

v6

Administrator's Guide

Ahsay Systems Corporation Limited

8 February 2013



Ahsay Redirector

Administrator's Guide

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1 Overview

This document provides information on how to setup Ahsay Redirector and how to configure it to work with AhsayOBS.

1.1 Conventions

Convention	Meanings	Example
Bold	Important Information	WARNING: You must check the timestamp of obrA.jar before proceeding to step2.
Italic	Folder Path or File Path	/usr/local/obs/conf
[]	Graphical Interface Elements	[Manage Log]
%%	Filepath in Windows format	%AhsayOBSR_HOME%
\$	Filepath in Linux/SOLARIS/BSD format	\$AhsayOBSR_HOME
italic	Command	mkdir /usr/local/obs

1.2 Definitions, Acronyms and Abbreviation

Term/Abbreviation	Definition
AhsayOBS	Ahsay Offsite Backup Server
AhsayRPS	Ahsay Replication Server
AhsayRDR	Ahsay Redirector Server
AhsayOBM	Ahsay Online Backup Manager
AhsayACB	Ahsay A-Click Backup
AhsayRDR_HOME	The install location of AhsayRDR. <u>Windows</u> <i>C:\Program Files\AhsayRDR</i> <u>Linux/FreeBSD/Solaris</u> <u>/usr/local/rdr/</u>
AhsayRDR_HOME_BAK	The backup location of AhsayRDR. It is used



	temporary during the install/upgrade process.
	<u>Windows</u> C:\Program Files\AhsayRDR.bak\
	Linux/FreeBSD/Solaris /usr/local/rdr.bak/
CONF_HOME	The backup location of AhsayRDR. It is used temporary during the install/upgrade process.
	<u>Windows</u> %AhsayRDR_HOME%\conf
	Linux/FreeBSD/Solaris \$AhsayRDR_HOME/conf
SYSTEM_HOME	The directory where AhsayRDR store its system information.
	<u>Windows</u> %AhsayRDR_HOME%\system\
	Linux/FreeBSD/Solaris \$AhsayRDR_HOME\system\
WEBAPPS_HOME	Location of the webapps directory inside the installation directory of AhsayRDR.
	Windows %AhsayRDR_HOME%\webapps.
	Linux/FreeBSD/Solaris \$AhsayRDR_HOME\webapps
WEBAPP_HOME_BAK	A backup of the webapps directory inside AhsayRDR.
	Windows %AhsayRDR_HOME%\webapps.bak
	Linux/FreeBSD/Solaris \$AhsayRDR_HOME\webapps.bak
JAVA_HOME	The location where JAVA is installed

1.3 System Requirements

For the system requirements of RDR, please refer to in the <u>Ahsay Help Centre</u> <u>Article #2323</u>.



- i. AhsayRDR v6.9 supports AhsayOBS version 5.5.8.2 or above.
- ii. AhsayRDR does not support AhsayOBS with Windows Active Directory Authentication enabled.

1.4 Limitations

AhsayOBS will be filtering out the log messages from AhsayRDR to avoid large amount of messages logged. When under multiple external IP environment with NAT setup, AhsayOBS may indentify the incoming AhsayRDR IP address as a different host/IP and will not filter out the log message. As a result, large amount of logs will be collected by the AhsayOBS.

To resolve this issue, please add the AhsayRDR IP address in the AhsayOBS host file, and also add the AhsayOBS IP address in the AhsayRDR host file as well.

Example: In AhsayOBS host file

```
:
:
rdr.redirector.com 192.168.6.124
:
:
```

In AhsayRDR host file

```
:

obs1.redirector.com 192.168.6.126

obs2.redirector.com 192.168.6.127

obs3.redirector.com 192.168.6.128

obs4.redirector.com 192.168.6.129

:
```



2 Installation

This chapter provides steps on how to install AhsayRDR onto your server and how to startup / shutdown the AhsayRDR service installed on your server.

2.1 Windows

The following steps are the instructions on how to install AhsayRDR with rdrwin.exe on Windows platform.

- 1. Logon as administrator to Windows.
- 2. Download the AhsayRDR v6 installer (rdr-win.exe) from our <u>website</u>.
- 3. Double-click downloaded rdr-win.exe to start the AhsayRDR setup wizard.
- 4. When the installer detects an existing copy of AhsayRDR installed on the computer, the following message will be shown:

Setup	×
?	Installer has detected that AhsayRDR has already been installed. Do you want to migrate the previous configuration to the new server?
	Yes No

5. Clicking on the [Yes] button to allow the installer to handle the configuration for upgrade automatically. (Clicking the [No] button will remove all the previous setting which is not recommended.)



6. A welcome screen will be shown, please click [Next] button to go to the next step.



7. Choose [I accept the agreement] and click the [Next] button to start the installation after you have read the terms and conditions.

icense Agreement Please read the following important inform	nation before continuing.	*
Please read the following License Agreer agreement before continuing with the inst	nent. You must accept the terms of this allation.	
Terms of Use 1. All softwares provided by Ahsay Syst with no warranties of any kind and Ahsa for any damages of any kind arising from further disclaims all warranties, express	tems Corporation is on an "as is" basis by Systems Corporation will not be liable the use. Ahsay Systems Corporation and implied, including without limitation, or fitness for a neticular nurose	
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8. Select the folder that you would like to install AhsayRDR v6 and click [Next] button to go to the next step.

🌺 Setup - AhsayRDR	
Select Destination Location Where should AhsayRDR be installed?	
Setup will install AhsayRDR in	to the following folder.
C:Program Files\AhsayRDR	Browse
At least 59.2 MB of free disk space is r	required.
	< Back Next > Cancel

9. Select [Yes] button if you happy with the location path for installation:

Folder Ex	ists 🔀
2	The folder:
~	C:\Program Files\AhsayRDR
	already exists. Would you like to install to that folder anyway?
	Yes No



10. Select/deselect the options according to your preferences and click the [Next] button.

Setup - AhsayRDR			<u>- 🗆 ×</u>
Select Additional Tasks Which additional tasks should be performed?			*
Select the additional tasks you would like Set then click Next.	up to perform '	while installing Ah	sayRDR,
Migrate Previous Configuration			
Migrate AhsayRDR Configuration			
Create Additional Icon			
🔽 Create Desktop Icon			
Create Administrative Tools Icons			
Server Configuration			
🔽 Start AhsayRDR Server			
	< Back	Next >	Cancel

11. The next screen will provide a summary detail of the options selected. Please verify the installation options. If they are correct, click the [Install] button to begin the installation.

Setup - AhsayRDR	
Ready to Install Setup is now ready to begin installing AhsayRDR on your computer.	
Click Install to continue with the installation, or click Back if you want to r change any settings.	eview or
Destination location: C:VProgram Files\AhsayRDR	*
Additional tasks: Migrate Previous Configuration Migrate AhsayRDR Configuration Create Additional Icon Create Desktop Icon Create Administrative Tools Icons Server Configuration Start AhsayRDR Server	
1	Þ
< Back	Cancel



12. Wait until the upgrade process is completed.

🐣 Setup - AhsayRDR	
Installing	R
Please wait while Setup installs AhsayRDR on your computer.	-
Extracting files	
C:\Program Files\AhsayRDR\tomcat\webapps\docs\appdev\deployment.ht	ml
	Cancel

13. Click [Finish] button and AhsayRDR v6 should be started automatically.

🐣 Setup - AhsayRDR	
R	Completing the AhsayRDR Setup Wizard Setup has finished installing AhsayRDR on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup.
	Einish

- 14. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] -> [Software License] page.
- 15. The installation of AhsayRDR is complete. For more details on configuring AhsayRDR, please refer to Chapter 5 of this guide.



Startup/Shutdown AhsayRDR Services

16. Select [AhsayRDR] from [Control Panel] -> [Administrative Tools] -> [Services]. Which would provide a view similar to the screen shot below

Ahsay Redirector	Name 🔺	Description	Status	Startup Type	Log On As
	Ahsay Redirector		Started	Automatic	Local System
Stop the service	🤹 Application Experience	Processes	Started	Automatic	Local System
Restart the service	🤹 Application Information	Facilitates		Manual	Local System
	🧠 Application Layer Gateway Service	Provides s		Manual	Local Service
	🏟 Application Management	Processes i	Started	Manual	Local System
	🤹 Background Intelligent Transfer Service	Transfers f	Started	Automatic (D	Local System
	🤹 Base Filtering Engine	The Base F	Started	Automatic	Local Service
	🎑 Block Level Backup Engine Service	Engine to p		Manual	Local System
	🎑 Certificate Propagation	Propagate	Started	Manual	Local System
	🖏 Client for NFS	Enables thi	Started	Automatic	Network S
	🎑 CNG Key Isolation	The CNG k		Manual	Local System
	🖏 COM+ Event System	Supports S	Started	Automatic	Local Service
	COM+ System Application	Manages t	Started	Manual	Local System
	Computer Browser	Maintains a		Disabled	Local System
	🎑 Cryptographic Services	Provides fo	Started	Automatic	Network S
	🖾 DCOM Server Process Launcher	Provides la	Started	Automatic	Local System
	🆏 Desktop Window Manager Session Manager	Provides D	Started	Automatic	Local System
	OHCP Client	Registers a	Started	Automatic	Local Service

- 17. To start AhsayRDR, press the [Start] button.
- 18. To stop AhsayRDR, press the [Stop] button.

Note:

When stopping the service for AhsayRDR, please allow time for the service to stop. Depending on the current load, some systems may require extra time to complete the shutdown of the service.



2.2 Linux/Solaris

The following steps are the instructions on how to install AhsayRDR on Linux/Solaris platforms.

- 1. Logon as root user in the Linux/Solaris machine.
- 2. Create a new \$AhsayRDR_HOME directory (i.e. /usr/local/rdr):

```
# mkdir -p /usr/local/rdr
```

- 3. Download the AhsayRDR v6 installer (rdr-nix.tar.gz) from our <u>website</u> to \$AhsayRDR_HOME.
- 4. If running on a Solaris system, please install the "SUNWgtar" package from the Solaris Installation Media which contain the GNU tar util.
- 5. Expand rdr-nix.tar.gz to \$AhsayRDR_HOME:

```
# cd $RDR_HOME
# gunzip rdr-nix.tar.gz
# tar -xf rdr-nix.tar
```

For Solaris system, please run the following command

```
# cd $AhsayRDR_HOME
# gunzip rdr-nix.tar.gz
# gtar -xf rdr-nix.tar.gz
```

Please make sure the directory structure is similar to the followings:

rwxr-xr-x 2 root root 4096 Mar 4 17:22 hin 2 root root 4096 Mar 4 17:22 conf 7 root root 4096 Mar 4 17:22 java-linux-x64 7 root root 4096 Mar 4 17:22 java-linux-x86 2 root root 4096 Mar 4 17:22 licenses drwxr-xr-x drwxr-xr-x drwxr-xr-x drwxr-xr-x drwxr-xr-x 2 root root 4096 Mar 4 17:22 logs drwxr-xr-x 2 root root 4096 Mar 4 17:22 termsofuse 7 root root 4096 Mar 4 17:22 tomcat lrwxr-xr-x 4 root root 4096 Mar LWXL-XL-X 7 Jan 19 11:09 version.txt rwxr-xr-x 5 root root 4096 Mar rwxr-xr-x 4 17:22 webs

6. For systems running on Solaris, please remove the bundled Java, i.e. java-linux-x64 and java-linux-x86 using the commands:

```
# rm -rf /usr/local/rdr/java-linux-x64
# rm -rf /usr/local/rdr/java-linux-x86
```

