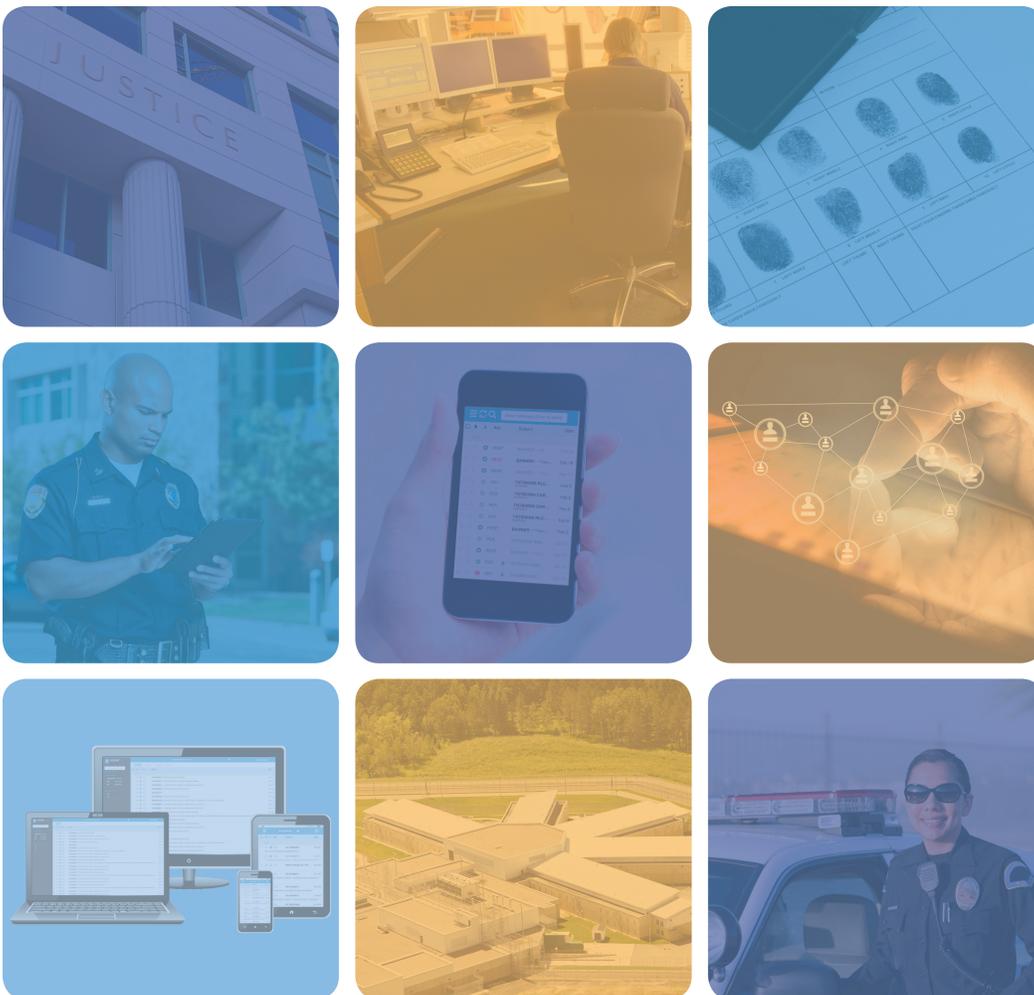




## Client Manager User Manual

July, 2016



## Disclaimer

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DCI eAgent Client Manager (ECM)

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## ***Basic Description***

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This manual is designed to educate authorized personnel on the use of the eAgent Client Manager (ECM). The eAgent Client Manager (ECM) is a web application used by authorized personnel to create and maintain user and device information. Functions of the ECM include:

- **Adding new users and devices**
- **Creating logical groups of users, devices, ORIs and message keys**

## ***How to Access the eAgent Client Manager (ECM)***

---

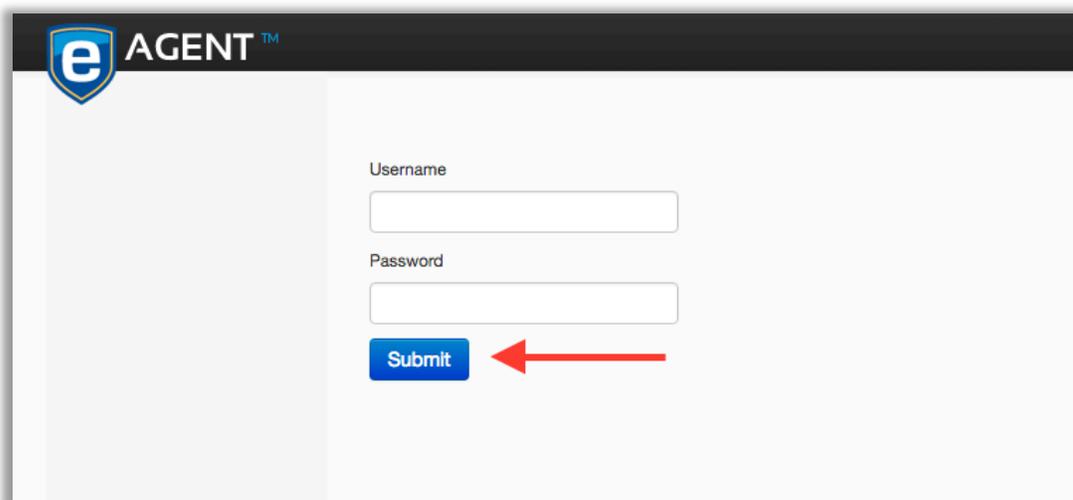
Since the ECM is a web application, you must have a web browser and access to the host agency secure intranet to use it. You must also have Administrator privileges to access any data in the system. Follow these steps to access the ECM:

1. **Open a Web Browser** (Internet Explorer, Mozilla, etc.)
2. **Navigate to the “eAgent Client Manager”**

## ***Logging In***

---

To begin, each authorized user must log in to the ECM interface. When the login screen appears, simply enter the username and password you use to access the ECM and click the “**Submit**” button.



*Figure 1.1 – eAgent Login Screen with “Submit” Button Highlighted*

## The ECM Home Page

Once an authorized user has logged in, they are directed to the ECM Home page. From here, you can view agencies and create new agencies.

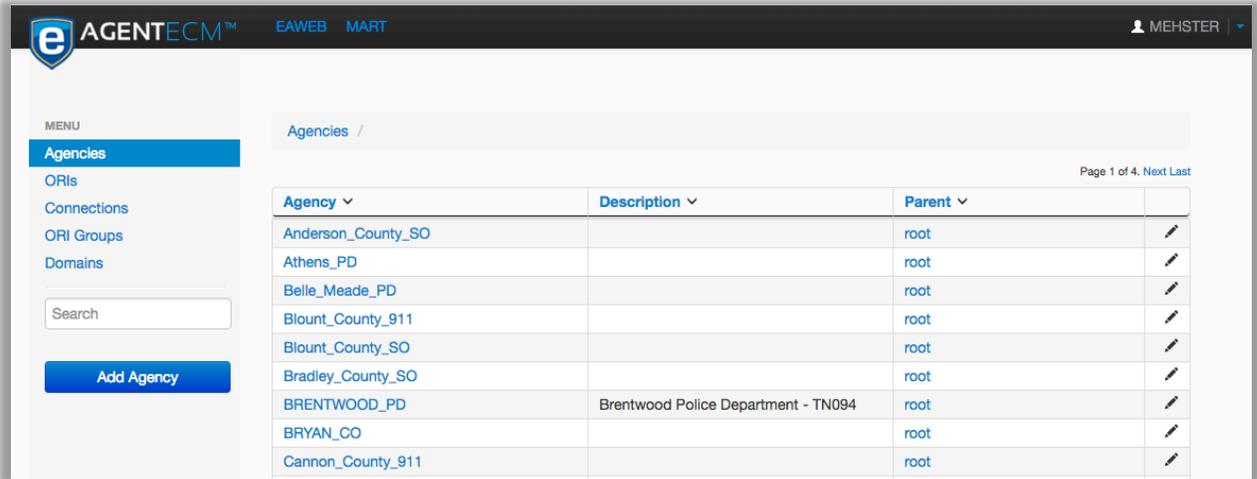


Figure 2.1 – ECM Home Page

## Agency

An agency is any office that the Tennessee Bureau of Investigation (TBI) approves to access the message switch for the purpose of transmitting and/or receiving CJIS data. The ECM manages these agencies.

### Create a New Agency

To create a new agency, click on the **“Add Agency”** link located on the left sidebar of the ECM Home page.

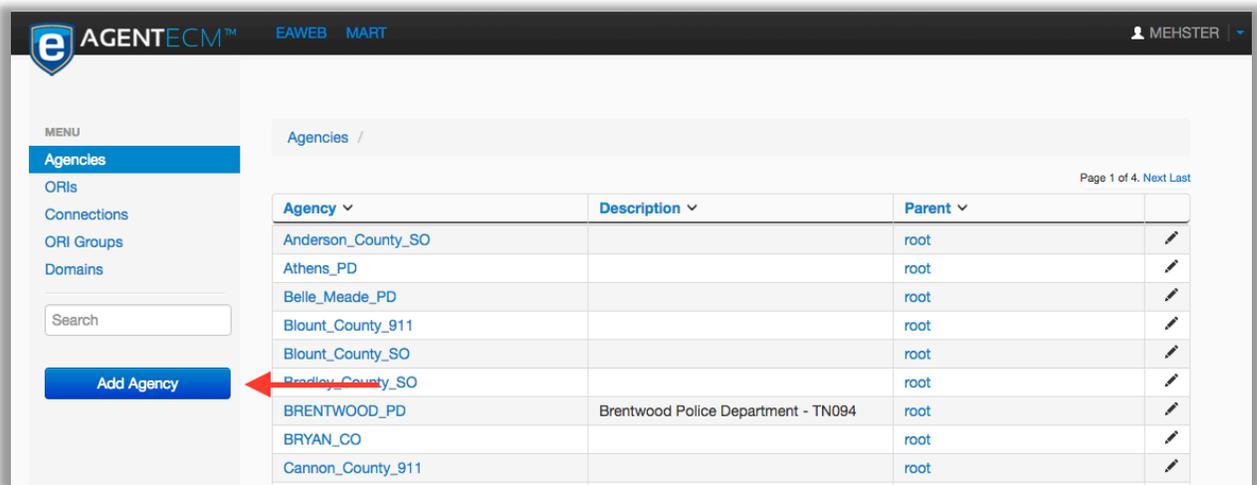
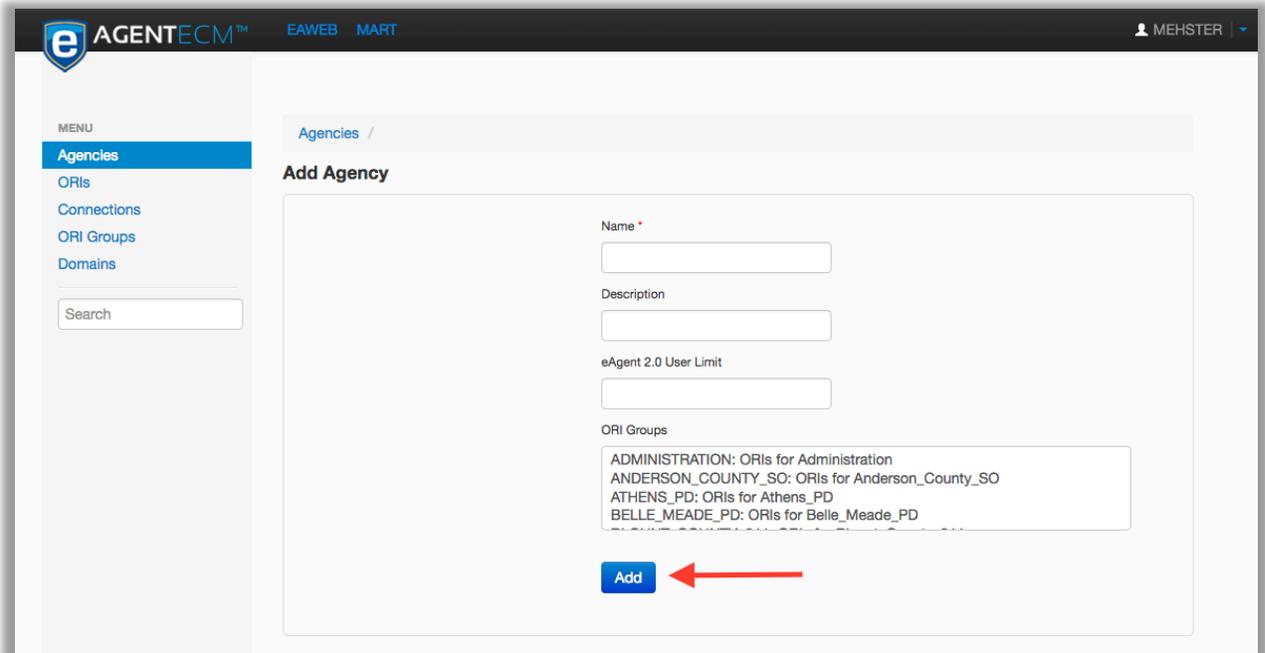


Figure 5.1 – ECM Home Page with “Add Agency” Button Highlighted

The “**Add Agency**” form will appear on the next screen. Complete the mandatory information and select the “**Add**” button. Agencies added without a 2.0 user limit cannot contain users with the 2.0 permission until the limit value is adjusted.



The screenshot displays the 'Add Agency' form within the eAGENTECM application. The interface includes a top navigation bar with the logo, 'EAWEB', 'MART', and a user profile 'MEHSTER'. A left sidebar menu lists 'Agencies', 'ORIs', 'Connections', 'ORI Groups', and 'Domains', with 'Agencies' selected. The main content area is titled 'Add Agency' and contains the following form fields:

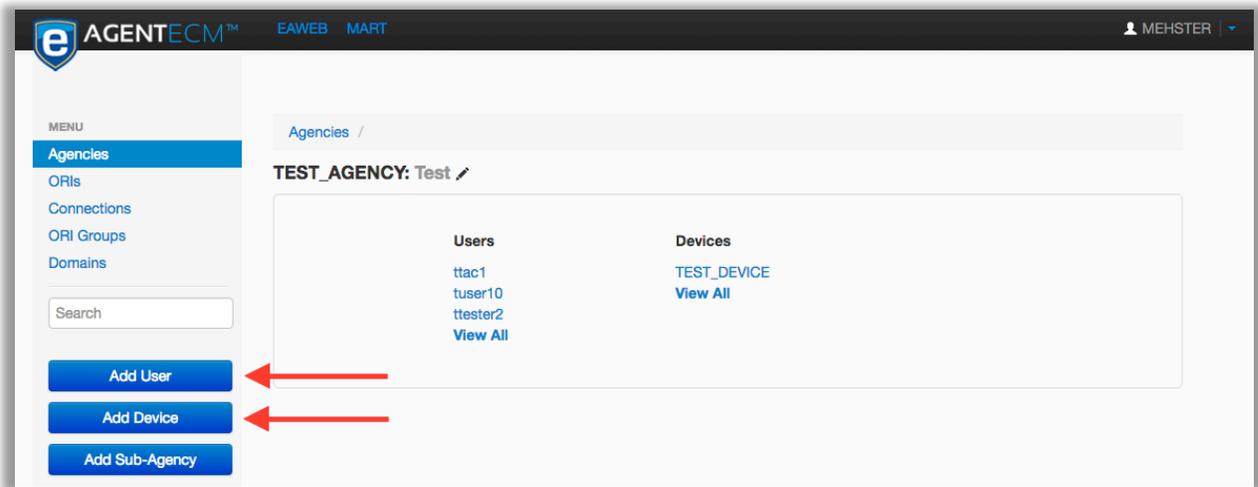
- Name \***: A text input field.
- Description**: A text input field.
- eAgent 2.0 User Limit**: A text input field.
- ORI Groups**: A list box containing the following entries:
  - ADMINISTRATION: ORIs for Administration
  - ANDERSON\_COUNTY\_SO: ORIs for Anderson\_County\_SO
  - ATHENS\_PD: ORIs for Athens\_PD
  - BELLE\_MEADE\_PD: ORIs for Belle\_Meade\_PD

At the bottom of the form is a blue 'Add' button, which is highlighted by a red arrow pointing to it from the right.

