Redirect Service
Web-based Management Interface

oc audiocodes

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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

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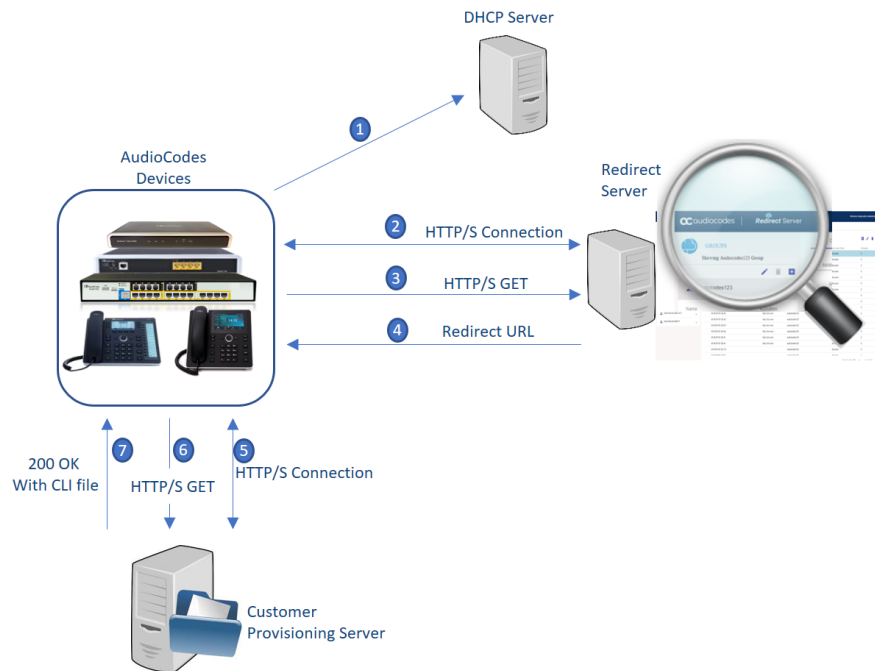
The Redirect Service is applicable to the following AudioCodes product families:

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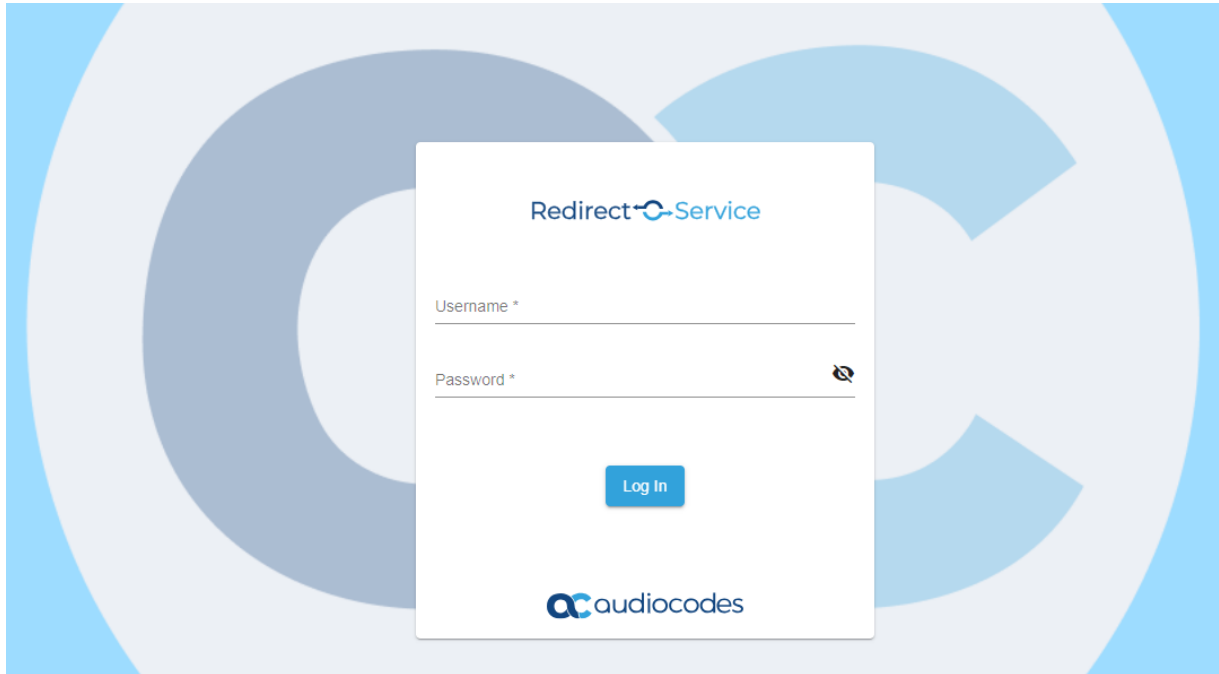
2. In the 'Username' and 'Password' fields, enter your username and password, respectively.
3. Click **Log In**.

