

**Title: BalaBit Online Support System Manual**

Synopsis: This document helps you utilizing BOSS features efficiently

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# BalaBit Online Support System Manual

## 1. What is BOSS?

Using BOSS (BalaBit Online Support System) the support communication becomes clear-cut and leaves a „paper trail“. BOSS is to be used on every https capable web browser what gives real platform independence for our customers. BOSS is available on <https://boss.balabit.hu>.

## 2. PKI required

To enter into BOSS you have to possess an SSL certificate signed by BalaBit IT Security. This certificate identifies the user and encrypts the communication in the same time.

## 3. Key generation with a web browser

To the simplest way of generating a key visit our website. At <http://www.balabit.com/boss/> you can find two links - one for Mozilla/Netscape users, one for Internet Explorer users. Clicking on the appropriate one the online form appears. For a successful registration please fill in all of the fields but the followings can be omitted by no means:

### **E-mail**

E-mail address of the contact person who is named in the support contract.

### **Organisation**

Company/Organisation that is named in the contract.

### **Locality**

Seat of the Company/Organisation (e.g. Budapest)

### **Country**

The country code of the organisation (e.g. Hungary: HU)

### **Key strength (only in Netscape)**

512, 1024 and 2048 bit rate keys are supported.

### **Key generator device (only in Internet Explorer)**

The system knows the active PKI token devices. In so far as a token has been installed onto the users' computer it appears in the menu. In this case the key will be generated not on the operation system but on the token.

An important restriction in connection with all of the fields: do not use accented characters because of the processing programme.

Clicked on [GO] button the browser generates a key what will be sent immediately to BalaBit IT Security (via secure http channel).



After a while you can find the returned certificate in your mailbox signed by BalaBit IT Security and now as a last step you have to import it to the browser. The way of importing depends on the operational system.

Under Windows (with Internet Explorer web browser and Outlook e-mail client) a simple double click on the file name is sufficient.

If you made the key with a token you have to import the certificate into this device, as well according its instruction manual.

## 4. Login

The BOSS is available on <https://boss.balabit.hu> URL by a standard web browser. During login the browser asks you to select the appropriate certificate. It is the one which is signed by BalaBit IT Security.

## 5. User interface

The screen is divided into three well definable parts: (1) header, (2) list of problem reports, (3) selected report.

### 5.1. The header

BOSS header is always showing the most frequented functions.

#### **Information button (phone icon)**

Clicking on this icon you reach important information on support office of BalaBit IT Security – e.g. phone number of support duty.

#### **Search button**

Function for filtering in the list of problem reports by a keyword. Clicking on this item a text field will appear above the list in which you can type the appropriate word.

#### **Refresh button**

Reload the actual page.

#### **Project menu**

In that case when a user takes part in not only one project here he can select one to work with it. Every user can see only the belonging projects of course.

### 5.2. List of problem reports

This list contains all of the project's open reports in an abstracted form with the following fields:

- identification number
- deadline category
- reporter name
- person responsible for the problem



- the report's first words
- stage of the report (see chapter 6.)
- remaining time to deadline
- expired time from the announcement

The reports can be ordered by these fields above clicked on the arrows. You can select a report with a click on the „the report's first words” field.

### 5.3 Selected report

The detailed description sketches out the antecedents of the selected problem report as well as every attached comment and file. In addition, you can attach further documents to the report and change the report stage.

## 6. Report stages

Every problem report has a stage flag to mark out different parts of its life. The thirteen stages of a record lead you along from the beginnings to a solved, archived status.

### 0. Description (Draft)

The recorder has written the record but saved [save] it for further editing without sending. In this case the problem record cannot be visible by our professionals!

### 3. Send to provider

The report has been sent to BalaBit's support office.

### 4. Accepted

Our support office accepted the report officially and marked somebody to solve the problem. This person in charge will contact the customer.

### 7. Under processing

Our support office is working to solve the reported problem.

### 8. Ticket ready

We did the appropriate modifications and now the customer can choose between two options:

- Accept: The reporter is satisfied with the service. (Stage No. 10)
- Refuse: The reporter sends the report back to further operation. (Stage No. 8)

### 11. Accepted

The solving is accepted by the reporter.



## 12. Closed

The solved problem report is closed. Any further changes aren't possible.

## 7. Reporting a problem

To report a new problem select the appropriate project and click the [new] button under the appearing list. The further steps are the same as the items in report stages (chapter 6.). The appearing form contains the following fields:

### Project Manager (Reporter)

Name of the logged in user who reports the problem.

### Type (of the report)

It can be a request for a modification or a development.

### Category (of priority)

Please set a deadline of starting work to help our colleagues.

- 1 day – no comment
- 2 day – no comment
- 5 day – no comment
- By offer – BalaBit offers schedule
- Scheduled – Customers can set freely a time
- Extraordinary urgent – in no time (by contract)

### Report

Description of the problem and/or the query

### Attachment

You can attach optional files to the report (e.g. log portions, screenshots, ...). This function is available with [browse] button which open a file dialog window.

Filled all the fields you can send the report with a click on [send] button. In so far as your report text is quite long using save function is strongly proposed. In this case the report gets into draft stage and is continuable at any time. Important to know Balabit's support office doesn't get any notification about the problem until you send the report.

## 8. File and comment attachments to an open report

During the whole life of a report files and comments can be attached by the user and the service provider, too. This feasibility establishes a well-documented cooperation between the two signatories.