



Developer and Solution Partner Program Inter-Working Report

Partner: Antamedia
Solution name: Start Hotspot
Alcatel-Lucent Enterprise Platform:
OmniAccess Stellar WLAN



September 2021

Alcatel-Lucent 
Enterprise

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Disclaimer

The product and release listed have been tested with the Alcatel-Lucent Enterprise Platform and the release specified hereinafter. The tests concern only the inter-working between the DSPP member's product and the Alcatel-Lucent Enterprise Platform referenced above. The inter-working report is valid until the DSPP member's product issues a new major release of such product (incorporating new features or functionality), or until ALE issues a new major release of such Alcatel-Lucent Enterprise product (incorporating new features or functionalities), whichever first occurs.

While efforts were made to verify the completeness and accuracy of the information contained in this documentation, this document is provided "as is".

In the interest of continued product development, ALE International reserves the right to make improvements to this documentation and the products it describes at any time, without notice or obligation.

Document history

Revision	Date	Author	Details
1	April 2021	Vladan Antanasijevic	Creation

Tests Overview

Date	September 2021
ALE representative	
Partner representative	
ALE platform	OmniAccess Stellar WLAN
ALE release	
Partner solution	Start Hotspot Cloud WiFi
Partner release	V2
Solution categories	Stellar

Tests results

Passed Passed with restriction Postponed Refused

Refer to the section 4 for a summary of the test results.

IWR validity extension

None

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1.1 Definition

This document is the result of the certification tests performed between the DSPP member's solution and Alcatel-Lucent Enterprise's platform.

It certifies proper inter-working with the DSPP member's solution.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, ALE cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed on:

- the Technical Support page of the Enterprise Business Portal (<https://businessportal.alcatel-lucent.com>) in the Interworking Reports corner (access is restricted to Business Partners and DSPP members)

1.2 Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the DSPP member issues a new major release of such product (incorporating new features or functionalities), or until ALE issues a new major release of such Alcatel-Lucent Enterprise product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:

- a "Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note 1: *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

Note 2: The renewal of the interoperability test (certification) is under the responsibility of the partner

Note 3: ALE usually generate a major release every 18 or 24 months. Therefore the IWR is implicitly valid for two year after the publication.

1.3 Limit of the technical support

For certified DSPP solutions, Technical support will be provided within the scope of the features which have been certified in the InterWorking report. The scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing and identified limitations. All those details are documented in the IWR. The Business Partner must verify an InterWorking Report (see above “Validity of the InterWorking Report) is valid and that the deployment follows all recommendations and prerequisites described in the InterWorking Report.

The certification does not verify the functional achievement of the DSPP member’s solution as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Access to technical support by the ALE Business Partner requires a valid ALE maintenance contract

For details on all cases (3rd party application certified or not, request outside the scope of this IWR, etc.), please refer to Appendix “DSPP Escalation Process”.

1.3.1 Case of additional Third-party applications

In case at a customer site an additional third-party application NOT provided by ALE is included in the solution between the certified Alcatel-Lucent Enterprise and DSPP member products such as a Session Border Controller or a firewall for example, ALE will consider that situation as to that where no IWR exists. ALE will handle this situation accordingly (for more details, please refer to Appendix “DSPP Escalation Process”).

SOLUTION INFORMATION

Solution name	Start Hotspot
Solution version	V2
Interface/API	NA
Interface/API version if relevant	

Brief Solution description:

Start Hotspot Cloud WiFi platform helps you build your WiFi and scale as you grow.

Connect routers, customize splash pages, limit user Internet access, engage social WiFi users, accept credit card payments, check statistics and analytic.

It enables you to deliver video commercials and automatically sends special offers at defined time intervals, which leads to an increase in revenues from restaurants, spa centres and other services. The system collects data and surveys, which provide objective feedback on guest satisfaction.

Once logged-in, guest may be redirected to the welcome page, hotel website or promotion page. The guest may be limited with download and upload speed, available bandwidth transfer, time to use your service, expiration, and limit access to one or multiple devices. That provides good WiFi experience for all your guests and prevents one user taking most of the bandwidth for hi-def video streaming.

