

Getting started with applications

User Guide

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Table of Contents

Chapter 1	About This Guide	1
1.1	Supported Devices	1
1.2	Who should read this manual?	1
1.3	When should I read this manual?	1
1.4	What is in this manual?	1
1.5	What is not in this manual?	1
1.6	How is the information organized?	1
1.7	Technical Support	1
1.8	Related documentation	2
Chapter 2	Getting started with applications	3
2.1	Teldat, S.A. applications	3
2.2	New customer registration e-mail	3
2.3	Changing your password	4
2.4	Registering your devices.	5
2.4.1	Registering a list of devices	6
2.4.2	Registering a batch of devices	7
2.5	Connecting your device to the Management Platform	9
2.5.1	IP settings of the 'Application Host'	9
2.5.2	Application Management Platform URL address	9
2.5.3	Connecting the device to the Internet	10
2.6	Viewing your purchased licenses	11
2.7	Downloading and installing applications	11
2.7.1	Preparing the system for a later deployment	13
Appendix A	Troubleshooting.	16
A.1	Symptom: Device does not connect	16
A.2	Symptom: No applications available.	16
A.3	Symptom: Message about cookies	16
A.4	Symptom: The Web site does not work	17

Chapter 1 About This Guide

This User Guide shows how to quickly get started with the applications that can be installed and run on the Teldat 'i' router. Applications are downloaded and installed on a Teldat 'i' router from a Management Platform provided, via Internet, by Teldat, S.A.. This document describes how to set up the device and use the Management Platform to install applications.

1.1 Supported Devices

The information contained in this installation guide only applies to the Teldat 'i' router equipped with an internal storage device.

1.2 Who should read this manual?

This manual should be read by those who need to install applications on a Teldat 'i' router.

1.3 When should I read this manual?

Read this guide as soon as you are ready to install some of the applications available. This manual will help you understand how applications are installed and maintained.

1.4 What is in this manual?

This User Guide contains the following information:

- How customers know they are registered as users of the Applications Management Platform.
- How to change the user's default password.
- Instructions to register devices.
- How to set up devices to connect to the Management Platform.
- How to download new applications into the device.
- Troubleshooting.

1.5 What is not in this manual?

This guide does not contain information on the hardware of the device, nor is intended as a comprehensive reference to all management operations available in the Management Platform. It does not contain information on how to set up the device to connect to the Internet. For further information on how to configure the device, please see the relevant manuals for the different protocols, which can be found in the following website: www.teldat.com.

1.6 How is the information organized?

Each chapter focuses on a basic step to get an application downloaded into the device.

1.7 Technical Support

Teldat, S.A. offers a technical support service. The device software can be regularly updated for maintenance reasons and for new features.

Contact information:

Web: www.teldat.com

Tel N°: +34 918 076 565

Fax: +34 918 076 566

Email: support@teldat.com



Note

The manufacturer reserves the right to make changes and improvements in the appropriate features in either software or hardware of this product, modifying the specifications of this manual without prior notice. The screen captures provided throughout the guide are provided as information guidelines only. Some small modifications may exist in the current software.

1.8 Related documentation

Colibri Management Platform Administrator's Guide

Colibri Management Platform User's Guide

Chapter 2 Getting started with applications

2.1 Teldat, S.A. applications

The Teldat 'i' router is equipped with 250 GB HD memory storage for applications. It is fitted with an open Linux Debian server, where application packages can be downloaded and run. These applications can be developed by us or by third parties, thus offering a really open platform with no lock-in threats for the customer. Device applications are managed from a Cloud based Management Platform that enables licensing, installation and upgrading to new releases. The Teldat 'i' router is powered by a dual core CPU. The CIT stack runs in one of the cores and the embedded Linux server runs in the other, without affecting or being affected by the communications side of the access router.

2.2 New customer registration e-mail

When you purchase a Teldat 'i' router and license, for some applications you will receive a registration e-mail welcoming you to the Application Management Platform.

```
Dear Customer,  
Thank you very much for signing up for the Teldat, S.A. Application Management  
platform.  
As a Teldat, S.A. Application Management platform customer, you will now  
be able to take advantage of the features offered on this platform such as:  
- Applications management  
- Access to the applications synchronization service  
- Access to the data backup service  
- Remote configuration management of your applications and general  
  configuration of the  
  applications host  
Your new user information is provided below.  
Username: YOUR_CUSTOMER_ID  
Password: ***** (hidden for security purposes)  
You can login to your account any time at  
https://apps.teldat.com .  
If you have forgotten your password,  
you can recover it by clicking on the "Forgot your password?" button on the login page.  
If you've received this mail in error, your email address has likely been entered by another user by mistake.  
If you didn't initiate the request, please take no further  
action and safely disregard this email.  
Sincerely,  
Teldat, S.A. Applications Management Platform Team  
Note: This email address cannot accept replies. Please contact your  
sales representative if you need assistance.
```

If you enter in the provided URL you will see a screen with a login box:

Fig. 2.1. Login box



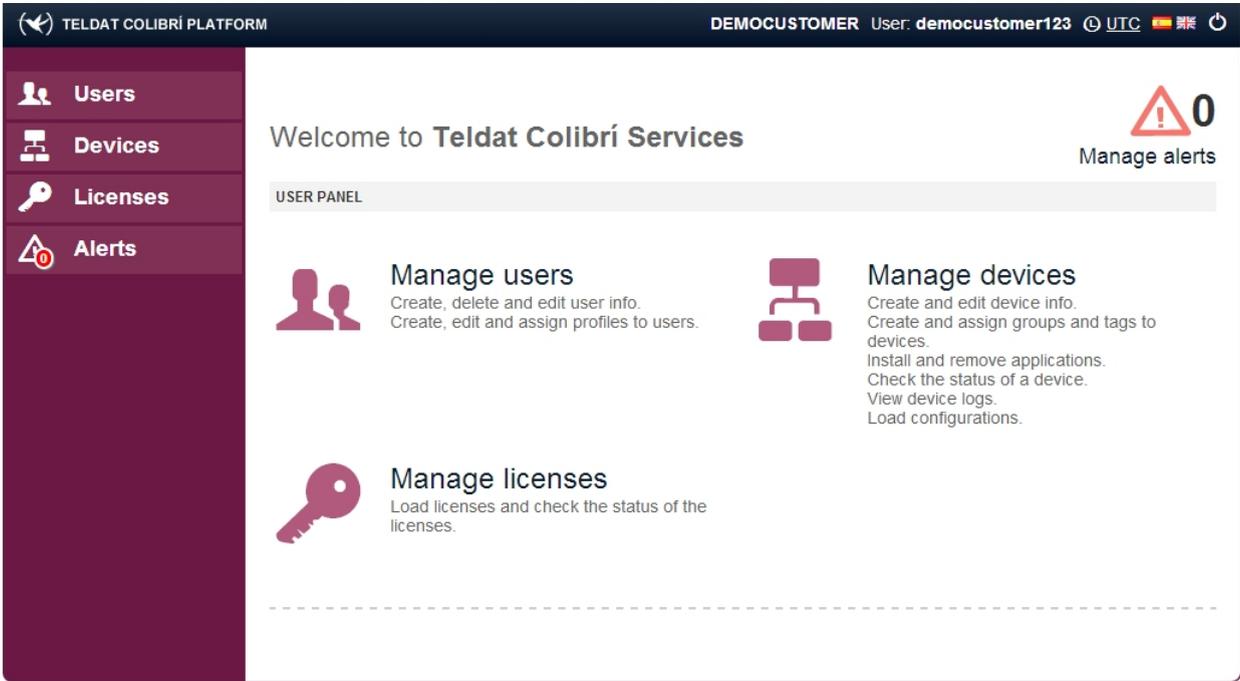
Login

Username:

Password:

Enter the username and password that appears in your registration e-mail. The following screen will appear:

Fig. 2.2. Initial screen



TEL DAT COLIBRÍ PLATFORM DEMOCUSTOMER User: democustomer123 UTC

Users

Devices

Licenses

Alerts

Welcome to Teldat Colibrí Services

Manage alerts 0

USER PANEL

Manage users
 Create, delete and edit user info.
 Create, edit and assign profiles to users.

Manage devices
 Create and edit device info.
 Create and assign groups and tags to devices.
 Install and remove applications.
 Check the status of a device.
 View device logs.
 Load configurations.

Manage licenses
 Load licenses and check the status of the licenses.

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We recommend that you change your password when you first login. To do that, please follow the instructions set forth in the next section.

2.3 Changing your password

On the initial screen, select **'Users'** on the left or press the **'Manage users'** icon. On the list, click on your username *raw* and, when the form appears, click on the **'Edit'** button.

Fig. 2.3. Edit user settings

TELDAT COLIBRÍ PLATFORM DEMOCUSTOMER User: democustomer123 UTC

/ Users and permissions / User

User name: democustomer123

Profile: Admin

Name and surname: DemoCustomer

Email:

Password:

Repeat password:

Save Changes Cancel

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Enter your new password in the '**Password**' field and, once again, in the '**Repeat password**' field. Upon completion, click on '**Save changes**'. During the next login, use this recently changed password.

2.4 Registering your devices

You must register your devices on the Application Management Platform in order to download and install the applications that you have licensed in your Teldat 'i' router. On the initial screen, select '**Devices**' on the left or press the '**Manage Devices**' icon. As you can see, your device list is empty until you add your new device.

Fig. 2.4. Device List Screen

/ Manage devices

Devices Groups Tags

Q + Advanced filters

FILTERS: Filter

Available devices

+ ADD DEVICES

0 selected Search:

	Name	Serial Num.	Groups
No devices			

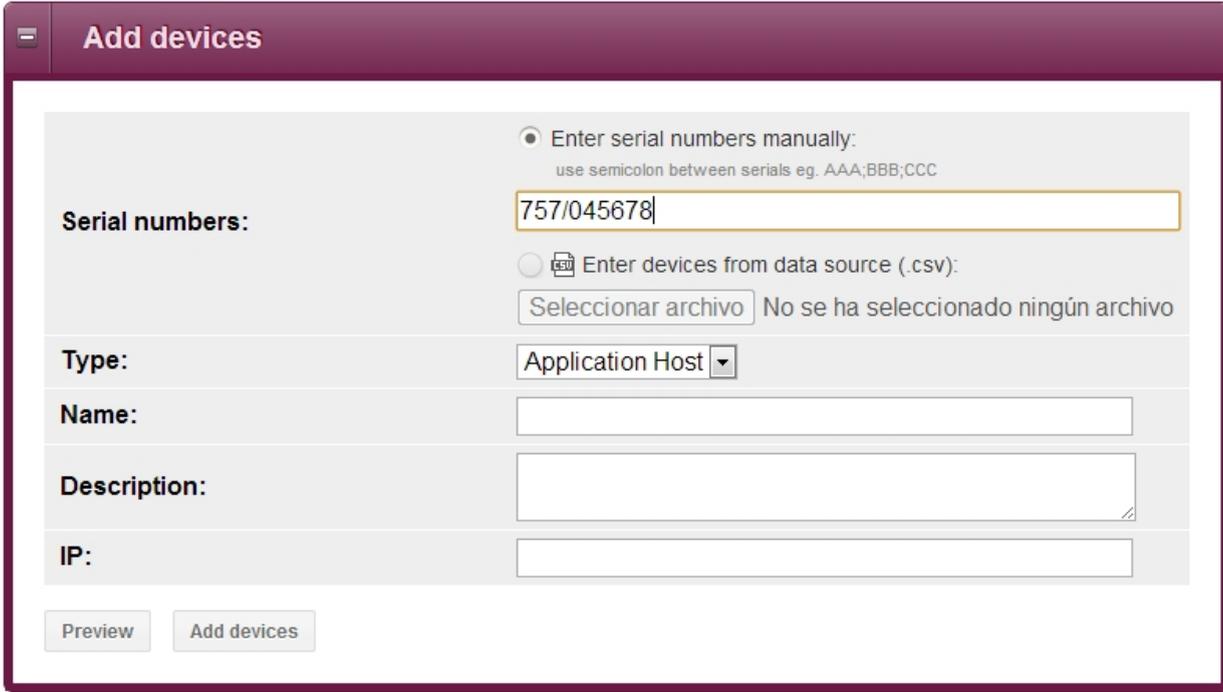
There are two alternatives to register new devices:

- (1) Register a list of devices using their serial numbers
- (2) Register a batch of devices by importing a .csv file with their serial numbers

Press the **'Add Devices'** link on the second row of the device table. A new form is displayed, showing the two ways in which to register new devices.

