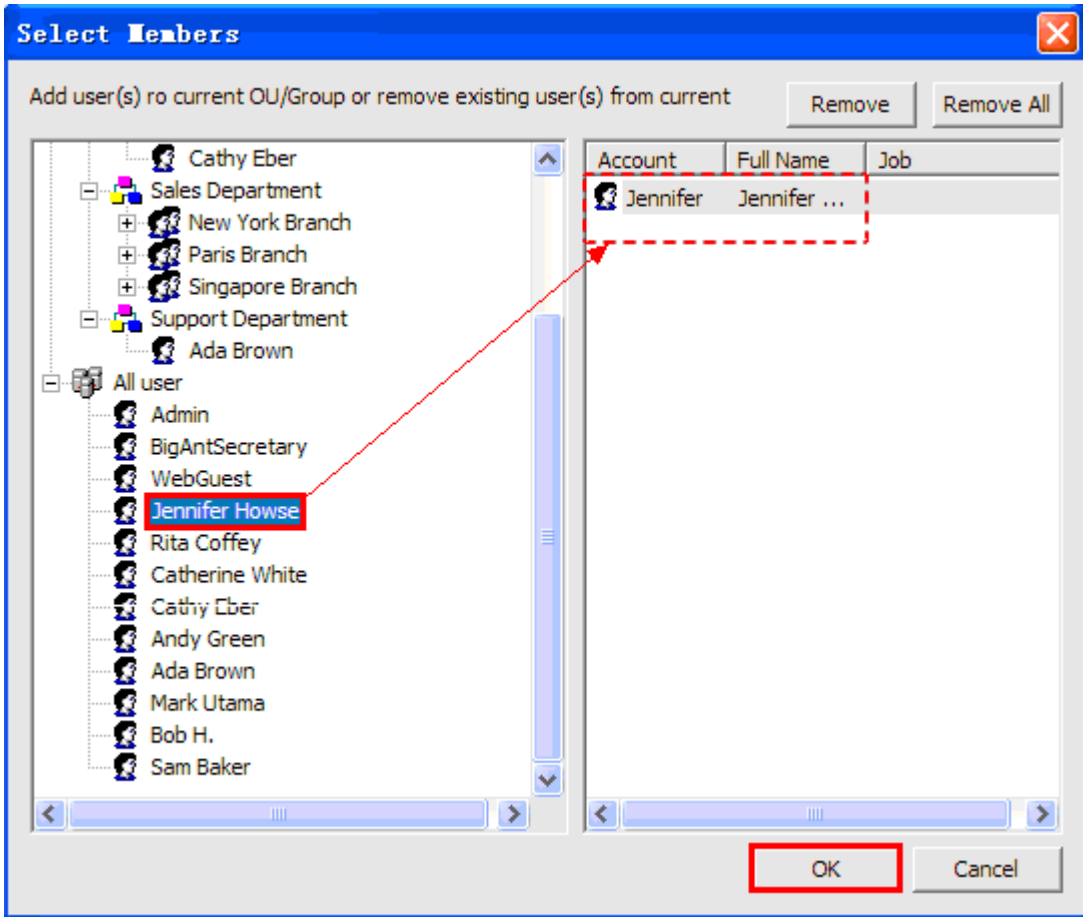


The selection page is as follows. The left window display all available user accounts.The right window display the user account in the current discussiongroup.



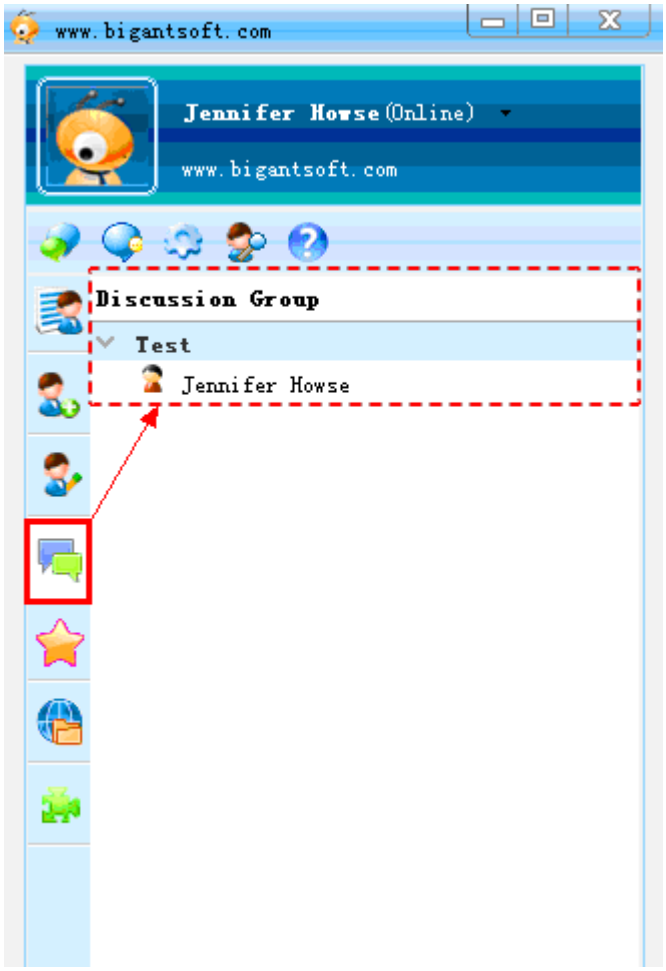
Add User Accounts to the created discussion group

Select a user from the left window,double clicks to move selected user to the right window.You can remove user,just click the remove button on the right pane.



Client View

When the discussion group is created,the selected user will see the following view on the client.

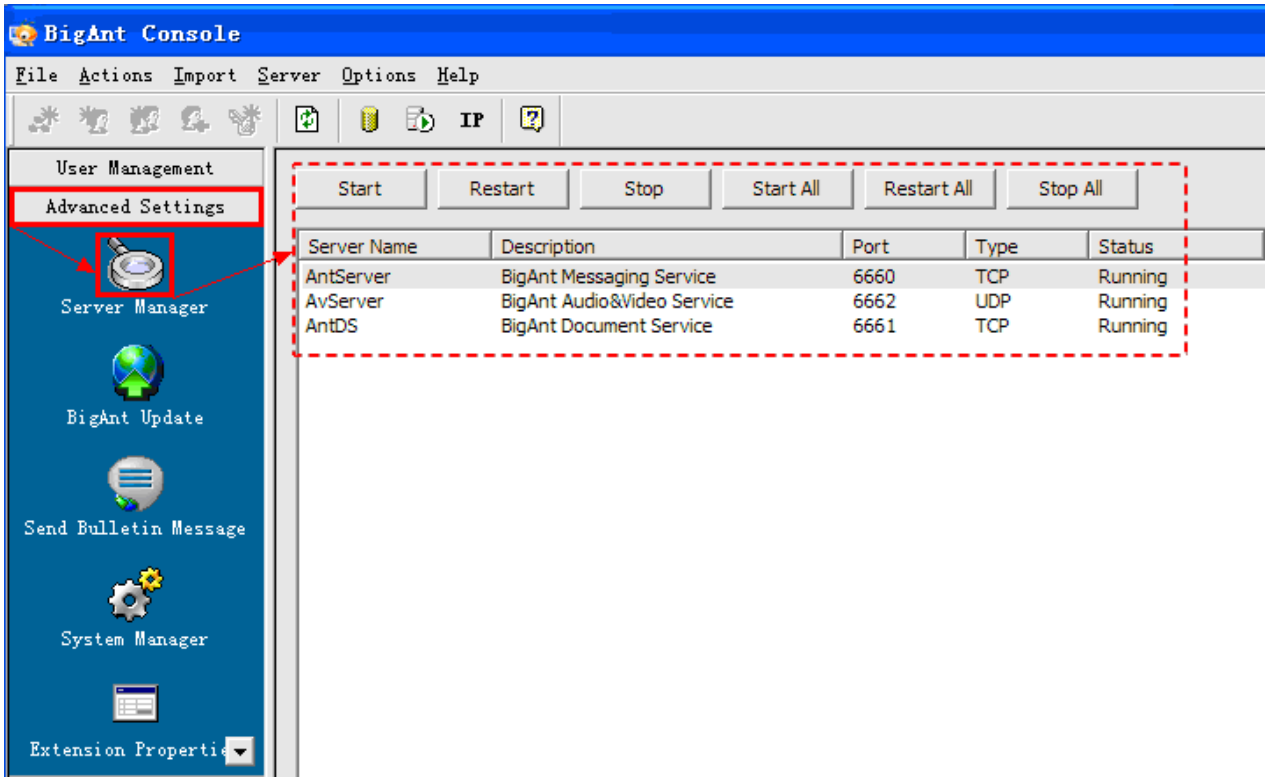

www.bigantsoft.com
Jennifer Howse(Online)
www.bigantsoft.com
Discussion Group
Test
Jennifer Howse

Advanced Settings Overview

This option helps you to auto check general server error, clean up data, View how many users are currently connected to the server (Presence Status),custom appearance of BigAnt Client window.

Server Manager

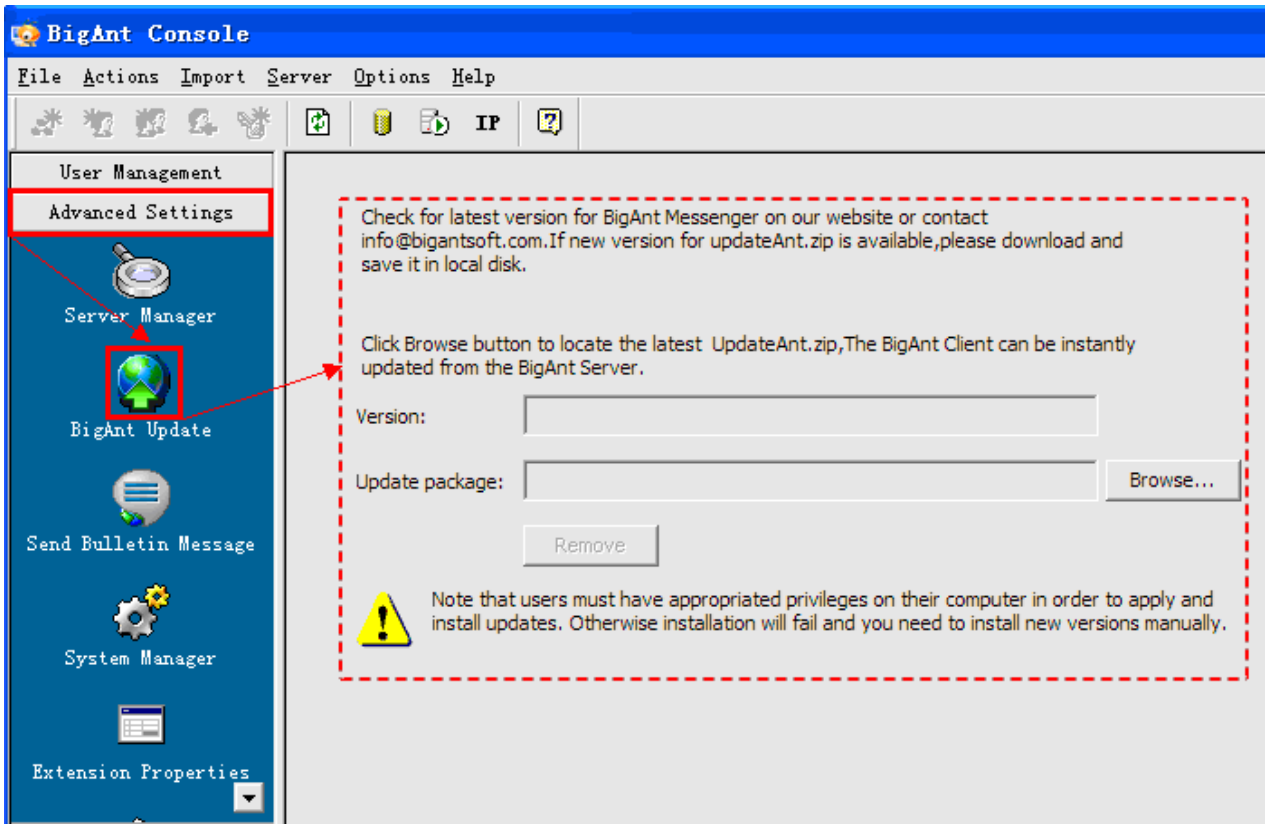
This option let you to start/stop service.



Check for Update

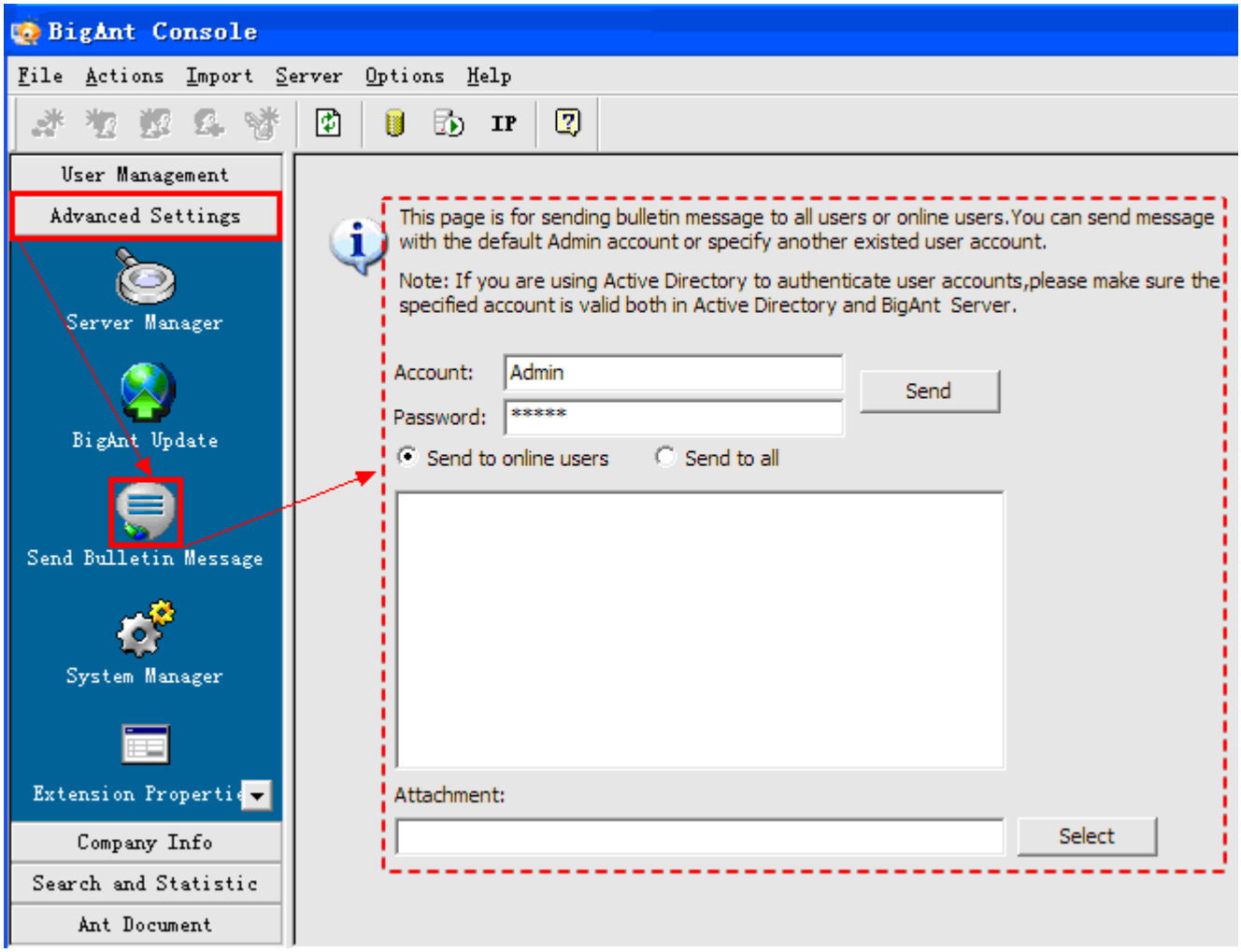
This option is for BigAnt Server Administrator to keep BigAnt Messenger Client versions up-to-date without having to manually install the software on users' computers. This feature makes it possible to upgrade the current version of the messenger on client computers fast and automatically.
Please download the latest version of UpdateAnt.zip(client packages) from our website or contact us at info@bigantsoft.com

Click **Browse** button to upload UpdateAnt.zip(client packages) to the server.

