

Redirect Service Web-based Management Interface

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Notice

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

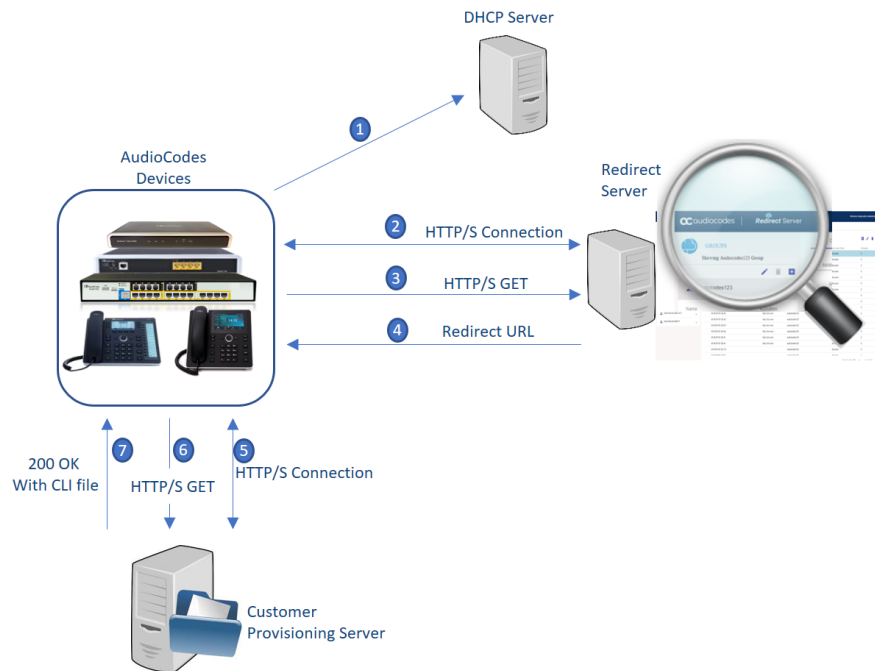
LTRT	Description
40005	Initial document release
40006	Updated Managing Devices; updated Managing Locations
40007	TLS mutual authentication
40008	Login URL added
40009	Format of MAC address for 'Location' attribute updated

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

The purpose of the Redirect Service is to provide devices with information about the location of a provisioning server with a simple HTTP/S redirect for each request. Using this Web interface, it is possible to manage users, devices, locations and groups. This document describes the main features of the Redirect Service.



The Redirect Service is applicable to the following AudioCodes product families:

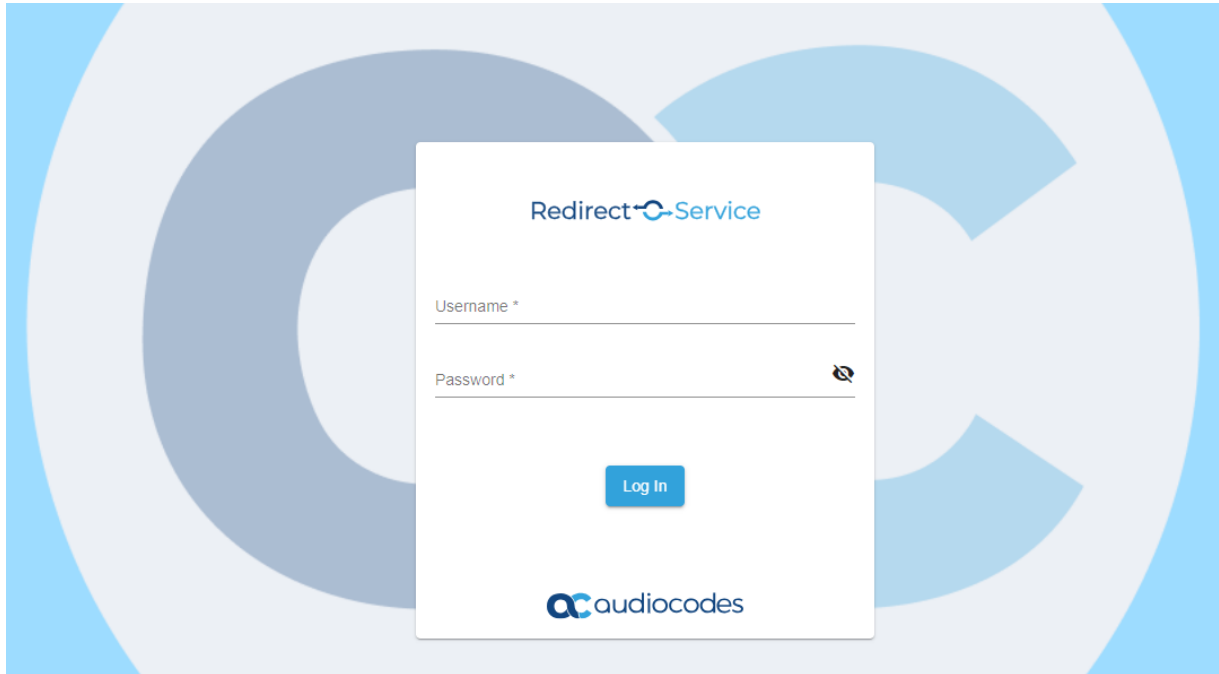
- IP Phones
- Gateways:
 - MediaPack 1xx
 - MediaPack 20x
 - MediaPack 5xx
- Room Experience (RX)
- Multi-Service Business Routers (MSBRs)