Fig. 2.5. Add device dialog

 / [Manage devices](#) / [Add devices](#)



Add devices

Enter serial numbers manually:
use semicolon between serials eg. AAA;BBB;CCC

Serial numbers:

 Enter devices from data source (.csv):
Seleccionar archivo No se ha seleccionado ningún archivo

Type:

Name:

Description:

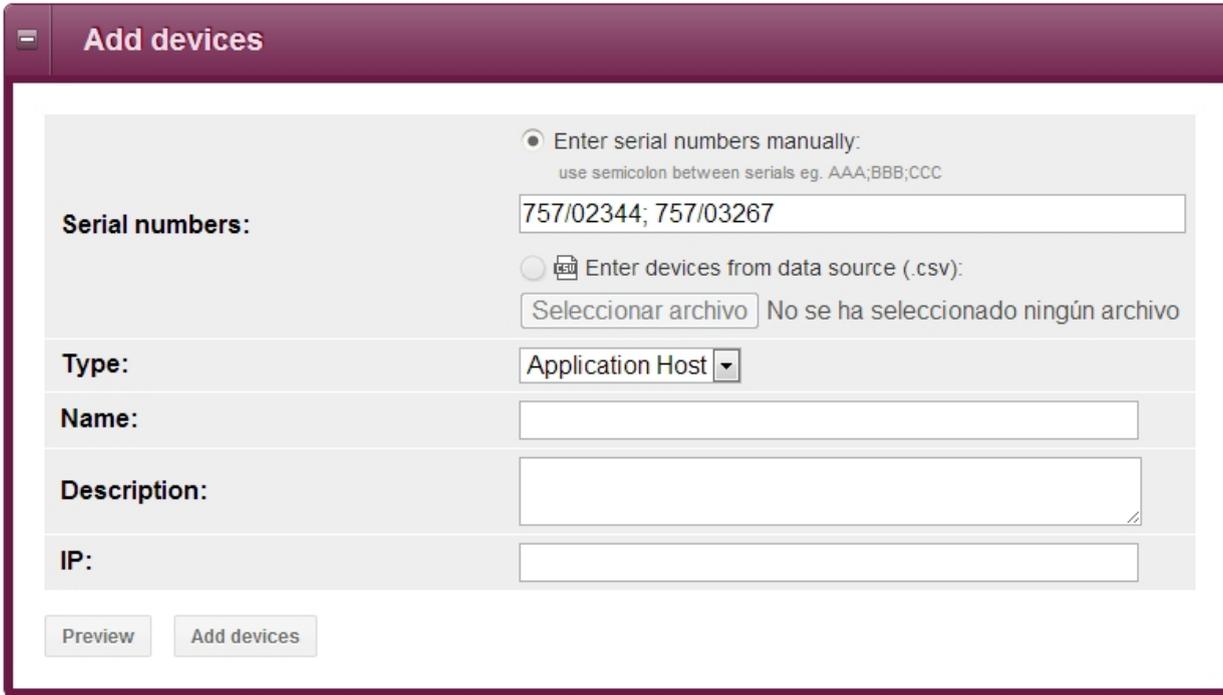
IP:

2.4.1 Registering a list of devices

Select the **'Enter serial numbers manually'** option and introduce the S/N of the devices that you would like to register. The S/N is located on the underside of your router.

Select **'Application Host'** in the **'Type'** box and press **'Add devices'**. The devices will be created and registered.

Fig. 2.6. Entering a list of devices



Add devices

Enter serial numbers manually:
use semicolon between serials eg. AAA;BBB;CCC

Serial numbers:

 Enter devices from data source (.csv):
Seleccionar archivo No se ha seleccionado ningún archivo

Type:

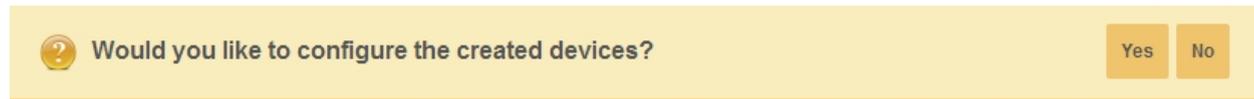
Name:

Description:

IP:

At the top of the form, a message will appear asking if you wish to configure the devices created. This step lets you prepare the system to deploy the applications later on a device when it is connected to the Management Platform. If you answer **'Yes'**, a wizard to set up whatever applications that need to be installed on the device will start. The steps of this wizard will be described in the section on [Preparing the system for a later deployment](#) on page 13. If you answer **'No'** the message will disappear and your Device Table will be shown with the recently created devices selected.

Fig. 2.7. Proceed with setup for a later deployment



2.4.2 Registering a batch of devices

If you select the **'Enter devices from data source (.csv)'** option, you will be able to register a big set of devices at the same time.

This option requires you to provide a .csv file (Comma Separated Values) with a row for each device that must be registered.

The first column of the .csv must be the device serial number. The .csv file can have additional columns that can be taken as a data source for the administrative fields of the device.

For example, given the .csv file:

```
757/90001;Office 3254; 757/90002;Office 9876; 757/90003;Office 2316; 757/90004;Office 2110; 757/90005;
Office 7865; 757/90006;Office 5555; 757/90007;Office 4323; 757/90008;Office 8779; 757/90009;Office 1123;
```

If we select this file as a data source we can click on the icon on the right of the **'Name'** row we can select that for each new device its name will be taken from the second column of the .csv file used as data source. Press **'Add source data'** and the **'Name'** box will be filled with the value `{{csv:2}}`.

