



Telappliant® cardassure™

Support Guide

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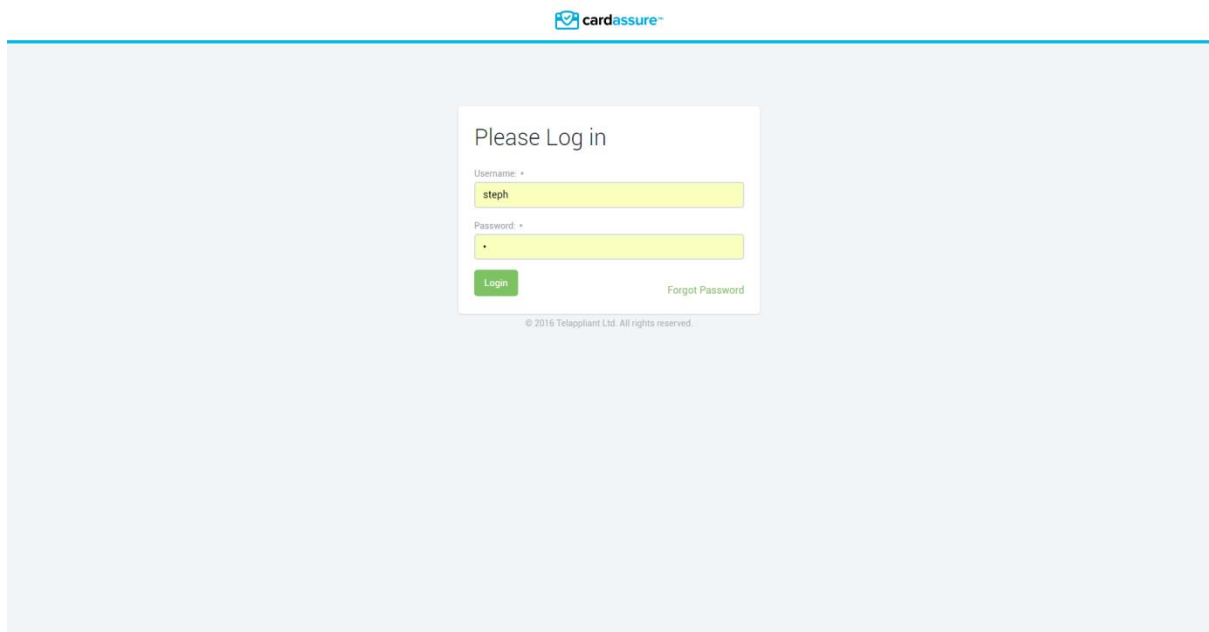
1 Login

1.1 Log in to cardassure

In your web browser navigate to the cardassure Login page:

<http://www.cardassure.co.uk>

and enter your username and password.



1.2 User account activation after registration

When a user account is created an email is sent to the newly created account that contains instructions on how to activate the account. This account would remain disabled until activated.

The email contains a link to cardassure, clicking on this link would verify and enable the account but also requires that the user sets a password.

1.3 Forgot password

If the user has forgotten their password then they are able to reset it by clicking on the *Forgot Password* link on the *Login* page.

This will ask the user for an email address, if the email address exists in cardassure then an email with instructions on resetting the password will be sent to the email.

The password cannot be changed by a System or Admin user, only by the user itself.