*Figure 5.2 – Add Agency Page with “Add” Button Highlighted*

After selecting “**Add**”, the eAgent Client Manager will refresh the page and the new agency will be visible. You may now edit the agency description or add users and devices.

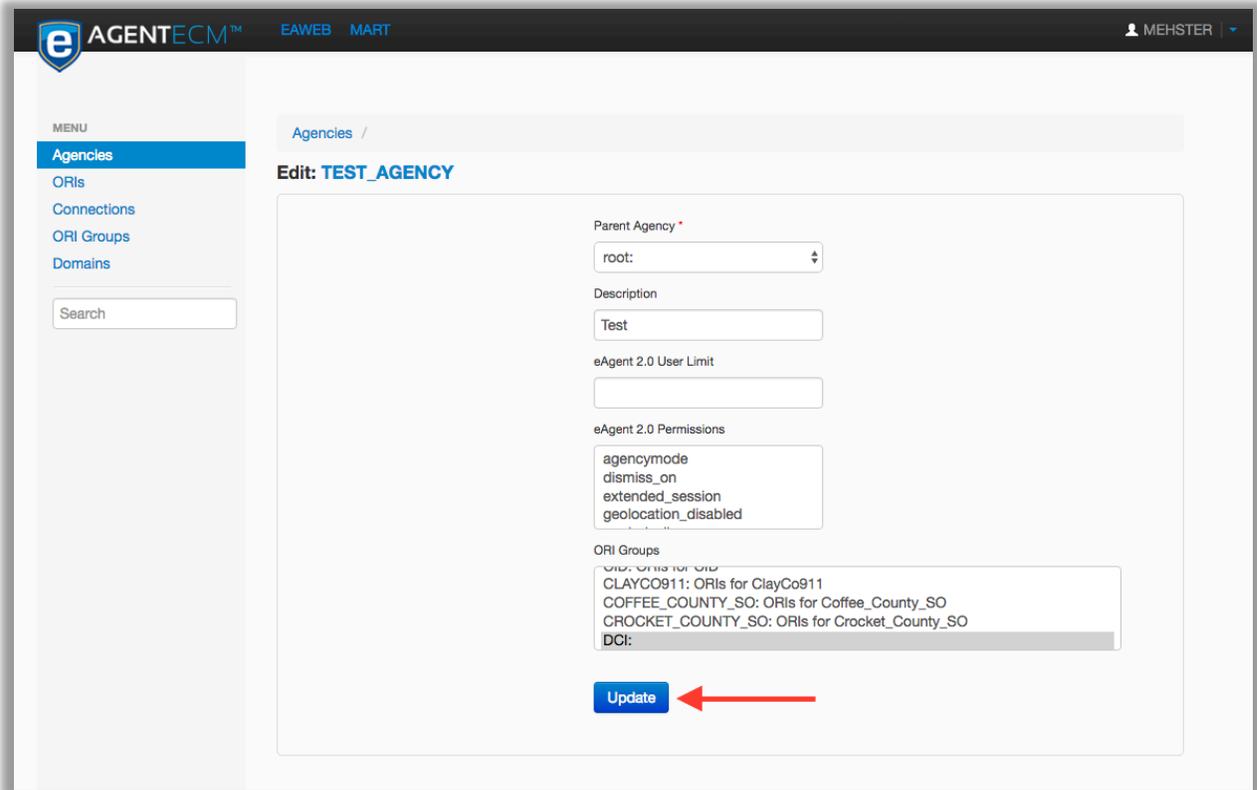
To add users or devices, select the “**Add User**” or “**Add Device**” buttons located on the left side of the page. (See Create New User or Create New Device Section for more information).



*Figure 5.3 --- Agency Page with “Add User” and “Add Device” Buttons Highlighted*

## Edit Agency Information

To edit Agency information, locate the agency name from the ECM Home page or select “Agencies” from the top left sidebar of the page. Agency names cannot be altered once entered. To edit an agency, select the “Edit” icon (✎) for the corresponding agency on the far right of the screen. On the next page, update required and any additional displayed fields then select “Update”.

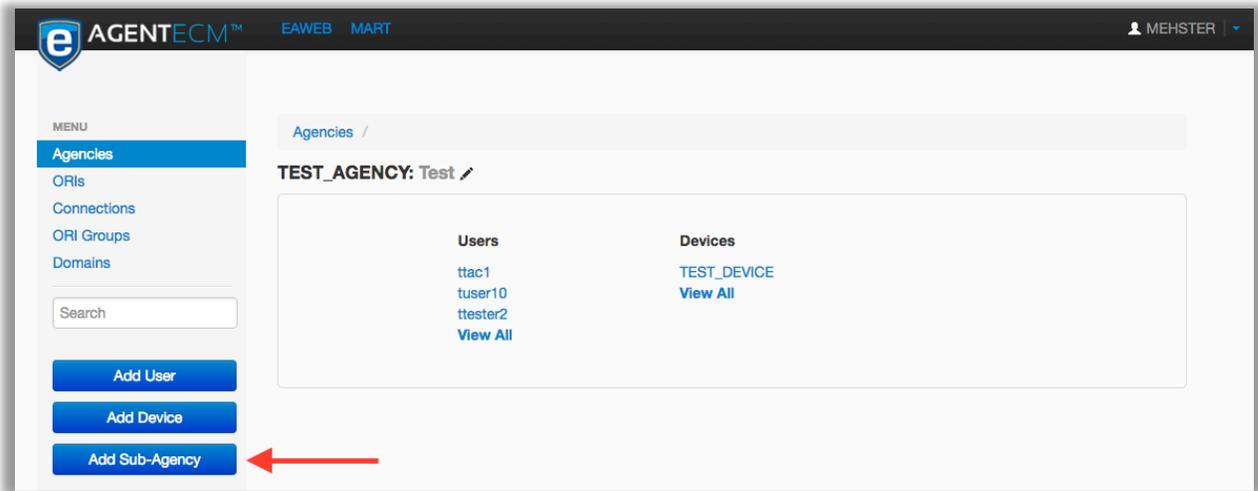


The screenshot shows the AGENTECM interface for editing an agency. The top navigation bar includes the AGENTECM logo, 'EAWEB MART', and a user profile 'MEHSTER'. A left sidebar menu lists 'Agencies', 'ORIs', 'Connections', 'ORI Groups', and 'Domains', with a search box below. The main content area is titled 'Agencies /' and 'Edit: TEST\_AGENCY'. The form contains several fields: 'Parent Agency' (dropdown menu showing 'root:'), 'Description' (text input with 'Test'), 'eAgent 2.0 User Limit' (text input), 'eAgent 2.0 Permissions' (text input with 'agencymode', 'dismiss\_on', 'extended\_session', 'geolocation\_disabled'), and 'ORI Groups' (text input with 'CLAYCO911: ORIs for ClayCo911', 'COFFEE\_COUNTY\_SO: ORIs for Coffee\_County\_SO', 'CROCKET\_COUNTY\_SO: ORIs for Crocket\_County\_SO', and 'DCI:'). A blue 'Update' button is located at the bottom of the form, with a red arrow pointing to it from the right.

Figure 5.4 – Edit Agency Information Page with “Update” Button Highlighted

## Add a Sub-Agency

You can add agencies within an agency, in order to better organize which ORI's and which offices are within an agency.



*Figure 5.5 – Agency Page with “Add Sub-Agency” Button Highlighted*

## ORIs

An ORI (Originating Requester Identifier) is needed for devices to send and receive messages. To view ORIs, select the “**ORIs**” link from the upper left sidebar of the page.

### Add an ORI

To add an ORI, select the “**Add ORI**” button on the left sidebar of the page.

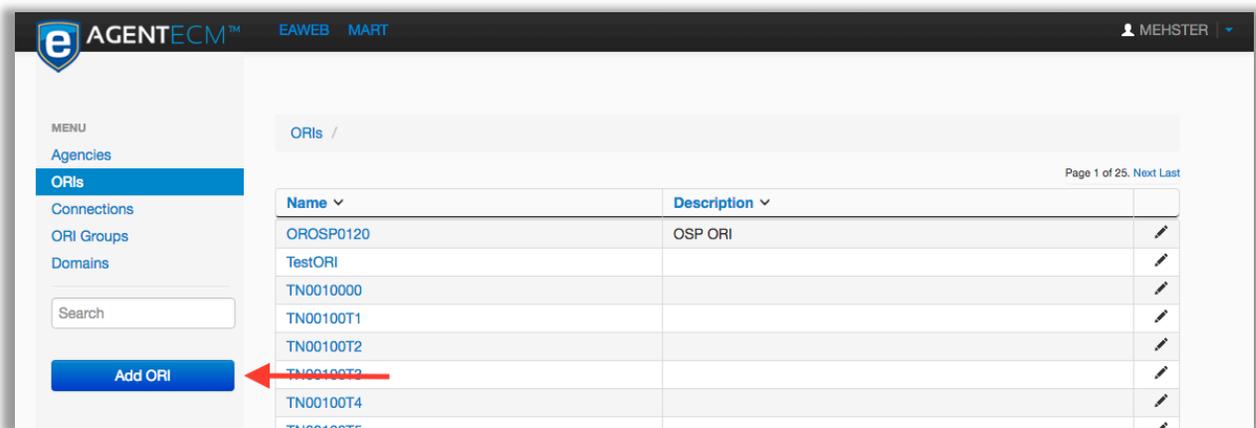


Figure 7.1 – ORI Landing Page with “Add ORI” Button Highlighted

Enter the Name and Description of the ORI and select “**Add**”. The new ORI will display ready to use. (Image of Add ORI Page)

### Add Devices to ORIs

Once an ORI has been added, you can add existing devices to that ORI for organizational purposes. Click the “**ORIs**” link in the upper left sidebar of the page, select the desired ORI and click the (✍) “**Edit**” Icon next to “**Devices**”.

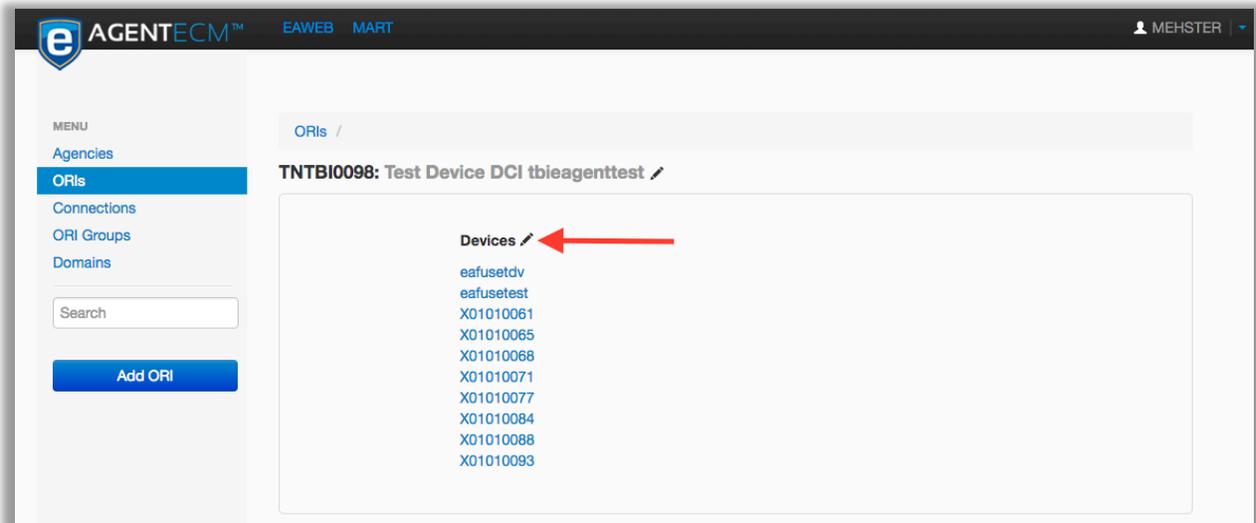


Figure 7.2 – ORI Landing Page with “Devices” Edit Icon Highlighted

On the Update Devices page, select an agency to add its devices to the ORI you are working on.

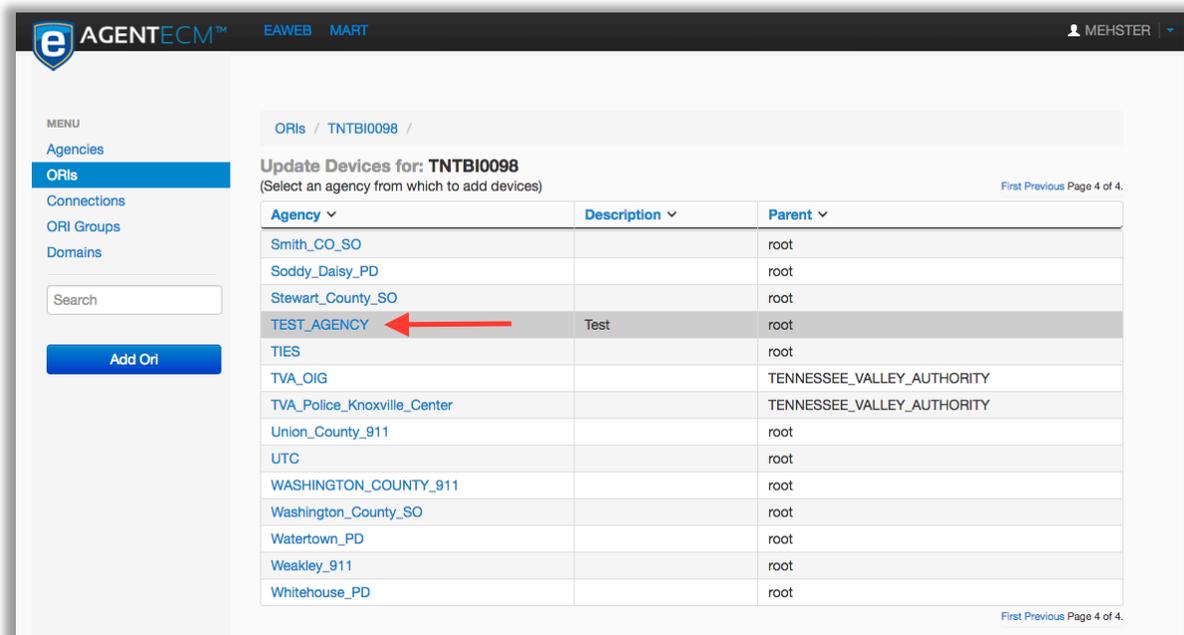


Figure 7.3 – Update ORI Page, Select Agency

Choose the devices you wish to add and select **“Update”**.