7. For Solaris systems, create a symbolic link from \$AhsayRDR_HOME to \$JAVA_HOME with the command:



ln -s /usr/java /usr/local/rdr/java

8. Run the install.sh script to install the startup script and run the AhsayRDR service:

/etc/init.d/rdr start
sh /usr/local/rdr/bin/install.sh

Verifying current user privilege Current user has enough privilege to "install".
Start configuration on Generic Linux Platform (Linux) Using RDR_HOME /usr/local/rdr
JVM is verified for installation!
Minimum supported JVM version: 1.5
Current JVM version is supported for installation.
Installing [Ansay Redirector]
[Ansay Redirector] Service Script created at /usr/local/fdr/bih/fdr
Install service for the type os
Using fint script path /ct/ /nt.tg
Conving Scrint rdr to /etc/init d
Creating symbolic link to run levels
You may start this service by:
sh "/etc/init.d/rdr" start ε
[Ahsay Redirector] setup completed!
Startup [Ahsay Redirector]
Started [Ahsay Redirector]
[root@FedO1 bin]#
You may set SYSTEM_DEBUG=0 to disable the debug message
Current User Name : root
Using SYSTEM_TYPE : linux
Using SYSTEM_ARCH : 1686
Using PHYSICAL_MEM : 1003 (MB)
Using SYSTEM_RESV : 256 (MB)
Using RDR HOME : /usr/local/rdr
Using JAVA_HOME : /usr/local/rdr/java
Using CATALINA_HOME : /usr/local/rdr/tomcat
Using CATALINA_OUT : /usr/local/rdr/logs/catalina.out
Using JAVA_OPTS : -Xss128k -Xms512m -Xmx512m -Xrs -XX:+UseConcMarkSweepGC -XX:+UseParNewGC -XX:NewRati
0=4 -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.inetaddr.ttl=3600 -Dnetworkaddress.cache.ttl=3600 -Dsu
n.net.inetaddr.negative.ttl=300 -Dnetworkaddress.cache.negative.ttl=300 -Djava.net.preferIPv4Stack=true -I
java.library.path=/usr/local/rdr/tomcat/lib
Using CATALINA_OPTS : -Dtc.log.path=/usr/local/rdr/logs -Dtc.work.path=/usr/local/rdr/work -Dtc.rcr.conf.p ath=/usr/local/rdr/conf -Djavax.servlet.context.tempdir=/usr/local/rdr/work
Starting RDR service

Note: It has been found on some systems that the installation may appear to pause after displaying "Starting RDR service". If this occurs, please press the space bar to complete the install.

- 9. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] -> [Software License] page.
- 10. The installation of AhsayRDR is complete. For more information on configuring AhsayRDR, please refer to chapter 5 of this guide.



2.3 FreeBSD

The following instruction shows the steps to install AhsayRDR on a FreeBSD platform.

Please note that the steps below assume that the FreeBSD installation is already using OpenJDK version 6. If this is not installed on the system, OpenJDK version 6 can be downloaded from:

For FreeBSD 7 (amd64): <u>ftp://ftp.freebsd.org/pub/FreeBSD/ports/amd64/packages-7-</u> <u>stable/Latest/openjdk6.tbz</u>

For FreeBSD 7 (i386): <u>ftp://ftp.freebsd.org/pub/FreeBSD/ports/i386/packages-7-</u> <u>stable/Latest/openjdk6.tbz</u>

For FreeBSD 8 (amd64): <u>ftp://ftp.freebsd.org/pub/FreeBSD/ports/amd64/packages-8-</u> <u>stable/Latest/openjdk6.tbz</u>

For FreeBSD 8 (i386): <u>ftp://ftp.freebsd.org/pub/FreeBSD/ports/i386/packages-8-</u> <u>stable/Latest/openjdk6.tbz</u>

For more reference, please refer to the following link: <u>http://www.freebsdfoundation.org/downloads/java.shtml</u>

- 1. Logon as root user in the FreeBSD machine.
- 2. Create a new \$AhsayRDR_HOME directory (i.e. /usr/local/rdr):

```
# mkdir -p /usr/local/rdr
```

- 3. Download the AhsayRDR v6 installer (rdr-nix.tar.gz) from our <u>website</u> to \$AhsayRDR_HOME.
- 4. Expand rdr-nix.tar.gz to \$AhsayRDR_HOME:

```
# cd $AhsayRDR_HOME
# gunzip rdr-nix.tar.gz
# tar -xf rdr-nix.tar
```

Please make sure the directory structure is similar to the followings:



drwxr-xr-x	12	root	wheel	512	Mar	7	02:41	
drwxr-xr-x	21	root	wheel	512	Mar		02:34	
drwxr-xr-x		root	wheel	512	Mar		02:35	bin
drwxr-xr-x		root	wheel	512	Mar		02:35	conf
drwxr-xr-x		root	wheel	512	Mar		02:36	java-linux-x64
drwxr-xr-x		root	wheel	512	Mar		02:36	java-linux-x86
drwxr-xr-x		root	wheel	512	Mar		02:36	licenses
drwxr-xr-x		root	wheel	512	Mar		02:36	logs
drwxr-xr-x		root	wheel	1024	Mar		02:36	termsofuse
drwxr-xr-x		root	wheel	512	Mar		02:36	tomcat
drwxr-xr-x	4	root	wheel	512	Mar		02:36	util
-rwxr-xr-x		root	wheel		Mar	4	16:29	version.txt
drwxr-xr-x	5	root	wheel	512	Mar	7	02:36	webapps

5. For FreeBSD, remove bundled Java, i.e. java-linux-x64 and java-linuxx86:

```
# rm -rf /usr/local/rdr/java-linux-x64
# rm -rf /usr/local/rdr/java-linux-x86
```

6. For FreeBSD, create a symbolic link from \$AhsayRDR_HOME to \$JAVA_HOME:

ln -s /usr/local/diablo-jre1.6.0 java

7. From the command line, run the following command:

setenv JAVA_HOME /usr/local/Diablo-jre1.6.0

8. Install and startup the AhsayRDR service by the following command:

/usr/local/rdr/bin/install.sh

After executing the command, you should see the following output.



Verifying current user privilege	
Current user has enough privilege to "install".	
start configuration on BSD distribution Platform (FreeBSD)	
USING KDK HUNE /USF/ICCAI/FAF	
"JAVA_HORE" Variable is set.	
Current Directory: "/usr/local/rar".	
created symiluk "Java" to "/usr/iocal/diabio-jrei.6.0".	
Minimum supported Jvn version: 1.5	
Current JVM Version is supported for installation.	
Installing [Ansay Redirector]	
[Ansay Realrector] Service Script created at /usr/local/rdr/bin/rdr	
Install service for bab type os	
Copying script fur to /usi/iocal/etc/fe.u	
Nou may start this service by:	
sh "/usr/local/etc/rc.d/rdr" start &	
Remember to add an entry: rdr_enable="YES" to /etc/rc.conf	
F New Profession 1	
[Ansay Redirector] setup completed!	
startup [Ansay Redrector]	
Started [Ansay Redirector]	
Tou may set stolen_bebood to disable the debug message	
Current User Name : root	
Using SYSTEM_TYPE : bsd	
Using SYSTEM_ARCH : amd64	
Using PHYSICAL_MEM : 1010 (MB)	
Using SYSTEN_RESV : 256 (MB)	
TISING PDF HOMF : /UST/local/rdr	
Using UVW HOME · / Usr/local/rdr/java	
Using CATALINA HOME : /usr/local/rdr/tomcat	
Using CATALINA OUT : /usr/local/rdr/logs/cataline.out	
Using JAVA OPTS : -Xsz256k -Xms754m -Xmx754m -XXs -XX:+UseConcMarkSweenGC -XX:+UseParNewGC -XX:Ne	wRat
io=4 -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.inetaddr.ttl=3600 -Dnetworkaddress.cache.ttl=360	0 -D
sun.net.inetaddr.negative.ttl=300 -Dnetworkaddress.cache.negative.ttl=300 -Djava.net.preferIPv4Stack=	true
-Djava.librarv.path=/usr/local/rdr/tomcat/lib	
Using CATALINA OPTS : -Dtc.log.path=/usr/local/rdr/logs -Dtc.work.path=/usr/local/rdr/work -Dtc.rcr.c	onf.
path=/usr/local/rdr/conf -Djavax.servlet.context.tempdir=/usr/local/rdr/work	
Starting RDR service	

Note: It has been found on some systems that the installation may appear to pause after displaying "Starting RDR service". If this occurs, please press the space bar to complete the install.

- 9. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] -> [Software License] page.
- 10. The installation of AhsayRDR is complete.

Startup/Shutdown AhsayRDR

- 1. Logon as "root" to Linux/Solaris.
- 2. To startup AhsayRDR on Linux system please run the following command:

[root]# /etc/init.d/rdr start

For FreeBSD system, please use the following command.

[root]# /usr/local/etc/rc.d/rdr stop



After running the command, the following output should appear to advise that the service has started.

You may set SYSTEM_DEBUG=O to disable the debug message Current User Name : root Using SYSTEM_TYPE : linux Using SYSTEM_ARCH : x86_64 Using PHYSICAL_MEM : 1002 (MB) Using SYSTEM_RESV : 256 (MB) 	Starting up [Redirector]	
Current User Name : root Using SYSTEM_TYPE : linux Using SYSTEM_ARCH : x86_64 Using PHYSICAL_MEM : 1002 (MB) Using SYSTEM_RESV : 256 (MB) 	You may set SYSTEM_DEBUG=0 to	disable the debug message
Using RDR_HOME : /usr/local/rdr Using JAVA_HOME : /usr/local/rdr/java Using CATALINA_HOME : /usr/local/rdr/tomcat Using CATALINA_OUT : /usr/local/rdr/logs/catalina.out Using JAVA_OPTS : -Xss256k -Xms746m -Xmx746m -Xrs -XX:+UseConcMarkSweepGC -X X:+UseParNewGC -XX:NewRatio=4 -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.in etaddr.ttl=3600 -Dnetworkaddress.cache.ttl=3600 -Dsun.net.inetaddr.negative.ttl= 300 -Dnetworkaddress.cache.negative.ttl=300 -Djava.net.preferIPv4Stack=true -Dja va.library.path=/usr/local/rdr/tomcat/lib Using CATALINA_OPTS : -Dtc.log.path=/usr/local/rdr/logs -Dtc.work.path=/usr/loca 1/rdr/work -Dtc.rcr.conf.path=/usr/local/rdr/conf -Djavax.servlet.context.tempd	Current User Name : root Using SYSTEM_TYPE : linux Using SYSTEM_ARCH : x86_64 Using PHYSICAL_MEM : 1002 (MB Using SYSTEM_RESV : 256 (MB)	
ir=/usr/local/rdr/work	Using RDR_HOME : /usr/loc Using JAVA_HOME : /usr/loc Using CATALINA_HOME : /usr/loc Using CATALINA_HOME : /usr/loc Using JAVA_OPTS : -Xss256k X:+UseParNewGC -XX:NewRatio=4 etaddr.ttl=3600 -Dnetworkaddre 300 -Dnetworkaddress.cache.neg va.library.path=/usr/local/rdr Using CATALINA_OPTS : -Dtc.log 1/rdr/work -Dtc.rcr.conf.path= ir=/usr/local/rdr/work	al/rdr al/rdr/java al/rdr/tomcat al/rdr/logs/catalina.out -Xms746m -Xmx746m -Xrs -XX:+UseConcMarkSweepGC -X -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.in ss.cache.ttl=3600 -Dsun.net.inetaddr.negative.ttl= ative.ttl=300 -Djava.net.preferIPv4Stack=true -Dja /tomcat/lib .path=/usr/local/rdr/logs -Dtc.work.path=/usr/loca /usr/local/rdr/conf -Djavax.servlet.context.tempd

Starting RDR service

Note: It has been found on some systems that the installation may appear to pause after displaying "Starting RDR service". If this occurs, please press the space bar tp proceed

Once the service has been started, it would be possible to connect to the web console for AhsayRDR via a web browser.

