

TOPCMM SOFTWARE CORP



123 Live Help Software

User Manual

Version 4.1

[Topcmm](#)

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1. Introduction.....	4
2. Requirements	4
2.1 Server Requirements	4
2.1.1 Supporting platforms.....	4
2.1.2 Hardware requirements	5
2.1.3 Java Virtual Machine (JVM) requirements	5
2.1.4 Port requirements	5
2.2 Client Requirements	5
3. Installation.....	5
3.1 For Windows Users.....	5
3.2 For Linux Users	8
3.3 Other UNIX Operating System.....	12
4. Integration.....	13
4.1 Generate Embedded Code.....	13
4.2 Chang Path Information	16
5. User Interface.....	17
6. Admin Panel	19
6.1 Admin Panel Overview	19
6.2 Access Admin Panel.....	20
6.3 Monitoring.....	21
6.4 Report System	23
6.5 Chat Settings.....	24
6.6 System Settings	25
6.6.1 General	25
6.6.2 Integrated database	25
6.7 Module Settings.....	26
6.7.1 MSN module.....	26
6.8 Department Management.....	28
6.8.2 Delete a department	29
6.9 Account Management	30

6.9.1 Add an account.....	31
6.9.2 Modify an account.....	32
6.9.3 Remove an account	32
6.10 Search	33
6.10.1 Basic search	33
6.10.2 Advanced search	35
6.11 Ban and Unban	35
6.12 Advertisement Settings	36
6.12.1 HTML advertisement	36
6.12.2 Scrolling AD.....	39
7. Operator Panel	41
7.1 Overview.....	41
7.2 Access Operator Panel.....	42
7.3 Provide Help	43
7.3.1 Video communication	43
7.3.2 Change your font.....	45
7.3.3 User information panel	47
7.4 Connection Settings.....	49
7.5 Alert Settings	50
7.6 Auto-invite Configuration.....	52
7.7 Canned Message	53
7.8 Search	54
7.9 Offline Message.....	55
8. Customer Panel	56
9. Configuration.....	63
9.1 Client Configuration.....	63
9.2 Server Configuration.....	65

1. Introduction



123 Live Help Server Software is a full-fledged solution for your sales rep. or supporters to communicate with website visitors one-on-one or to promote online sales. Besides shortening sales cycle and increasing customers' satisfaction and confidence, it may also increase agent productivity and reduce service costs. In one word: 123LiveHelp will make your web site more live and more interactive.

2. Requirements

2.1 Server Requirements

2.1.1 Supporting platforms

Windows 95/98/NT/ME/2000/2003/XP/Vista

Solaris/Sparc 2.6, 7,8,9

Solaris/Intel 2.6,7,8,9

Compaq Tru64

IRIX

HP-UX 10.20, 11

AIX 4.3.x

Linux Redhat 6.2, 7.1, 7.2, 7.3, 9

Linux Caldera

Turbo Linux

Mac OS Classic 8.1 - 9.X

Mac OS X 10.0 - 10.1

Mac OS X Server

2.1.2 Hardware requirements

123 Live Help Server Software is compatible with most server hardware. The minimum hardware requirements are as follows:

586/200 MHz or faster processor

64 MB of RAM or more

100 MB free hard disk space or more

Dedicated PII/400 MHz with 256 MB RAM is eligible to handle 500 or more concurrent users.

Adding extra RAM and processors will improve the performance of 123LiveHelp.

2.1.3 Java Virtual Machine (JVM) requirements

[Sun™ Java© 1.5](#) or above is required to run 123LiveHelp. We recommend J2SE v 1.5 or later. For the current version of JDK, please visit <http://java.sun.com/>.

2.1.4 Port requirements

This software needs at least two free ports, and the port number should be lower than 65535 and cannot be used by other applications.

Default ports: 8969, 8968

1: 8969: The main port of 123LiveHelp server, all the three chat clients (admin, operator and customer panel) connect to this port.

2: 8988: The port for the HTTP server of 123LiveHelp server. Why HTTP server is needed? Because under certain network environments, the connection via proxy will make the main port 8969 unavailable (in that case, HTTP server will be useful. In addition, when a user needs to check the logs, HTTP server is also required.

2.2 Client Requirements

NET Framework 2.0 is required to run **Operator Panel** and **Admin Panel**.

123LiveHelp.exe or 123LiveHelp (Client).exe will detect the version of your .Net Framework in setup. If it is needed, it will download from Microsoft's website and install them automatically.

At least 800*600 displays resolution.

On the customer's side, Flash Player 7 is required.

3. Installation

3.1 For Windows Users

Download the installer file from the page below.

<http://www.123livehelp.com/download.html>



123 Live Help Version 4.1 Server Package [Structure Chart](#)

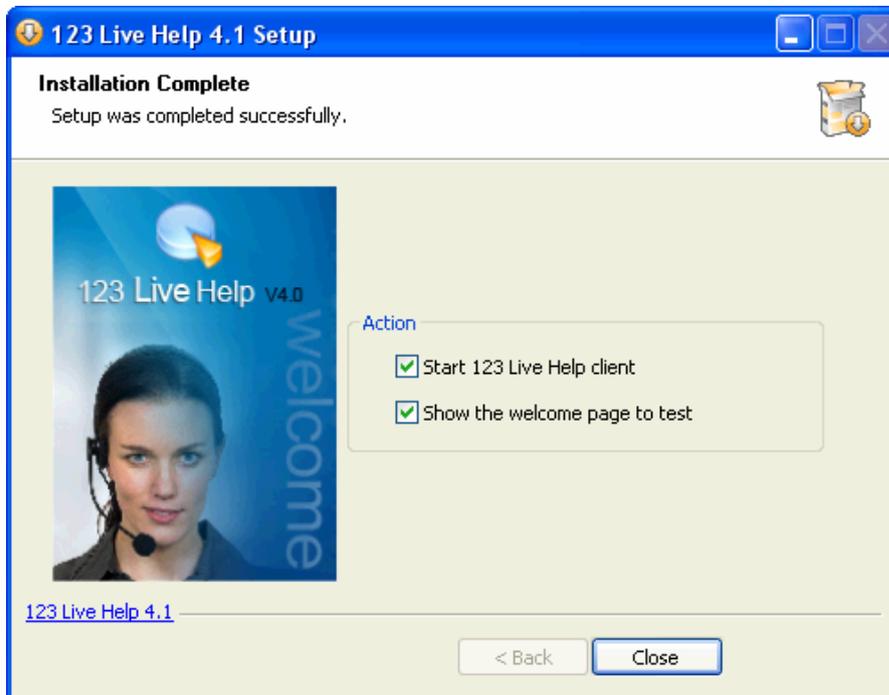
Choose your platform: Windows Linux Other OS

File Name	Include JRE	Include Client	Date	Size	Download
123livehelp_full.exe	✓	✓	Nov. 12, 2008	55 MB	Download
123livehelp.exe	✗	✓	Nov. 12, 2008	17 MB	Download

The package including JRE should be downloaded if you don't have JRE installed before.

Install 123LiveHelp on Windows

Double-click "123livehelp.exe" to start the installation and it will take a few minutes to finish the process.



Since Microsoft .NET Framework 2.0 and Java JDK 1.5 are required to run 123 Live Help, so if you don't have these applications installed before, 123 Live Help will automatically download and install them for you, and if you need to do it by your own, please follow the links below.

Microsoft .NET Framework 2.0:

<http://download.microsoft.com/download/a/a/c/aac39226-8825-44ce-90e3>

bf8203e74006/dotnetfx.exe

Java JDK 1.5:

http://javadl.sun.com/webapps/download/AutoDL?BundleId=18675&/jre-1_5_0_15-windows-i586-p.exe

NT service

When 123 Live Help Server Software installation is finished, 123LiveHelp Server will take several seconds to start as a Windows NT service.

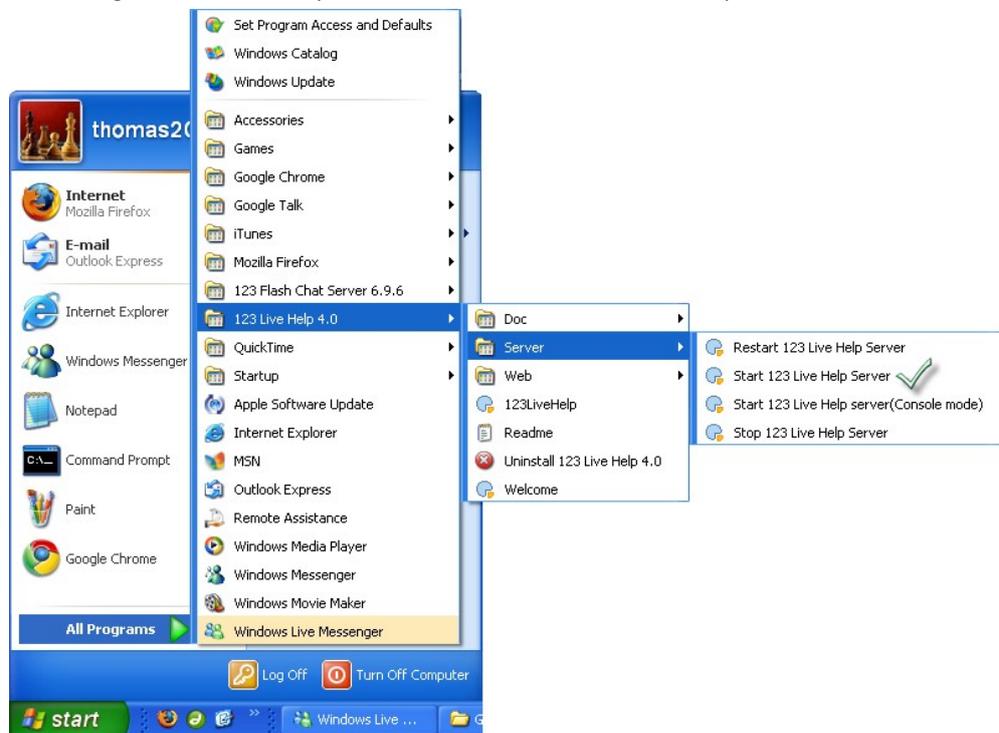
And, as a Windows NT service, 123 Live Help server will be loaded and started automatically when your computer starts.

Start 123 Live Help

This can be done by starting the server in service mode or in console mode.

A) Start in service mode:

Start->Programs->123 Live Help Server 4.1-> Server->Start 123 Live Help Server.



If the chat server has already been started before or there is a problem with the server configuration, an error message will be prompted. To learn about the detailed error information, please start it in console mode.

b) Start in console mode

Start->Programs->123 Live Help Server 4.1> Server ->Start 123 Live Help Server (Console Mode).

Console mode will be more helpful to view detailed error information, so it is only needed when there is a problem during starting 123LiveHelp server. When the problem is fixed, it is recommended to stop the chat server and start it again in service mode.

Stop 123 Live Help server

If you are in service mode, you can stop your 123 Live Help in this way: Start->Programs->123 Live Help Server 4.1->Server->Stop 123live Help Server.

If you are in console mode, you may stop your 123 Live Help by manually closing the pop-up MS-DOS window.

Restart 123 Live Help Server

If you are in service mode, you can restart your 123 Live Help server in this way: Start->Programs->123 Live Help Server 4.1->Server->Restart 123 Live Help Server.

If you are in console mode, please close MS-DOS window first, and restart 123 Live Help server in the following way:

Start->Programs->123 Live Help 4.1 ->Server-> Start 123 Live Help Server (Console Mode)

Note: After configuring the server parameter manually, you should restart the chat server to take the changes into effect.

3.2 For Linux Users

1. Get the free Linux package of 123LiveHelp at here:

<http://www.123livehelp.com/download.html>

Download installer file: 123livehelp.tar.gz



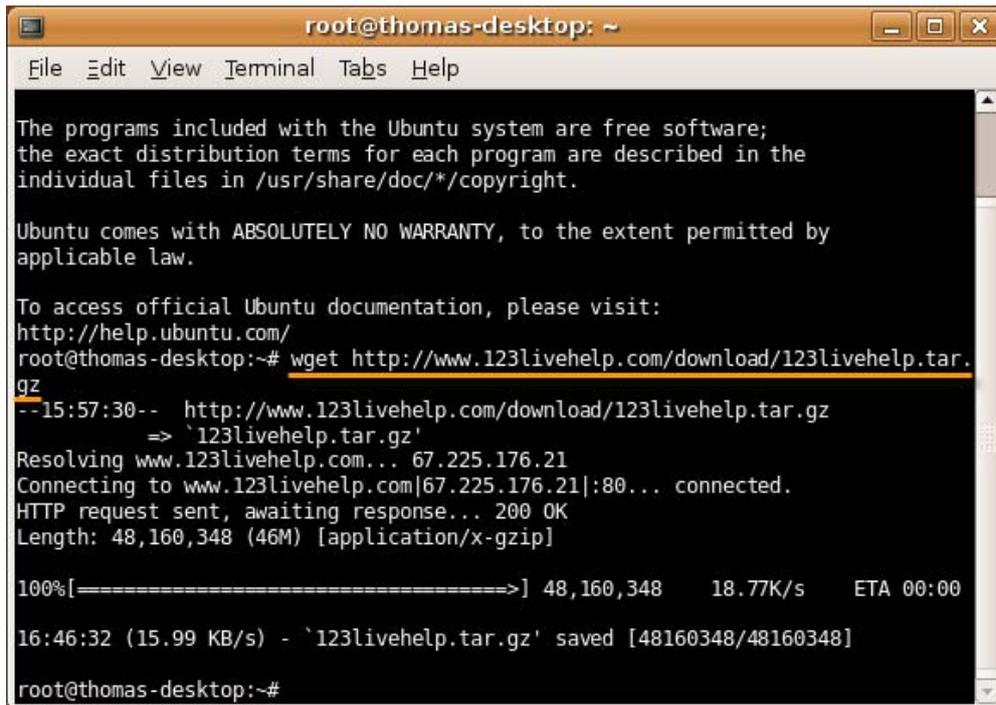
123 Live Help Version 4.1 Server Package [Structure Chart](#)

Choose your platform:

File Name	Include JRE	Include Client	Date	Size	Download
 123livehelp.tar.gz	✓	✗	Nov. 12, 2008	46 MB	<input type="button" value="Download"/>
 123livehelp_s.tar.gz	✗	✗	Nov. 12, 2008	14 MB	<input type="button" value="Download"/>

You may also download with this command:

```
$ wget http://www.123livehelp.com/download/123livehelp.tar.gz
```



```
root@thomas-desktop: ~
File Edit View Terminal Tabs Help

The programs included with the Ubuntu system are free software;
the exact distribution terms for each program are described in the
individual files in /usr/share/doc/*/copyright.

Ubuntu comes with ABSOLUTELY NO WARRANTY, to the extent permitted by
applicable law.

To access official Ubuntu documentation, please visit:
http://help.ubuntu.com/
root@thomas-desktop:~# wget http://www.123livehelp.com/download/123livehelp.tar.gz
--15:57:30-- http://www.123livehelp.com/download/123livehelp.tar.gz
=> `123livehelp.tar.gz'
Resolving www.123livehelp.com... 67.225.176.21
Connecting to www.123livehelp.com|67.225.176.21|:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: 48,160,348 (46M) [application/x-gzip]

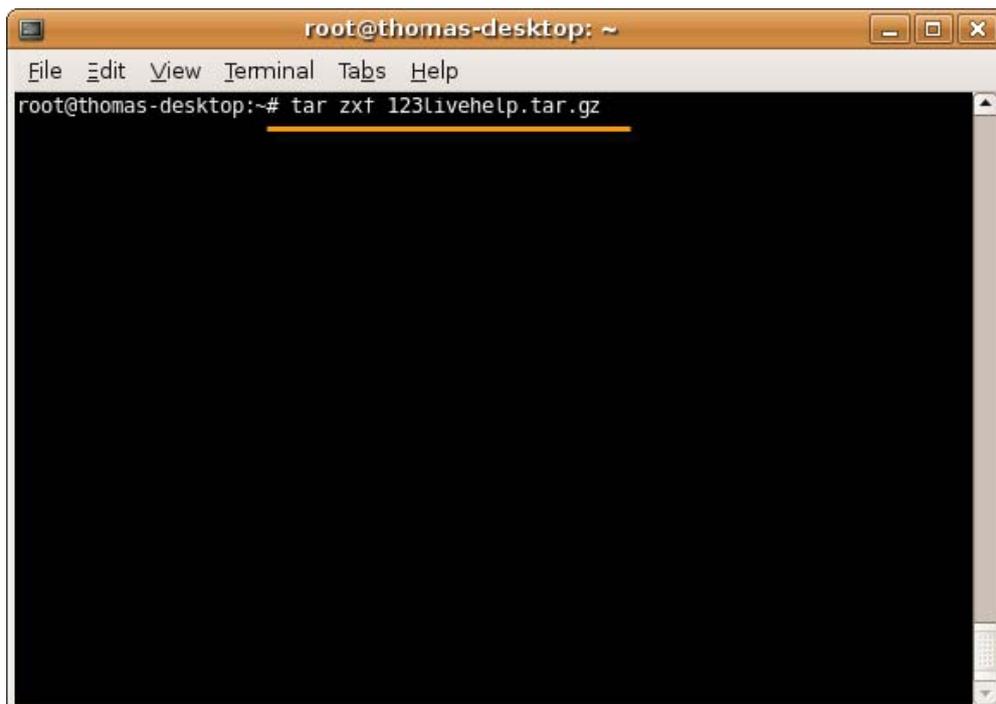
100%[=====>] 48,160,348  18.77K/s  ETA 00:00

16:46:32 (15.99 KB/s) - `123livehelp.tar.gz' saved [48160348/48160348]

root@thomas-desktop:~#
```

2. Decompress the installer file. You may use the command below to uncompress the installer file:

```
$ tar xzf 123livehelp.tar.gz
```



```
root@thomas-desktop: ~
File Edit View Terminal Tabs Help

root@thomas-desktop:~# tar xzf 123livehelp.tar.gz
```