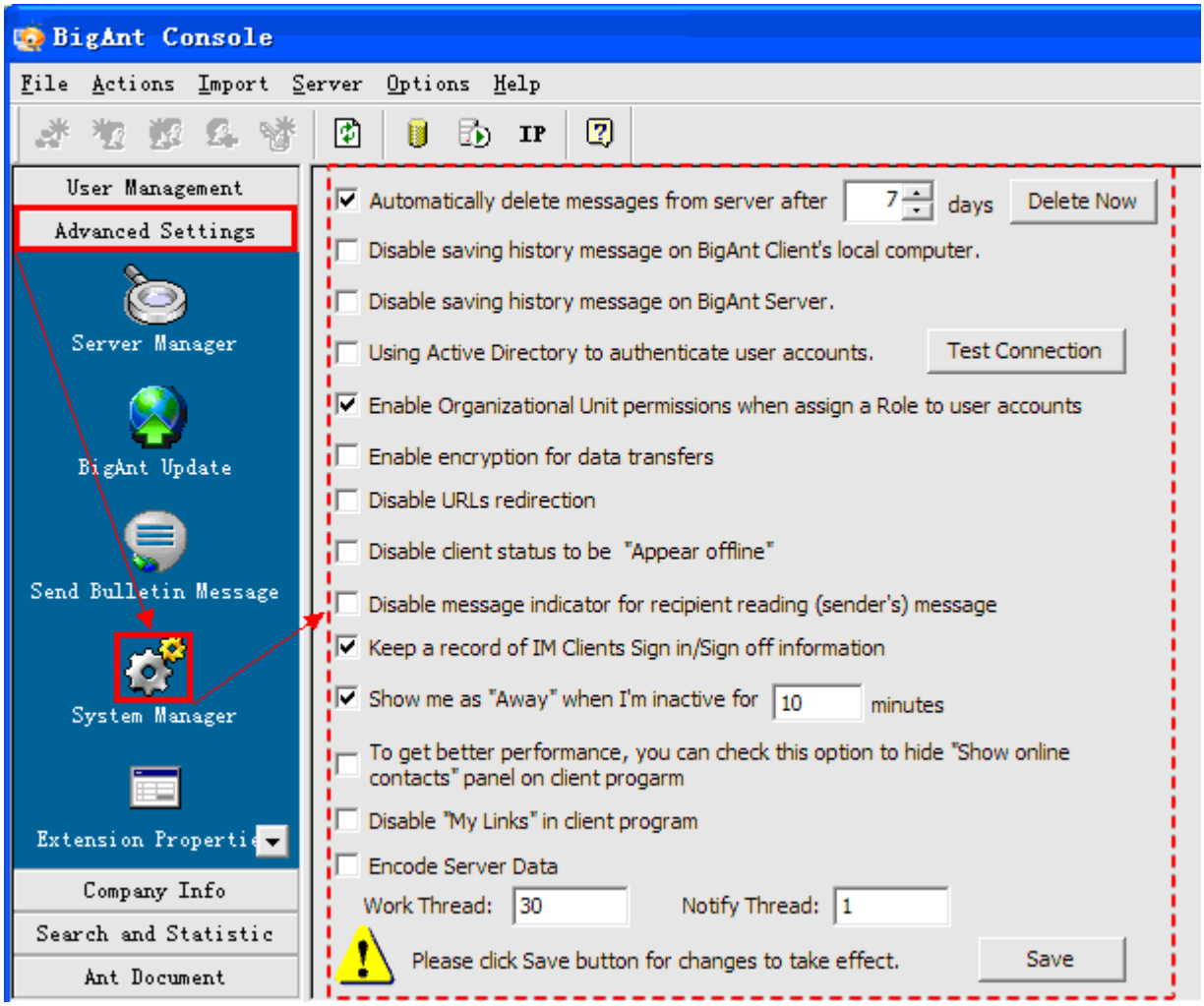


Send bulletin message

This option is for BigAnt Administrator to send a bulletin message to all users or online users.



System Manager



History Message Settings

- **Auto clean history message:**

  This option is for Administrator to clean up history message on server based on a specified period. For example, enter 7 days; this means all the message history in the passed 7 days will be deleted completely.

- **Disable saving history message on BigAnt Client's local computer:**

  If Administrator checks this option, it will not allow all BigAnt Clients to save message history on their local PC.

Active Directory Integration

- **Using Active Directory to authenticate user account:**

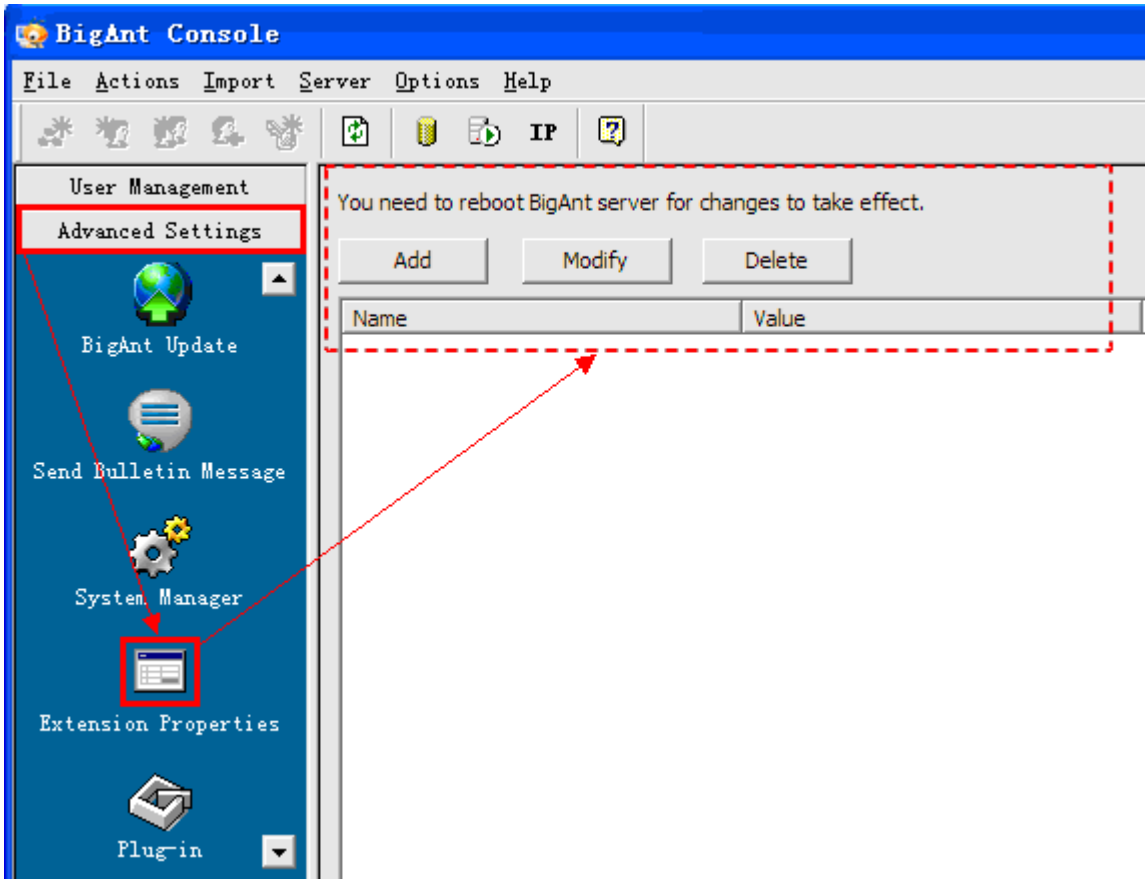
  Check this option if you will use Active Directory to import user accounts.

OU permissions.

- **Enable Organizational Unit permissions when assign a Role to user account:** Check this option before assign a Role to a user account,
- **Other Settings:** System administrator can enable or disable voice and video chat on all client computers.
- **Disable voice chat on client side**
- **Disable video chat on client side**
- **Enable encryption for date transfers**

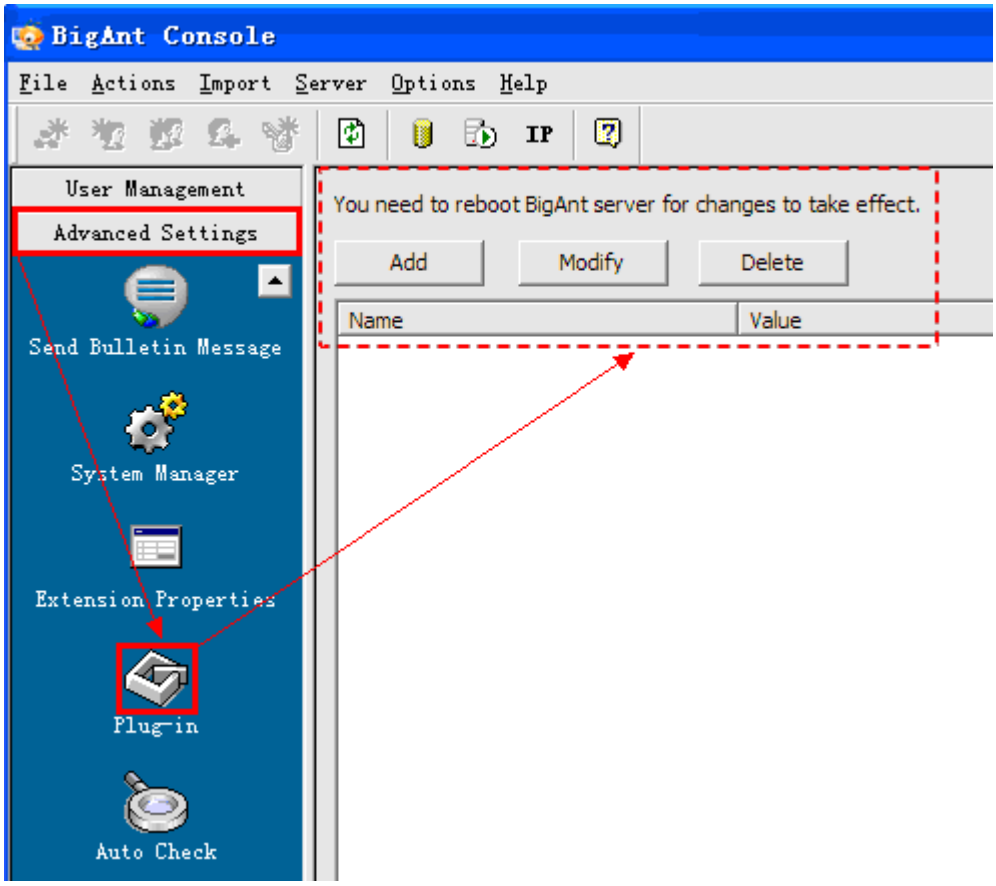
Extension properties

For more information, please contact info@bigantsoft.com



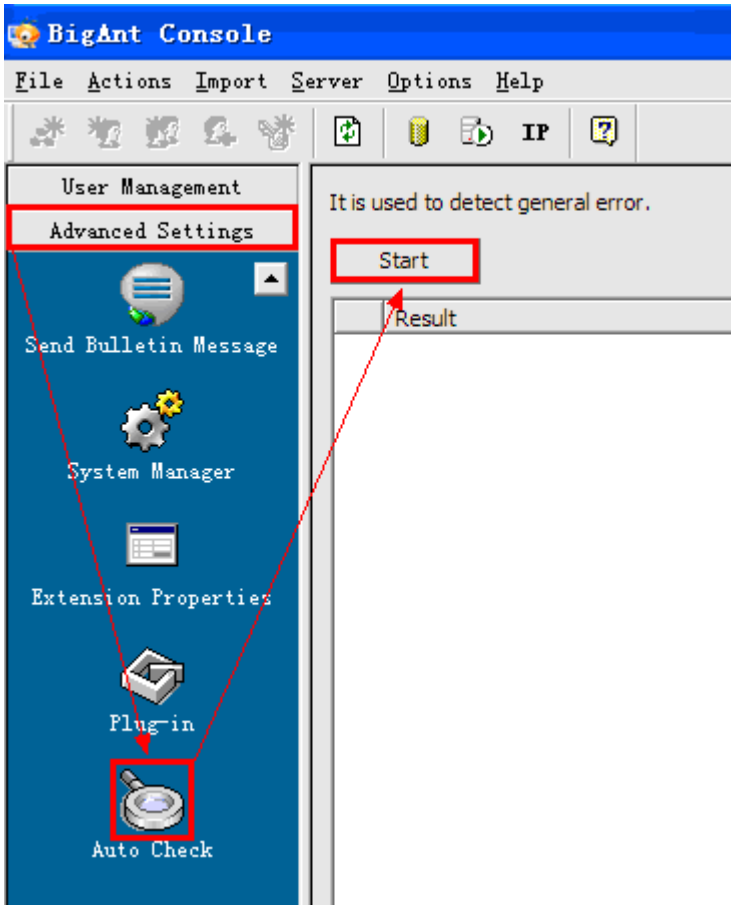
Plug-in

BigAnt Plug-In enable developers to integrate other applications to BigAnt Messenger. For more information, please contact us at info@bigantsoft.com



Auto check

This option helps you to auto check general server error.



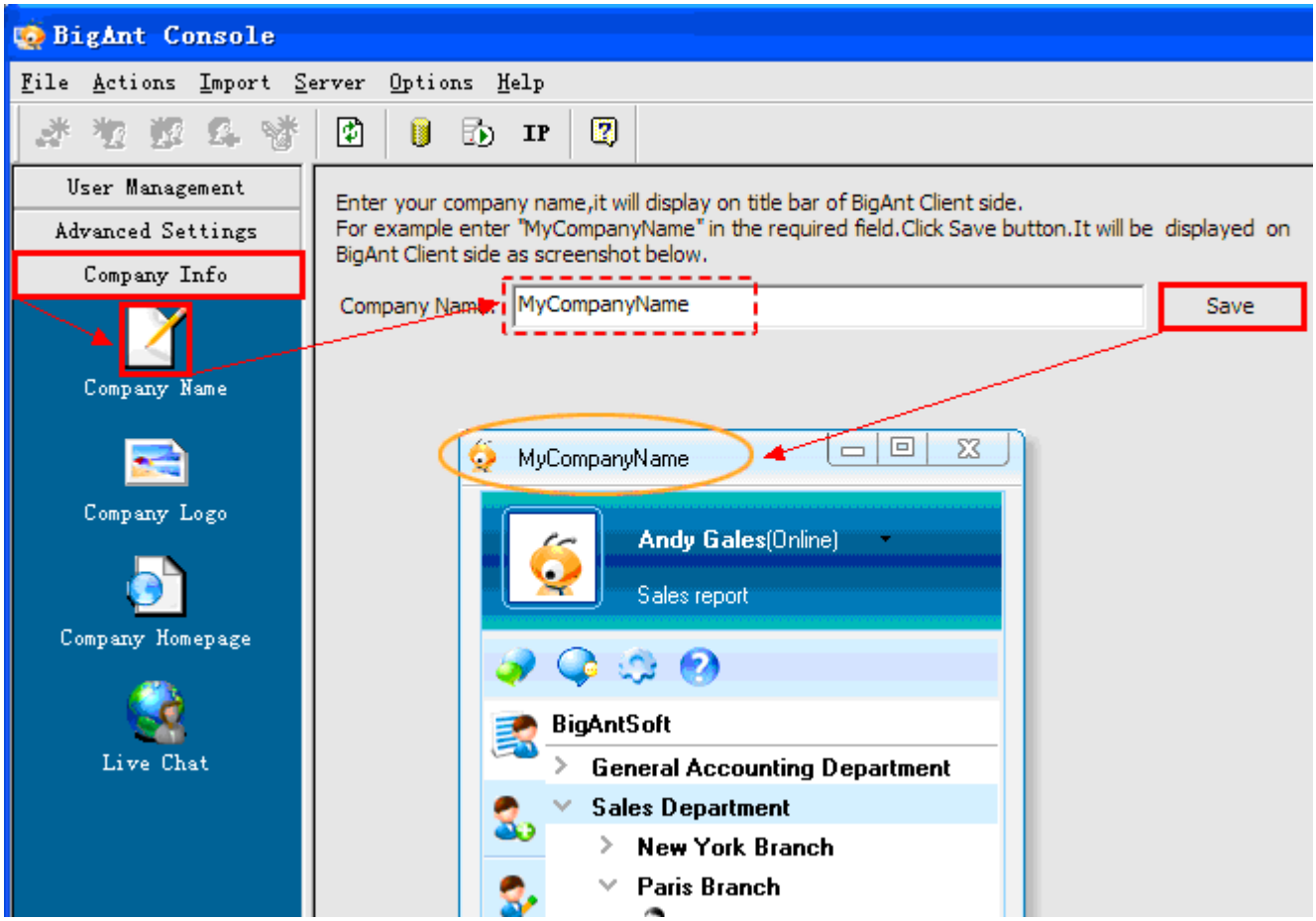
Company Info Overview

Custom BigAnt Client interface with your company logo. For full re-branding service, please contact info@bigantsoft.com for more information.

This feature is for you to specify your company logo and apply them on the appearance of BigAnt Client side.

Company Name

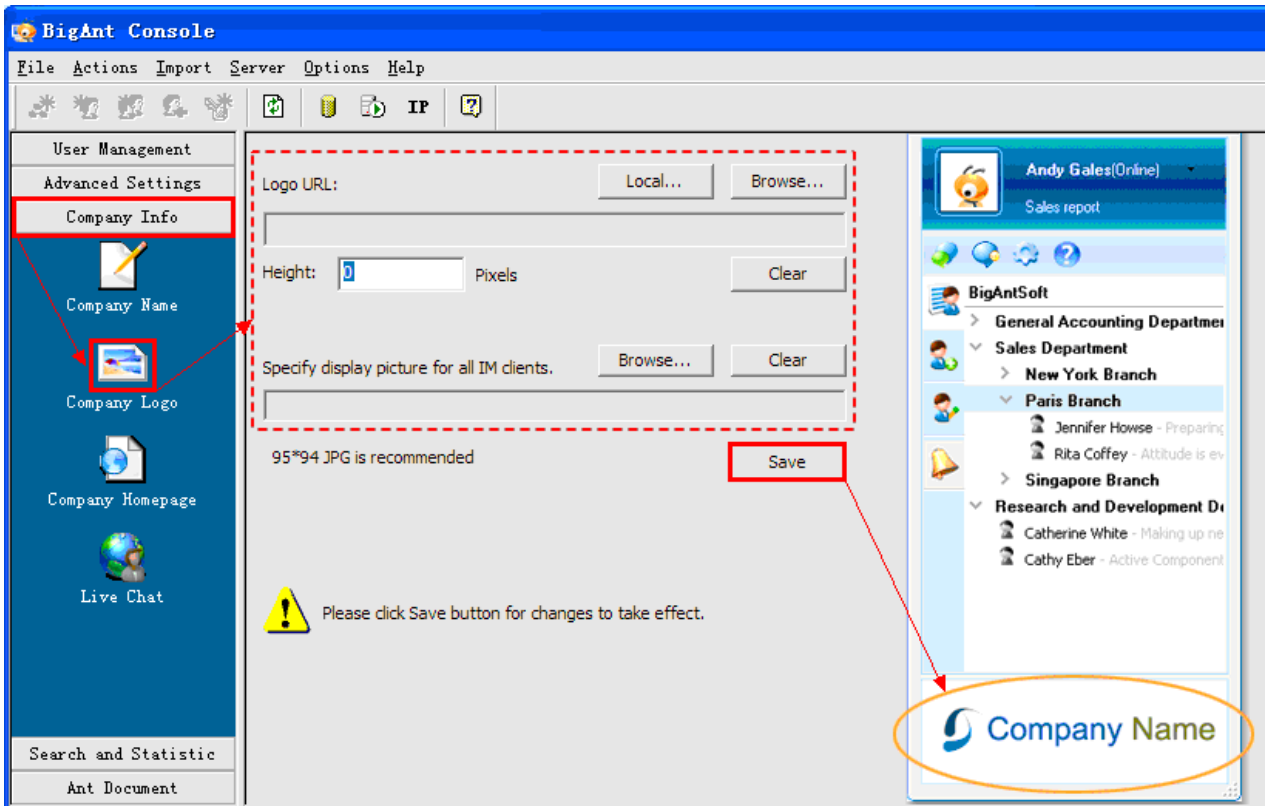
Enter your company name, it will display on title bar of BigAnt Client side.
For example, enter "MyCompanyName" in the required field, It will be displayed on BigAnt Client side as screenshot below.
Click Save button, your changes will be applied after restart BigAnt Server.