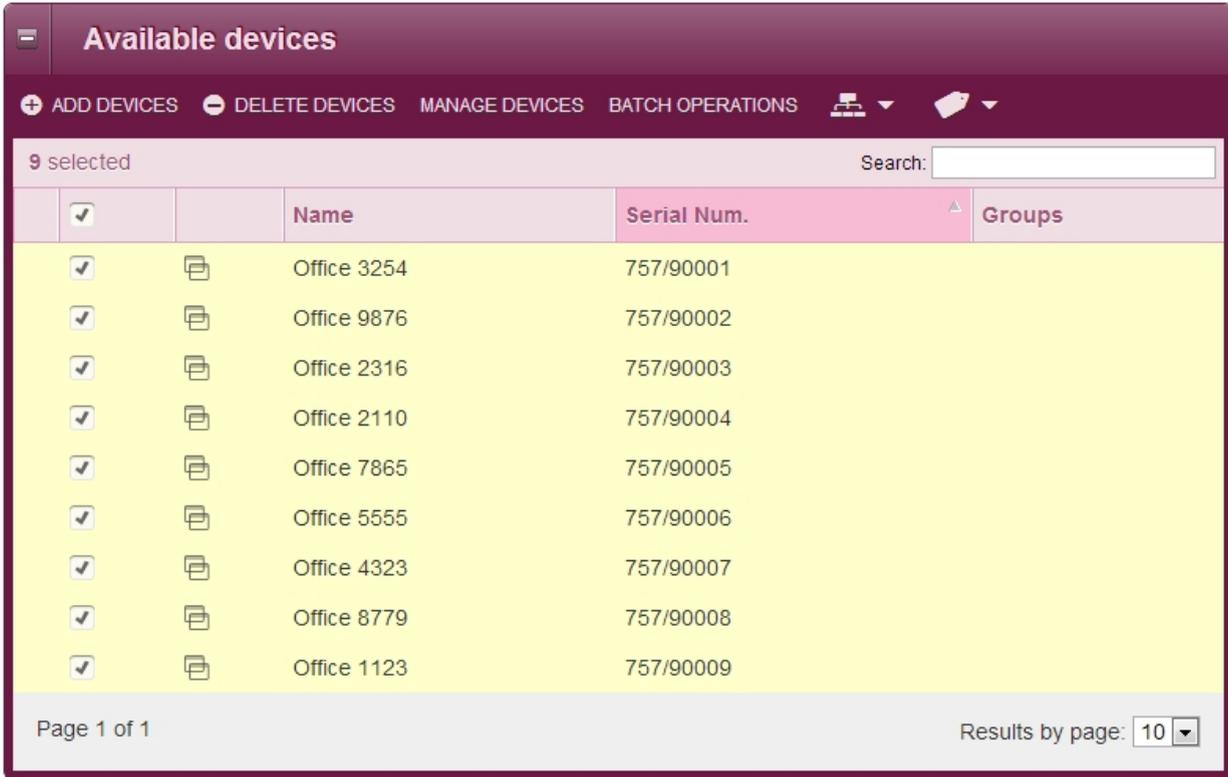
This can be used also for the **'Description'** and the **'IP'** boxes.

You must also select **'Application Host'** in the **'Type'** box.

Fig. 2.8. Selecting a data source for the devices

Finally, you must press '**Add devices**' for the devices in the data source to be created and registered.

Fig. 2.9. Batch of created devices



Available devices				
+ ADD DEVICES - DELETE DEVICES MANAGE DEVICES BATCH OPERATIONS				
9 selected		Search: <input type="text"/>		
<input checked="" type="checkbox"/>		Name	Serial Num.	Groups
<input checked="" type="checkbox"/>		Office 3254	757/90001	
<input checked="" type="checkbox"/>		Office 9876	757/90002	
<input checked="" type="checkbox"/>		Office 2316	757/90003	
<input checked="" type="checkbox"/>		Office 2110	757/90004	
<input checked="" type="checkbox"/>		Office 7865	757/90005	
<input checked="" type="checkbox"/>		Office 5555	757/90006	
<input checked="" type="checkbox"/>		Office 4323	757/90007	
<input checked="" type="checkbox"/>		Office 8779	757/90008	
<input checked="" type="checkbox"/>		Office 1123	757/90009	

Page 1 of 1 Results by page: 10

Again, a question at the top of the form will appear asking if you wish to configure the created devices. Please, see the comments in [Registering a list of devices](#) on page 6

Once you have come back to the device table, you can edit the device information by clicking on the device. Then, a '**Device Information**' form is shown. You can select '**Edit**' to change the short '**Name**' or add a '**Description**' for the device. Select '**Save Changes**' when you finish.

Fig. 2.10. Device information form

The screenshot displays the TELDAT COLIBRI PLATFORM interface. At the top, it shows 'DEMO User: admin' and 'Europe/Madrid'. A green notification banner at the top left says 'Device created'. The left sidebar contains navigation icons for Users, Devices, Applications, Licenses, Alerts, Dashboards, and Plugins. The main content area is titled 'Device management' and shows a 'New device' with ID '757/045678'. Below this, there are tabs for 'Info', 'Jobs', 'Applications', 'Log', 'Alerts', and 'Monitor'. A device icon is shown with the label 'APPLICATION HOST'. Below the icon, there are fields for 'Device Model', 'System version', and 'License', all of which are currently empty. A 'Request log' button is located below these fields. To the right, the 'Details' tab is active, showing a form with the following fields: 'Name: New device', 'Description:', 'S/N: 757/045678', 'Applications IP:', 'Groups: No groups' (with a '+' button), and 'Backup time: On next connection'. Below the form is an 'Edit' button and a status message: 'Last change: 23/09/2013 11:50:41', 'Last connection: -', and 'License status: Device has no license or is not yet connected'.

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The next section describes what is needed for the device to be connected to the Application Management Platform in order to download and install the applications.

2.5 Connecting your device to the Management Platform

Downloading and installing applications into your Teldat 'i' router requires:

- (1) Configuring the IP settings of the '**Application Host**' (The Linux box)
- (2) Configuring the Application Management Platform URL address.
- (3) Configuring the device to connect to the Internet

This section covers the two first points. For the third, which largely depends on the WAN interfaces available in your device, you must read the relevant manuals for the different protocols.