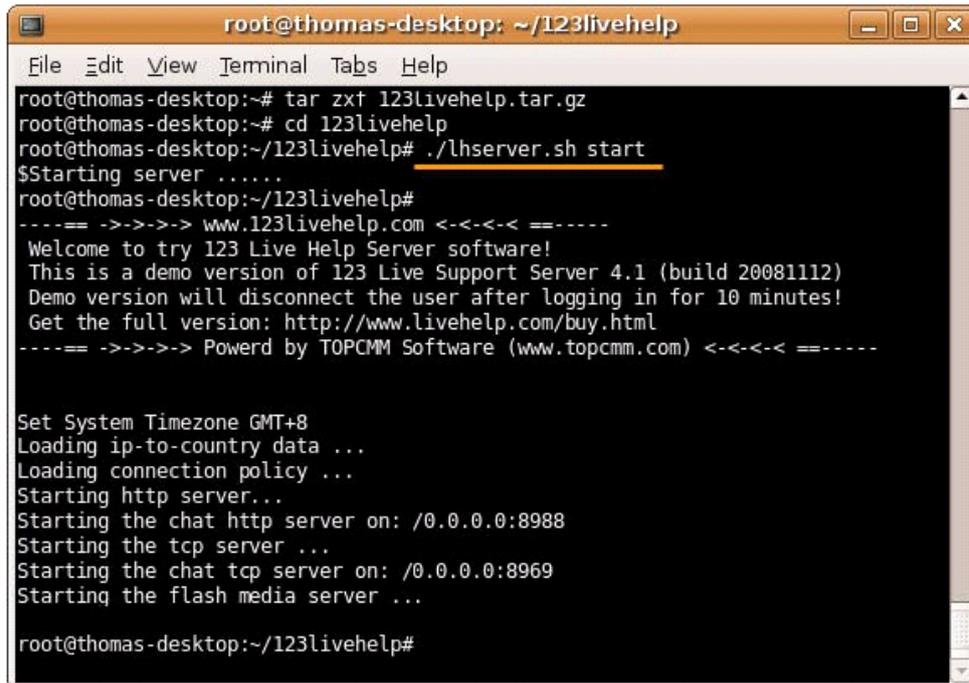
3. Start 123 Live Help manually

刪除的內容:

After uncompressing 123livehelp.tar.gz, you will get a folder named 123livehelp, enter this directory and start the server with the following commands:

```
$ cd 123livehelp
```

```
$ ./lserver.sh start
```



```
root@thomas-desktop: ~/123livehelp
File Edit View Terminal Tabs Help
root@thomas-desktop:~# tar xzf 123livehelp.tar.gz
root@thomas-desktop:~# cd 123livehelp
root@thomas-desktop:~/123livehelp# ./lserver.sh start
$Starting server .....
root@thomas-desktop:~/123livehelp#
----== ->->-> www.123livehelp.com <-<-<-< ==-----
Welcome to try 123 Live Help Server software!
This is a demo version of 123 Live Support Server 4.1 (build 20081112)
Demo version will disconnect the user after logging in for 10 minutes!
Get the full version: http://www.livehelp.com/buy.html
----== ->->-> Powerd by TOPCMM Software (www.topcmm.com) <-<-<-< ==-----

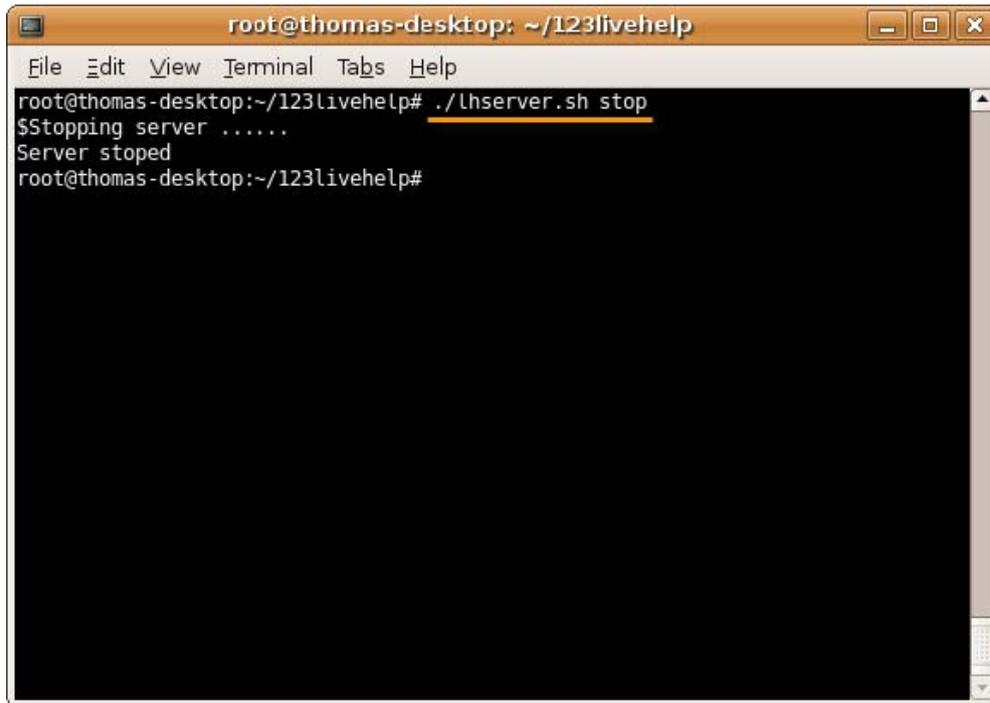
Set System Timezone GMT+8
Loading ip-to-country data ...
Loading connection policy ...
Starting http server...
Starting the chat http server on: /0.0.0.0:8988
Starting the tcp server ...
Starting the chat tcp server on: /0.0.0.0:8969
Starting the flash media server ...

root@thomas-desktop:~/123livehelp#
```

4 Stop 123 Live Help manually

You may stop the server with this command:

```
$ ./lserver.sh stop
```



```

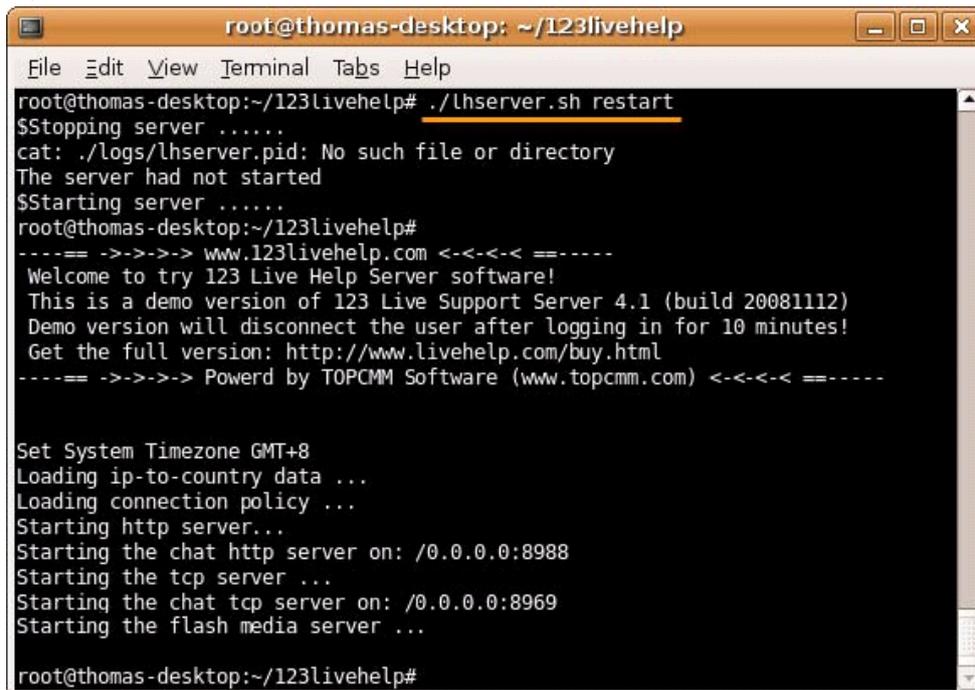
root@thomas-desktop: ~/123livehelp
File Edit View Terminal Tabs Help
root@thomas-desktop:~/123livehelp# ./lhserver.sh stop
$Stopping server .....
Server stoped
root@thomas-desktop:~/123livehelp#

```

5 Restart 123 Live Help manually

You may restart your 123Livehelp with this comment:

```
$ ./lhserver.sh restart
```



```

root@thomas-desktop: ~/123livehelp
File Edit View Terminal Tabs Help
root@thomas-desktop:~/123livehelp# ./lhserver.sh restart
$Stopping server .....
cat: ./logs/lhserver.pid: No such file or directory
The server had not started
$Starting server .....
root@thomas-desktop:~/123livehelp#
----- ->->-> www.123livehelp.com <-<-<-< =====
Welcome to try 123 Live Help Server software!
This is a demo version of 123 Live Support Server 4.1 (build 20081112)
Demo version will disconnect the user after logging in for 10 minutes!
Get the full version: http://www.livehelp.com/buy.html
----- ->->-> Powerd by TOPCMM Software (www.topcmm.com) <-<-<-< =====

Set System Timezone GMT+8
Loading ip-to-country data ...
Loading connection policy ...
Starting http server...
Starting the chat http server on: /0.0.0.0:8988
Starting the tcp server ...
Starting the chat tcp server on: /0.0.0.0:8969
Starting the flash media server ...
root@thomas-desktop:~/123livehelp#

```

6 Auto-start 123 Live Help when your server starts

Step 1:

Modify lhserver.sh, find the LHSERVER_HOME section, and define the directory of lhserver.sh. For example, if you uncompressed the 123livehelp.tar.gz into /usr/local/123livehelp, make sure lhserver.sh is in the directory of /usr/local/123livehelp, and then delete the two “#” before the two rows below in lhserver.sh to make them effective:

```
LHSERVER_HOME=/usr/local/123lhserver
export LHSERVER_HOME
```

Step 2:

Modify this file: /etc/rc.local,

add one row:

```
/usr/local/123lhserver/lhserver.sh
```

Just replace "/usr/local/123lhserver/" with your LHSERVER_HOME value.

3.3 Other UNIX Operating System

3.3.1 Install JRE 1.5 or above (we recommend JRE 1.5)

For other Unix OS server, you must install a JRE 1.4.2 or above first, we recommend JRE 1.5, you may download it here:

<http://java.sun.com/j2se/1.5.0/download.jsp>

3.3.2 Download the installer file at here.

<http://www.123livehelp.com/download.html>

Download 123 Live Help 4.1 for other OS: 123livehelp_s.tar.gz

3.3.3 Decompress downloaded file. You may use the following command to uncompress the downloaded file.

```
$ gzip -d 123livehelp_s.tar.gz $ tar xvf 123livehelp_s.tar
```

3.3.4 Set JRE Environment variable Run the java application, please set JAVA_HOME env variable and PATH env variable.

For example, if JRE is installed in: /usr/local/java/jre , you should set like the following list:

```
JAVA_HOME=/usr/local/java/jre;export JAVA_HOME
```

```
PATH=$PATH:/usr/local/java/jre/bin;export PATH
```

3.3.5 Start 123 Live Help

After setting the JAVA_HOME you may start the server with the following command: (Remember to put all code below in one single line).

```
$ java -classpath CLASSPATH:lib/lhserver.jar: jar:lib/log4j.jar:lib/ jdom.jar:lib/xerces.jar
com.topcmm.jchat.LHServer &
```

4. Integration

This section will guide you to integrate 123LiveHelp's client end with your website.

4.1 Generate Embedded Code

This section will generate the embedded code that will be inserted into the webpage of your website. You can get the code in **Generator Code Panel** according to the instructions below:

4.1.1 Choose Design

Operator Status Button

Define the operator status button style here, graphic or text, or no button at all.



Text Link

Online text:
 Offline text:

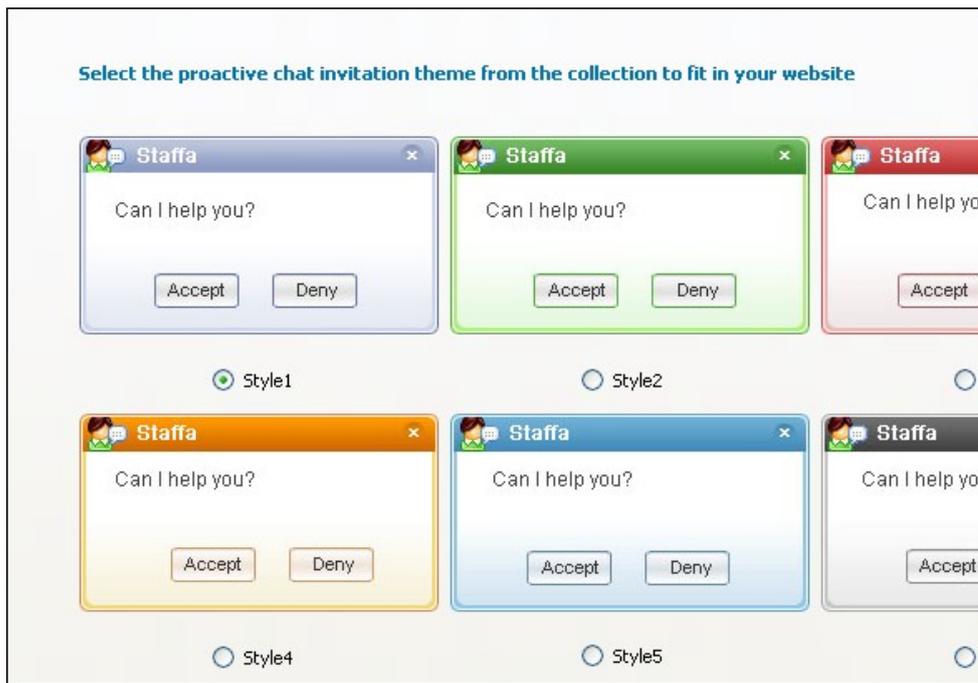
No Button

Disable the customer to talk to the operator unless the operator invited him to talk.

You can define the sign which indicates whether operator is online or not, it may be a status button or a text link, if you choose **No Button**, the system will disable the customers to ask for help before he is invited.

You may design the images by your own or let us to it for you.

4.1.2 This step mainly aims to define the invitation interface and the department that can use the function.



You can select the proactive chat invitation theme from the collection to fit your website.

Define the department to link to the chat invitation.

Sales
 Support

Select the proactive chat invitation popup way as you prefer.

Slide Down ▼
 Slide Down
 Pop up

Define the department to link to the chat invitation, only the department that is chosen can use chat invitation. Select the proactive chat invitation popup way as your prefer. When it is finished, press **Next** to continue.

4.1.3 Advanced Options

Advanced Setting

Also, what's behind the operator status button, a department, an operator, or the available department list?

Available Department List

Select the style of the chat window



Violet Blue Black Red

Define the size of the chat window

Width (>=495) Height

This panel mainly aims to define the department or operator that will see the invitation when a customer clicks on the help icon defined in the first step, chat window's style and size. When you choose **A Particular Department** or **A Particular Operator**, the corresponding department list would appear at the right side of drop-down list.

Advanced Setting

Also, what's behind the operator status button, a department, an operator, or the available department list?

A Particular Department Sales

When you choose **A Particular Operator**, the corresponding operator list will appear at the right side of drop-down list.

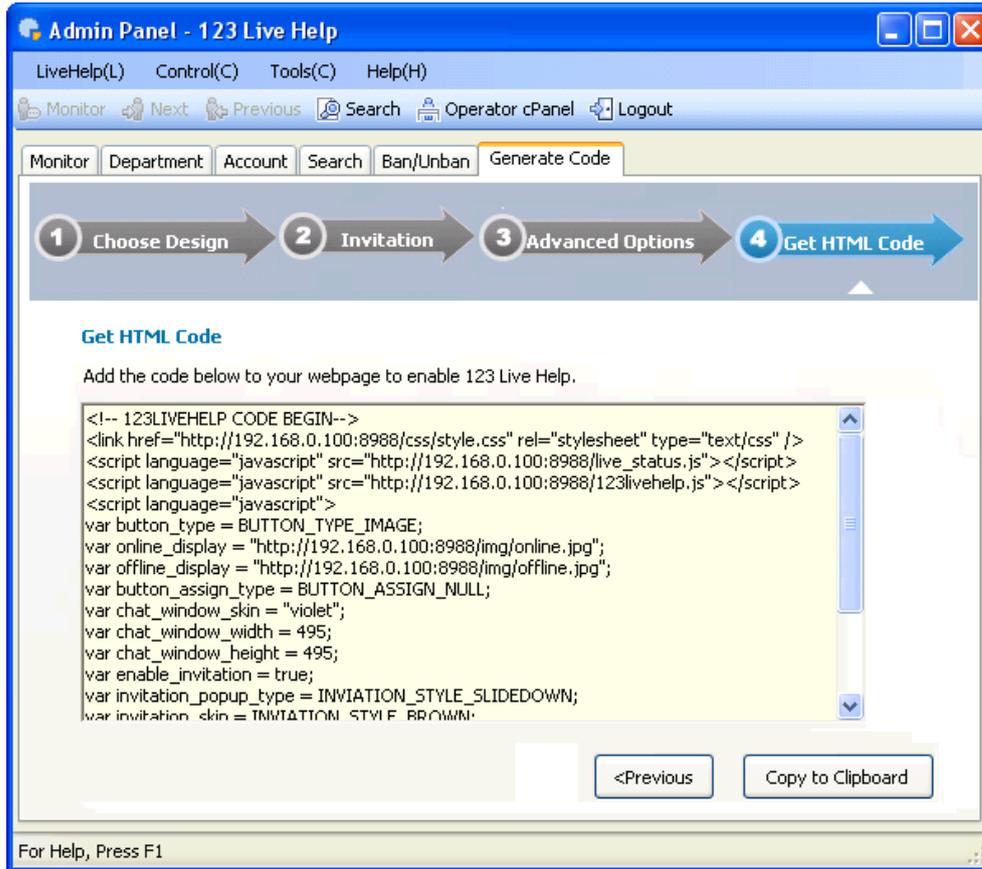
Advanced Setting

Also, what's behind the operator status button, a department, an operator, or the available department list?