This feature is for you to specify your company logo and apply them on the appearance of BigAnt Client side.

Company Logo

Enter the URL where you company logo is located.The logo will be displayed on bottom bar on all BigAnt Client side.
For example:http://www.bigantsoft.com/logo.html
Click Save button, your changes will be applied after restart BigAnt Server.



This feature is for you to specify your company Homepage and apply them on the appearance of BigAnt Client side.

Company Homepage

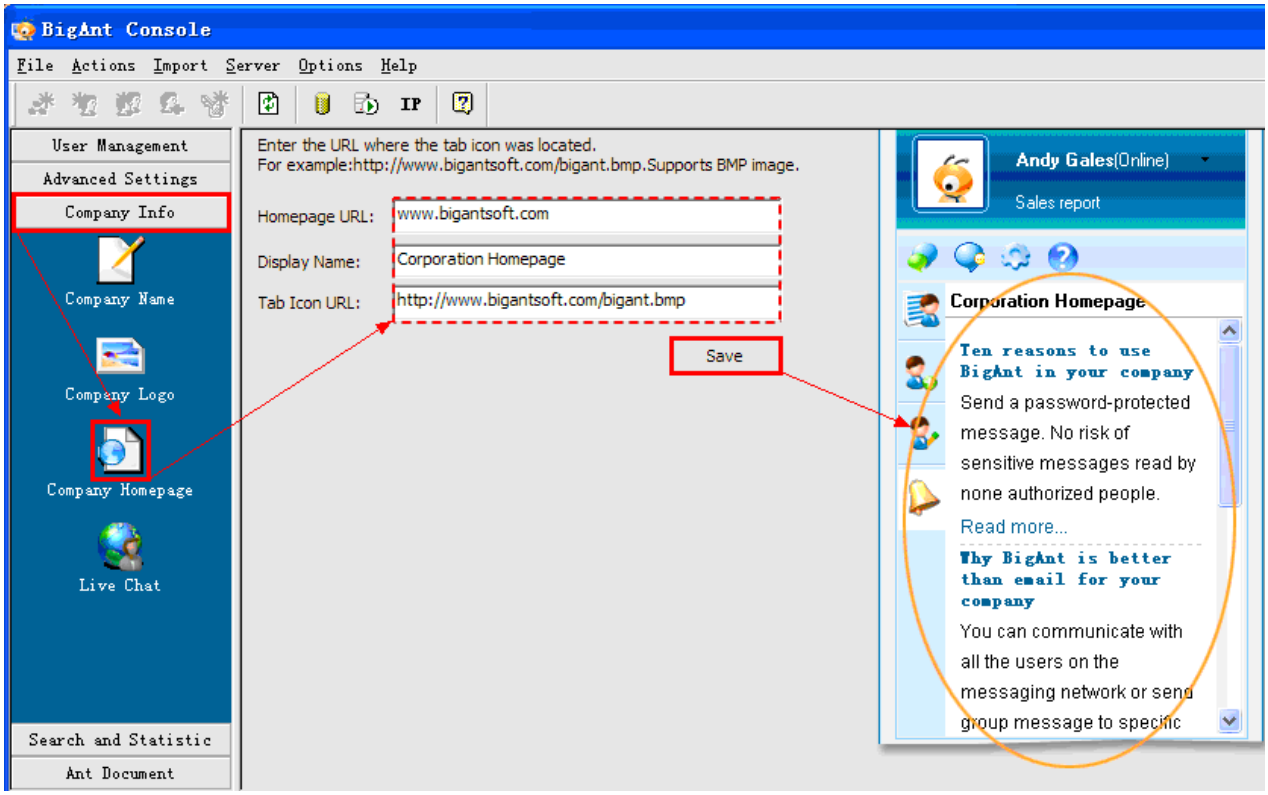
Enter the URL of your company website or a specified webpage.BigAnt Client users can browse the webpage in BigAnt client window.

Enter the URL where the tab icon was located.

For example http://www.bigantsoft.com/bigant.bmp

Supports BMP image.

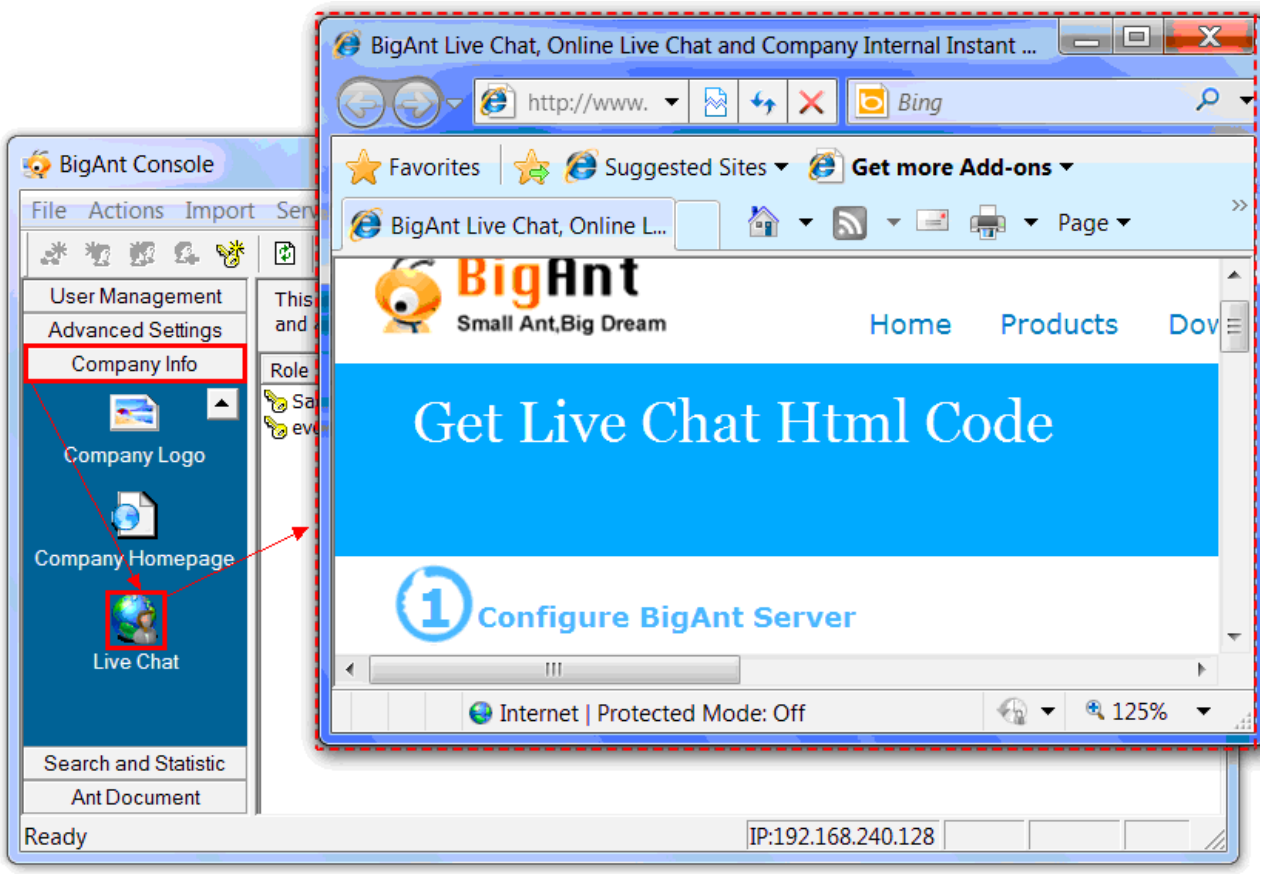
Click **Save** button, your changes will be applied after restart BigAnt Server.



Get Started

Switch to BigAnt Live chat option

* Click **Company Info** on the left pane, then select **Live Chat.**



*Before start using BigAnt Live Chat, please check if there is a default account called **Ant_Guest_Web** has listed in the **All users** pane, if not, please create the account manually and leave the password as empty.

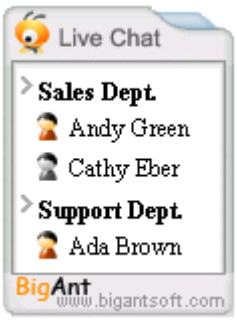
If it is your first time to download and install BigAnt messenger, the Ant_Guest_Web account will be created automatically, but if you have installed the BigAnt messenger before and already created a few user accounts, you need to add the Ant_Guest_Web account manually.

Overview

BigAnt Live Chat allows you to communicate with your website visitors efficiently. Users simply click on the LiveChat icon on your webpage and then they can start the instant messenging with your company on-line support immidiately. LiveChat is typically for web customer service.

There are 3 styles of Live Chat shortcut in your webpage. Shown as follows.

Style 1:Operators List



Style 2:Show Live Chat Icon

Style 3:HyperLink

LiveChat:

HelpDesk

How does BigAnt Live Chat work?

1. Install BigAnt Messenger Server Console on your company server machine.
2. The Administrator specifies operators from existed user account on BigAnt Messenger Server side. Get the auto-generated HTML code and insert to your webpage to create a live chat banner.
3. The operators has BigAnt Client program installed on their computer.
4. When web visitors click the live chat banner, a private chat window will open. Meanwhile the operator will receive an instant note on his/her PC system tray. He/she click on the note to pop-up the chat window and start conversation with web visitors.

Benefits

- Increase sales
- Reduce phone costs
- Provide and improve support
- Convert visitors to clients

Key Features

1. Host BigAnt Live Chat on your own server.
2. The operators can handle multiple conversations simultaneously
3. Easy integration with your web site. Copy and paste HTML code, it's that easy.
4. Enable real time chat.Pop up a chat request notification at system tray area on operator's local PC.
5. Leave an offline message.
6. No Visitor Log-in or Sign-up required. Start live chat in one click.
7. More than one operator when providing live support.
8. The operators can keep a message history on his local pc.
9. Switch live chat request to desired person.

To communicate with your staff on a public computer with internet connection. No additional program or BigAnt IM program was required. For example, you visit your company website on a public computer on airport, then click the live chat banner to build a connection between an online operator. If you would like to chat with Andy Gales in your company rather than the current operator. The operator can forward your chat request to Andy Gales, so the live chat connection will build between you and Andy Gales.

BigAnt Live Chat Standard Samples

BigAnt LiveChat Samples

- Show operators list

  Code Demo Download

  > #livechat img{border-width:0px;} #livechat a,#livechat a:hover{color:#333; text-decoration:none;} #livechat b{margin:2px;font-size:9pt; font-family:Arial ;} #livechat p{margin:3px 0px;padding:0px; font-weight:normal ;}

  Sales

  Chris

- Click image to open chat window

  Code Demo Download

- Click hyperlink to open chat window

  Code Demo Download

  > #livechat img{border-width:0px;} #livechat a,#livechat a:hover{color:#333; text-decoration:none;} #livechat b{margin:2px;font-size:9pt; font-family:Arial ;} #livechat p{margin:3px 0px;padding:0px; font-weight:normal ;}
  Aston Chan

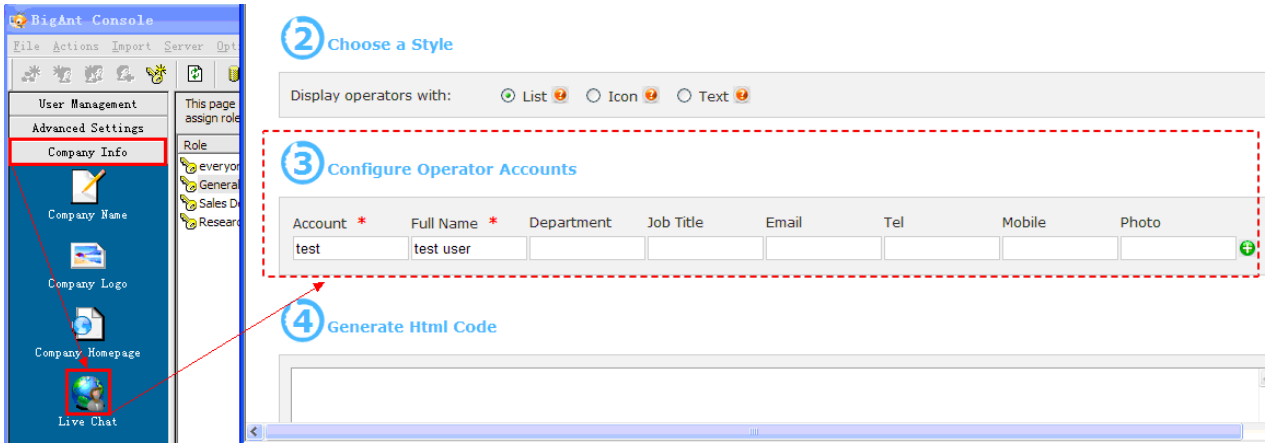
How To Use BigAnt LiveChat

1 Input to attain the data that shows the on-line status of operators

- www.bigantsoft.com: BigAnt server address
- 6660: Default BiAnt IM port is 6660
- Chris,Kenny: To view Chris and Kenny' online status. Add , to separate users accounts

2 How to create and edit the operators' profile?

Click **Company Info** on the left pane, then select Live Chat.And then you can edit operators' profile.



3 How to make the Live Chat floating on the web page?

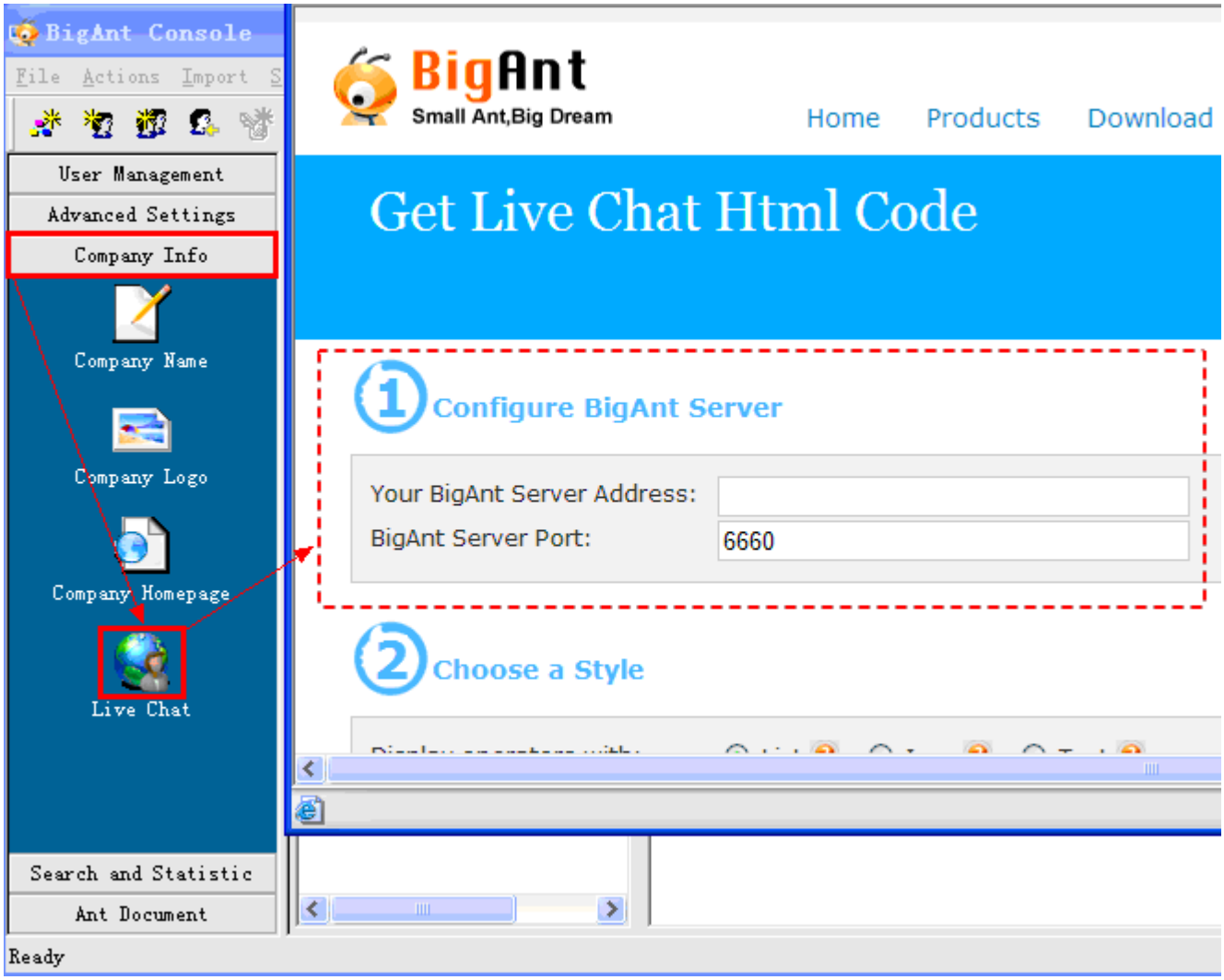
- Add style="position:absolute to object style="position:absolute;"
- Add floating script
- Execute floating script JSFX_FloatTopDiv(0,0,'livechat') ;

  Parameter?Float:left,Float:up,Float object ID

.....

