



BigAnt Messenger

Version 4

User Manual

BigAnt Console

User Management

- Organization
- All Users
- All Roles
- Permissions
- Groups
- Tags

System Tools

Extended Features

Query & Statistics

Ant Documents

Live Support

User Management

Add User Settings ▾

| ID | Account |
|-----|---------------------------|
| 104 | AD synchronization Wizard |
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AntServer

Organizations:

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

Synchronize all Organizations Deselect all
 Create Organization Unit based on AD Organization

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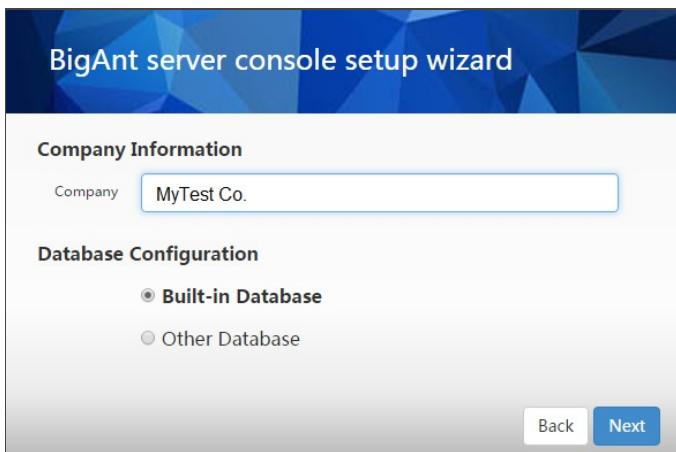
7-Customize

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

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

BigAnt Console

> User Management Company Information: MyTest Co. [Save] [Cancel]

> System Tools

> Extended Features

> Query & Statistics

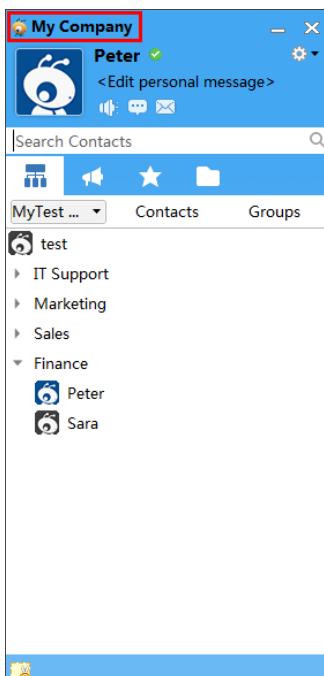
> Ant Documents

> Live Support

User Management Add, delete, set and import/export departments and users

Upgrade Update PC and Andriod version

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

BigAnt Console

User Management

Organization

Add Dept

Dept Settings

Add User

User Settings

Import and Export

Organization Management

Department management

Member List

MyTest Co.

Marketing

Sales

Finance

Account

Name

test

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:

Add Department

Upper Dept: /MyTest Co.

Name: IT Support

Description: provide IT support

Sequence No.: 1000

Cancel Save

From client end you have this view:

My Company

lisa ✓

<Edit personal message>

Search Contacts

MyTest Co. Contacts Groups

test

IT Support

Marketing

Sales

Finance

User Manage - Add users in created dept.

Add a user manually

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

The screenshot shows the BigAnt Console interface. On the left, there's a sidebar with 'User Management' expanded, and 'Organization' selected. Below it are links for 'All Users', 'All Roles', 'Permissions', 'Groups', 'Tags', and 'System Tools'. The main area is titled 'Organization Management' with tabs for 'Department management' and 'Member List'. Under 'Department management', there's a tree view showing 'Organization' > 'MyTest Co.' > 'IT Support', 'Marketing', 'Sales', and 'Finance'. The 'Finance' node is highlighted with a red box. The 'Member List' table is empty, showing 'No data'. At the top right, there are buttons for 'Add Dept', 'Dept Settings', 'Add User' (which is also highlighted with a red box), 'User Settings', and 'Import and Export'.

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

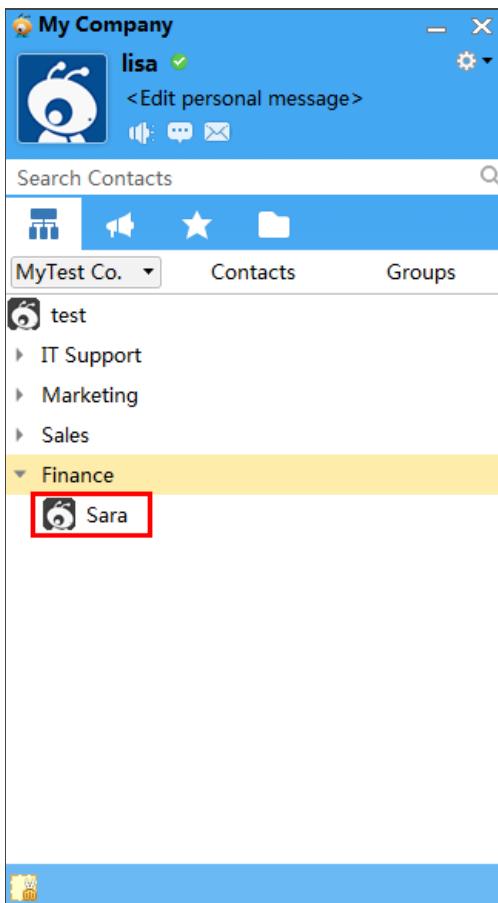
The dialog box has tabs for 'General', 'Business', 'Personal', and 'Other'. The 'Business' tab is active. It contains fields for 'Account' (SaraK), 'User Name' (Sara), 'Password' (123456), 'Sequence No.' (1000), and checkboxes for 'Admin' (checked) and 'Login Disabled'. At the bottom are 'Cancel' and 'Save' buttons.

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.

The screenshot shows the BigAnt Console interface again. The sidebar has 'User Management' expanded and 'Organization' selected. The main area shows 'Organization Management' with 'Add Dept', 'Dept Settings', 'User Settings' (highlighted with a red box), and 'Import and Export' buttons. The 'Department management' tree shows 'Organization' > 'MyTest Co.' > 'IT Support', 'Marketing', 'Sales', and 'Finance'. A context menu is open over a user account in the 'Member List' table, with options like 'Properties', 'Assign Department', 'User move out', and 'Delete user account' highlighted with a red box.

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.

A screenshot of the BigAnt Server Console System Settings page. On the left is a sidebar with navigation links: User Management, System Tools (with "System Settings" selected and highlighted with a red box), Extended Features, Query & Statistics, Ant Documents, and Live Support. The main content area has a title "System Settings". A green message box at the top right says "Successfully Setted.(The server needs to restart to save the changes , [Restart Now](#)". Below this is a "Server Setting" section containing several checkboxes. One checkbox, "Authenticate user by Active Directory", is checked and highlighted with a red box. Other checkboxes include "Disable saving history messages on server", "Enable organizational unit permission management", "Disable publishing bulletin message", "Filtration search", "Automatically delete messages after 7 days" (with a "Set" button next to it), "Keep a record of login/logout information", "iOS push setting" (with a "Set" button), "LiveChat", "OpenPlatForm", "Client Setting", "Disable saving messages on client", and "Disable hyperlink on client".

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.