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.

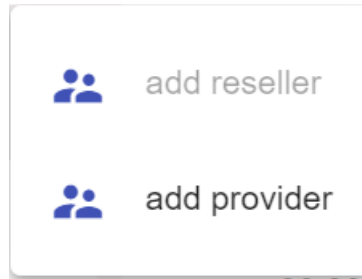| Icon	Description
	Adds a Group.
	Deletes a Group.
	Edits Group details.

> ⓘ   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.

4.   Click **OK**; the new provider is added.
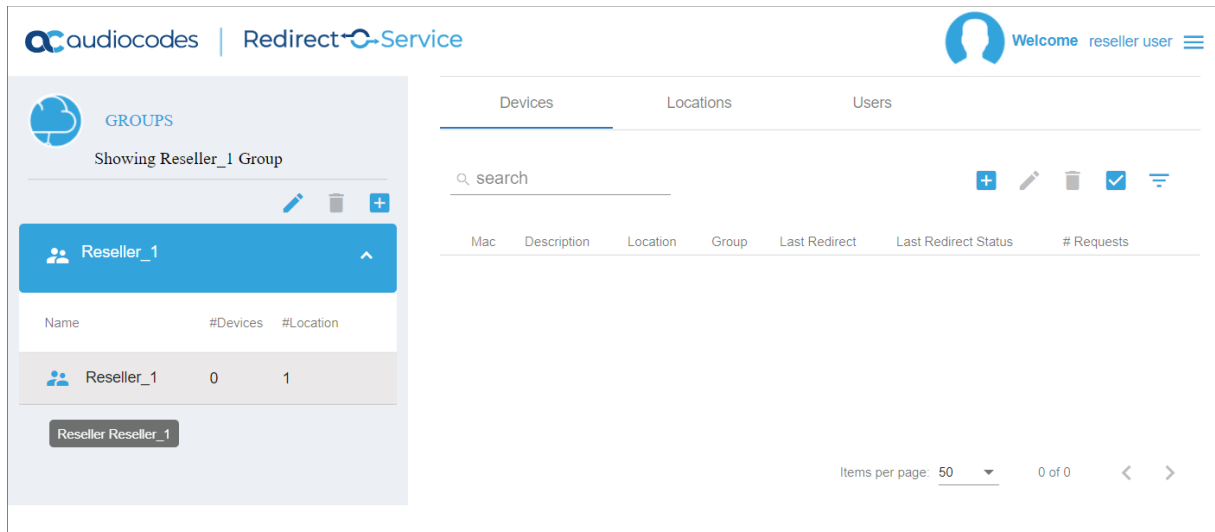
3.2   Editing a Group

The procedure below describes how you can edit a group.

To edit a group:

1.   Select the group you wish to edit.

2.   Click ✏ ; the Edit Provider screen appears.

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.