Configure BigAnt Messenger server IP

Click **Company Info** on the left pane,then select Live Chat.You will be redirected to livechat settings page. Please find the first step **Configure BigAnt Server** .Enter the IM server external public IP for internet access and the Port ID in the fields

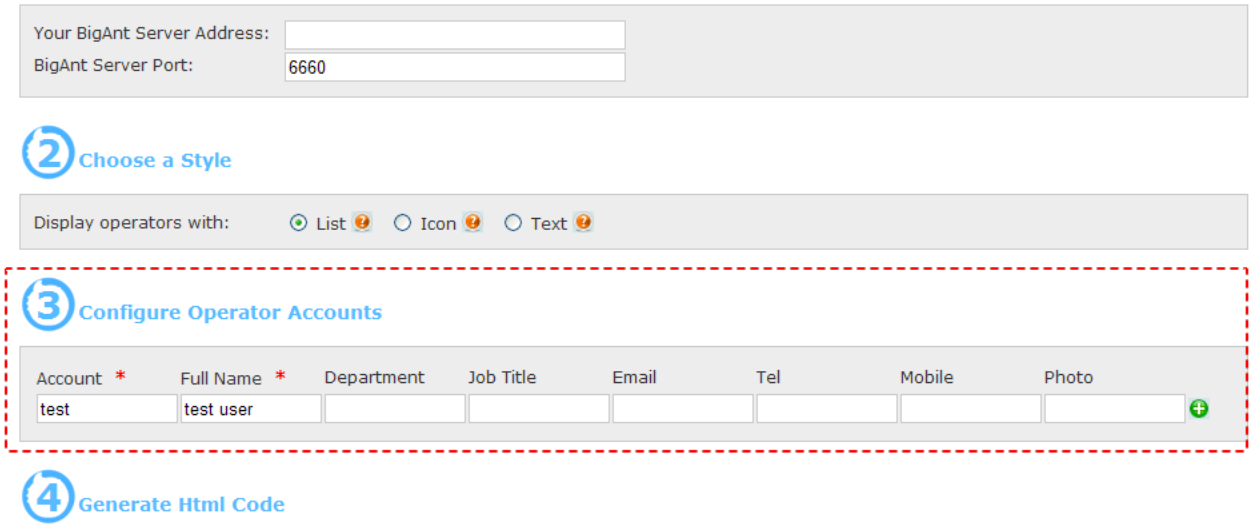


Get Started

1. Specify Operators List from existing user accounts.

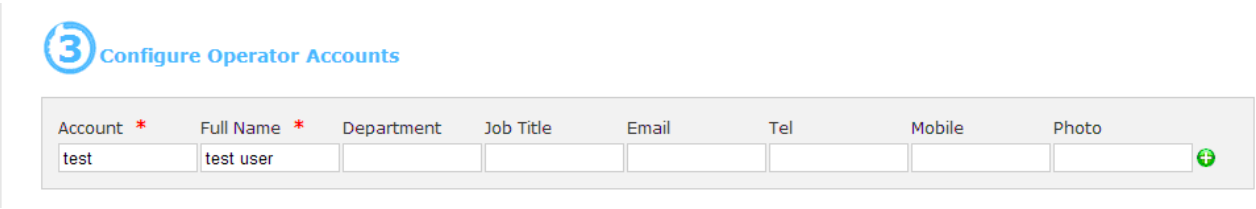
The operators are selected from existing BigAnt Messenger user account from server side.

Please find the third step **Configure Operator Accounts** Enter user accounts and full names etc. Click **the green plus button** to add another operator.



2. View and edit operator properties.

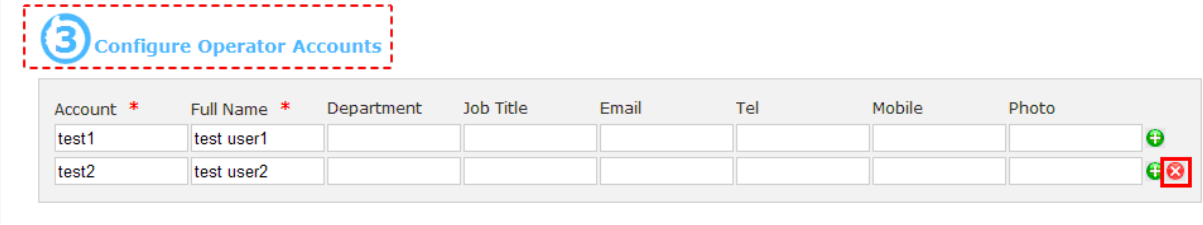
You can view entered operators and their profile in the list below.



If you need to modify or update user's profile, please change it in the listed fields.

3. Delete operators.

To remove operators, please click **the red cross button in your right hand.**

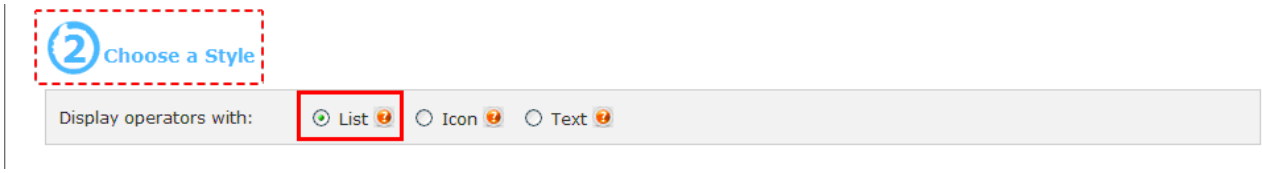


BigAnt Live Chat offers 3 modes to put a live chat banner on your website.

Get Started

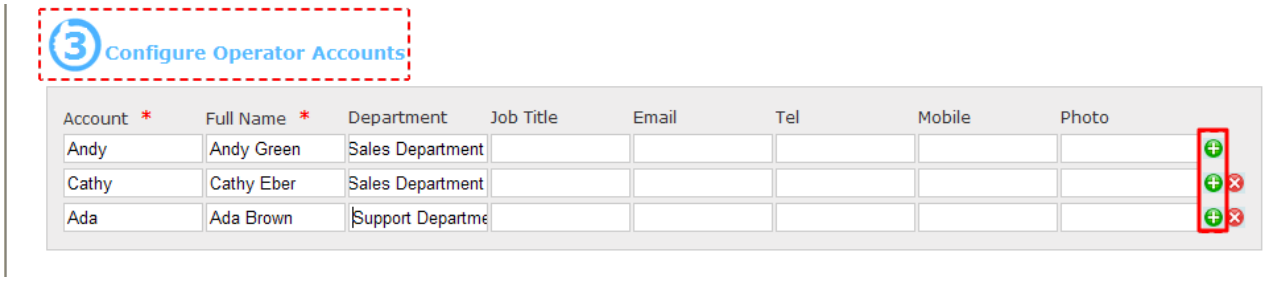
Mode 1. Show operators list in a floating banner.

Find the second step.**Choose a Style** .And then click to check **List.**



Find the third step Configure Operator Accounts .Enter Account,Full Name,Department,etc.Such information is visible for website visistors.Account and Full name should not leave as blank.

You may click the green plus button to add one more operator.



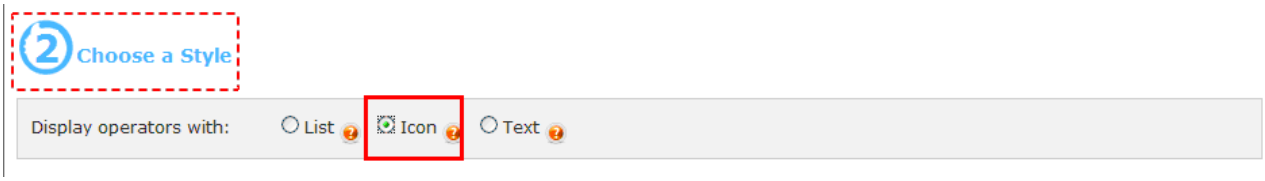
Find the fourth step Generate Html Code .Click Generate button to view the generated HTML code, please copy and paste them into your webpage.Then you will see the short cut for the live chat shown on your web pages.

Get Started

Mode 2. Show operators with avatar.

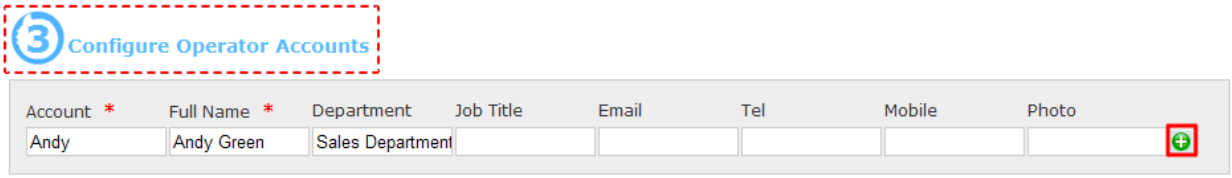
Mode 2 allows you to create operators list with avatar.

Find the second step.**Choose a Style** .And then click to check **Icon.**



Find the third step Configure Operator Accounts .Enter Account,Full Name,Department,etc.Such information is visible for website visitors.Account and Full name should not leave as blank.

You may click the green plus button to add one more operator.



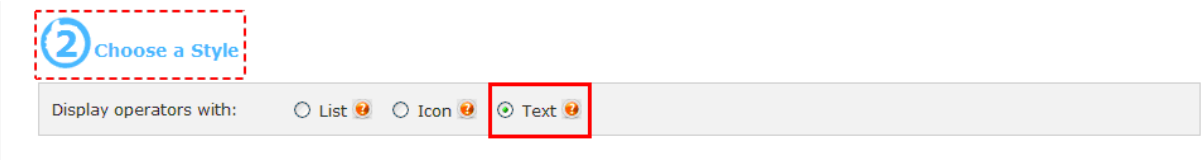
Find the fourth step Generate Html Code .Click Generate button to view the generated HTML code, please copy and paste them into your webpage.Then you will see the short cut for the live chat shown on your web pages.

Get Started

Mode 3. Show operators with hyperlink

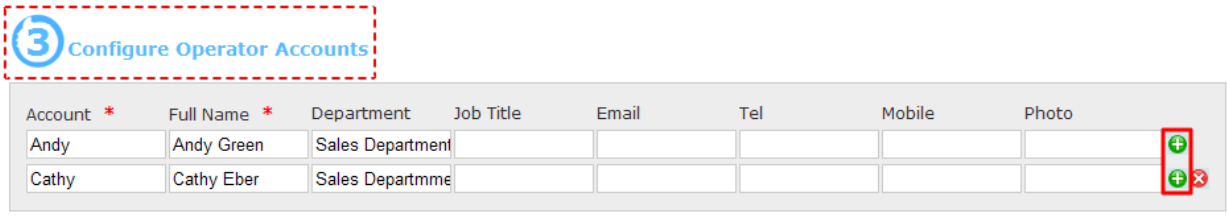
Mode 3 allows you to create operators list in a hyperlink view.

Find the second step.**Choose a Style** .And then click to check **Text** .

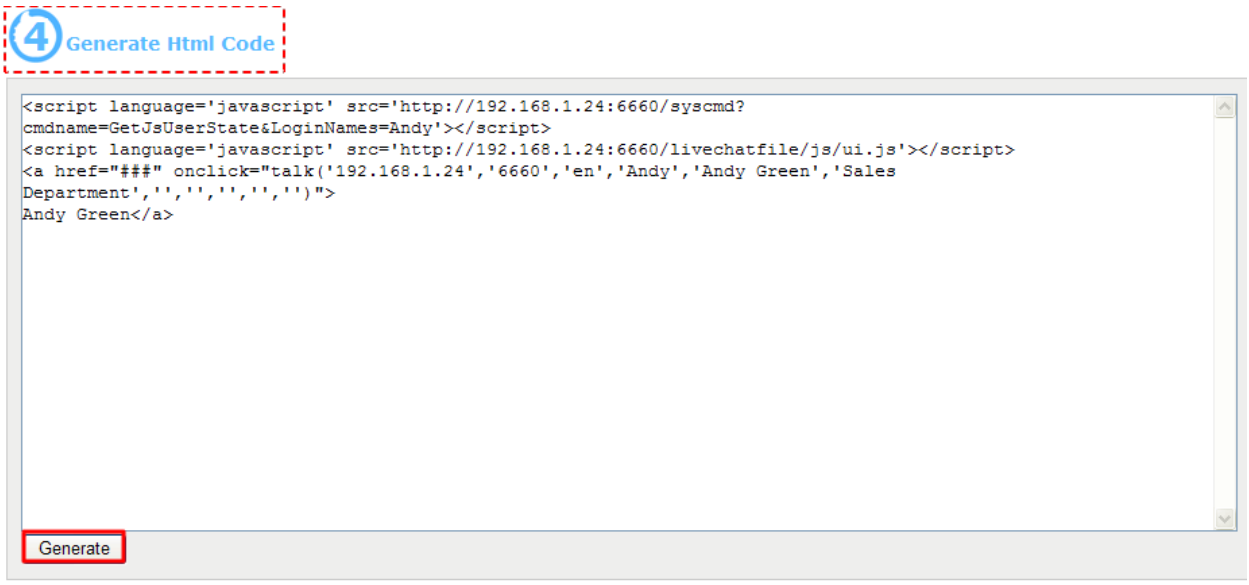


Find the third step **Configure Operator Accounts** .Enter Account,Full Name,Department,etc.Such information is visible for website visitors. Account and Full name should not leave as blank.

You may click **the green plus button** to add one more operator.

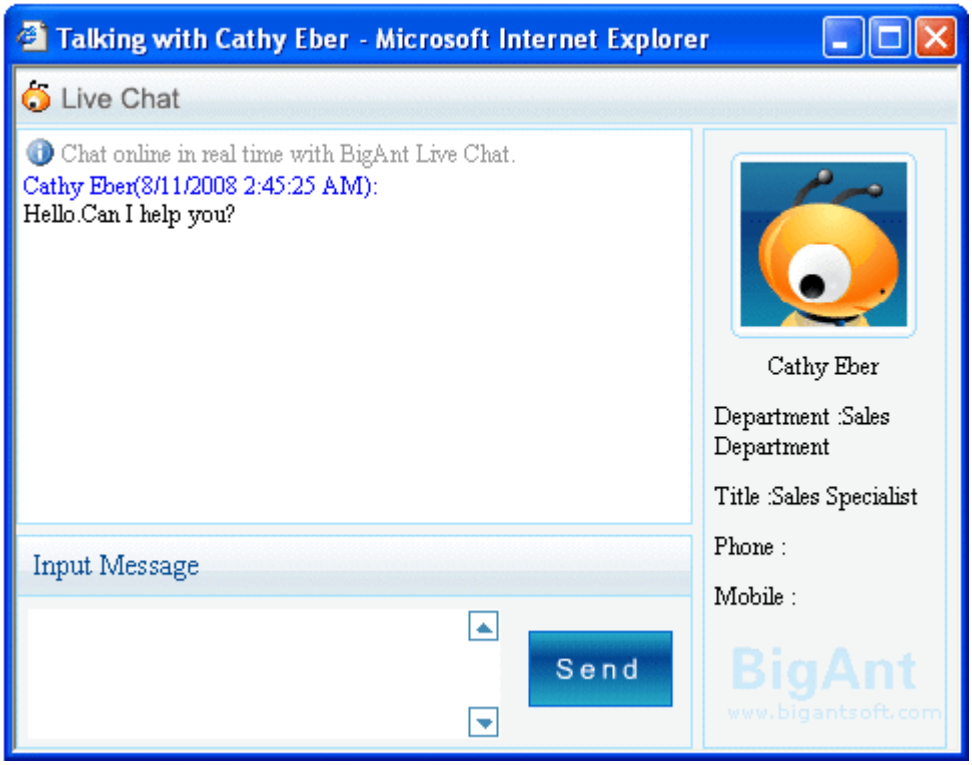


Find the fourth step **Generate Html Code** .Click **Generate** button to view the generated HTML code, please copy and paste them into your webpage. Then you will see the short cut for the live chat shown on your web pages.

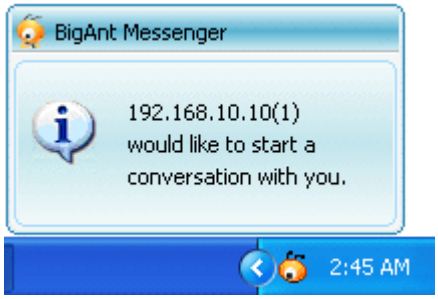


Chat with an operator from web.

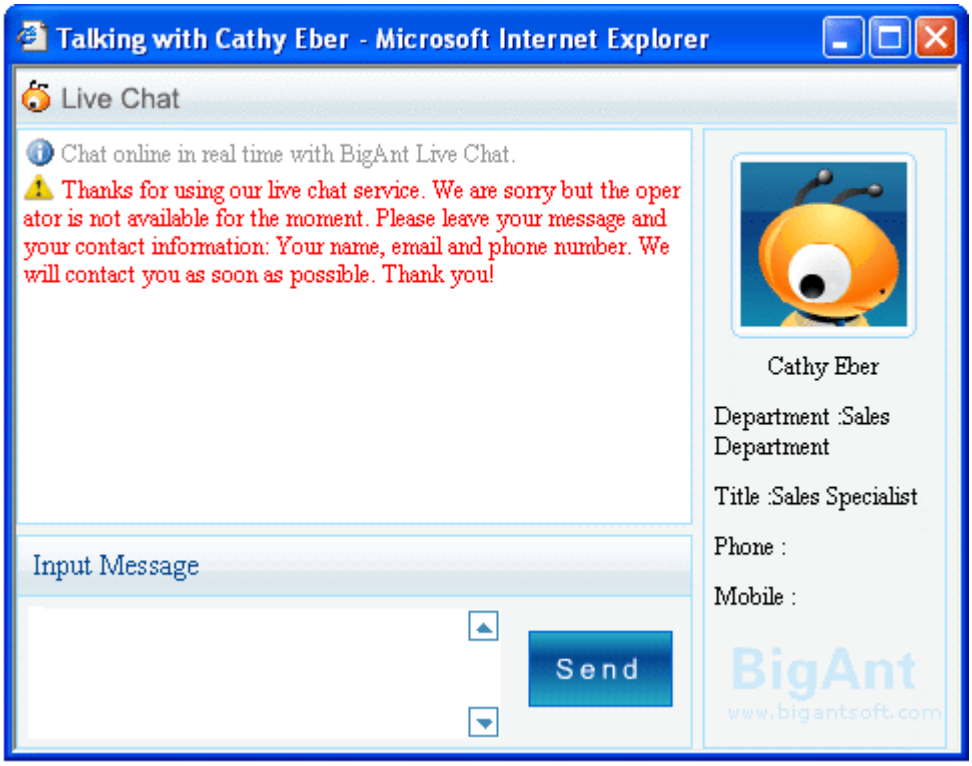
The website visitor clicks an online operator to open a live chat window. An auto-welcome message **Hello. Can I help you?** will appear in the chat window.



