

# BigAnt Messenger Version 4

# User Manual

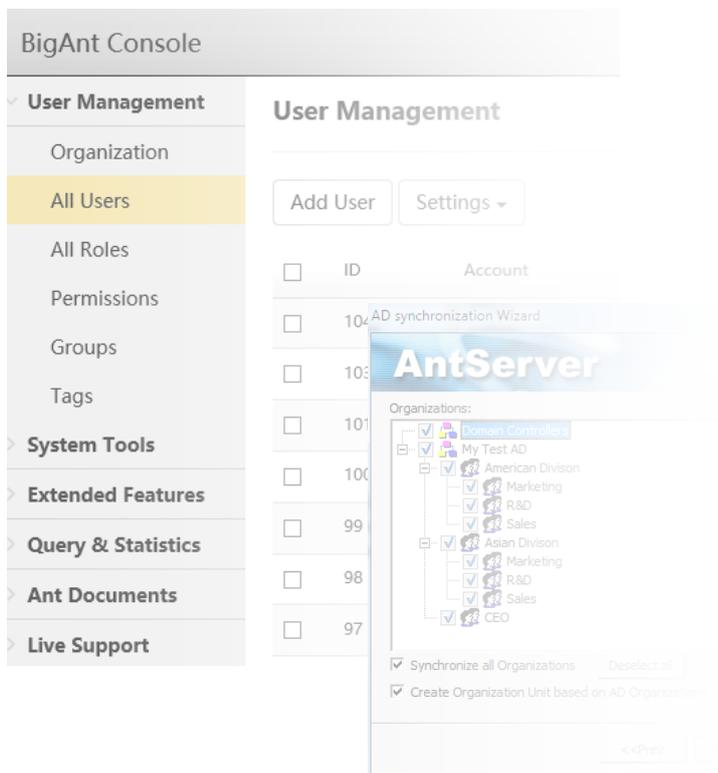


Table of Contents:

1-User Manage

2-System Tools

3-Extended Feature

4-Query and Statistics

5-Ant Document

6-Live Support

7-Customize

Thank you for choosing BigAnt Messenger , an ideal instant messenger for your business.

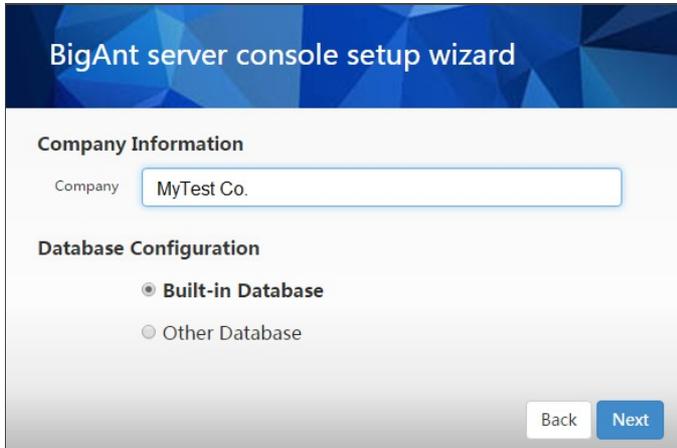
This user guide is composed similar as BigAnt server console menu, it is convenient to be indexed as

Should you have any further question, please feel free contact us, email [info@bigantsoft.com](mailto:info@bigantsoft.com)

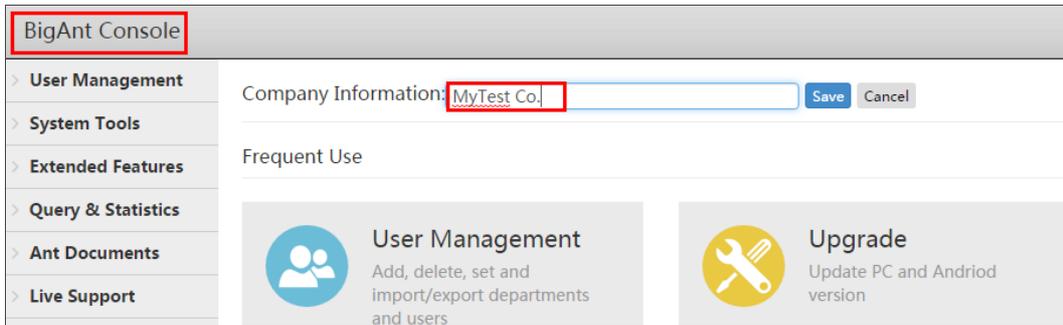
# User Manage - Company Name

## Company Name

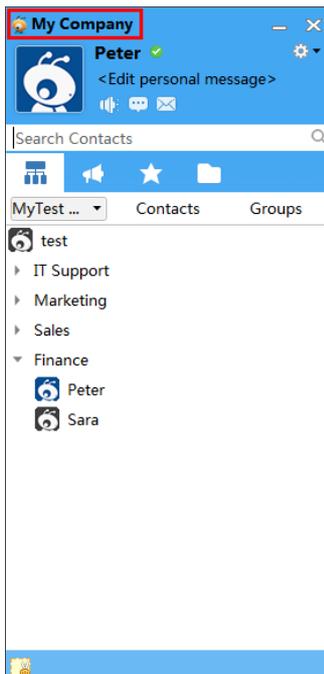
When installing the BigAnt server console setup, fill in the blank your company name.(My Test for example)Then it will synchronize in the server as well as the client.



BigAnt Console-->Company information



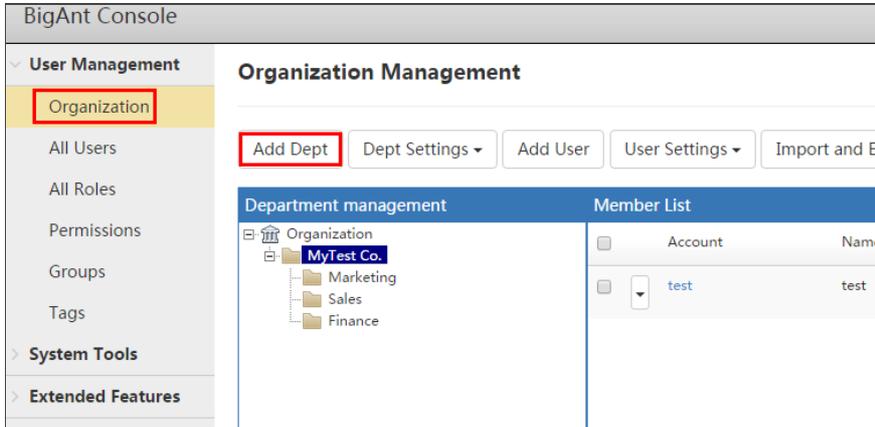
If you want to change company information,just enter the name you want and save.For example,replace MyTest Co. with My Company. Then the client look will change accordingly on the top left.So users can see the name from the client.



# User Manage - Create OU departments

## Create a new department

Organization-->select the organization unit to be extended-->Add Dept-->Enter details like Name and Description



Notice: In this case, MyTest Co. is regarded as the top level of an organization. So departments should be added under this level similar as the default organization layout. Of course, you can change the name as you want by using dept settings.

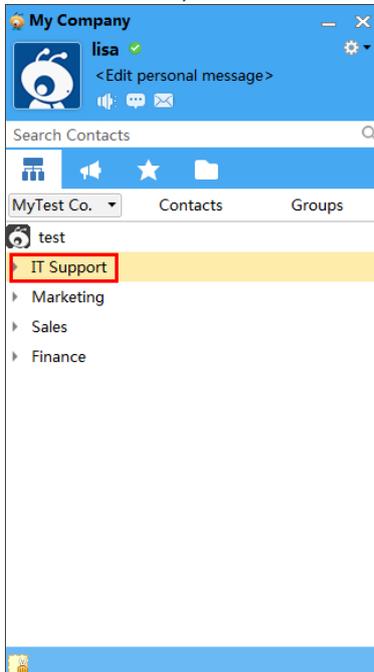
Following is an example of adding department IT to this company:

The 'Add Department' dialog box is shown with the following fields:

- Upper Dept: /MyTest Co.
- Name: IT Support
- Description: provide IT support
- Sequence No.: 1000

Buttons for 'Cancel' and 'Save' are located at the bottom right of the dialog.

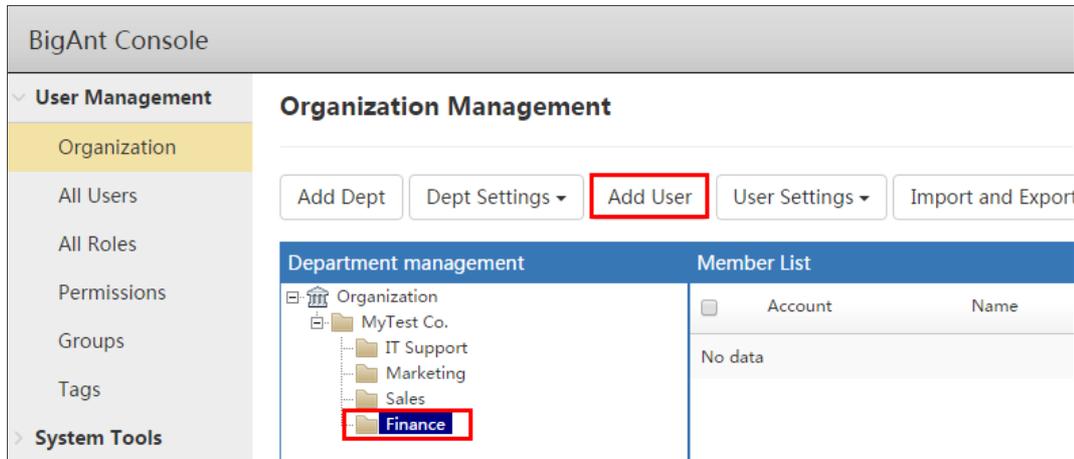
From client end you have this view:



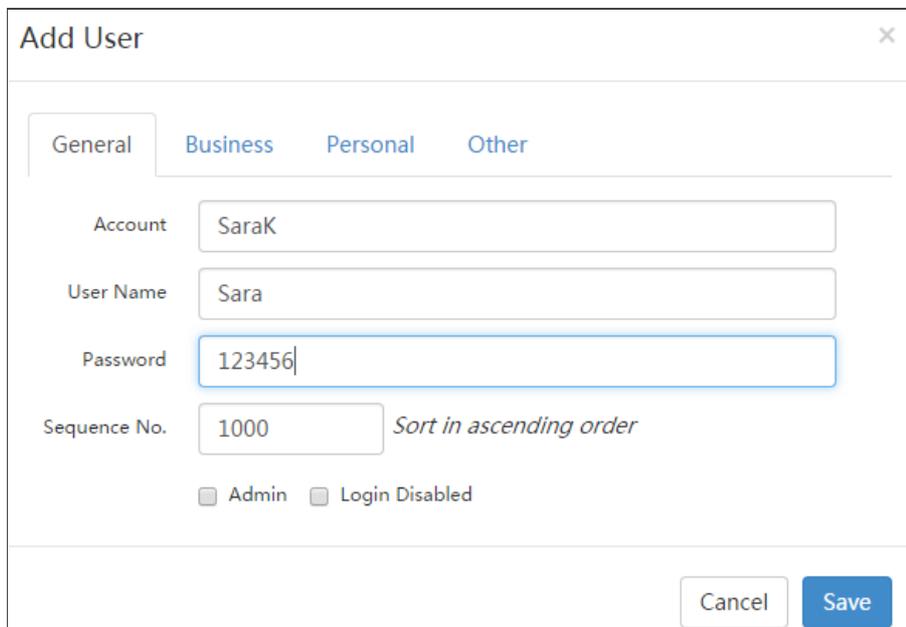
# User Manage - Add users in created dept.

## Add a user manually

Organization-->Select a department -->Add User

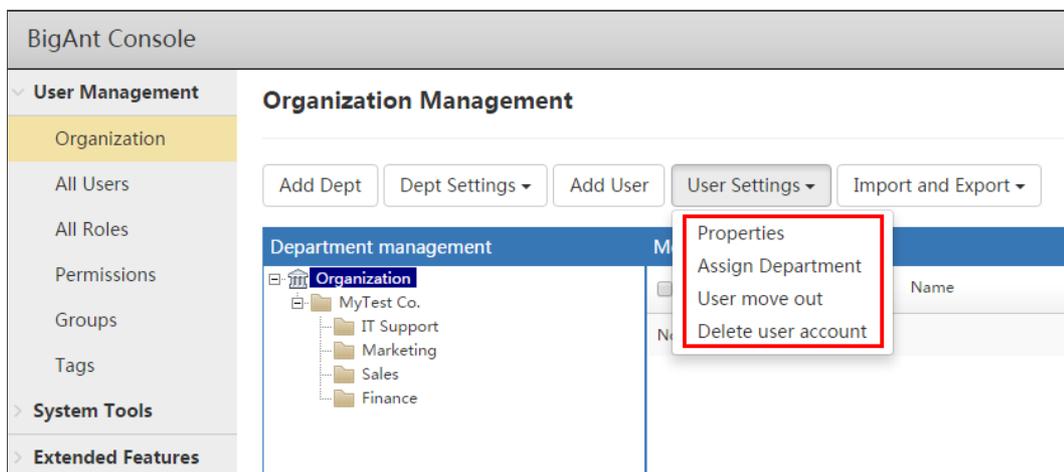


For example, I want to add a new user Sara Michael to Finance Department.

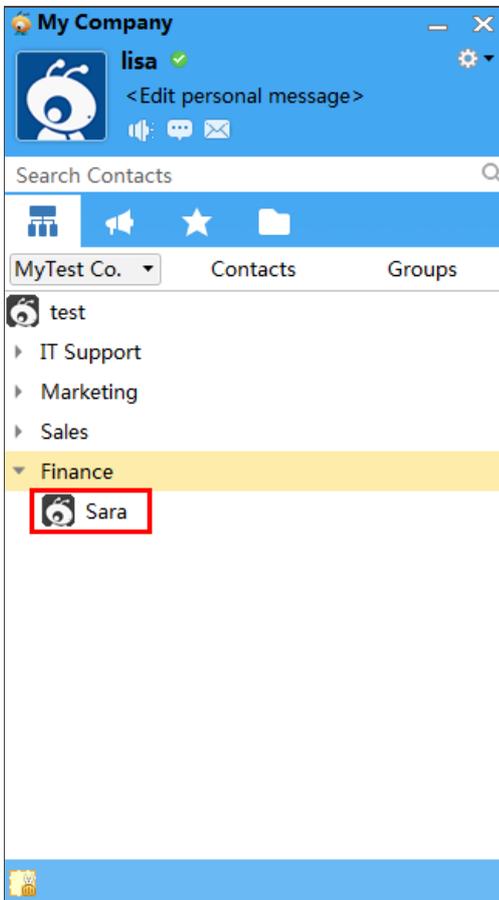


User Settings allow you to edit user properties, assign departments and delete user account.