A Particular Operator operatorb

When all of the settings are finished, click **Next** to continue, if you feel the need to change the setting in the last step, click **Previous** to modify.

4.1.4 Get HTML code



4.2 Chang Path Information

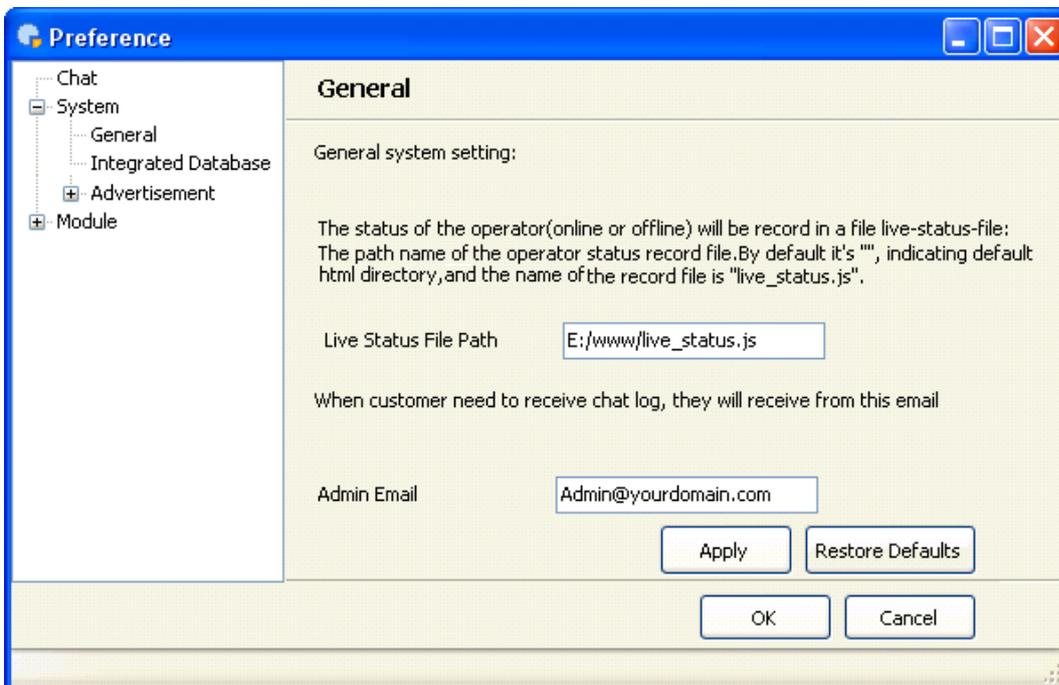
You may insert the embedded code that been generated in the code generator panel in your webpage, but if the traffic is large, using 8988 port to retrieve these 2 files may crash down your server, so it is recommended to copy to files to the web directory and retrieve them at port 80. For example, if we copy the files to the root directory of your website, say it is `www.mydomain.com`, then the src of the files in JavaScript should be:

```

<!-- 123LIVEHELP CODE BEGIN-->
<link href="http://192.168.0.100:8988/css/style.css" rel="stylesheet" type="text/css" />
<script language="javascript" src="http://yourdomain/live_status.js"></script>
<script language="javascript" src="http://yourdomain/123livehelp.js"></script>
<script language="javascript">
var button_type = BUTTON_TYPE_IMAGE;
var online_display = "http://192.168.0.100:8988/img/online.jpg";
var offline_display = "http://192.168.0.100:8988/img/offline.jpg";
var button_assign_type = BUTTON_ASSIGN_NULL;
var chat_window_skin = "violet";
var chat_window_width = 495;
var chat_window_height = 495;
var enable_invitation = true;
var invitation_popup_type = INVIAITION_STYLE_SLIDEDOWN;
var invitation_skin = INVIAITION_STYLE_BROWN;
var invitation_dept_id = 1;
var define_url = "http://192.168.0.100:8988";
livehelp();
</script>
<!-- 123LIVEHELP CODE END-->

```

And there is another parameter that should be modified, so your server will know where to load the live_status.js.



When you finish the setting and modification, please restart your 123LiveHelp server and refresh your page and you'll see that the online/offline indicator images will shift according to your operator's online/offline status.

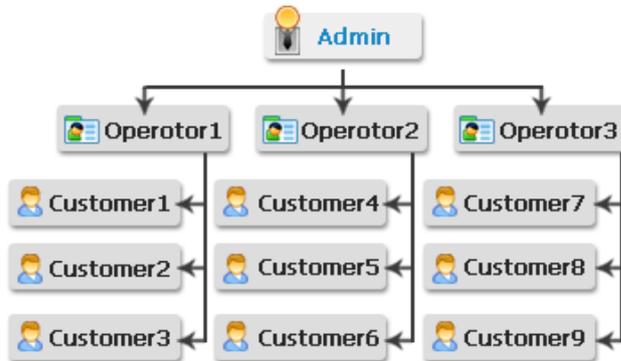
5. User Interface

There are three user interfaces in 123 Live Help: **Admin Panel**, **Operator Panel** and **Customer Panel**. Different interface has different functions and serves for different user group.

Admin has overall privileges to supervise all departments/chat rooms, staff and clients.

Operator manages specific room(s) and offer service to customers; operator is monitored by administrator.

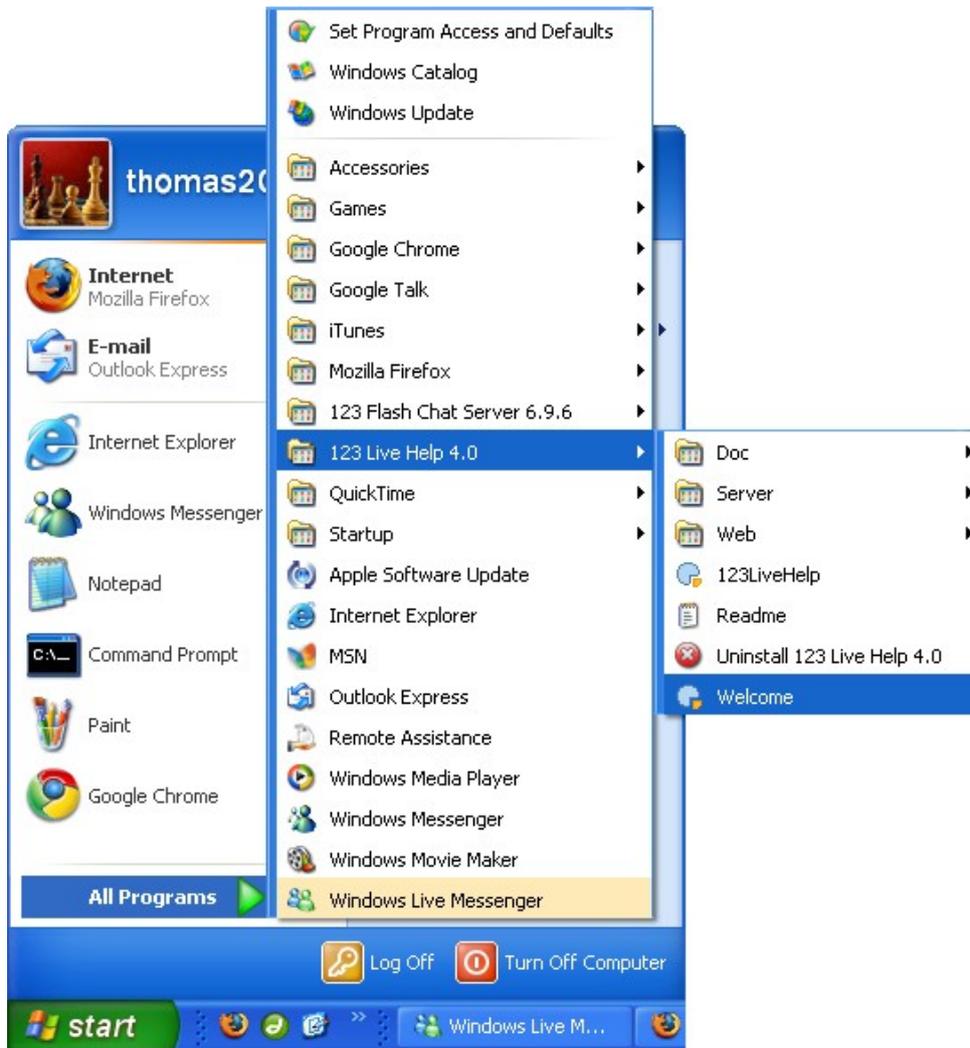
Customer, the end customer, seeks help from operator and has the least power over the system.



Customer Panel can be accessed from **Welcome Page** which can be activated when installation is finished by checking this box: **Server has been installed and started, start a client to test.**

Welcome Page also can be opened manually in this way: Start Menu: Start-> Programs-> 123 Live Help Server4.1> Welcome.

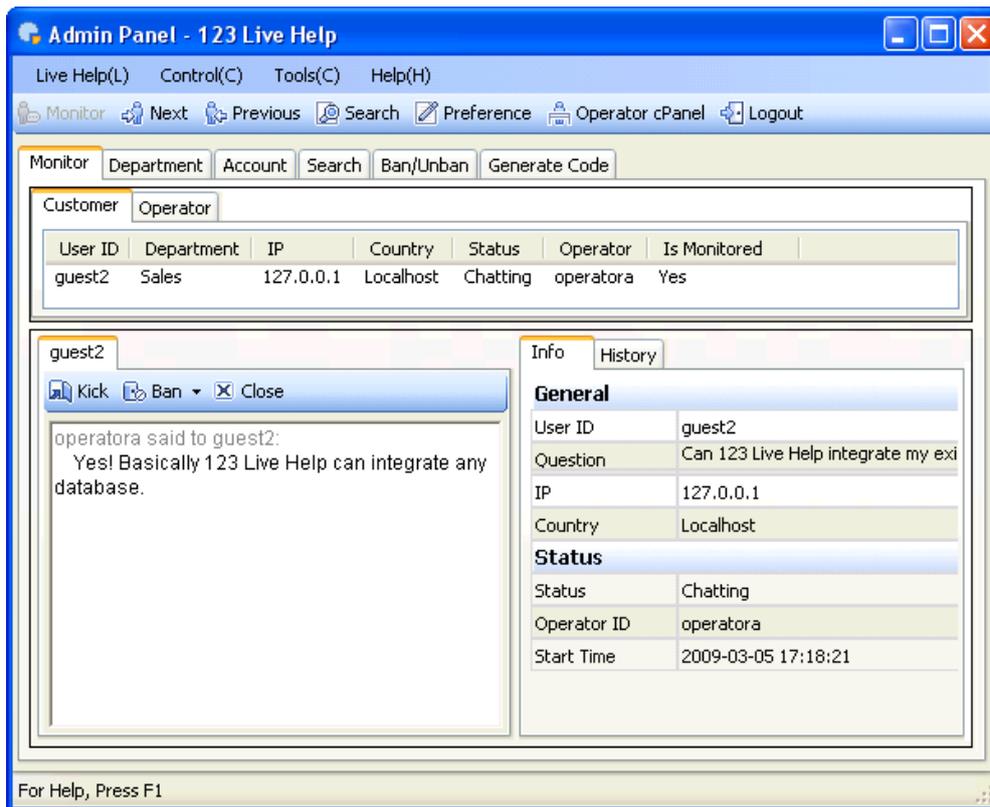
As shown in the figure below:



The page is recommended to be viewed only by yourself and only show Operator **Status** button to your customers.

6. Admin Panel

6.1 Admin Panel Overview



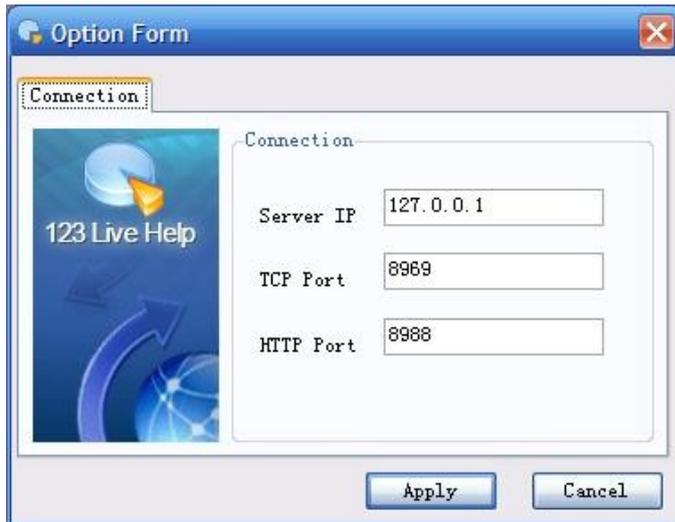
6.2 Access Admin Panel

Click 123LiveHelp icon in desktop, and log in as an administrator.



Select **Admin** in **Role** list, enter your **User name**, **Password** and click **Login**.

If you need to log in admin panel on a remote machine, the following parameters need to be configured.

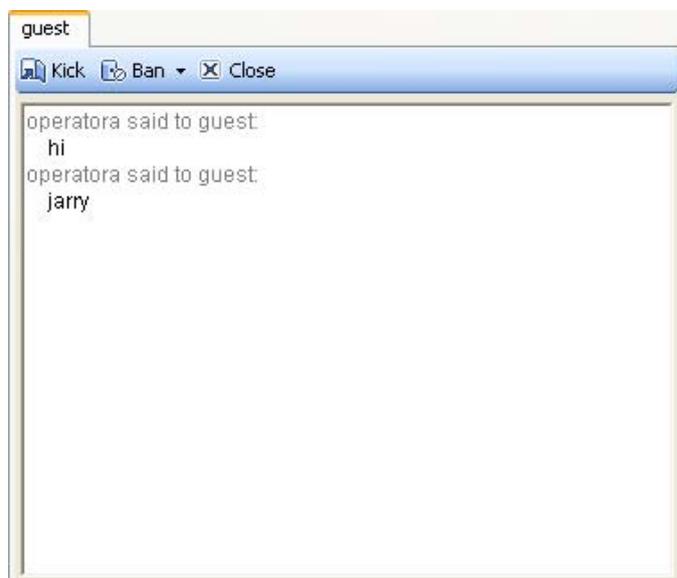


When the configuration is finished, please click **Apply** to enter the **Login Panel**.

6.3 Monitoring

In monitor window, administrator has super privileges to monitor all communications between operator and customer. Administrator can open multiple conversation windows to monitor, but can't join the chat directly.

Once a customer was picked up by an operator, a monitor panel would appear at the left-bottom of **Admin Panel**,



Administrator can view the conversation between customer and staff. If this is a malicious user, administrator can **Kick** or **Ban** this user here. If he doesn't think it is necessary to continue the monitoring, he can close this customer's monitor tab.

At the right side of the monitor panel is an information panel showing the customer's information such as User ID, Question, IP, Time Zone, Language, etc.

General	
User ID	guest
Question	Hi
IP	127.0.0.1
Country	Localhost
TimeZone	GMT+08:00
Language	en
Browser	Firefox
Resolution	1680*1050
Status	
Status	Chatting
Operator ID	operatora
Start Time	2008-11-24 16:31:51

You can view the customer's past chat in **History** tab.

Login Time	Question	Messages
11/25/2008 18:25:52	Logo question	6
11/25/2008 16:21:41	Logo question	2
11/25/2008 15:54:21	Logo question	1
11/25/2008 15:34:59	Logo	1
11/25/2008 14:52:45	Purchasing ...	1

Record
Tom (2008-11-21 16:28:35) Tell me how to pay, please. operatora (2008-11-21 16:31:07) OK, Tom, thanks for your interest in our product, you can refer to this page for purchasing information: http://www.123flashchat.com/buy.html

Keyword Search < 1/1 >

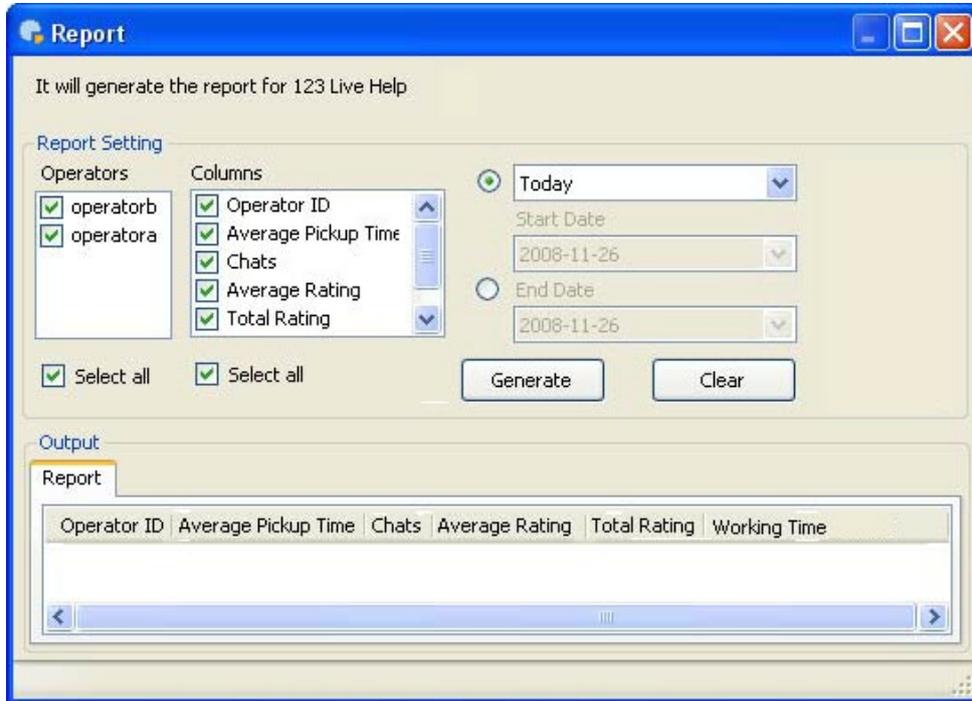
Click an item in History list, the complete information will appear in **Record** tab.