Meanwhile,the operator will receive an instant note on his/her PC system tray and click it to start conversation with the website visitor.



If the operator is offline or not available for the moment.The website visitor can leave an offline message.


Talking with Cathy Eber - Microsoft Internet Explorer
Live Chat
Chat online in real time with BigAnt Live Chat.
Thanks for using our live chat service. We are sorry but the operator is not available for the moment. Please leave your message and your contact information: Your name, email and phone number. We will contact you as soon as possible. Thank you!
Input Message
Send
Cathy Eber
Department :Sales Department
Title :Sales Specialist
Phone :
Mobile :
BigAnt
www.bigantsoft.com

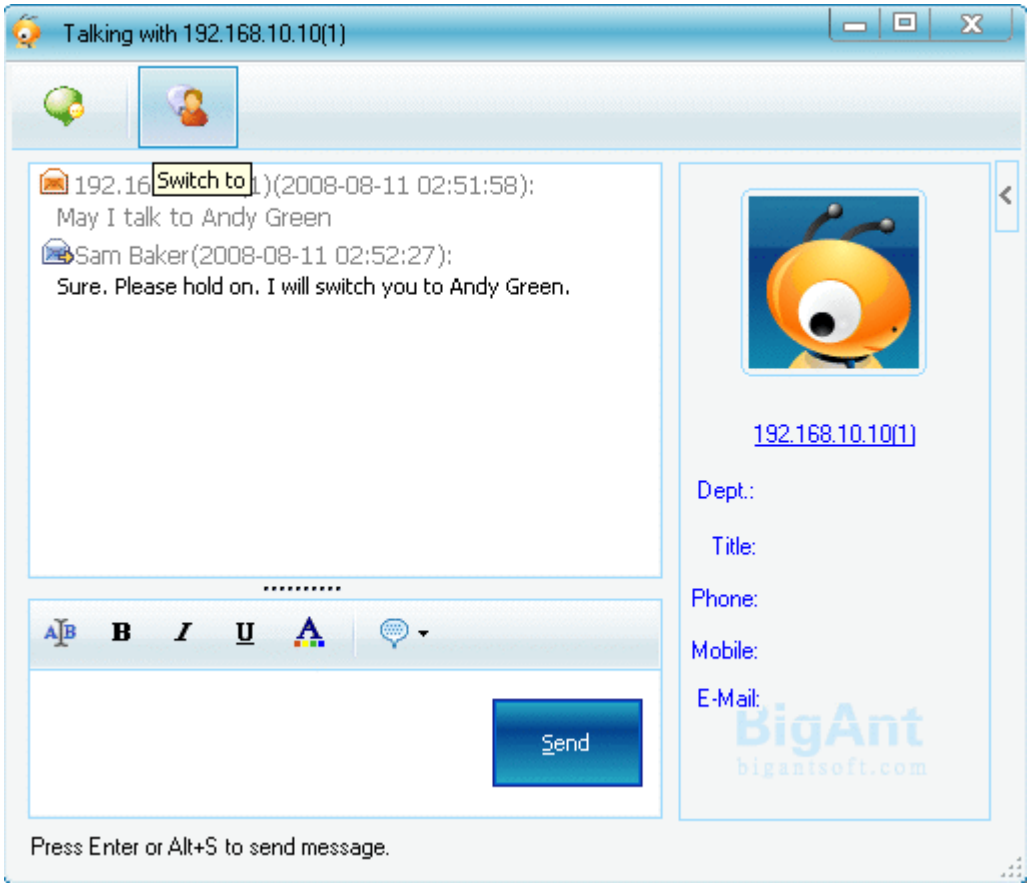
Chat with any BigAnt Messenger user from web.

BigAnt Live Chat has a unique switch feature enable web visitor to chat with any specified BigAnt Messenger user from this company.

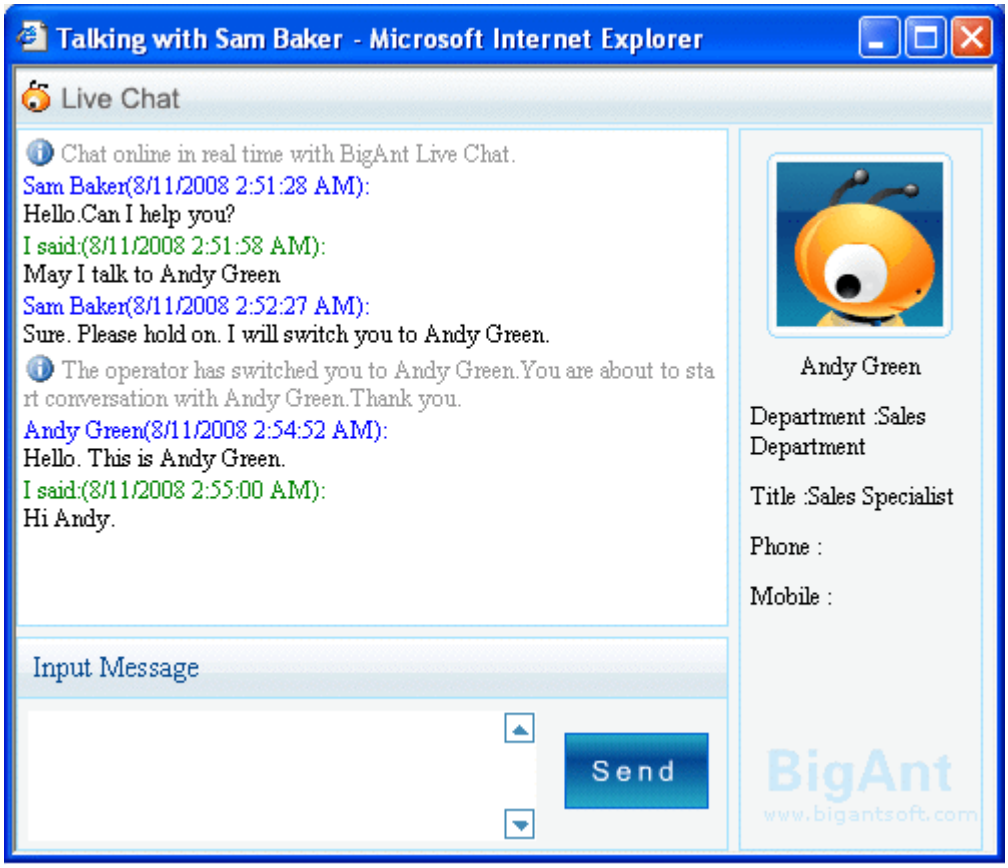
The visitor opens your company website on a public computer with internet connection.

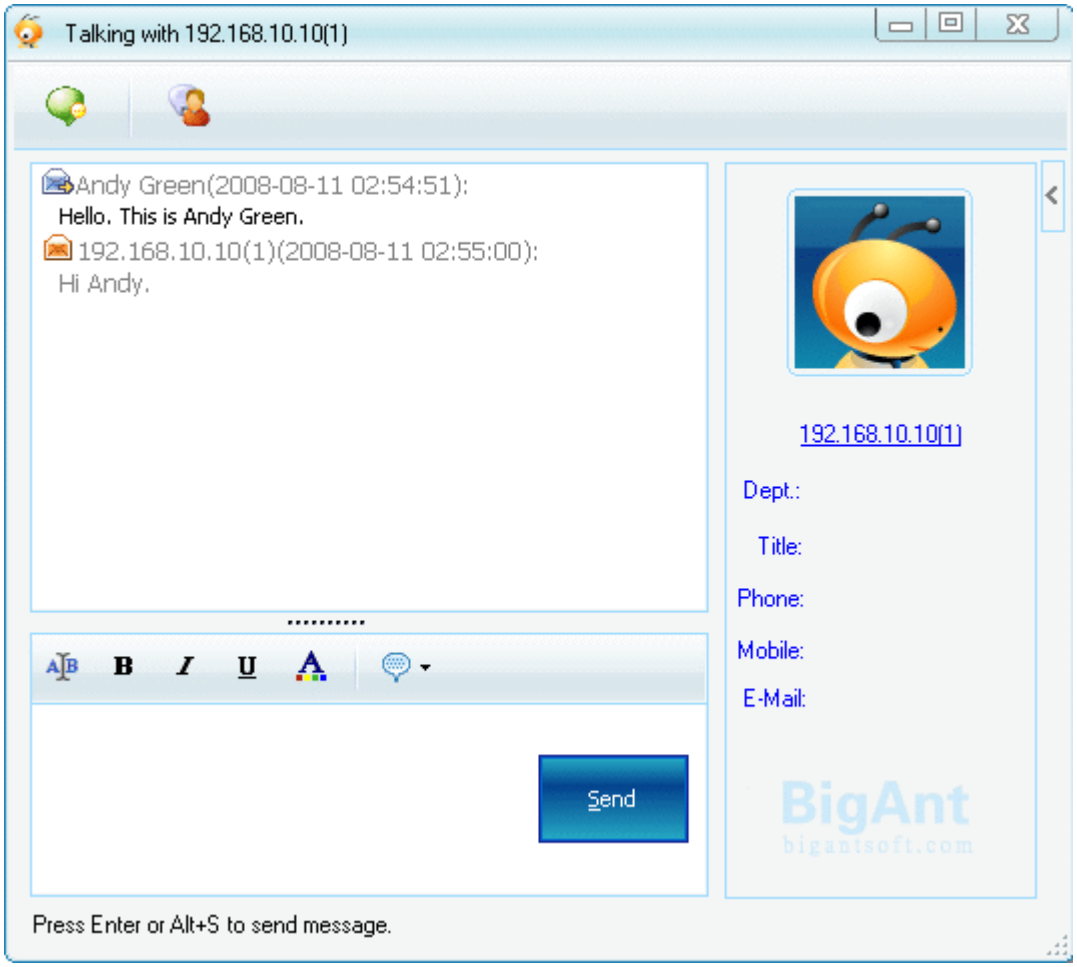
The visitor clicks an online operator to open a live chat window. If the visitor would like to chat with Andy Green rather than the current operator, He/She can send a message to the operator and require him/her to switch to Andy Green.

The operator will click the **Switch to** button on BigAnt client end and select Andy Green.



Meanwhile, Andy Green will receive an instant note of chat request. So the conversation will between the website visitor and Andy Green.


Talking with Sam Baker - Microsoft Internet Explorer
Live Chat
Chat online in real time with BigAnt Live Chat.
Sam Baker(8/11/2008 2:51:28 AM):
Hello.Can I help you?
I said:(8/11/2008 2:51:58 AM):
May I talk to Andy Green
Sam Baker(8/11/2008 2:52:27 AM):
Sure. Please hold on. I will switch you to Andy Green.
The operator has switched you to Andy Green.You are about to sta rt conversation with Andy Green.Thank you.
Andy Green(8/11/2008 2:54:52 AM):
Hello. This is Andy Green.
I said:(8/11/2008 2:55:00 AM):
Hi Andy.
Input Message
Send
Andy Green
Department :Sales Department
Title :Sales Specialist
Phone :
Mobile :
BigAnt
www.bigantsoft.com


Talking with 192.168.10.10(1)
Andy Green(2008-08-11 02:54:51):
Hello. This is Andy Green.
192.168.10.10(1)(2008-08-11 02:55:00):
Hi Andy.
Send
192.168.10.10(1)
Dept.:
Title:
Phone:
Mobile:
E-Mail:
BigAnt
bigantsoft.com
Press Enter or Alt+S to send message.

Search and Statistics Overview

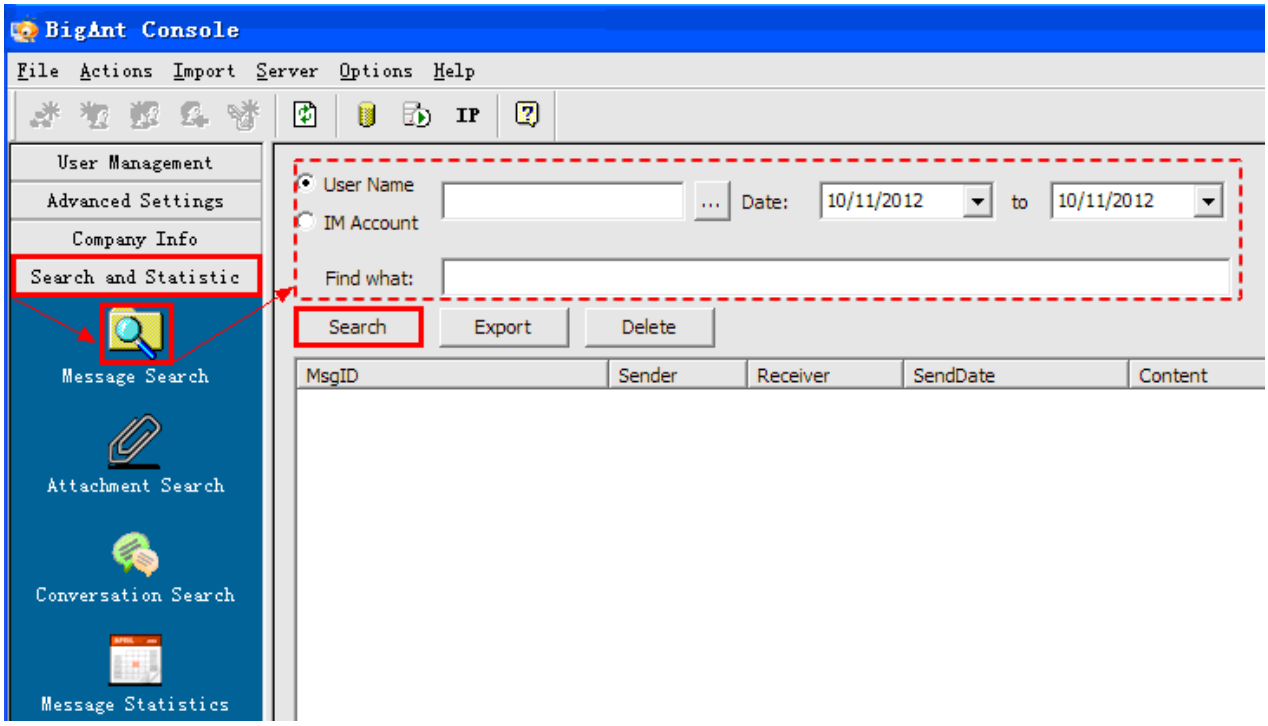
Explore and search the message archive.

(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.

Message Search

This page is for Administrator to explore and search the message archive

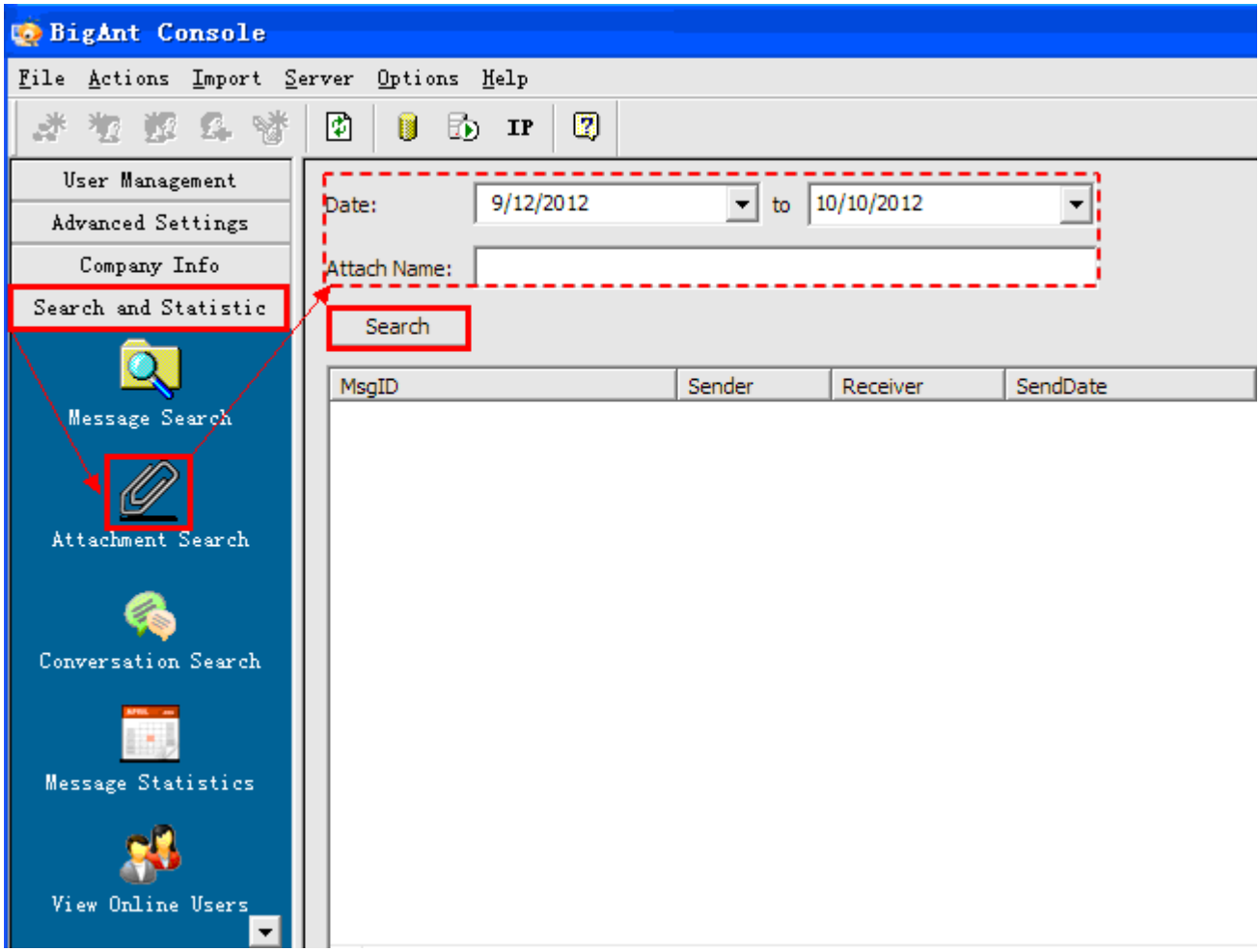
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Search and Statistics