2.   Click 🗑 ; the warning message appears.

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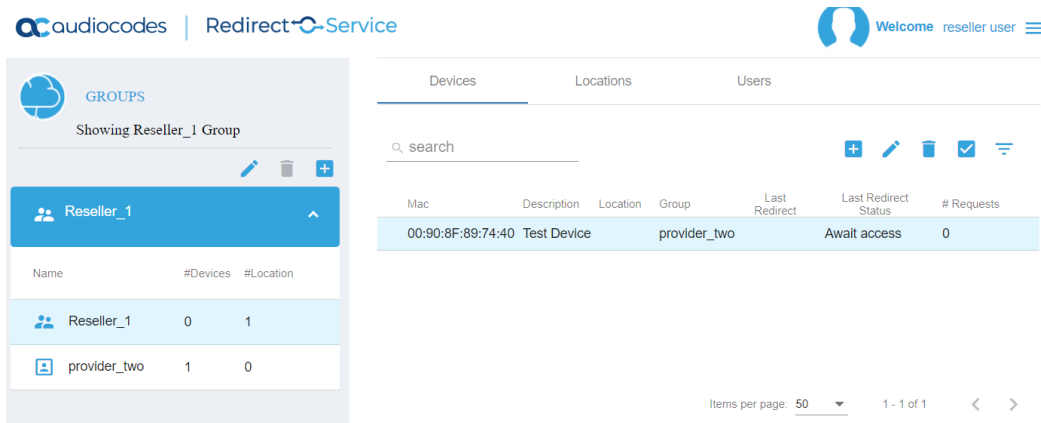
MAC addresses are displayed with a colon in between every second digit. During the editing process, the colons and upper/lower case are of no importance.

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.

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

OK   Cancel

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

OK

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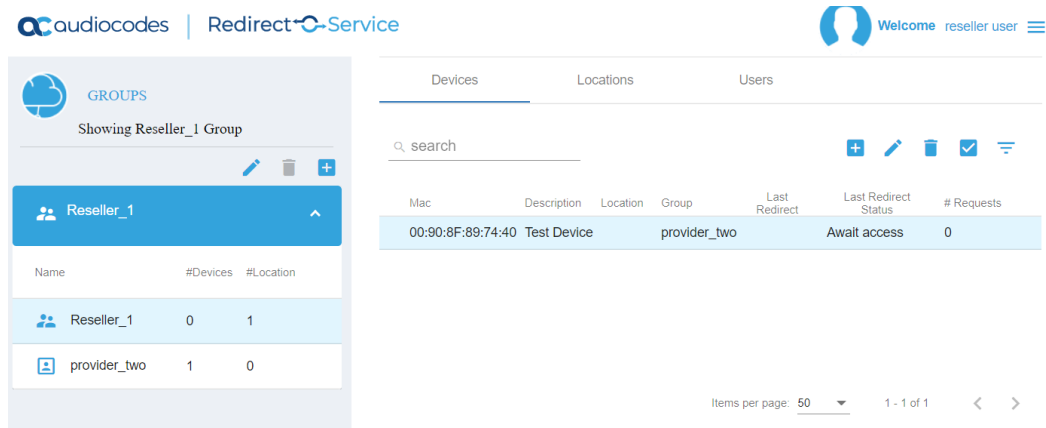
ⓘ   If there are already existing device entries, only they are updated.

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.

2.   Click ✏ ; the Edit device screen appears.

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.
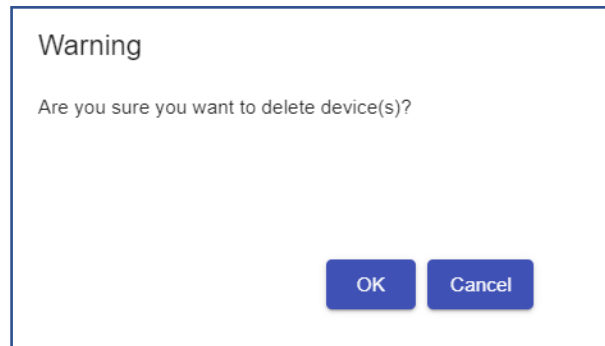
3.   Click **OK**.