If an administrator feels the need to view the conversation about a specific topic, enter the topic in **Search** textbox, and the related conversation records will appear in **Record** tab.

Administrator may view the customer's nickname, login time, operator's name and his department information, etc at here.

6.4 Report System

The report system in 123flashchat aims to provide a convenient way for administrator to learn the working performance of his staff.



You may set the filter condition, such as Operators, Columns and Date, and click **Generate** to generate the report.

6.5 Chat Settings



Enable Proactive Chat

With this feature enabled, an operator may invite a customer before he sends his request.

Enable Encrypt

With this feature enabled, the communication between a customer and an operator will be encrypted.

Enable Rank

With this feature enabled, when the conversation between a customer and an operator is finished, a rate window will appear, a customer then can rate the operator to show how helpful the operator is.

Enable guest login

With this feature enabled, guest customer may use 123 Live Help's client end to communicate with an operator.

Kick time

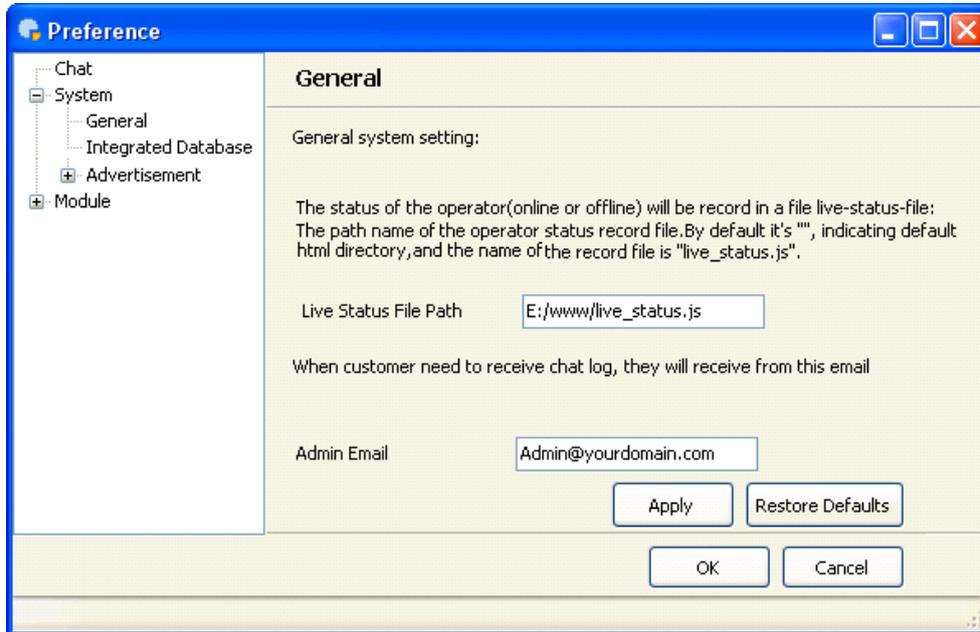
This parameter decides how long a customer will be kicked out of the system.

Max message length

This parameter decides the max length of a message.

6.6 System Settings

6.6.1 General



Live status file path

The status of the operator (online or offline) will be recorded in a file live-status-file: you can set the path of this file for later review, and the file is mainly used in Integration, to learn more about this, please click [here](#).

Note: the path of the file should be within your website's root directory.

6.6.2 Integrated database

123livehelp can integrate your own user database, like that of your forum, or portal system.

Integrated Database

Integrated Database Type:

123livehelp can integrate your own user database, like that of your forum, or portal system. The modes of IntegratedOtherDatabase are :

- None - not using any integrated database to authorize a user, can only login as guest.
- Mysql - using mysql database
- Oracle - using oracle database
- ODBC - using ODBC DSN to connect database
- Common - using all kinds of database, advanced setting
- URL - using web url to authorize user's login information.

e.g.:

If set to "Mysql", "Oracle" or "common", then when user click "register", a new window will pop up and he or she will be directed to another url which is set by you in client.:ml.

Before apply you must config the setting files in <%123LiveHelpServer path%>\etc\database\

DataBase Type

The modes of IntegratedOtherDatabase are:

None - not using any integrated database to authenticate a user, can only login as guest.

MySQL - using MySQL database.

Oracle - using oracle database.

ODBC - using ODBC DSN to connect to a database

Common - using all kinds of database, advanced setting

URL - using web URL to authorize user's login information.

Choose the integration method you need and click **Configure**, you may configure the relevant information in the integration panel that appears later.

6.7 Module Settings

6.7.1 MSN module

You can add a MSN account here as MSNbot.

MSN Module

MSN Module Setting
You can add a MSN bot to send information about 123 Live Help

MSN Bot Email: i123livehelp@live.com

Bot Language: English

MSN Password: *****

Confirm Password: *****

Add

Apply Restore Defaults

Then click the **Add** button in **Monitor** list to add a monitor account, you should add this account into the contact list of **MSN Bot** to monitor the communications between your customer and operator remotely.

MSN Module

MSN Module Setting
You can edit the MSN bot of 123 Live Help

Monitor List

Account

MSN Bot Information

Account: i123liveh

Status: Connecti

Add monitor

i123flashchat@hotmail.com

Add Cancel

Add Edit Remove Login

Apply Restore Defaults

6.7.2 A/V module

1. 123Livehelp embedded a video server, and if the video performance you need is not very high, you may use this one, the URI address is `rtmp://{ip:1235/123livehelp`

1) the IP here cannot be "localhost" or "127.0.0.1", or your customer can not connect to the video server from other machine.

2) The status of port 1235 should be opened in the firewall's configuration.

3) After configuration, restart your 123LiveHelp, you will see the **Publish Video** button.

2. If your need high video performance, you may use Flash Media Server or Red5.

Audio Video Module

With flashcom-audio-video module enabled and macromedia flash communication server installed, You can add webcam and voice chat features.
 Unlike the basic text chat, this module needs support of flash communication server.
 "URI": The Uniform Resource Identifier (URI) of the application on the Flash Communication Server that should run when the connection is made.
 To specify targetURI, use one of the following formats (items in brackets are optional):`rtmp:[port]/appName[/instanceName]` (acceptable if the movie and the Flash Communication Server are on the same machine)`rtmp://{host[:port]}/appName[/instanceName]`
 For example, the following URIs are formatted correctly:
`rtmp://{www.yourwebsite.com}/123flashchat`
`rtmp://123flashchat_default`

URI

Enable Audio Video Module

With flashcom-audio-video module enabled and macromedia flash communication server installed, you can use webcam and voice chat features.

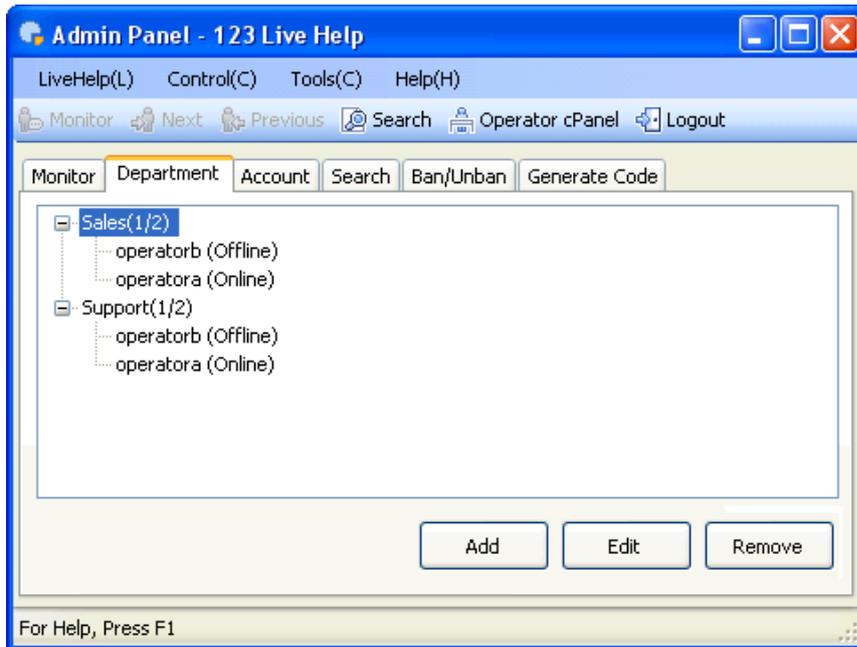
URI: the URI of you 123livehelp server

Enable audio video module:

With this module enabled, an operator may use webcam and his microphone set to communicate with customer, to learn more about this feature, please click [here](#).

6.8 Department Management

Here is a screenshot of the department management panel. As you can see, departments can be added, modified or deleted at here.



6.8.1 Add a department

Click the **Add** button at the right-bottom of **Department Panel**, and then a dialogue box like the following below would appear, fill in **Department Name** field and click **OK**.



6.8.2 Delete a department

Click the department you need to remove in **Department Panel** and click **Remove**.

6.8.3 Modify a department

Click the department you need to edit and press **Edit** at the right-bottom of the **Department Panel**, a dialogue box like the following figure would appear, fill in the department name you need to use and click **OK**.

**Notes:****Admin to customer**

You may need to create multiple departments to allocate visitors for operator to serve them better, for example, "Pre-Sales" and "Post-sales Technical Support".

Admin to operator

Once again we'd emphasize, don't forget to designate new operator to specific department(s) first or the new operator can't see any visitors at all!

One department can have multiple operator members and one operator can manage multiple departments. Like the diagram shows before.

Admin to customer

You may need to create multiple departments to allocate visitors for operator to serve them better, for example, "Pre-Sales" and "Post-sales Technical Support".

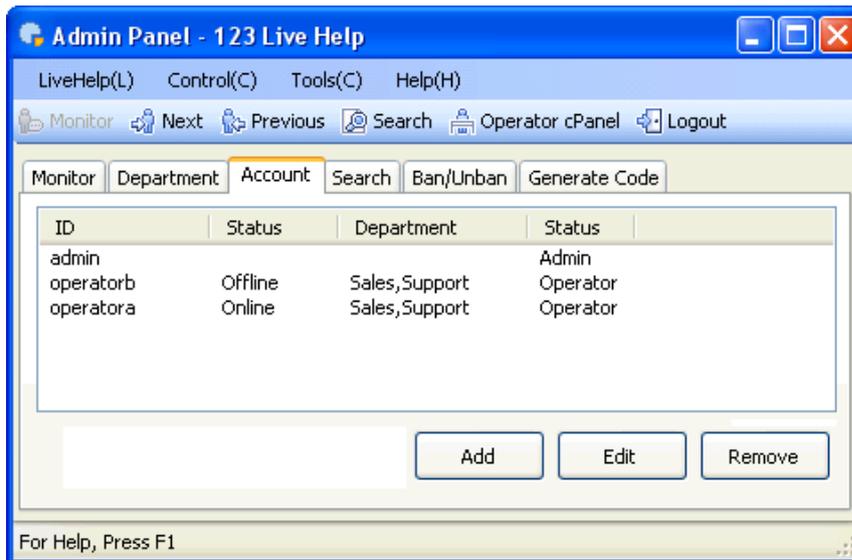
Admin to operator

Once again we'd emphasize, don't forget to designate a new operator to specific department(s) first or the new operator can't see any visitors at all!

One department can have multiple operator members and one operator can manage multiple departments. Like the diagram shows before.

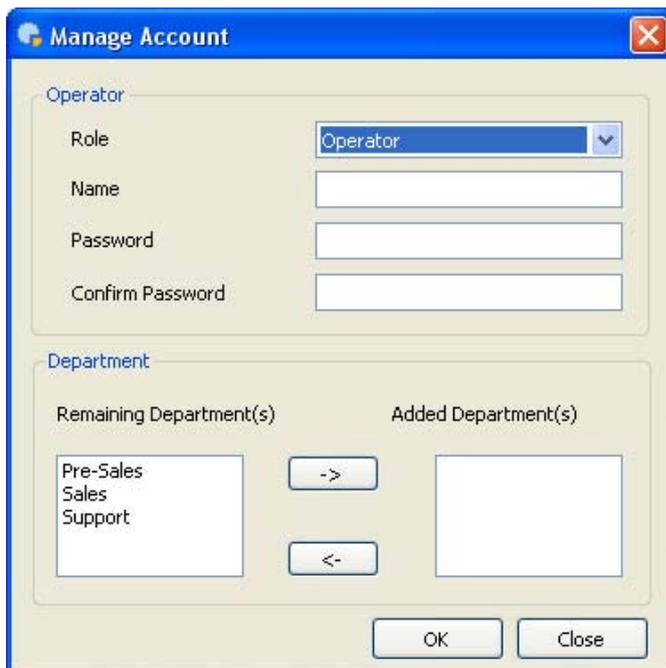
6.9 Account Management

Administrator can view, add, edit and delete administrator and operator account at here.



6.9.1 Add an account

Click Add button at the right-bottom of the panel to add an account:



Fill in the required fields and click **OK**.

Note: After adding admin account, you don't need to designate him to a department, because administrator has super privilege over all available departments. But, adding an operator accounts is different, please bear in mind to designate him to specific department(s) at first. Or

he can see no visitor even if he's successfully logged in the **Operator Panel**.

6.9.2 Modify an account

Select a user from **Account Panel** and click **Edit**.

The screenshot shows a 'Manage Account' dialog box. It has a title bar with a close button. The dialog is divided into two sections: 'Operator' and 'Department'. The 'Operator' section contains a dropdown menu for 'Role' (set to 'Operator'), a text field for 'Name' (containing 'operatorb'), and two empty text fields for 'Password' and 'Confirm Password'. The 'Department' section contains two list boxes: 'Remaining Department(s)' with 'Pre-Sales' and 'Added Department(s)' with 'Sales Support'. Between the list boxes are two buttons: '->' and '<-' for moving items. At the bottom are 'OK' and 'Close' buttons.

In this mode, the user name field is uneditable, fill in other required fields and click **OK**.

6.9.3 Remove an account

Select a user from **Account Panel** and click the **Remove** button at the right-bottom of the panel.

The screenshot shows a 'Manage Account' dialog box with the following fields and controls:

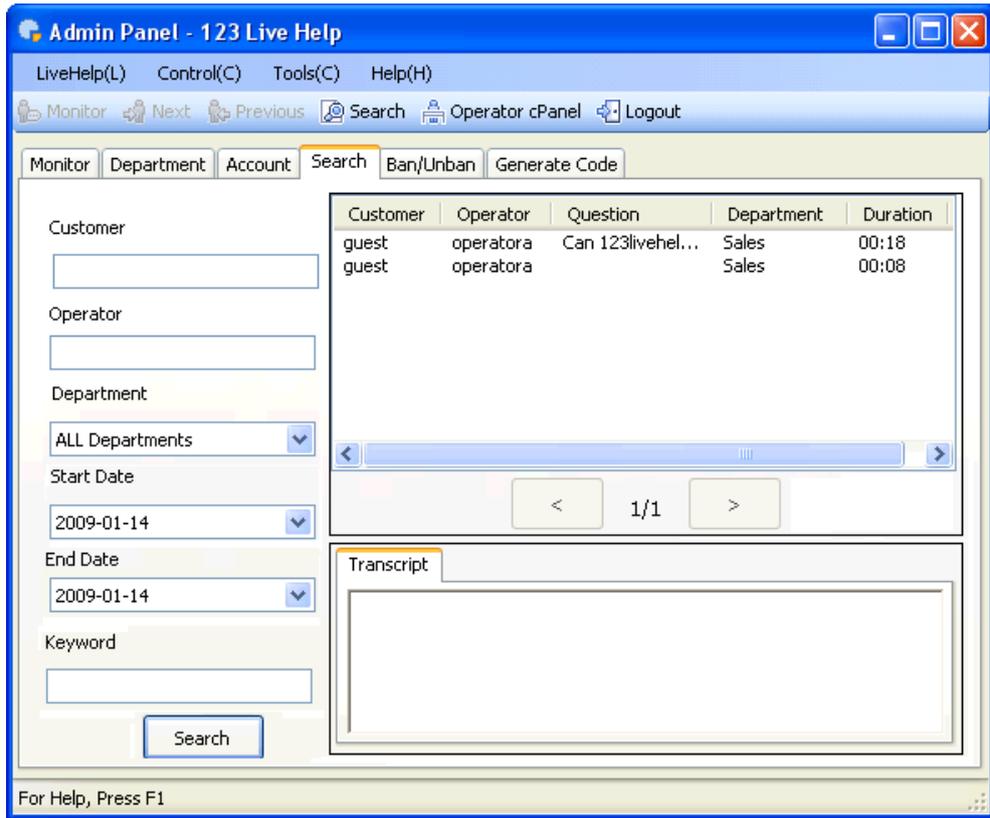
- Operator Section:**
 - Role: Operator (dropdown menu)
 - Name: operatorb (text box)
 - Password: (empty text box)
 - Confirm Password: (empty text box)
- Department Section:**
 - Remaining Department(s): Pre-Sales (list box)
 - Added Department(s): Sales Support (list box)
 - Transfer buttons: -> and <-
- Buttons:** OK and Close

Before really deleting a user, a reconfirm dialogue will appear to ask for reconfirmation.

6.10 Search

6.10.1 Basic search

Just leave all the options as default or null in search panel to perform basic search, you will get the chat records of current day in current department.