This page is for Administrator to explore and search the attachment archive

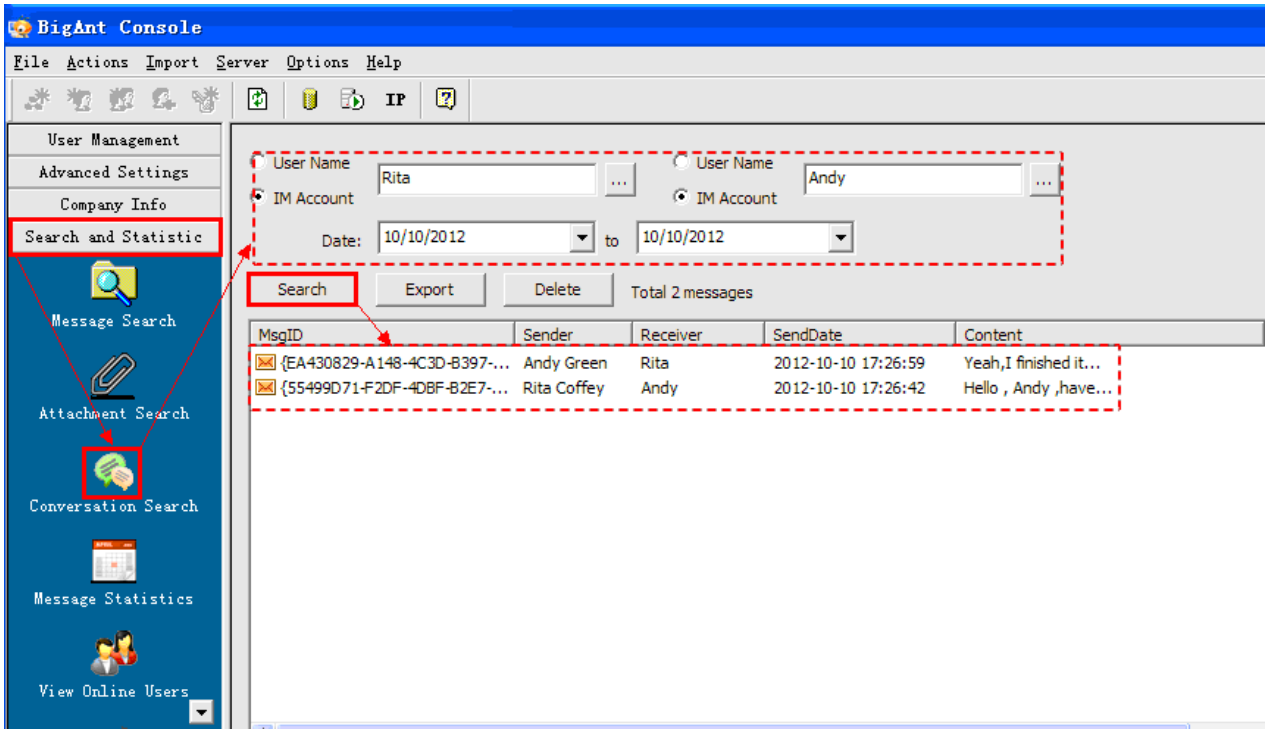
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Conversation Search

This page is for Administrator to explore and search the conversation archive

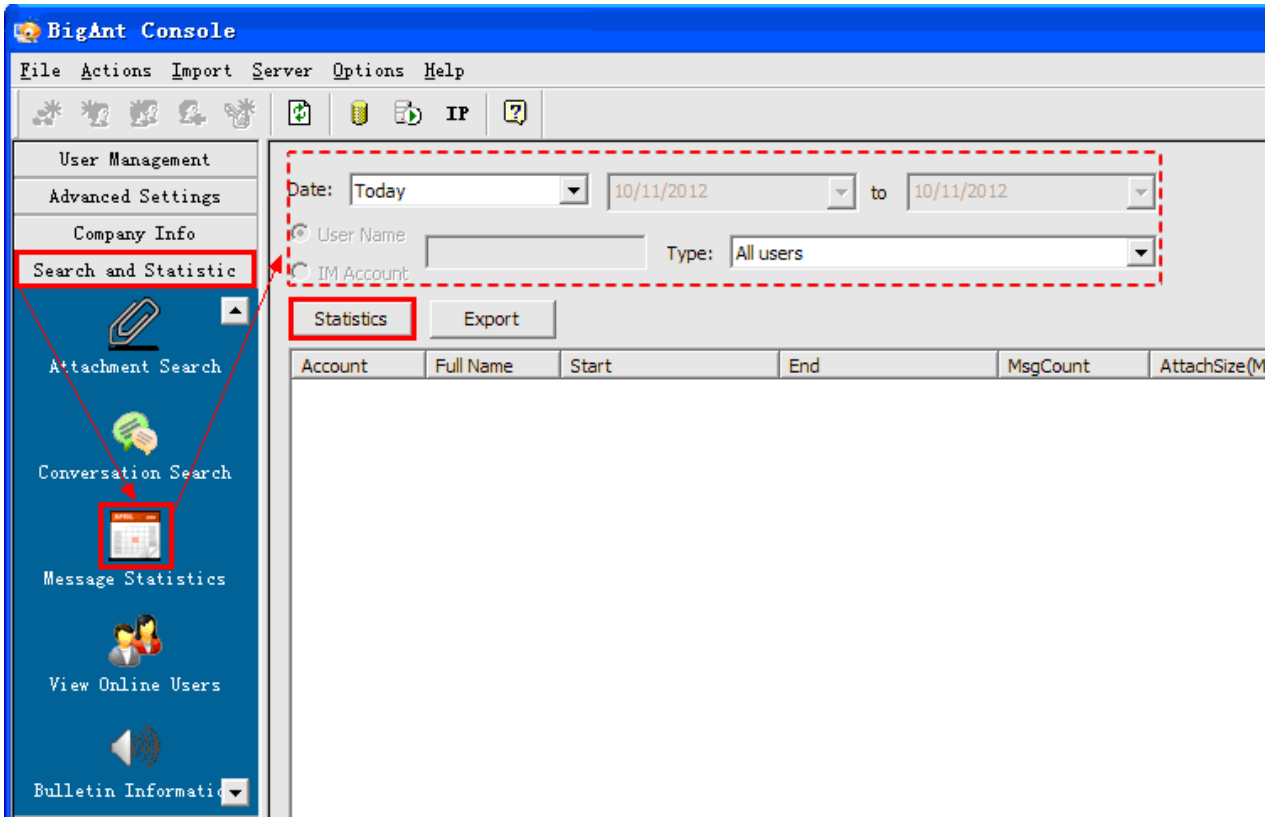
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Message Statistics

This page is for message statistics

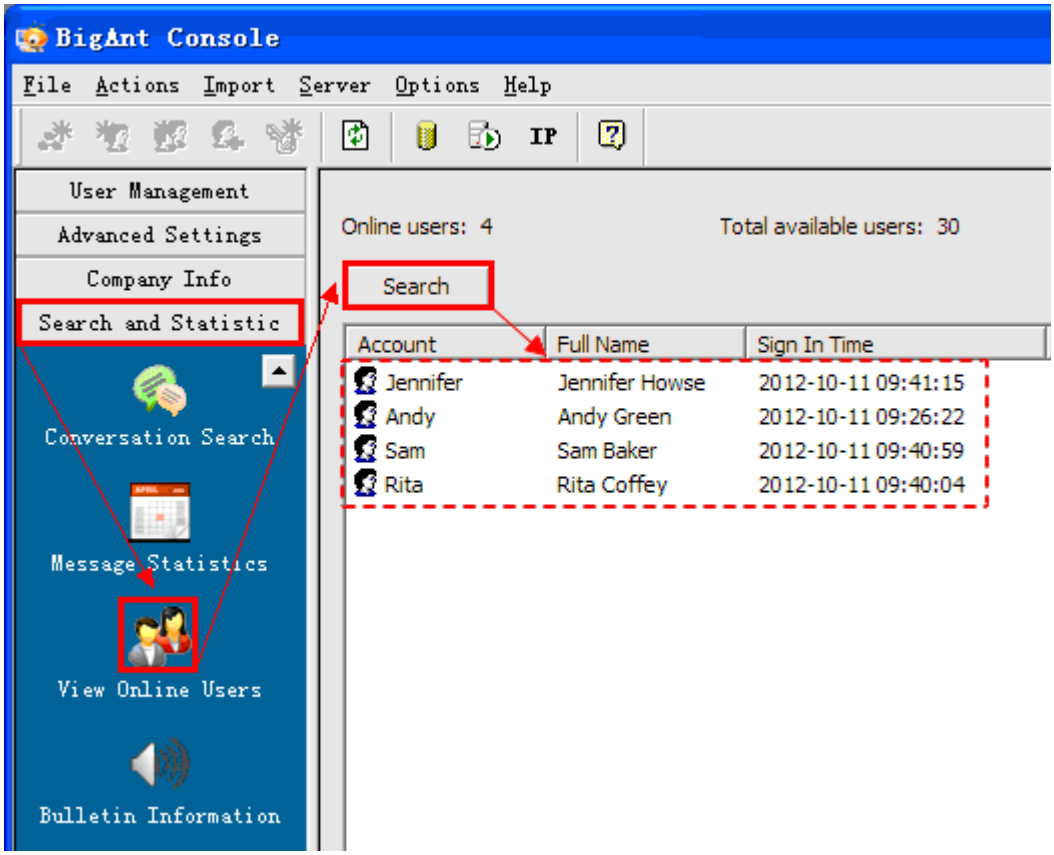
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



View Online Users

This page is for Administrator to view online users

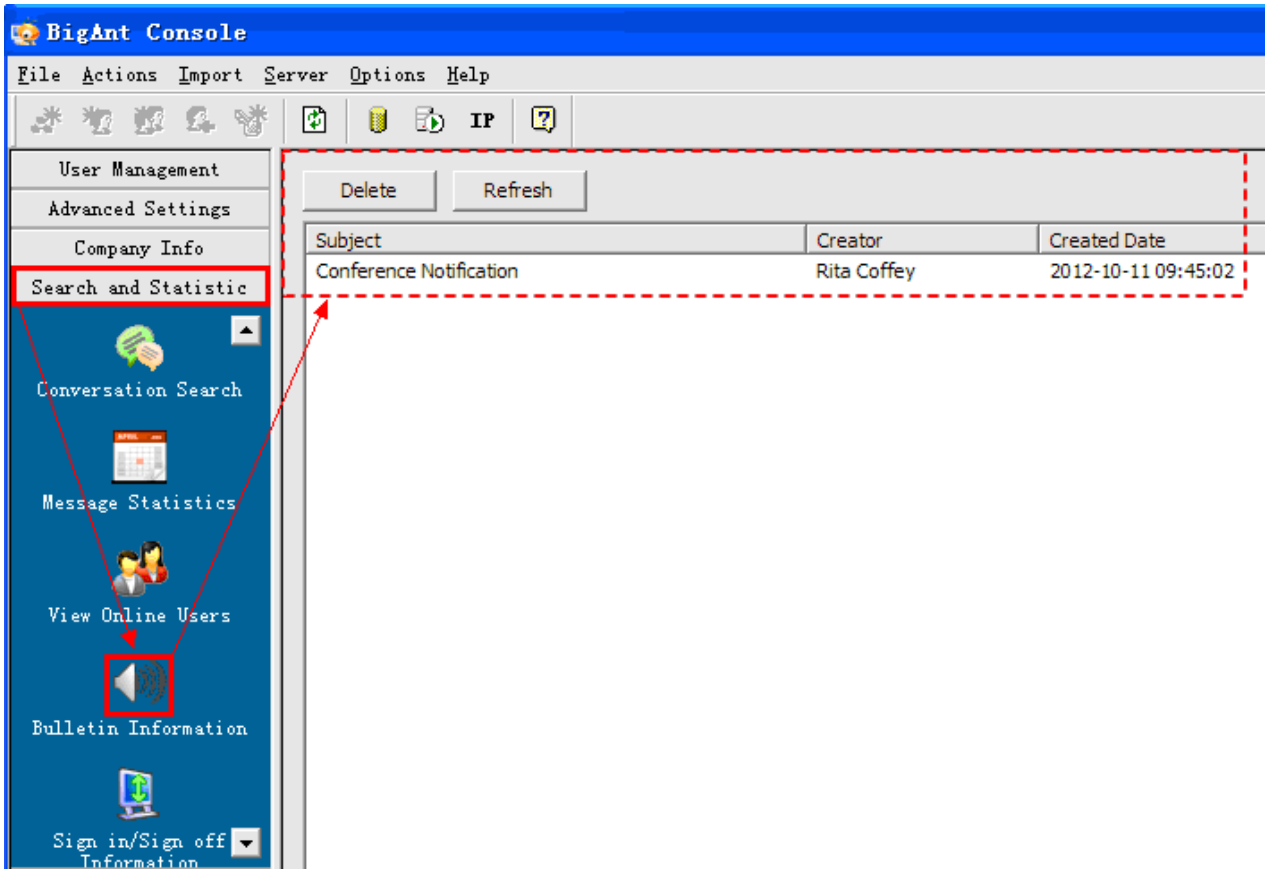
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Bulletin Information

This page is for Administrator to delete or refresh bulletin information

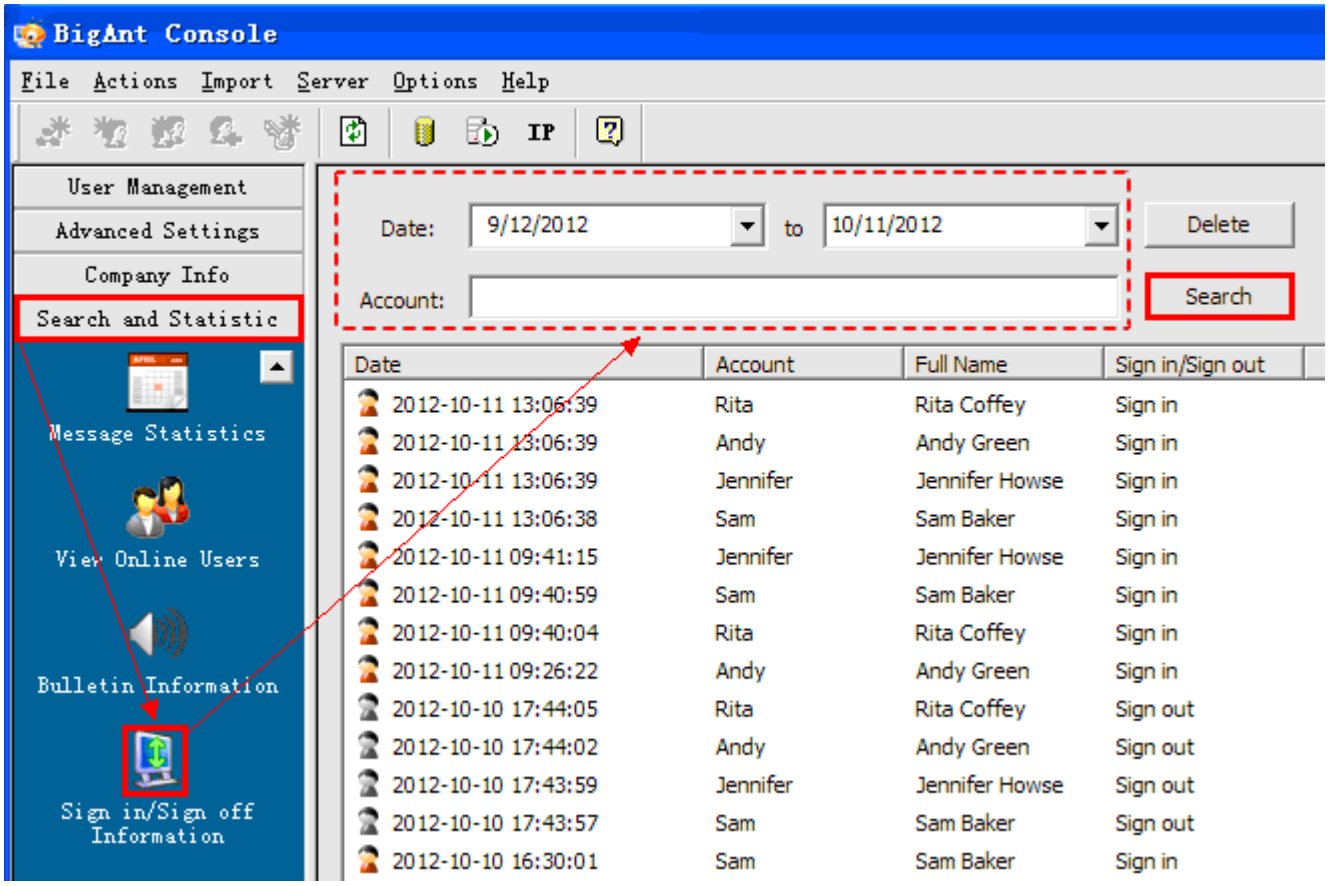
(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Sign in/Sign off Information

This page is for Administrator to search or delete sign in/sign off information of users

(*)This function can be disabled for private concern, please contact info@bigantsoft.com for more information.



Overview

BigAnt Document Management

BigAnt Document Management is a built-in function of BigAnt Messenger Pro.
It is a creative solution for electronically stores, manages and share business documents. You can easily assign access permissions to documents to ensure maximize security and convenience.

Key Features

1. BigAnt Document Management is a built-in function on BigAnt Messenger Pro.
   Each BigAnt Messenger client can view documents or create their own documents directory in BigAnt Messenger document control pane.
2. Electronically stores, manages and share business documents in simple clicks.
3. The system administrator can assign access permissions to company documents to ensure maximize security and convenience. Each BigAnt Messenger client can assign access permissions to their personal documents as well.
4. Fast sharing documents enterprise-wide.
5. Enable rich and flexible actions to manage or share documents. Such as download, update, subscribe, edit etc.
6. Keep track of document version history. Always knowing the editions and locations of concerned document.

Benefits

*Totally integrate with BigAnt Messenger and user friendly.