In-use by major hotel chains for more than a decade, our Hotel WiFi solution is the only high-performance Windows based solution available. We are the only company that can offer both Cloud WiFi and On-Premise Server based Hotspot solution worldwide.

Please open a test account at : <https://connect.starhotspot.com/SignUp>

Please connect and set one Alcatel OmniAccess Stellar 1201. Setup is available at :
<https://go.starhotspot.com/help/alcatel/>

3.1 Hardware configuration

ALE OmniAccess Stellar 1201

3.2 Software configuration

Cloud system Start Hotspot <https://starhotspot.com/>

And PMS software for automated integration with Hotel systems. At this address you can find list of supported PMS systems : <https://go.starhotspot.com/help/hotel-pms-integration/>

4.1 Summary of main functions supported

- *WiFi Management, • Manage bandwidth, download and upload, • Roaming, • Autologin, • Multi-login, • Verification via SMS and Email, • Video Ads before login, • E-Mail marketing, • Accept credit cards, • Social login authentication, • Splash pages with multiple login methods, • URL redirects to URL, page or profile, • Contact permissions (GDPR), • Email Campaigns with scheduled sending*
- *Splash pages with multiple login methods, • Mobile payments, • Send SMS, • Promote brands, • Session Logs, • Targeted video campaigns by age / gender, • Surveys for splash pages and Emails, • Multilanguage with autotranslation, • User level limits, • Web Filtering, • Automation and API, • Custom multilanguage terms of use, • Define price for time usage, • 50 major Internet Payment gateways*
- *Secure automated payment process, • Aggregated Reports, • Technology Reports, • Network Usage Reports, • User Reports, • Visit Reports, • Session Logs, • Data export via CSV and PDF, • Identify customers based on devices details, • Webhooks – deliver data to other applications, • Survey, • Reviews on TripAdvisor, • Welcome Email, • Define price for time usage, • Limit Internet access speeds,*
- *Remind a customer, • Hotel PMS Integration, • Campaign reports, • NPS surveys, • Integrate with a CRM*

4.2 Summary of problems

There were no problems with integration with the Alcatel OmniAccess Stellar 1201

4.3 Summary of limitations

Limitation Is related to licensing level. Standard licenses are supporting up to 80 concurrent users. For higher number of concurrent users, we are setting custom license in the system, based on the requirement.

4.4 Notes, remarks

Non-blocking problems have been referenced

5 TESTS RESULT

Go through the setup wizard, change your admin pass, country, time zone and create a new WLAN:

Setup Wizard

Step 3/3 Create New WLAN

WLAN Name:	<input type="text" value="AlcateWiFi"/>
Band:	<input checked="" type="checkbox"/> 2.4GHz <input checked="" type="checkbox"/> 5GHz
Security Level:	<input type="text" value="Open"/>

Prev

Save

Login again with your new admin pass and you should see a management console:



Configuration

Click **WLAN** icon to open **WLAN Configuration** and click to edit WLAN which you just created:

WLAN Configuration

WLAN Name	Status	Security Level	Captive Portal	Operate
AlcatelWiFi	Enable	Open	Disable	 

Configure these parameters:

Captive Portal: yes

Security Level: Open

Inactivity Timeout Status: on

Inactivity Timeout Interval: 600

Configure other parameters based on your needs and click **Save**.

Go to **Access** page and open **Authentication**

Enable **HTTPS**, and select **External Captive Portal**. Configure these parameters:

Hostname: wifihotspot.io
Redirect URL: /login
Redirect URL param: disable

Server IP/Hostname: 13.92.228.228
Authentication Server Port: 1812
Secret: (contact our office)
Radius Accounting: enable
Accounting Server Port: 1813
Accounting Interval: 600

Authentication Configuration

HTTPS: on

Internal Captive Portal External Captive Portal

Captive Portal Server

Hostname:

Redirect URL:

Redirect URL param: enable disable

Authentication Server

Server IP/Hostname:

Authentication Server Port: (1-65535)

Secret:

Confirm:

Radius Accounting

Accounting Server Port: (1-65535)

Accounting Interval: Seconds

[External Captive Portal Detail](#) [Save](#)

Click **Save** to save changes and continue with the configuration.