6.10.2 Advanced search

Customer	Operator	Question	Department
guest	operatora	Payment	Sales
guest	operatora	Payment	Sales
guest	operatora	hi	Sales
guest	operatora	Hi	Sales
guest	operatora	hi	Sales
guest1	operatora	Hi	Sales
guest	operatora	Tell me how to...	Sales
guest	operatora	Tell me how to ...	Sales
guest4	operatora		Sales

Transcript

```

Tom (2008-11-21 16:33:03)
Tell me how to pay,please
operatora (2008-11-21 16:33:59)
Hi, Tom, thanks for your interest in our product, as for the purchasing in
page :http://www.123flashchat.com/buy.html
Tom (2008-11-21 16:34:59)
OK, thanks.
operatora (2008-11-21 16:35:38)
It's my pleasure to server for you.

```

You can define more options before “search” to get more precise results.

Choose time and/or “customer name” and/or “operator name” and/or “department” before clicking **Search** to perform search.

Search result

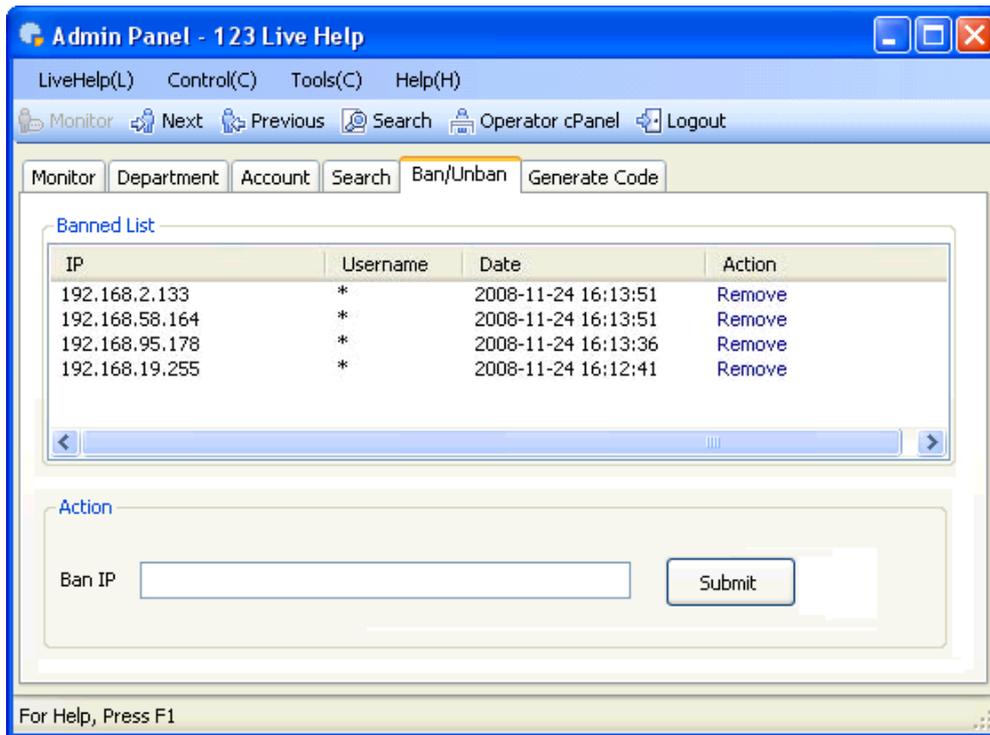
Every entry of search result includes following items:Customer name, Operator name, country (of customer), IP (of customer), Login Time (of customer), Department (if customer and Operator), Details Link.

Click an entry in the result list and the complete transcript will appear in the text area below.

6.11 Ban and Unban

Admin can ban or unban user’s IP in this panel, and there is a ban list in this panel with all the banned IP being listed here.

As shown below:

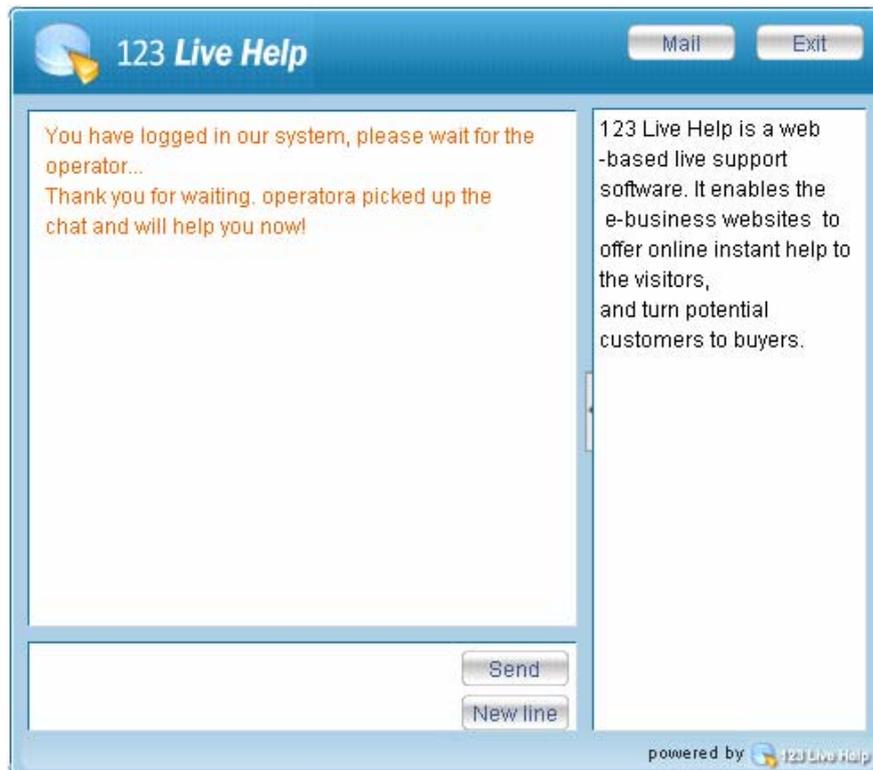
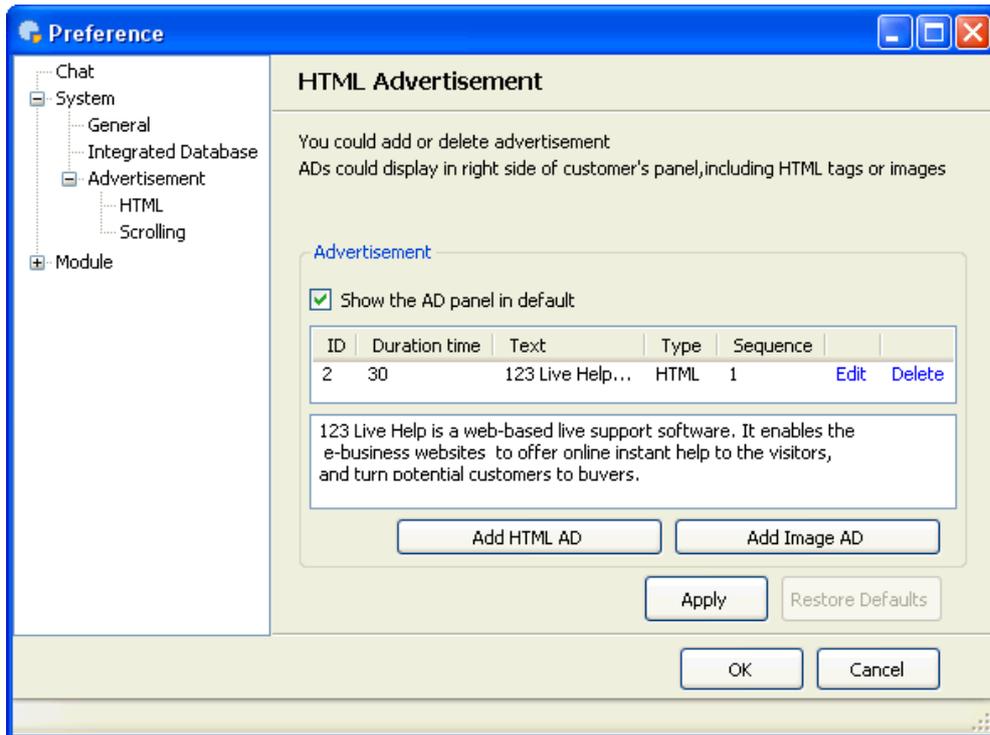


You can enter the IP you need to ban and click **Submit** at the bottom of this panel, then the IP will appear in the **Ban List**, if you need to remove this IP, clicking **Remove** in the **Action** field will help you to do the work.

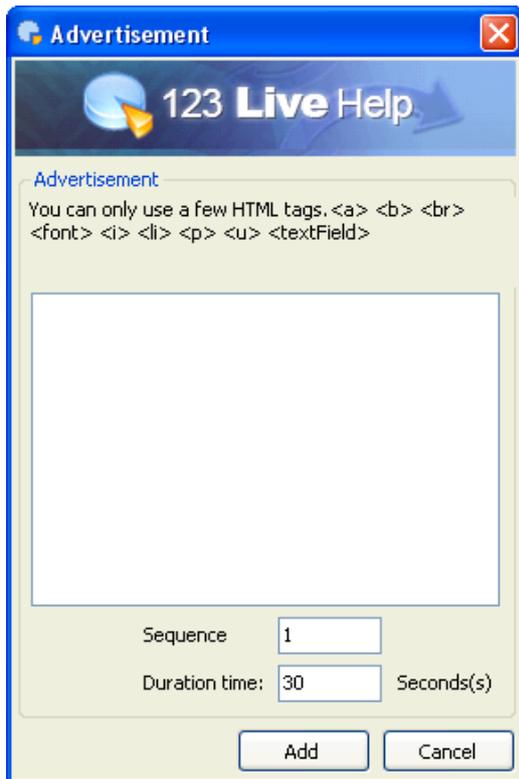
6.12 Advertisement Settings

6.12.1 HTML advertisement

You may define you own advertisement at here and they will be shown at the right-section of the client panel.



If you need to add advertisement including HTML tags, please click **Add HTML AD**.



The screenshot shows a dialog box titled "Advertisement" with a close button (X) in the top right corner. The header area features the "123 Live Help" logo. Below the header, the text reads: "Advertisement" followed by "You can only use a few HTML tags. <a>
 <i> <p> <u> <textField>". A large empty text area is provided for entering HTML code. At the bottom, there are two input fields: "Sequence" with the value "1" and "Duration time:" with the value "30" and the unit "Seconds(s)". Two buttons, "Add" and "Cancel", are located at the bottom right.

Enter your **HTML code**, **Sequence** and **Duration time** at here and click **Add**.

If you need to add Image AD, please click **Add image AD**.

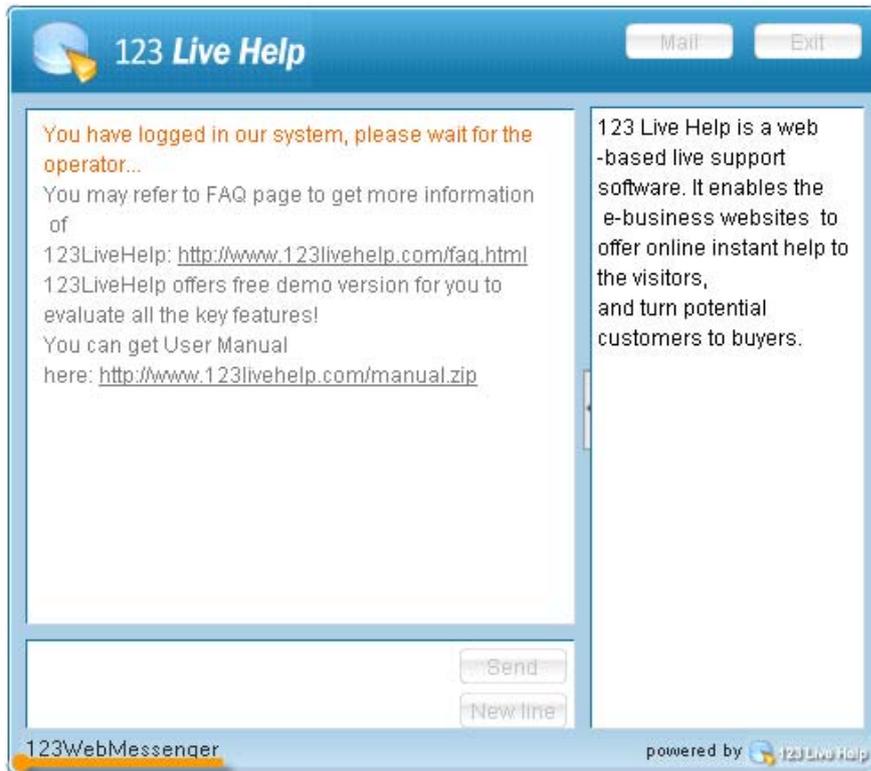


The screenshot shows a dialog box titled "Advertisement" with a close button (X) in the top right corner. The header area features the "123 Live Help" logo. Below the header, the text reads: "Advertisement" followed by "Input the image's URL. For the best view, please select a picture which is 150*315 px and only support jpg". There are two input fields: "Text" and "Link". At the bottom, there are two input fields: "Sequence" with the value "1" and "Duration time:" with the value "30" and the unit "Seconds(s)". Two buttons, "Add" and "Cancel", are located at the bottom right.

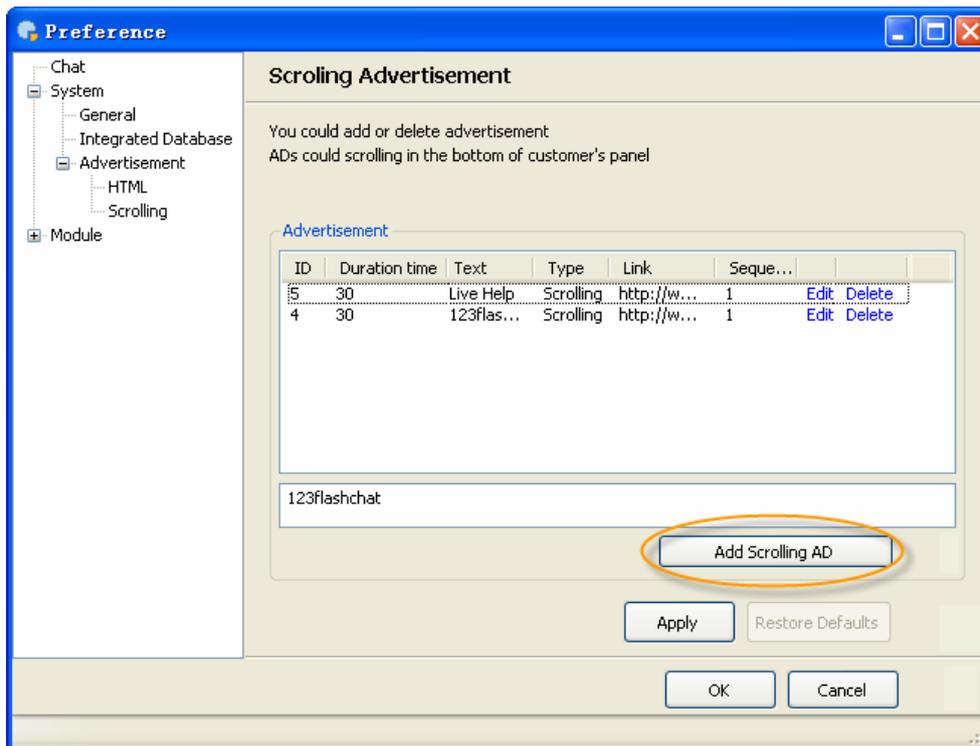
Enter the AD's text, link, sequence and duration time at here and click **Add**.

6.12.2 Scrolling AD

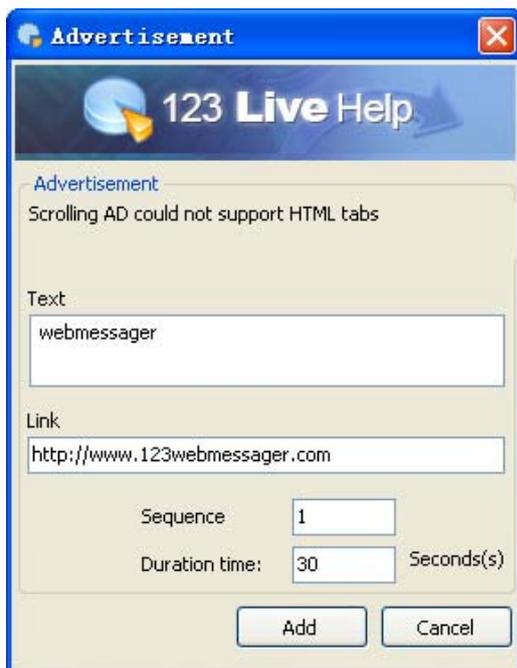
Scrolling AD will be shown at the bottom of the customer panel:



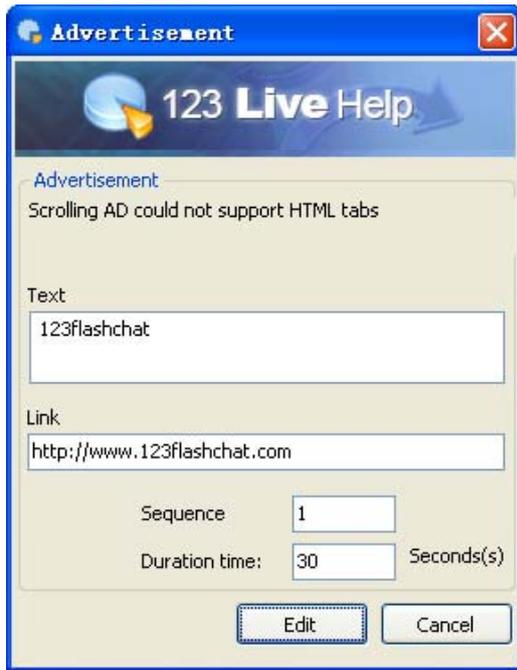
If you need add such an AD, please click **Add scrolling AD** first.



And then fill in the AD test and the link you need your customer redirect to after clicking the text.