2 Logging Into Redirect Service

The following procedure describes how to log in to the Redirect Service web-based management interface.

To log in to Redirect Service:

1. Go to <https://redirectapp.audiocodes.com/app/login>; the login page appears:






2. In the 'Username' and 'Password' fields, enter your username and password, respectively.
3. Click **Log In**.

3 Managing Groups

Groups are shown in hierarchical view in the left pane on the screen. The Resellers group has a drop-down menu to display its providers. Users of the provider or reseller are automatically directed to their own Group page where, with appropriate permissions, you can view or operate devices, locations, and users.

The screenshot shows the 'Redirect Service' interface. On the left, a sidebar titled 'GROUPS' is highlighted with a red box. It shows 'Showing Reseller_1 Group' and a table with columns 'Name', '#Devices', and '#Location'. The table has one row: 'Reseller_1' with 0 devices and 1 location. The main content area has tabs for 'Devices', 'Locations', and 'Users'. Below the tabs is a search bar and a table with columns: 'Mac', 'Description', 'Location', 'Group', 'Last Redirect', 'Last Redirect Status', and '# Requests'. At the bottom right, it says 'Items per page: 50' and '0 of 0'.

Icon	Description
	Adds a Group.
	Deletes a Group.
	Edits Group details.




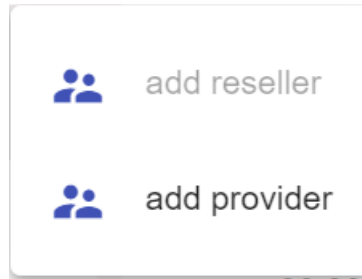
If a group is deleted, all its devices and locations are also permanently removed.

3.1 Adding a New Provider for Reseller Group

The procedure below describes how you can add a new provider for the Reseller group.

To add a new provider:

1. On the Groups pane on the left side of the screen, click the blue plus  icon; the following screen appears.



2. Click **add provider**; the 'Add new provider' screen appears.
3. Enter the provider details.

Add new provider

Name: *

Provider_two

Address:

1090 The Boulevard, My Town

Description:

For IPP project 2



Reseller


Reseller_1


OK

Cancel




4. Click **OK**; the new provider is added.







Welcome reseller user


GROUPS

Showing Reseller_1 Group










Name	#Devices	#Location
 Reseller_1	0	1
 provider_two	0	0

Devices

Locations



Users

Mac	Description	Location	Group	Last Redirect	Last Redirect Status	# Requests
-----	-------------	----------	-------	---------------	----------------------	------------