Also, with user move out button, you can move selected user out of current department, then assign them to other department.



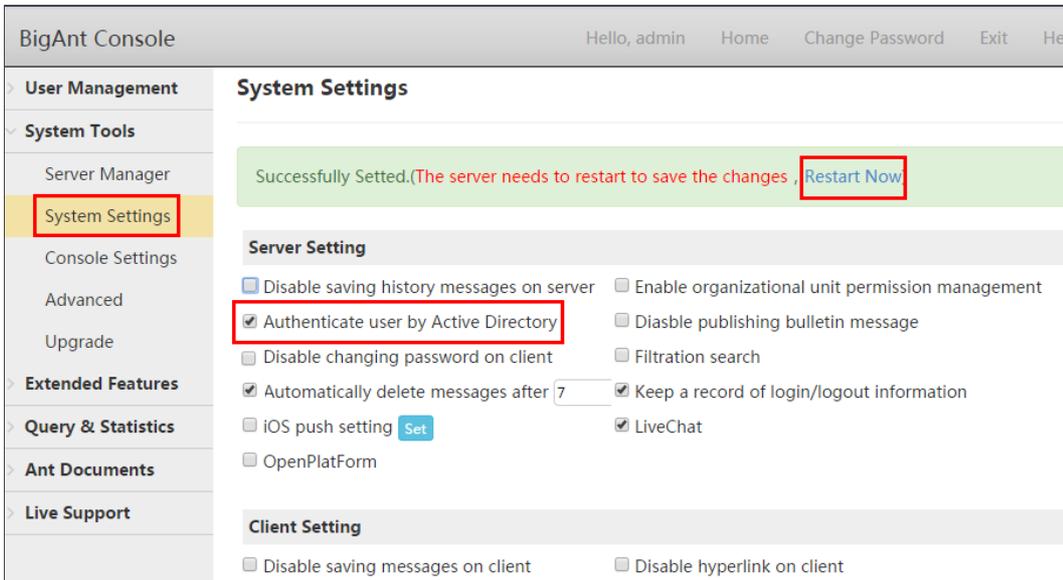
From client end you have this view:



## Import users automatically

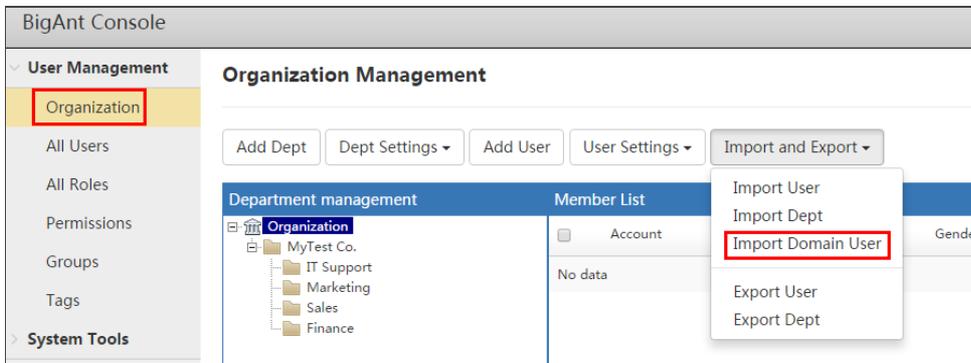
The BigAnt Server Console allows you to import user accounts in 2 ways.

Using Active Directory to authenticate user account: Check this option if you use Active Directory to import user accounts.



### 1. 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. It is easy to create a user database in a few minutes if your corporate network is based on the Windows Domain structure.



Click import domain user and enter details of your domain server to import users.

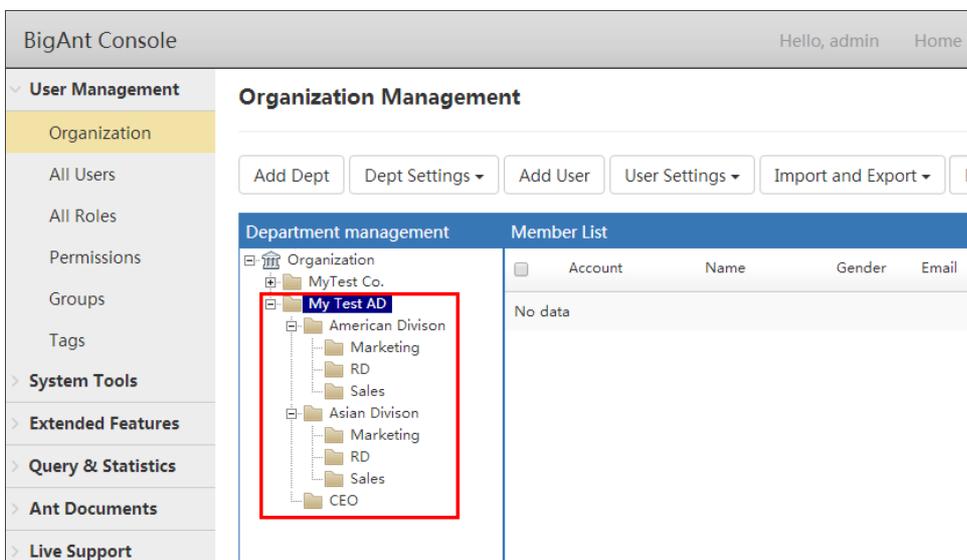
From the pop up window, please enter your Domain server name, your domain admin account and password. Then click OK to import domain users, this may take a few moments to process.

For example: Domain server--> [MyDomain]Admin Account--> [Administrator]Password-->[\*\*\*\*\*]

Notice:

1. Your BigAnt server has to connect to the same domain network as the domain needs to be imported.
2. Your DNS IP must be the same as your domain server IP address.
3. Please enter domain server name instead of server IP address for the field Domain Server.

After the AD has been successfully imported, it will look as the following (My TestAD in this case.)



By the way, we strongly recommend that you should import domain users with our AntADSync Tool which is in the default setup folder. This tool provides you with choice of what to import and what not to. Besides, it will automatically synchronize the IM users with those in the AD. The interface is as following.

Name	Date modified	Type	Size
AddInPackage	12/3/2015 2:02 PM	File folder	
ADSync	12/18/2015 1:51 PM	File folder	
AntData	12/3/2015 2:08 PM	File folder	
AntDS	12/3/2015 2:03 PM	File folder	
apache	12/3/2015 2:01 PM	File folder	
DB	12/3/2015 2:02 PM	File folder	
DocData	12/3/2015 2:08 PM	File folder	
FS	12/18/2015 1:27 PM	File folder	
Help	12/3/2015 2:02 PM	File folder	
MySql5	12/3/2015 2:01 PM	File folder	
SysLog	12/18/2015 1:26 PM	File folder	
anlog.txt	12/3/2015 2:03 PM	TXT File	1 KB
AntAdmin.exe	7/1/2015 5:49 PM	Application	6,998 KB
<b>AntADSyncTool.exe</b>	9/21/2015 10:32 AM	Application	222 KB
AntCom.dll	8/27/2015 10:24 AM	Application extens...	272 KB
AntDBUpdate.exe	8/4/2015 4:00 PM	Application	121 KB

AD synchronization Wizard

## AntServer

Organizations:

- Domain Controllers
- My Test AD
  - American Divison
    - Marketing
    - R&D
    - Sales
  - Asian Divison
    - Marketing
    - R&D
    - Sales
  - CEO

Synchronize all Organizations    Deselect all

Create Organization Unit based on AD Organizations

<<Prev    Next>>    Cancel

AD synchronization Wizard

## AntServer

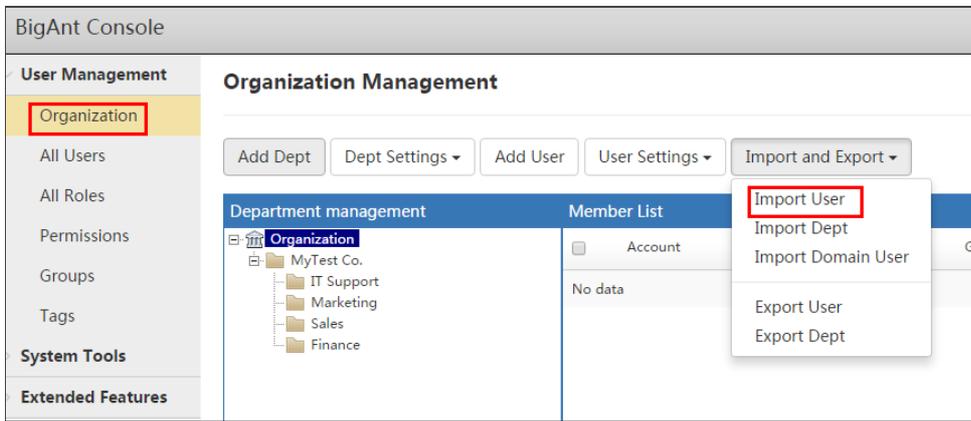
Synchronize properties for an AD user account that has already been imported into IM database.

Active Directory User Properties	IM User Properties
<input checked="" type="checkbox"/> Department	Department
<input checked="" type="checkbox"/> Title	Title
<input checked="" type="checkbox"/> Telephone number	Telephone number
<input checked="" type="checkbox"/> Mobile	Mobile
<input checked="" type="checkbox"/> Fax	Fax
<input checked="" type="checkbox"/> E-mail	E-mail
<input checked="" type="checkbox"/> P.O.Box	P.O.BOX
<input checked="" type="checkbox"/> Zip/Postal Code	Zip/Postal Code
<input checked="" type="checkbox"/> State/province	State/province

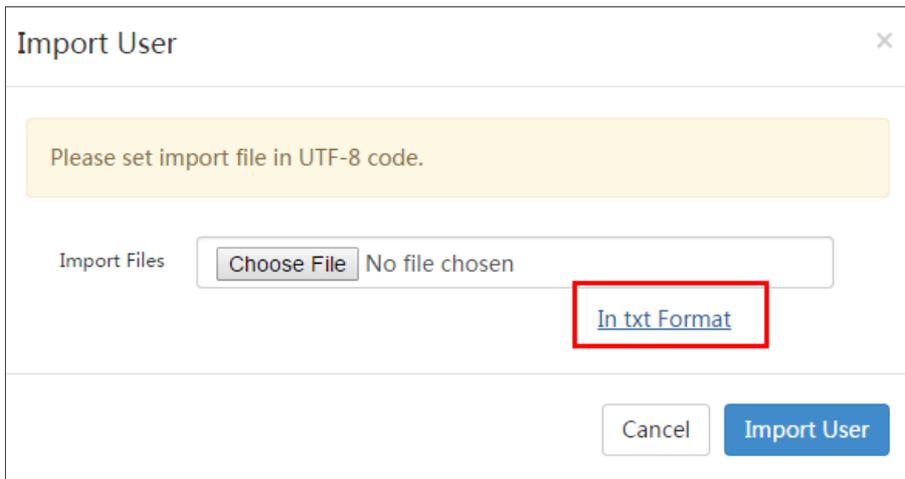
Select all    Deselect all

<<Prev    Next>>    Cancel

2. Import User Accounts from a text file.



Click import user. If you have created a .txt (with Notepad) file including user accounts and user name following the format as below. Click the button In text Format to get an example.



You can click choose file button to import all the user accounts from the .txt file to BigAnt Server.

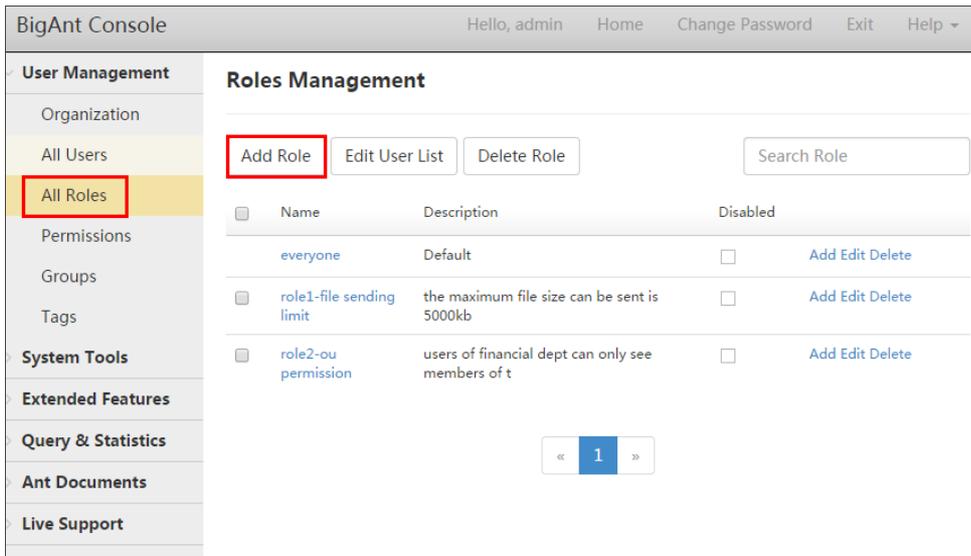
# User Manage - Role manage

## Typical role function - how to limit file sending?

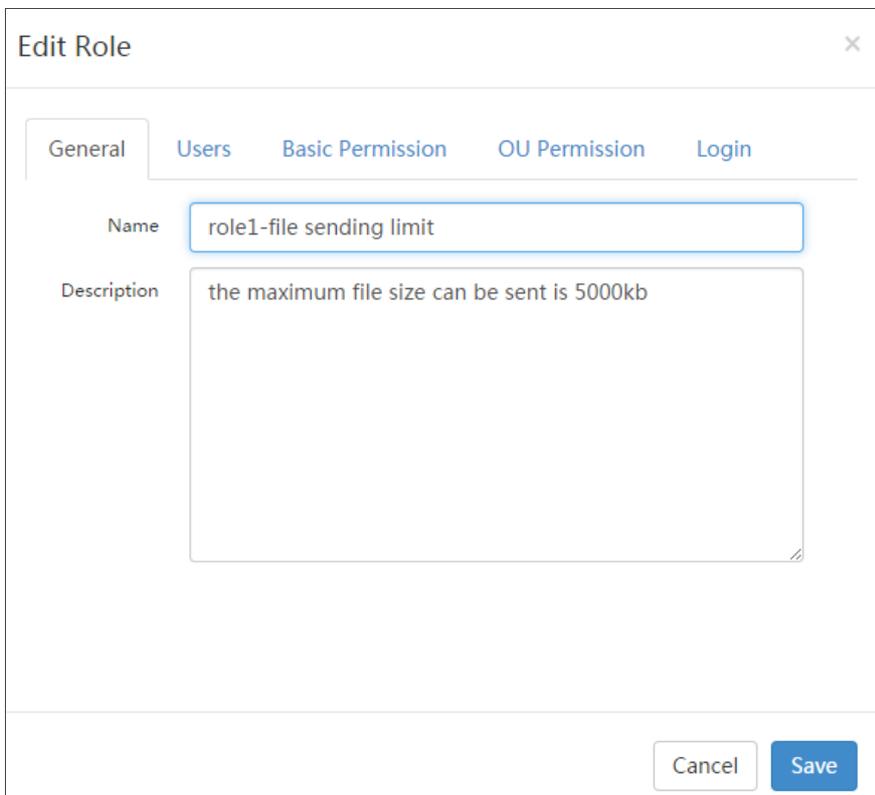
This is to limit users from sending large files, to save bandwidth, or even to disallow users to send files if you set it to 1KB. Because users can be assigned to a role that suits them, users can be assigned as different authorities, such as some users can send large files, while other people cannot.