3. To shutdown AhsayRDR on Linux, please run the command:

[root]# /etc/init.d/rdr stop

On FreeBSD system, please use the following command

[root]# /usr/local/etc/rc.d/rdr stop

When shutting the system down, the following output should appear to advise that the service has been stopped.



Shutting down [Redirector]
You may set SYSTEM_DEBUG=0 to disable the debug messageCurrent Us
er Name : rootUsing SYSTEM_TYPE : linuxUsing SYSTEM_ARCH : x86_ 64
Using RDR_HOME : /usr/local/rdrUsing JAVA_HOME : /usr/lo cal/rdr/javaUsing CATALINA_HOME : /usr/local/rdr/tomcatUsing CATALINA _OUT : /usr/local/rdr/logs/catalina.outUsing JAVA_OPTS : -Djav a.net.preferIPv4Stack=true -Djava.library.path=/usr/local/rdr/tomcat/ libUsing CATALINA_OPTS : -Dtc.log.path=/usr/local/rdr/logs -Dtc.work. path=/usr/local/rdr/work -Dtc.rdr.conf.path=/usr/local/rdr/conf -Dja vax.servlet.context.tempdir=/usr/local/rdr/work
scopping KDK service Waiting for the RDR process (PID=16188) to terminate . OK [Redirector] is stonned



3 Uninstallation

This chapter describes how to uninstall AhsayRDR from your computer.

3.1 Windows

1. Go to [Start Menu] -> [Programs] -> [AhsayRDR] -> [Uninstall].



2. The uninstall wizard will be shown on the screen





3. Click [Yes] to start uninstalling AhsayRDR.

AhsayRDR Uninstall	×
Uninstall Status Please wait while AhsayRDR is removed from your computer.	
Uninstalling AhsayRDR	
	Cancel

4. Once uninstall has completed, the system would show the following dialog box. Please click on the [OK] to continue.

ninstall	
1	If your systemhome and userhome are located in the AhsayRDR, please ensure that you have migrated them to the new AhsayRDR installation directory before removing the directory: [C:\Program Files\AhsayRDR\]
	ОК

The system would automatically open a window to the installation path, so that the configuration files can be copied/backed up if required.

5. AhsayRDR is now removed from your system.



3.2 Linux/Solaris/FreeBSD

- 1. Logon as root to the Linux/Solaris/FreeBSD machine.
- 2. Move to the \$AhsayRDR_HOME directory and run the uninstall script using the command shown below.

```
cd /usr/local/rdr
sh ./bin/uninstall.sh
```

The following output would appear after running the script. The script would stop AhsayRDR service and also remove the startup script so that the service will not start at boot up.

Verifying current user privilege Current user has enough privilege to "uninstall".	
Using RDR_HOME: /usr/local/rdr Using JAVA_HOME: /usr/local/rdr/java Try to shutdown [Ahsay Redirector]	
	 : 1
<pre>inuxUsing SYSTEM_ARCH : x86_64</pre>	/us : / ack= og.p /usr
Waiting for the RDR process (PID=16485) to terminate . OK Wait 5 seconds before [Ahsay Redirector] is down Remove [Ahsay Redirector] (rdr) from service Uninstall Service for NIX type OS Using init script path /etc/init.d Using run level script path /etc/rc.d Removing symbolic link from run levels Removing script file rdr from /etc/init.d [Ahsay Redirector] uninstall service is complete! It is now safe to remove files from /usr/local/rdr	

3. (Optional) After the AhsayRDR service entry us removed from the system, you can remove the \$AhsayRDR_HOME by:

[root]# export AhsayRDR_HOME=/usr/local/rdr
[root]# rm -rf \$RDR_HOME

This will remove all system files under the \$AhsayRDR_HOME directory.



4 Quick Start

This chapter describes the minimum steps required to start using AhsayRDR. Please consult the information in the following chapters for a complete reference to all features available in AhsayRDR.

4.1 Getting started

To setup your AhsayRDR, please do the followings:

- 1. Point your browser to http://<your-rdr-server>/.
- 2. Login as AhsayRDR administrator.

The default login name and password is "system" and "system" respectively.





Setup AhsayRDR.

Server Configuration Software License	Logout
	~
System Settings	
Login Name : system	
Password : ••••••	
Host Name : localhost	
System Home : C:\Program Files\AhsayRDR\system	=
Backup : Login Name Password Protocol Hostname Port Status	
Server New http V Enable	*
Email System Settings	
SMTP Server : Host Name Login Name Password 1. your.smtp.server New	
Report Sender : Name EMail RDR Report Sender report.sender@your.company	
Administrator Contact : Name EMail 1. RDR Admin Contact admin.contact@your.company New	
System Job Time to run	
Duplicated User Check : O Enable O Disable Daily At 00 V : 00 V MM	
Options	
Language Settings : V Bulgarian V Catalan V Czech	
V Danish V German V Greek Modern	
✓ English ✓ Spanish ✓ Basque	~

Before using AhsayRDR, please do the following:

3. Set your backup server.

Enter the login name and password of system administrator of backup server in the [Login Name] and [Password] textbox of the [Backup Server] section.

Select the protocol, "http" or "https", communicated with the backup server in the [Protocol] drop down list.

4. Press the [Update] button.



5 Configure AhsayRDR

5.1 Overview

This chapter describes how you can use the [Manage System] -> [Server Configuration] page (shown below) to manage the configuration of AhsayRDR.

Manage System Manage Lo	<u>po</u>		Administrator's Guide Select Language
Server Configuration Soft	tware License		Loqout
			<u>^</u>
System Settings			
Login Name : system			
Password :	•••••		
Host Name : localhost			
System Home : C:\Program	m Files\AhsayRDR\system		E
Backup : Logi Server	n Name Password	Protocol Hostname	Port Status
New		http 🖌	Enable 💌
Email System Settings			
SMTP Server	Host Name Login 1. your.smtp.server New	Name Password	
Report Sender	RDR Report Sender	gyour.company	
Administrator Contact	: Name EMail 1. RDR Admin Contact admin.com New	ntact@your.company	
System Job		Time to run	
Duplicated User Check	: 🔘 Enable 💿 Disable	Daily At 00 💙 : 00 💙 MM	
Options			
Language Settings	: 🗹 Bulgarian	Catalan	Czech
	🗹 Danish	German	Greek Modern
	English	Spanish	🗹 Basque 💌

The following table shows all settings under the [Manage System] -> [Server Configuration] Menu.

Кеу	Description
Login Name / Password	The username and password of the AhsayRDR system account.
Host Name	AhsayRDR Hostname.
System Home	The directory where AhsayRDR stores its system information. The default AhsayRDR system home is %AhsayRDR_HOME%\system. (Normally, you do not need to modify the value of this setting unless you want to store this information elsewhere.)
Backup Server	The AhsayOBS backup server(s) that AhsayRDR connects to.
SMTP Server	The SMTP server that AhsayRDR will use to



	deliver its email reports.
Report Sender	The name of email address that will be used as a sender for all outgoing emails.
Administrative Contact	The name(s) and email address (es) of the system administrator.
Duplicated User Check	System job to check duplicated users on the listed AhsayOBS
Language Setting	It determines whether different languages are enabled.

5.2 Language Settings

The language of web interface can be easily changed to another language by:

- 1. Click the [Select Language] link available on the top right hand corner of web interface.
- 2. Select the language of your choice.
- 3. All text messages from the original window are now displayed in the language you have just selected (see example below).



Manage Systen	Manage L	Log			A	dministrator's G	uide Sele	ct La	nguage
Server Configu	ration <u>So</u>	ftware License							Logout
									^
System Settir	igs								
Login Name	: system	🖉 Select Language - Wind	🗖 🗖 🔀						
Password	: •••••	😢 config/index.jsp?content=edi	ServerConfig 🗙						
Host Name	: localhos	0 0 1 1 1 1	^						
System Home	: C:\Progr	Select yo	ur]				
Backup	: Log	language		Protocol	Hostname	Port	Status		
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	2. Sys	Български		http 🗸	obs2.back-up.com	80	Enable	~	窗
	3. sys	Català		http 🖌	192.168.6.129	80	Enable	~	谊
	New	Catala	-	http 🗸		80	Enable	~	
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		Deutsch							=
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The languages supported by AhsayRDR are listed in the Appendix A. Ahsay Systems Corporation Limited



If you uncheck all checkboxes for all languages available in [Manage System] -> [Server Configuration] -> [Language Setting], the [Select Language] will no longer be available on the top right hand corner of web interface (you need to refresh the top menu bar to see the change). Users will not be able to change the language of web interface.

lanage Systen	n <u>Manage L</u>	<u>_oq</u>			E	dministrator's (<u>Guide</u> <u>Sele</u>	ct La	ngua
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Login Name	: system	🖉 Select Language -	Wind 📃 🗖 🔯	3					
Password	:	🖉 config/index.jsp?conter	nt=editServerConfig 🗙						
Host Name	: localhos	Coloct	Vour						
System Home	: C:\Progr		your]				
Backup	: Log	langua	ige.	Protocol	Hostname	Port	Status		
Server	1. Sys			http 🖌	obs1.back-up.com	80	Enable	*	Î
	2. Sys	Englis	h	http 🗸	obs2.back-up.com	80	Enable	~	Î
	3. sys	Esnañ	ol	http 🗸	192.168.6.129	80	Enable	~	Ŵ
	New	copon		http 🗸		80	Enable	~	
Email System	Settings	Euskei	ra						
SMTP Server		中文 (管	(体)	ne Pass	word				
		1.2.10							
		中文(繁	(體)						
Report Sende	r								
				r.company					
Administrato	r Contact								
				@your.company					
			8						
System Job		😜 Internet	🔍 100% 🝷	👬 Time to run					
Duplicated Us	er Check	: O Enable	e 💿 Disable	Daily At 00 🗸	: 00 🕶 MM				
Options									
Language Set	tings	Bulgarian		Catalan		Czech			
		Danish		German		🗌 Greek I	Modern		
		🗹 English		🗹 Spanish		Basque			
		Finnish		French		Hebrew	/		
		Hungarian		Icelandic		🗌 Italian			
		Japanese		Korean		🗌 Lithuan	ian		
		Dutch		Norwegian		Polish			
		Portuguese (B	razil)	Portuguese	(Portugal)	Roman	ian		
		Russian		Slovenian		Swedis	h		
		Thai (Western	digits)	Turkish		Ukraini	an		
		Chinese (Sim	olified)	Chinese (Tr	aditional)				
		_							
			Updat	Reset					

5.3 Adding a new AhsayOBS to the AhsayRDR

A new AhsayOBS member backup server can be added to AhsayRDR by:

- 1. Enter the login name and password for the system administrator of the newly added backup server in the [Login Name] and [Password] text box in the [Backup Server] section.
- 2. Select the protocol, "http" or "https" which can communicate to the newly added backup server in the [Protocol] drop down list.
- 3. Enter the hostname (or IP address) and port of the backup server in the [host name] and [port] textbox.
- 4. Press the [Update] button.