2.5.1 IP settings of the 'Application Host'

You must provide an IP address for the Linux '**Application Host**'. Please substitute the <linux_ip_address> and <linux_ip_mask> with a valid IP address/network mask. Then substitute <dns_server_address> with the IP address of a valid DNS server and, finally, add the following lines to your router CLI configuration:

```
feature vli ; -- VLI configuration -- application address <linux_ip_address> <linux_ip_mask>
application dns-server <dns_server_address> ; exit
```

You can choose any of your locally managed IP addresses, as long as the router settings make that IP reachable. Usually, you should choose an address belonging to one of the networks directly connected to the router (i.e. one of the LAN addresses)

2.5.2 Application Management Platform URL address

It is also necessary to provide the URL address for the Application Management Platform by adding following lines to the router's CLI configuration:

```
feature vli ; -- VLI configuration -- application management-platform address apps.teldat.com ; exit
```

By default, the transport protocol is *HTTPS*, but it is possible to use *HTTP* instead. This protocol (*HTTP*) is configurable if you add the following line to the router CLI configuration:

```
feature vli ; -- VLI configuration -- application management-platform protocol http ; exit
```

Note

If the *HTTPS* protocol is selected, the management platform protocol line is not shown in the configuration because it takes the default value. In addition, if configuring a port that is different from the standard one (443 for *HTTPS* and 80 for *HTTP*) is necessary, it should be included in the management platform address following the address of the server using the format *address:port_number* (for instance, *apps.teldat.com:8080*).

2.5.3 Connecting the device to the Internet

Once the device has been configured to access the internet and the proper physical connections have been carried out, the Linux '**Application Host**' is ready to contact to the Applications Management Platform.



Caution

All the communications between the Teldat 'i' router and the Management Platform are initiated by the device and normal *http/https* traffic is used so it is not necessary to **provide access to the Internet to any other port other than those used for browsing** the Internet.

You can check that the device is reaching the Applications Management Platform by accessing the '**Info**' tab of the device:

Fig. 2.11. Connected device

The screenshot shows the TELDAT COLIBRÍ PLATFORM interface. The top navigation bar includes 'TELDAT COLIBRÍ PLATFORM', 'DEMO CLIENT', 'User: demos@teldat.com', and 'Europe/Madrid'. A notification banner at the top states 'Has activado el modo de pantalla completa. Salir del modo de pantalla completa (F11)'. The main content area is titled '757/00113 - Disney' and features a sidebar with navigation options: Users, Devices, Applications, Licenses, and Alerts (with 13 alerts). The 'Info' tab is active, displaying a device image and the following details:

Device Model:	ATLASi60
System version:	2.8.13-2
License:	-
Applications IP:	172.24.0.96
Groups:	No groups
Backup time:	24/09/2013 17:30:00 Every 1 day

Additional information at the bottom of the 'Details' form includes: Last change: 15/04/2013 15:20:38, Last connection: 23/09/2013 11:58:53, and License validity: Valid license (Remaining days: 202). There is also a 'Request log' button and 'Available services' section with a 'Start doing a full data backup' button.

Note that the device picture has changed and the '**Last connection**' status on the bottom of the '**Details**' form displays the current time and date.

2.6 Viewing your purchased licenses

On the initial screen, if you click 'Licenses' on the left or press the 'Manage Licenses' icon you can view your currently purchased licenses.

Fig. 2.12. License list

 / Licenses

 **Manage licenses**

Type	Validity	Available	Status
Applications <i>ntop-config</i>	No expiration	5 of 5 	 Valid license 
Applications <i>webcache</i>	No expiration	3 of 3 	 Valid license 

The table shows a row for each purchased license. The '**Type**' column displays the licensed application, The '**Validity**' column displays the period of the validity. The '**Available**' column displays how many licenses are in use from the total purchased licenses. The licenses are in use when the corresponding application is installed into a device. The '**Status**' column displays the '**Valid license**' literal when the licenses that you have purchased have been correctly registered into the management platform.

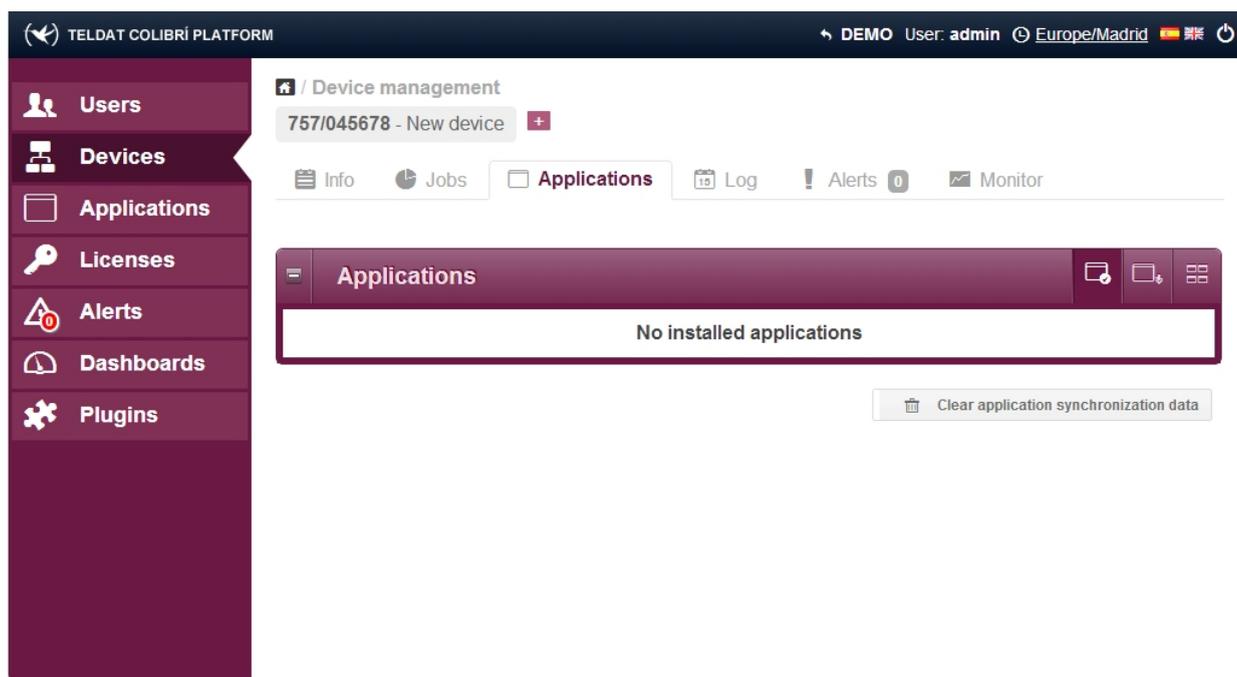
If you click on the magnifying glass to the right of the license row, you access the license details sheet.