1. set send file size limit

User Management-->All Roles-->Add Role (for example: role1-file sending limit in this case)



The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar is titled 'User Management' and contains a tree view with 'All Roles' selected. The main content area is titled 'Roles Management' and features an 'Add Role' button (highlighted with a red box), 'Edit User List', and 'Delete Role' buttons. A search bar labeled 'Search Role' is also present. Below these buttons is a table with columns for 'Name', 'Description', and 'Disabled'. The table lists three roles: 'everyone' (Default), 'role1-file sending limit' (the maximum file size can be sent is 5000kb), and 'role2-ou permission' (users of financial dept can only see members of t). Each role has a checkbox and 'Add Edit Delete' links. A pagination control at the bottom shows '1'.



The screenshot shows the 'Edit Role' dialog box. It has a close button (X) in the top right corner. The dialog is divided into tabs: 'General', 'Users', 'Basic Permission', 'OU Permission', and 'Login'. The 'General' tab is active. It contains a 'Name' field with the value 'role1-file sending limit' and a 'Description' field with the value 'the maximum file size can be sent is 5000kb'. At the bottom, there are 'Cancel' and 'Save' buttons.

2. Basic Permission-->Select Send file size limits

You can enter a number (for example: 5000 in this case) as the maximum limit.

If the size is set to 1KB, that is to say the file can hardly be sent.

### Edit Role

General Users **Basic Permission** OU Permission Login

- Allow sending bulletin message
- Send file size limits: 5000 KB
- Disable changing personal properties
- Disable receiving attachment
- Disable audio call
- Disable logging off client
- Disable notification sound on client
- Disable sending protected message
- Disable changing avatar on client
- Disable setting on client
- Disable sending top message
- Disable creating group
- Allow deleting bulletin message
- Group send limits: 10
- Disable changing job title
- Disable video call
- Disable exiting client
- Disable remote desktop and control
- Disable sending nudge
- Disable showing working signature
- Disable screen capture
- Disable setting status as "Away"
- Disable showing organization chart

Cancel Save

3. Check if the user is within the list

If you want Sara to belong to role1 (limit the size of file sent in this case), make sure she is selected. Now she is only allowed to send a file no larger than 5000KB.

### Edit Role

General Users **Basic Permission** OU Permission Login

Select User

Enter account or name Add User

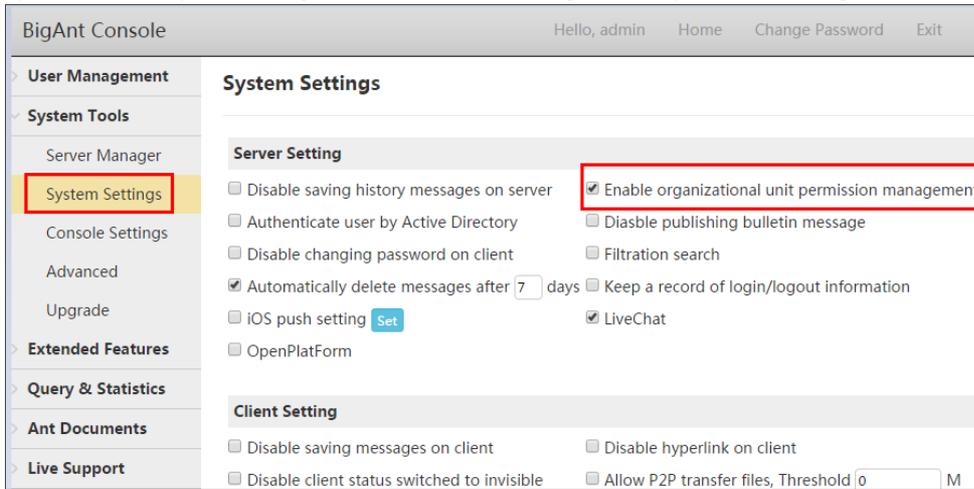
Name	Account	
Sara	SaraK	删除

Cancel Save

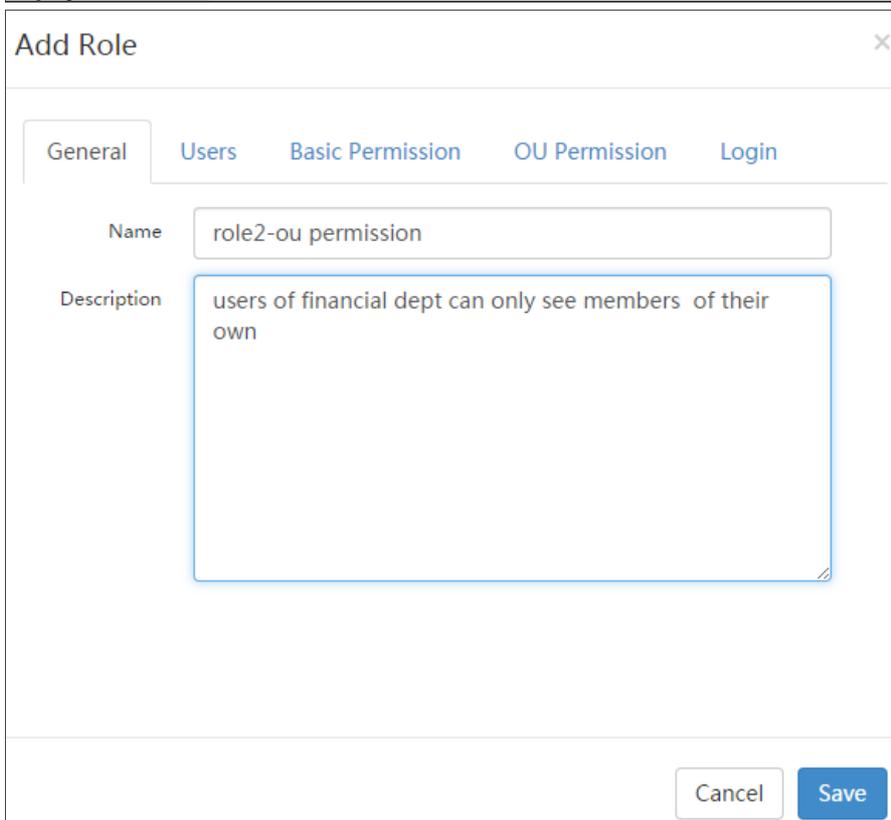
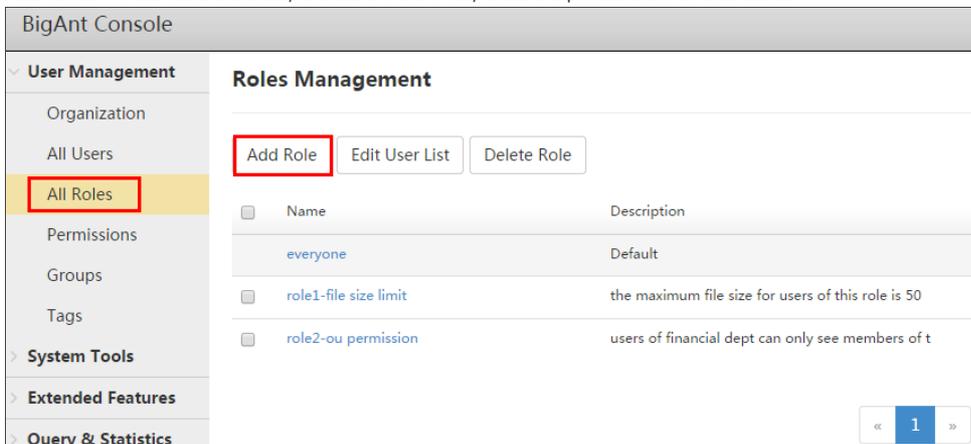
## Typical role function - how to make a user see designated department only?

This function is to assign a unique permission to different department members, here after OU, organization unit. For instance, if you want the users in financial dept can only see members of their own dept, here is the function you need.

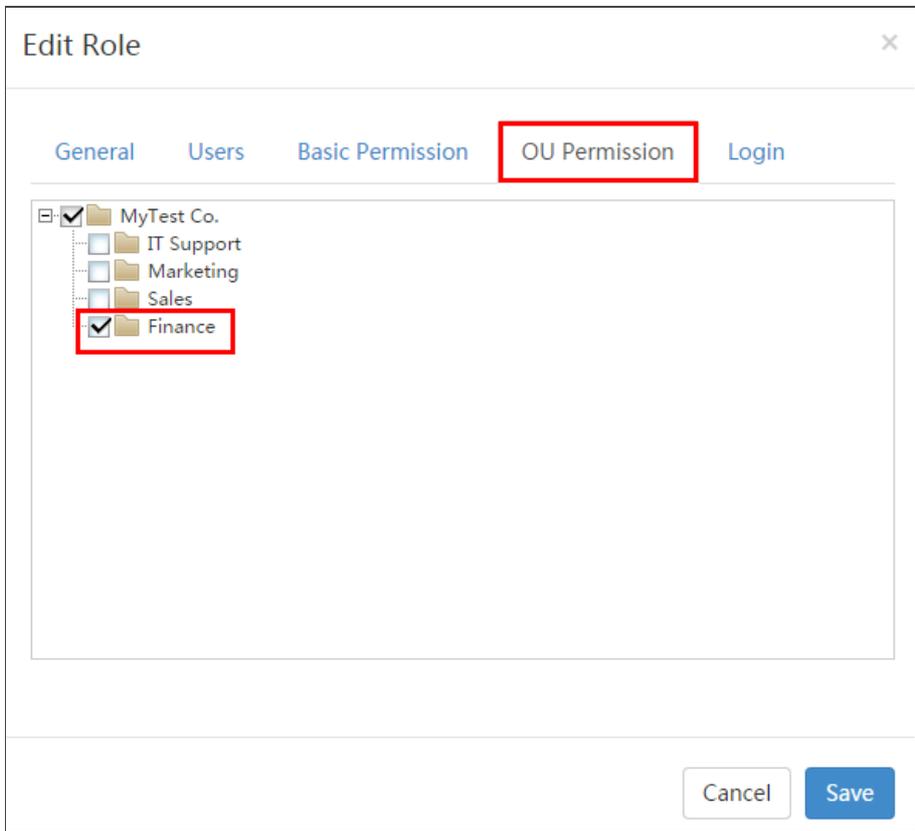
1. System tools -->System settings First, select to enable organization permission management



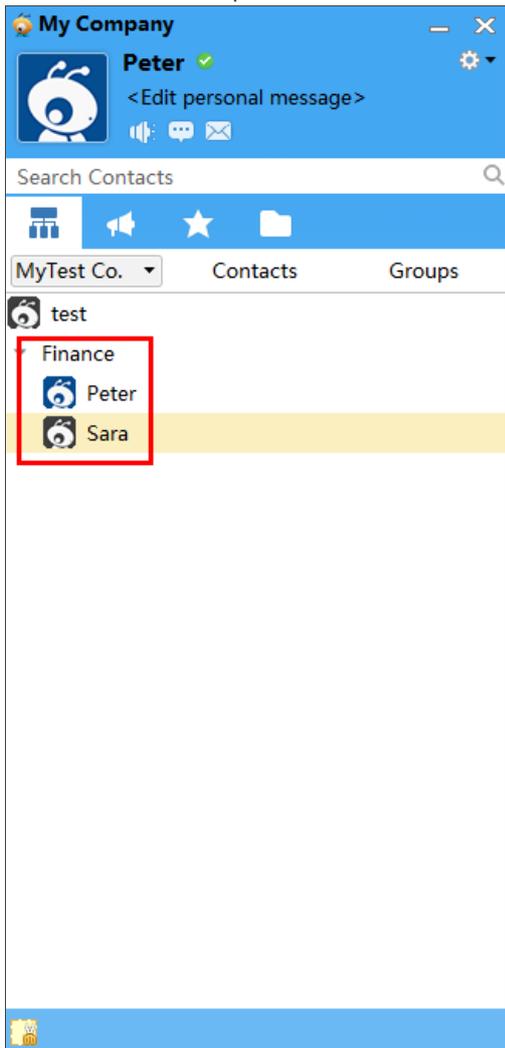
2. Add roles-->Add Role Second, create a new role,role2-ou permission in this case.



3. Third, select the users of financial dept. Click on OU Permission-->select department(s) you want to be seen by designated users.



In this case, the Financial Dept chosen in last step can only see no organization units other than the Financial Dept. Here is the look from the client end.



## A full list of role permissions

Edit Role

General Users **Basic Permission** OU Permission Login

- Allow sending bulletin message
- Send file size limits: 5000 KB
- Allow deleting bulletin message
- Group send limits: 10
- Disable changing personal properties
- Disable changing job title
- Disable receiving attachment
- Disable video call
- Disable audio call
- Disable exiting client
- Disable logging off client
- Disable remote desktop and control
- Disable notification sound on client
- Disable sending nudge
- Disable sending protected message
- Disable showing working signature
- Disable changing avatar on client
- Disable screen capture
- Disable setting on client
- Disable setting status as "Away"
- Disable sending top message
- Disable showing organization chart
- Disable creating group

Cancel Save

Similar functions can be set in the same way:

Allow sending bulletin message ( eg. only manager level users or HR can send bulletin message)

Disable changing personal properties ( eg. company decent and policy)

Disable receiving attachment (eg. to prevent running an unsafe file sent from other users)

Disable audio call (eg. to save band width)

Disable logging off client (ie. to force users stay online)

Disable notification sound on client (ie. to mute the program on behalf of users)

Disable sending protected message (a protected message requires log-in password to read.