Example 1:

If a new host, 192.168.6.129 with port 80 is added to the AhsayRDR

Manage System	Mana	ige Log				Admin	nistrator's G	uide <u>Selea</u>	ct Language
Server Configur	ation	Software License							Logout
System Setting]5								
Login Name	: syst	em							
Password	: •••	••••••							
Host Name	: loca	lhost							
System Home	: C:\P	rogram Files\AhsayRDR\s	ystem						
Backup Server	:	Login Name system	Password	Protocol http	H 0	lostname bbs1.back-up.com	Port 80	Status Enable	v û
	2.	system	••••	http 💉	 0 	obs2.back-up.com	80	Enable	v
	New	system	•••••	http 💊	1	192.168.6.129	80	Enable	¥>
Email System : SMTP Server	Settin	gs : Host Nam 1. your.smtp.s New	e Login Na server	ame Pas	55W	ord			
Report Sender		RDR Report Ser	EMail nder report.sender@yo	ur.company					
Administrator	Conta	ct : Name 1. RDR Admin New	EMail n Contact admin.conta	ct@your.compai	ny				
System Job				Time to run					
Duplicated Use	r Cheo	c k : O Ena	ble 💿 Disable	Daily At 00	• :	00 💌 MM			
Options									
Language Sett	ings	 Bulgarian Danish English Finnish Hungarian Japanese Dutch Portuguese Russian Thai (Weste Chinese (Si 	(Brazil) am digits) mplified)	 Catalan German Spanish French Icelandic Korean Norwegiar Portugues Slovenian Turkish Chinese (* 	n e (P Trad	Portugal)	 Czech Greek M Basque Hebrew Italian Lithuania Polish Romania Swedish Ukrainia 	odern an n	
			Update	Reset					~

The xml file in %AhsayRDR_HOME%/conf/rdr.xml will be shown as follows.

rdr.xml

<key allowmultiple="N" content="" name="com.ahsay.rdr.core.key.rdr.Host"></key>
<value <="" inheritparentattribute="Y" name="rsv-system-password" td="" type="string"></value>
data="2dLf2cvC" />
<value data="Y" inheritparentattribute="Y" name="rsv-hashed-password" type="boolean"></value> <value data="http" inheritparentattribute="Y" name="rsv-protocol" type="string"></value> <value <="" data="192.168.6.129" inheritparentattribute="Y" name="rsv-hostname" td="" type="string"></value>
/>
<value data="80" inheritparentattribute="Y" name="rsv-port" type="long"></value> <value data="enable" inheritparentattribute="Y" name="rsv-status" type="string"></value>



When a new AhsayOBS is registered to a group of backup servers in the AhsayRDR, if a user on the new AhsayOBS can be found on the existing groups of backup servers, the following message will be shown and the new AhsayOBS cannot be registered to the backup server group.

Return error message "Update" button	e after click	^{ing} User,	obm-user, is a	ready exis	ste	d in OBS, 192.16	8.6.1	95:80	
System Settings									
Login Name	: syste	m							
Password	:		•••••						
Host Name	; local	host							
System Home	: 0.120	11-04\jo.kwoki680	RDRisystem						
Backup Server	1.1	ogin Name	Password	Protocol		Hostname	Port	Status	
	1.	system	*******	http	~	192.168.8195 com-user	80	Enable	× 1
	2.	system		http	~	192.158.6.195	90	Enable	Y
Register new	-> New	system		http	×	192.168.6.195	60080	Enable	×

Note:

When adding a new AhsayOBS to the AhsayRDR, make sure they are able to communicate each of the AhsayOBS members through http or https. As AhsayOBS will always check if there are duplicate users when a new user is added. Please ensure that you have loosen the IP restriction "ApiAccess" filter in the following XML file located on each AhsayOBS:

%OBS_HOME%\webapps\obs\WEB-INF\web.xml

5.4 AhsayOBS Hostname Setting

For the first time setup, it is strongly recommended when a new AhsayOBS backup server is added to AhsayRDR. On the new AhsayOBS server the [Manage System] -> [Server Configuration] -> [Use Redirector (AhsayRDR)] option is enabled to allow enforced duplication login name checking for the backup user accounts.

Here is a summary of the hostname settings of different AhsayOBS versions.

AhsayOBS version	Backup Client Connection Host
6.9 or above	Applicable to backup client created by system administrator.



	Manage System Manage	Log Manage User Manage Group
	Server Configuration Re	outine Job Software License Replice
	Use Redirector (RDR	
	Protocol	: http 🐱
	Hostname	rdr.reseller.com
	Login Name	: system
	Password	
	Administrator Hostnam	rdr.reseller.com
6.7	Applicable to backup administrator.	o clients created by system
	Manage System Manage	Log Manage User Manage Group
	Server Configuration R	outine Job Software License Replice
	System Settings	
	Login Name	: system
	Password	: •••••
	Host Name	rdr.reseller.com
6.5 or below	Use AhsayRDR's hos	stname.

Notes:

• Since version 6.9, it is required that all AhsayOBS in the AhsayRDR setup to be able to connect to each other, e.g. able to open/connect to the web interface of each other. Otherwise, some features may not be working properly, e.g. trial user registration and user authentication.

Please ensure that you have loosen the IP restriction "ApiAccess" filter in the following XML file located on each AhsayOBS:

%OBS_HOME%\webapps\obs\WEB-INF\web.xml

- Each connected member AhsayOBS server is required to update the [Manage System] -> [Server Configuration] -> [Administrator Hostname] field under [Use Redirector (RDR)] setting. For AhsayOBM/AhsayACB backup users created by the system administrator each backup client must connect to AhsayRDR using the Administrator hostname.
- If you are using AhsayOBS version 6.7, you are required to update the [Manage System] -> [Server Configuration] -> [Host Name] field under [System Settings], this value is equivalent to the [Administrator Hostname] field in AhsayOBS version 6.9.



- For AhsayOBM/AhsayACB backup users hosted under AhsayOBS version 6.7, each backup client must connect to AhsayRDR using host name field defined under [System Settings].
- For AhsayOBS version 6.5 or below, the hostname is NOT required to update. AhsayOBM/AhsayACB backup client must connect to AhsayRDR using the AhsayRDR hostname.
- If you upgraded AhsayOBS from version 6.7 to version 6.9 or above, you need to update the [Manage System] -> [Server Configuration] -> [Host Name] to AhsayOBS's host name manually.
- For AhsayOBM/AhsayACB backup users created by a reseller account each backup client must connect to AhsayRDR using the reseller hostname.

5.5 Removing an AhsayOBS from the AhsayRDR

Manage System	Mana	<u>ge Log</u>						Ad	lministrator's G	iuide <u>Sel</u>	<u>ect La</u>	anguage
Server Configu	ration	Software Lice	ense									Logout
System Settin	gs											
Login Name	: syst	em										
Password	: •••	•••••	•••••									
Host Name	: loca	lhost										
System Home	: C:\P	rogram Files\A	hsayRDR\sys	stem]				
Backup	:	Login Name	Р	assword		Protoco	1	Hostname	Port	Status		
Server	1.	system	•	•••••		http	*	obs1.back-up.com	80	Enable	~	Î
	<2	system	•			http	~	obs2.back-up.com	80	Enable		窗
	New					http	~			Enable	~	
Email System	Setting	JS										
SMTP Server			Host Name		Login Na	me	Pass	sword				
		1.	your.smtp.se	rver								
		New										
Report Sender		: Nam	e	EMail								
		RDR	Report Send	er report.s	ender@yo	ur.company						
Administrator	Conta	at :	Name	EM Contact	lail min conto	town on						
		L.	RDR Aumin (min.coma	u@your.com	ipany					
6 I I I		New										
System Job Duplicated Use	er Cher	·k :	0			Time to I	un Maria	00 11 111				
Ontinue			O Enabl	e 🕑 Disab	le	Daily At	0 ~	: 00 MM				
Language Set	tinas					-						
		. 🗹	Bulgarian			Catala	n		Czech			
			Danish			Germa	in		Greek N	lodern		
			nglish			Spanis	h		Basque			
			innisn			Frencr			Hebrew			
			Hungarian			L Iceian			L Italian			
			lapanese			🔲 Korean			Lithuanian			
			Portuguess (Brazil)		Rorture	yian	(Portugal)	Polish			
			-ontuguese (t	518211)			uese	(Fortugal)	Swedick			
			Kuasidii Thai (Western	a dicita)		Turkia	an		Ukrainia			
			Thinese (Sim	nolified)		Chiper	e (T	aditional)				
			anneae (ann	(p				a anti-on hary				

An AhsayOBS backup server can be removed from AhsayRDR

1. Click on the recycle bin of the AhsayOBS server you want to remove and pressing [OK].



 On the respective AhsayOBS server the web console under the [Manage System] -> [Server Configuration] and unselect the [Use Redirector (RDR)] option and press [Update].

Example:

If the host (192.168.6.129) with port 80 is removed from the AhsayRDR 192.168.6.124, the following diagram shows this situation.

Manage System	Mana	<u>qe Loq</u>					Adr	ministrator's G	Suide Sele	ect La	inquage
Server Configur	ation	Software License	2								Logout
											^
System Setting	gs										
Login Name	: syst	em									
Password	: •••	•••••	•••••								
Host Name	: loca	lhost									
System Home	: C:\P	rogram Files\Ahsa	yRDR\system]				
Backup		Login Name	Passwor	d	Protocol		Hostname	Port	Status		
Server	1.	system	••••••	•	http	~	obs1.back-up.com	80	Enable	~	Ŵ
	2.	system	•••••	•	http	*	obs2.back-up.com	80	Enable	*	۳
	з.	system	•••••	•	http	~	192.168.6.129	80	Enable	~	Ì
	New				http	~		80	Enable	~	
Email System	Setting	js									
SMTP Server		: Hos 1. you New	st Name Ir.smtp.server	Login Na	ime F	ass	word				=
Report Sender		: Name RDR Re	EMa port Sender repo	il ort.sender@yo	ur.company]				
Administrator	Conta	1. RD	me R Admin Contact	admin.conta	ct@your.com	bany					
System Job					Time to ru	In					
Duplicated Use	er Cheo	:k :	🔿 Enable 💿 Di	sable	Daily At 00) ~	: 00 🛩 мм				
Options											
Language Sett	ings	· V Bulg V Dan V Eng V Finn	garian ish lish ish		 Catalan German Spanish French 	1		 ✓ Czech ✓ Greek I ✓ Basque ✓ Hebrew 	Modern		
		☐ Hungarian ☐ Japanese ☐ Dutch ☐ Portuguese (Brazil)		☐ Icelandic ☐ Korean ☐ Norwegian ☐ Portuguese (Portugal)		(Portugal)	☐ Italian ☐ Lithuanian ☐ Polish ☐ Romanian				
		Russ Thai Chir	sian i (Western digits) nese (Simplified)		Sloveni Turkish	an e (Tr	aditional)	Ukrainia	h an		
				Update	Reset						~