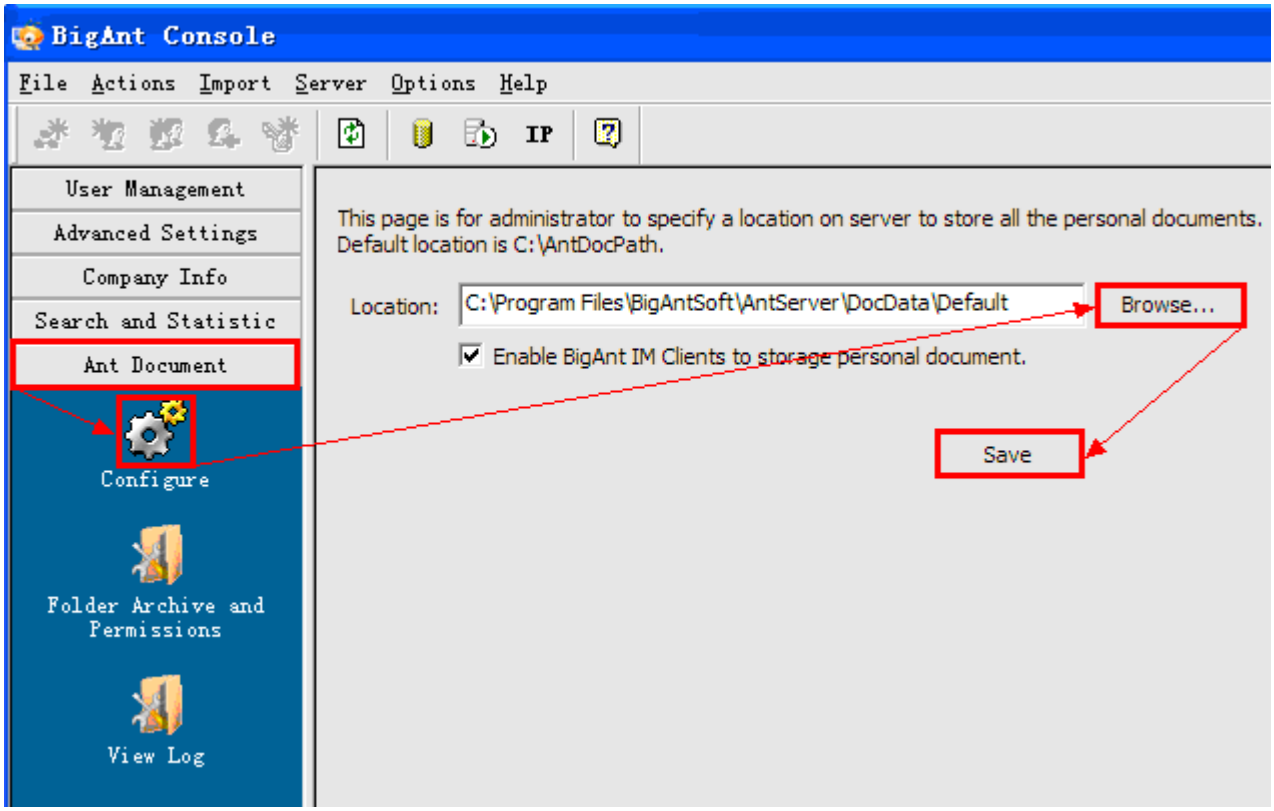
*Improved document management and sharing.

*Store, manage and share documents with clicks.

2.Configure

All the documents and folders uploaded by BigAnt clients will be saved in a dedicated location on server.

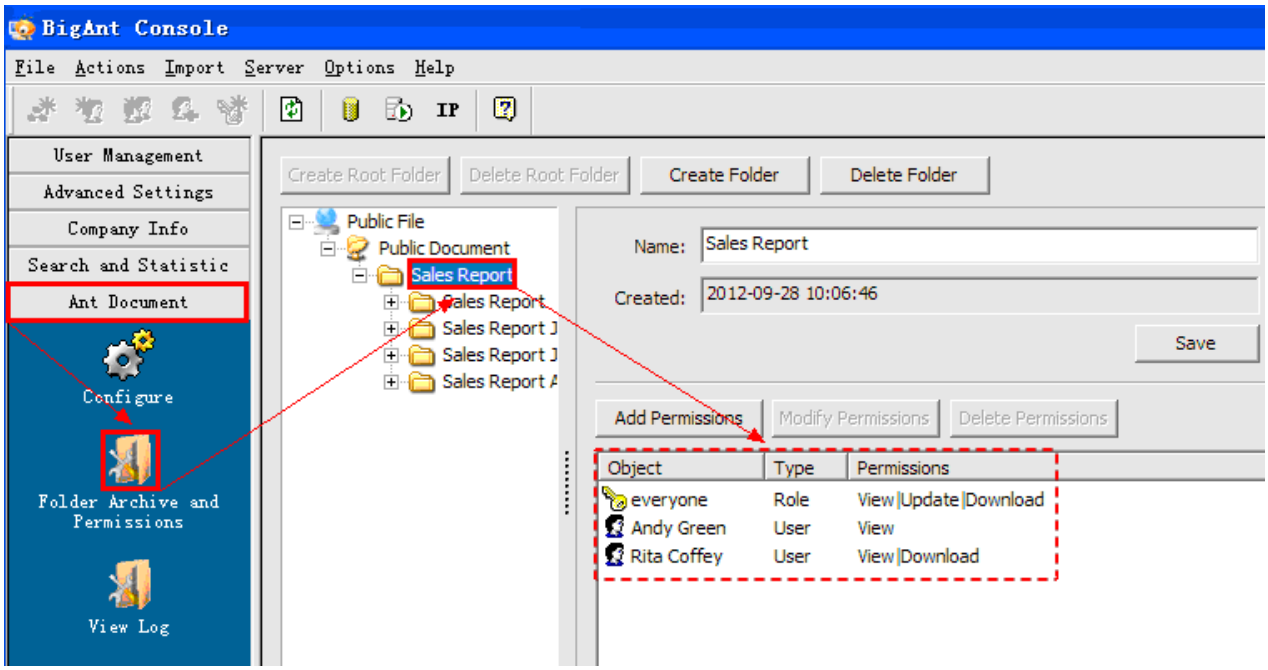
Click **Browse** button to choose a location.



1.Folder Archive

This page is for system administrator to create and maintain folders that will be used to store company documents and assign access permissions based on needs.
The created folder tree will appear on all BigAnt clients side accordingly. The administrator will assign permissions to clients to control access of particular company documents folders.

The left side will show an existed folder tree. Click a folder and the right side will show the detail information of the selected folder.



1) Create Folder

Click **Create Root Folder** to start. The root folder will be listed in the top of the tree. To create a sub-folder under the root folder, please click **Create Folder** .

2) Delete Folder

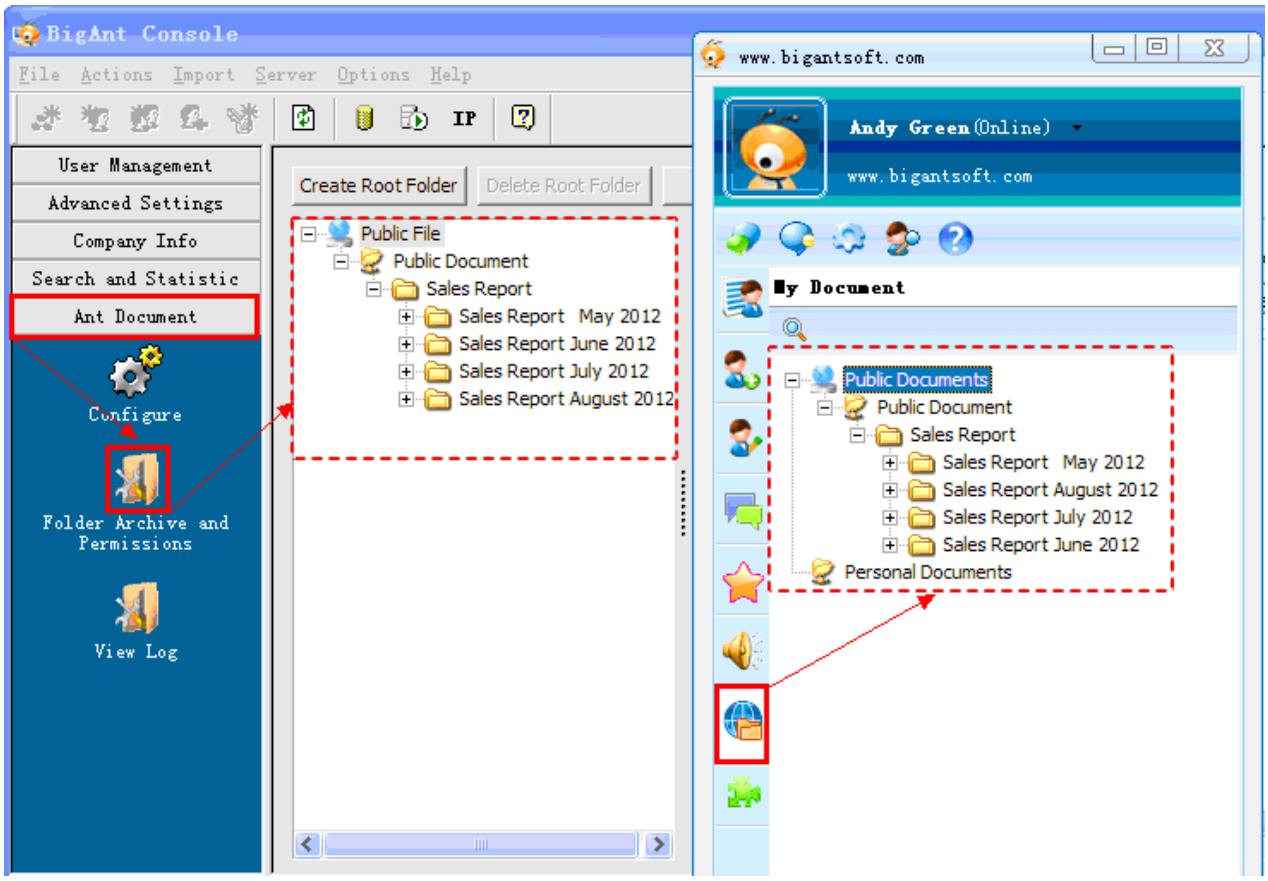
Select a folder and click **Delete Folder** to completely remove the folder from server side and client side as well.

3) View Folder Properties

- **Name:** To show the folder name or rename the folder
- **Location:** To show the location of the folder or specify another location.
- **Created:** Show when the folder has been created.
- **Type:** Show folder level.
- **Track version history:** Check this option will enable BigAnt IM clients to track and view the version history for this folder.
- **Enable subscription:** Check this option will enable BigAnt IM clients to subscribe this folder and inside documents. If there were any update made to the folders and documents, an instant note will be delivered to clients.

Click **Save** button if any changes have been made.

4)The folder tree will appear on all BigAnt Clients side accordingly.



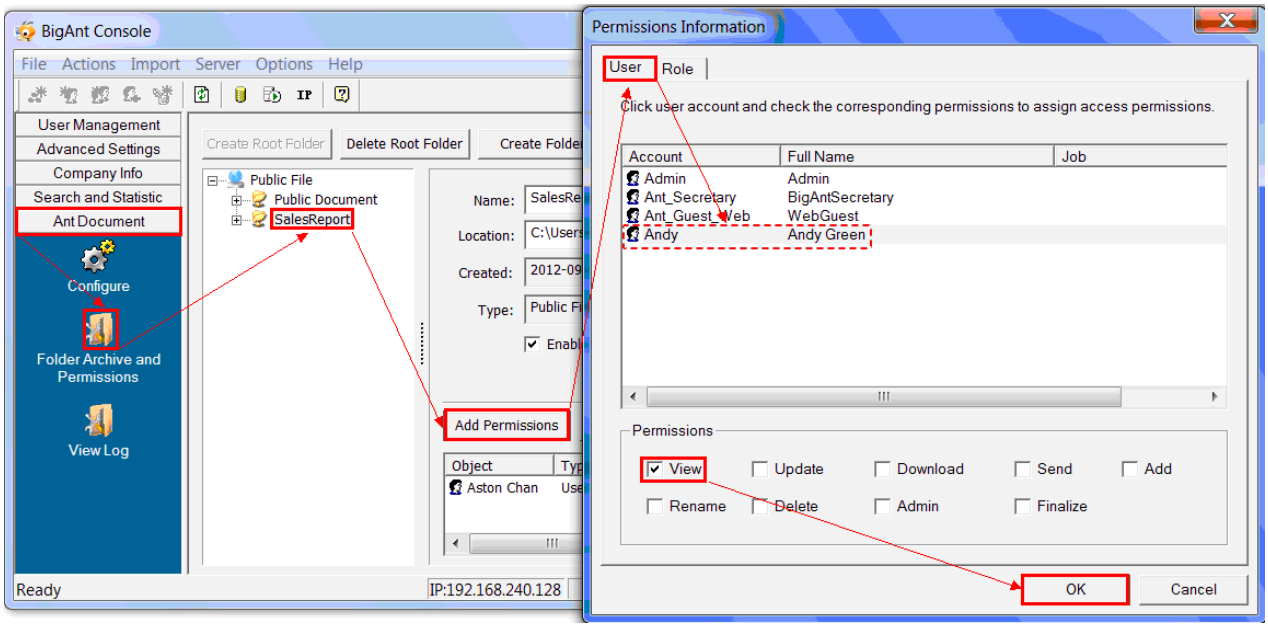
2.Assign access permissions to folders

Click **Add permissions** button to specify access permissions for the selected folder. BigAnt Document Management provides 2 modes for assign permissions.

1) Assign access permissions to folders based on user account.

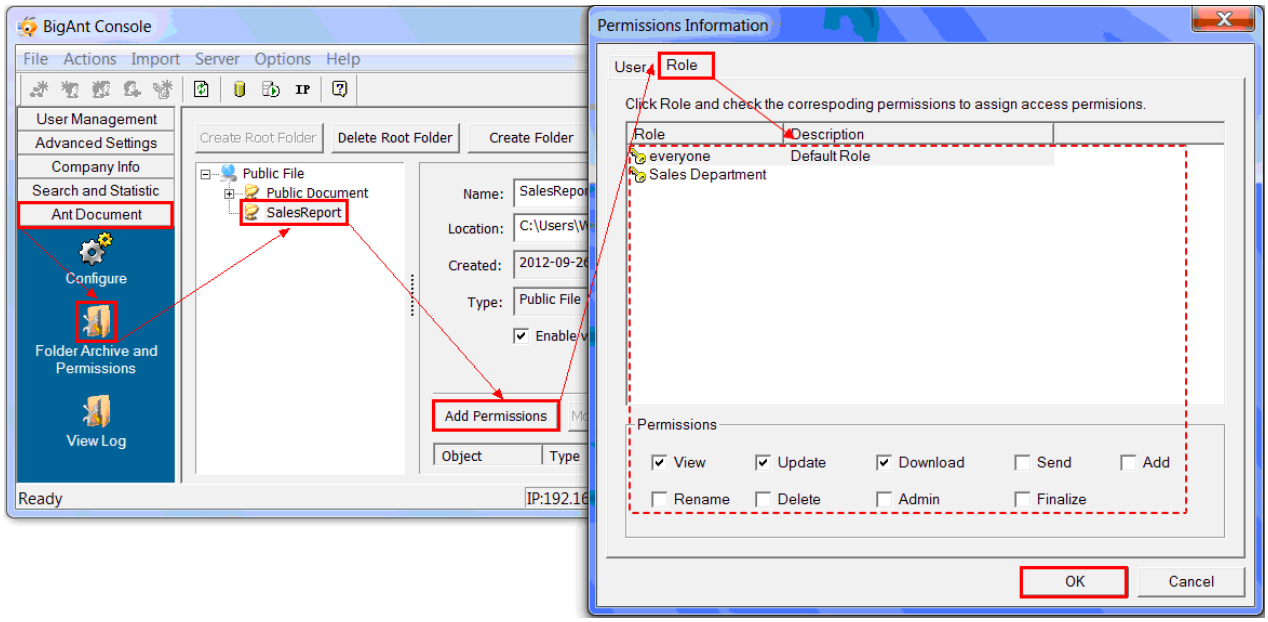
Select an user account, and then place checkmark to the listed permissions. For example, you have checked "View" for Andy Green. This means Andy Green can only open and view the specified folders and content inside, but can not download/update/send/add/rename/delete/admin/finalize those content.

Press and hold Ctrl key to make a multiple user selection.



2) Assign access permissions to folders based on roles.

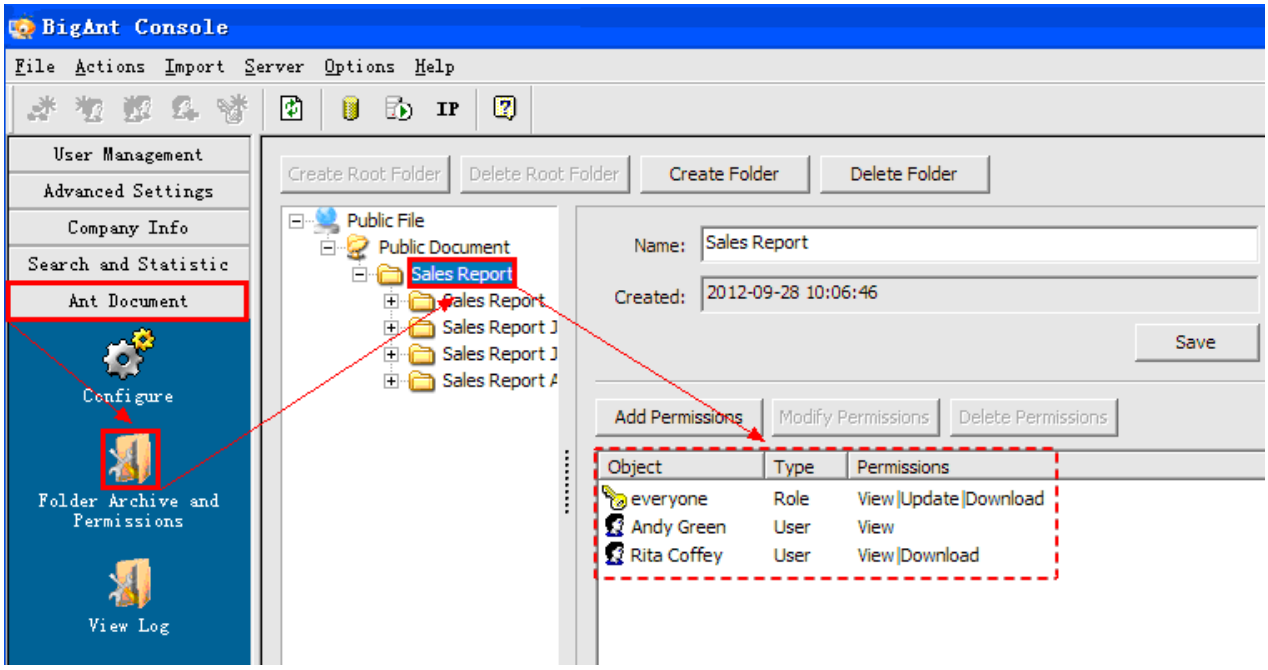
You need to create a Role first. Specify access permissions to this Role, then apply the Role to multiple members.