Items per page: 50

0 of 0

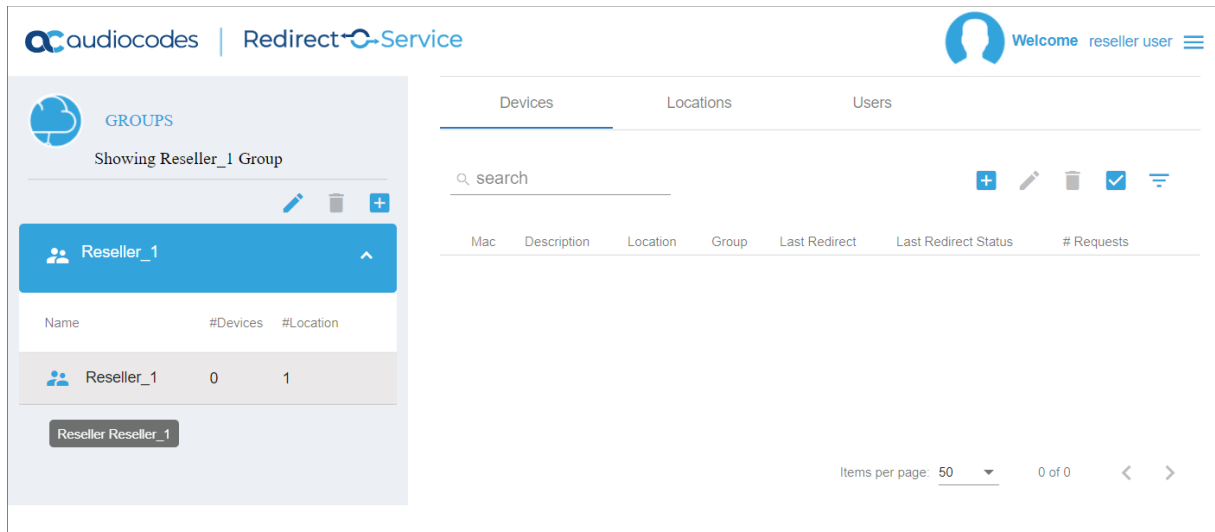



3.2 Editing a Group

The procedure below describes how you can edit a group.

To edit a group:

1. Select the group you wish to edit.



The screenshot shows the 'Redirect Service' interface. On the left, a sidebar displays 'GROUPS' and 'Showing Reseller_1 Group'. Below this, a table lists groups with columns 'Name', '#Devices', and '#Location'. The 'Reseller_1' group is highlighted. To the right of the sidebar, a main panel shows a search bar and a table with columns: 'Mac', 'Description', 'Location', 'Group', 'Last Redirect', 'Last Redirect Status', and '# Requests'. The 'Reseller_1' group is listed in the table. At the bottom right, there is a pagination control showing 'Items per page: 50' and '0 of 0'.

2. Click ; the Edit Provider screen appears.

Edit group Reseller_1

Name: *

Reseller_1

Address:

Description:

Save

Cancel

3. Make your changes to the group details, and then click **Save**.

3.3 Deleting a Group

The procedure below describes how you can delete a group.


To delete a group:

1. Select the group you wish to delete.

The screenshot shows the 'Redirect Service' interface. On the left, the 'GROUPS' section is active, displaying 'Showing Reseller_1 Group'. Below this, a table lists the group details:

Name	#Devices	#Location
Reseller_1	0	1

Below the table, there is a button labeled 'Reseller Reseller_1'. On the right, the 'Devices' tab is selected, showing a search bar and a table with columns: Mac, Description, Location, Group, Last Redirect, Last Redirect Status, and # Requests. At the bottom right, there is a pagination control showing 'Items per page: 50' and '0 of 0'.

2. Click ; the warning message appears.

Warning

Are you sure you want to delete selected group?

CancelOK

3. Click **OK**.







4 Managing Devices

On the main page under the Devices bar, all device entries relevant for the current user are displayed. The device entries are listed with the following:

- 12-digit hexadecimal MAC address
- User comment
- Currently selected location target
- Associated group
- Time and status of last redirection
- How many times the device was redirected