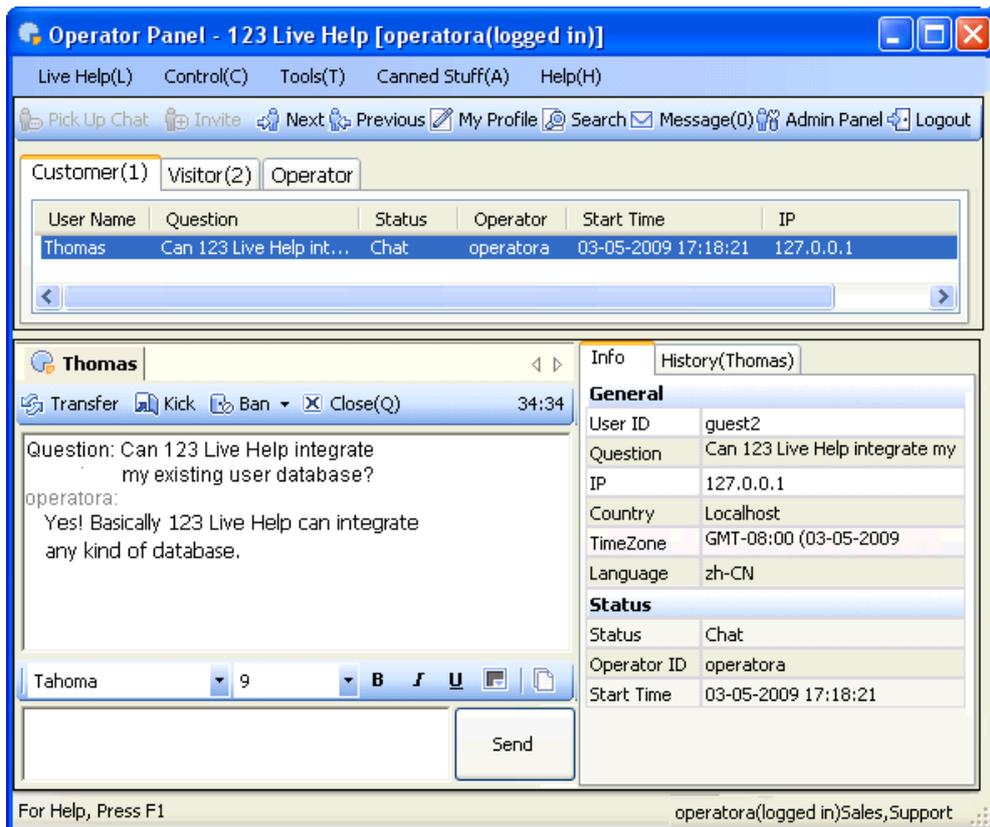
And if you need to modify an AD item, please click **Edit** in the Scrolling AD panel.



7. Operator Panel

Operator Panel is the work platform of operators to manage chat and offer live help and support to website visitors/ customers.

7.1 Overview



7.2 Access Operator Panel

Click the 123LiveHelp icon on desktop and login as an operator.



Default test accounts:

Username: operatora; password: test

Username: operatorb; password: test :

If you need to modify your connection parameters, click **Settings**, if you need to learn more about the subject, please click [here](#).

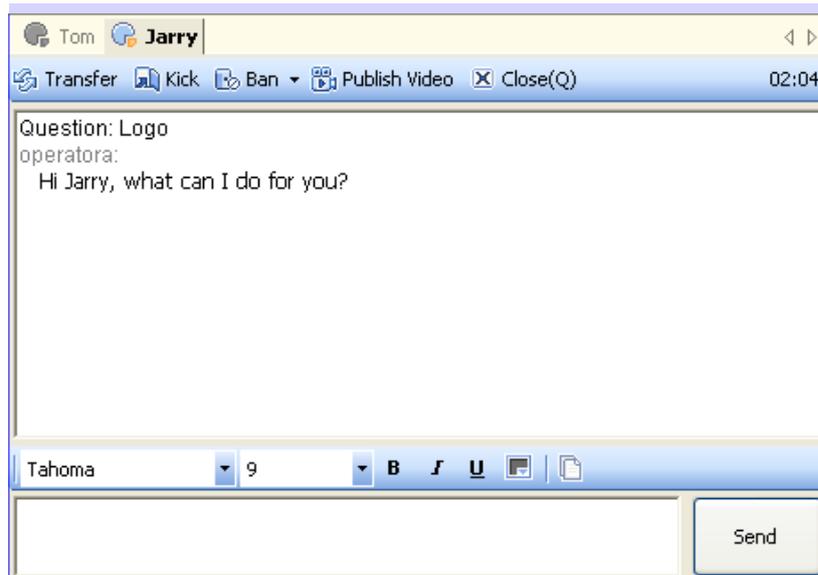
When an operator logs in, he will be automatically redirected to the department he belongs to, this is predefined by administrator.

7.3 Provide Help

The following figure shows the user list, including the following information: customer name (when does he/she log in), status (waiting, chatting, or operator lost connection, or disconnected). And the background colors of the customers are divided into three levels ranging from white, yellow to red according to the time they have been waiting.

User Name	Question	Status	Department	Start Time	Wait Time
owen	Can you install 123livehelp for me?	Wait	Sales	01-16-2009 15:28:32	05:06
david	Can I change the size of the Custom	Wait	Sales	01-16-2009 15:29:29	04:09
thomas	Will I get free upgrade?	Wait		01-16-2009 13:38:57	00:44

You may initialize live help by double-clicking a username in the customer list or right-click the customer and choose **Pick up the chat**, a chat panel will appear at the left-bottom of the panel:



批注 [HP1]: 需要截取带视频的聊天窗。如果发布视频的按钮没有出来

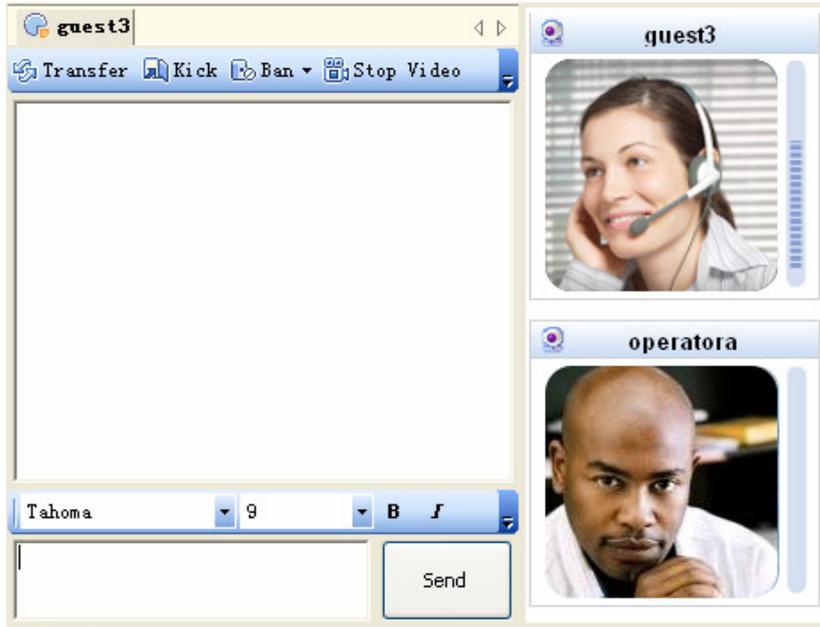
1 是否购买视频模块, 如果没有, 给出购买连接
2 如果确定购买了视频模块, 确定 admin 是否打开了视频的功能
3 如果 op 和 cu 互相看不到视频, 确定 admin 配置了正确的 fms 地址

2 3 有链接链到文档的 admin panel 设置视频的部分

7.3.1 Video communication

Comparing with the chat window in admin panel, extra **Publish Video** and font-size tools are

added.



When an operator feels the need to chat with a customer via webcam, he may click on this button to initialize a video-chat:

If you need to turn on/off your video/audio, please put your cursor on the video screen and the following icons will appear:

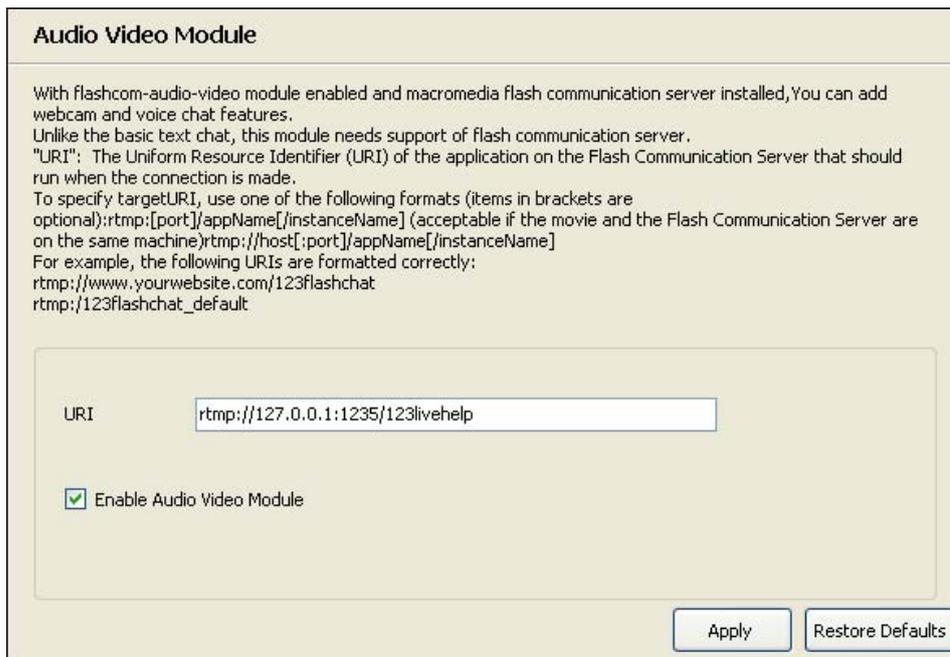
Click  to turn off video,  to turn off audio;

Click  to turn on video,  to turn on audio.

An operator may click **Stop Video** to turn off video-chat.

If you cannot see the **Publish Video** icon, the problem may result from the following factors:

1. Whether the A/V module is bought, if it is not, please go to this page to learn more about the payment of the module: <http://www.123livehelp.com/buy.html>
2. If the A/V module is bought please make sure it is enabled.

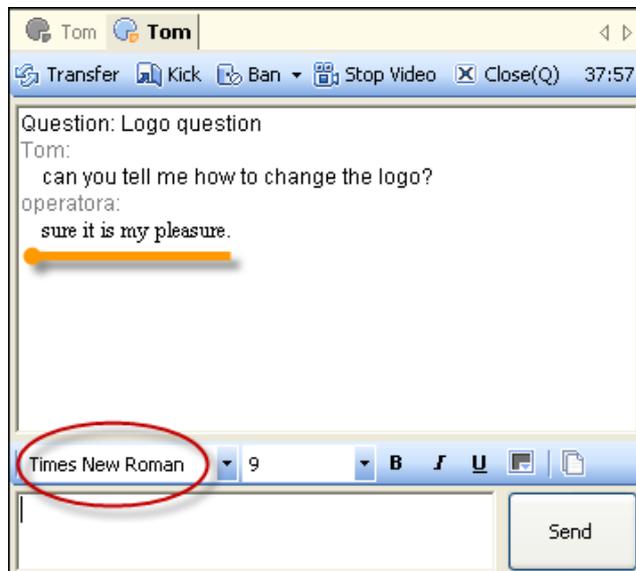


3. If operator and customer cannot see each other in the webcam, please make sure the URI is correct.

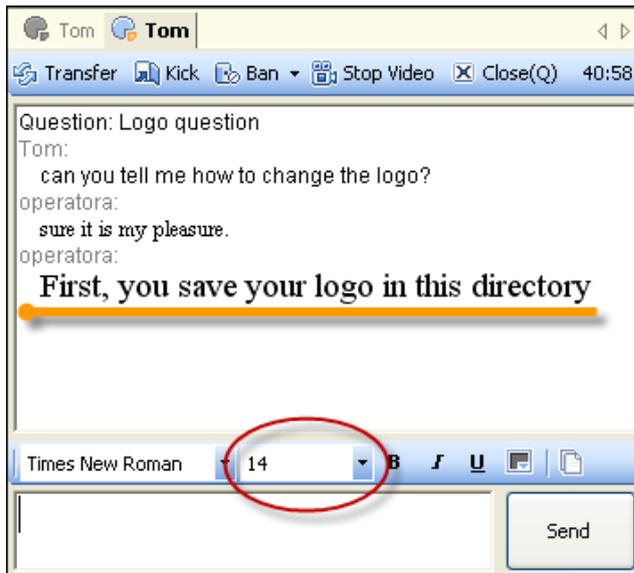
7.3.2 Change your font

With the tool bar, an operator may change his text's font, size, etc to suit his needs.

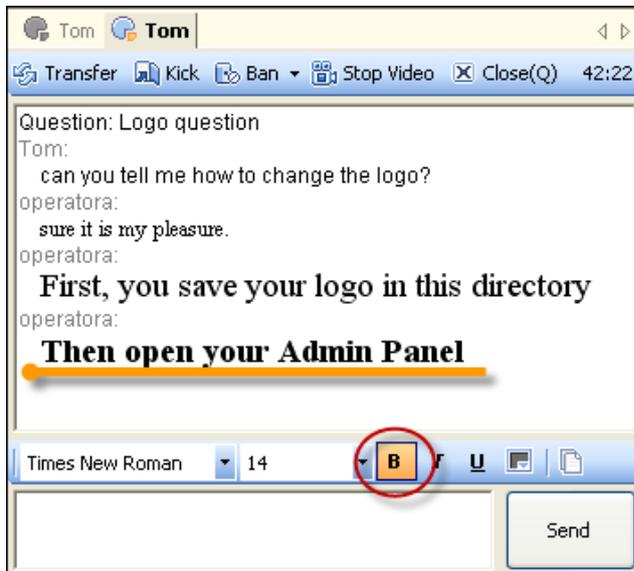
To change the font:



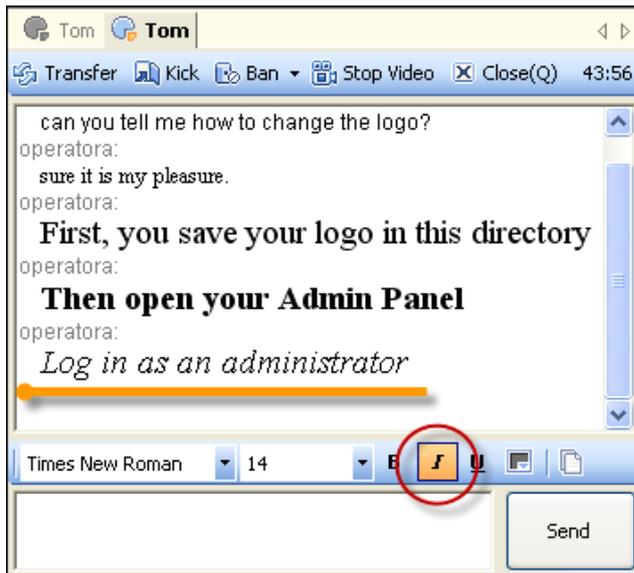
To change the font-size:



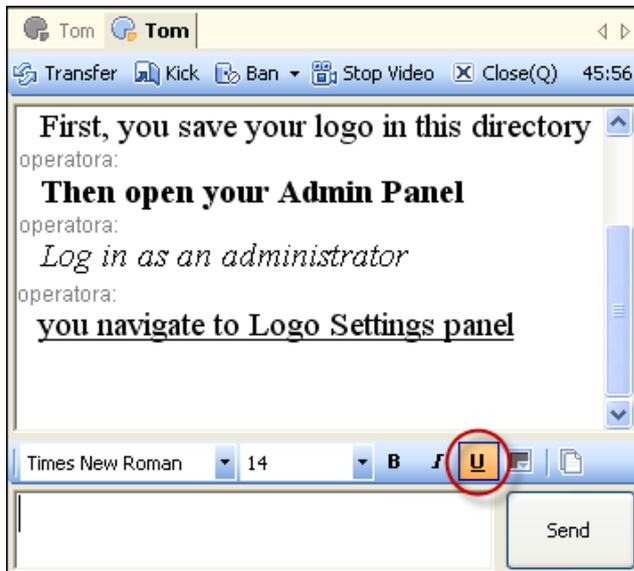
To bold text:



To enter italic text:



To unlined text:



7.3.3 User information panel

At the right side of the monitor panel is a user information window showing the customer's information such as **User ID**, **Question**, **IP**, **Time Zone**, **Language**, etc.

General	
User ID	guest
Question	Hi
IP	127.0.0.1
Country	Localhost
TimeZone	GMT+08:00
Language	en
Browser	Firefox
Resolution	1680*1050
Status	
Status	Chatting
Operator ID	operatora
Start Time	2008-11-24 16:31:51

You can view the customer's past chat in **History** tab.

Click an item in **History** list, the complete information would appear in **Record** tab.

Date List	Question	Messages
2008-11-21	Tell me how to pay...	2
2008-11-24	Hi	2
2008-11-21	hello	2
2008-11-24	Hi	2
2008-11-21		1

Record

Tom (2008-11-21 16:28:35)
Tell me how to pay, please.

operatora (2008-11-21 16:31:07)
OK, Tom, thanks for your interest in our product, you can refer to this page for purchasing information: <http://www.123flashchat.com/buy.html>

Keywords Search < 1/1 >

If an operator feels the need to view the conversation about a specific topic, enter the keyword in Keyword textbox and click Search, the related conversation records would appear in Record tab.

7.4 Connection Settings

Connection

Connection

Server Address	<input type="text" value="127.0.0.1"/>
TCP Port	<input type="text" value="8969"/>

Advanced

Secondary Server Address	<input type="text" value="192.168.0.100"/>
Secondary TCP Port	<input type="text" value="8968"/>
HTTP Address	<input type="text" value="192.168.0.100"/>
HTTP Port	<input type="text" value="8988"/>

This window mainly aims to configure the connection parameters of your 123 Live Help server, you may modify these parameters to suit your needs or just use default value. If a parameter is misentered, press **Restore Defaults** to use the default value.