The screenshot shows the BigAnt Console interface. On the left, there's a sidebar with 'User Management' expanded, showing 'Organization' selected. The main area is titled 'Organization Management'. At the top right, there's a 'Import and Export' dropdown menu. A sub-menu is open under it, listing 'Import User', 'Import Dept', and 'Import Domain User'. The 'Import Domain User' option is highlighted with a red box. Other options like 'Export User' and 'Export Dept' are also listed.

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-->[****]

This is a modal dialog box titled 'Import Domain User'. It contains three input fields: 'Domain Server Name' (with placeholder 'Domain Server'), 'Administrator Account' (with placeholder 'Admin Account'), and 'Password' (with placeholder 'Password'). At the bottom right are 'Cancel' and 'OK' buttons.

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.

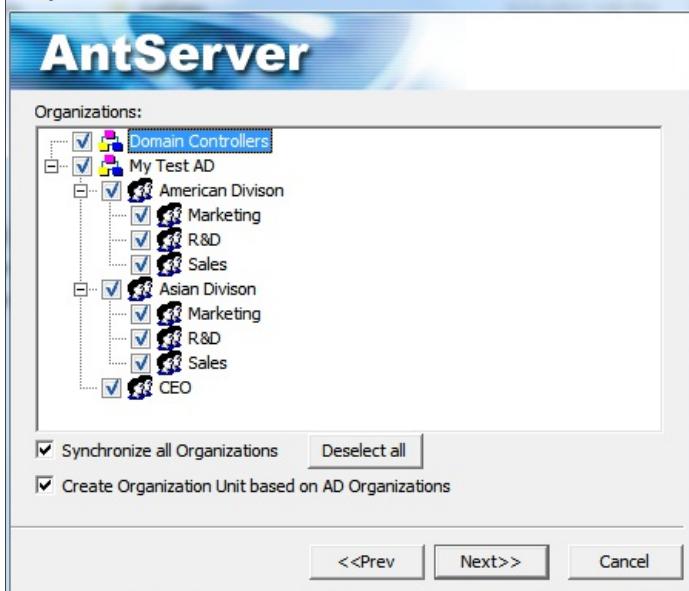
After the AD has been successfully imported, it will look as the following (My TestAD in this case.)

The screenshot shows the BigAnt Console interface again. The 'Organization' section in the sidebar is highlighted. In the main 'Organization Management' area, the 'Department management' section shows a tree view of 'Organization'. Under 'Organization', there is a node 'MyTest Co.' which has a child node 'My Test AD'. This 'My Test AD' node is highlighted with a red box and contains several sub-nodes: 'American Division', 'Marketing', 'RD', 'Sales', 'Asian Division', 'Marketing', 'RD', 'Sales', and 'CEO'. To the right of the tree view is a 'Member List' table with columns 'Account', 'Name', 'Gender', and 'Email'. The table currently displays 'No data'.

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 |
| AntADSyncTool.exe | 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



AD synchronization Wizard



2. Import User Accounts from a text file.

BigAnt Console

User Management

Organization

- All Users
- All Roles
- Permissions
- Groups
- Tags

System Tools

Extended Features

Organization Management

Add Dept Dept Settings Add User User Settings Import and Export

Import User

Import Dept Import Domain User

Export User Export Dept

Department management Member List

Organization MyTest Co. IT Support Marketing Sales Finance Account No data

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.

Import User

Please set import file in UTF-8 code.

Import Files Choose File No file chosen

In txt Format

Cancel Import User

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 'Roles Management' page in the BigAnt Console. On the left, there's a sidebar with 'User Management' expanded, showing 'Organization', 'All Users', 'All Roles' (which is highlighted with a yellow background and has a red border around its button), 'Permissions', 'Groups', and 'Tags'. Below 'User Management' are sections for 'System Tools', 'Extended Features', 'Query & Statistics', 'Ant Documents', and 'Live Support'. The main area is titled 'Roles Management' and contains a table with three rows. The first row has a checkbox, the name 'everyone', a description 'Default', and a status 'Disabled'. The second row has a checkbox, the name 'role1-file sending limit', a description 'the maximum file size can be sent is 5000kb', and a status 'Disabled'. The third row has a checkbox, the name 'role2-ou permission', a description 'users of financial dept can only see members of t', and a status 'Disabled'. At the bottom of the table is a navigation bar with '«', '»', and the number '1'.

The screenshot shows the 'Edit Role' dialog box. At the top, there are tabs for 'General', 'Users', 'Basic Permission', 'OU Permission', and 'Login'. The 'General' tab is selected. It has two input fields: 'Name' with the value 'role1-file sending limit' and 'Description' with the value 'the maximum file size can be sent is 5000kb'. At the bottom right of the dialog 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

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

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

| <p>Select User</p> <div style="border: 1px solid #ccc; padding: 5px;"> <input type="checkbox"/> Organization <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MyTest Co. <ul style="list-style-type: none"> <input type="checkbox"/> IT Support <input type="checkbox"/> Marketing <input type="checkbox"/> Sales <input checked="" type="checkbox"/> Finance <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sara <input type="checkbox"/> test </div> | <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input type="text" value="Enter account or name"/> <input type="button" value="Add User"/> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Account</th> <th></th> </tr> </thead> <tbody> <tr> <td>Sara</td> <td>SaraK</td> <td><input type="button" value="删除"/></td> </tr> </tbody> </table> | Name | Account | | Sara | SaraK | <input type="button" value="删除"/> |
|---|---|-----------------------------------|---------|--|------|-------|-----------------------------------|
| Name | Account | | | | | | |
| Sara | SaraK | <input type="button" value="删除"/> | | | | | |

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

The screenshot shows the 'System Settings' page under 'System Tools'. The 'Server Setting' section contains several checkboxes. One checkbox, 'Enable organizational unit permission management', is checked and highlighted with a red box. Other checkboxes include 'Disable saving history messages on server', 'Authenticate user by Active Directory', 'Disable changing password on client', 'Automatically delete messages after 7 days', 'Keep a record of login/logout information', 'iOS push setting', 'Disable publishing bulletin message', 'Filtration search', 'LiveChat', and 'OpenPlatform'. The 'Client Setting' section also contains some checkboxes.

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

The screenshot shows the 'Roles Management' page under 'User Management'. The 'All Roles' tab is selected and highlighted with a red box. The 'Add Role' button is also highlighted with a red box. The table lists three roles: 'everyone' (Description: Default), 'role1-file size limit' (Description: the maximum file size for users of this role is 50), and 'role2-ou permission' (Description: users of financial dept can only see members of t). A blue '1' indicates there is one page of results.

The screenshot shows the 'Add Role' dialog box. The 'General' tab is selected. The 'Name' field contains 'role2-ou permission'. The 'Description' field contains 'users of financial dept can only see members of their own'. At the bottom, there are 'Cancel' and 'Save' buttons.

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

Edit Role

General Users Basic Permission **OU Permission** Login

MyTest Co.
 IT Support
 Marketing
 Sales
 Finance

Cancel Save

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.