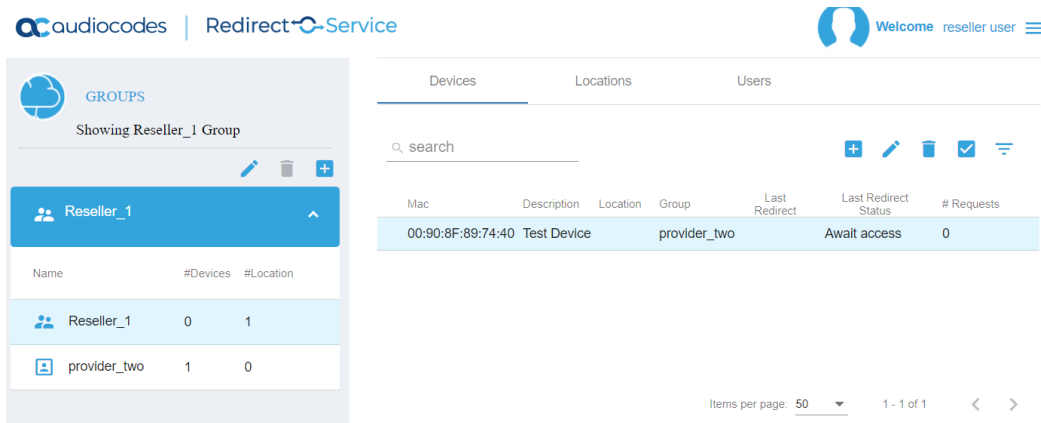
MAC addresses are displayed with a colon in between every second digit. During the editing process, the colons and upper/lower case are of no importance.

The information about the last redirect can be helpful to solve possible problems. It indicates if the device has reached the Redirect server at all.

Icon	Description
	Adds a new device.
	Deletes device.
	Edits device details.
	Filters viewing all, assigned devices or unassigned devices.
	Shows multiple selects.
	Downloads MAC list per page columns.

Individual device entries can be edited or deleted by selecting the device and clicking on the **Pencil** icon for editing or the **Trash** icon for deleting.

The "search:" input field above the list can be used to search the device list by specific MAC addresses or locations.



The screenshot shows the Redirect Service interface. On the left, the 'GROUPS' sidebar is expanded, showing 'Showing Reseller_1 Group'. Below this, there's a table with columns 'Name', '#Devices', and '#Location'. The table lists 'Reseller_1' with 0 devices and 1 location, and 'provider_two' with 1 device and 0 locations. The main area shows the 'Devices' tab selected. At the top, there's a search bar and icons for adding, editing, deleting, selecting, and filtering. Below this is a table with columns: Mac, Description, Location, Group, Last Redirect, Last Redirect Status, and # Requests. The table contains one row: '00:90:8F:89:74:40', 'Test Device', 'provider_two', 'Await access', and '0'. At the bottom right, there's a pagination control showing 'Items per page: 50' and '1 - 1 of 1'.

4.1 Adding a New Device

The procedure below describes how you can add a new device.



To add a new device:


1. Click ; the **Add new device** screen appears.

Add new device



Group *
provider_first


Location *
https://ynet.co.il

add new mac address, use : as separator or without separator
 00908f897431 

 Load mac addresses from file

Description

2. From the 'Group' drop-down list, select the Group name.
3. From the 'Location' drop-down list, select the Location name.
4. In the 'add new mac address' field, add the new MAC address, can add multiple devices.
5. Click  to load the MAC address from a file.
6. In the 'Description' field, enter a description for the new device.
7. Click **OK**; a screen appears confirming the addition of a device.

Add device summary

1 mac(s) added to the group



You can add a single device, multiple devices or bulk devices by uploading a XML file. Adding multiple or bulk devices can be done just for a single group and location.



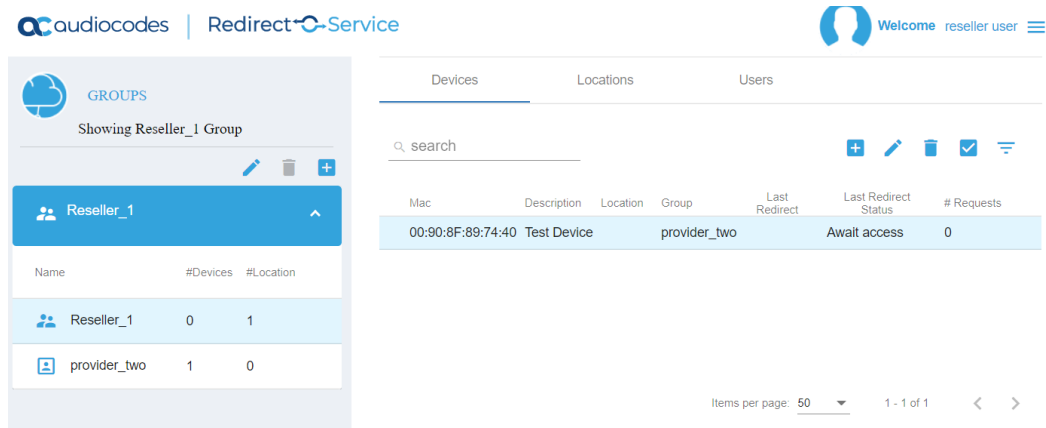
If there are already existing device entries, only they are updated.