7.5 Alert Settings

alert

Customer

Play sound notification when customers log in

Play sound notification when customers log out

Customer login indicator Image

Customer logout indicator Image

Message

Play sound notification when new messages arrive

Customer message indicator Image

Play sound notification when a customer logs in

With this feature enabled, when a customer logs in system, a sound alert would be delivered to inform operator or administrator.

Play sound notification when customers log out

With this feature enabled, when a customer logs out system, a sound alert would be delivered to inform operator or administrator.

Customer login indicator

There are three options for you to choose: None, Image and Bubble.

None: there would be no indicator appears when a customer logs in.

Image: there would be an image appears when a customer logs in like the following figure:

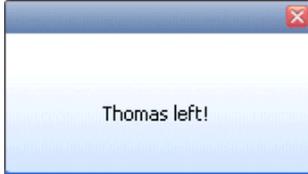


Bubble, there would be a bubble appears when a customer logs in:



Customer logout indicator

There are three options you can choose: None, Image and Bubble.
None: there will be no indicator appears when a customer logs out.
Image: there will be an image appears when a customer logs out:



Bubble, there will be a bubble appears when a customer logs in:

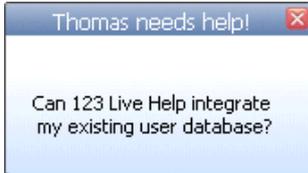


Play sound notification when a new message arrives

Provided this feature is enabled, when a new message arrives, the system would play a sound alert

Customer message indicator

There are three options for you to choose: None, Image and Bubble.
None: there will be no indicator appears when new a message arrives.
Image: there will be an image appears when a new message arrives:



Bubble, there will be a bubble appears when a new message arrives:



7.6 Auto-invite Configuration

Other

Invite

Enable Auto Invite Auto Invite Delay Time (s) (>=60)

Enable Random Invite Message

Invite Message

Date Time Format

Date Time Format

Enable auto invite

With this feature enabled, when a customer visits your webpage, an auto-invite message would be delivered.



The visitors won't have to click any chat button on the webpage, they will instead be greeted by some friendly notification that the operator is ready to chat with them to offer assistance. The best of this is the invitation won't be blocked by pop-up killer.

Auto invite delay time

You can set the time the system should wait before deliver an auto-invite message to the customer, the delay time ranged from 0 to 60 seconds.

Enable random invite message

With this feature enabled, a randomly-generated message would be delivered. If you need to add your own message here, enter your message in the text area below and click **Add**, if you need to

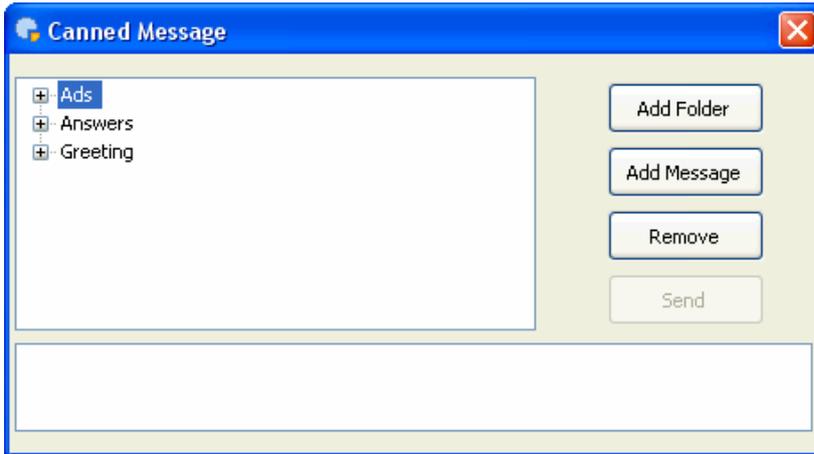
remove a message, select it from **Invite Message** drop-down list and click **Remove**.

Date time formats

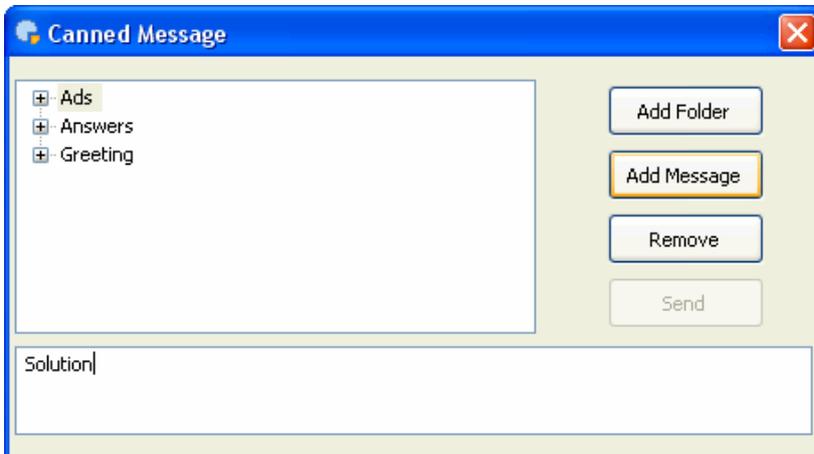
Choose the date time format you need in the drop-down list and click **Apply**.

7.7 Canned Message

This can be very handy for operator, especially when there is large traffic on the website. When one staff needs dealing with several customers with same questions, these canned answers can be extremely helpful to save time.

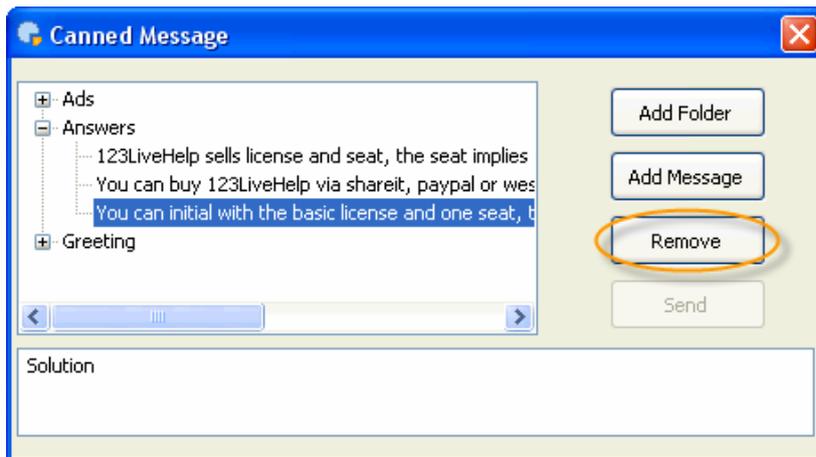


To add a message category or message



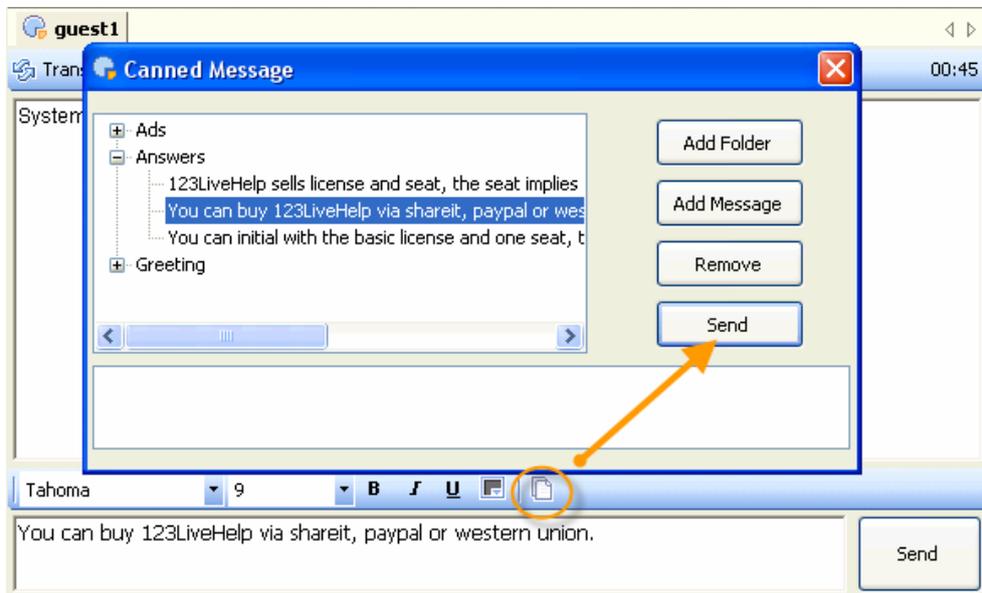
Enter the category name in the text area at the bottom of the canned form and click **Add Folder**, if you need to add a message, click **Add Message**.

To remove a message folder or a message



Click on the corresponding entry first, and then click **Remove**.

To send a message



Click the message in the tree list and press **Send**, the message will be sent to the text input area.

7.8 Search

With this function, operators can conveniently get the information he needs in large help information base, please click [here](#) for detailed information.

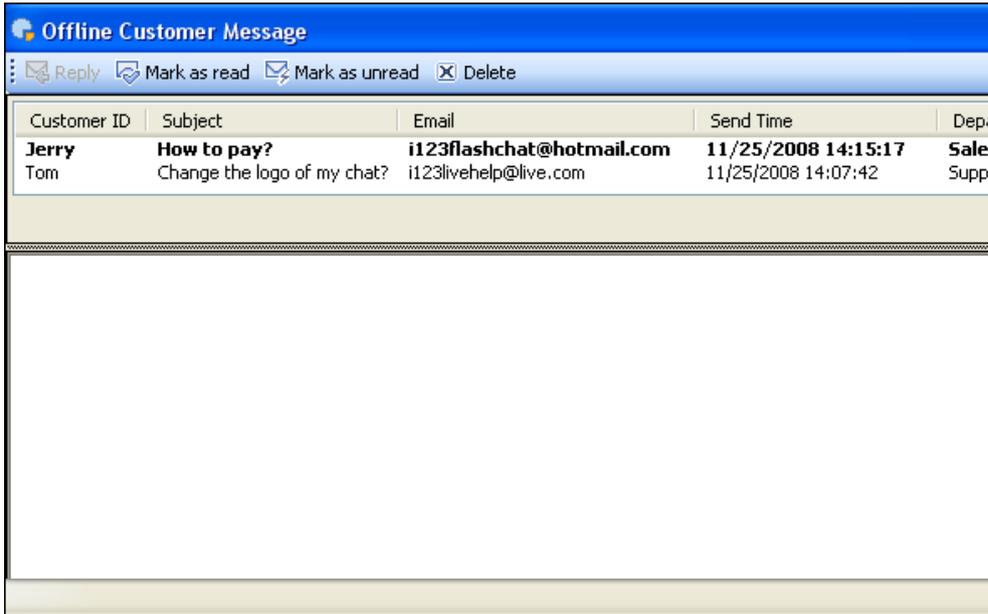
7.9 Offline Message

If a customer needs to learn about a particular product while supporter or sales is offline, he can send a offline message from the client end, and when an operator in this department logs in 123 Live Help, the **Message** button will become this:

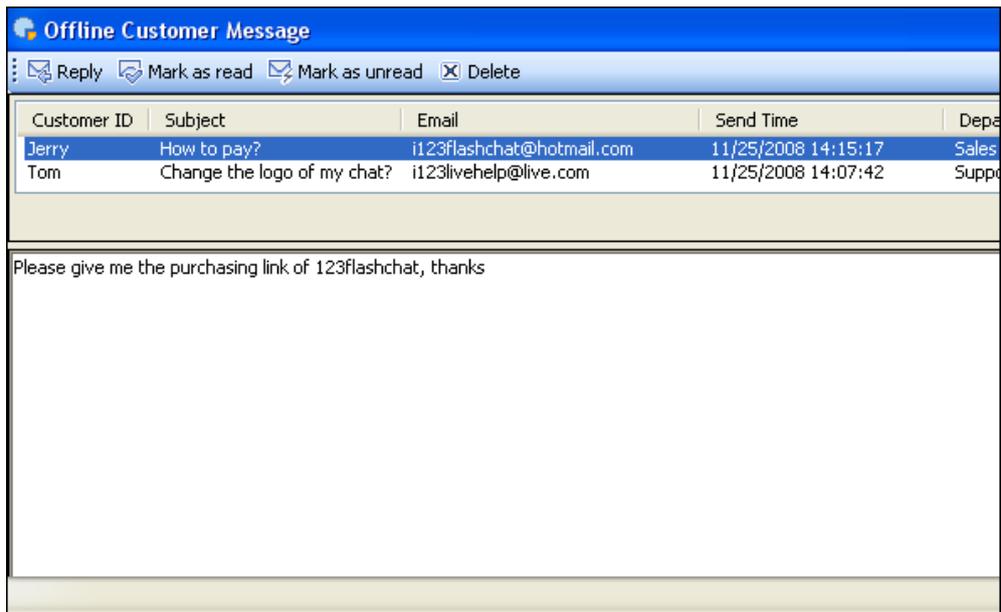


It indicates that a customer sent a message when operator is offline.

An operator can click on this button to open the **Offline Customer Message** window:



Unread message would be shown in bold font; click on the message and its corresponding content would appear in the text area below.



Reply an email:

Right-click an email and choose **Reply**, it will invoke your default email client.

Mark as read:

Right-click an email and choose **Mark as read**, this will un-bold the font in message list to indicate that the message has been read by an operator.

Mark as unread:

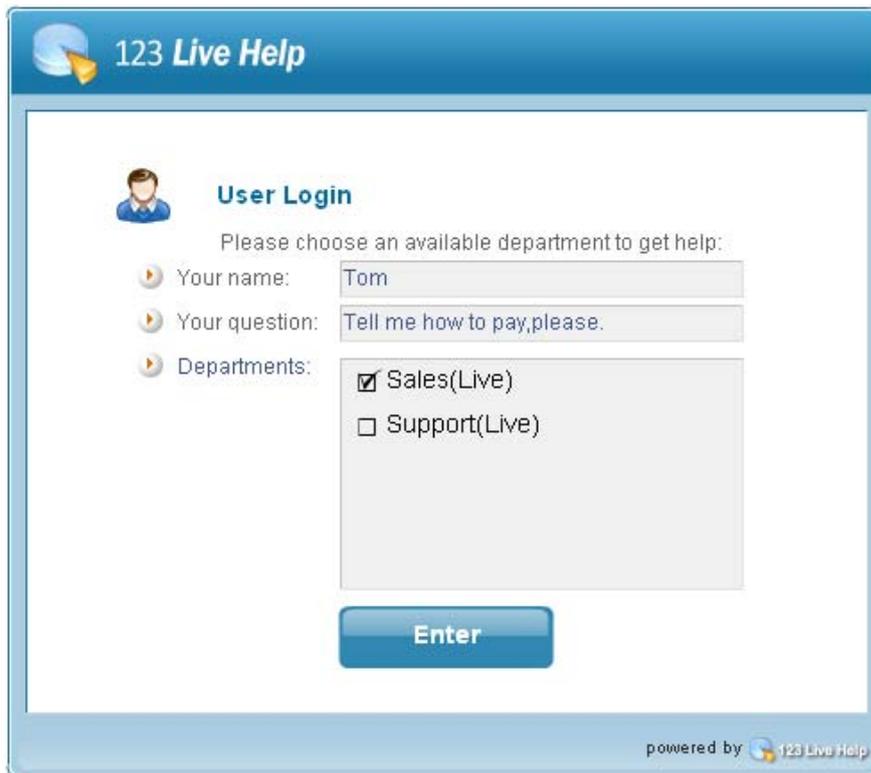
Right-click an email and choose **Mark as unread**, this bold the text in message list to indicate that the message has not been read by an operator.

Delete: Right-click an email and choose **Delete**, this will delete a message in message list.

8. Customer Panel

The use of customer chat client is fairly easy and straight.

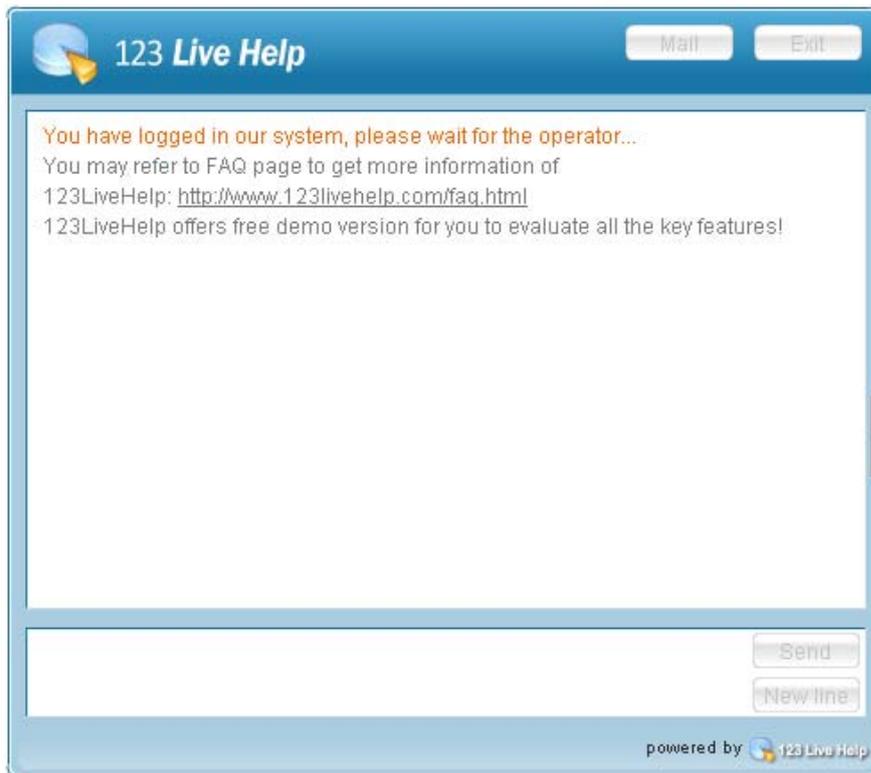
8.1 Choose a department:



The screenshot shows a web interface for '123 Live Help'. At the top left is a logo with a blue circle and a yellow arrow pointing to the right. The text '123 Live Help' is in a blue header bar. Below the header, there is a 'User Login' section with a small user icon. The text 'Please choose an available department to get help:' is displayed. There are three input fields: 'Your name:' with the value 'Tom', 'Your question:' with the value 'Tell me how to pay,please.', and 'Departments:' with two checkboxes: 'Sales(Live)' (checked) and 'Support(Live)' (unchecked). A blue 'Enter' button is located below the input fields. At the bottom right, it says 'powered by 123 Live Help'.