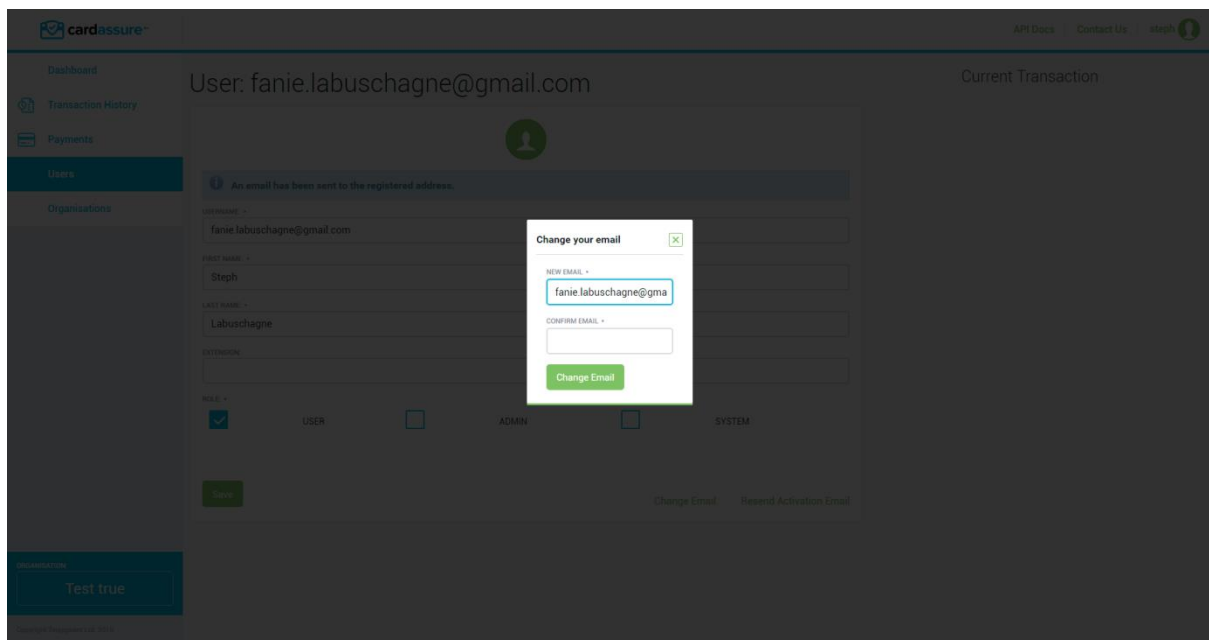
2 Users

2.1 Non-activated account – Change Email

As a System or Admin user you are able to change the email address of a non-activated account, in case the user entered an incorrect address.

Click on *Users – All Users – Edit* the particular user. Click on the *Change Email* button, this will open a popup which allows you to change the email address.

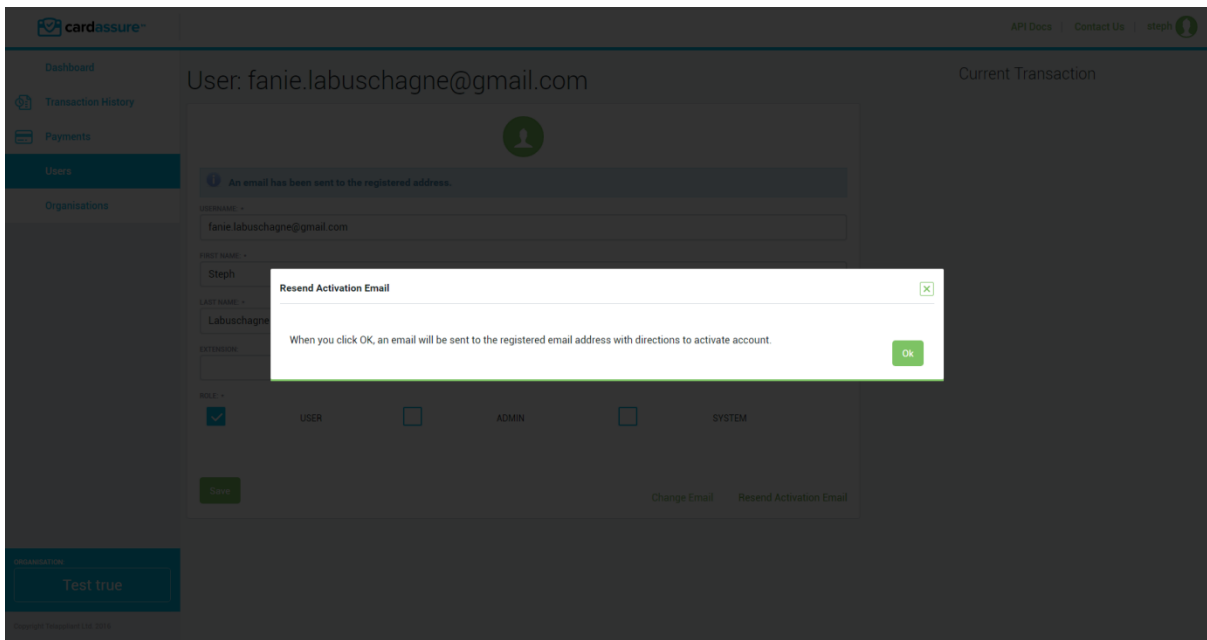
To resend the user's activation email click on the *Resend Activation Email* button, see [2.2 Non-activated account – Resend Activation Email](#)