4.2 Editing a Device


The procedure below describes how you can edit a device.

To edit a device:

1. Select the device you wish to edit.



The screenshot shows the Redirect Service interface. On the left is a sidebar with a 'GROUPS' section titled 'Showing Reseller_1 Group'. It contains a table with two rows: 'Reseller_1' (0 devices, 1 location) and 'provider_two' (1 device, 0 locations). The main area has tabs for 'Devices', 'Locations', and 'Users'. The 'Devices' tab is active, showing a search bar and a table with one device: '00:90:8F:89:74:40' (Test Device, provider_two, Awaiting access, 0 requests). Action icons (add, edit, delete, check, filter) are visible above the table.

2. Click ; the Edit device screen appears.

Edit 00:90:8F:89:74:40

Group
provider_two

Location *

Description
Test Device


OK Cancel

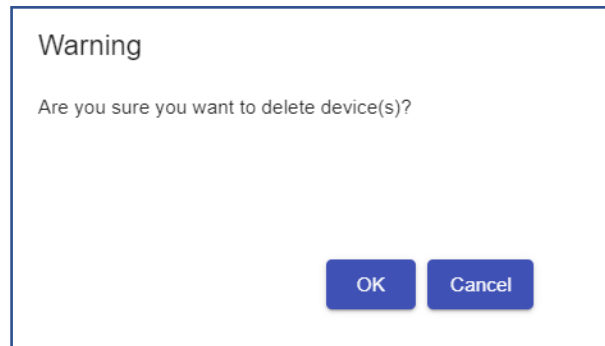
3. Make your changes to the Device details, and then click **OK**.

4.3 Deleting a Device

The procedure below describes how you can delete a device.

To delete a device:

1. Select the Device you wish to delete.
2. Click ; the **Warning** screen appears.



3. Click **OK**.

5 Managing Locations

On this page, all location entries (redirection targets) which are relevant for the current user are listed. The location entries are listed with the URL.

The URL is formatted in a scheme when *http*, *https* or *tftp* must be included.



If no scheme is specified, *http* is automatically added.

The screenshot shows the 'Redirect Service' interface. On the left, a sidebar displays 'GROUPS' and 'Showing Provider_two Group'. Below this, a 'Reseller_1' section shows a table with columns 'Name', '#Devices', and '#Location'. The main content area has tabs for 'Devices', 'Locations', and 'Users', with 'Locations' selected. A search bar is present above a table of location entries. The table has columns: 'Location', 'Description', 'Last Redirect', '# Associated Devices', 'Group', and 'Devices'. Two entries are shown: 'https://ynet.co.il' with description 'Test Device 1' and 'https://themarket.com' with description 'for IPP project'. Both have 0 associated devices and belong to the 'provider_two' group. At the bottom right, there is a pagination control showing 'Items per page: 50' and '1 - 2 of 2'.

The 'Description' field is only necessary for internal use, to enable a better handling while assigning devices to locations. On this page, we can also see which group the location entry belongs to.

'Last redirect' and '# Associated devices' fields give immediate details regarding the use of that location and can also assist for troubleshooting.

5.1 Adding a New Location

The procedure below describes how you can add a new Location.

AudioCodes Redirect Service supports TLS mutual authentication (mTLS). mTLS ensures that both the redirect server and the device (client) authenticate each other's identities before establishing a connection. This additional layer of authentication safeguards against unauthorized access, strengthening the overall security of the Redirect Service.



- By default, mTLS is disabled. This allows currently deployed devices that may not possess the appropriate certificates to continue accessing and using the service. However, we recommend that you enable mTLS.
- mTLS is supported only on the following devices:
 - MP-20x
 - MSBR series
 - MediaPack 50x
 - MediaPack 11x with relevant SKU
 - MediaPack 12x with relevant SKU
 - 4xx IP Phone series
 - MTR devices (Android-based only)

To add a new Location:

1. Click ; the **Add new location** screen appears.

Add new location

Location *

Group *

Audiocodes

Description

Mutual Authentication

no

OK Cancel

2. Click the 'Location' field, and then select the Location name.



The 'Location' attribute supports placeholders for the MAC address in the following formats:

- <MAC>
- <mac>
- {MAC ADDRESS}

If the format is <MAC> or <mac>, the redirect returns the URL as written in the location and the device should populate its MAC address, case sensitive per <MAC> or <mac>, when approaching the provisioning server. This is not supported on all devices.