Before logging in, the customer will be required to enter his name, question and choose a department first so that the staff can classify the customer's intentions proactively.

8.2 Click **Submit** to wait in queue.



8.3 Wait for the answer of an operator.

8.4 If no staff is available, customer may click mail to leave an offline message

 **123 Live Help**

 **Send Message**

Not available online now, please select a department and write an email to our supporter instead, we'll get back to you ASAP.

Departments:

- Sales(Offline)
- Support(Offline)

Send mail

powered by  123 Live Help

 **123 Live Help**

 **Send Message**

Name

Email

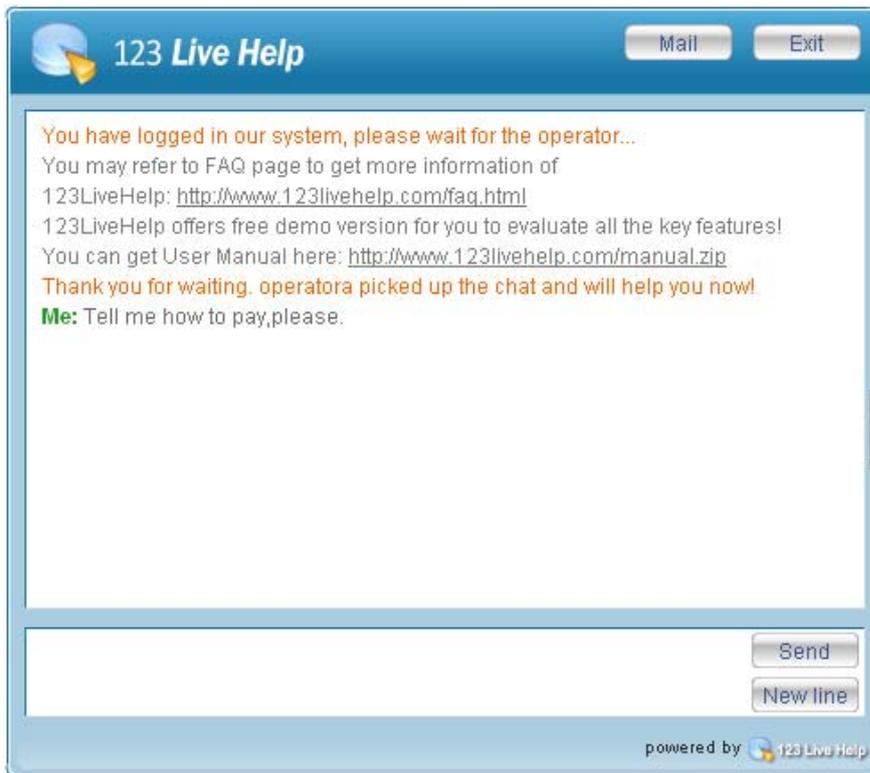
Subject

Message

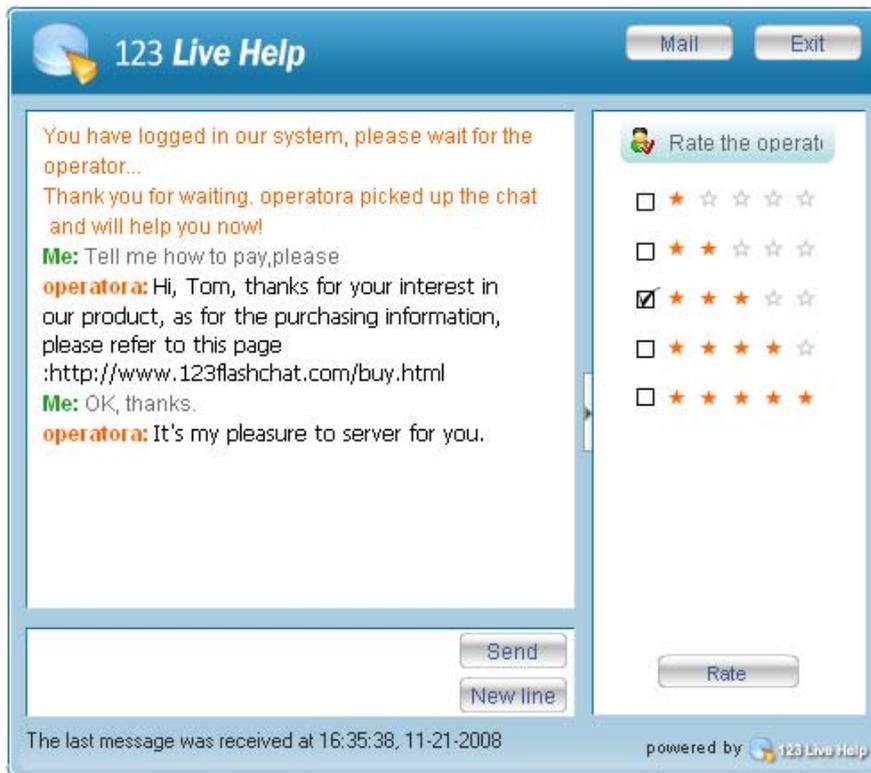
Submit

powered by  123 Live Help

8.6 When a staff accepts the request, the customer will be informed of the good news and the text input area will be enabled.

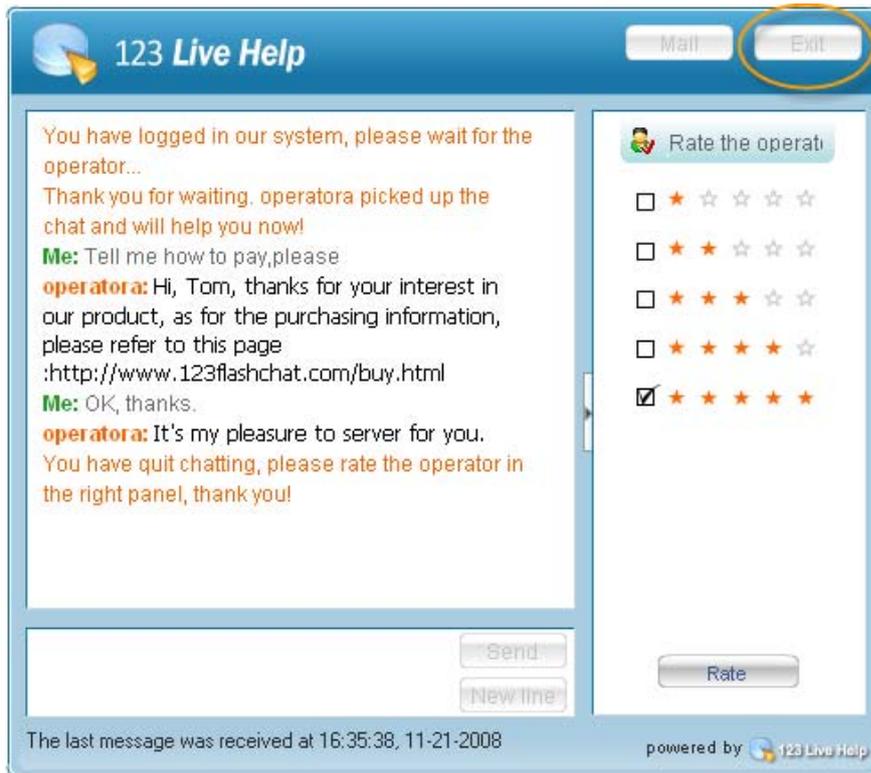


8.7 Operator begins answering question.



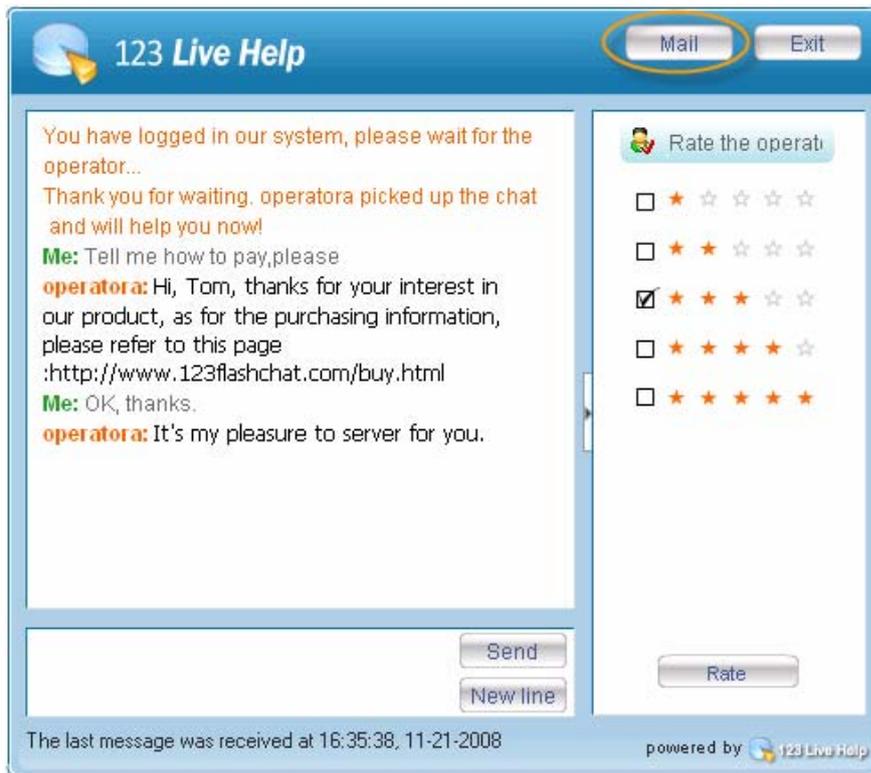
8.8 Rate an operator

Once the conversation is finished, the customer can rate how helpful an operator is, from one star to five stars, in a stretchable rating panel. Click the small arrow at the right of the conversation window to stretch the rating panel.



One operator may transfer the chat to another operator. If operator A transferred one customer to operator B, the customer will get a notification and be aware of the process, too.

8.9 If a customer needs to send the support log to an email, he may press **Mail**.



9. Configuration

9.1 Client Configuration

The configuration for the live help chat clients are:

config.xml

It is located at <123LiveHelp4.1 installed directory>/html/

config.xml

This file controls the basic configuration of the Admin Panel, Staff Panel and Customer Chat Client.

You can modify the parameters referring to the table below:

(Among them, some are just for client.swf which only serves the end customer.)

Init Parameter/ Client APIs

This is used to make client.swf to get some initialization parameter by URL.

e.g.: http://localhost/client.swf?init_user=user&init_password=password

There are many initial parameters used in 123livehelp4.1 in order to integrate 123livehelp swf files with web page more conveniently.

1)init_user & 2)init_password

These two parameters are used for member auto-login 123livehelp.

To client.swf, these two ones are not so important comparing with 123flashchat since 123livehelp is just for online sale and most customers are guest users instead of member users.

3)init_nickname

This parameter is very important for customer login. Without it, customer will use a default name just like "guest_xx",and it will make staff or admin a headache.

4)init_room

We now use the conception "department" instead of "room" in 123livehelp.But in order to be compatible with the old version, init_room is still used and it means initial department in fact.

5)init_key

This is for swf identification. In order to identify that whether the swf is a legal file, it needs to send the key to server when beginning to connect to 123livehelp server.

6)init_root

This is the root path to 123livehelp client. We can load or call the 123livehlp files which includes swf, xml,language and other files through this path.

7)init_url

This is the URL which customer is visiting. And this parameter will be sent to staff as one user information item in the user info panel.

8)init_question

Customer can send a question to staff before logging in 123livhelp for asking help.

9)init_logo

This is the file name of logo in client.swf. If you set this parameter, the logo file which maybe a jpg or a swf must be already placed in the 123livehelp root directory.

10)init_group

This is the group name. In a 123livehelp host or server, there are several groups, and with some clients in each group. Any client who needs to get service from 123livehelp server should join in a group or the server may refuse its connection. The default value for this parameter is "default" which can also be set in config.xml.

11)init_host & 12)init_port

These two parameters can let swf connects to server through the host address and the port specified by these two ones.

13)init_secondaryHost & 14)init_secondaryPort

These two ones are used after the first connection by init_host and init_port is failed.

15)init_lang

This is used for configuring 123livehelp language. There are only two kinds of language now, "en" for English, "zh-CN" for simplified Chinese. More language will be realized later.

16) init_color

There are five kinds of color for user selecting:

red, green, blue, violet, black, and the default one is blue.

17)init_dc

when staff invites a webpage visitor, it will send parameter "init_dc = 1" to client.swf, and staff will receive the "dc" attribute which just display a star in front of username in the user list.

With init_dc, parameter "init_room" will not work for auto-entering department any more. In another word, init_dc can disable the function of auto-entering department. Without it, init_room will still work for auto-entering department in deed.

18)init_staff

This parameter will be passed from dc to clien.swf then to server with attribute "staff", so server can only send this invited customer to the appointed staff.

Parameter	Description
init_host	To initialize the server's host name(IP address or DNS name)
init_port	To initialize the server's port.
init_user	To initialize the user's name.
init_password	To initialize the user's password.
init_url	To initialize the login URL of the client. The staff side will know the user open the client in which URL.
init_video	To enable or disable the video of the client Value: True/false

9.2 Server Configuration

By default, all configurations for the chat server are controlled by two files:

lhserver.xml, which is located at:

<123livehelp installed directory> /etc/lhserver.xml

default.xml, which is located at:

<123livehelp installed directory> /etc/group/default.xml

Windows users can also access both files from start menu.

lhserver.xml

How to edit it?

In Windows, you may open lhserver.xml in notepad to edit it. If you now open it with IE browser, you may check source code by right-click to edit it directly.

In UNIX, you may use VI editor to edit lhserver.xml.

After modifying this configuration file, please open it in a browser to test.

If syntax error messages pop up, please configure it again before launching the chat room.

After modifying this file, you have to restart the chat server to make it effective.

There are three parts of configurations in lhserver.xml,

<Connection> Configuration

<Global> Configuration

<Mail-stmp-server> Configuration

1) Connection Configuration

Two servers

In the Connection Section, you can set two servers and listen to two ports.

In the Connection Section, you can set two servers and listen to two ports.

primary-server

secondary-server

There are four reasons as to why there is a second server port option. They are listed below:

Any version before Flash Player 7 only allows access on a high port (1024-65535) due to security reasons, while a low port is forbidden. If you are okay with high port you will not need to set secondary-server. However if you need to set port lower than 1024, you will need a secondary-server.

If the port of your primary-server is lower than 1024 like 80, then only users with Flash Player 7 or newer versions will be able to access the chat while users with flash player 6 can't.

In this case a secondary-server will be necessary. The port for the secondary server should be greater than 1024, which will allow users with an earlier version of Flash Player to access chat.

If you are going to set a high port for your primary-server, then usually you will not need a secondary-server. You will be able to leave the option as default: enable="off".

Using two servers with two ports is just a temporary solution while some users are still using Flash players earlier than version 7.

When Flash player 7 or higher version becomes mainstream, we will take off the secondary-server for future versions of 123 Flash Chat.

To help understanding, please study two tables below:

Table1

Parameter	High port (1024-51127)	Low port (<1024)
>=Flash player 7	✓	✓ Primary server
	✓ secondary server	✗

Table2

Parameter	High port (1024-51127)	Low port (<1024)
>=Flash player 7	✓ Primary server	✓
	✓ (unnecessary)	✗

To modify the Parameters, please refer to the table below:

Parameter	Type	Default Value	Description
port	Number	8969	The server port must be identical with the port value in config.xml.
ip	String	*	<p>Set the Server address.</p> <p>A default "*" means the live help server will bind to all IP addresses of your server.</p> <p>The host value in config.xml can be a random IP address or any domain name which points to this IP address. Either way, clients will be able to connect to the server.</p> <p>If you set IP address of the server to the specific IP address of your server, then the live help server will only bind to this IP. This will mean that in config.xml, to connect the live help server, you can only use this specific IP address or the domain name which points to this IP address.</p>

http-server:

To modify the Parameters, please refer to the table below:

Parameter	Type	Default Value	Description
port	Number	8988	The server port must be identical with the port value in client.xml.
ip	String	*	<p>Set the Server address.</p> <p>A default "*" means the chat server will bind to all IP addresses of your server.</p> <p>The host value in config.xml can be a random IP address or any domain name</p>

			<p>which points to this IP address. Either way, clients will be able to connect to the server.</p> <p>If you set IP address of the server to the specific IP address of your server, then the live help server will only bind to this IP. This will mean that in config.xml, to connect the live help server, you can only use this specific IP address or the domain name which points to this IP address.</p>
enable	String	On	Enable or disable the http server
documentRoot	String	html	The directory out of which you will serve your documents. By default, all requests are taken from <123livehelp installed directory>/html directory.
maxUpload Size	Number	1024	Setting the max file can be uploaded to the server, if the value less than or equals to 0, this means the server will not accept any upload files.

Cross-domain-policy

The chat server uses the cross-domain-policy to ensure security.

```
<cross-domain-policy>
<allow-access-from domain="*" /></allow-access-from>
</cross-domain-policy>
```

By default it permits access to the connection originating from any domain.

To limit access from a specific domain name, you can configure your server in the following way:

```
<cross-domain-policy>
<allow-access-from domain="www.mydomain.com" /></allow-access-from>
</cross-domain-policy>
```