Eg.to avoid pry actions when you leave your seat. Disable it if you think this feature is not required and may confuse users)

Disable changing avatar on client (eg. company decent and policy)

Disable showing organization chart (hide organization chart to some of users, eg. subcontractors)

Allow deleting bulletin message (eg. only manager level users or HR can erase bulletin message)

Group send limits (to limit amount of recipients say maximum 5 users, eg. avoid abuse use of group sending message to the whole company)

Disable changing job title (eg. company decent and policy)

Disable video call (eg.to save bandwidth)

Disable exiting client (users can not kill this program, however user log out is allowed)

Disable remote desktop and control (ie.to take it as exclusive authority of IT specialist)

Disable sending nudge (If you think nudge is annoying, and want to disallow in your group)

Disable showing working signature ( eg. company decent and policy)

Disable screen capture ( eg. company decent and policy, or may be security concerns)

Disable setting status as "Away"(eg. company decent and policy)

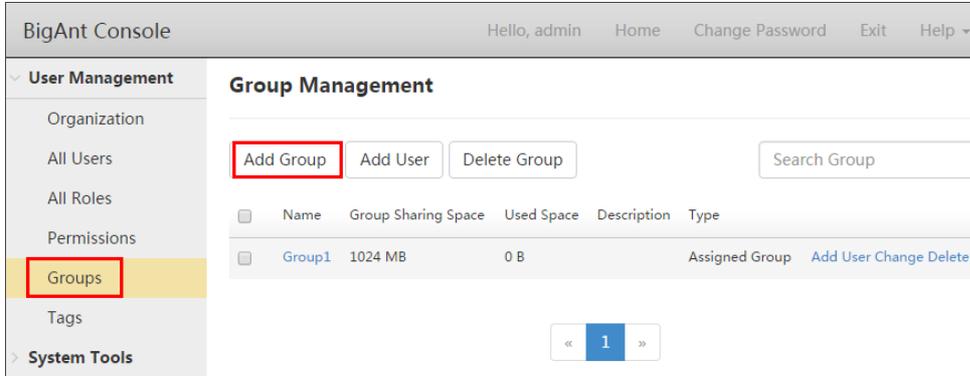
Disable creating group (If you think them should not create group chat, they can only added by admin, or someone else who is not limited of this function)

# User Manage - Create a group

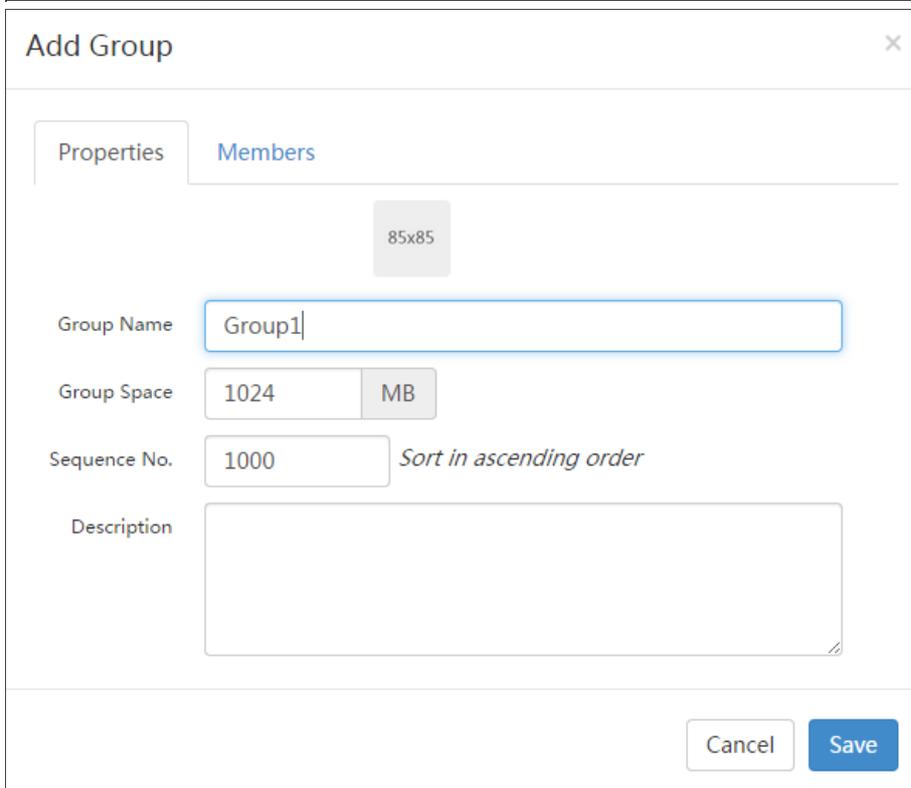
## Create a group

This function allows you to create a discussion group. What you need to do is just add a group and select members. Members can be selected from any department.

1. User Management-->Groups-->Add Group-->Enter group name and description



The screenshot shows the 'BigAnt Console' interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar is titled 'User Management' and contains a tree view with 'Organization', 'All Users', 'All Roles', 'Permissions', 'Groups' (highlighted in yellow), 'Tags', and 'System Tools'. The main content area is titled 'Group Management' and features three buttons: 'Add Group' (highlighted with a red box), 'Add User', and 'Delete Group'. A search box labeled 'Search Group' is also present. Below the buttons is a table with columns: 'Name', 'Group Sharing Space', 'Used Space', 'Description', and 'Type'. The table contains one entry: 'Group1' with '1024 MB' for Group Sharing Space and '0 B' for Used Space. The 'Type' column for 'Group1' contains 'Assigned Group' and links for 'Add User', 'Change', and 'Delete'. A pagination control at the bottom shows '« 1 »'.



The screenshot shows the 'Add Group' dialog box. It has a close button (X) in the top right corner. The dialog is divided into two tabs: 'Properties' and 'Members'. The 'Properties' tab is active. It contains the following fields:

- A placeholder box with the text '85x85'.
- 'Group Name': A text input field containing 'Group1'.
- 'Group Space': A text input field containing '1024' and a dropdown menu showing 'MB'.
- 'Sequence No.': A text input field containing '1000' and a label 'Sort in ascending order'.
- 'Description': A large text area.

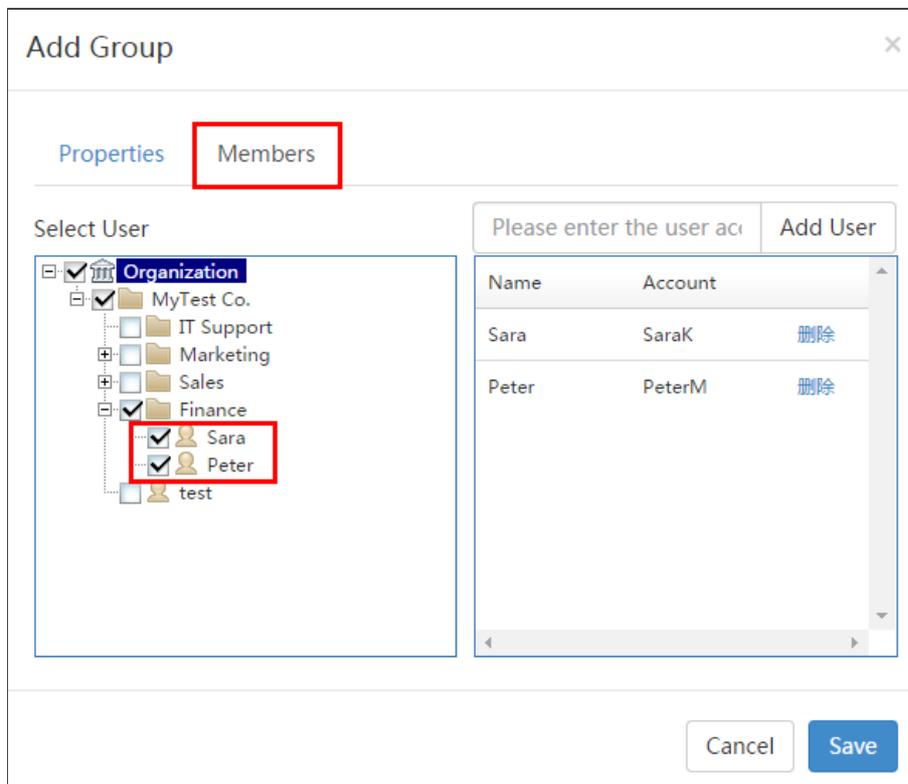
At the bottom right, there are two buttons: 'Cancel' and 'Save'.

2. Then select members to be added into the group.

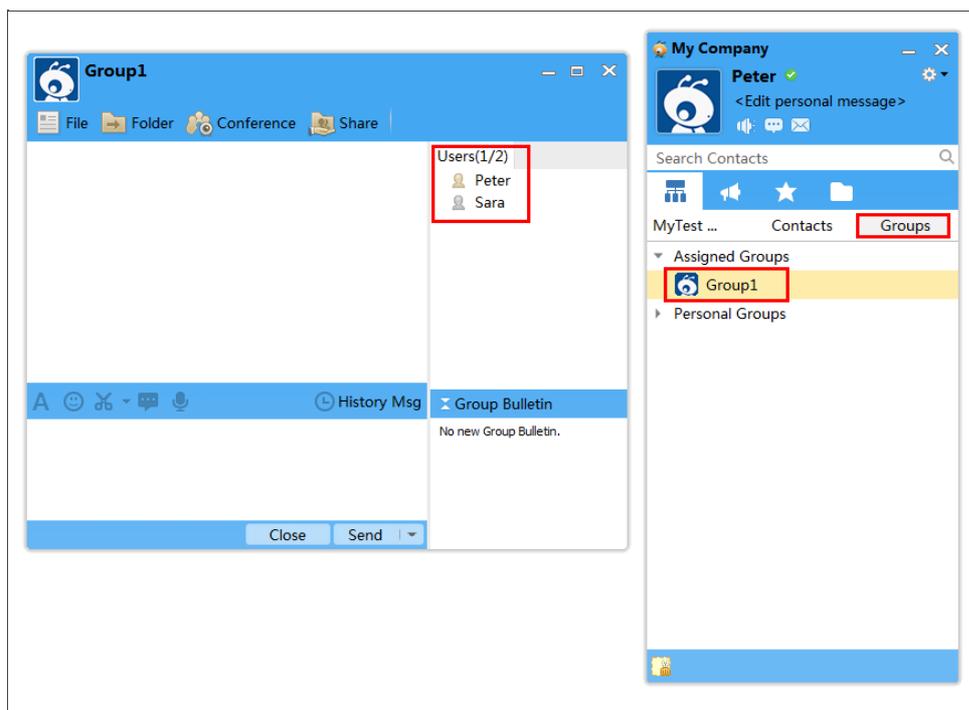
User Management-->Groups-->Add Group-->Members

Then select members.

In this case, Peter and Sara are in Group1. Now the group has been successfully created and users in Group1 can start a group discussion.



Here is the look from the client end.



# System Tools - Server Manage

## Server Manager

This option help you Launch/Restart/Stop the server and change the Port by click on Edit button. Click restart button when you make changes to the server in order to make it take effect on client end.

Server Manager-->Select the server you want-->Launch/Restart/Stop

BigAnt Console Hello, admin Home Change Password Exit Help ▾

> User Management

> System Tools

Server Manager

Launch Restart Stop

<input type="checkbox"/>	Name	Description	Port Address	Port Type	Status	
<input type="checkbox"/>	AntServer	Message Server	6660	TCP	Running	Edit
<input type="checkbox"/>	AntAvServer	Video Server	6662	UDP	Running	Edit
<input type="checkbox"/>	AntDS	Document Server	6661	TCP	Running	Edit
<input type="checkbox"/>	AntFileServer	File Server	6663	TCP	Running	Edit

And you can also change the Port by click on Edit button.

Set Port

Port

Cancel Save

# System Tools - System settings

## System settings

This is to setup the profile of whole BigAnt messenger system, and the changes here will take effect to all users and normally require IM server restarted.

The screenshot shows the BigAnt Console interface. On the left is a navigation menu with categories: User Management, System Tools, Extended Features, Query & Statistics, Ant Documents, and Live Support. Under System Tools, 'System Settings' is highlighted. The main content area is titled 'System Settings' and is divided into 'Server Setting' and 'Client Setting' sections. In the Server Setting section, 'Authenticate user by Active Directory' is checked, and 'Automatically delete messages after 7 days' is also checked. In the Client Setting section, 'Disable saving messages on client' is checked. A 'Set' button is visible next to the 'iOS push setting'.

## How to enable audio/video service?

System administrator can enable voice and video chat on all client computers by selecting the option.

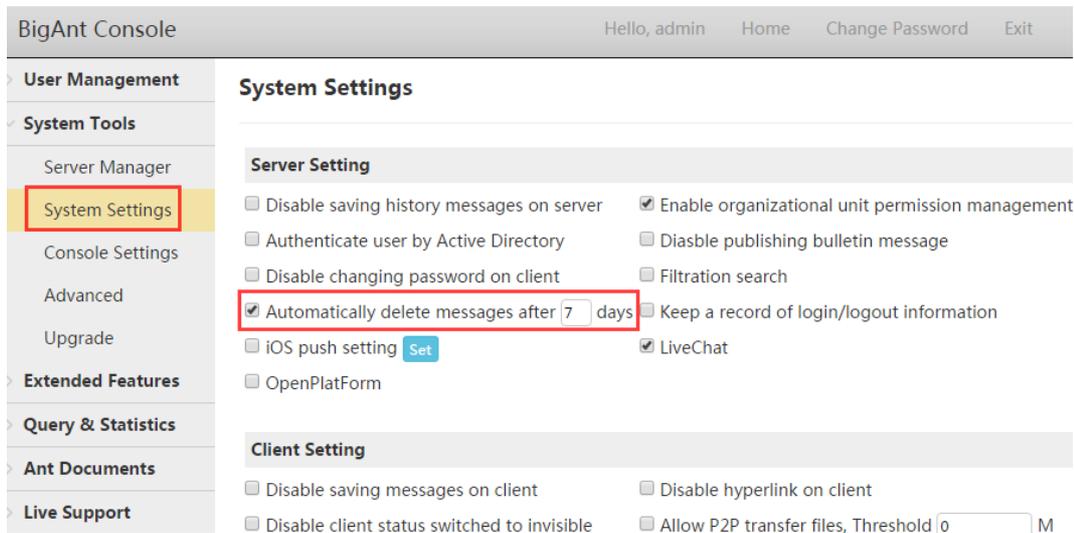
System Settings-->Enable audio/video forwarding service Check the option , click save button and click the restart now button to save the change.