My Company

Peter

<Edit personal message>

Search Contacts

MyTest Co. Contacts Groups

test

Finance

Peter

Sara

A full list of role permissions

Edit Role

X

General Users **Basic Permission** OU Permission Login

| | |
|--|---|
| <input type="checkbox"/> Allow sending bulletin message | <input type="checkbox"/> Allow deleting bulletin message |
| <input checked="" type="checkbox"/> Send file size limits: 5000 KB | <input type="checkbox"/> Group send limits: 10 |
| <input type="checkbox"/> Disable changing personal properties | <input type="checkbox"/> Disable changing job title |
| <input type="checkbox"/> Disable receiving attachment | <input type="checkbox"/> Disable video call |
| <input type="checkbox"/> Disable audio call | <input type="checkbox"/> Disable exiting client |
| <input type="checkbox"/> Disable logging off client | <input type="checkbox"/> Disable remote desktop and control |
| <input type="checkbox"/> Disable notification sound on client | <input type="checkbox"/> Disable sending nudge |
| <input type="checkbox"/> Disable sending protected message | <input type="checkbox"/> Disable showing working signature |
| <input type="checkbox"/> Disable changing avatar on client | <input type="checkbox"/> Disable screen capture |
| <input type="checkbox"/> Disable setting on client | <input type="checkbox"/> Disable setting status as "Away" |
| <input type="checkbox"/> Disable sending top message | <input type="checkbox"/> Disable showing organization chart |
| <input type="checkbox"/> 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 add 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. On the left, there's a sidebar with 'User Management' expanded, showing 'Organization', 'All Users', 'All Roles', 'Permissions', 'Groups' (which is highlighted with a red box), and 'Tags'. Below this is a 'System Tools' section. The main area is titled 'Group Management' and contains a table with one row. The table columns are 'Name', 'Group Sharing Space', 'Used Space', 'Description', and 'Type'. The single row shows 'Group1', '1024 MB', '0 B', 'Assigned Group', and a set of buttons for 'Add User', 'Change', and 'Delete'. At the top right of this area are buttons for 'Search Group', 'Add Group' (which is also highlighted with a red box), 'Add User', and 'Delete Group'. Below the table is a page navigation bar with '1' in the center. A modal window titled 'Add Group' is open in the foreground. It has tabs for 'Properties' (selected) and 'Members'. The 'Properties' tab contains fields for 'Group Name' (set to 'Group1'), 'Group Space' (set to '1024 MB'), 'Sequence No.' (set to '1000' with a note 'Sort in ascending order'), and a 'Description' text area. At the bottom of the modal are 'Cancel' and 'Save' buttons.

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.

Add Group

Properties **Members** Members

Select User

Please enter the user account

Add User

| Name | Account | Action |
|-------|---------|--------------------------------------|
| Sara | SaraK | 删除 |
| Peter | PeterM | 删除 |

Organization

- MyTest Co.
- IT Support
- Marketing
- Sales
- Finance
- Sara
- Peter
- test

Cancel Save

Here is the look from the client end.

Group1

File Folder Conference Share

Users(1/2)

- Peter
- Sara

A History Msg Group Bulletin

Close Send

My Company

Peter <Edit personal message>

Search Contacts

MyTest ... Contacts Groups

Assigned Groups

- Group1

Personal Groups

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

| | Name | Description | Port Address | Port Type | Status | Action |
|--------------------------|---------------|-----------------|--------------|-----------|---------|----------------------|
| <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. The left sidebar has a tree view with 'User Management', 'System Tools' (selected), 'Server Manager', 'System Settings' (highlighted with a red box), 'Console Settings', 'Advanced', and 'Upgrade'. The main content area has two sections: 'Server Setting' and 'Client Setting'. Under 'Server Setting', there are several checkboxes: 'Disable saving history messages on server' (unchecked), 'Authenticate user by Active Directory' (checked), 'Disable changing password on client' (unchecked), 'Automatically delete messages after [7] days' (checked), 'iOS push setting' (button labeled 'Set'), and 'OpenPlatform' (unchecked). To the right of these are more checkboxes: 'Enable organization unit permission management' (unchecked), 'Disable publishing bulletin message' (unchecked), 'Filtration search' (unchecked), 'Keep a record of login/logout information' (checked), 'LiveChat' (checked), and 'Enable audio/video forwrding service' (checked). Under 'Client Setting', there are checkboxes: 'Disable saving messages on client' (checked), 'Disable client status switched to invisible' (unchecked), 'Disable showing notification when recipient read the message' (unchecked), and 'Disable "My Links" in client program' (unchecked). To the right are more checkboxes: 'Disable hyperlink on client' (unchecked), 'Allow P2P transfer files, Threshold [0] M' (unchecked), 'Show me as Away when I have been inactive for [10] minutes' (unchecked), and 'Enable multiple devices online at the same time' (unchecked).

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.

The screenshot shows the 'BigAnt Console' interface. The left sidebar has a tree view with 'User Management', 'System Tools' (selected), 'Server Manager', 'System Settings' (highlighted with a red box), 'Console Settings', 'Advanced', and 'Upgrade'. The main content area has a 'System Settings' section. A green banner at the top says 'Successfully Setted.(The server needs to restart to save the changes.)' with a 'Restart Now' button highlighted with a red box. Below this are 'Server Setting' and 'Client Setting' sections. In the 'Client Setting' section, the checkbox 'Enable audio/video forwrding service' is checked and highlighted with a red box. Other checkboxes in the 'Client Setting' section include 'Disable saving messages on client', 'Disable client status switched to invisible', 'Disable showing notification when recipient read the message', and 'Disable "My Links" in client program'. The 'Server Setting' section contains several other checkboxes like 'Disable saving history messages on server', 'Authenticate user by Active Directory', etc.

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 'System Settings' page in the BigAnt Console. The left sidebar has 'System Tools' expanded, with 'System Settings' selected and highlighted with a yellow box. The main area is titled 'System Settings' and contains two sections: 'Server Setting' and 'Client Setting'. In the 'Server Setting' section, there is a checkbox labeled 'Automatically delete messages after [7] days' which is checked. A red box highlights both the checkbox and the input field '7'. Other options in this section include 'Disable saving history messages on server', 'Authenticate user by Active Directory', 'Disable changing password on client', 'iOS push setting Set', 'OpenPlatform', 'Enable organizational unit permission management', 'Disable publishing bulletin message', 'Filtration search', 'Keep a record of login/logout information', 'LiveChat', and 'Console Settings'. In the 'Client Setting' section, there are checkboxes for 'Disable saving messages on client', 'Disable client status switched to invisible', 'Disable hyperlink on client', and 'Allow P2P transfer files, Threshold [0] M'. The 'Console Settings' link is also visible in the sidebar.

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 'System Settings' page in the BigAnt Console. The left sidebar has 'System Tools' expanded, with 'System Settings' selected and highlighted with a yellow box. The main area is titled 'System Settings' and contains two sections: 'Server Setting' and 'Client Setting'. In the 'Server Setting' section, there is a checkbox labeled 'Disable saving history messages on server' which is checked. A red box highlights this checkbox. Other options in this section include 'Authenticate user by Active Directory', 'Disable changing password on client', 'Automatically delete messages after [7] days' (with a red box around the input field '7'), 'iOS push setting Set', 'OpenPlatform', 'Enable organizational unit permission management', 'Disable publishing bulletin message', 'Filtration search', 'Keep a record of login/logout information', 'LiveChat', and 'Console Settings'. In the 'Client Setting' section, there are checkboxes for 'Disable saving messages on client', 'Disable client status switched to invisible', 'Disable hyperlink on client', and 'Allow P2P transfer files, Threshold [0] M'. A green banner at the top of the main area says 'Successfully Setted.(The server needs to restart to save the changes.)' with a 'Restart Now' button. The 'Console Settings' link is also visible in the sidebar.

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.