If you double click on the license row, you will be able to check what devices are using this license.

2.7 Downloading and installing applications

Once your device has connected to the Application Management Platform, it is ready for application downloading. Click on your registered device in the device list and select the '**Applications**' tab (see [Device information form](#) on page 9).

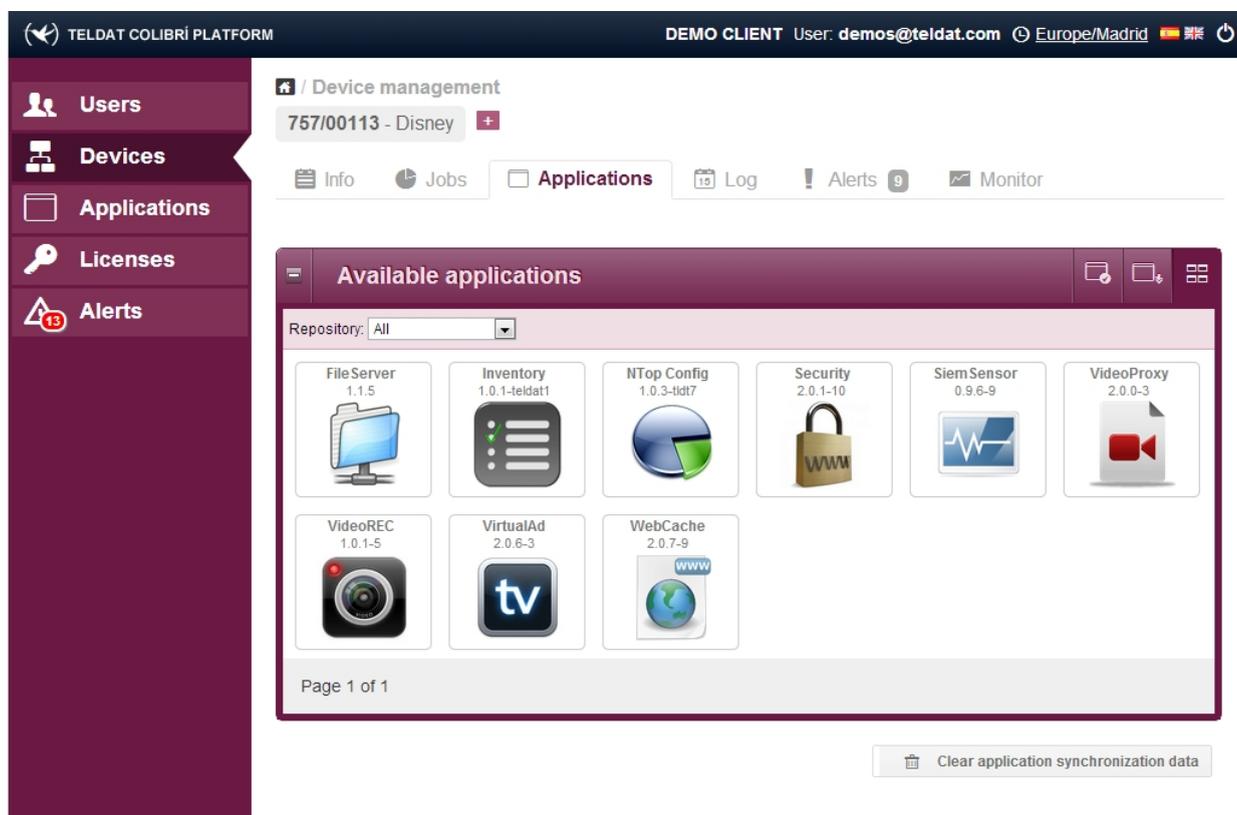
Fig. 2.13. Applications list



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An empty applications table is shown. Select the 4 rectangles icon from the top-right hand side of the applications list. The following screen is shown: (Applications that appear may vary depending on the licenses purchased).

Fig. 2.14. Available applications



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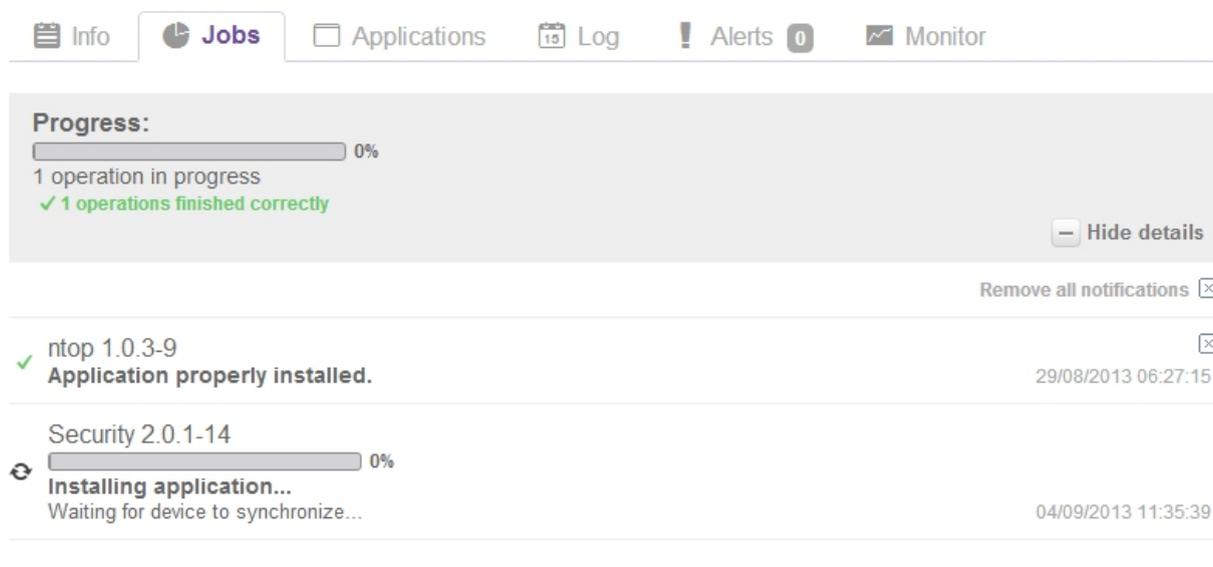
Click on the application you want to install. A description of the application and its available releases are shown:

Fig. 2.15. Application to install



Click on the **'Install'** button. The download and installation of the application on your Teldat 'i' router will start shortly. You can follow the installation on the **'Jobs'** tab (see [Device information form](#) on page 9), which displays how the process is progressing:

Fig. 2.16. Install Progress



When the process has finished and the application is properly installed, a **"Application properly installed"** message is displayed under the **'Jobs'** tab. You can start using the application for your Teldat 'i' router.

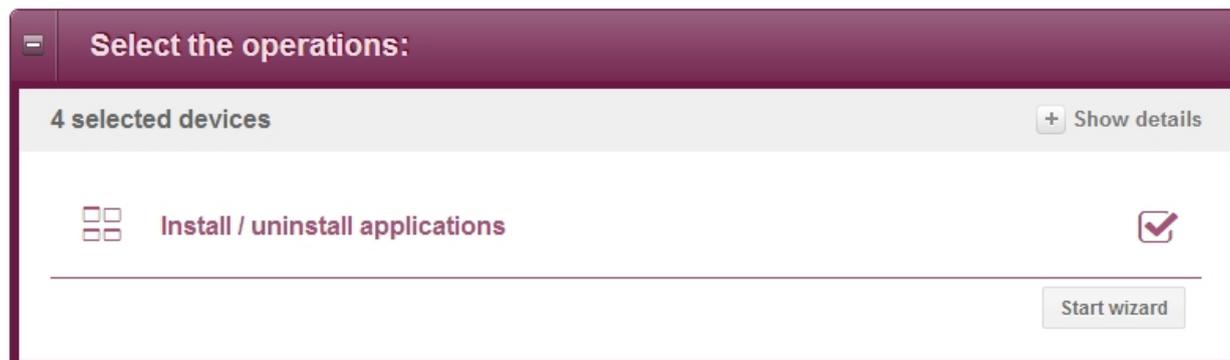
2.7.1 Preparing the system for a later deployment

A group of devices can be setup for a later deployment through the **'Batch operations'** button on the Device table (see [Batch of created devices](#) on page 8).

The **'Batch operations'** feature starts automatically when you answer **'Yes'** to the question in [Batch of created devices](#) on page 8, once you have added new devices or if you press the **'Batch operations'** button when a existing group of devices is selected in the Device Table.

On the **'Batch operations'** form, select **'Install/Uninstall applications'**

Fig. 2.17. Select operation to proceed

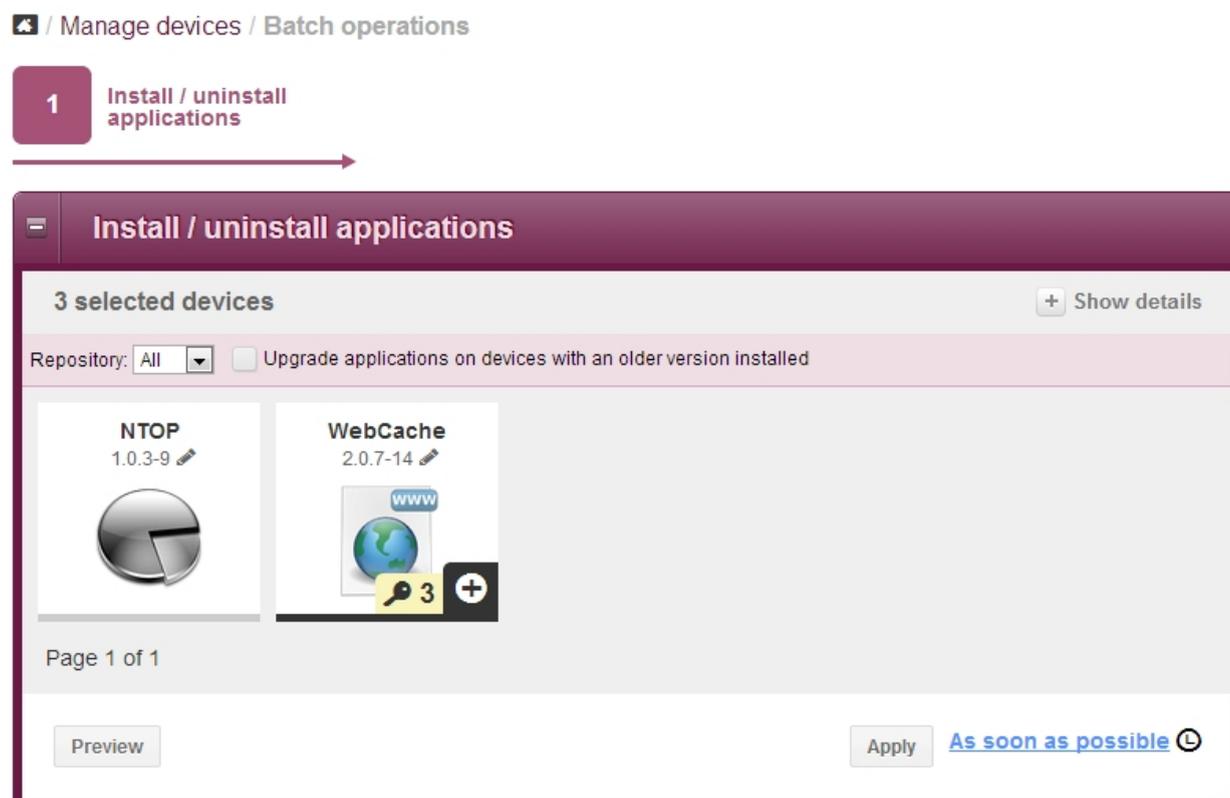


Then click on '**Start wizard**'.