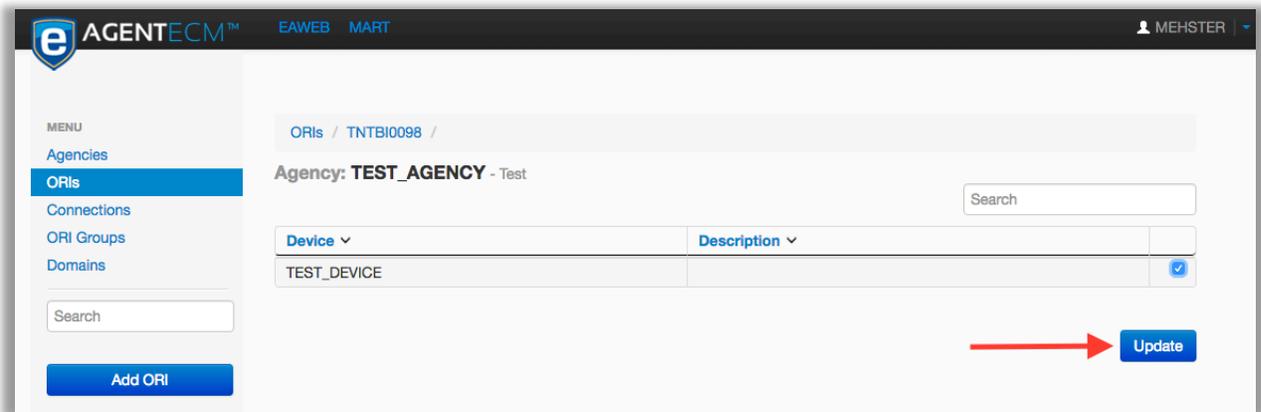


Figure 7.4 – Adding Devices to ORIs, “Update” Button Highlighted

### Edit Devices in ORIs

To edit an ORI’s devices, first click on the **“ORIs”** link in the upper left sidebar of the ECM home page. Then, select the ORI you wish to edit.

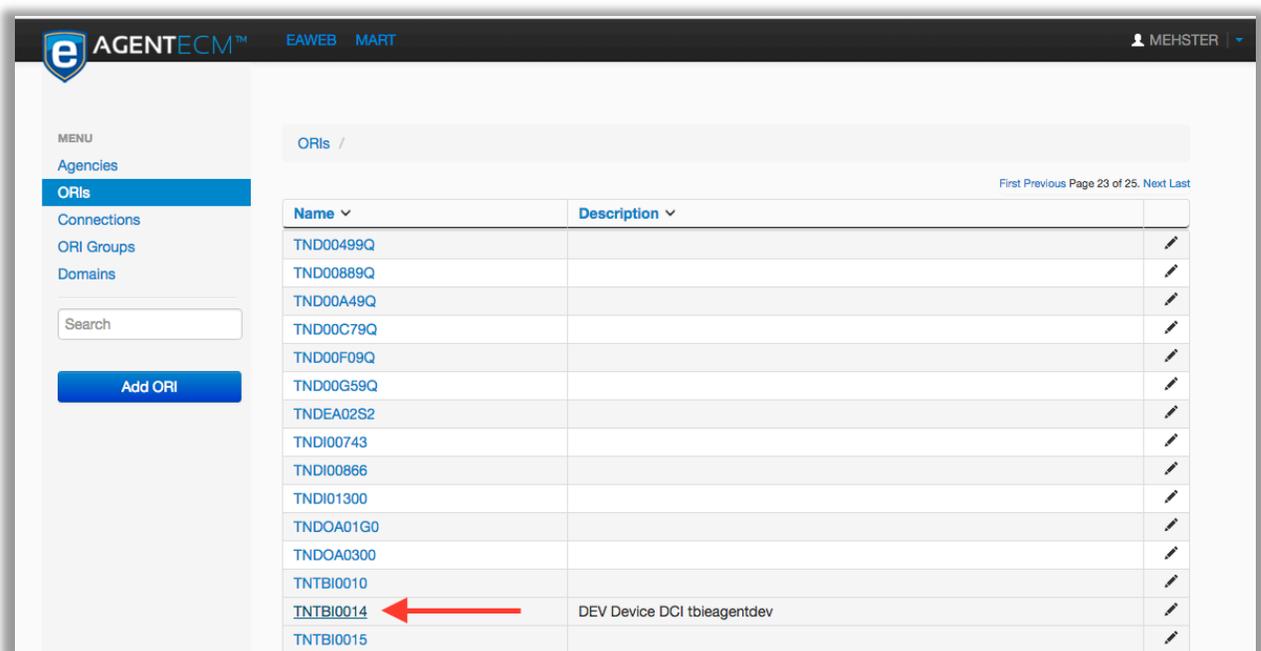


Figure 7.5 – ORI Landing Page, Select ORI to Edit

Any devices associated with this ORI will display below. To continue to add devices, click the (✎) “**Edit**” Icon next to “**Devices**”.

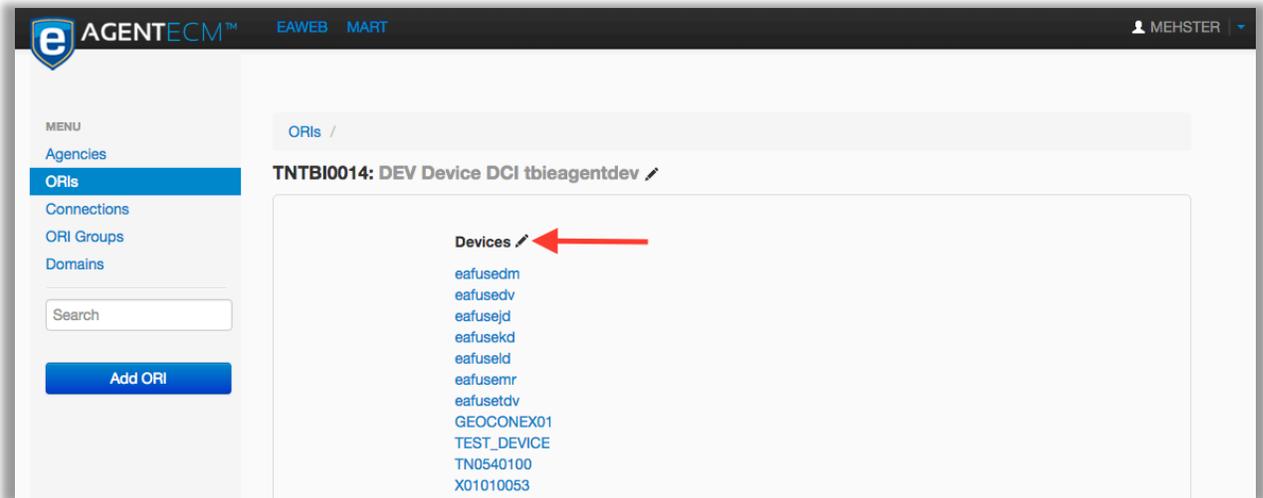


Figure 7.6 – ORI Landing Page with Edit Device Icon Highlighted

The next screen will direct you to update the devices for the selected ORI. Select the agency with the devices you wish to edit.

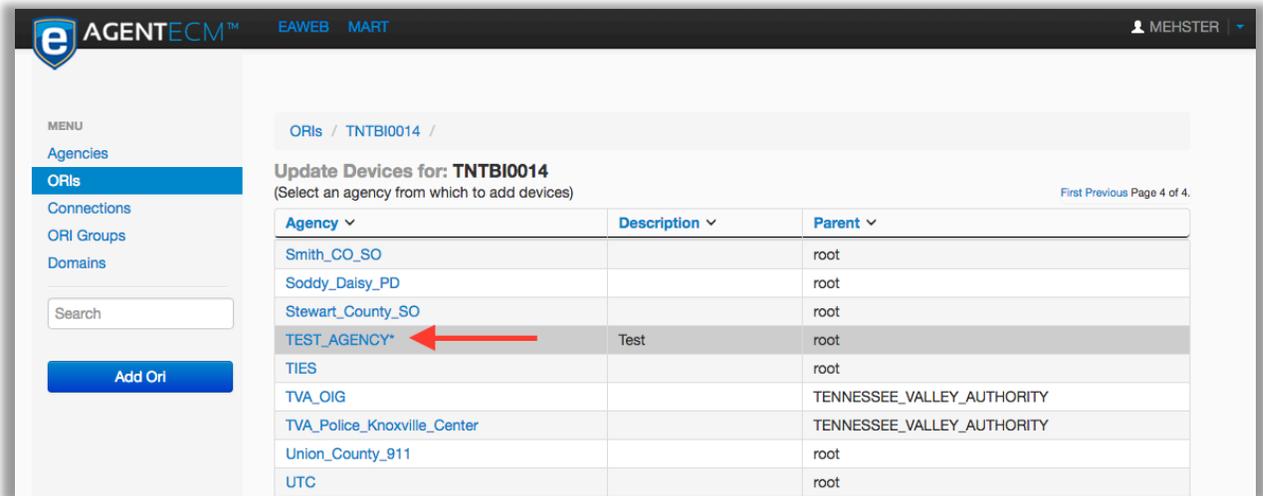
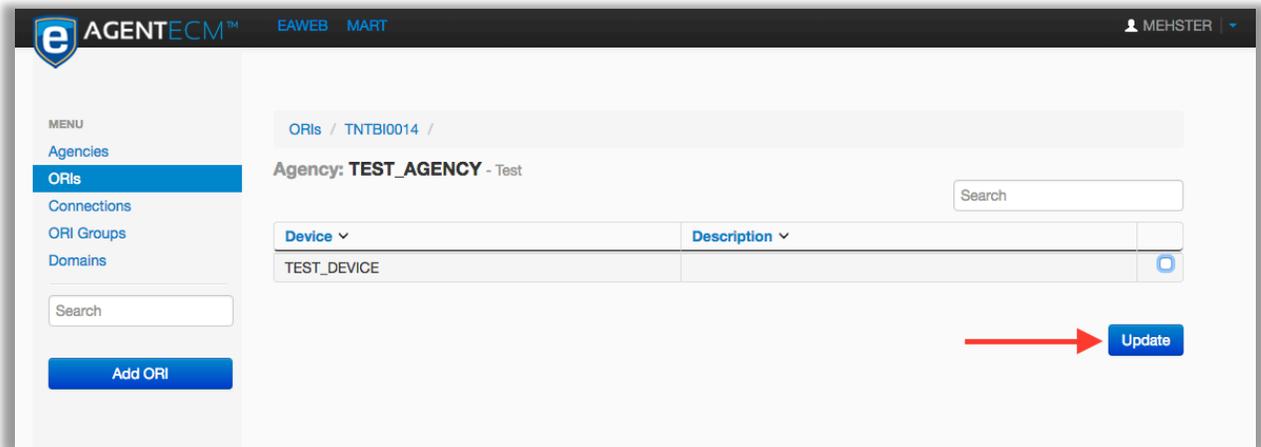


Figure 7.7 – Specific ORI Page Highlighting an Agency to Select

Once inside the agency, you will see all of the agency's devices. To add a device to this ORI, place a check in the desired device's box. To remove a device from this ORI, uncheck that device. Once you finish making your changes, click **“Update”** to save.



*Figure 7.8 – Adding or Removing Devices from an ORI (“Update” Button Highlighted)*

## Users

Users are named individuals that have access to the TBI message switch and whose identity is managed by the ECM.

### Create a New User

To create a new user, click the **“Agencies”** link in the left sidebar of the ECM home page.

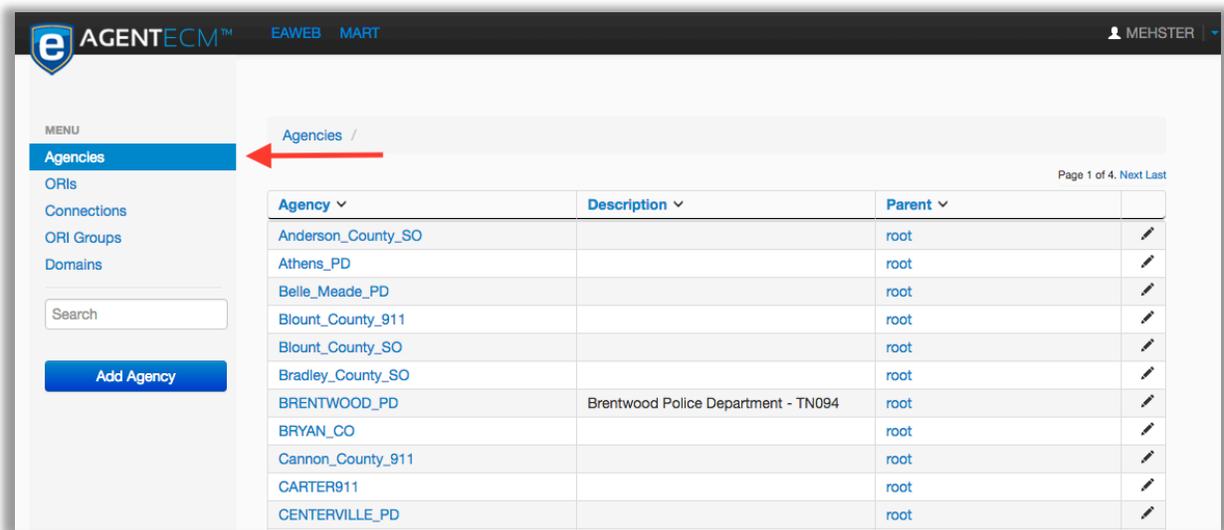
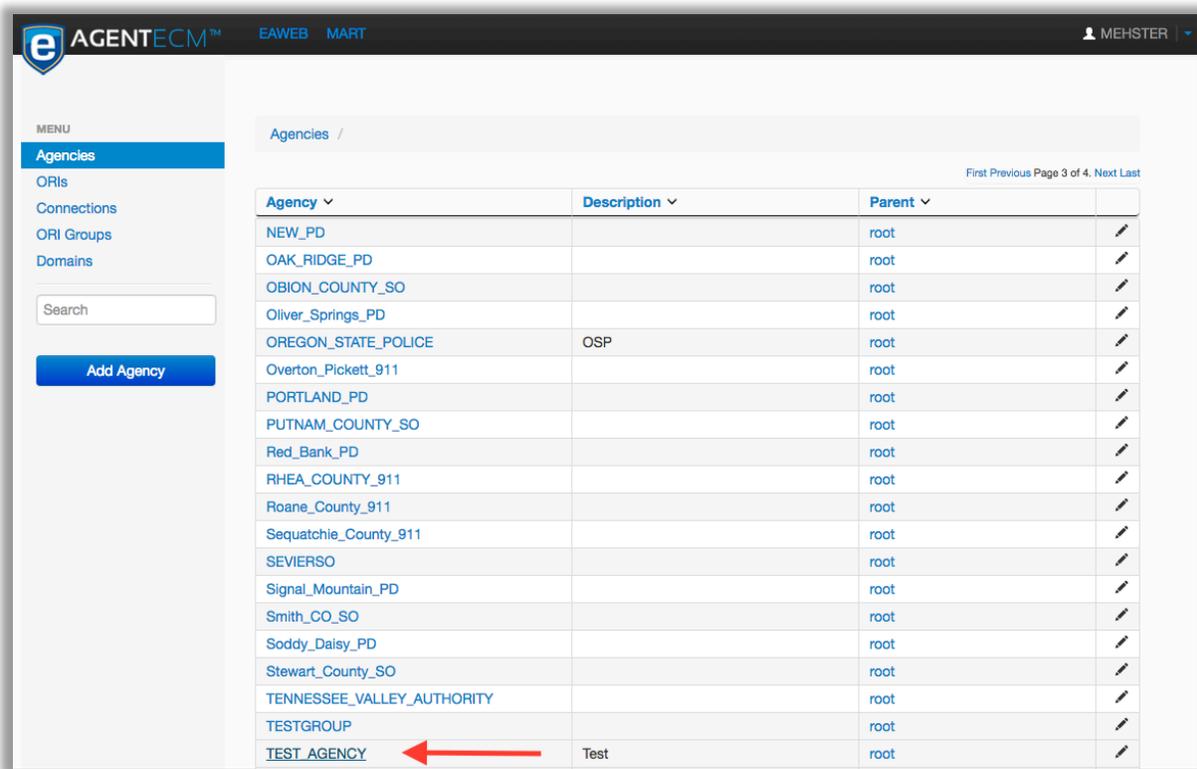


Figure 8.1 – ECM Home Page with the “Agencies” Link Highlighted

Select the agency where you want to add a new user.