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

| Name | Data | Type | Edit | Delete |
|-------------------|--|-----------------|------|--------|
| 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

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, a sidebar menu includes 'User Management', 'System Tools' (which is expanded), 'Server Manager', 'System Settings', 'Console Settings', 'Advanced', and 'Upgrade'. The 'Upgrade' button is highlighted with a red box. Below the sidebar, the main content area is titled 'Upgrade Management'. It features two tabs: 'PC' and 'Android', with 'Android' selected. Underneath the tabs, there is a section for 'Update Package' with a 'Choose File' button, which is also highlighted with a red box. To the right of the file input is the message 'No file chosen'. At the bottom of this section 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 left sidebar has a tree view with nodes like 'User Management', 'System Tools', 'Extended Features' (expanded), 'Plugins' (selected and highlighted with a yellow background), 'Release', 'Query & Statistics', 'Ant Documents', and 'Live Support'. The main content area is titled 'Plug-in Management'. At the top, there are several buttons: 'Add Plug-in' (highlighted with a red box), 'Set Permission', 'Delete Plug-in', 'Install system plug-in ▾', 'Select type ▾', and a dropdown menu. Below these buttons is a table with the following data:

| Type | Name | Public | Disable | Description | Plug-in Package | No. |
|--------------|-------|-------------------------------------|--------------------------|-------------|-----------------|-----|
| View Plug-in | MyDoc | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | ClientDoc | 1 |

At the bottom of the table area, there are navigation buttons: '<<', '1' (highlighted with a blue box), and '>>'.

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

The screenshot shows the BigAnt Console interface. The left sidebar has a tree view with the following nodes:

- User Management
- System Tools
- Extended Features
 - Plugins
 - Release** (highlighted with a red box)
- Query & Statistics
- Ant Documents
- Live Support

The main content area is titled "Released Client". It contains a toolbar with "Add Client" (highlighted with a red box), "Delete Client", and a search bar "Search client name or vers". Below the toolbar is a table header with columns: Client Name, Version, and Size.

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

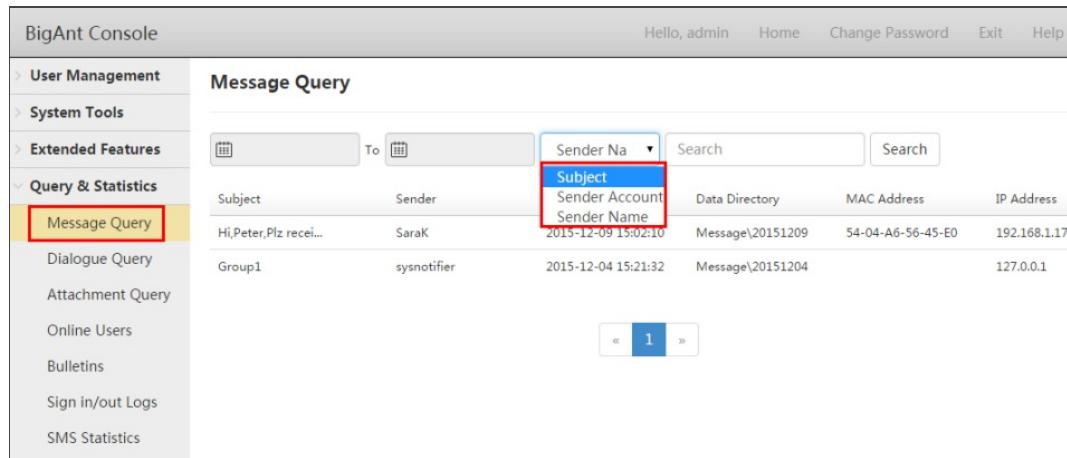
Query and Statistics - Query

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.

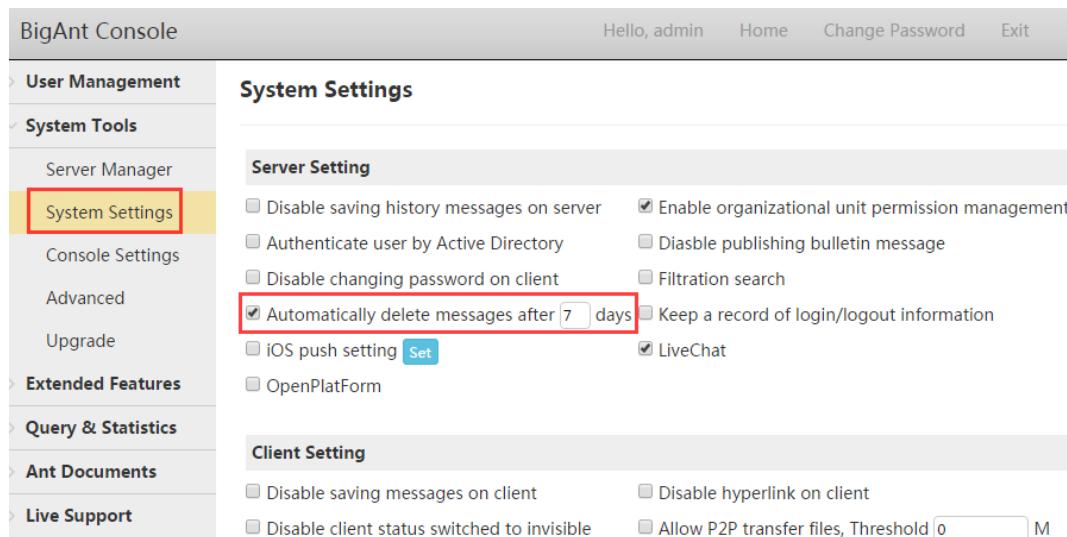


The screenshot shows the 'Message Query' page of the BigAnt Console. On the left, there's a sidebar with navigation links: User Management, System Tools, Extended Features, Query & Statistics (which is selected and highlighted in yellow), and several other options like Message Query, Dialogue Query, Attachment Query, etc. The main area is titled 'Message Query' and contains a search form with fields for 'To' (calendar icon), 'Subject' (selected in a dropdown menu), 'Sender Name' (dropdown menu showing 'Subject', 'Sender Account', and 'Sender Name'), and a 'Search' button. Below the form is a table with two rows of message data:

| 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 |

At the bottom of the table area, there are navigation buttons for '«', '1', and '»'.

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.



The screenshot shows the 'System Settings' page of the BigAnt Console. The left sidebar has links for User Management, System Tools (selected and highlighted in yellow), Extended Features, Query & Statistics, Ant Documents, and Live Support. Under 'System Tools', 'System Settings' is also highlighted with a red box. The main content area is titled 'System Settings' and contains two sections: 'Server Setting' and 'Client Setting'. In the 'Server Setting' section, there are several checkboxes: 'Disable saving history messages on server' (unchecked), 'Authenticate user by Active Directory' (unchecked), 'Disable changing password on client' (unchecked), 'Automatically delete messages after 7 days' (checked with a red box around it), 'iOS push setting' (unchecked), 'OpenPlatForm' (unchecked), 'Enable organizational unit permission management' (checked), 'Disable publishing bulletin message' (unchecked), 'Filtration search' (unchecked), 'Keep a record of login/logout information' (unchecked), 'LiveChat' (checked), and 'Set' (button). In the 'Client Setting' section, there are three checkboxes: 'Disable saving messages on client' (unchecked), 'Disable hyperlink on client' (unchecked), and 'Allow P2P transfer files, Threshold 0 M' (unchecked).