This screenshot shows the BigAnt Console 'System Settings' page after a change. A green notification banner at the top states 'Successfully Setted.(The server needs to restart to save the changes )' with a 'Restart Now' button highlighted in red. The 'System Settings' page is expanded to show the 'Client Setting' section. In this section, the option 'Enable audio/video forwarding service' is checked and highlighted with a red box. Other settings like 'Disable saving messages on client' and 'Disable hyperlink on client' are also visible. The 'System Integrate' section is partially visible at the bottom.

## How to set history message?

In the default, the server only stores the history message in the past 7 days. Messages sent over 7 days will be deleted automatically. However, you can customize the period according to your own need.

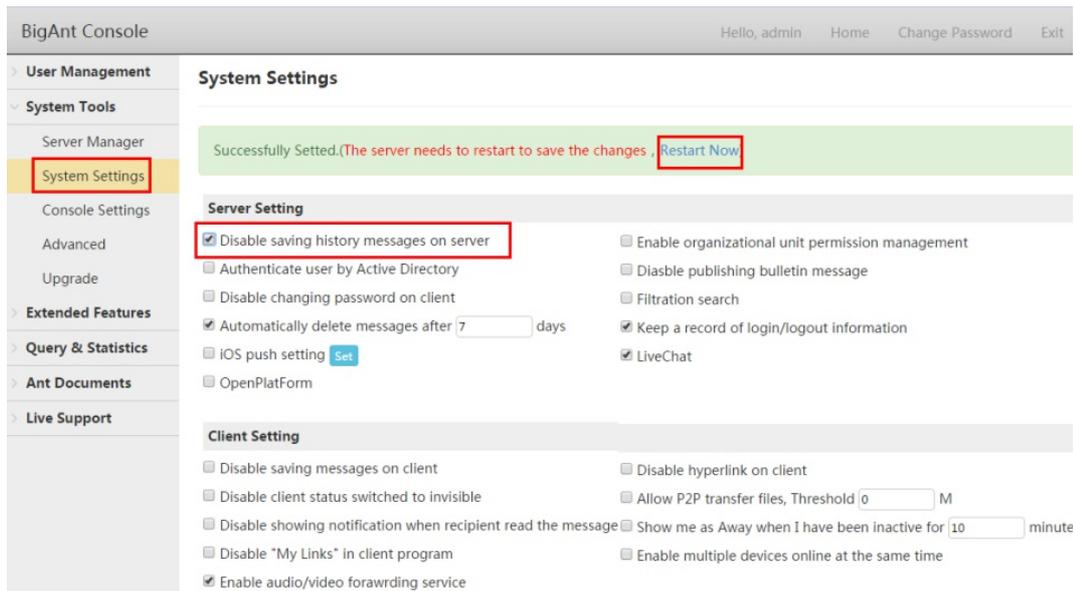
Automatically delete history messages



The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', and 'Exit'. The left sidebar has a menu with 'System Settings' highlighted. The main content area is titled 'System Settings' and is divided into 'Server Setting' and 'Client Setting' sections. In the 'Server Setting' section, the option 'Automatically delete messages after 7 days' is checked and highlighted with a red box. Other options include 'Disable saving history messages on server', 'Authenticate user by Active Directory', 'Disable changing password on client', 'iOS push setting', 'OpenPlatform', 'Enable organizational unit permission management', 'Disable publishing bulletin message', 'Filtration search', 'Keep a record of login/logout information', and 'LiveChat'.

Disable saving history message on server

If Administrator checks this option, it will not allow BigAnt Clients to save history message on Server. So the administrator can not search for history message. Check the option, click save button and click the restart now button to save the change.



The screenshot shows the BigAnt Console interface after a change. A green notification banner at the top states 'Successfully Setted.(The server needs to restart to save the changes)' with a 'Restart Now' button highlighted in a red box. The 'System Settings' page is visible, and the 'Disable saving history messages on server' option in the 'Server Setting' section is now checked and highlighted with a red box. The 'Restart Now' button is located in the notification banner.

Disable saving history message on client

Administrator checks this option, it will not allow BigAnt Clients to save history message on their local PC. This is useful when the computers of your office are for public use. Check the option, click save button and click the restart now button to save the change.

BigAnt Console Hello, admin Home Change Password Exit

System Settings

Successfully Setted.(The server needs to restart to save the changes , Restart Now)

**Server Setting**

- Disable saving history messages on server
- Enable organizational unit permission management
- Authenticate user by Active Directory
- Disable publishing bulletin message
- Disable changing password on client
- Filtration search
- Automatically delete messages after 7 days
- Keep a record of login/logout information
- iOS push setting [Set](#)
- LiveChat
- OpenPlatform

**Client Setting**

- Disable saving messages on client
- Disable hyperlink on client
- Disable client status switched to invisible
- Allow P2P transfer files, Threshold 0 M
- Disable showing notification when recipient read the message
- Show me as Away when I have been inactive for 10 minutes
- Disable "My Links" in client program
- Enable multiple devices online at the same time
- Enable audio/video forwarding service

## A brief introduction of other system settings

Disable saving history messages on server(Check this option,and the history message will not be saved on server.)

Enable organizational unit permission management(Check this option,the OU permission will take effect [\(Learn more\)](#)

User by Active Directory(Check this option,and users can be authenticate by Active Directory server, no need of log-in from BigAnt client interface.[\(Learn more\)](#)

Disable publishing bulletin message(Check this option,none of the users can post bulletin message.)

Disable changing password on client(Check this option,users will be forbidden from changing password.)

Automatically delete messages after X days(You can alter the period of messages saving on the server.

Keep a record of login/logout information(Check this option,logging information of all users will be recorded.)

LiveChat (Check this option,your website visitors can chat with online operators. [\(Learn more\)](#)

Openplatform(This BigAnt messenger can be considered as an Open Platform for message push, to mobile clients, please check with settings on iOS push setting for iPhone, and OpenPlatform for Android phones. Since the message push should only influence users in your company, a developer ID and related authority is required to make it work.)

Disable saving messages on client(Check this option,messages will not be saved on client.)

Disable hyperlink on client(Check this option, users can not click and open web page when they got a URL, they have to copy and past to browser to access it, for your security)

Disable client status switched to invisible(Check this option,users can not switch the status to invisible.)

Allow P2P transfer files, Threshold 0 M(Check this option,one can transfer files of large size quickly to another without being recorded by the server.)

Disable showing notification when recipient read the message( In order to make sure an offline message won't be ignored, BigAnt Messenger will considerably give a notification to the sender once the message is read.Check this option,and the function will not take effect.)

Show me as Away when I have been inactive for 10 minutes(Check this option,the status will switch to Away when a user doesn't have any operation for 10 minutes.)

Disable "My Links" in client program(Check this option,the My Links tab on client will disappear.)

Enable multiple devices online at the same time(Check this option,users can be online on different devices simultaneously.)

Enable audio/video forwarding service(Check this option,users can make audio or video call.

# System Tools - Advanced

## Advanced

BigAnt Console Hello, admin Home Change Password Exit Help ▾

System Tools

Server Manager

System Settings

Console Settings

**Advanced**

Upgrade

Extended Features

Query & Statistics

Ant Documents

Live Support

### Extended Properties

Add Build Config Search Properties

Name	Data	Type	
RoamingMessageUrl	http://[AntServer]:8000/addin/msg_list.html?loginname=[LoginName]&password=[pw5]&chater=[SelLoginName]	BigAntClientExt	Edit Delete
P2PThreshold	0	BigAntClientExt	Edit Delete

In this dialog, some advanced BigAnt features can be configured here.

**Roaming message:** all messages sent and received are stored on both server and client end, which makes it possible for users to check out their complete message history from different computers. As default the roaming message can be accessed from the URL in this window, please make sure the port is set as default 8000 and is forwarded from your router device. Otherwise users outside LAN can not see roaming messages.

From client end, if you want to check roaming message, you need to go to button "message history" and then select the person you were talking to from the organization chart, please note the roaming message is not available for the legacy view of message list.

**P2P threshold:** this setting is for the client program to determine which file needs to be sent/received via peer to peer connection, if the file is smaller than the threshold the file will be sent via BigAnt message server, which means longer waiting but safer transferring with a file back-up on server side. P2P way doesn't allow your re-download of the file.

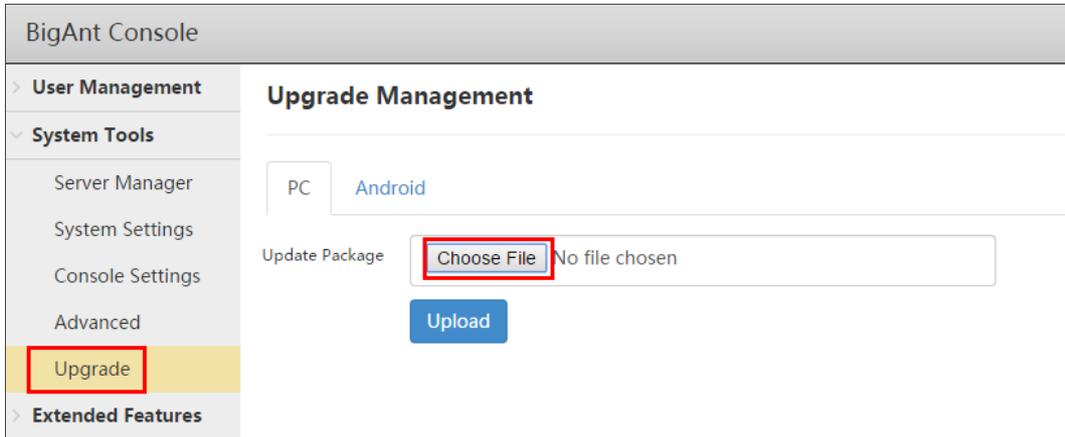
**Add:** the BigAnt client program has an API for the plug-in program, you can manage and configure them from here. The plug-in, such as OA, EDM, ERP system, which requires customization, could be helpful for your business. Most of the plug-in programs can be installed and distributed from server side, and then users can find additional button from BigAnt client, as the portal of the plug-in system. Please contact us for the customization details, email us: [info@bigantsoft.com](mailto:info@bigantsoft.com)

# System Tools - Check for Update

## 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. With this function, upgrade the version of the messenger on client computers can be installed fast and automatically. Please download the latest version of UpdateAnt.zip(client packages) from our website or contact us at info@bigantsoft.com

System tools-->Upgrade-->Select the latest version to upload to the server.



The screenshot shows the 'BigAnt Console' interface. On the left is a navigation menu with the following items: 'User Management', 'System Tools' (expanded), 'Server Manager', 'System Settings', 'Console Settings', 'Advanced', 'Upgrade' (highlighted with a red box), and 'Extended Features'. The main content area is titled 'Upgrade Management'. It features two tabs: 'PC' and 'Android'. Below the tabs is an 'Update Package' field containing a 'Choose File' button (highlighted with a red box) and the text 'No file chosen'. Below the field is a blue 'Upload' button.

# Extended Feature - Plugins

## Plugins

BigAnt Plug-In enable developers to integrate other applications with BigAnt Messenger. With this oncoming function,new plug-ins can be added. We will complete this function soon.

The screenshot shows the BigAnt Console interface. The top navigation bar includes 'BigAnt Console', 'Hello, admin', 'Home', and 'Change Pa'. The left sidebar contains a menu with items: '> User Management', '> System Tools', 'Extended Features' (expanded), 'Plugins' (highlighted with a red box), 'Release', '> Query & Statistics', '> Ant Documents', and '> Live Support'. The main content area is titled 'Plug-in Management' and features several action buttons: 'Add Plug-in' (highlighted with a red box), 'Set Permission', 'Delete Plug-in', 'Install system plug-in', and 'Select type'. Below these buttons is a table with the following columns: 'Type', 'Name', 'Public', 'Disbale', 'Description', 'Plug-in Package', and 'No.'. A single row is visible in the table with the following data: 'View Plug-in', 'MyDoc', a checked checkbox, an unchecked checkbox, 'ClientDoc', and '1'. At the bottom of the table, there is a pagination control showing '<< 1 >>'.

# Extended Feature - Distribute Client

## Distribute Client

This option is for BigAnt Server Administrator to distribute BigAnt Messenger Client versions without having to manually install the software on users' computers. Please download the latest version of UpdateAnt.zip(client packages) from our website or contact us at info@bigantsoft.com  
System tools-->Release-->Add Client

BigAnt Console Hello, admin Home Change Password Exit Help ▾

> User Management

> System Tools

▾ Extended Features

Plugins

Release

> Query & Statistics

> Ant Documents

> Live Support

### Released Client

<input type="checkbox"/>	Client Name	Version	Size
No data			

# Query and Statistics - Query

## Query&Statistics

This function helps look for history message in a quick way. Three ways are at your service.

### Message Query

Search for message history by subject , sender account or sender name.

BigAnt Console Hello, admin Home Change Password Exit Help

Message Query

Sender Na Search Search

Subject Sender Account Sender Name

Subject	Sender	Date	Data Directory	MAC Address	IP Address
Hi,Peter,Plz recei...	SaraK	2015-12-09 15:02:10	Message\20151209	54-04-A6-56-45-E0	192.168.1.17
Group1	sysnotifier	2015-12-04 15:21:32	Message\20151204		127.0.0.1

« 1 »

The history message can be saved on server for 7 days in the default. You can change the period in system settings according to your needs.

BigAnt Console Hello, admin Home Change Password Exit

System Settings

Server Setting

- Disable saving history messages on server
- Enable organizational unit permission management
- Authenticate user by Active Directory
- Disable publishing bulletin message
- Disable changing password on client
- Filtration search
- Automatically delete messages after 7 days
- Keep a record of login/logout information
- iOS push setting [Set](#)
- LiveChat
- OpenPlatForm

Client Setting

- Disable saving messages on client
- Disable hyperlink on client
- Disable client status switched to invisible
- Allow P2P transfer files, Threshold 0 M

## Dialogue Query

This page is for Administrator to search the history dialogue by users' accounts.

The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'Query & Statistics', 'Dialogue Query' is highlighted with a red box. The main content area is titled 'Dialogue Query' and features a search form with date pickers for 'From' (2015-12-02) and 'To' (2015-12-09), and two text input fields for 'Account1' (PeterM) and 'Account2' (SaraK), all enclosed in a red border. Below the search form is a 'Search' button and a list of search results, including messages from Sara with timestamps and content like 'File has been deleted' and 'attach: (help11364kb.doc) size:11.1 MB download'.

## Attachment Query

This page is for Administrator to explore and search the history attachment.

The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'Query & Statistics', 'Attachment Query' is highlighted with a red box. The main content area is titled 'Attachment Query' and features a search form with a date picker for 'From' (2015-12-02) and a 'To' date picker, followed by a 'Search Attachment' input field. Below the search form is a table with columns: 'Sender', 'File Name', 'File Size', 'Send Date', and 'File Type'. The table currently displays 'No data'.