2.2 Non-activated account – Resend Activation Email

As a System or Admin user you are able to resend the activation email of a non-activated account.

Click on *Users – All Users – Edit* the particular user. Click on the *Resend Activation Email* button, this will open a popup which allows you to send the activation email.



2.3 Activated account – Forgot Password

As a System or Admin User you are not permitted to change any user's password, only the user itself is able to do it.

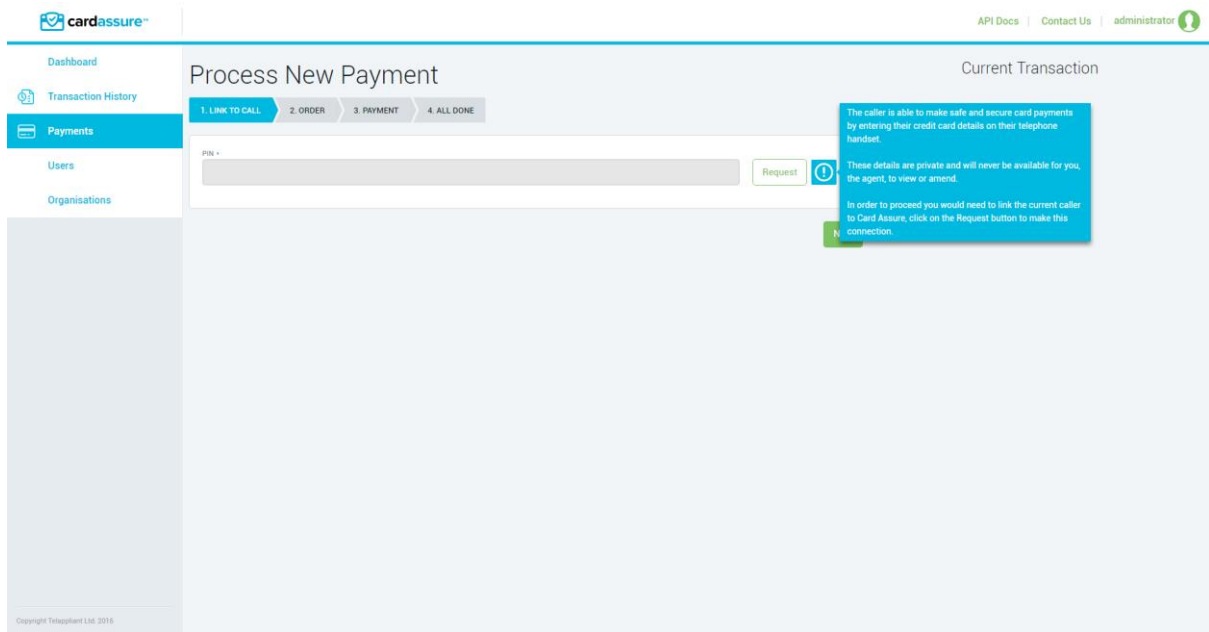
If a user did forget the password you can follow the Forgot Password process, this will simply email the user with instructions on resetting the password.