Dialogue Query

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

The screenshot shows the BigAnt Console interface. On the left is a sidebar with navigation links: User Management, System Tools, Extended Features, Query & Statistics (which is expanded), Message Query, Dialogue Query (highlighted with a yellow background and red border), Attachment Query, Online Users, Bulletins, Sign in/out Logs, SMS Statistics, Ant Documents, and Live Support. The main content area is titled "Dialogue Query". It features a search bar with date range fields ("2015-12-02 To 2015-12-09") and account selection fields ("Account1: PeterM" and "Account2: SaraK"). Below the search bar is a "Search" button. The results list includes messages such as "Sara 2015-12-04 15:58:21", "File has been deleted", "Sara 2015-12-04 16:01:54", "attach: <help11364kb.doc> size:11.1 MB download", "Sara 2015-12-09 15:02:10", "Hi,Peter,Plz receive my file", "Sara 2015-12-09 15:02:49", "File has been deleted", and "Sara 2015-12-09 15:11:40".

Attachment Query

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

The screenshot shows the BigAnt Console interface. The sidebar is identical to the previous screenshot, with the "Query & Statistics" section expanded. The main content area is titled "Attachment Query". It features a search bar with date range fields ("2015-12-02 To" and a placeholder "Search Attachment") and a table header with columns: Sender, File Name, File Size, Send Date, and File Type. Below the table header, it says "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 ▾

> 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

Online Users

Account ▾ Search Online: 2 , Total: 8

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

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 Search

Subject Creator

Conference notification Peter 2016-01-12 14:59:25

1

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

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. On the left, there's a sidebar with various menu items under 'Query & Statistics'. The 'Sign in/out Logs' item is highlighted with a yellow box and has a red box around the 'admin' account entry in the main table. The table columns are Account, Name, Date, Sign in/out, IP Address, and MAC Address. The entry for 'admin' shows a sign-off at 2015-12-09 15:16:30 from IP 127.0.0.1. There are also date range and search filters at the top.

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. Under 'System Tools', 'System Settings' is selected and highlighted with a yellow box. In the 'Server Setting' section, there's a checkbox for 'Keep a record of login/logout information' which is checked and has a red box around it. Other settings include options for saving history messages, authenticating via Active Directory, changing passwords, and deleting messages after a certain number of days. The 'Client Setting' section includes options for saving messages on client, disabling hyperlinks, and allowing P2P transfers.

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. Under 'System Tools', 'Server Manager' is selected and highlighted with a yellow box. It features three buttons: 'Launch', 'Restart' (which is highlighted with a red box), and 'Stop'. Below is a table listing server services: AntServer (Message Server, TCP, Running), AntAvServer (Video Server, UDP, Running), AntDS (Document Server, TCP, Running), and AntFileServer (File Server, TCP, Running). Each service row has an 'Edit' link.

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

> User Management

> System Tools

> Extended Features

> Query & Statistics

Message Query

Dialogue Query

Attachment Query

Online Users

Bulletins

Sign in/out Logs

SMS Statistics

Sign in/out Logs To Sign in/out ▾ Search Account

| 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. On the left, there is a sidebar with various menu items under 'Query & Statistics'. The 'Sign in/out Logs' item is highlighted with a yellow background and a red border. The main content area is titled 'Sign in/out Logs' and displays a table of logs. The table has columns: Account, Name, Date, Sign in/out, IP Address, and MAC Address. One row is shown, with 'admin' in the Account column highlighted by a red box. The Date is 2015-12-09 15:16:30, Sign in/out is 'Sign off', IP Address is 127.0.0.1, and MAC Address is listed but partially cut off. At the bottom of the table, there is a page navigation bar with a single page number '1'.

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

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

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.

The screenshot shows the 'User's Personal Document Settings' page in the BigAnt Console. On the left, there is a sidebar with the following menu items:

- User Management
- System Tools
- Extended Features
- Query & Statistics
- Ant Documents
- User's Doc (highlighted with a red box)
- Sharing Doc
- View Log
- Live Support

The main content area has a title 'User's Personal Document Settings'. It contains the following fields:

- Archive Path: C:\Program Files (x86)\BigAntSoft\BigAnt Console\DocData\Default (highlighted with a red box)
- Allow to save personal document
- Save** button

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)

BigAnt Console

Hello, admin Home Change Password Exit Help

User Management

System Tools

Extended Features

Query & Statistics

Ant Documents

User's Doc

Sharing Doc

View Log

Live Support

Directory Archive and Permissions

Add Root Directory Add Directory Change Directory Delete Directory

Storage Directory Public

| | Type | Name | Browse | Update | Manage | Download | Create | Delete | Rename | Send File | Other |
|--------------------------|------|----------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/> | Role | everyone | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Public

test

Select users to allow them to access files.

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

BigAnt Console

Hello, admin Home Change Password Exit Help

User Management System Tools Extended Features Query & Statistics Ant Documents

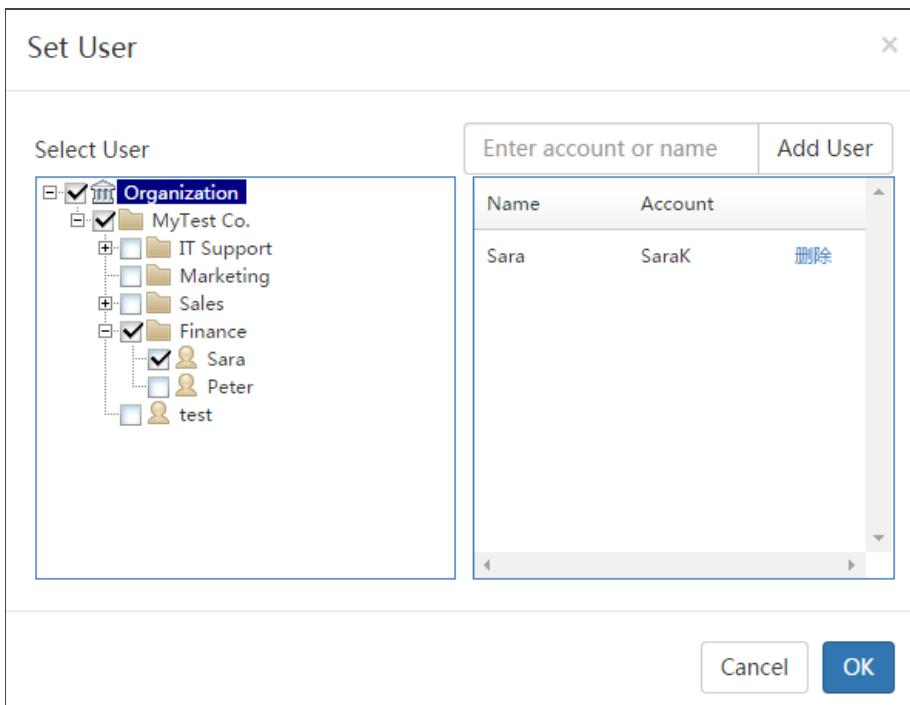
User's Doc Sharing Doc View Log Live Support

Directory Archive and Permissions

Add Root Directory Add Directory Change Directory Delete Directory Add Permissions ▾ Delete Permission

| Storage Directory | Public/test | | | | | | | | | | |
|-------------------|-------------|------|--------|--------|--------|----------|--------|--------|--------|-----------|-----------|
| | Type | Name | Browse | Update | Manage | Download | Create | Delete | Rename | Send File | Read Only |
| Public | File | test | | | | | | | | | |
| No data | | | | | | | | | | | |

Add Users Add Roles



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.