# Query and Statistics - View Online Users

## View Online Users

This page is for Administrator to view online users by account or user name. Also you can get more information here in this page, such as whether the client version is the latest and online users in all.

BigAnt Console Hello, admin Home Change Password Exit Help ▾

---

**Online Users** Online: 2, Total: 8

Account

Account	UserName	User	Login Time	MAC Address	IP Address	Client Version
SaraK	Sara	Sara	2015-12-10 13:40:50	██████████	192.168.1.17	4.1.24 Rel
PeterM	Peter	Peter	2015-12-10 13:40:50	██████████	192.168.1.22	4.1.24 Rel

Message Query  
Dialogue Query  
Attachment Query  
**Online Users**  
Bulletins  
Sign in/out Logs  
SMS Statistics  
Ant Documents

# Query and Statistics - Bulletins

## Bulletins

You can search for bulletin messages by subject or by creator in this page.

BigAnt Console Hello, admin Home Change Password Exit

**User Management**

**System Tools**

**Extended Features**

**Query & Statistics**

- Message Query
- Dialogue Query
- Attachment Query
- Online Users
- Bulletins**
- Sign in/out Logs
- SMS Statistics

**Ant Documents**

**Live Support**

---

### Bulletin Query

2015-12-31 To 2016-01-09 Subject

Subject	Creator	Send Date
Conference notification	Peter	2016-01-12 14:59:25

« 1 »

# Query and Statistics - signin and signout logs

## Sign in/Sign out logs

You can search for sign in/sign off logs of the administrator in this page.

The screenshot shows the BigAnt Console interface. The left sidebar has 'Sign in/out Logs' highlighted. The main content area displays a table of sign-in/out logs for the user 'admin'.

Account	Name	Date	Sign in/out	IP Address	MAC Address
admin	admin	2015-12-09 15:16:30	Sign off	127.0.0.1	

If you want to keep the sign in/out logs of all users, do as follows.

System Tools-->System Settings-->Select Keep a record of login/logout information-->Save

The screenshot shows the 'System Settings' page in the BigAnt Console. The 'System Settings' option in the sidebar is highlighted. In the 'Server Setting' section, the checkbox 'Keep a record of login/logout information' is checked and highlighted with a red box.

The server needs to restart to save the change.

System Tools-->Server Manager-->Select all-->Restart

The screenshot shows the 'Server Manager' page in the BigAnt Console. The 'Server Manager' option in the sidebar is highlighted. The 'Restart' button is highlighted with a red box. Below the buttons is a table of server status.

Name	Description	Port Address	Port Type	Status
AntServer	Message Server	6660	TCP	Running
AntAvServer	Video Server	6662	UDP	Running
AntDS	Document Server	6661	TCP	Running
AntFileServer	File Server	6663	TCP	Running

Now the logs of all users' signin/signout are recorded.

User Management

System Tools

Extended Features

Query &amp; Statistics

Message Query

Dialogue Query

Attachment Query

Online Users

Bulletins

Sign in/out Logs

SMS Statistics

## Sign in/out Logs

2015-11-17

To

2015-11-24

Sign in/out

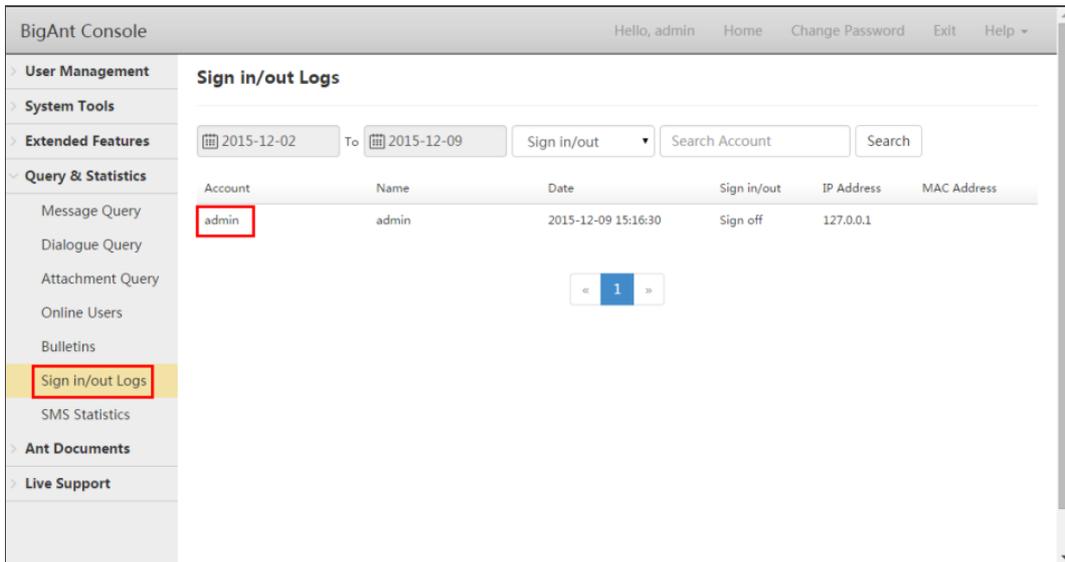
Search Account

Search

Account	Name	Date	Sign in/out	IP Address
Peter	Peter	2015-11-24 15:30:11	Sign in	192.168.1.32
Sara	Sara	2015-11-24 15:43:45	Sign in	192.168.1.32
Peter	Peter	2015-11-24 15:36:43	Sign off	192.168.1.32
Sara	Sara	2015-11-24 15:43:47	Sign off	192.168.1.32
admin	admin	2015-11-17 16:34:18	Sign off	127.0.0.1
admin	admin	2015-11-24 15:18:09	Sign off	127.0.0.1
admin	admin	2015-11-24 15:28:49	Sign off	127.0.0.1

# Query and Statistics - SMS customization

## SMS customization



The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'Query & Statistics', 'Sign in/out Logs' is highlighted. The main content area is titled 'Sign in/out Logs' and features a search filter for 'Sign in/out' with a date range from 2015-12-02 to 2015-12-09. A table displays the following data:

Account	Name	Date	Sign in/out	IP Address	MAC Address
admin	admin	2015-12-09 15:16:30	Sign off	127.0.0.1	

Below the table is a pagination control showing '1' of 1 results.

The SMS, short message service, normally provides telecommunications service for companies, and APIs for the third party connection in most cases. It sends messages to mobile phones using SMS, and charges by message quantity.

BigAnt messenger has the capability to connect with SMS API and send mobile messages. However, this will require customization and your local SMS service, also fees that may involved. To save your time and money, please kindly check with your local SMS service provider and then email us for more details, [info@bigantsoft.com](mailto:info@bigantsoft.com)

# Ant Document - User's personal doc

## Ant Documents

BigAnt document management is an exclusive built-in function of BigAnt Messenger Pro.

It is similar as your icloud. With your BigAnt account, you can access the file in the cloud from any device at any time and any place . To prevent the cloud being easily crowded, you'd better relate the archive path to some space that is large enough.

## User's Doc

All the documents and folders uploaded by BigAnt clients will be saved in the following location on server. You'd better change the archive path to give the folder space that is large enough to store files. Users can access their personal documents from any device at any place to continue their work.

BigAnt Console Hello, admin Home Change Password

---

**User Management**

**System Tools**

**Extended Features**

**Query & Statistics**

**Ant Documents**

**User's Doc**

Sharing Doc

View Log

**Live Support**

### User's Personal Document Settings

Archive Path

Allow to save personal document

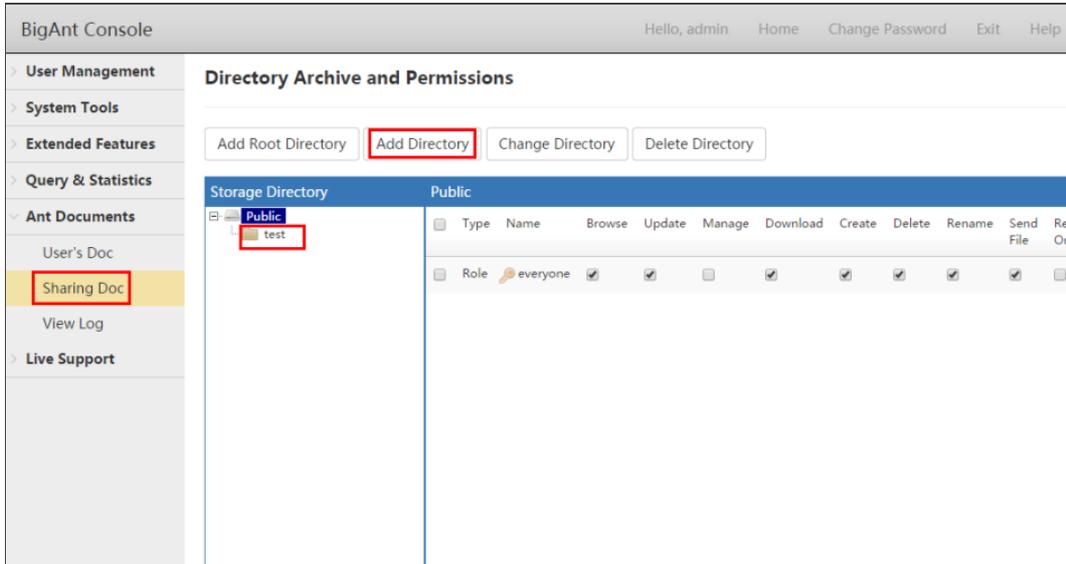
# Ant Document - User's sharing doc

## Sharing Doc

Sharing Doc is for users to share files under a directory. You can allow specific users to Update/Download/Create/Delete/Rename/Send a file for public sharing. This is very useful for team collaboration.

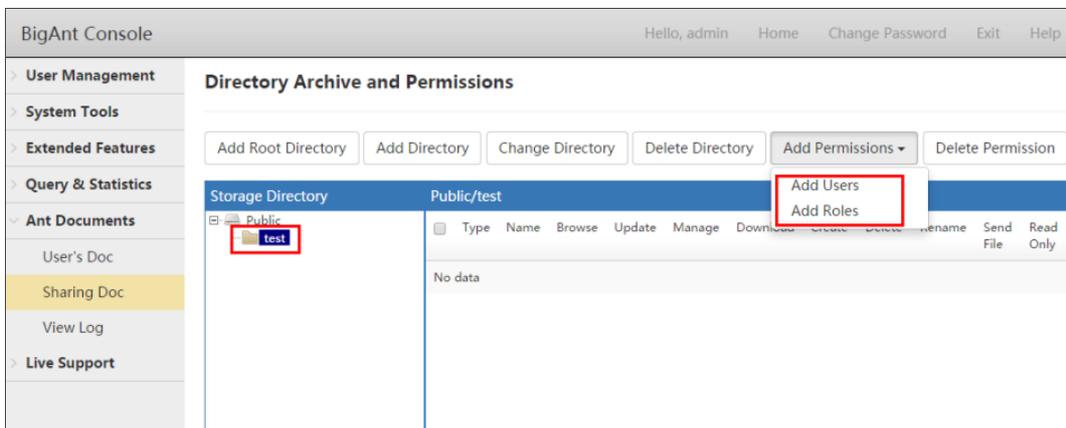
Create a folder for team collaboration.

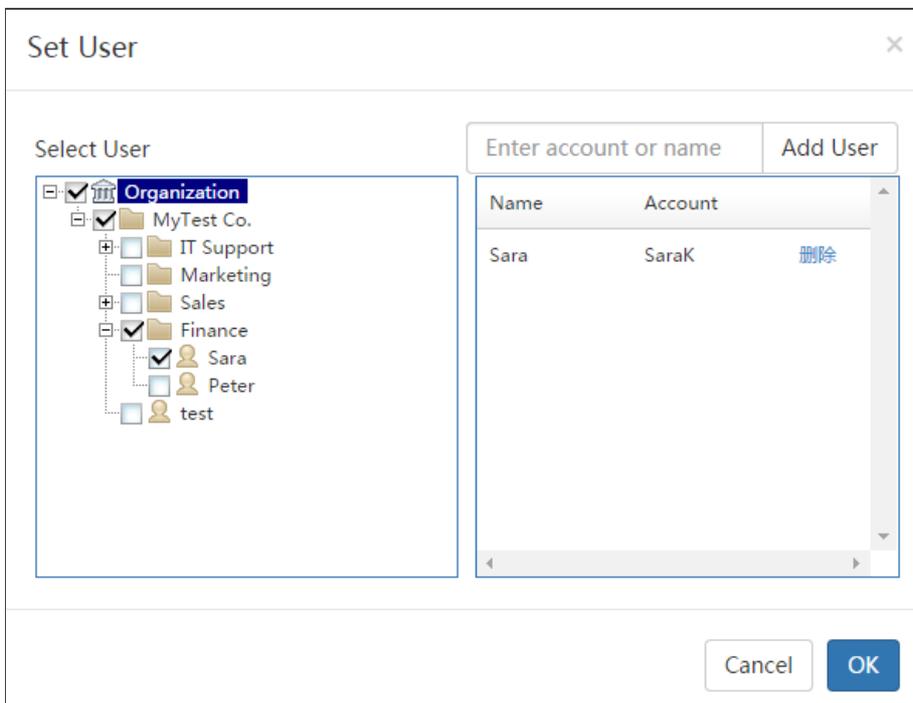
Ant Documents-->Sharing Doc--> Add Directory (for example: add a Directory named test here)



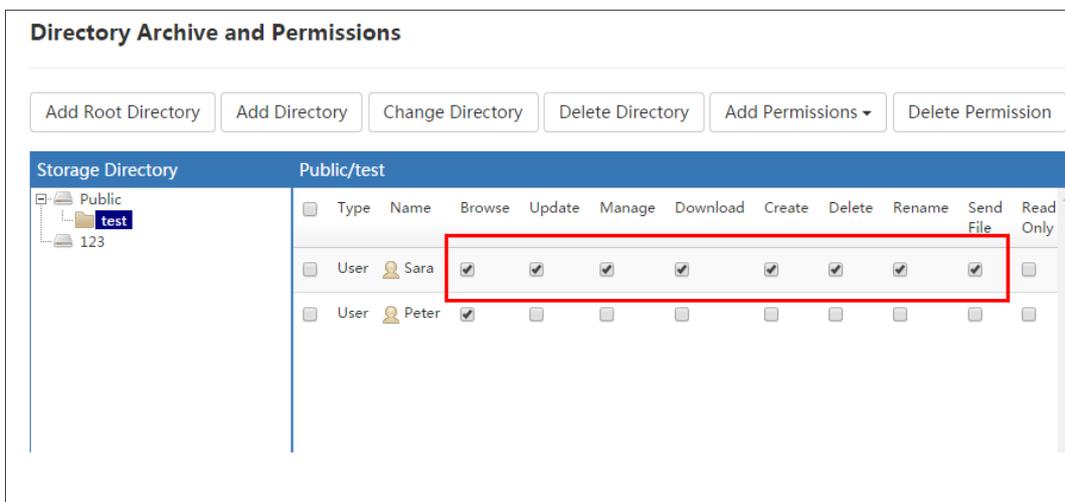
Select users to allow them to access files.