erver Configurat	tion	Software License						
erver comgara	tion	Software Electise						3
System Settings	5							
Login Namo	evet							
Login Name .	. syst	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
Password :	•••		••					
Host Name :	loca	host						
System Home :	C:\P	ogram Files\AhsayRDR	\system					
Backup :		Login Name	Password	Protocol	Hostname	Port	Status	
Server	1.	system	•••••	http 🔽	obs1.back-up.com	80	Enable	~ 1
	2.	system	•••••	http 🗸	obs2.back-up.com	80	Enable	~ 1
	з.	system	•••••	http 🗸	192.168.6.129	80	Enable	~ โ
	New			http 🗸		80	Enable	~
Email System S	ottin	16						
eport Sender		New New	Remove based	ackup server 192.168.6.	.129:80?			
Report Sender Administrator C	onta	New Name RDR Report S tt : Name 1. RDR Adn	Remove ba	ackup server 192.168.6. OK Cancel contact@your.company	.129:80?			
Report Sender Administrator C	onta	I. yourship New RDR Report S I. RDR Adn New	Remove by	Cancel	129:80?			
Report Sender Administrator C System Job Duplicated User	Chec	i you shi New RDR Report S it : Name 1. RDR Adn New	Remove ba	Cancel	129:80 7			
Report Sender Administrator C System Job Duplicated User Options	Chec	I: Joursmin New	nin Contact admin.c	Ackup server 192.168.6. X Cancel contact@your.company Time to run Daily At 00 V	129:80 7			
Report Sender Administrator C System Job Duplicated User Options Language Settin	Chec	I. joursmin New RDR Report S I. RDR Adn New k : ○ Er Bulgarian ♥ Danish ♥ English	nin Contact admin.c	Cancel Contact@your.company Time to run Daily At 00 V Catalan V German V Spanish	129:80 ?	♥ Czech ♥ Greek ł ♥ Basque	Modern	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Conta Chec	I. joursmit New RDR Report S I. RDR Adn New k : ○ Er Bulgarian ♥ Bulgarian ♥ English ♥ Finnish	nin Contact admin.c	Cancel Cancel Time to run Daily At 00 V Catalan V Catalan V Spanish V French	129:80 ?	♥ Czech ♥ Greek I ♥ Basque □ Hebrew	Modern	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Chec ngs	I: joursmy New RDR Report S It : Name I. RDR Adn New k : ○ Er Danish ♥ Finnish Hungariar	Remove be	Actup server 192.168.6. DK Cancel contact@your.company Time to run Daily At 00 V Catalan V German V Spanish V French Catalanci	129:80 7	♥ Czech ♥ Greek ! ♥ Basque ■ Hebrew ■ Italian	Modern	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Contae Chec	I: Joursmin New RDR Report S It : Name I. RDR Adn New k : ○ Er Danish ♥ English ♥ Finnish Hungariar Japanese	nin Contact admin.c	Cancel Cancel	129:80 ?	♥ Czech ♥ Greek I ♥ Basque Hebrew I Italian □ Lithuani	Modern	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Chec ngs	k : O English C English C English C English Finnish Hungariar Japanese Dutch	nin Contact admin.c	Cancel Cancel Cancel Cancel Cancel Cancel Time to run Daily At 00 Catalan	129:80 ?	 ✓ Czech ✓ Greek I ✓ Basque Hebrew Italian Lithuani Polish 	Modern ; ; ;	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Contae Chec	I: Joursmin New RDR Report S I: Name I: RDR Adn New k : O Er Sulgarian Danish English Finnish Hungariar Japanese Dutch Portugues	nin Contact admin.c	Cancel Cancel	(Portugal)	 ✓ Czech ✓ Greek I ✓ Basque Hebrew Italian Lithuani Polish Romani 	Modern ; ; ian	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Chec ngs	I. jour.smi New RDR Report S I. RDR Adn New I. RDR Adn I. RDR	nin Contact admin.c	Cancel Concen Concen Concegina	(Portugal)	 ✓ Czech ✓ Greek I ✓ Basque ✓ Hebrew Italian Lithuani Polish Romani Swedial 	Modern ; r ian h	
Report Sender Administrator C System Job Duplicated User Options Language Settin	Chec 195	I: Joursmin New RDR Report S I: Name I. RDR Addr. New I: O Er Bulgarian Danish E English Finnish Hungariar Japanese Outch Portugues Russian	Remove be nin Contact admin.c nable Disable	Carcel Carcel	129:80 ?	Czech Greek I Basque Hebrew Italian Lithuani Polish Romani Swedisl Ukraini	Modern ; ; ian ian h an	

5.6 Advanced Settings

5.6.1 AhsayOBS with Reseller Panel Setup

To support the group policy feature/reseller panel feature in AhsayOBS, AhsayRDR, AhsayOBS, AhsayOBM and AhsayACB v6.7.0.0 or above are required. Same configuration will be used with additional work on DNS setting, AhsayOBS setting and logon behaviour.

The following is applicable to first time setup with resellers or existing setup and planned to accommodate resellers.





5.6.1.1 AhsayOBS Setting

To ensure correct backup client authentication, OBS system host name and reseller host name must be entered correctly prior to using AhsayRDR. Please refer to <u>chapter 5.3</u> for details.

5.6.1.2 DNS Setting

To ensure correct redirection, reseller IP address must match to Redirector IP address.

Name	Туре	Value
r-m.redirector.com.	А	192.168.6.124
r.redirector.com.	CNAME	r-m.redirector.com.
s1.reseller.com.	CNAME	r-m.redirector.com.
s2.reseller.com.	CNAME	r-m.redirector.com.
b1.server.com.	А	192.168.6.126
b2.server.com.	А	192.168.6.127
b3.server.com.	A	192.168.6.128
b4.server.com.	А	192.168.6.129

Note: For the first time setup, it is strongly recommended to add backup servers in AhsayRDR and then enable AhsayRDR option in OBS to enforce duplication login name checking.



In general, login name cannot be duplicated in one single host. Therefore same reseller can be registered to one or more OBS as long as its backup clients passed duplication login name checking.

Duplication login name checking will be conducted when

- Adding new backup server in AhsayRDR
- Re-enabling backup server in AhsayRDR
- Update server configuration in AhsayRDR
- Enabling AhsayRDR option in AhsayOBS
- Change the system host name in AhsayOBS
- Change the reseller host name in AhsayOBS
- Create new backup client in AhsayOBS by system or reseller
- Create new trial backup client by AhsayOBM/AhsayACB

A system job can also help to detect any duplicated login name at specify time daily. This feature is introduced since v6.9.0.0. A system log message will be written when duplicated login name is found.

Syst	em Job				Time to run
Dupl	icated User	Check		💿 Enable 🔘 Disable	Daily At 14 🕶 : 30 🛩 MM
1617	02:30:00 PM	[info][sys	em][Threa	ad][Job][DuplicatedUserCheck]Startin	g duplicated user check
1618	02:30:00 PM	[info][syst	em][Threa	ad][Job][DuplicatedUserCheck]Start:	Duplicated user check
1619	02:30:00 PM	[info][sysl 'http://obs	em][Threa 2.test:670	d][Job][DuplicatedUserCheck]Duplica 0', 'http://obs1.test:6800'	ated Users '6031_ACB' was found in
1620	02:30:00 PM	[info][sysl 'http://obs	em][Threa 2.test:670	d][Job][DuplicatedUserCheck]Duplica 0', 'http://obs1.test:6800'	ated Users '6031_OBM' was found in
1621	02:30:00 PM	[info][syst http://obs	em][Threa 2.test:670	d][Job][DuplicatedUserCheck]Duplica 0', 'http://obs1.test:6800'	ated Users '6031_tester' was found in
1622	02:30:00 PM	[info][syst	em][Threa	ad][Job][DuplicatedUserCheck]End:Di	uplicated user check

5.6.1.3 Logon Behaviour

To ensure correct backup client authentication, please connect to either RDR host or reseller host according to the account creation.

If backup account is created by OBS system administrator, backup client should connect to AhsayRDR host name. Register RDR host name on AhsayOBS is also required. Please refer to <u>chapter 5.4</u> for details.

🧻 в	acki	up Server	
http	•	r.redirector.com	•

If backup account is created by reseller, backup client should connect to reseller host name.

В	lacki	up Server	
http	•	s1.reseller.com	-



It is strongly **recommended** to use a valid host name and avoid IP address for backup server connection.

AhsayOBM / AhsayACB version v6.7.0.0 or above can connect to the corresponding reseller by the following steps.

i. Send request to AhsayRDR

AhsayOBM/AhsayACB/web browser connects to the AhsayRDR with the user login credentials to make a query which AhsayOBS should be connected to.

ii. Reply to the client which backup server should be connected to

AhsayRDR will reply AhsayOBM/AhsayACB/web browser that the user is located at AhsayOBS on the IP/domain name eg: 192.168.6.127 . AhsayOBM/AhayACB/web browser will establish a new connection according to the following settings defined in the AhsayRDR management console.

Backup Server :	Login Name	Password	Protocol	Hostname	Port	Status
1	. system	•••••	https 🖌 🗸	192.168.6.126	443	Enable 👻 🛍
-==2	system	••••	http 🗸 🗸	192.168.6.127	80	Enable 🗸 📶
3	. system	•••••	https 🗸 🗸	192.168.6.128	443	Enable 💌 🛍
4	. system	•••••	http 🗸	192.168.6.129	80	Enable 💌 🛍
Nev	v		http 🗸			Enable 🖌

Suggestion: Due to the security concerns, it is recommended to use https as the default protocol. If http connection protocol is used, all clients' connection protocol (no matter using http/https) will be using http instead.

iii. Connect to the corresponding backup server

AhsayOBM/AhsayACB/web browser will establish a new connection to the AhsayOBS (192.168.6.127) using http protocol.

Example:





5.6.2 Add Additional Domain to the AhsayRDR

If a new domain is added to the AhsayRDR eg: r1.redirector.com to the existing setup. Add another IP address to the AhsayRDR and configure the connector in the server.xml to listen to the port of the newly added IP address are required.





DNS settings

Name	Туре	Value
r.redirector.com.	CNAME	r-m.redirector.com.
r-m.redirector.com.	А	192.168.6.124
r1.redirector.com.	CNAME	r-m1.redirector.com.
r-m1.redirector.com.	А	192.168.6.130
b1.server.com.	А	192.168.6.126
b2.server.com.	А	192.168.6.127
b3.server.com.	А	192.168.6.128
b4.server.com.	А	192.168.6.129
b5.server.com.	А	192.168.6.131
b6.server.com.	А	192.168.6.132

New connectors are required to add to the server.xml file on the AhsayRDR server. The %AhsayRDR_HOME%\conf\server.xml file is required to change as highlighted below.

Example:

:

server.xml

<Connector address="192.168.6.124" port="80"



maxHttpHeaderSize="8192" socketBuffer="16384" maxThreads="2000" minSpareThreads="20" maxSpareThreads="2000" maxKeepAliveRequests="100" enableLookups="false" redirectPort="443" acceptCount="200" connectionTimeout="60000" disableUploadTimeout="true" URIEncoding="utf-8" /> <Connector address="192.168.6.124" port="443" maxHttpHeaderSize="8192" socketBuffer="16384" maxThreads="2000" minSpareThreads="20" maxSpareThreads="2000" maxKeepAliveRequests="100" enableLookups="false" redirectPort="443" acceptCount="200" connectionTimeout="60000" disableUploadTimeout="true" URIEncoding="utf-8" SSLEnabled="true" scheme="https" secure="true" keystoreFile="conf/keystore" keystorePass="changeit" clientAuth="false" sslProtocol="TLS" /> <Connector address="192.168.6.130" port="80" maxHttpHeaderSize="8192" socketBuffer="16384" maxThreads="2000" minSpareThreads="20" maxSpareThreads="2000" maxKeepAliveRequests="100" enableLookups="false" redirectPort="443" acceptCount="200" connectionTimeout="60000" disableUploadTimeout="true" URIEncoding="utf-8" /> <Connector address="192.168.6.130" port="443" maxHttpHeaderSize="8192" socketBuffer="16384" maxThreads="2000" minSpareThreads="20" maxSpareThreads="2000" maxKeepAliveRequests="100" enableLookups="false" redirectPort="443" acceptCount="200" connectionTimeout="60000" disableUploadTimeout="true" URIEncoding="utf-8" SSLEnabled="true" scheme="https" secure="true" keystoreFile="conf/keystore" keystorePass="changeit" clientAuth="false" sslProtocol="TLS" /> :

:



6 Migration Guide

This chapter mentions how you can share the workload of a backup server with huge amount of backup users by using the AhsayRDR.