Directory Archive and Permissions

Add Root Directory Add Directory Change Directory Delete Directory Add Permissions ▾ Delete Permission

| Storage Directory | | Public/test | | | | | | | | | | |
|--------------------------|--------|-------------|-------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| | | Type | Name | Browse | Update | Manage | Download | Create | Delete | Rename | Send File | Read Only |
| <input type="checkbox"/> | Public | User | Sara | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | test | User | Peter | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 123 | | | | | | | | | | | |

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

BigAnt Console

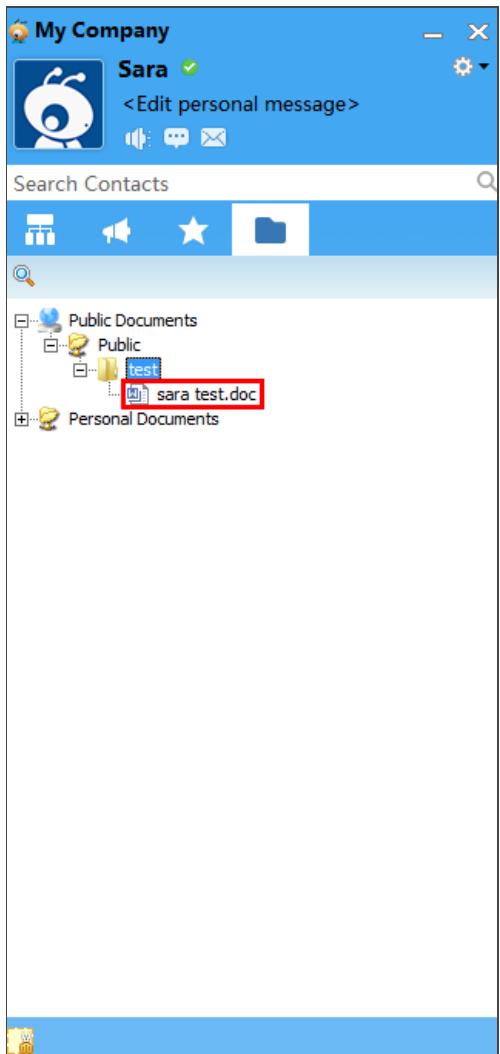
Hello, admin Home Change Password

| User Management | | Server Manager | | | | | |
|--------------------|--|-------------------------------------|---------------|-----------------|--------------|-----------|--|
| System Tools | | | | | | | |
| Server Manager | | Launch | Restart | Stop | | | |
| System Settings | | <input checked="" type="checkbox"/> | Name | Description | Port Address | Port Type | Status |
| Console Settings | | <input checked="" type="checkbox"/> | AntServer | Message Server | 6660 | TCP | Running |
| Advanced | | <input checked="" type="checkbox"/> | AntAvServer | Video Server | 6662 | UDP | Running |
| Upgrade | | <input checked="" type="checkbox"/> | AntDS | Document Server | 6661 | TCP | Running |
| Extended Features | | <input checked="" type="checkbox"/> | AntFileServer | File Server | 6663 | TCP | Running |
| Query & Statistics | | | | | | | Edit |
| Ant Documents | | | | | | | Edit |

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)

The screenshot shows the 'BigAnt Console' interface. On the left is a sidebar with navigation links: User Management, System Tools, Extended Features, Query & Statistics, Ant Documents (which is expanded), User's Doc, Sharing Doc, and View Log (which is highlighted with a red box). The main area is titled 'Document Logs' and contains a search bar with dropdown menus for 'Time', 'User', 'Sent', and 'Content'. A 'Search' button and a 'Content' link are also present. Below the search bar is a table with three rows of log entries. The first row shows a file named 'sara test.doc'. The second row shows a file named '1示例|Set sending file size limit.docx'. The third row shows another file named '1示例|Set sending file size limit.docx'. At the bottom right of the table is a pagination control with a single page number '1'.

| Time | User | Sent | 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 |

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 ▾

User Management System Tools Extended Features Query & Statistics Ant Documents Live Support Operators

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

| Account | Name | Department | Job Title | Telephone | Mobile | Email | Welcome | Status | Sequence No. |
|---------|------|------------|-----------|-----------|--------|-------|---------|--------|--------------|
| No data | | | | | | | | | |

Edit the detail information. Please enter an existing account.

Add Operator



| | | | |
|------------|-----------|--------------|-----------|
| Account | PeterM | Name | Peter |
| Department | Finance | Job Title | Job Title |
| Telephone | Telephone | Mobile | Mobile |
| Email | Email | | |
| Welcome | | | |
| Status | Normal | Sequence No. | 3 |

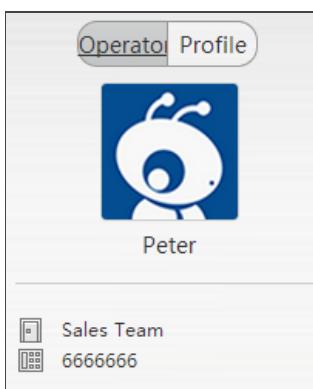
Click preview to have a look at what it is like on the web page.

BigAnt Console

Hello, admin Home Change Password Exit

| User Management | Operator List | | | | | | | | | | |
|--------------------|-------------------------------------|---|---------|-----------------------------|----------------|-----------|--------|-------|---------|-------------------------------------|--------------|
| System Tools | | | | | | | | | | | |
| Extended Features | | | | | | | | | | | |
| Query & Statistics | | | | | | | | | | | |
| Ant Documents | | | | | | | | | | | |
| Live Support | | | | | | | | | | | |
| Operators | | | | | | | | | | | |
| Dialogues | | | | | | | | | | | |
| Message Query | | | | | | | | | | | |
| Evaluations | | | | | | | | | | | |
| Attachment Query | | | | | | | | | | | |
| | Add Operator | Delete Operator | Preview | Generate code for live chat | Search account | | | | | | |
| | <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.



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 | Operator List | | | | | | | | | | |
|--------------------|-------------------------------------|---|---------|-----------------------------|----------------|-----------|--------|-------|---------|-------------------------------------|--------------|
| System Tools | | | | | | | | | | | |
| Extended Features | | | | | | | | | | | |
| Query & Statistics | | | | | | | | | | | |
| Ant Documents | | | | | | | | | | | |
| Live Support | | | | | | | | | | | |
| Operators | | | | | | | | | | | |
| Dialogues | | | | | | | | | | | |
| Message Query | | | | | | | | | | | |
| Evaluations | | | | | | | | | | | |
| Attachment Query | | | | | | | | | | | |
| Visitors | | | | | | | | | | | |
| Links | | | | | | | | | | | |
| | Add Operator | Delete Operator | Preview | Generate code for live chat | Search account | | | | | | |
| | <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

X

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 ▾

> User Management Dialogue Management

> System Tools

> Extend Features

> Query & Statistics

> Ant Documents

Live Support

Operators

Dialouges

Message Query

Evaluations

Attachment Query

Visitors

Links

All Operator Account Keywords Date Search

Operator Account

Guest Name

User ID

Dialog ID

Contents

| Dialog ID | Operator Account | Name | IP | Region | Enter Time | Connected Time | Status |
|------------|------------------|------------|-------|----------------|---------------------|---------------------|-------------------|
| 1442828993 | jdong@bigantsoft | 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 |