Go to **Walled Garden** and configure these domains:

wifihotspot.io

*.starthotspot.com

If you intend to use social networks, please add these domains:

*.facebook.com

facebook.com

Black List & White List

Black List White List **Walled Garden**

Domain	Operate
wifihotspot.io	✘
*.starthotspot.com	✘

Domain: IP:

Domain:

Go to ACL and configure this rule:

⚙️ ACL

Source	Destination	Protocol	Action
Any :Any	40.121.151.4 :Any	TCP	ACCEPT

Please open an account at this address : <https://connect.starhotspot.com/SignUp>

Upon login please set the system in 3 easy steps :

1. Create Internet Plans

2. Splash page with desired way of login. On this section please contact technical support so that they assist you with

setup of Video ads and Marketing Campaign

3. Create WiFi location / s and add MAC addresses

That's all. Test the system with AP.

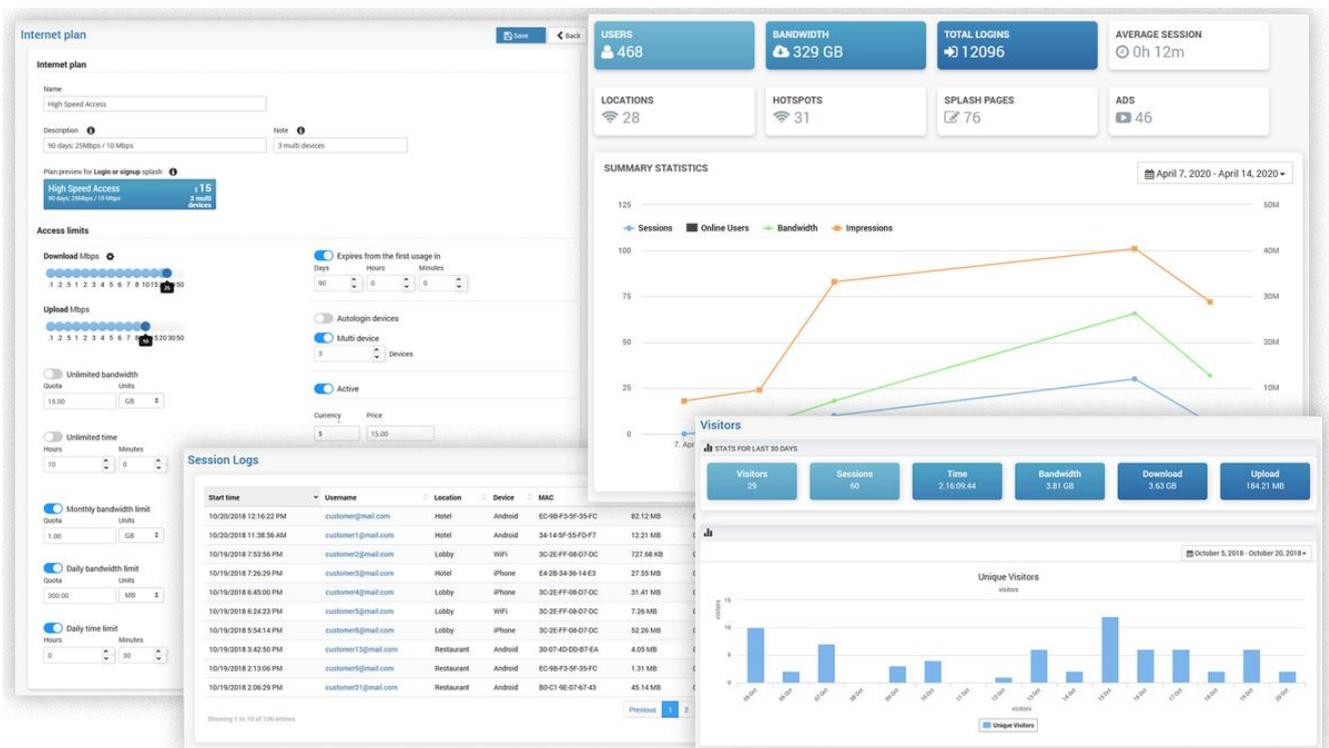
Chapter

6

Appendix A: SOLUTION DESCRIPTION

Start Hotspot intuitive interface helps you configure users, wifi locations, splash pages, plans, access analytics or create new ads. You may create sub-admins for desired locations with partial access privileges to the management portal. User access tickets can be created and printed in bulk amounts with configurable Internet speeds.

Flexible architecture makes **Start Hotspot Guest WiFi management system** suitable for different locations like **Hotels, Restaurants, Airports, Cruise Ships, Train Stations, Motels...**



Sign up for an account is visible at: https://youtu.be/2_TQtlHI7zk

Setup of Splash pages is explained at: https://youtu.be/rJzzQZU_gSY

Appendix B: PARTNER side CONFIGURATION

Please open Partner account at : <https://connect.starhotspot.com/partner/Signup>
Through this link you will be able to create accounts for your clients and to manage them easier.
Main configuration of the Alcatel OmniAccess Stellar 1201 is available at this address :
<https://go.starhotspot.com/help/alcatel/>