Add Permissions-->Add users select a user if you want to give the user specific permissions

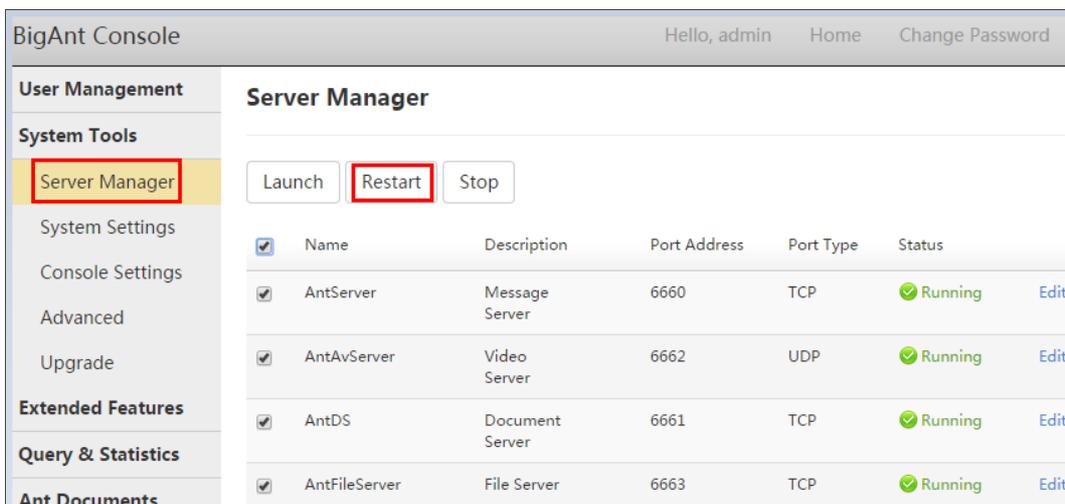




Then comes this interface. Select the functions as you need. Here sara is given the permission to browse/update/manage/download/create/rename and send file.



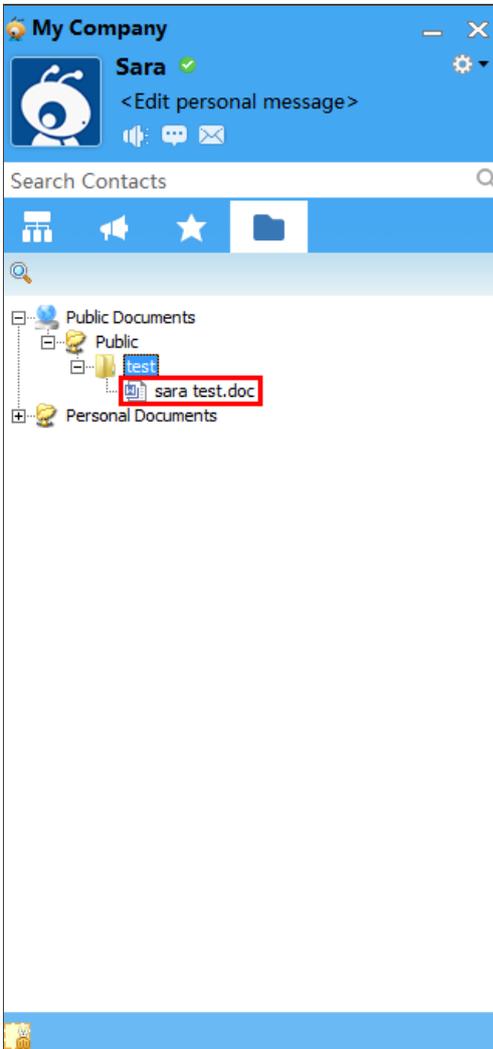
Finally, restart the server to save the change. System Tools-->select all-->Restart



Verify from user end

Public-->test-->right click to add a file

Now, the file named sara test is shared for all users who have access to browse.



# Ant Document - View Log

## View Log

This page is for system administrator to view document logs on server side. You can search by content or by user.

Create a folder for team collaboration.

Ant Documents-->View Log-->Enter user name(In this case, documents shared by Sara have shown)

BigAnt Console Hello, admin Home Change

> User Management

> System Tools

> Extended Features

> Query & Statistics

Ant Documents

User's Doc

Sharing Doc

View Log

> Live Support

### Document Logs

From: To: User Search

Time	User	Set	Content
2015-12-11 15:22:09	Sara	New file	sara test.doc
2015-12-11 14:43:22	Sara	New file	1示例Set sending file size limit.docx
2015-12-11 14:42:06	Sara	New file	1示例Set sending file size limit.docx

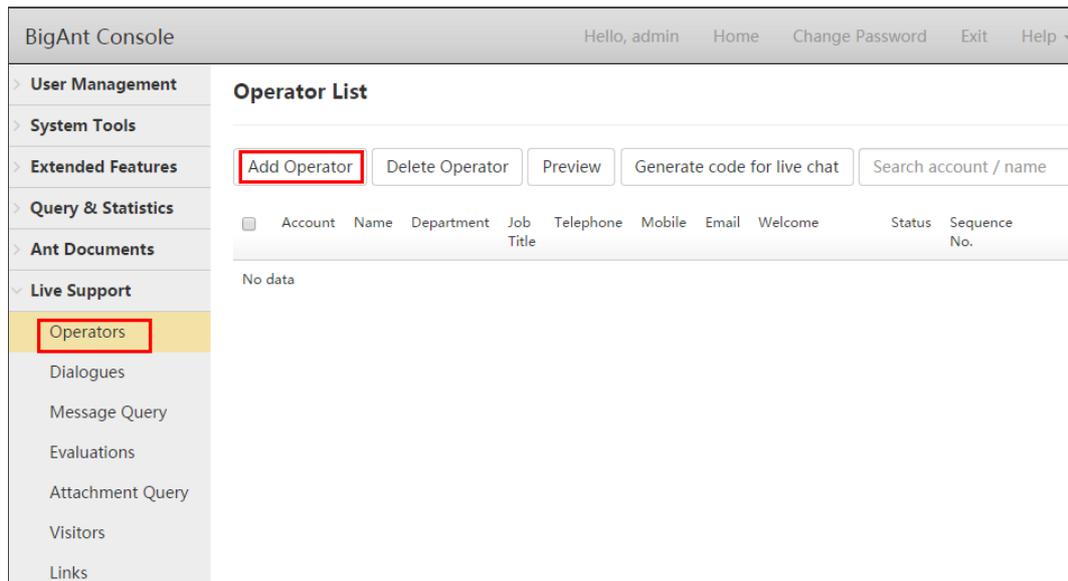
<< 1 >>

# Live Support - Add An Operator

## Add An Operator

BigAnt Live Chat allows the operators you set to communicate with your website visitors efficiently. The operators can handle multiple conversations simultaneously. Visitors simply click on the LiveChat icon on your web page and then they can start the instant messaging with your company on-line support immediately. LiveChat is typically for web customer service. If the operator is offline or not available for the moment. The website visitor can leave an offline message.

Live Support-->Operators-->Add Operator



BigAnt Console Hello, admin Home Change Password Exit Help

**Operator List**

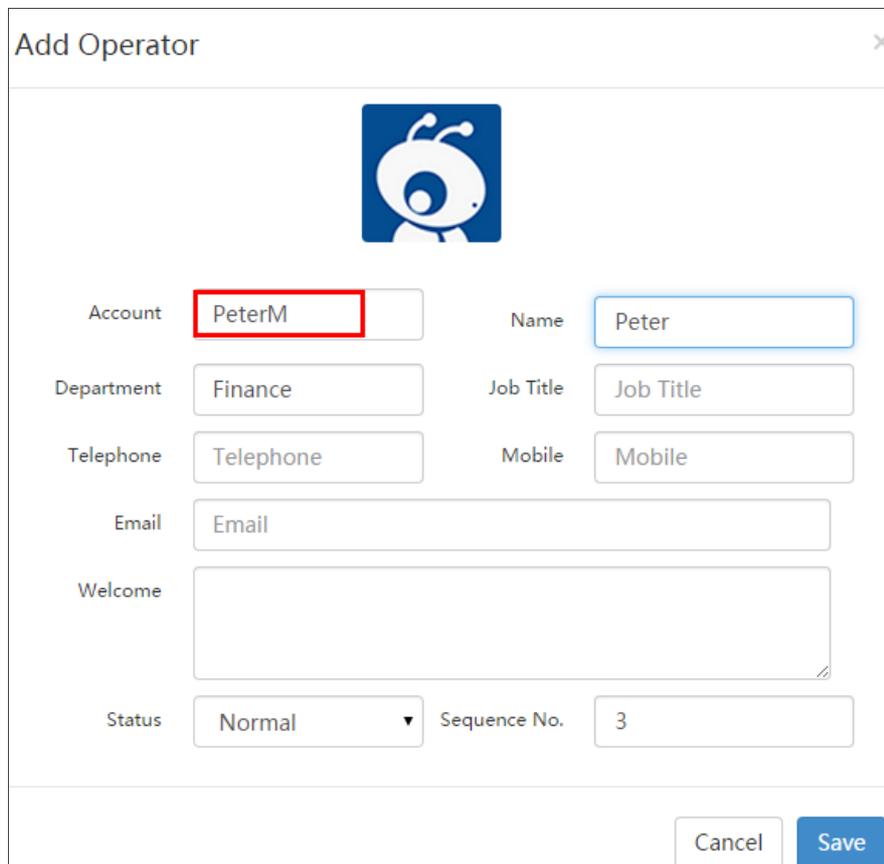
**Add Operator** Delete Operator Preview Generate code for live chat Search account / name

<input type="checkbox"/>	Account	Name	Department	Job Title	Telephone	Mobile	Email	Welcome	Status	Sequence No.
No data										

Live Support

- Operators**
- Dialogues
- Message Query
- Evaluations
- Attachment Query
- Visitors
- Links

Edit the detail information. Please enter an existing account.



**Add Operator**



Account  Name

Department  Job Title

Telephone  Mobile

Email

Welcome

Status  Sequence No.

Click preview to have a look at what it is like on the web page.

BigAnt Console Hello, admin Home Change Password Exit

- > User Management
- > System Tools
- > Extended Features
- > Query & Statistics
- > Ant Documents
- > Live Support
  - Operators**
  - Dialogues
  - Message Query
  - Evaluations
  - Attachment Query

### Operator List

<input type="checkbox"/>	Account	Name	Department	Job Title	Telephone	Mobile	Email	Welcome	Status	Sequence No.
<input checked="" type="checkbox"/>	 @my	Peter	Sales Team		6666666				<input checked="" type="checkbox"/>	1

« 1 »

Here is the look. Visitors can click on the icon on the website to start a conversation with Peter in this case.

Operator Profile



Peter

---

 Sales Team  
 6666666

### 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

### Generate code for live chat

Live support-->Operators-->Generate code for live chat

The code is used to add to your website to enable the live chat function. The IP address and port in the default can be replaced with your own.

BigAnt Console Hello, admin Home Change Password Exit

- > User Management
- > System Tools
- > Extended Features
- > Query & Statistics
- > Ant Documents
- > Live Support
  - Operators**
  - Dialogues
  - Message Query
  - Evaluations
  - Attachment Query
  - Visitors
  - Links

### Operator List

<input type="checkbox"/>	Account	Name	Department	Job Title	Telephone	Mobile	Email	Welcome	Status	Sequence No.
<input checked="" type="checkbox"/>	 @my	Peter	Sales Team		6666666				<input checked="" type="checkbox"/>	1

« 1 »

## Generate code for live chat



Please copy and paste following code to your webpage!

```
<script type="text/javascript" src="http://127.0.0.1:8000/livechat/getjs/?  
antserver=127.0.0.1&antport=6660"></script>
```

Close

# Live Support - Dialogue

## Dialogue

Several query ways are provided to you to view the history dialogue. You can search by operator account, guest name, user ID, dialogue ID or contents.

BigAnt Console Hello, admin Home Change Password Exit Help ▾

**Dialogue Management**

All ▾ Operator Account ▾ Keywords  Date  Search

Dialog ID	Operator Account	Guest Name	User ID	Dialog ID	Name	IP	Region	Enter Time	Connected Time	Status
1442828993	jdong@bigantsoft	aa	1442828986	aa	101.69.228.146			2015-09-21 17:49:53	2015-09-21 17:49:53	Attachment Record
1442829434	jdong@bigantsoft	1442829431	jason	49.64.120.156				2015-09-21 17:57:14	2015-09-21 17:57:14	Attachment Record
1442829731	jdong@bigantsoft	1442828986	aa	101.69.228.146				2015-09-21 18:02:11	2015-09-21 18:02:11	Attachment Record
1442829742	jdong@bigantsoft	1442828986	aa	101.69.228.146				2015-09-21 18:02:22	2015-09-21 18:02:22	Attachment Record
1442829785	jdong@bigantsoft	1442829784		101.69.228.146				2015-09-21	2015-09-21	Attachment Record

**Navigation Menu:** User Management, System Tools, Extend Features, Query & Statistics, Ant Documents, Live Support (Operators, Dialogues, Message Query, Evaluations, Attachment Query, Visitors, Links)

# Live Support - Message Query

## Message Query

Several query ways are provided to you to view the history message. You can search by guest name, phone, email ID contents or visitor ID.