3) View access permissions list for a selected folder.

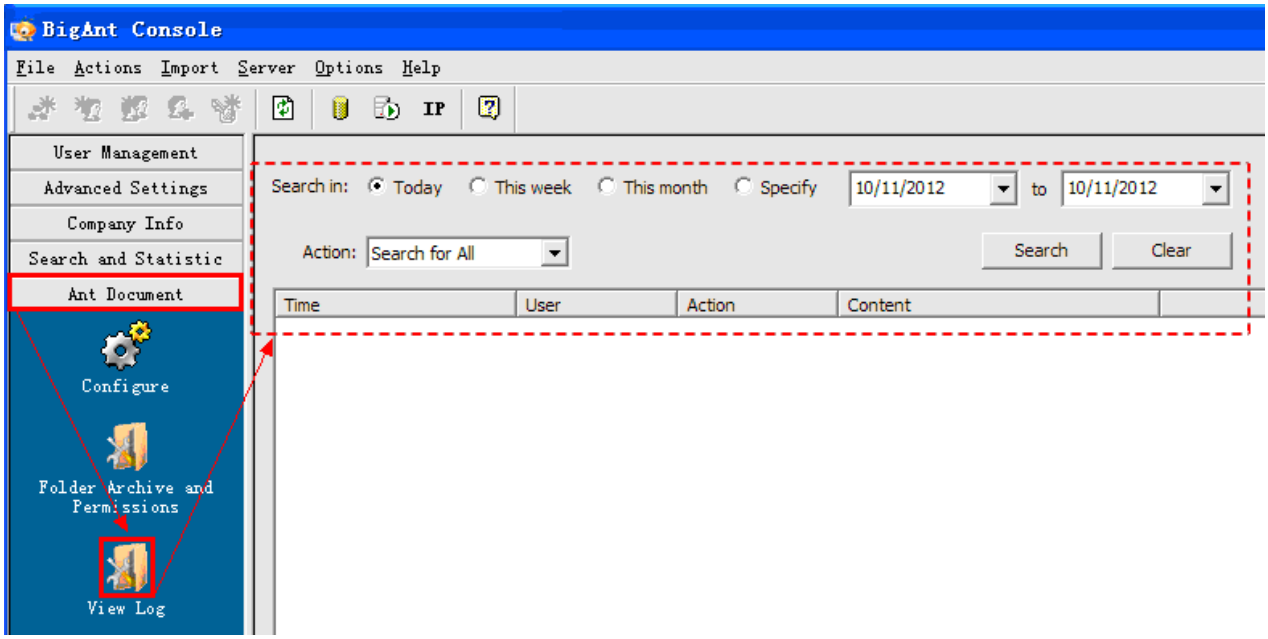
The assigned access permissions for a selected folder will be listed in the window as screenshot below.

Select an object, and click **Modify Permissions** if there was any update;
Select an object, and click **Delete Permissions** to completely remove the specified permissions.


BigAnt Console
File Actions Import Server Options Help
IP
User Management
Advanced Settings
Company Info
Search and Statistic
Ant Document
Configure
Folder Archive and Permissions
View Log
Create Root Folder
Delete Root Folder
Create Folder
Delete Folder
Public File
Public Document
Sales Report
Sales Report
Sales Report J
Sales Report J
Sales Report A
Name:
Sales Report
Created:
2012-09-28 10:06:46
Save
Add Permissions
Modify Permissions
Delete Permissions
Object
Type
Permissions
everyone
Role
View|Update|Download
Andy Green
User
View
Rita Coffey
User
View|Download

5.View Log

This page is for system administrator to search and view documents log on server side.



FAQ

General

1. **Does BigAnt IM work with VPN?**
   Yes.
2. **Does BigAnt IM support Windows Active Directory?**
   Yes.
3. **Is the BigAnt IM using Client/Server or Server-less architecture?**
   BigAnt IM using Client/Server architecture. With a server, it provides some extra features: authorization, offline messages and subnets compatibility
4. **What kind of database supported by BigAnt server?**
   Microsoft Access and SQL database.
5. **Does BigAnt works with both internet connection and intranet connection?**
   Yes.
6. **Can BigAnt Messenger work in Terminal Server Environment?**
   Yes.
7. **Comparison between BigAnt IM Standard version and Pro version?**
   Details...
8. **General features of BigAnt Messenger**
   View demo

Requirements & Installation

1. **What are the minimum requirements?**
   - BigAnt Messenger client will work in Windows 2000, XP, and Vista.
   - BigAnt Messenger server will work in Windows 2000, XP, Vista, Server 2003
   - CPU: P4 (or higher recommended)
   - Free disk space: 100MB or above
   - RAM: 256MB (or higher recommended)
2. **How to install BigAnt Messenger?**
   Download BigAnt Messenger Installer from here and save in your computer. Exit all applications for safe install. Recommend to install by Administrator on the computer.
3. **How to uninstall BigAnt program?**

   To remove BigAnt Messenger's program files from your computer, do the following steps:

   - Click Add/Remove Programs icon in Control Panel folder.
   - In the window select BigAnt Messenger and click Add/Remove button.
   - Follow all instructions of the Setup Wizard.
4. **How to get BigAnt.MSI client program?**

   The MSI for IM client is available; please contact info@bigantsoft.com for more information.

5. **How can I access BigAnt server from Internet?**

If BigAnt Server program was installed on a server machine with internet connection.

If your company use a fixed IP or a domain name. BigAnt Client can login BigAnt Server by input the fixed IP or domain name anywhere anytime, if users have internet connection.

If your company uses ADSL/dial-up for internet connection. Please apply a dynamic domain name from Dynamic DNS (Dynamic Domain Name Server) service provider. Please install and run Dynamic DNS client on BigAnt server machine. BigAnt Client users with internet connection can login BigAnt Server by input the dynamic domain name.

Dynamic DNS (DDNS) allows you to create a hostname that points to your dynamic IP or static IP address or URL. It is recommended to use http://www.dyndns.com for your DDNS service. Check it out here: http://www.dyndns.com/services/dns/dyndns/

If BigAnt Server was installed on a server machine with intranet connection.

If your company use a shared internet connection through a dial-up computer, and BigAnt Server program was installed on the main machine. Please apply a dynamic domain name from Dynamic DNS service provider. Please install and run Dynamic DNS client on BigAnt server machine. So BigAnt Client users with internet connection can login BigAnt Server by input the Dynamic Domain Name.

If your company uses Router for internet connection. Please point the Port 6660 from Router to the corresponding Port 6660 on the main machine with BigAnt server program installed. Meanwhile install and run Dynamic DNS client on BigAnt server machine. So BigAnt client with internet connection can login BigAnt Server by input the dynamic domain name.

Purchase and Register

1. **Does BigAnt Messenger is one time Pricing?**
   Yes. You need to pay BigAnt Messenger only once and get Life Time updates and technical support as free.
2. **How many Licenses I need to purchase?**

   BigAnt Messenger licensing system is based on One User per License basis. For 10 User License Key, 10 Users will be allowed to display online concurrently.

   If you need a quote for 15 users or other quantities please feel free contact info@bigantsoft.com

3. **What are the payment modes available?**
   Online ordering payment options: Credit card, Bank / Wire Transfer, Check, PayPal - Prepayment are provided by our Payment processors Regnow & RegSoft
4. **When I will get the registration code?**
   The registration code will be delivered to you directly by our Payment Processor Regnow & RegSoft usually within 24 Hours of payment.
5. **How to Register BigAnt Messenger?**

   The administrator will register BigAnt Console.

   In BigAnt Console, click Help>>Register. You will have Registration window, enter the registration code. Click Register button to restart BigAnt server.

6. **Is it possible to upgrade my License pack in future?**
   Yes. You can upgrade to any license pack or add extra license from your existing license. Upgrade Price will be rate difference between Old Pack & New Pack.
7. **I'm using the BigAnt IM standard version now, if I need to upgrade to BigAnt IM Pro version, does only the price difference will be charged?**
   Sure. Please send an email with your original order number to info@bigantsoft.com we will provide an upgrade order form for you. Only the difference will be charged.
8. **I noticed there were 3 default user accounts (Admin, Ant_Secretary, Ant_Guest_Web) existed on server, will they be calculated in the license I purchased?**
   No. The license is a concurrent license which means how many of the existed users can logon messenger at the same time.
9. **Can I request an official invoice?**
   Sure, you will receive a download link for a printable official invoice via email.

Configuration

1. **What are the details to consider in First BigAnt Server run?**
   In your very first run, you will be asked your company name, configure database.Open UDP/TCP port 6660-6662.
2. **What are the details to consider in First BigAnt Messenger run?**
   In your very first run, you will be asked your logon name and password that created by your system Administrator.
3. **How to create contact list?**

   The contact list is created by Administrator on BigAnt Console.

   - Launch BigAnt Console, click User Management>>Organizational Units to manually create Organizational Units, Branches, Groups and User Accounts.
   - Or import user accounts from Windows Active Directory to BigAnt console.
   - Import>>Active Directory Import Wizard, follow the wizard step by step.
4. **Which ports needs to be opened on server firewall or IP Filter to enable BigAnt Messenger work properly?**

Service	Port (Default Value)	Description	Protocol
AntServer	6660	for instant messaging	TCP
AVServer	6662	for voice and video call	UDP
AntDS	6661	for document management	TCP

   If this port number doesn't conflict with any currently running applications or services, please leave it as default. A BigAnt Client program uses this default port number as well. If the Administrator decides to use a different port number to run the server, all client programs should be reset to use the same new port number)

5. **How to setup live chat on my webpage?**
   - How to set up BigAnt Live Chat on your own server and host on your website?
   - How does BigAnt Live Chat work?
   - Switch live chat from operator A to operator B?

Trouble Shooting

1. **When I logon my BigAnt client, get a message of Connect error?**
   Please click the trouble shooting button on logon window to view the full error message,Make sure the server port, server address are correct.
2. **I have assigned Roles with different Organizational Permission to different user accounts, but seem not getting to work?**
   Launch BigAnt Server Console, click Advanced Settings > System Manager, check the option Enable OU permissions when assign a role to users accounts. Click Save button for changes to take effect.
3. **I get a register failed message when enter my registration code.**
   Please check the version of BigAnt Console by click Help>>About BigAnt Console, please make sure using the latest version of BigAnt Console.

Advanced

1. **Is it possible to turn off video or voice chat on client side?**
   Yes, Launch BigAnt Server Console, click Advanced Settings > System Manager on left pane. Check the option Disable voice chat on client side or Disable video chat on client side. Click Save button for changes to take effect.
2. **Is it possible to disable clients save history message on their local PC?**
   Yes, Launch BigAnt Server Console, click Advanced Settings > System Manager on left pane. Check the option Disable saving message history on BigAnt client's local computer. Click Save button for changes to take effect.
3. **How can administrator broadcasting announcements from server side.**
   Launch BigAnt Server Console, click Advanced Settings > Send bulletin message
4. **How to print history message?**
   For server side, click Search and Statistic>>Message Search, click Export button to export message history to a .rtf (Word documents) and print it.
5. **How to display my company logo on BigAnt Messenger.**
   - Launch BigAnt Console, click Company Info>>Company Logo,
   - Enter the URL where you company logo is located or browser and import the logo from local drive. The logo will be displayed on bottom bar on all BigAnt Client side.
   - Click Save button for changes to take effect.
   - The logo will be displayed on bottom bar on all BigAnt Client side.
6. **Is it possible to get a re-branding version of BigAnt Messenger?**
   Yes, we provide re-branding service, all the icons and logos on client side can be replaced with your specified ones. Extra customization fee will be charged, please contact info@bigantsoft.com for more information.
7. **How to disable users from sending file?**
   Launch BigAnt Console, click User Management>>All Roles, click the default everyone to open its properties window. Switch to Basic Permission, check the option Send file size limits, and enter 0 KB for the file size.
8. **How can we configure BigAnt only to see the users in their corresponding groups?**
   View demo
9. **How to import user profile from .TXT file?**
   - Create a new.TXT document. Enter the user account information following format below, save the TXT document.

     Account[tab key]Username[tab key]mobile[tab key]email[tab key]jobtitle[tab key]department

     Amy[tab key]Amy Smith[tab key]090[tab key]ada@aol.com[tab key]Sales[tab key]manager[tab key]Sales Department

- Launch BigAnt Console, click Import>>Import User from file, browse and import the TXT document.

10. **How to add extra tab on BigAnt client main window?**

    For example, we will add a tab to enable users to browser web page through BigAnt interface directly.

    Create a Notepad, and input the following code, save it as MyWeb.Addin.

    My Web

    - You can replace the URL in <![CDATA[http://www.bigantsoft.com]]> with your website URL.
    - The <DisplayName> is the tab name that will appear on client side, you can change it as well.
    - <Desc> is the description for the webpage

    1. After editing and saving the MyWeb.Addin. Please launch BigAnt Server console, on the left pane, please click **Advanced Settings >> Plug-in**
    2. On the right window, please click **Plug-in Info** button to open a new window, then click **Import** button to browse and insert the MyWeb.Addin.
    3. Please restart the BigAnt server, so the client will logon again, the newly added tab will appear on the IM interface.

FAQ---Purchase

1.How to place an order

Please visit our webpage at http://www.bigantsoft.com/buynow.html Click the **Buy Now** button, it will redirect your browser to a secure online order form provide by RegSoft. RegSoft is our registration service and shipment service provider. Please take a few minutes to fill out the order form.

2.Which payment methods are accepted?

Visa, MasterCard, American Express and Paypal, Phone order and Fax Order are all accepted.

3.Is it possible to purchase via Bank Transfer?

Sure,Please contact info@bigantsoft.com for bank information.

4.How long can I expect to receive the license?

Payments are processed in real time when the order is placed. You will receive license and download instructions via email as soon as your order has been authorized.

5.Can I request an official invoice?

Sure,you will receive a download link for a printable official invoice via email.

6.Can I request a quote?

Of course,please email us info@bigantsoft.com

7.I need a CD for the software back up, is it available and how is the cost?

Yes, the CD is available for the purchase with the software, and it costs additional $9.90, the delivery of the CD takes approximately 7days to 3weeks.

8.Are there any discounts for non-profit org or government?

Please feel free email us at info@bigantsoft.com for more information.

9. have already purchased the 20 users license, what should I do if I need upgrade to 50 users license? Do I just need to pay for the extra 30 users in future?

Sure. Only the license fee for extra users will be charged. Please send an email with your original order number to info@bigantsoft.com

10. I' m using the BigAnt IM standard version now, if I need to upgrade to BigAnt IM Pro version, does only the price difference will be charged?

Sure. Please send an email with your original order number to info@bigantsoft.com we will provide an upgrade order form for you.

11. How can I purchase additional licenses if I would like to install BigAnt IM on more computers?

Simply purchase additional licenses from our website or send an email with your original order number to info@bigantsoft.com

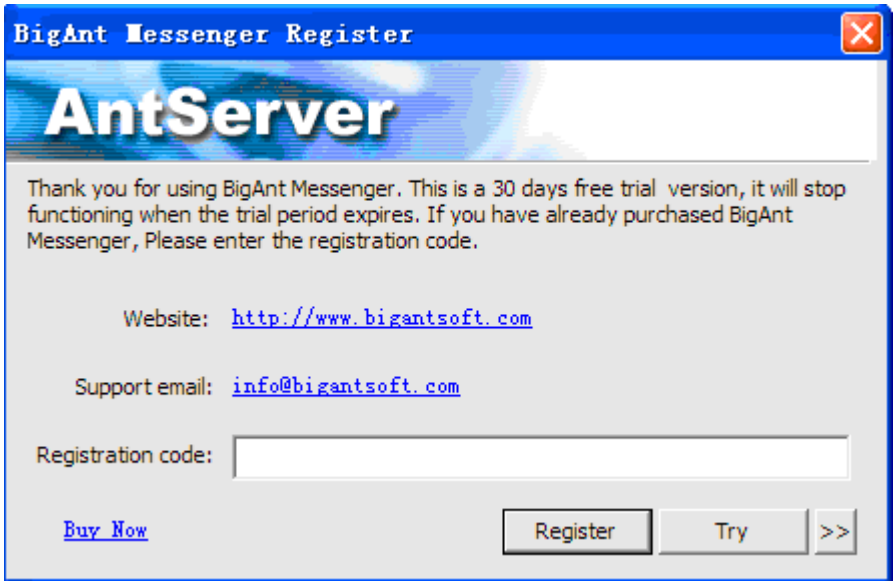
12. I have applied the 10 users free license but noticed there were 3 default user accounts existed on server, will they be calculated in the 10 users license?

No. The 10 users free license is a license which means 10 of existed users can logon messenger at the same time.

FAQ---Registration

Please click **Help/Register** to open BigAnt Registration page, copy your registration code and paste it in the required field. Click **Register** button.

Click button to view available user related to the registration code you entered.



Contact information

For further information about our company and our products, please contact:
E-mail : info@bigantsoft.com
Website : http://www.bigantsoft.com

Customization Service

Want a Messenger fits you better? We provide Messenger Customization Service for you.

1. Get a customized Messenger with your company logo and icon.
2. Add particular functionalities and features.
   Please feel free contact us at info@bigantsoft.com for more information and pricing.

BigAnt SDK

BigAnt Messenger is an open collaboration platform, we provide SDK for developers. BigAnt can be perfectly integrates with other enterprise applications, such as ERP, OA, CRM etc.Please feel free contact us at info@bigantsoft.com for more information