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 '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.
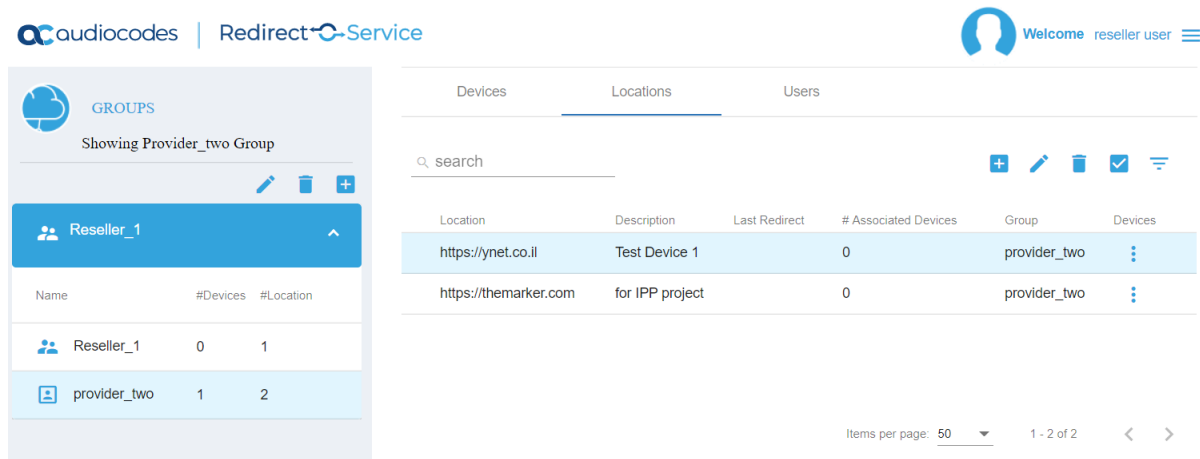
3. From the 'Group' drop-down list, select the Group name.

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.

2. Click ✏; the Edit Location screen appears.

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)?
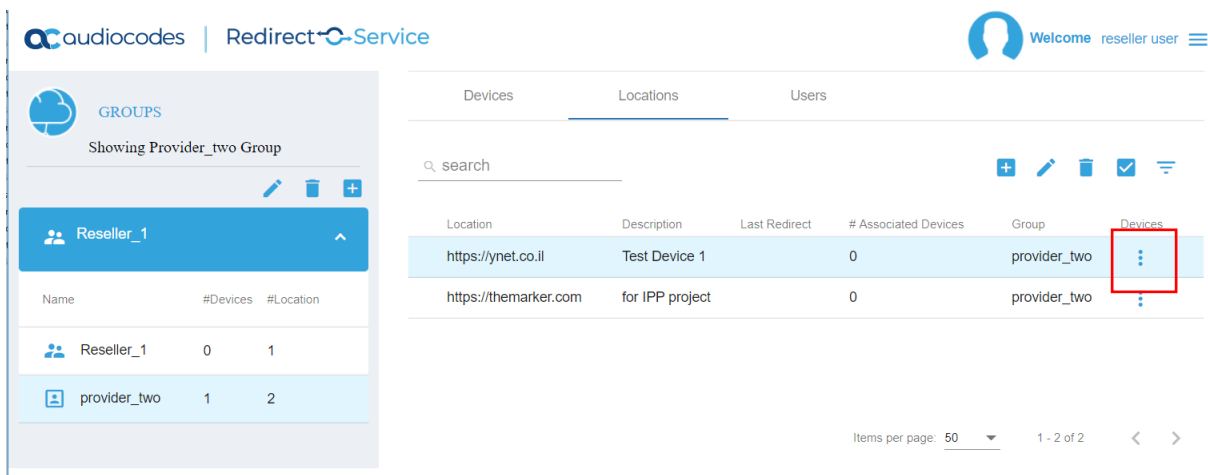
OK   Cancel

3.   Click **OK**.

5.4   Associate Multiple Devices to a Location

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

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.

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**.

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 *	First name *
abcd1234	aa
Permission level *	Last name *
Operator ▾	bb
Password	Email
•••••••••••	b@abc.com
Confirm password	Description
•••••••••••	For Provider
Group *	Phone
provider_first ▾	0397609090
	Mobile
☐ change password on next login	0098877666

OK   Cancel

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?

OK   Cancel

.

3.   Click **OK**.

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