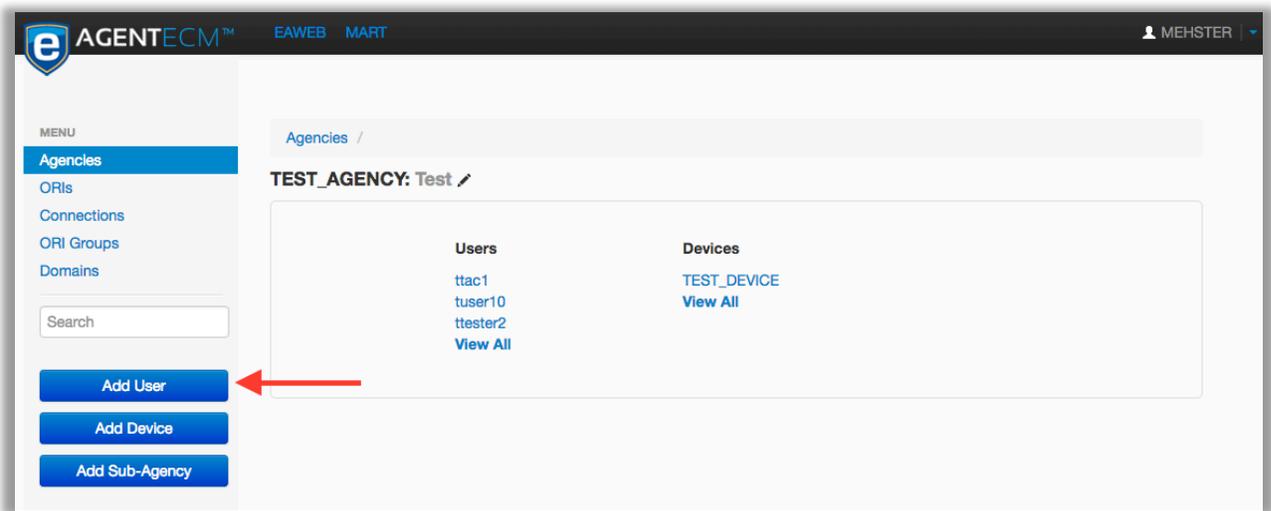


The screenshot shows the AGENTECM interface with the 'Agencies' page selected. The left sidebar contains a menu with options: Agencies, ORIs, Connections, ORI Groups, and Domains. Below the menu is a search box and an 'Add Agency' button. The main content area displays a table of agencies. The table has three columns: Agency, Description, and Parent. The 'TEST\_AGENCY' row is highlighted, and a red arrow points to it.

Agency	Description	Parent
NEW_PD		root
OAK_RIDGE_PD		root
OBION_COUNTY_SO		root
Oliver_Springs_PD		root
OREGON_STATE_POLICE	OSP	root
Overton_Pickett_911		root
PORTLAND_PD		root
PUTNAM_COUNTY_SO		root
Red_Bank_PD		root
RHEA_COUNTY_911		root
Roane_County_911		root
Sequatchie_County_911		root
SEVIERSO		root
Signal_Mountain_PD		root
Smith_CO_SO		root
Soddy_Daisy_PD		root
Stewart_County_SO		root
TENNESSEE_VALLEY_AUTHORITY		root
TESTGROUP		root
TEST_AGENCY	Test	root

Figure 8.2 – Agencies Page, Adding a New User

Click on the “**Add User**” button in the left sidebar of the page. (see Figure 8.3).



*Figure 8.3 – Specific Agency Page with “Add User” Link Highlighted*

This will take you to an **Add User** form (see Figure 8.4). All mandatory fields will be marked with an asterisk (\*).

- a. Enter user information in the appropriate fields.
- b. Select the user access level from the “**Menu Level**” dropdown field.
- c. The “**Active**” checkbox is checked by default.
- d. Selecting “**Admin**” for the Role gives the user full access to the ECM.
- e. Enter a password for the user. It can be a generic password since the user will be forced to change it to a new robust password upon login.
- f. Click on the “**Save User**” button.

The screenshot displays the 'Add User' interface within the eAGENTECM application. The top navigation bar includes the eAGENTECM logo, 'EAWEB MART', and a user profile for 'MEHSTER'. A left-hand menu lists 'Agencies', 'ORIs', 'Connections', 'ORI Groups', and 'Domains', with 'Agencies' selected. The breadcrumb trail shows 'Agencies / TEST\_AGENCY /'. The main form area is titled 'Add User' and contains the following fields and controls:

- Agency \***: Dropdown menu with 'TEST\_AGENCY: Test' selected.
- First Name \***: Text input field.
- Middle Name**: Text input field.
- Last Name \***: Text input field.
- Suffix**: Text input field.
- User Code**: Text input field.
- Role \***: Dropdown menu with 'USER' selected.
- Policy \***: Dropdown menu with 'First-Factor Only' selected.
- Domain \***: Dropdown menu with 'TBIEAGENT' selected.
- Menu \***: Dropdown menu with 'Full' selected.
- SMS Number**: Text input field.
- Temporary Pin**: Text input field.
- Pin Expiration Date**: Text input field with a 'yyyy-mm-dd' placeholder.
- Default ORI**: Text input field.
- Certification Date**: Text input field with a 'yyyy-mm-dd' placeholder.
- Password**: Text input field.
- Active**: Checked checkbox.
- Enable VPN Access**: Checked checkbox.
- EAWeb User**: Unchecked checkbox.
- MART Admin**: Unchecked checkbox.

At the bottom of the form is a blue 'Save User' button, which is highlighted by a red arrow pointing to it from the right.

Figure 8.4– Add User Page with “Save User” Button Highlighted

## Modify a User

To modify a user, click on the “**Agencies**” link from the left sidebar of the ECM Home page. Select an agency by clicking the agency’s name.

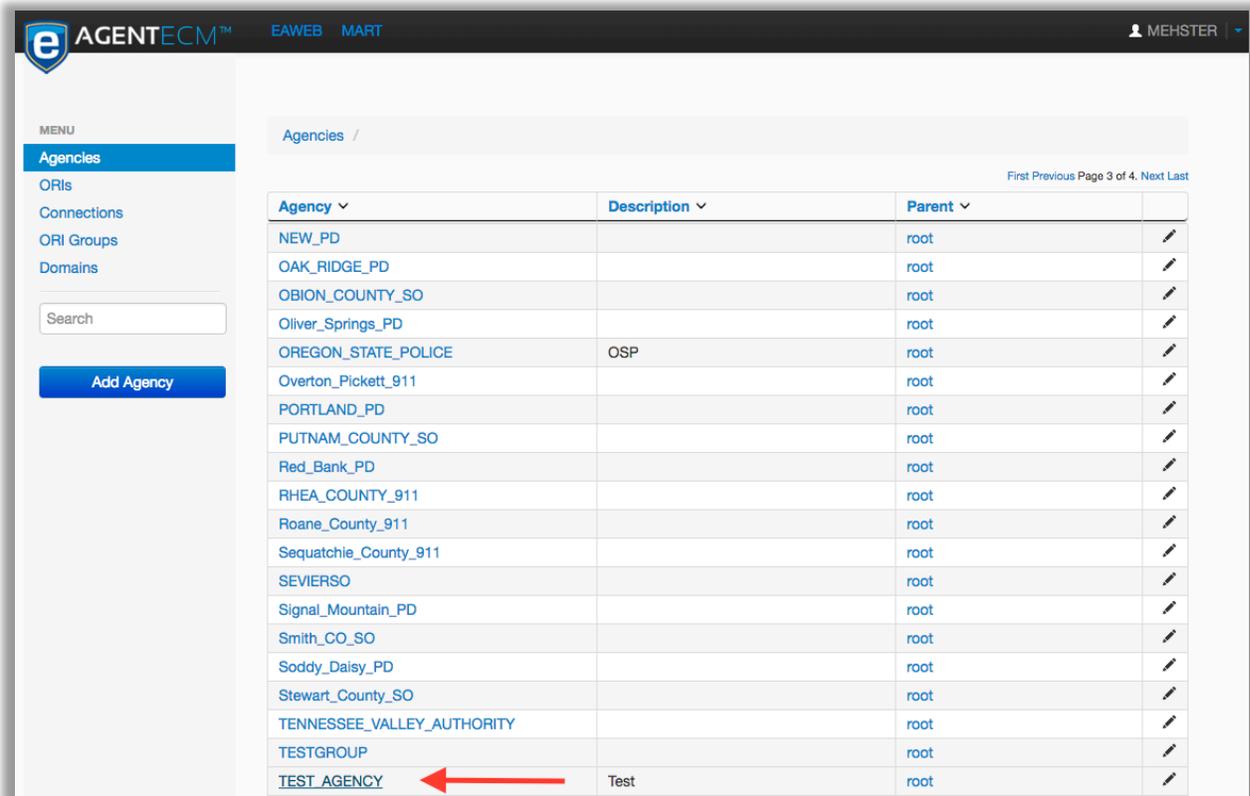
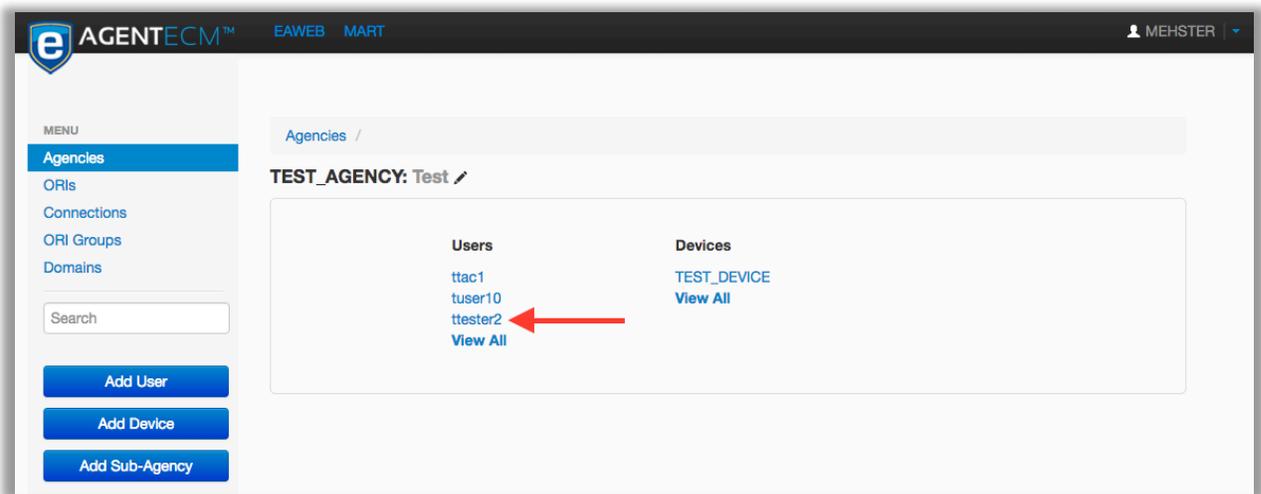


Figure 8.6 – Agency Landing Page, Select Agency

Select the user you wish to modify from the list below “Users”.



*Figure 8.7 – Landing Page for Agency, Select User to Modify*

After you select a user, that user's information will display on the next screen. To edit any of this information, click the (✎) edit icon next to the Username.