The screenshot shows a web browser window with the URL <https://connect.starhotspot.com/Partner/Account>. The page title is "User administration". The interface features a blue header with the "START HOTSPOT" logo and a user profile "Nenad AAA". A left sidebar contains navigation options: Home, Accounts, Orders, Licenses, Whitelabel, Hardware, and Resources. The main content area is titled "Accounts" and includes a "+ Add account" button and a "Show guide" button. A table lists account details:

Name	E-mail	Portal	Status	Plan
partner189	partner189@partner189.rs	Access	Active	Standard

Below the table is a video player with the title "CREATING CUSTOMER ACCOUNTS" and the subtitle "Learn how to create, configure and manage customer accounts". The video progress bar shows 0:00 / 1:14.

Go through the setup wizard, change your admin pass, country, time zone and create a new WLAN:

Setup Wizard

Step 3/3 Create New WLAN

WLAN Name:

AlcateWiFi

Band:

2.4GHz 5GHz

Security Level:

Open

Prev

Save

Login again with your new admin pass and you should see a management console:

The screenshot displays the Alcatel-Lucent Enterprise management interface. At the top, it shows the Alcatel-Lucent logo, 'AP Group : -', and user information 'Administrator Logout | About Help | English'. Below this are navigation links for 'Tools' and 'Polling Cycle: 30s'. The main content area is divided into four panels:

- WLAN:** Shows a table with columns 'WLAN Name', 'Status', and 'Clients'. One entry 'AlcatelWiFi' is shown with status 'on' and 1 client.
- AP:** Shows a table with columns 'Primary N...', 'Status', and 'Clie...'. One entry 'AP-96:E0' is shown with status 'Working' and 1 client.
- Clients:** Shows a table with columns 'User Name', 'IP', 'MAC', 'WLAN', and 'Auth'. One entry is shown with IP '192.168.0.11', MAC '00:27:10:6d:87:28', WLAN 'AlcatelWiFi', and Auth 'OPEN'.
- Monitoring:** Contains four graphs: 'Throughput(Mbps)' (RX and TX), 'Client' (line graph), 'Client Band' (bar chart for 2.4GHz and 5GHz), and 'Client Health' (bar chart for Best, Good, Fair).

At the bottom, there are three expandable menu items: 'System', 'Wireless', and 'Access'.