Click on the '+' icon at the bottom right-hand side of the application image to **provision** (schedule the installation of) the group of devices with some of the available applications. The number of available licenses will appear next to the '+' icon. Please make sure that you have enough licenses for all the devices. Otherwise, the process on some of them will fail.

Click on the '-' icon at the bottom left-hand side of the application image to remove the application from devices in the group of selected devices.

Fig. 2.18. Select install/uninstall operations



You can view a summary of the scheduled operations for each device by clicking on the '**Preview**' button. A label for each operation will be shown to the right of the devices. If the color is green, it means that everything is right. Red, Blue and Orange warn you about errors when running the scheduled operations. You can get information about the error or warning by placing the mouse pointer over the colored label.

Fig. 2.19. Job preview

🏠 / Manage devices / Batch operations

1 Install / uninstall applications

Install / uninstall applications

3 selected devices - Hide details

<input checked="" type="checkbox"/>		757/90001 - Office 3254	+ WEBCACHE (2.0.7-14)
<input checked="" type="checkbox"/>		757/90002 - Office 9876	+ WEBCACHE (2.0.7-14)
<input checked="" type="checkbox"/>		757/90003 - Office 2316	+ WEBCACHE (2.0.7-14)

Page 1 of 1 Results by page: 10

Preview « Back Apply Scheduled - 02:00 🕒

The batch operation can be scheduled as soon as possible, or at any given time. When scheduled at a specific time, the operation will start if the device connects within an hour after the scheduled time. If scheduled, this time interval is valid for any day after the operation is assigned to the group of devices and until the operation is completed (successfully or not).

Fig. 2.20. Schedule operation

🏠 / Manage devices / Batch operations

1 Install / uninstall applications

Install / uninstall applications

3 selected devices + Show details

Repository: All Upgrade applications on devices with an older version installed

NTOPI
1.0.3-9

WebCache
2.0.7-14

Page 1 of 1

Preview

Scheduled

🕒 02 : 00

Ok

Once the operation has been assigned, a green '**All steps done**' notice will appear at the top of the form indicating that the operation has been scheduled correctly.

Appendix A Troubleshooting

Below, you will find some information to help you solve problems during device registration and the installation of applications. If you cannot solve the problem, please contact your dealer for additional information.

A.1 Symptom: Device does not connect

The device appears as registered but it does not connect to the Application Management Platform

Solution

- (1) Check that the Serial Number used to register the device matches the one that appears in the sticker attached to the bottom cover of the router.
- (2) Check that you have an available device license to manage your device from the platform. If the device doesn't have a license the **"Last connection"** line of the device's Info tab will show the current time but the **"License status"** of the device's Info tab will display the following message: **"Device doesn't have a license or it is not yet connected"**. Contact your dealer for additional information on device licenses purchased.
- (3) Check that the **"Application Host"** has been activated. Enter your router's CLI and the following monitoring commands:

```
>*p 3 Console Operator +feature vli -- VLI monitor -- >vli+application list
Application tdlta-i6x-1.0.3.1-std running on hdd
Next boot configuration: Run hdd application
Automatic reload after installation: OFF.
No Application installer found
Device App Installed Description
-----
hdd tdlta-i6x-1.0.3.1-std 250.0 GB - Hard Disk Drive - WDC WD2500BUdT-63DPZY0
```

- (4) Check that the IP settings for the Linux box (IP and DNS) allow for an Internet connection.
- (5) Check that the proper url for the management platform has been configured.
- (6) Check that the device is able to connect to the Internet from the network corresponding to the Linux box (networks, DNSs, NATs, firewalls ...).

A.2 Symptom: No applications available

The device has connected but no applications are shown in the **"Available applications"** tab.

Solution

- (1) Contact your dealer for additional information on purchased licenses and application availability.

A.3 Symptom: Message about cookies

A message about cookies appears when accessing the Management Platform. It indicates that cookies are blocked.

Fig. A.1. Cookies blocked on the browser



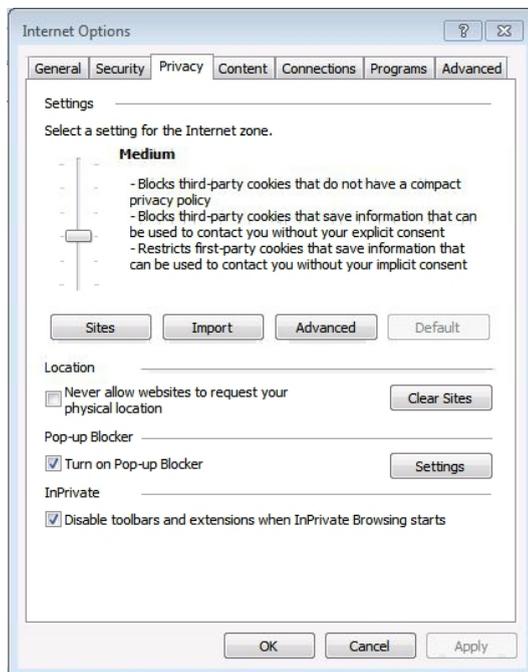
Solution

- (1) Our website needs the browser to accept cookies. We only use one anonymous cookie that holds a session

number in order to maintain the user's session. It does not contain **references** or any personal or private user information

By way of example, if you have an Internet Explorer 9 browser, you must first access the '**Internet Options**' on the settings menu. Then, you must select the '**Privacy**' tab and click on the '**Advanced**' button.

Fig. A.2. Privacy Settings



Once in the '**Advanced Privacy Settings**' option, select '**Override automatic cookies handling**' and hit '**Accept**' under the '**First-party Cookies**' and the '**Third-party Cookies**' sections.

Fig. A.3. Advanced Privacy Settings



A.4 Symptom: The Web site does not work

Solution

- (1) Please make sure that you are using one of the compatible browsers to access our website.
Currently supported browsers are: Internet Explorer 8 or above, Chrome, Firefox and Safari.