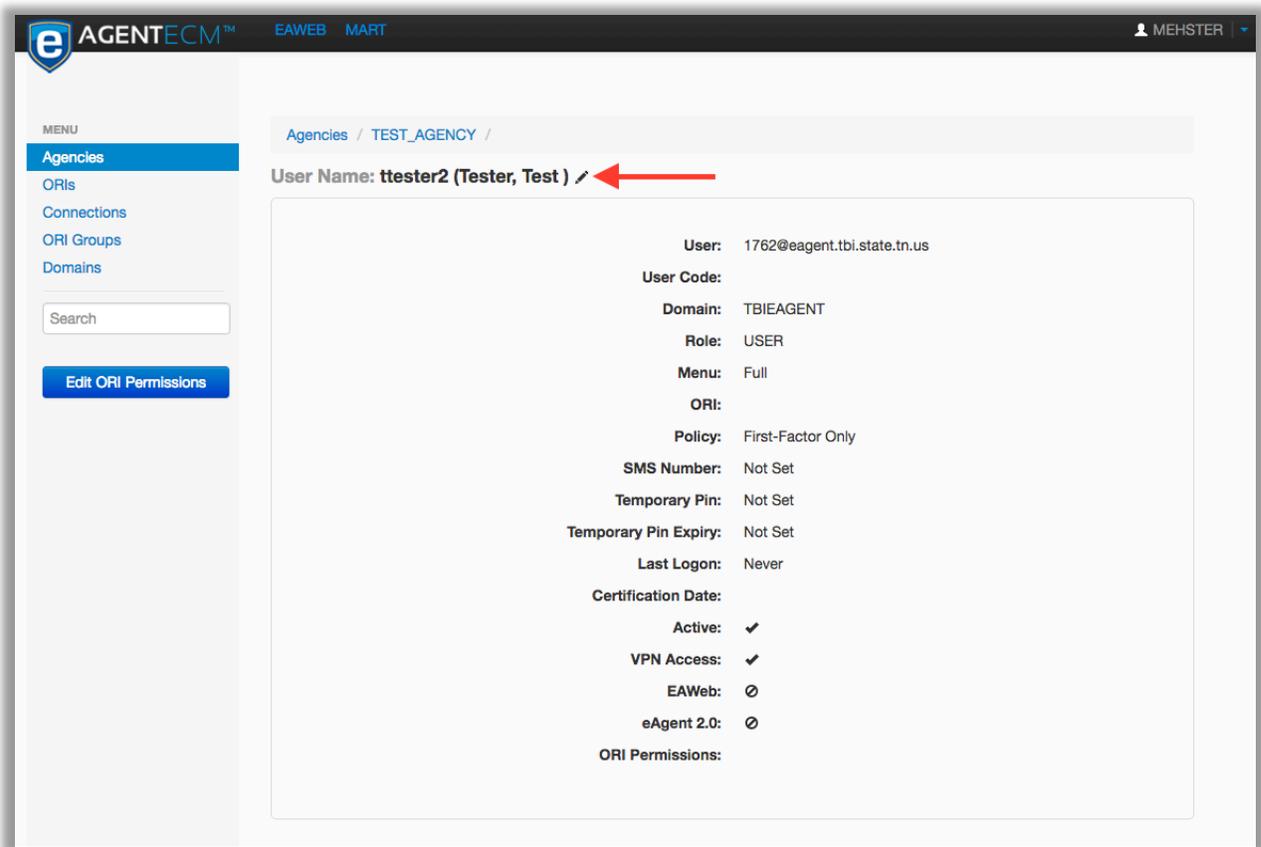
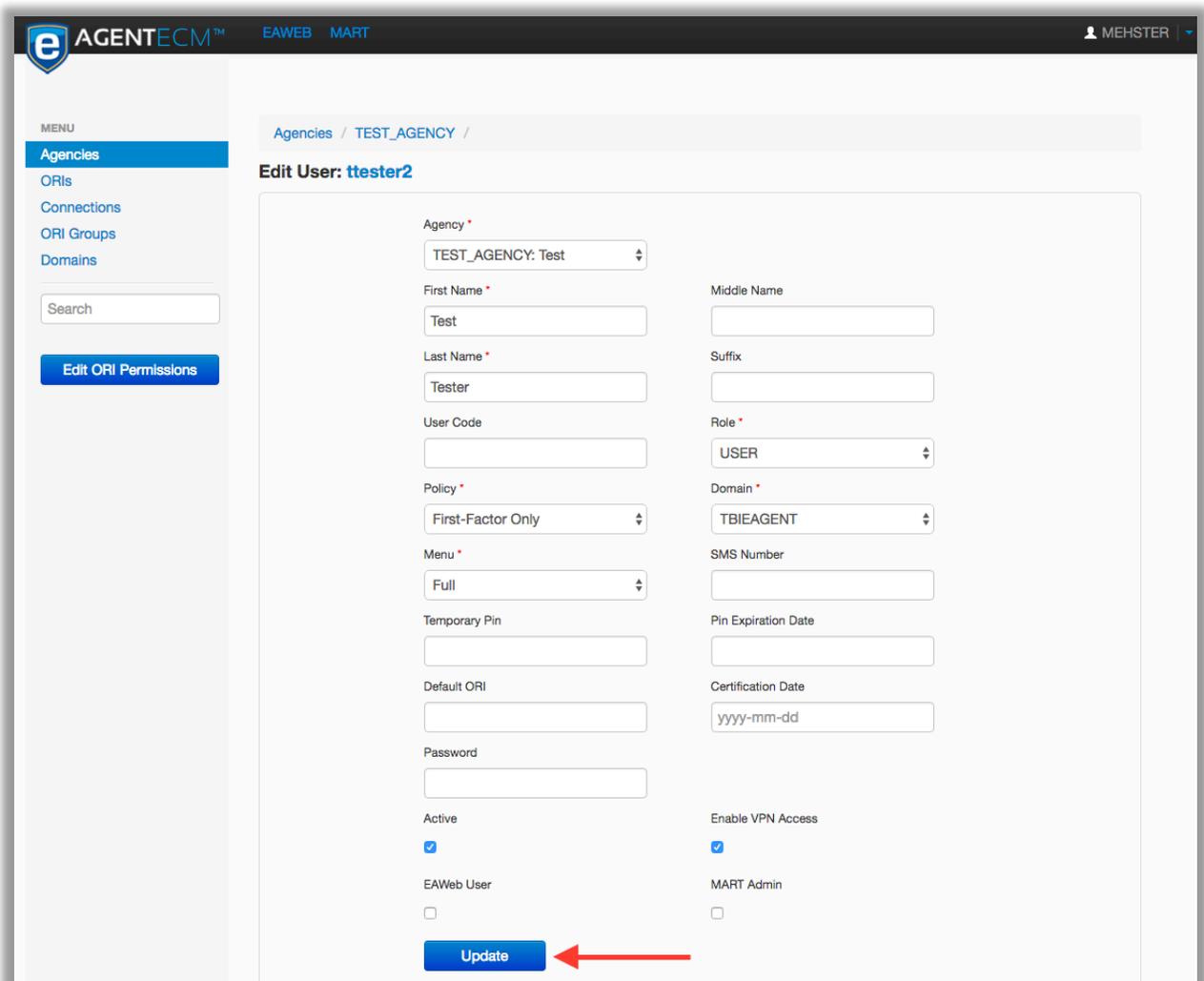


Figure 8.8 – User Information Page with the Edit Icon Highlighted

Once you finish making your edits to the user's information, click the **“Update”** button.



*Figure 8.9 – Edit User Page with “Update” Button Highlighted*

## Deactivate a User

To deactivate a user, navigate to the user account under his/her agency and click the (✎) edit icon next to the Username (See the previous “Modify a User” section of this user guide). On the Edit User page, uncheck the “**Active**” checkbox and click the “**Update**” button to save your changes.

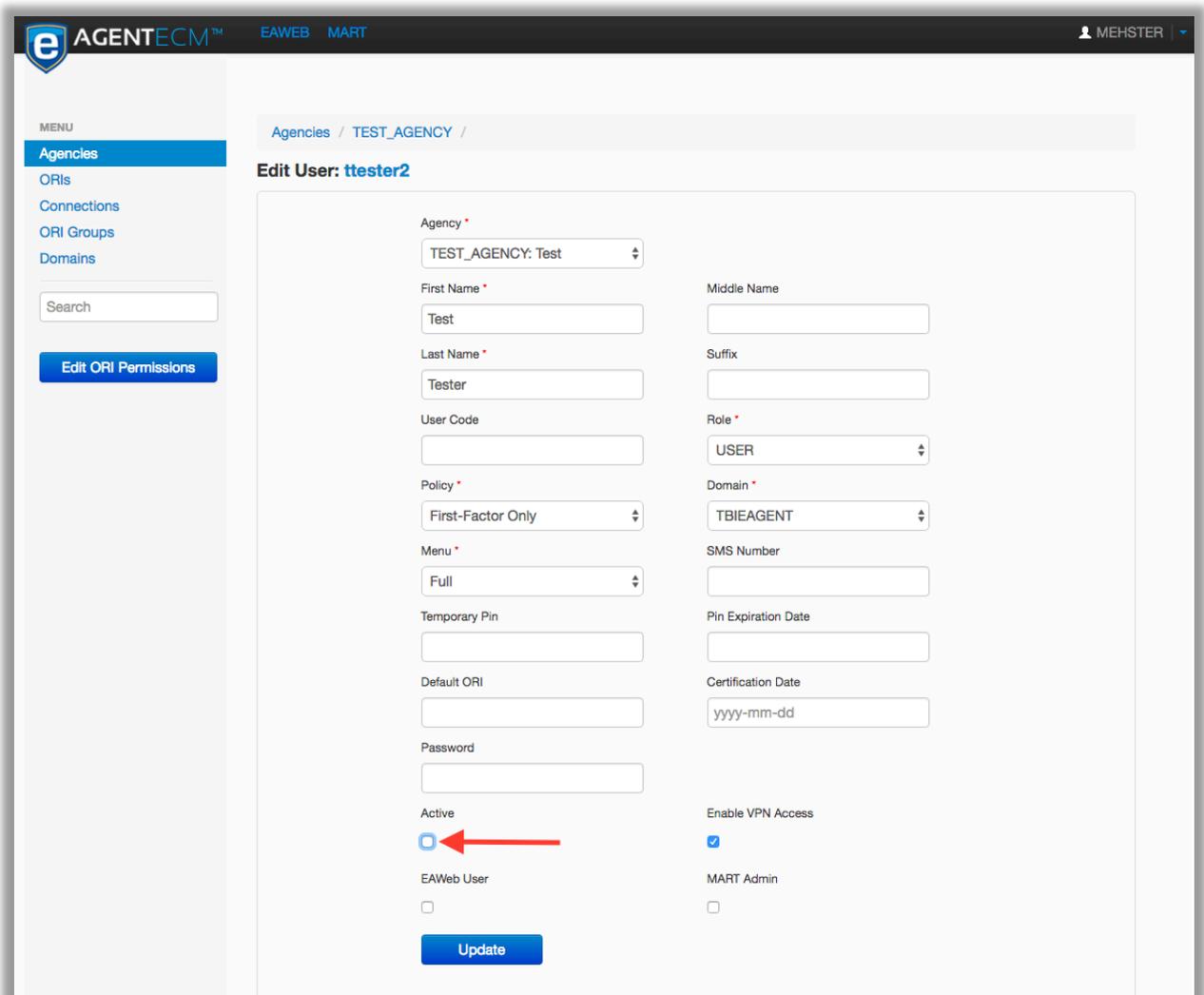


Figure 8.10 – Edit User Page with “Active” Checkbox Highlighted

## Devices

Devices are used to transmit and receive traffic from the message switch. The ECM manages these devices.

### Create a New Device

To create a new device, select the “**Agencies**” link from the left sidebar of the ECM home page. Devices can be found within the agency.

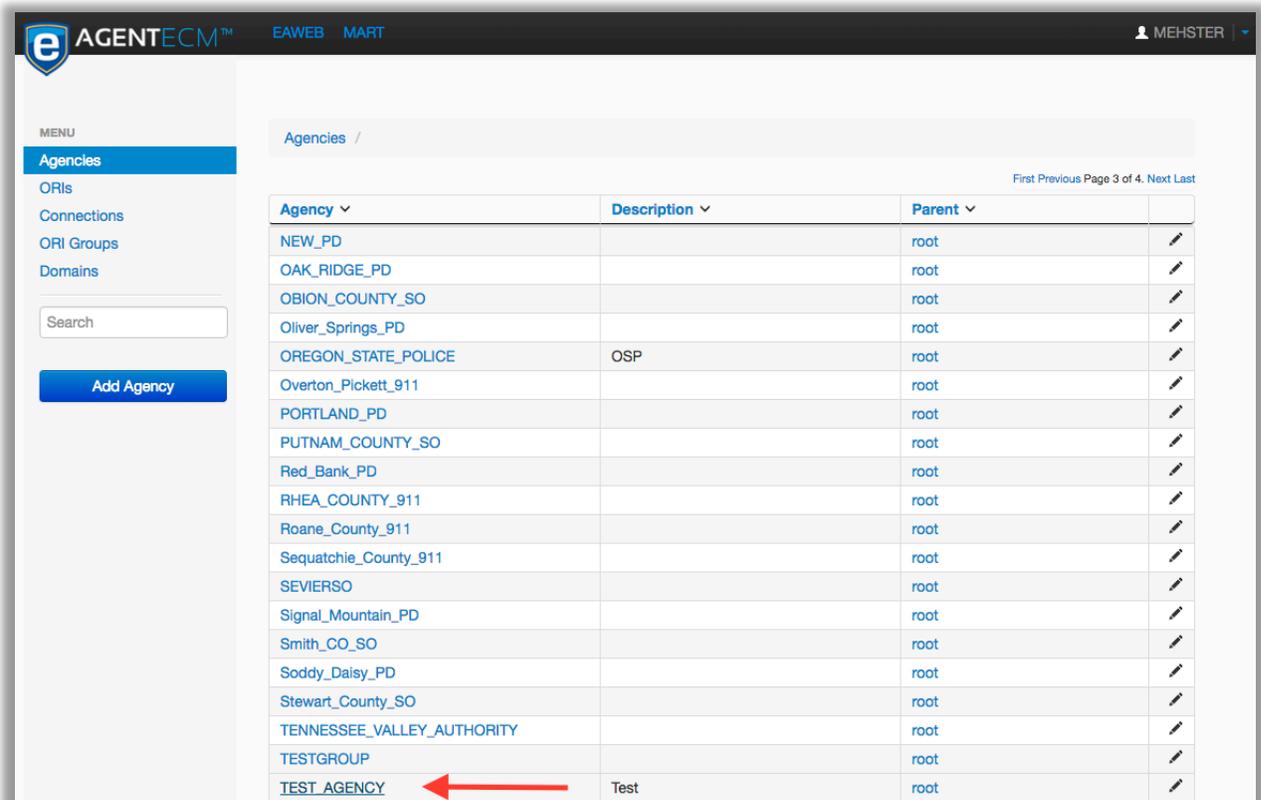
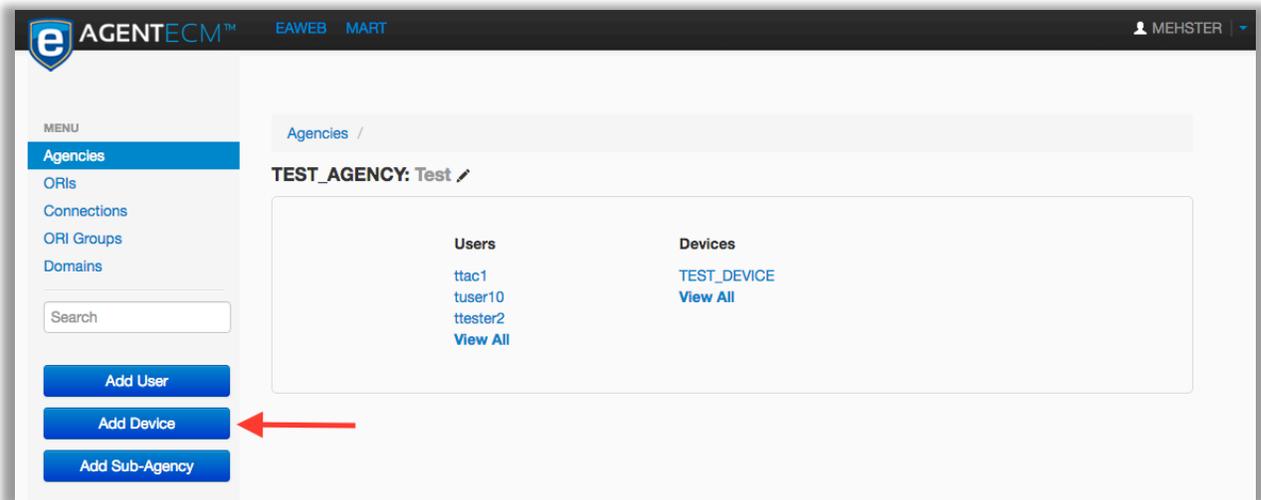


Figure 9.1 – Agencies Landing Page Highlighting Where to Click on a Specific Agency

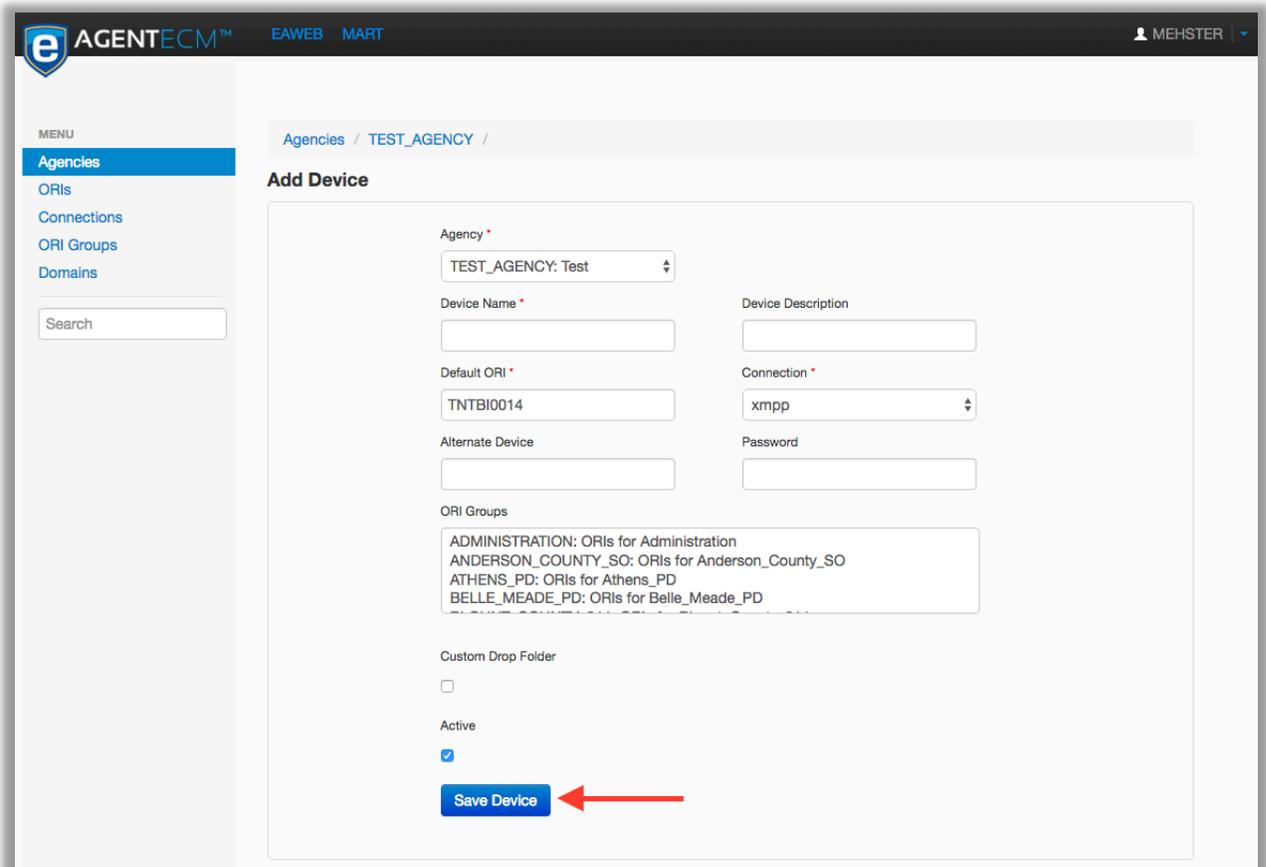
Select the “**Add Device**” button in the left sidebar of the page. This will take you to an **Add Device** form. All mandatory fields will be marked with an asterisk (\*).