Configuration

Click **WLAN** icon to open **WLAN Configuration** and click to edit WLAN which you just created:

WLAN Configuration

WLAN Name	Status	Security Level	Captive Portal	Operate
AlcatelWiFi	Enable	Open	Disable	 

Configure these parameters:

Captive Portal: yes

Security Level: Open

Inactivity Timeout Status: on

Inactivity Timeout Interval: 600

Configure other parameters based on your needs and click **Save**.

Go to **Access** page and open **Authentication**

Enable **HTTPS**, and select **External Captive Portal**. Configure these parameters:

Hostname: wifihotspot.io
Redirect URL: /login
Redirect URL param: disable

Server IP/Hostname: 13.92.228.228
Authentication Server Port: 1812
Secret: (contact our office)
Radius Accounting: enable
Accounting Server Port: 1813
Accounting Interval: 600

Authentication Configuration

HTTPS: on

Internal Captive Portal External Captive Portal

Captive Portal Server

Hostname:

Redirect URL:

Redirect URL param: enable disable

Authentication Server

Server IP/Hostname:

Authentication Server Port: (1-65535)

Secret:

Confirm:

Radius Accounting

Accounting Server Port: (1-65535)

Accounting Interval: Seconds

[External Captive Portal Detail](#) [Save](#)

Click **Save** to save changes and continue with the configuration.

Go to **Walled Garden** and configure these domains:

wifihotspot.io

*.starthotspot.com

If you intend to use social networks, please add these domains:

*.facebook.com

facebook.com

Black List & White List

[Black List](#) [White List](#) **Walled Garden**

Domain	Operate
wifihotspot.io	✘
*.starthotspot.com	✘

Domain: IP:

Domain:

Go to ACL and configure this rule:

ACL

Source	Destination	Protocol	Action
Any :Any	40.121.151.4 :Any	TCP	ACCEPT

Appendix D: PARTNER SUPPORT PROCESS

*Technical support contact details: live chat at antamedia.com, skype : antamedia_support, phone numbers : +381652107700, +381652108800, +14088 444480, +442081446610
Email – support@antamedia.com*

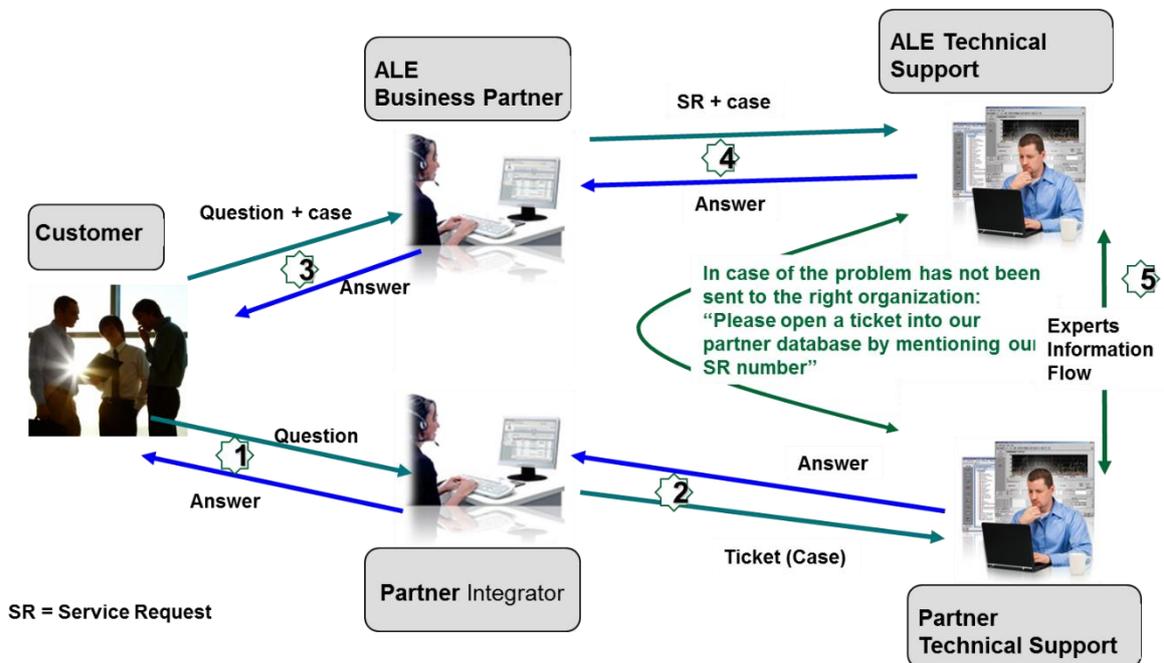
*Higher level of support contact details : skype : antamedia_online and live:nenad_234, phone numbers : +381652103300, +381652106600
Email – vladan@antamedia.com, nenad@antamedia.com*