For example, a backup server with IP address 192.168.6.124 contains 1000 backup users. The following diagram illustrates this scenario.



Now, 4 backup servers with IP addresses 192.168.6.125 - 128 are used. Each backup server contains 250 backup users. A new AhsayRDR, which is installed in the machine (IP: 192.168.6.124, same as the original backup



server), controls the traffic to four backup servers (192.168.6.125 – 128) from the request of AhsayOBM / AhsayACB as shown in the following diagram.



To perform the migration, please follow the steps below:

- 1. Stop the service of current backup server, 192.168.6.124.
- 2. Setup four instances of backup server on different machines, using IP address: 192.168.6.125 128.
- Separate the original user home in the original backup server into four different user homes stored by four different machines (192.168.6.125 – 128). For information on how to move users from one user home to another, please refer to our <u>AhsayOBS Administrator's</u> <u>Guide</u>.



- 4. Set individual user home location in the xml file (obs.xml) in the directory, %AhsayOBSR_HOME%\conf in each backup server.
- 5. Start the service of all backup servers.
- 6. Install the AhsayRDR in the machine (192.168.6.124).
- 7. Logon to the AhsayRDR as system administrator.
- 8. Set the configuration of each backup server in the [Manage System] -> [Server Configuration] menu as follows. The login name, password, IP addresses, communication protocol and port of the four backup servers are system, system, 192.168.6.125 128, http and 80 respectively.

anage System <u>Ma</u>	inage Lo	a						Administrator's (<u>Guide</u> <u>Sele</u>	ct Langua
erver Configuratio	n <u>Soft</u>	ware License								Logo
System Settings										
Login Name : S	ystem									
Password : •	•••••	•••••	•							
Host Name : 10	calhost									
System Home : C	:\Progra	m Files\AhsayRDR	system]			
Backup :	Logi	n Name	Password		Protocol	_	Hostname	Rort	Status	
Server	1. Syste	ent -	•••••		http	~	192.168.6.125	80	Enable	v
C	2. syste	em	•••••		http	~	192.168.6.126	80	Enable	~
	3. syste	em	•••••		http	~	192.168.6.127	80	Enable	 II
	4. syste	999	•••••		http	~	192.168.6.128	80	Enable	i
Ne	ew		1		http	~		80	Enable	~
Email System Sett	ings									
SMTP Server		1. your.smtp	server	Login Na	me Pa	ass	sword			
Report Sender		RDR Report Se	EMail ender report.se	nder@you	ur.company]			
Administrator Con	tact	1. RDR Adm	in Contact adn	uil nin.contac	t@your.comp	any				
System Job					Time to ru	n				
Duplicated User Ch	neck	: O En	able 💿 Disable	e	Daily At 00	~	: 00 🛩 MM			
Options										
Language Settings	5	 Bulgarian Danish English Finnish Hungarian Japanese Dutch Portugues Russian 	e (Brazil)		 Catalan German Spanish French Icelandic Korean Norwegiz Portugue Slovenia 	s an ise	(Portugal)	 ✓ Czech ✓ Greek I ✓ Basque Hebrew Italian Lithuan Polish Roman Swedis 	Modern , ian ian	
		Thai (Wes	tern digits)		Turkish	-	1947 - 18	Ukraini	an	
		Chinese (simplified)		L Chinese	(Tr	aditional)			
				Update	Reset					

- 9. Start the service of AhsayRDR.
- 10. Migration is completed successfully.

The above steps describe how to migrate one backup server to four backup servers by using AhsayRDR. Any latest version (v5.5.2.0 or after) of AhsayOBM / AhsayACB can connect to the corresponding backup server by the following steps.

11. Send request to the AhsayRDR (192.168.6.124).



- 12. Receive the reply from RDR (192.168.6.124) which contains the information of the backup server (one of the four backup servers) that the AhsayOBM / AhsayACB should connect to.
- 13. Connect to the corresponding backup server.

Any legacy version (v5.5.1.0 or before) of AhsayOBM / AhsayACB can connect to the corresponding backup server by the following steps. The following diagram shows this situation.

- 14. Send request to the AhsayRDR (192.168.6.124).
- 15. RDR (192.168.6.124) forwards the backup or restore traffic to the corresponding backup server since the AhsayRDR contains all information of backup server (192.168.6.125 128).

In this case, the users do not need to know the information of corresponding backup server and still can connect to the corresponding backup server.







7 Monitoring System Activities

This chapter describes how you can use the [Manage Log] -> [System Log] page (shown below) to review system activities of AhsayRDR.

7.1 Reviewing System Log

When you click the [Manage Log] -> [System Log] link available at the top menu, the [System Log] panel will appear. It lists all system messages / warnings / errors logged within the date shown on the drop down list. You can review the system messages / warnings / errors logged on any particular date by selecting the required date from the dropdown list.

Manage 3	lystem Manage Log		Administrator's Guide Select Langua
System	Log		Logo
		<< 1.2 >>	
No.	Timestamp	Message	
1	10:20:13 AM	[info][system] Instance check starting.	
2	10:20:13 AM	[info][system] Instance checking ending.	
3	10:20:10 AM	[info][system] Instance check starting.	
4	10:20:11 AM	[info][system] Instance checking ending.	
5	10:20:42 AM	[info][www][Logon] 'system' logon failed. IP='127.0.0.1'. Reason=Logon Failed!	
6	10:20:52 AM	[info][www][System][Logon] admin logged on successfully. IP=127.0.0.1 session=8D4AS0F381F191939F879988111E9816	
7	03:40:45 PM	[info][system] Instance check starting.	
8	03:40:45 PM	[info][system] Instance checking ending.	
9	03:40:42 PM	[info][system] Instance check starting.	
10	03:40:43 PM	[imo][system] instance checking enang.	
11	03:41:09 PM	[imd_iwww][system][Logon] admin logged on successfully. IP=127.0.0.1 session=954661F34DF0E7C4550E54F3E723511	
10	03:47:52 PM	[imo_system] instance check starting.	
13	03:47:52 PM	[integraystem] Instance checking enong.	
10	03:47:50 PM	[into][system] instance check starting.	
10	03.47.31 PH	[mog system] instance checking enong. [lock_www.Westem/Westem/Westem/Sciences and an excession/instances - Records and a statistic second a statistic	
10	03:40:10 PM	[integravity][assem][asse	
10	04:02:57 PM	[integraving[corport] system ingon rated, the application construction rated in the system of the system ingon rated in the system of the syst	
10	04:02:57 PM	[integ]western[][cspitern][cogin] earnin (opped on succession); in all net not session=E25285560-C27469000876090025528	
20	04:05:29 PM	Linfo Existem [LindateServerConfig] Before write rdr. vm], 19396509	
21	04:05:29 PM	Linfo Texstem [LindateServerConfin] After write nr. xml. 19396509	
22	04:05:29 PM	[info][existem] Instance check starting.	
23	04:05:29 PM	[info][system] Instance checking ending	
24	04:05:29 PM	[info][system][UpdateServerConfig] After run instance check, 19396509	
25	04:05:51 PM	[info][system][UpdateServerConfig] Before update, 19396509	
26	04:05:51 PM	[info][system][UpdateServerConfig] Before write rdr.xml, 19396509	
27	04:05:51 PM	[info][system][UpdateServerConfig] After write rdr.xml, 19396509	
20	04:05:51 PM	[info][system] Instance check starting.	
29	04:05:51 PM	[info][system] Instance checking ending.	
30	04:05:51 PM	[info][system][UpdateServerConfig] After run instance check, 19396509	
31	04:21:44 PM	[info][system][UpdateServerConfig] Before update, 19396509	
32	04:21:44 PM	[info][system][UpdateServerConfig] Before write rdr.aml, 19376509	
33	04:21:44 PM	[info][system][UpdateServerConfig] After write rdr.xml, 19396509	
34	04:21:44 PM	[imo][system] Instance check starting.	
35	04:21:44 PM	[into][system] Instance checking ending.	
35	04121144 PM	[into]system][updateserver.comg] atter run instance check, 19396509	
37	04:29:05 PM	[integsystem][updateServerComg] Before update, 19395592	
38	04:29:05 PM	[info]system[[UpdateServerComg] server write rdr.zm], 3936509	
40	04:29:05 PM	Endographic production of the second statement of the second se	
41	04-20-05 PM	[info grant and instance checking and an	
42	04:29:05 PM	Linds Use the Mindate Server Contin 1 After run instance sherk. 19396509	
43	04:30:25 PM	infoll system Instance check starting.	
44	04:30:25 PM	info system instance checking ending.	
45	04:30:29 PM	finfold system Instance check starting.	
46	04:30:29 PM	[info][system] Instance checking ending.	
47	04:34:42 PM	[info][www][System][Logon] admin logged on successfully. IP=127.0.0.1 session=A3986F0C7E94C6AC2DE35771689D1DBE	
48	04:35:37 PM	[info][system][UpdateServerConfig] Before update, 19396509	
49	04:35:37 PM	[info][system][UpdateServerConfig] Before write rdr.xml, 19396509	
50	04:35:37 PM	[info][system][UpdateServerConfig] After write rdr.xml, 19396509	

Powered by Ahsay Redirector v5.5.2.0 Copyright (c) 1999-2000

Кеу	Description
Date	The date when all message are logged.
Rows / Page	The number of rows to display per page.
Timestamp	The time when the message was logged.
Message	The system log message.



8 Working with AhsayOBS

This chapter describes the steps required for AhsayRDR to work with other components, e.g. AUA and API.

8.1 IP Restrictions in configuration file of AhsayOBS.

AhsayOBS, by default, accepts and handles only the API requests originating from the same local machine only. To allow the use of API via AhsayRDR (AhsayRDR calls AhsayOBS API) and allow AhsayOBS to call API to each other AhsayOBS, you must loosen this restriction ("**ApiAccess**" filter) on the %OBS_HOME%\webapps\obs\WEB-INF\web.xml located on AhsayOBS.

For more information about updating the IP restrictions of AhsayOBS, please refer to the <u>Advanced Configuration Section of AhsayOBS Administrator's</u> <u>Guide</u>.

Alternatively, AhsayOBS application will connect to the AhsayRDR in a similar way. To allow AhsayOBS to access AhsayRDR, you must also loosen this restriction ("**UserConsole**" filter) on the %RDR_HOME%\webapps\rdr\WEB-INF\web.xml located on AhsayRDR.

8.2 Auto Update Agent

The AUA service that is bundled with v5.5.1.x or below would not be able to update from AhsayOBSR via AhsayRDR. To address this, the service itself would need to update from AhsayRDR server directly. The update files would need to be placed under %AhsayRDR_HOME%\webapps\obs\liveUpdate. Then, the AUA can be updated to a latest version automatically.