*Figure 9.2 –Agency Page with “Add Device” Button Highlighted*

Provide device information in the appropriate fields to add a new device:

1. Select your agency in the “**Agency**” dropdown field. Your agency should be defaulted in the dropdown field.
2. Type your “**Device Name**” and “**Default ORI**”.
3. Select your device connection in the “**Connection**” dropdown field.
4. Click on the “**Save Device**” button to create a device.



*Figure 9.3 – Add Device Page with “Save Device” Button Highlighted*

## Modify a Device

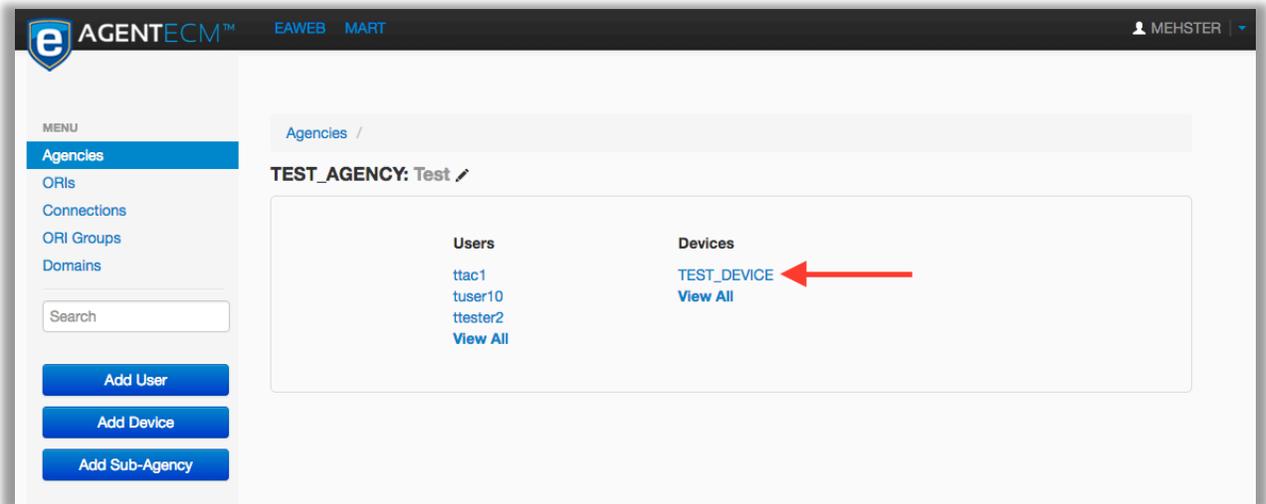
In order to modify a device, navigate to the agency where the device is located and select it.

The screenshot shows the AGENTECM web interface. On the left is a navigation menu with options: Agencies (selected), ORIs, Connections, ORI Groups, and Domains. Below the menu is a search box and an 'Add Agency' button. The main content area displays a table of agencies. The table has three columns: Agency, Description, and Parent. The 'TEST AGENCY' row is highlighted, and a red arrow points to it from the left.

Agency	Description	Parent	
NEW_PD		root	✎
OAK_RIDGE_PD		root	✎
OBION_COUNTY_SO		root	✎
Oliver_Springs_PD		root	✎
OREGON_STATE_POLICE	OSP	root	✎
Overton_Pickett_911		root	✎
PORTLAND_PD		root	✎
PUTNAM_COUNTY_SO		root	✎
Red_Bank_PD		root	✎
RHEA_COUNTY_911		root	✎
Roane_County_911		root	✎
Sequatchie_County_911		root	✎
SEVIERSO		root	✎
Signal_Mountain_PD		root	✎
Smith_CO_SO		root	✎
Soddy_Daisy_PD		root	✎
Stewart_County_SO		root	✎
TENNESSEE_VALLEY_AUTHORITY		root	✎
TESTGROUP		root	✎
TEST AGENCY	Test	root	✎

Figure 9.4 – Agencies Landing Page How to Select Agency for Modifying Its Devices

Once inside the agency, you will see the devices associated with that agency. Click on the particular device you wish to modify.



*Figure 9.5 – Specific Agency Page Highlighting How to Select a Particular Device to Modify*

You will see the current settings for the device you selected. To modify the device, click the (✎) edit icon and edit the fields desired.

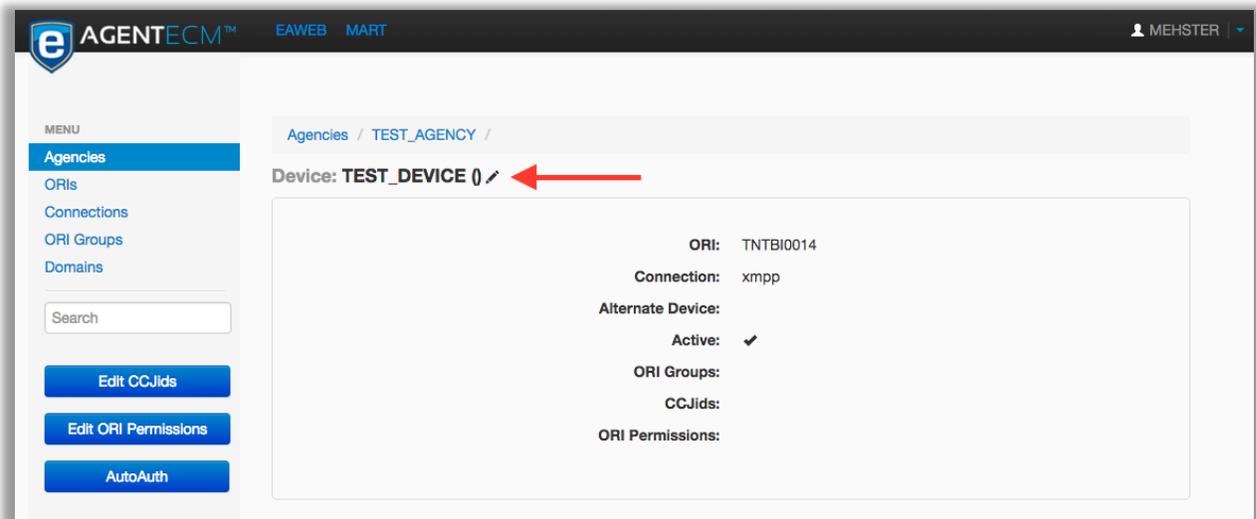


Figure 9.6 – Device Page with Edit Icon Highlighted

Once you finish editing the device information, click on the **“Save Device”** button to save your changes.

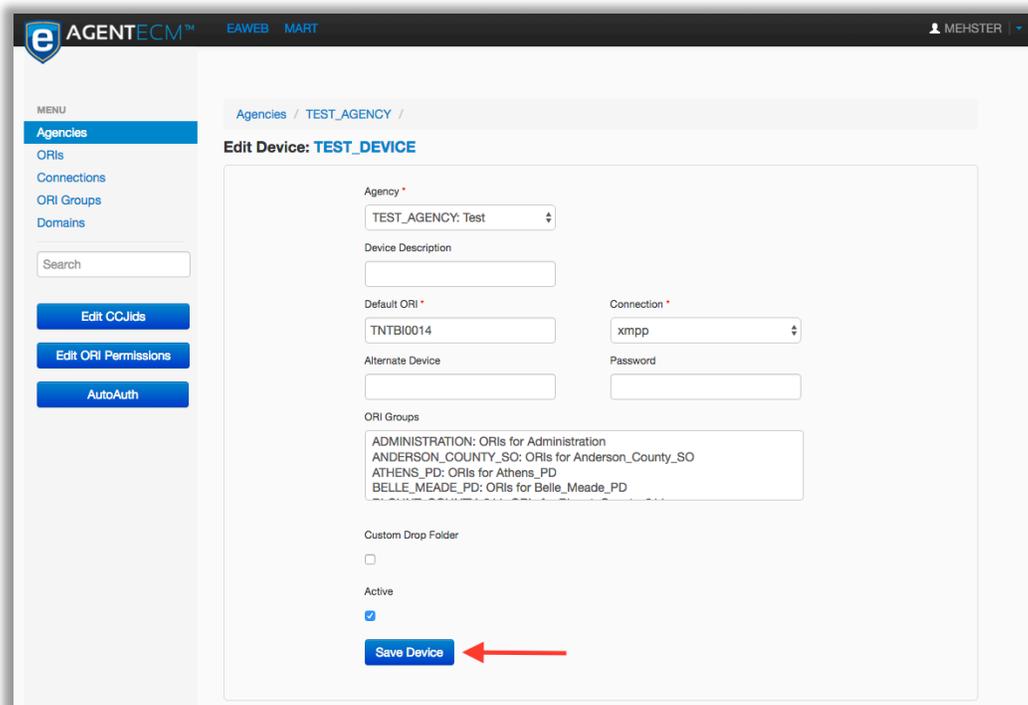


Figure 9.7 – Edit Device Page with “Save Device” Button Highlighted

## Deactivate a Device

In order to deactivate a device, navigate to the agency where the device is located, select that agency and navigate to the device you wish to deactivate (See the previous **“Modify a device”** section of this user guide). Uncheck the **“Active”** checkbox for that device and click on the **“Save Device”** button.

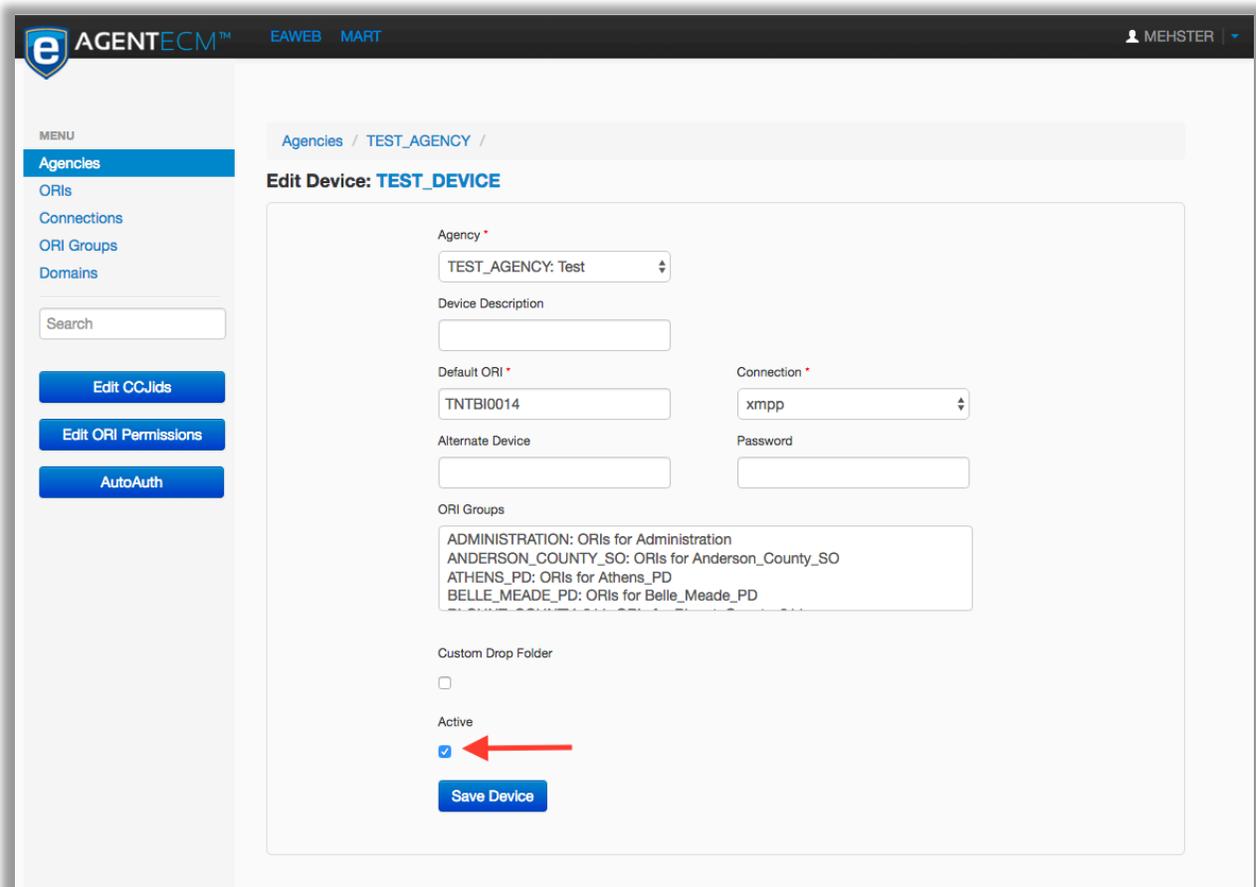


Figure 9.7 --- Edit Device Page with “Active” Checkbox Highlighted

## Connections

Connections are used to connect a device to the message switch. The ECM manages these connections. To view Connections, select the **“Connections”** link from the left sidebar of the ECM Home page.

### Add a Connection

To create a new connection, select the **“Connections”** link from the left sidebar of the ECM home page. Then click the **“Add Connection”** button.