If the format is {MAC ADDRESS}, the redirect server populates the MAC address in the URL.

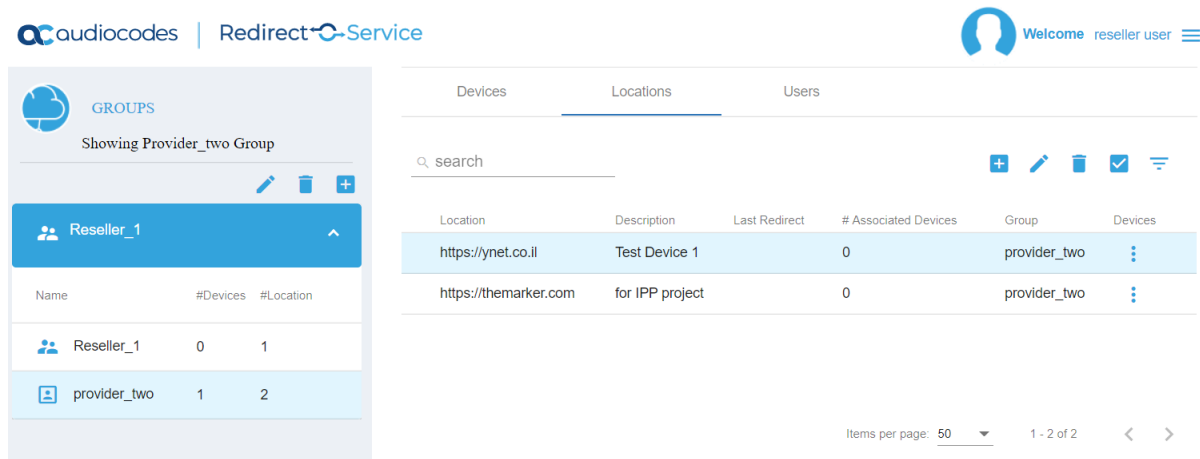
3. From the 'Group' drop-down list, select the Group name.
4. In the 'Description' field, enter a description for the new location.
5. From the 'Mutual Authentication' drop-down list, select whether you want to enforce TLS mutual authentication (mTLS) on the client.
6. Click **OK**.

5.2 Editing a Location

The procedure below describes how you can edit a location.

To edit a location:

1. Select the location you wish to edit.



The screenshot shows the Redirect Service interface. The top navigation bar includes the Audiocodes logo and 'Redirect Service'. The user is logged in as 'reseller user'. The left sidebar shows the 'GROUPS' section with 'Reseller_1' selected. The main area displays the 'Locations' tab with a table of locations. The first location, 'https://ynet.co.il', is selected. The table has columns: Location, Description, Last Redirect, # Associated Devices, Group, and Devices. The second location is 'https://themarket.com'.

Location	Description	Last Redirect	# Associated Devices	Group	Devices
https://ynet.co.il	Test Device 1		0	provider_two	⋮
https://themarket.com	for IPP project		0	provider_two	⋮

2. Click ; the Edit Location screen appears.

Edit location

Location *

https://provisioning.acme.za/audiocodes/redirect.php

Group

NFON

Description

LIVE

Mutual Authentication

no


OK Cancel

3. Make your changes, and then click **OK**.

5.3 Deleting a Location

The procedure below describes how you can delete a location.

To delete a location:

1. Select the location you wish to edit.
2. Click  ; the **Warning** screen appears:

Warning

Are you sure you want to delete location(s)?