10.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the ALE Business Partners when facing a problem with the solution certified in this document.

The principle is that ALE Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, ALE and the Application Partner, are engaged as following:



(*) The Partner Integrator can be a Third-Party company or the ALE Business Partner itself

10.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, ALE and the Solution or Developer Partner, are engaged:

Case 1: the responsibility can be established 100% on ALE side.

In that case, the problem must be escalated by the ALE Business Partner to the ALE Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Solution or Developer Partner side.

In that case, the problem must be escalated directly to the Solution or Developer Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Solution Partner is described in the IWR.

Case 3: the responsibility cannot be established.

In that case the following process applies:

- The Solution or Developer Partner shall be contacted first by the ALE Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.
- The ALE Business Partner will escalate the problem to the ALE Support Center only if the Solution or Developer Partner has demonstrated with traces a problem on the ALE side or if the Solution or Developer Partner (not the Business Partner) needs the involvement of ALE

In that case, the ALE Business Partner must provide the reference of the Case Number on the Solution or Developer Partner side. The Solution or Developer Partner must provide to ALE the results of its investigations, traces, etc, related to this Case Number.

ALE reserves the right to close the case opened on his side if the investigations made on the Solution or Developer Partner side are insufficient or do not exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, ALE offers the “On Demand Diagnostic” service where ALE will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent Enterprise PBX with ACTIS quotation tool in order to interwork with an external application is not the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on DSPP (URL: <https://www.al-enterprise.com/en/partners/dspp>) or Enterprise Business Portal (Url: [Enterprise Business Portal](#)) web sites.

IMPORTANT NOTE 2: Involvement of the ALE Business Partner is mandatory, the access to the Alcatel-Lucent Enterprise platform (remote access, login/password) being the Business Partner responsibility.

10.3 Escalation in all other cases

For non-certified solutions, no valid InterWorking Report is available and the integrator is expected to troubleshoot the issue. If the ALE Business Partner finds out the reported issue is maybe due to one of the Alcatel-Lucent Enterprise solutions, the ALE Business Partner opens a ticket with ALE Support and shares all trouble shooting information and conclusions that shows a need for ALE to analyse.

Access to technical support requires a valid ALE maintenance contract and the most recent maintenance software revision deployed on site. The resolution of those non-DSPP solutions cases is based on best effort and there is no commitment to fix or enhance the licensed Alcatel-Lucent Enterprise software.

For information, for non-certified solution and if the ALE Business Partner is not able to find out the issues, ALE offers an "On Demand Diagnostic" service where assistance will be provided for a fee.

10.4 Technical support access

The ALE **Support Center** is open 24 hours a day; 7 days a week:

- e-Support from the DSPP Web site (if registered as Solution or Developer Partner): <https://www.al-enterprise.com/en/partners/dspp>
- e-Support from the ALE Business Partners Web site (if registered Alcatel-Lucent Enterprise Business Partners): <https://businessportal2.alcatel-lucent.com> click under "Contact us" the eService Request link
- e-mail: Ebg_Global_Supportcenter@al-enterprise.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

ALE Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain		Spanish

For other countries:

English answer: + 1 650 385 2193
 French answer: + 1 650 385 2196
 German answer: + 1 650 385 2197
 Spanish answer: + 1 650 385 2198

END OF DOCUMENT