BigAnt Console Hello, admin Home Change Password Exit Help ▾

**Visitor Management**

Name  Keywords  Search

**Name**  
Phone  
Email

	Phone	Email	IP	Register Date	
1442829980	aa	aa@Aa.com		2015-09-21 04:49:46	<a href="#">Chat Message Attach</a>
1442829431	jason	111	222@hotmail.com	2015-09-21 04:57:11	<a href="#">Chat Message Attach</a>
1442829784			101.69.228.146	2015-09-21 05:03:04	<a href="#">Chat Message Attach</a>
1442979361			180.108.142.44	2015-09-22 22:36:01	<a href="#">Chat Message Attach</a>
1442990074			180.108.142.44	2015-09-23 01:34:34	<a href="#">Chat Message Attach</a>
1442999900			62.208.157.199	2015-09-23 04:18:20	<a href="#">Chat Message Attach</a>

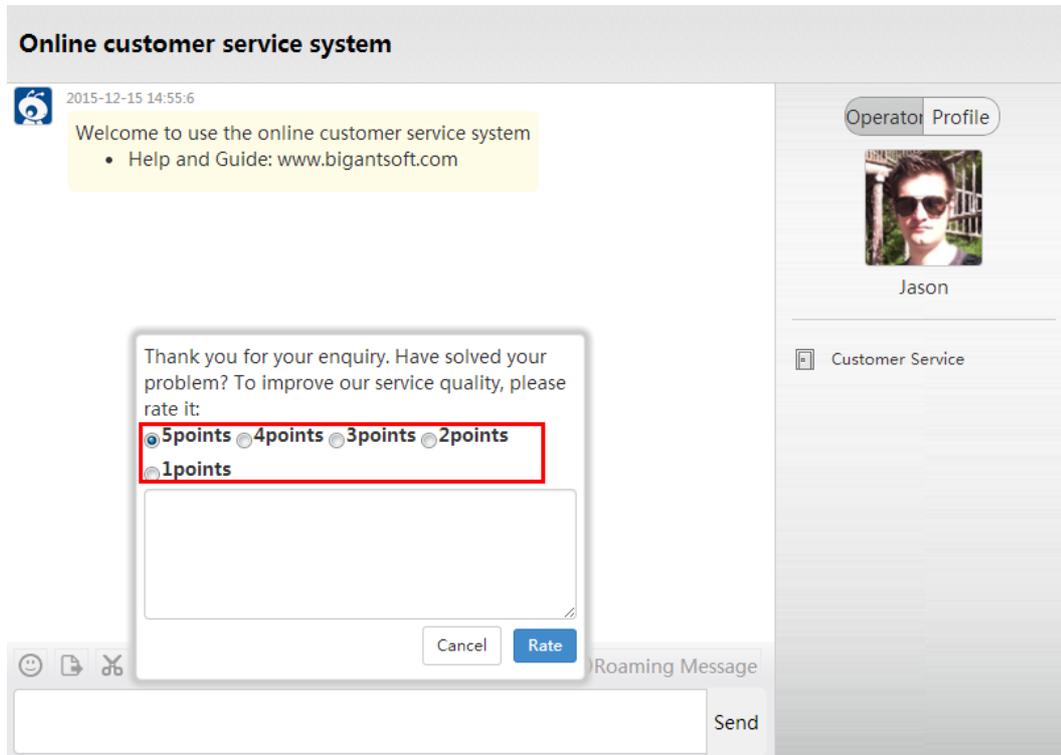
**Live Support**

- Operators
- Dialogues
- Message Query
- Evaluations
- Attachment Query
- Visitors**
- Links

# Live Support - Evaluations

## Evaluations

Visitors can rate the service on a scale of 1 to 5 from the conversation window.



And you can view the scores here.

The screenshot shows the "BigAnt Console" interface. The top navigation bar includes "Hello, admin", "Home", "Change Password", "Exit", and "Help". The left sidebar has a menu with "Evaluations" highlighted in yellow. The main content area is titled "Evaluations Management" and features a search bar with fields for "Operator Accoi", "Keywords", "Date", and "Search". Below the search bar is a table with the following data:

Dialog ID	Operator	User ID	Name	Score	Description	Date
1442912192	jdong@bigantsoft.com	1442829431	jason	4		2015-09-22 16:56:32
1444469560	achan@bigantsoft.com	1444469558		4		2015-10-10 17:32:40

At the bottom of the table, there is a pagination control showing "1" in a blue box, with "«" and "»" symbols on either side.

# Live Support - Attachment Query

## Attachment Query

Several query ways are provided to you to view the history dialogue. You can search by operator account, visitor name, dialogue ID or file name.

The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with the following items: User Management, System Tools, Extend Features, Query & Statistics, Ant Documents, Live Support (highlighted), Operators, Dialogues, Message Query, Evaluations, Attachment Query (highlighted), Visitors, and Links. The main content area is titled 'Attachment Management' and features a search interface with a dropdown menu set to 'Operator Account'. The dropdown menu is open, showing options: Operator Account, Visitor Name, Dialog ID, and File Name. Below the search bar is a table with the following data:

Dialog ID	File Name	Operator	Date Created	
1442979362	(ED A75...)	79361 jdong@bigantsoft.com	2015-09-22 22:36:48	Edit Delete
1442979362	(AEB5E5E9-BEBF-4C3D-993B-7D1DA945F564).png	1442979361 jdong@bigantsoft.com	2015-09-22 22:37:59	Edit Delete
1444469560	Koala.jpg	1444469558 achan@bigantsoft.com	2015-10-10 04:33:44	Edit Delete
1444705794	PaymentConfirmation.pdf	1444705793 jdong@bigantsoft.com	2015-10-12 22:35:55	Edit Delete

At the bottom of the table, there is a pagination control showing '1' in a blue box, with navigation arrows on either side.

# Live Support - Visitors

## Visitors

Several query ways are provided to you to view the history visitors. You can search by guest name, phone or E-mail.

BigAnt Console Hello, admin Home Change Password Exit Help ▾

**Visitor Management**

Name

Name	Phone	Email	IP	Register Date	
1442828980 aa	aa	aa@Aa.com		2015-09-21 04:49:46	<a href="#">Chat Message Attach</a>
1442829431 jason	111	222@hotmail.com		2015-09-21 04:57:11	<a href="#">Chat Message Attach</a>
1442829784			101.69.228.146	2015-09-21 05:03:04	<a href="#">Chat Message Attach</a>
1442979361			180.108.142.44	2015-09-22 22:36:01	<a href="#">Chat Message Attach</a>
1442990074			180.108.142.44	2015-09-23 01:34:34	<a href="#">Chat Message Attach</a>
1442999900			62.208.157.199	2015-09-23 04:18:20	<a href="#">Chat Message Attach</a>

**Live Support**

- Operators
- Dialogues
- Message Query
- Evaluations
- Attachment Query
- Visitors**
- Links

# Live Support - Links

## Links

With link management, you can add links under an operator's profile so that your website visitors can open the URL quickly and easily.

Links-->Add Link

For example, I add a link [www.bigantsoft.com](http://www.bigantsoft.com).

The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'Live Support', 'Links' is highlighted. The main content area is titled 'Link Management' and features an 'Add Link' button (highlighted with a red box) and a 'Search Link' input field. Below these is a table with columns: Name, Address, Owner, and Date Created. A single entry is listed: 'bigantsoft' with address 'http://www.bigantsoft.com', owner '2015-12-15 15:41:36', and actions 'Edit Delete'. A pagination control shows '1' of 1 items.

Then this link can be opened directly under Peter's profile. Your visitors have access to websites efficiently in this way.

The screenshot shows an operator profile for 'Peter'. The profile header includes 'Operator Profile' (highlighted with a red box) and a blue robot icon. Below the icon, the name 'Peter' is displayed. Further down, the profile lists 'Sales Team' and the phone number '6666666'. At the bottom of the profile, there is a 'bigantsoft' link icon.

# Customize - Customization functions

## Customize

BigAnt messenger is designed for secure and efficient communication between colleagues, customers or organization users. The version available for download works for most circumstances. What's more, BigAnt also offers trial version and customization at your service, please find typical ones as following:

### Re-branding: Change icon and logos

With BigAnt, you can use your company name shown on top of BigAnt client window, click here and see how to do this from server side. The program icon and avatar which in the default is like a small ant head can also be changed, which requires customization of this program. You will need to provide your company logo in several different resolution, and might be charged additional fee. Please contact us for details, email: [info@bigantsoft.com](mailto:info@bigantsoft.com)

### Client-Plugin: System tools-->advanced

Name	Data	Type	
RoamingMessageUrl	http://[AntServer]:8000/addin/msg_list.html?loginname=[LoginName]&password=[pw5]&chater=[SelLoginName]	BigAntClientExt	Edit Delete
P2PThreshold	0	BigAntClientExt	Edit Delete

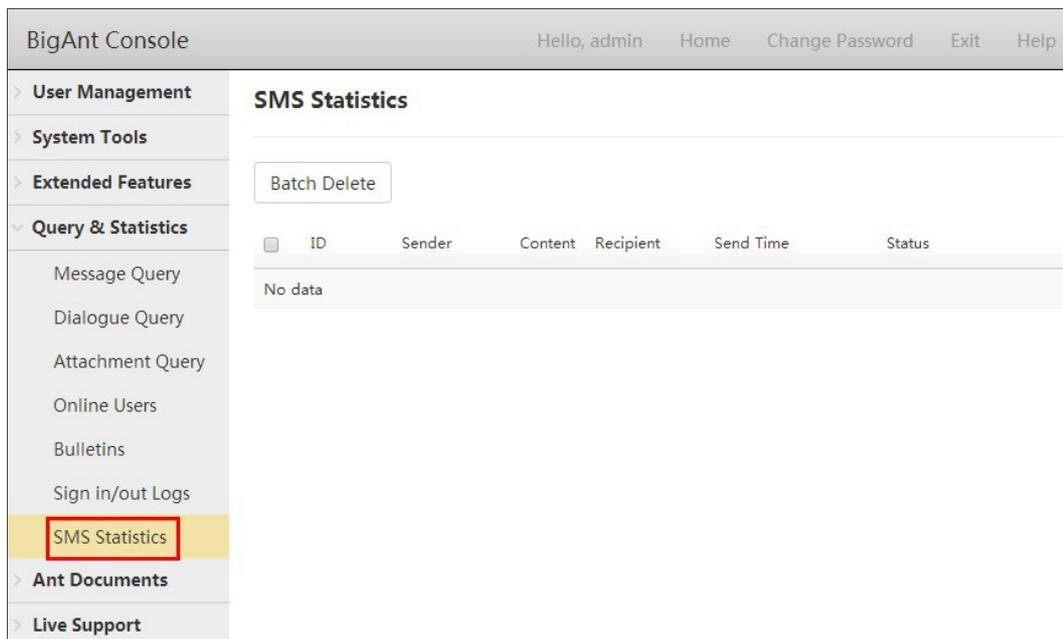
In this dialog, some advanced BigAnt features can be configured here.

**P2P threshold:** this setting is for the client program to determine which file needs to be sent/received via peer to peer connection, if the file is smaller than the threshold the file will be sent via BigAnt message server, which means longer waiting but safer transferring with a file back-up on server side. P2P way doesn't allow your re-download of the file.

**Add:** the BigAnt client program has an API for the plug-in program, you can manage and configure them from here.

The plug-in, such as OA, EDM, ERP system, which requires customization, could be helpful for your business. Most of the plug-in programs can be installed and distributed from server side, and then users can find additional buttons from BigAnt client, as the portal of the plug-in system. Please contact us for the customization details, email us: [info@bigantsoft.com](mailto:info@bigantsoft.com)

## Sending-SMS:Query&statistics-->SMS statistics

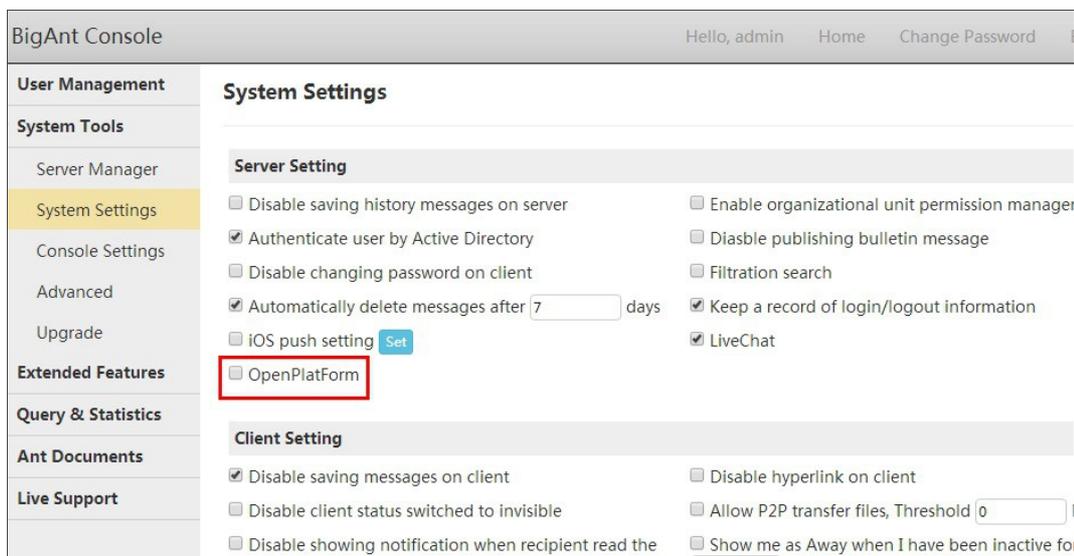


The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', 'Change Password', 'Exit', and 'Help'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'Query & Statistics', 'SMS Statistics' is highlighted with a red box. The main content area is titled 'SMS Statistics' and features a 'Batch Delete' button. Below the button is a table with columns: ID, Sender, Content, Recipient, Send Time, and Status. The table currently displays 'No data'.

The SMS, short message service, normally provides telecommunications service for companies, and APIs for the third party connection in most cases. It sends messages to mobile phones using SMS, and charges by message quantity.

BigAnt messenger has the capability to connect with SMS API and send mobile messages. However, this will require customization and your local SMS service, also fees that may involved. To save your time and money, please kindly check with your local SMS service provider and then email us for more details, [info@bigantsoft.com](mailto:info@bigantsoft.com)

## Push-to-APP:System setting-->openplatform



The screenshot shows the BigAnt Console interface. The top navigation bar includes 'Hello, admin', 'Home', and 'Change Password'. The left sidebar contains a menu with categories: 'User Management', 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. Under 'System Tools', 'System Settings' is highlighted with a yellow box. The main content area is titled 'System Settings' and is divided into 'Server Setting' and 'Client Setting' sections. In the 'Server Setting' section, the 'OpenPlatform' checkbox is highlighted with a red box. Other settings include 'Disable saving history messages on server', 'Authenticate user by Active Directory', 'Disable changing password on client', 'Automatically delete messages after 7 days', 'iOS push setting', 'Enable organizational unit permission manager', 'Disable publishing bulletin message', 'Filtration search', 'Keep a record of login/logout information', and 'LiveChat'.

This BigAnt messenger can be considered as an Open Platform for message push, to mobile clients, please check with settings on iOS push setting for iPhone, and OpenPlatform for Android phones. Since the message push should only influence users in your company, a developer ID and related authority is required to make it work.