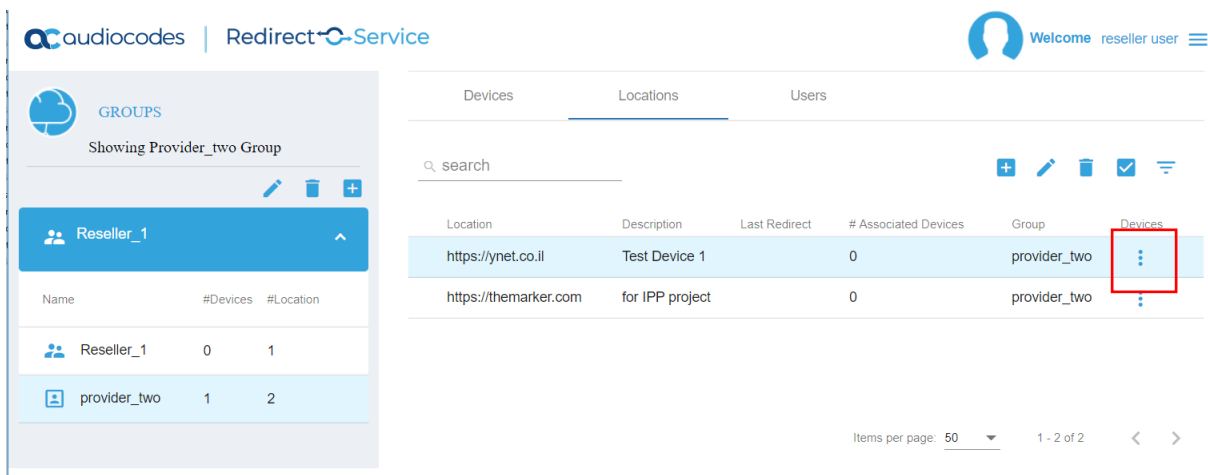
OK

Cancel



3. Click **OK**.

5.4 Associate Multiple Devices to a Location

The procedure below describes how to associate multiple devices to a location.



The screenshot shows the Redirect Service interface. On the left, there's a sidebar with 'GROUPS' and 'Showing Provider_two Group'. The main area has tabs for 'Devices', 'Locations', and 'Users'. The 'Locations' tab is active, showing a table with columns: Location, Description, Last Redirect, # Associated Devices, Group, and Devices. The 'Devices' column for the first row (https://ynet.co.il) has a red box around the three dots icon.

Location	Description	Last Redirect	# Associated Devices	Group	Devices
https://ynet.co.il	Test Device 1		0	provider_two	
https://themarket.com	for IPP project		0	provider_two	

Under the 'Devices' column, when clicking on the three dots (showing related devices), we can see all devices associated with this location and using the '+' to associate single or multiple unassociated devices to this location.



The dialog box is titled 'Associate device to a location'. It has a 'Group' field with 'Reseller_1' selected. Below it is a 'Location' field with 'http://1.1.1.1/u.ini' entered. There is a search bar and a checkbox labeled '00:90:8F:89:74:36'. At the bottom are 'OK' and 'Cancel' buttons.

6 Managing Users

On the **Users** page, all relevant users are listed. On this page, the administrator can create new users by clicking on the blue **Add User** button.

There are three types of users:

- **Monitors:** Can view only device and location entries in the group
- **Operators:** Can create, update, and delete devices and locations
- **Administrators:** Both Providers and Resellers can also create, update, and delete users.

The User status is also defined by the group type, reseller's Users also have permission to add providers.

6.1 Adding a New User

The procedure below describes how to add a new user.

To add a new user:

1. Click the **Add User** button.
2. Enter the new user details, and then click **OK**.

Add new user


Login name *	First name *
User 1	A
Permission level *	Last name *
Monitor	B
Password	Email
.....	a@b.com
Confirm password	Description
.....	first provider
Group *	Phone
provider_first	990099090
<input type="checkbox"/> change password on next login	Mobile
	07788988

OK Cancel

6.2 Editing a User

The procedure below describes how to edit a user.

To edit a user:

1. Click  on the user card you wish to edit.

Edit user


Login name *	abcd1234	First name *	aa
Permission level *	Operator	Last name *	bb
Password	*****	Email	b@abc.com
Confirm password	*****	Description	For Provider
Group *	provider_first	Phone	0397609090
<input type="checkbox"/> change password on next login		Mobile	0098877666

2. Make your changes. The administrator can change the user details, change permissions, change password, and set the user to change the password on the next login.
3. Click **OK**.

6.3 Deleting a User

The procedure below describes how to delete a user.

To delete a user:

1. Click  on the user card you wish to delete.
2. A warning message appears.

Warning

Are you sure you want to delete selected user?

3. Click **OK**.

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