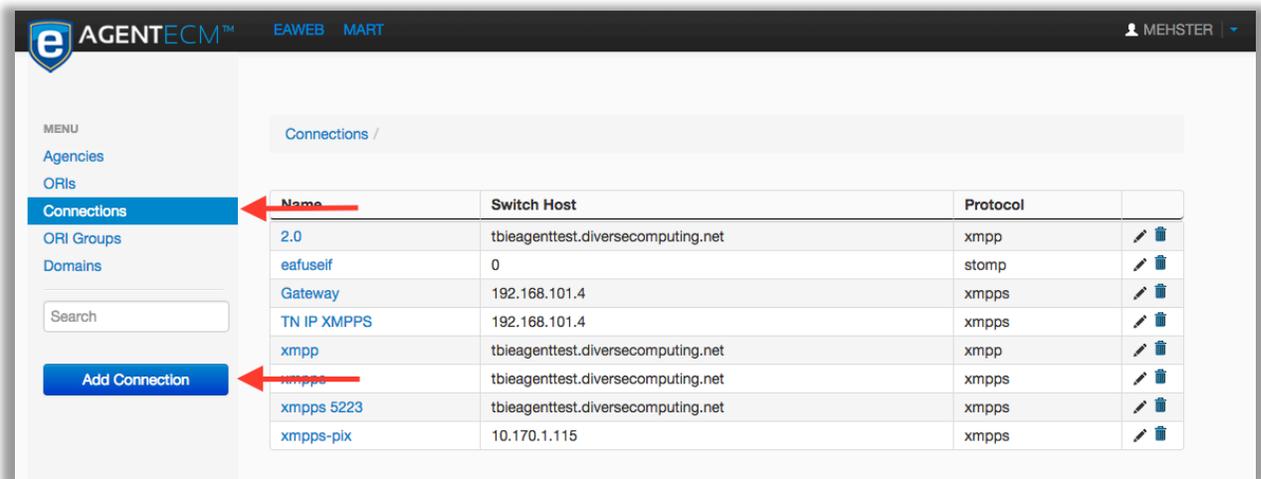
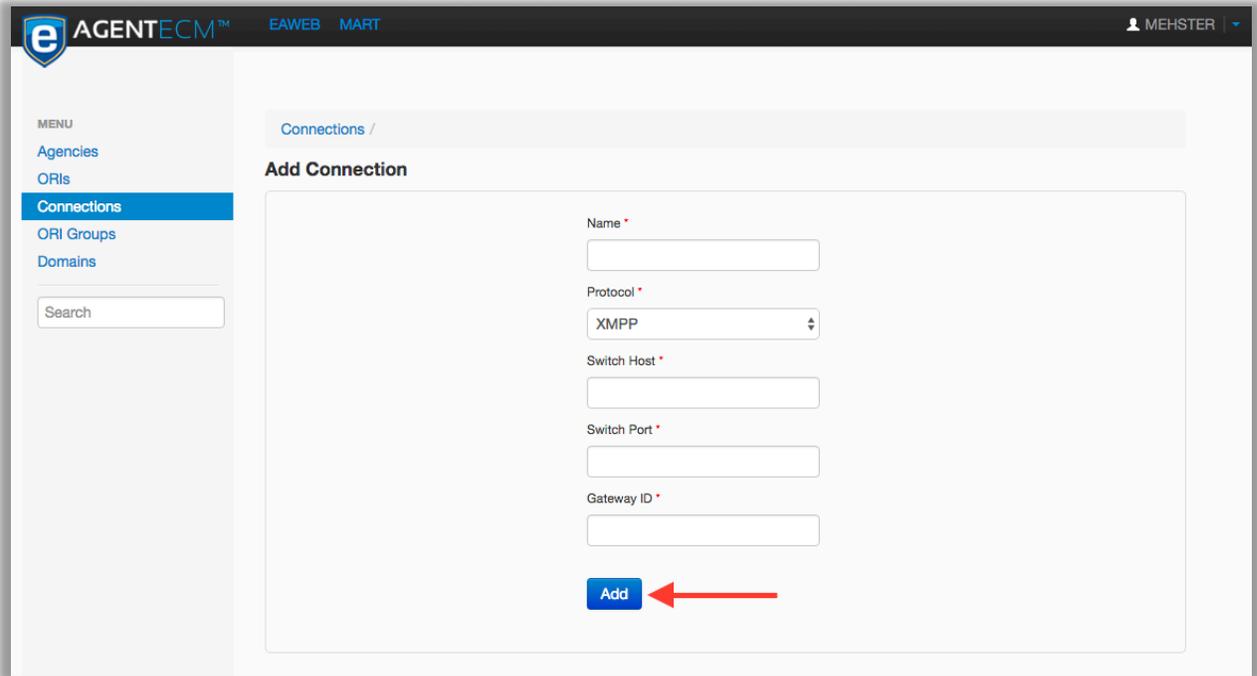


Figure 11.1 – Connections Page Highlighting the “Connections” and “Add Connection” Buttons

Fill out the “Add Connection” form with the correct information and select “Add”.



The screenshot shows the AGENTECM user interface. On the left is a navigation menu with options: Agencies, ORIs, Connections (highlighted), ORI Groups, and Domains. Below the menu is a search box. The main content area is titled 'Connections /' and 'Add Connection'. It contains a form with the following fields: 'Name' (text input), 'Protocol' (dropdown menu with 'XMPP' selected), 'Switch Host' (text input), 'Switch Port' (text input), and 'Gateway ID' (text input). At the bottom of the form is a blue 'Add' button, which is highlighted by a red arrow pointing to it from the right.

*Figure 11.2 --- Add Connection Page with the “Add” Button Highlighted*

## Edit a Connection

To edit a connection, first select the **“Connections”** link from the left sidebar of the ECM home page. Then click the (✎) edit icon next to the connection you wish to edit.

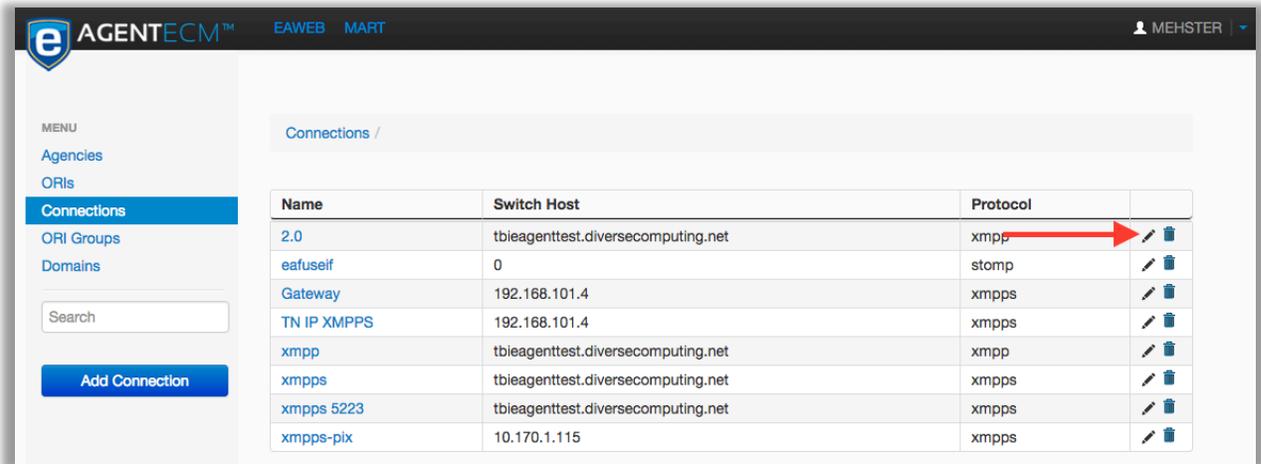
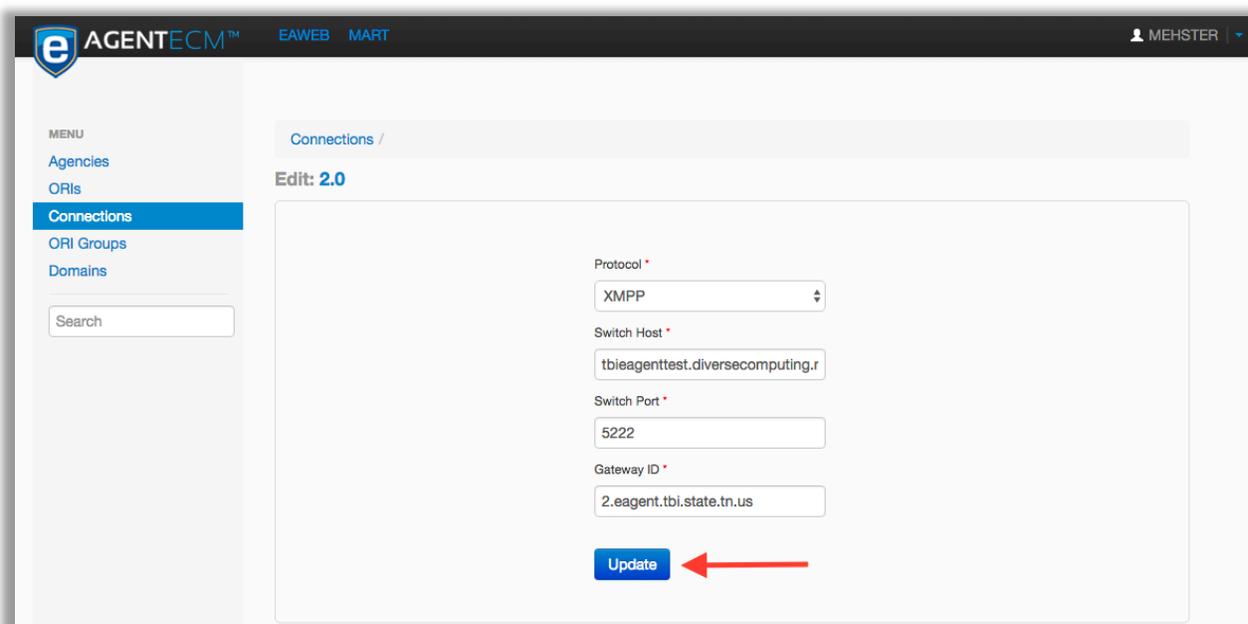


Figure 11.3 --- Connections Page with the “Edit” Icon Button Highlighted

Edit the appropriate fields and select **“Update”**.



*Figure 11.4 – Specific Connection Page with the “Update” Button Highlighted*

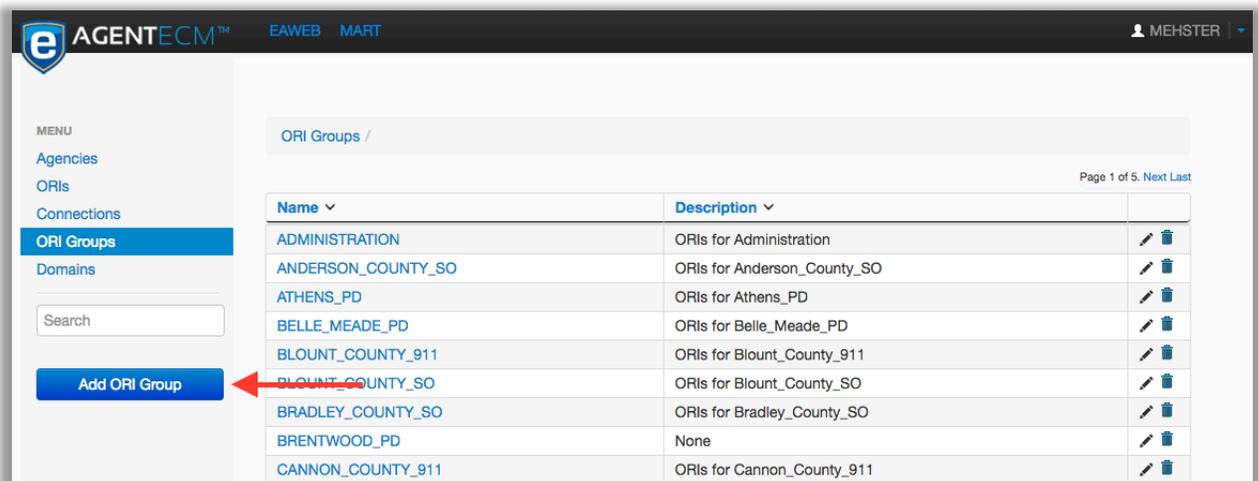
## ORI Groups

ORI Groups dictate which ORIs can be assigned to a device or user. An ORI Group must be assigned to an agency before the users and devices within that agency can be assigned an ORI.

To view ORI Groups, select the “**ORI Groups**” link from the left sidebar of the ECM Home page.

### Add an ORI Group

To add an ORI Group, select the “**Add ORI Group**” button on the left sidebar of the page.

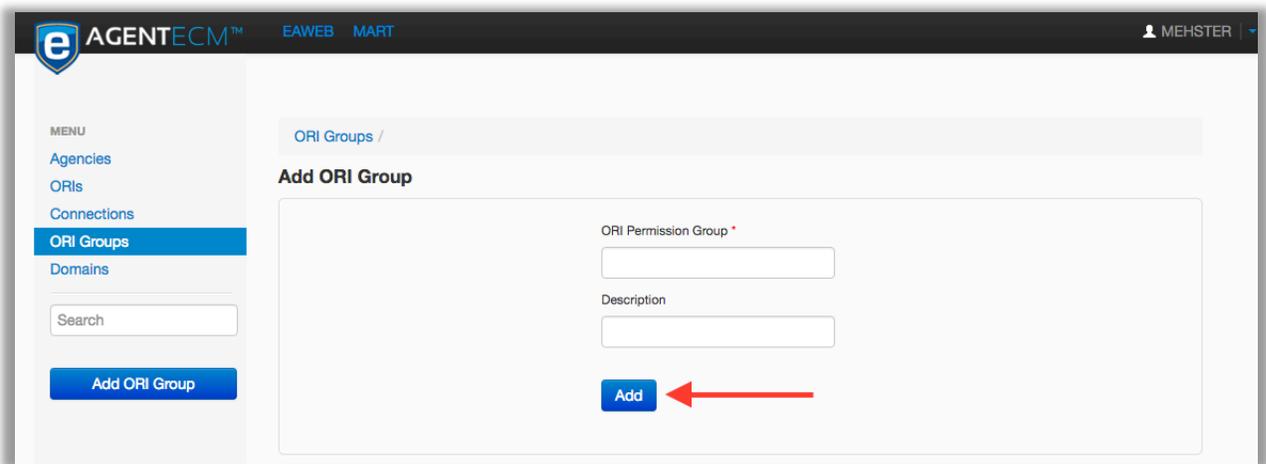


The screenshot shows the AGENTECM interface. The left sidebar has a menu with 'Add ORI Group' highlighted in blue. A red arrow points from this button to the table. The table lists various ORI groups with columns for Name, Description, and actions.