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 ▾

> User Management

> System Tools

> Extend Features

> Query & Statistics

> Ant Documents

< Live Support

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

Visitor Management

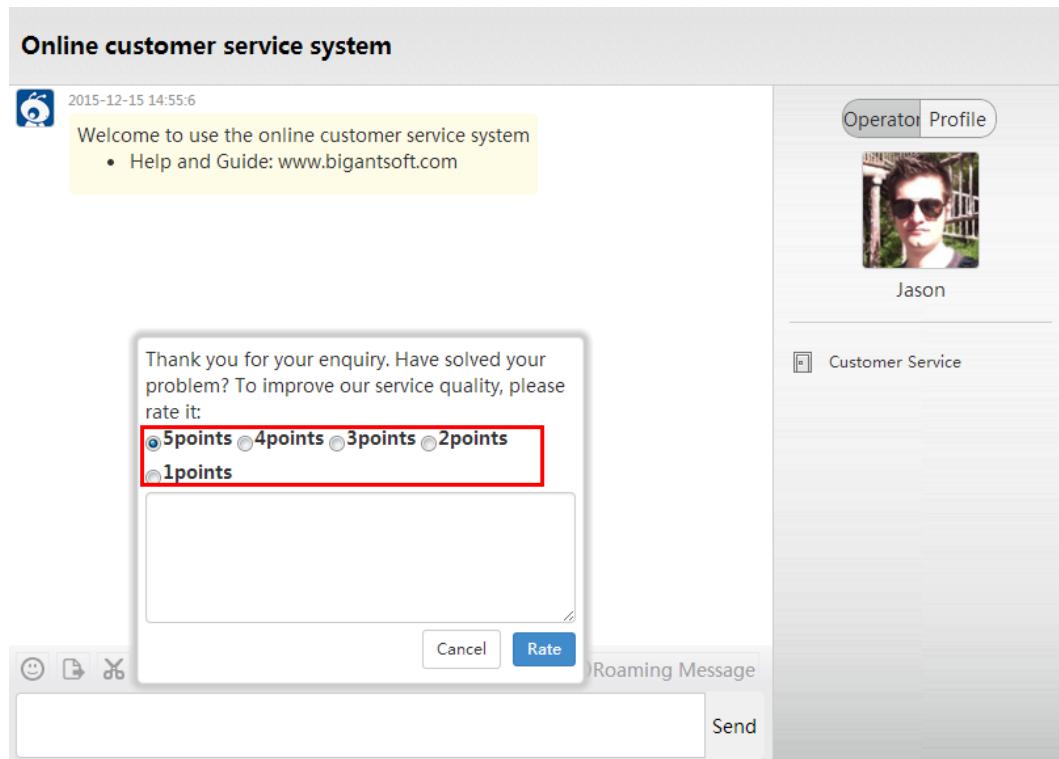
| Name | Keywords | Search |
|-------|----------|--------|
| Name | | |
| Phone | | |
| Email | | |

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

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 left sidebar has a navigation menu with sections like User Management, System Tools, Extend Features, Query & Statistics, Ant Documents, Live Support (with sub-options: Operators, Dialogues, Message Query, Evaluations, Attachment Query, Visitors, Links), and Help. The "Evaluations" option under Live Support is highlighted with a red box. The main content area is titled "Evaluations Management" and includes search filters for Operator Account, Keywords, Date, and a "Search" button. A table lists evaluation records with columns: Dialog ID, Operator, User ID, Name, Score (which is highlighted with a red box), Description, and Date. Two entries are shown:

| 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 |

Pagination controls at the bottom show page 1 of 1.

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.

BigAnt Console Hello, admin Home Change Password Exit Help ▾

> User Management Attachment Management

> System Tools

> Extend Features

> Query & Statistics

> Ant Documents

Live Support

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

--All-- Operator Account Keywords Date Search

Operator Account

| Dialog ID | File | Visitor Name | Operator | Date Created | Edit | Delete |
|------------|--|---------------------------------|---------------------------------|---------------------|--------|--------|
| 1442979362 | [ED] A75+...ping | | 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 | |

« 1 »

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 ▾

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

Visitor Management

| Name | Keywords | Search |
|-------|----------|--------|
| Name | | |
| Phone | | |
| Email | | |

| | Phone | Email | IP | Register Date | Action |
|------------|-------|-----------|-----------------|---------------------|---------------------|
| 1442828900 | aa | aa@Aa.com | | 2015-09-21 04:49:46 | Chat Message Attach |
| 1442829431 | jason | 111 | 222@hotmail.com | 2015-09-21 04:57:11 | Chat Message Attach |
| 1442829784 | | | 101.69.228.146 | 2015-09-21 05:03:04 | Chat Message Attach |
| 1442979361 | | | 180.108.142.44 | 2015-09-22 22:36:01 | Chat Message Attach |
| 1442990074 | | | 180.108.142.44 | 2015-09-23 01:34:34 | Chat Message Attach |
| 1442999900 | | | 62.208.157.199 | 2015-09-23 04:18:20 | Chat Message Attach |

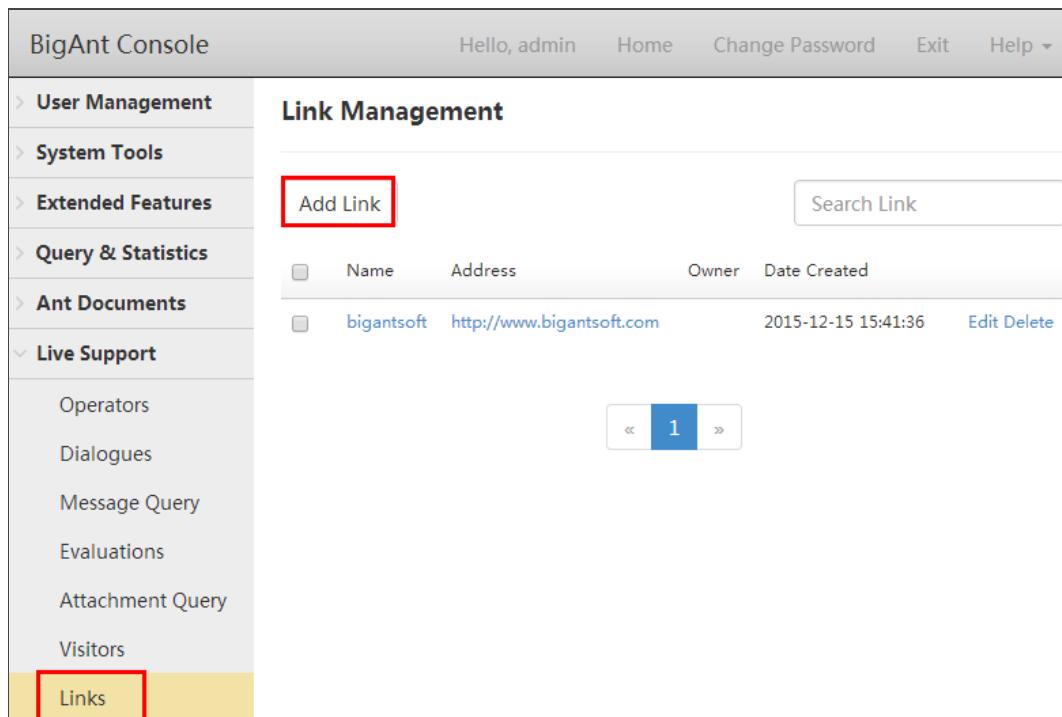
Live Support - Links

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.