Once the AUA service is updated, it will be able to update the AhsayOBM and AhsayACB from AhsayOBSR backup server via AhsayRDR.

Note: AUA v2 does not support OBC upgrade from v5 to v6 on the following platforms:

- FreeBSD
- Solaris
- Mac OS X

AUA may update details on bundled Java that is packaged with AhsayOBM installation. Due to this reason, AUA will not support upgrades on these platforms as propriety Java are in use



8.3 AhsayOBS API with AhsayRDR

You may need to supply extra parameters when using AhsayOBS with AhsayRDR. For more information, please refer to the <u>AhsayOBS</u> <u>Administrator's Guide</u>.

8.4 AhsayOBS Host Name

For the host name settings in the AhsayOBS management console -> Manage settings, please refer to <u>chapter 5.4</u> for details.

8.5 AhsayRDR with AhsayOBS Reseller Panel

In order to use AhsayOBS with Reseller Panel enabled in an AhsayRDR setup, both AhsayOBS and AhsayRDR must be on v6.7.0.0 or above. In addition, all backup user accounts created by each reseller must be using AhsayOBM/AhsayACB v6.7.0.0 or above otherwise the backup clients may not be able to connect to AhsayOBS properly.

8.6 Reseller Host Name

If reseller is created, a valid reseller host name is required.

<u>Ianage System</u> <u>M</u>	<u> Ianage Log Manage User Manage Group R</u>	Policy Manage System User
Iv Profile Add System User List System User		
System User Set	ttings	
Login Name	: reseller	
Role	: Sub Admin 🔽	
Password	: •••••	
Name	: reseller	
Email	: reseller@backup.com	
Host Name	: s1.reseller.com	



9 Secure connection with AhsayRDR and AhsayOBS

This chapter describes how you can create secure connection with your AhsayRDR and AhsayOBS.

9.1 Overview

Default installation of AhsayRDR enables SSL (Secure Socket Layer) support using a dummy certificate (non-secure). For your own security, you are advised to replace the pre-installed dummy SSL certificate with a secure SSL certificate from a trusted CA (Certificate Authority). No matter your AhsayOBS and AhsayRDR are using the same domain name or using different domain name, any type of SSL cert can be used for the secure connection.

9.2 Installing a trusted SSL certificate

To replace the non-secure dummy SSL certificate with a secure SSL certificate, please do the following:

1. Identify the location of the keystore file.

You need to store your SSL certificate in a keystore file. The default location of the keystore file is %RDR_HOME%\conf\keystore.

2. Delete dummy certificate from keystore.

You can delete the dummy SSL certificate from the keystore by running:

```
%RDR_HOME%\java\bin\keytool -delete -alias tomcat -keystore
%RDR_HOME%\conf\keystore.
```

You will be prompted for the keystore password. The default password is "changeit".

Platform	Example		
Windows	C:\Program Files\AhsayRDR\conf> "C:\Program		
	Files\AhsayRDR\java\bin\"keytool -delete -alias		
	tomcat -keystore keystore		
Linux	[root]# keytool -delete -alias tomcat -keystore		
	/usr/local/rdr/conf/keystore		

3. Generate RSA key pair.

A SSL certificate contains a RSA key pair. You can generate a RSA key pair by running:



%RDR_HOME%\java\bin\keytool -genkey -alias tomcat -keyalg
RSA -keysize 2048 -keystore %RDR_HOME%\conf\keystore

Also, the key password for the alias "tomcat" must be the same as the keystore password. Please simply press the [Enter] key when you are prompted for the key password for tomcat (i.e. Press [Enter] when you see the "key password for <tomcat>" prompt).

Platform	Example		
Windows	C:\Program Files\AhsayRDR\conf> "C:\Program		
	Files\AhsayRDR\java\bin\"keytool -genkey -alias		
	tomcat -keyalg RSA -keysize 2048 -keystore keystore		
Linux	[root]# keytool -genkey -alias tomcat -keyalg RSA -		
	keysize 2048 -keystore /usr/local/rdr/conf/keystore		

4. Create a local Certificate Signing Request (CSR).

You can create a CSR for your SSL certificate by running:

%RDR_HOME%\java\bin\keytool -certreq -keyalg RSA -alias tomcat -file ssl.csr -keystore %RDR_HOME%\conf\keystore

Platform	Example		
Windows	C:\Program Files\AhsayRDR\conf> "C:\Program		
	Files\AhsayRDR\java\bin\"keytool -certreq -keyalg		
	RSA -alias tomcat -keystore keystore		
Linux	<pre>[root]# \$RDR_HOME/java/bin/keytool -certreq -keyalg</pre>		
	RSA -alias tomcat -keystore \$RDR_HOME/conf/keystore		

- 5. Submit the CSR file to a trusted CA of your choice. This process may take several hours to several days.
- 6. Download the SSL certificate from your CA, if your CA comes with intermediate certificate, please download it and import it into your keystore before you import your SSL certificate. Since the instruction may be different for different CA, please check with your CA for detailed instructions.
- 7. Import signed SSL certificate to the keystore from which the CSR was generated by:

```
%RDR_HOME%\java\bin\keytool -import -alias tomcat -
trustcacerts -file ssl.crt -keystore
%RDR_HOME%\conf\keystore
```

Platform	Example
Windows	C:\Program Files\AhsayRDR\conf> "C:\Program
	Files\AhsayRDR\java\bin\"keytool -import -alias
	tomcat -trustcacerts -file ssl.crt -keystore



	<pre>%RDR_HOME%\conf\keystore</pre>	
Linux	[root]# \$RDR_HOME/java/bin/keytool -list -alias	
	tomcat -keystore	

If you are getting the "**keytool error: java.lang.Exception: Failed to establish chain from reply**" message when importing the SSL certificate file from CA, please try double-clicking the ssl.crt file on Windows to view all **intermediate certificates** being used to sign your certificate and import all intermediate certificates (downloadable from your CA) into your keystore file before importing your SSL certificate. You can check with your CA for detailed instructions.

8. Check if you have installed the SSL certificate correctly by:

%RDR_HOME%\java\bin\keytool –list –alias tomcat –keystore %RDR_HOME%\conf\keystore

Platform	Example		
Windows	C:\Program Files\AhsayRDR\conf>"C:\Program		
	Files\AhsayRDR\java\bin"\keytool -list -alias tomcat -		
	keystore keystore		
Linux	[root]# \$RDR_HOME/java/bin/keytool -list -alias		
	tomcat -keystore		

Sample Output:

Please make sure that you are getting the type "keyEntry" instead of "trustedCertEntry" from the output above. If you are getting "trustedCertEntry", the most likely cause of this is that you are NOT importing the SSL certificate back into the same keystore from which the CSR was generated. The only solution to this is to find this keystore file and import the certificate(s) to the keystore file again. If you can't find this file, please repeat the instructions in this section from step 1 and try again.

* When asked for your "first and last name" during the key generation, please specify the domain that you will be using this certificate for. Please refer to the following example:

Full Example

C:\Program Files\AhsayRDR\conf> "C:\Program Files\AhsayRDR\java\bin\"keytool –genkey –alias tomcat –keyalg RSA – keystore keystore

Enter keystore password: changeit What is your first and last name? [unknown]: www.secure-company.com



What is the name of your organizational unit? [unknown]: NOT SECURE What is the name of your organization? [unknown]: NOT SECURE What is the name of your City or Locality? [unknown]: NOT SECURE What is the name of your State or Province? [unknown]: NOT SECURE What is the two-letter country code for this unit? [unknown]: NS Is <CN=www.secure-company.com, OU=NOT SECURE, O=NOT SECURE, L=NOT SECURE, ST=NOT SECURE, C=NS> correct? [no]: yes Enter key password for <tomcat> (RETURN if same as keystore password): C:\Program Files\AhsayRDR\conf> "C:\Program Files\AhsayRDR\java\bin\"keytool -certreg -keyalg RSA - alias tomcat file certreq.csr -keystore keystore Enter keystore password: changeit C:\Program Files\AhsayRDR\conf> "C:\Program Files\AhsayRDR\java\bin\"keytool -import -alias tomcat -keystore keystore -trustcacerts -file ssl.crt Enter keystore password: changeit Certificate reply was installed in keystore C:\Program Files\AhsayRDR\conf> "C:\Program Files\AhsayRDR\java\bin\"keytool –list –alias tomcat –keystore keystore Tomcat 2003/06/13, keyEntry, fingerprint (MD5): Certificate

Note: General SSL cert issued by CA is sufficient for the need of backup purpose. Extended Validation (EV) cert can also be used, it is designed for high-security usage, mainly used in browser. The cost of this cert is more expensive. Unified Communications Certificates (UCC) are also supported, please refer to http://support.godaddy.com/help/3908 for more information.

Please refer to the Chapter 19 of <u>AhsayOBS Administrators Guide</u> for the AhsayOBS SSL installation instruction.



10 External API References

This chapter describes the API's that can be called directly from AhsayRDR and how you can invoke different APIs. A full list of API calls can be found in Chapter 25 of the <u>AhsayOBS Administrators Guide</u>.

10.1 Overview

AhsayRDR API's can be invoked by using standard HTTP request method (i.e. either POST or GET). For example, to invoke the [Get License] API, simply use any programming/scripting language of your choice to invoke: http://AhsayRDR_SERVER/rdr/api/GetLicense.do?SysUser=system& SysPwd=system&Host=obs.yourserver.com to get the product version of AhsayOBS used and unused licenses available on a specified AhsayOBS server.

URL encoding must be applied to all non-alphanumeric parameters when submitting the API requests as specified in the HTTP protocol specification. For example, a value of "GMT-08:00 (PSL)" must be submitted to AhsayRDR as "GMT%2d08%3a00+%28PST%29" via an external API.

10.2 Limitations

API's invoked from AhsayRDR supports only System Administrator account (i.e. system user specified in %AhsayRDR_HOME%\conf\rdr.xml).

10.3 IP Restrictions

To avoid AhsayRDR API's from being exploited by hackers from an unauthorized network, AhsayRDR, by default, accepts and handles only the API requests originating from the same local machine. To loosen this restriction, please do the followings:

- 1. Open %AhsayRDR_HOME%\webapps\rdr\WEB-INF\web.xml.
- 2. Locate the LocalHostOnly filter under the "filter" section near the beginning of "web.xml".
- 3. Change the [Range1] parameter value from "127.0.0.1-127.0.0.1" (shown in red and bold above) to another range of IP addresses from where APIs can be invoked.

web.xml	
<filter></filter>	
<filter-name>LocalhostOnly</filter-name>	
<filter-class>com.ahsay.obs.www.IPFilter</filter-class>	



```
<init-param>
<param-name>Range1</param-name>
<param-value>localhost</param-value>
</init-param>
<init-param>
<param-name>Range2</param-name>
<param-value>127.0.0.1-127.0.0.1</param-value>
</init-param>
</filter>
```

For example, changing [Range1] value from "127.0.0.1-127.0.0.1" to "192.168.1.1-192.168.1.255" to allow the 192.168.1.x network to invoke the APIs.

```
web.xml (Updated)
```

```
....
<filter>
<filter-name>LocalhostOnly</filter-name>
<filter-name>LocalhostOnly</filter-name>
<filter-class>com.ahsay.obs.www.IPFilter</filter-class>
<init-param>
<param-name>Range1</param-name>
<param-value>localhost</param-value>
</init-param>
<init-param>
<param-name>Range2</param-name>
<param-value>192.168.1.1-192.168.1.255</param-value>
</init-param>
</filter>
...
```

Please note that you can configure more than two IP ranges by adding additional init parameters (i.e. "Range3", "Range4" and so on) to the filter XML tag. For example:

```
<filter>
```

```
<filter-name>LocalhostOnly</filter-name>
<filter-class>com.ahsay.obs.www.IPFilter</filter-class>
<init-param>
<param-name>Range1</param-name>
<param-value>localhost</param-value>
</init-param>
<init-param>
<param-name>Range2</param-name>
<param-value>192.168.1.1-192.168.1.255</param-value>
</init-param>
<init-param>
<param-name>Range3</param-name>
<param-value>192.168.2.1-192.168.2.255</param-value>
</init-param>
<param-value>192.168.2.1-192.168.2.255</param-value>
</init-param>
```



4. Restart your AhsayRDR service.

Note: A full list of API calls can be found in Chapter 25 of the <u>AhsayOBS Administrators Guide</u>.