3 Payments

3.1 Link to Call - Pin popup blank or empty

When an Agent tries to process a payment but clicking on the *Request* button results in the following:

1. No popup is displayed
2. Popup displays but the Pin is blank or empty



3.1.1 Refresh page

The first thing to do is to get the Agent to refresh the page and try again. This may not solve the issue but it follows a process of elimination that could lead to a definitive resolution.

Pin numbers are maintain and cleared periodically but in some cases you might experience a duplicate set of numbers, refreshing the page will more than likely resolve the issue. There is a retry process in place that will automatically retry 5 times.

3.1.2 Web sockets

cardassure uses web sockets as the main source of communication from the Tacs servers to the client's browser. These web sockets constantly sends messages to the browser in order to keep it up to date, this is also the method used for displaying the credit card details to the agent as the user enters it on the phone.

If an agent is not able to get a pin to dial, they could follow these steps:

3.1.2.1 Browser support

Get the browser and version from the agent and check that it supports web sockets.

3.1.2.2 Network restrictions

Ensure that the Agent's network or proxy supports web sockets and does not block this protocol.

The web socket connects to a url, very similar to the web address that you see in the browser:

<https://www.cardassure.co.uk>

But looks like this (the protocol is ws but we use a secure web socket protocol, wss):

<wss://www.cardassure.co.uk>

3.1.2.3 Developer Tools

Check the Console log in the Developer Tools, see [3.1.3 Developer Tools](#)

3.1.3 Developer Tools

Most browsers today come with Developer Tools as standard. The Developer Tools provide access to HTML Elements, Sources, Network traffic and Console.

How to access the Developer Tools depends on the browser but the majority use F12 as a shortcut.

The Console section displays a log of your current session and is used to log communication from Tacs.

What will it log?

1. The web socket URL, hostname and protocols
2. An error will be shown if a web socket connection could not be established to the server
3. The pin message, sent from the browser to the server to start communication
4. All responses, including values and processes that the browser receives from Tacs

The Developer Tools Console can provide valuable information to anyone supporting the product, it displays enough information for you to debug and to find any issues.

4 Configuration

If the system is misconfigured in anyway the user would more than likely not be able to log into the system at all, but below we have some insight into configuration.

4.1 DNS

The entire host/URL configuration done on cardassure is stored in the DNS configuration of that cluster.

What does this mean?

The cardassure web front end needs to communicate with the cardassure api server, the cardassure api server needs to communicate with the Tacs servers, etc. These kinds of settings could have been stored in property files but using DNS makes it easier to maintain.

For the cardassure web front end to know where the api servers are it uses DNS and reverse lookup to find itself. Than it knows in which cluster it belongs and can quite easily find the api server it needs to connect to, so does all the other types of servers.

The important things to remember is that these settings are stored in DNS.

4.2 Database

To find the URL of the database we use DNS (as explained above). The username and password of the database is however stored in a properties file.

This properties file can be found in `cardassureApi/WEB-INF/classes/application.properties`

4.3 Other configuration

All other configuration can also be found in the properties file:

`cardassureWeb/WEB-INF/classes/application.properties`

Or

cardassureApi/WEB-INF/classes/application.properties

5 Tomcat

The cardassure web and api modules run in a servlet container called Apache Tomcat (or just Tomcat).

We could have multiples of these running at the same time, bound together by a process called load balancing. The load balancer decides if one tomcat is too busy and starts forwarding requests to another, less busy, instance of tomcat. In that way we optimise our load across the network, ensuring the best performance for our users.

5.1 Logs

Each tomcat records system and application logs in a directory, usually:

/usr/share/tomcat/logs

There are various types of log files found in this directory, the two main files to keep an eye on would be:

Catalina.....log

And

cardassure.....log

6 Further Support

For further help with your cardassure solution please contact your Telappliant Account Manager.

www.cardassure.co.uk

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