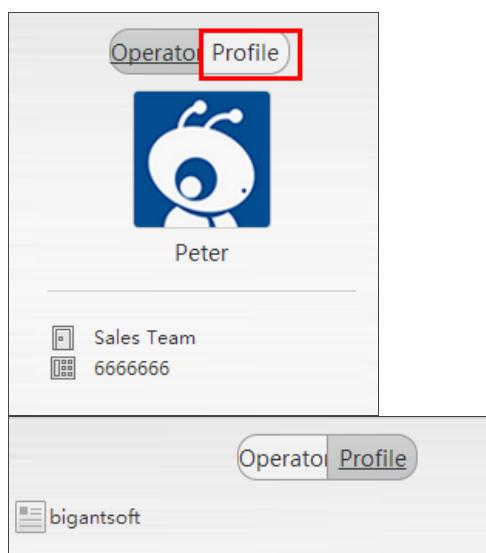
Links-->Add Link

For example, I add a link www.bigantsoft.com.



The screenshot shows the BigAnt Console interface. On the left, there is a sidebar with several menu items: User Management, System Tools, Extended Features, Query & Statistics, Ant Documents, Live Support (which is expanded), Operators, Dialogues, Message Query, Evaluations, Attachment Query, Visitors, and Links. The 'Links' item is highlighted with a red box. The main area is titled 'Link Management'. It contains a table with one row of data. The columns are labeled 'Name', 'Address', 'Owner', and 'Date Created'. The data row shows 'bigantsoft' as the name, 'http://www.bigantsoft.com' as the address, 'admin' as the owner, and '2015-12-15 15:41:36' as the date created. There are 'Edit' and 'Delete' buttons to the right of the row. At the top right of the main area, there is a 'Search Link' input field. Below the table, there are navigation buttons for pagination: '<<', '1', and '>>'.

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'. At the top, there is a placeholder for a profile picture with the text 'Operator Profile'. Below it, there is a blue cartoon character icon. The name 'Peter' is displayed below the character. Underneath the character, there are two entries: 'Sales Team' and '6666666'. At the very bottom of the profile section, there is a link labeled 'bigantsoft'.

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 trail 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

Client-Plugin:System tools-->advanced

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

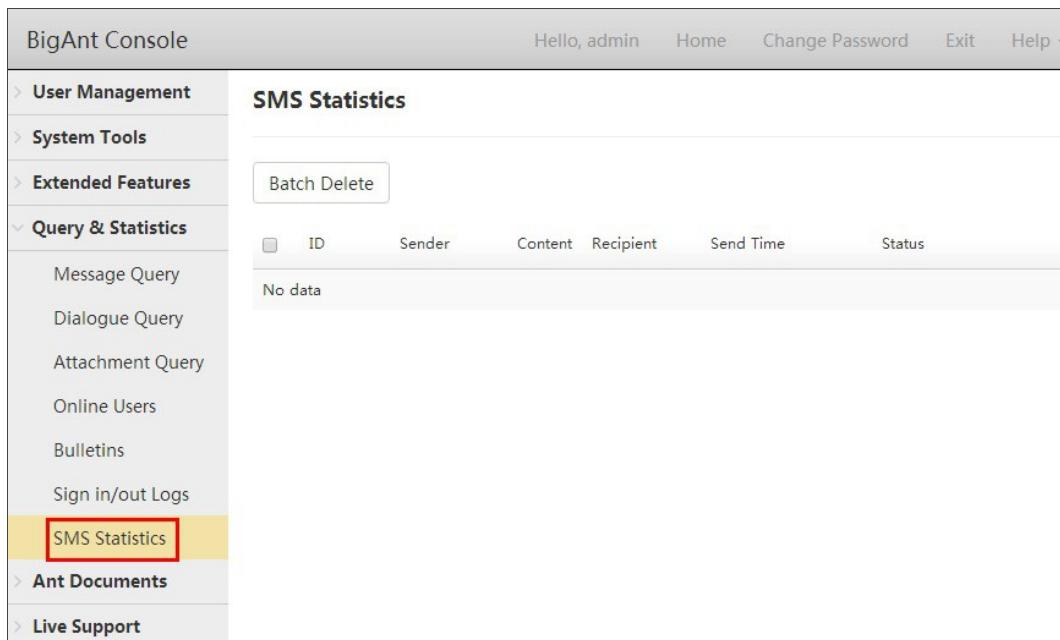
In this dialog, some advanced BigAnt features can be configured here.

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 button from BigAnt client, as the portal of the plug-in system. Please contact us for the customization details, email us: info@bigantsoft.com

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

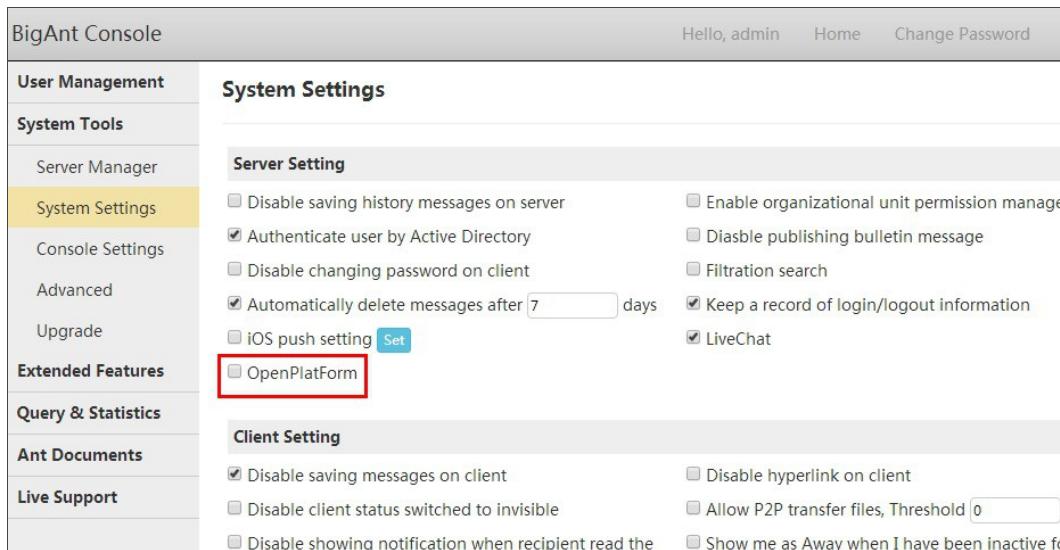


The screenshot shows the BigAnt Console interface. The left sidebar has a tree view with nodes like User Management, System Tools, Extended Features, Query & Statistics (which is expanded), Ant Documents, and Live Support. The 'SMS Statistics' node under 'Query & Statistics' is highlighted with a red box. The main content area is titled 'SMS Statistics' and contains a 'Batch Delete' button. Below it is a table header with columns: ID, Sender, Content, Recipient, Send Time, and Status. A message 'No data' is displayed below the header.

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

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



The screenshot shows the BigAnt Console interface. The left sidebar has a tree view with nodes like User Management, System Tools (which is expanded), Extended Features, Query & Statistics, Ant Documents, and Live Support. The 'System Settings' node under 'System Tools' is highlighted with a red box. The main content area is titled 'System Settings' and contains a 'Server Setting' section. In this section, there are several checkboxes and input fields. One checkbox, 'OpenPlatForm', is highlighted with a red box. Below the server settings is a 'Client Setting' section with similar checkboxes and input fields.

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.