Name	Description	
ADMINISTRATION	ORIs for Administration	 
ANDERSON_COUNTY_SO	ORIs for Anderson_County_SO	 
ATHENS_PD	ORIs for Athens_PD	 
BELLE_MEADE_PD	ORIs for Belle_Meade_PD	 
BLOUNT_COUNTY_911	ORIs for Blount_County_911	 
BLOUNT_COUNTY_SO	ORIs for Blount_County_SO	 
BRADLEY_COUNTY_SO	ORIs for Bradley_County_SO	 
BRENTWOOD_PD	None	 
CANNON_COUNTY_911	ORIs for Cannon_County_911	 

Figure 12.1 – ORI Groups Page Highlighting the “Add ORI Group” Button

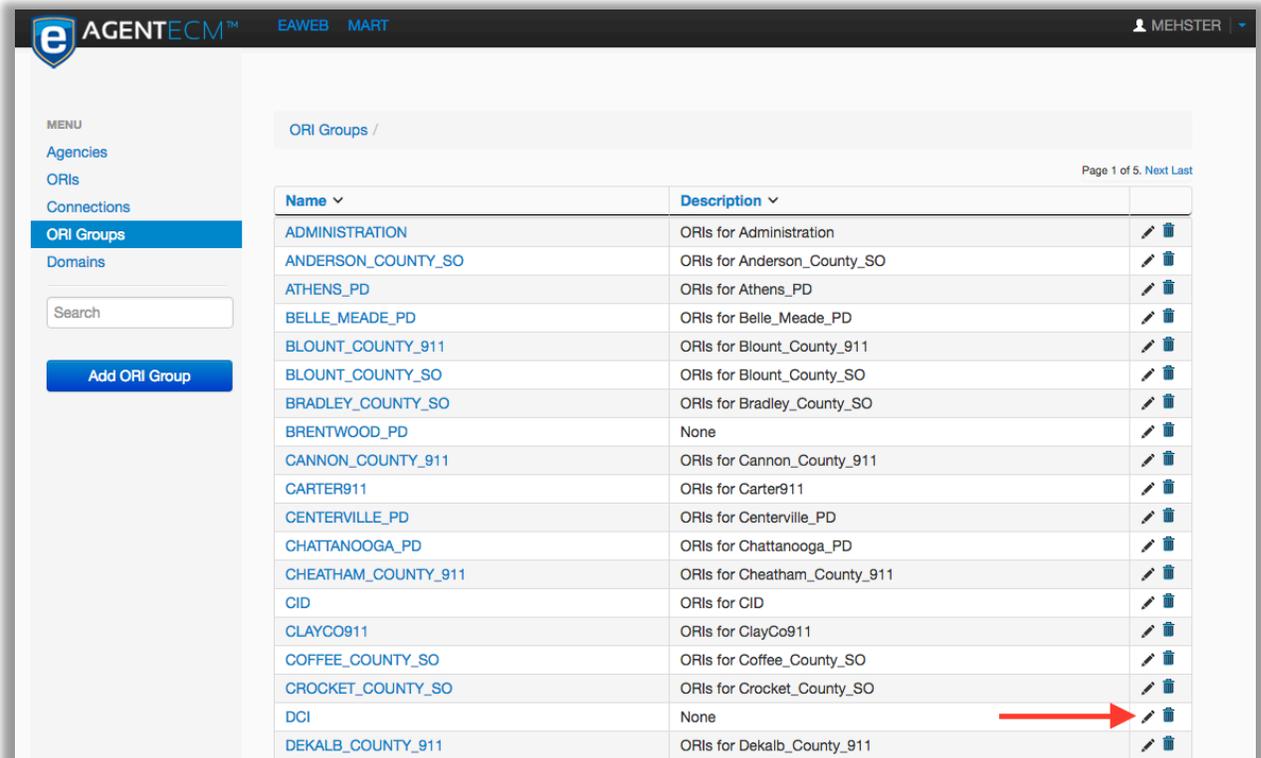
Enter the required ORI Group and optional description of the group then select **“Add”**.



*Figure 12.2 – Add ORI Group Page with “Add” Button Highlighted*

## Edit an ORI Group

Choose the ORI Group you wish to edit from the list of ORI Groups, and select the (✎) Edit Icon from the corresponding column on the far right of the page.



The screenshot displays the AGENTECM interface for managing ORI Groups. The left sidebar contains a menu with options: Agencies, ORIs, Connections, ORI Groups (highlighted), and Domains. Below the menu is a search box and an 'Add ORI Group' button. The main content area shows a table of ORI Groups. The table has columns for Name, Description, and action icons. A red arrow points to the edit icon (✎) for the DCI group.

Name	Description	
ADMINISTRATION	ORIs for Administration	✎ 🗑
ANDERSON_COUNTY_SO	ORIs for Anderson_County_SO	✎ 🗑
ATHENS_PD	ORIs for Athens_PD	✎ 🗑
BELLE_MEADE_PD	ORIs for Belle_Meade_PD	✎ 🗑
BLOUNT_COUNTY_911	ORIs for Blount_County_911	✎ 🗑
BLOUNT_COUNTY_SO	ORIs for Blount_County_SO	✎ 🗑
BRADLEY_COUNTY_SO	ORIs for Bradley_County_SO	✎ 🗑
BRENTWOOD_PD	None	✎ 🗑
CANNON_COUNTY_911	ORIs for Cannon_County_911	✎ 🗑
CARTER911	ORIs for Carter911	✎ 🗑
CENTERVILLE_PD	ORIs for Centerville_PD	✎ 🗑
CHATTANOOGA_PD	ORIs for Chattanooga_PD	✎ 🗑
CHEATHAM_COUNTY_911	ORIs for Cheatham_County_911	✎ 🗑
CID	ORIs for CID	✎ 🗑
CLAYCO911	ORIs for ClayCo911	✎ 🗑
COFFEE_COUNTY_SO	ORIs for Coffee_County_SO	✎ 🗑
CROCKET_COUNTY_SO	ORIs for Crocket_County_SO	✎ 🗑
DCI	None	✎ 🗑
DEKALB_COUNTY_911	ORIs for Dekalb_County_911	✎ 🗑

Figure 12.3 – ORI Groups Page with “Edit” Icon Highlighted

Once inside the ORI Group, you will see all of the ORIs inside this group. To add an ORI to this group, place a check in the desired ORI's box. To remove an ORI from this group, uncheck that ORI. Once you finish making your changes, click **“Update”** to save.

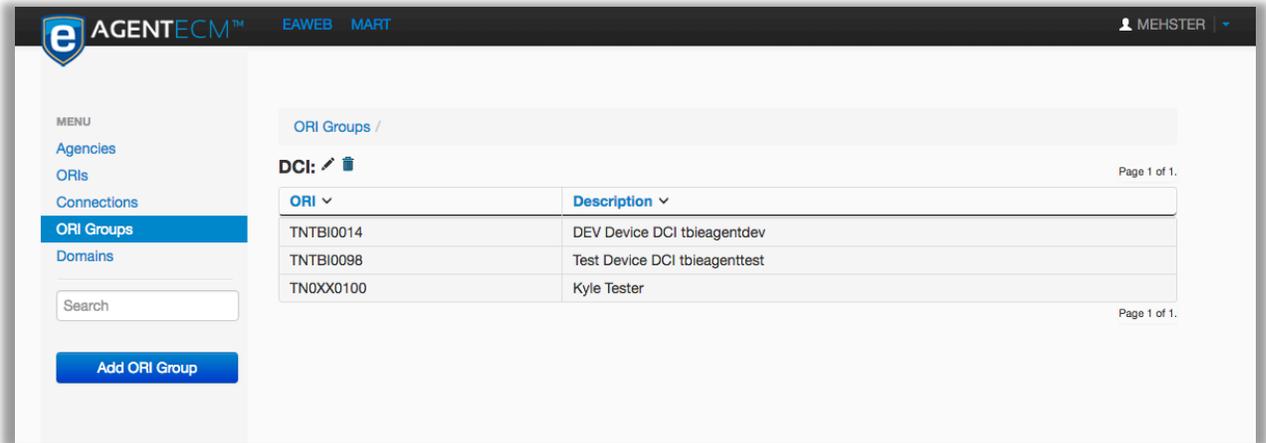


Figure 12.4 – Edit ORI Groups Page

## Domains

Domains refers to the different points of access to eAgent managed within the ECM. To view Domains, select the “**Domains**” link from the upper left side of the ECM Home page.

### Add a Domain

To add a Domain, select the “**Add Domain**” button on the left sidebar of the page.

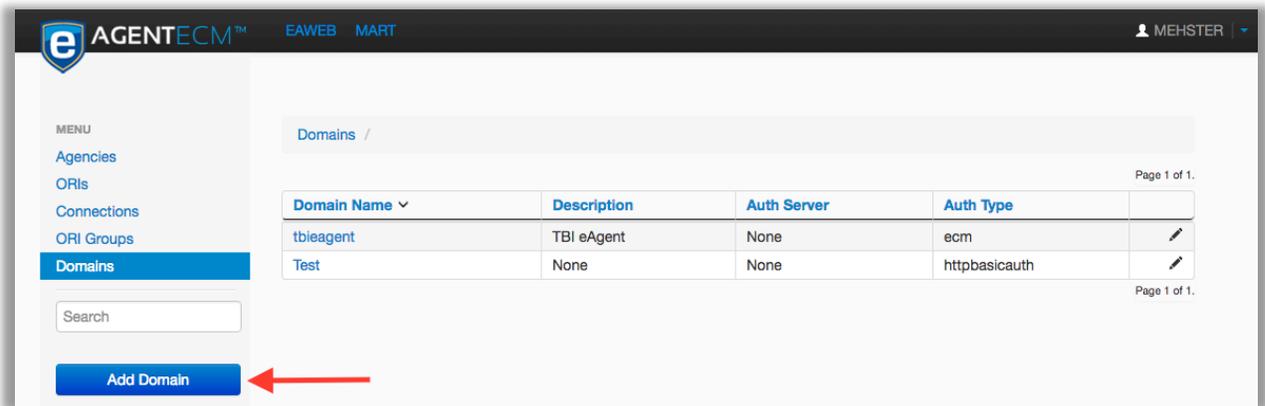


Figure 13.1 – Domain Page Highlighting the “Add Domain” Button

Enter the required Domain Name, Type, and Default Policy. Select “**Add Domain**” when the appropriate fields are complete.

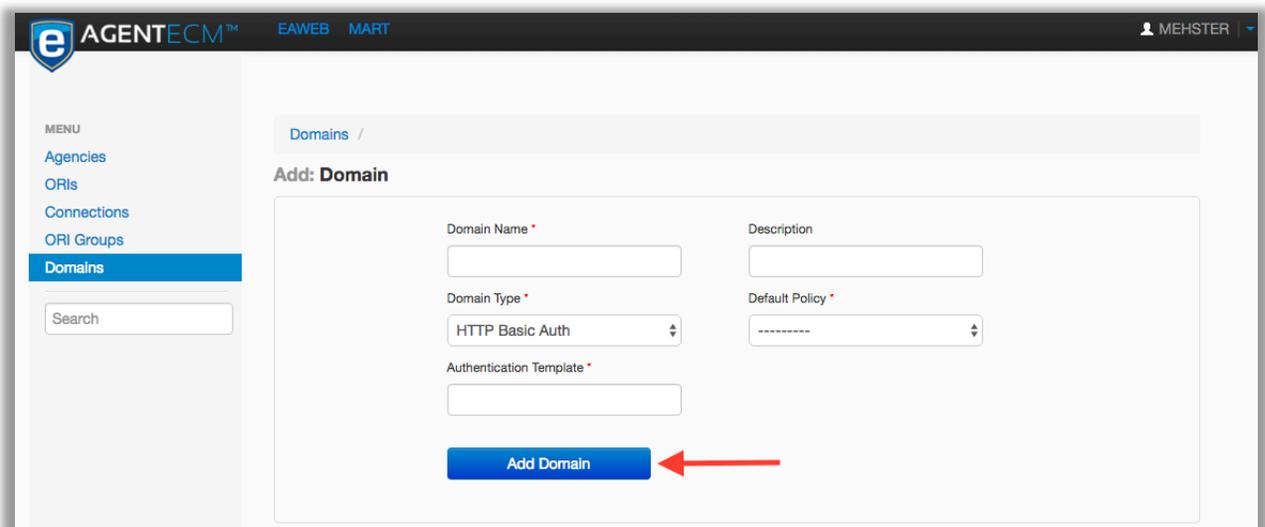


Figure 13.2 – Add Domain Page with “Add Domain” Button Highlighted

## Edit a Domain

Choose the Domain you wish to edit from the list of Domain Names, and select the (✎) Edit Icon from the corresponding column on the far right of the page.

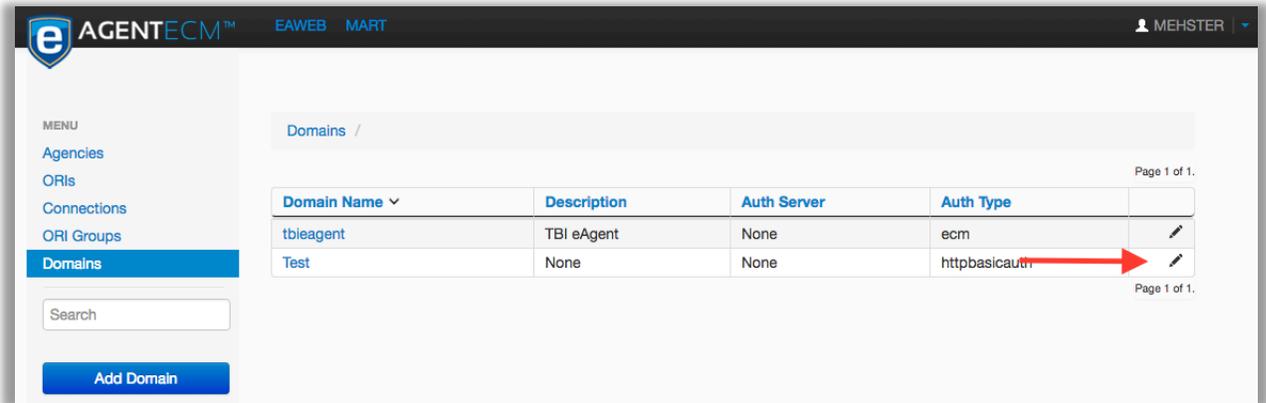


Figure 13.3 – Domain Page with “Edit” Icon Highlighted

Edit the desired fields. Once editing is complete, click on the “**Update**” button to save your changes.

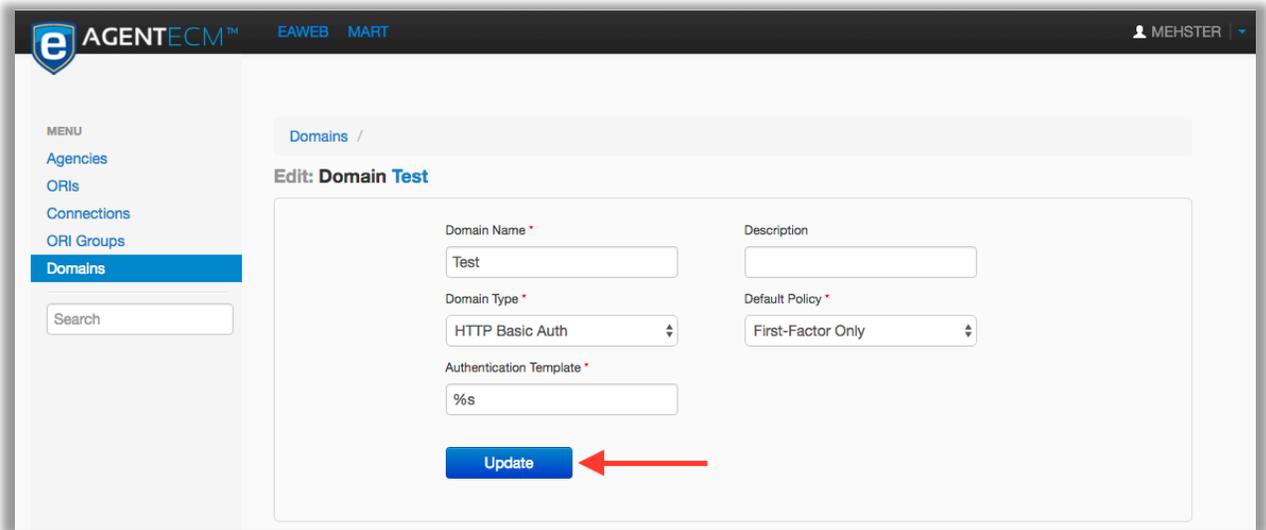


Figure 13.4 – Domain Page with “Update” Button Highlighted