11 Further Information

If you need any additional information, please submit your questions to our support team via our <u>Help Centre Ticketing System</u>.



Appendix Appendix A List of Supported Languages

Language Code	Language	
bg	Bulgarian	
са	Catalan	
CS	Czech	
da	Danish	
de	German	
el	Greek Modern	
en	English	
el	Spanish	
eu	Basque	
fi	Finnish	
fr	French	
hu	Hungarian	
is	Icelandic	
it	Italian	
iw	Hebrew	
ја	Japanese	
ko	Korean	
It	Lithuanian	
nl	Dutch	
no	Norwegian	
ро	Polish	
pt_BR	Portuguese (Brazil)	
pt_PT	Portuguese (Portugal)	
ro	Romanian	
ru	Russian	
sl	Slovenian	
SV	Swedish	
th_th	Thai (Thai Digit)	
tr	Turkish	
uk	Ukrainian	
zh_CN	Chinese (Simplified)	
zh_TW	Chinese (Traditional)	



Appendix B Details of AhsayRDR configuration file

The configuration of AhsayRDR is such as the login name and password for the system administrator is stored in the following xml file, %AhsayRDR_HOME%\conf\rdr.xml. The detail of each attribute in the xml file is shown in the following tables and there is an example xml file, rdr.xml as shown below.

Key Name	Descriptions
com.ahsay.rdr.core.key.rdr.Rdr	Stores the configuration of AbsavRDR
com.ahsay.rdr.core.key.rdr.Host	Stores the configuration of
	AhsayOBS under the AhsayRDR.
com.ahsay.rdr.core.key.rdr.Language	Stores the configuration of
	language selection window.
com.ahsay.rdr.core.key.rdr.License	Stores the configuration of
	license.
com.ahsay.rdr.core.key.rdr.SmtpServer	Stores the configuration of STMP
	server.
com.ahsay.rdr.core.key.rdr.ReportSender	Stores the configuration of report
	sender.
com.ahsay.rdr.core.key.rdr.AdminContact	Stores the configuration of admin
	contact

Value Name	Туре	Description
rsv-id	string	Indicates the ID value of AhsayRDR or AhsayOBS under AhsayRDR This value is unique.
rsv-login-name	string	Indicates the system login name of AhsayRDR.
rsv-password	string	Indicates the system password of AhsayRDR. During the startup of AhsayRDR service, if the system password is not hashed (by checking the field "rsv- hashed-password"), it will be considered as a clear text password. Then, the clear text password will be hashed and a hashed password is saved.
rsv-hashed-password	Boolean	Indicates whether the system password is hashed.





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		The default value is "Y" indicating that the password is hashed for AhsayRDR while the default value is "N" indicating that the password is NOT hashed for the host under AhsayRDR. - System password must not be hashed for AhsayOBS.
rsv-system-home	string	Indicates the location of system home of AhsayRDR.
rsv-system-login-name	string	Indicates the system login name of AhsayOBS.
rsv-system-password	string	Indicates the system password of AhsayOBS.
rsv-protocol	string	Indicates the communication protocol of AhsayOBS.
rsv-hostname	string	Indicates the hostname of AhsayOBS, i.e. the public IP accessible by AhsayACB/AhsayOBM. - Please make sure not blocked by firewall
rsv-port	long	Indicates the port of AhsayOBS.
rsv-xx *where xx is the abbreviation of language	boolean	Indicates the language is shown in the language selection window.



```
rdr.xml
<?xml version="1.0" encoding="UTF-8"?>
<Setting>
    <Key name="com.ahsay.rdr.core.key.rdr.Rdr" allowMultiple="N">
        <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="Rdr-1000001" />
        <Value name="rsv-login-name" inheritParentAttribute="Y"</pre>
type="string" data="system" />
        <Value name="rsv-password" inheritParentAttribute="Y"</pre>
type="string" data="VLUwclQ07rj46TQ+cfKBdg==" />
        <Value name="rsv-hashed-password"
inheritParentAttribute="Y" type="boolean" data="Y" />
        <Value name="rsv-system-home" inheritParentAttribute="Y"</pre>
type="string" data="C:\Program Files\AhsayRDR\system" />
        <Value name="rsv-host-name" inheritParentAttribute="Y"</pre>
type="string" data="rdr.dev.ahsay.com" />
        <Key name="com.ahsay.rdr.core.key.rdr.Language"
allowMultiple="N">
            <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="LANGUAGE-1000001" />
            <Value name="rsv-bg" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-ca" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-cs" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-da" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-de" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-el" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-en" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-es" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-eu" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-fi" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-fr" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-iw" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-hu" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-is" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-it" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-ja" inheritParentAttribute="Y"
type="boolean" data="Y" />
            <Value name="rsv-ko" inheritParentAttribute="Y"
type="boolean" data="Y" />
```

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<Value name="rsv-lt" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-nl" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-no" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-pl" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-pt_BR" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-pt_PT" inheritParentAttribute="Y"</pre> type="boolean" data="Y" /> <Value name="rsv-ro" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-ru" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-sl" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-sv" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-th_th" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-tr" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-uk" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-zh_CN" inheritParentAttribute="Y" type="boolean" data="Y" /> <Value name="rsv-zh TW" inheritParentAttribute="Y"</pre> type="boolean" data="Y" /> </Key> <Key name="com.ahsay.rdr.core.key.rdr.License" content="" allowMultiple="N"> <Value name="rsv-id" inheritParentAttribute="Y" type="string" data="License-1000001" /> <Value name="rsv-licensee-name" inheritParentAttribute="Y" type="string" data="Ahsay-RDR-SKIP_LIC_CHECK" /> <Value name="rsv-license-key" inheritParentAttribute="Y" type="string" data="t7dMA-JePFo-hF+Szz68XG-+g" /> <Value name="rsv-email" inheritParentAttribute="Y" type="string" data="" /> <Value name="rsv-company" inheritParentAttribute="Y" type="string" data="" /> <Value name="rsv-contact-name" inheritParentAttribute="Y" type="string" data="" /> <Value name="rsv-phone" inheritParentAttribute="Y" type="string" data="" /> </Key> <Key name="com.ahsay.rdr.core.key.rdr.Host" content="" allowMultiple="N"> <Value name="rsv-id" inheritParentAttribute="Y" type="string" data="Host-1000001" /> <Value name="rsv-system-login-name"



```
inheritParentAttribute="Y" type="string" data="system" />
            <Value name="rsv-system-password"
inheritParentAttribute="Y" type="string" data="xcnf3tfcxNTf" />
            <Value name="rsv-hashed-password"
inheritParentAttribute="Y" type="boolean" data="Y" />
            <Value name="rsv-protocol" inheritParentAttribute="Y"
type="string" data="http" />
            <Value name="rsv-hostname" inheritParentAttribute="Y"
type="string" data="obs1.dev.ahsay.com" />
            <Value name="rsv-port" inheritParentAttribute="Y"
type="long" data="80" />
            <Value name="rsv-status" inheritParentAttribute="Y"
type="string" data="enable" />
        </Key>
        <Key name="com.ahsay.rdr.core.key.rdr.Host" content=""
allowMultiple="N">
            <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="Host-1000002" />
            <Value name="rsv-system-login-name"
inheritParentAttribute="Y" type="string" data="system" />
            <Value name="rsv-system-password"
inheritParentAttribute="Y" type="string" data="xcnf3tfcxNTf" />
            <Value name="rsv-hashed-password"
inheritParentAttribute="Y" type="boolean" data="Y" />
            <Value name="rsv-protocol" inheritParentAttribute="Y"
type="string" data="http" />
            <Value name="rsv-hostname" inheritParentAttribute="Y"
type="string" data="obs2.dev.ahsay.com" />
            <Value name="rsv-port" inheritParentAttribute="Y"</pre>
type="long" data="80" />
            <Value name="rsv-status" inheritParentAttribute="Y"
type="string" data="enable" />
        </Key>
        <Key name="com.ahsay.rdr.core.key.rdr.Host" content=""
allowMultiple="N">
            <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="Host-1000003" />
            <Value name="rsv-system-login-name"
inheritParentAttribute="Y" type="string" data="system" />
            <Value name="rsv-system-password"
inheritParentAttribute="Y" type="string" data="xcnf3tfcxNTf" />
            <Value name="rsv-hashed-password"
inheritParentAttribute="Y" type="boolean" data="Y" />
            <Value name="rsv-protocol" inheritParentAttribute="Y"
type="string" data="http" />
            <Value name="rsv-hostname" inheritParentAttribute="Y"</pre>
type="string" data="obs3.dev.ahsay.com" />
            <Value name="rsv-port" inheritParentAttribute="Y"
type="long" data="80" />
            <Value name="rsv-status" inheritParentAttribute="Y"
type="string" data="enable" />
        </Key>
        <Key name="com.ahsay.rdr.core.key.rdr.SmtpServer"
content="" allowMultiple="N">
           <Value name="rsv-id" inheritParentAttribute="Y"</pre>
```



```
type="string" data="SmtpServer-1000001" />
            <Value name="rsv-host-name"
inheritParentAttribute="Y" type="string" data="smtp.dev.com" />
            <Value name="rsv-login-name"
inheritParentAttribute="Y" type="string" data="kevin.wong" />
            <Value name="rsv-password" inheritParentAttribute="Y"
type="string" data="0tLWmJiYmpk=" />
            <Value name="rsv-hashed-password"
inheritParentAttribute="Y" type="boolean" data="Y" />
        </Key>
        <Key name="com.ahsay.rdr.core.key.rdr.ReportSender"
content="" allowMultiple="N">
            <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="ReportSender-1000001" />
            <Value name="rsv-contact-name"
inheritParentAttribute="Y" type="string" data="RDR Report Sender"
/>
            <Value name="rsv-email" inheritParentAttribute="Y"
type="string" data="reportSender@smtp.dev.com" />
        </Key>
        <Key name="com.ahsay.rdr.core.key.rdr.AdminContact"
content="" allowMultiple="N">
            <Value name="rsv-id" inheritParentAttribute="Y"
type="string" data="AdminContact-1000001" />
            <Value name="rsv-contact-name"
inheritParentAttribute="Y" type="string" data="RDR Admin Contact"
/>
            <Value name="rsv-email" inheritParentAttribute="Y"
type="string" data="adminContact@smtp.dev.com" />
        </Key>
   </Key>
</Setting>
```



Appendix C Setup Example

The following diagram shows an example for the setup of AhsayRDR and AhsayOBS. It is recommended to use the high availability option of AhsayOBS to store the critical data since the other AhsayOBS can still work properly if one of them is stopped.





Appendix D Product Documentations

Please visit this <u>link</u> for the documentations of Products.