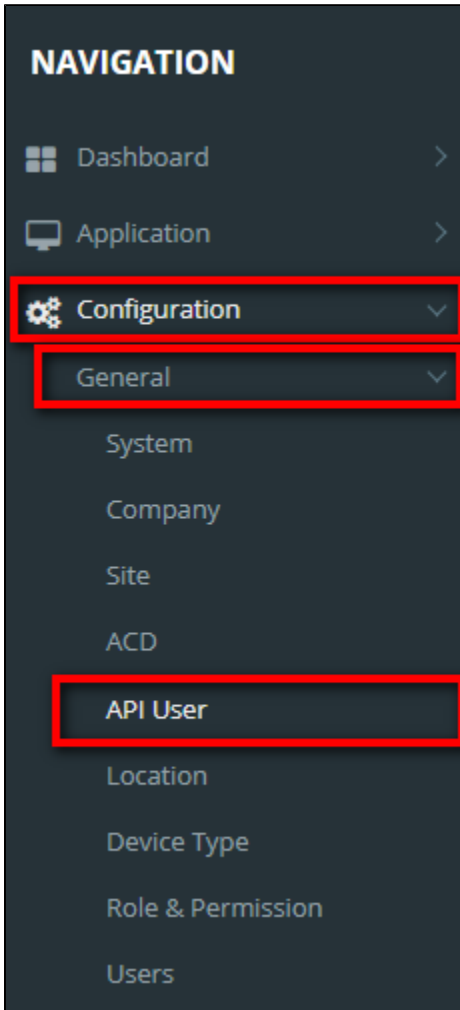


How to manage API User at General Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? General ? API User** at the menu.



ADD NEW AN API USER



1. Click the button, the **Add** popup is displayed.
2. At the **Add** popup, input your **Auth Type**, **User Name**, **Password**, and **Note**. Select **Permission** in the right tree view. Then click the **Update** button.

Add

Auth Type

User Only

*

User Name

*

Password

*

Note

Permission

☐

CommonService

☐

ContactConfig

☐

ContactMessage

☐

FreedomQWcfService

☐

Notification

☐

OutreachService

☐

PCSWcfService

☐

ScreenPopWcfService

☐

Setting

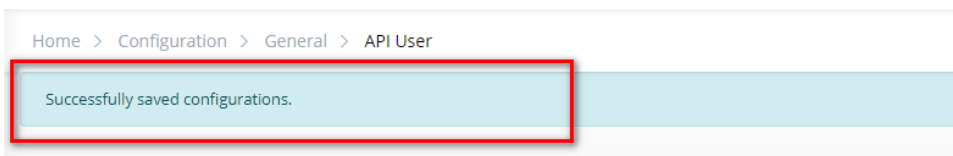
☐

UWRouting

Update
















Cancel

If the system shows this message, you created successfully an API User.



CHANGE AN API USER'S PASSWORD AND PERMISSION

- On the **API User List** table, select any row you want to change an API User's Password and Permission.

User Name	Password	IP Address	Note	Date Updated	
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23	  
977f8a18-c8ea-4ee4-90d6-28f69bc60915	02e8afa1-7296-4e0a-af0b-2c0f88a534ff	14.161.46.255	14.161.46.255	10/19/2020 13:34:23	  
d096633f-3568-44d4-8860-a69214de6020	5e483b0b-03d0-4c22-bb21-0260220a15f1	14.161.46.256		07/26/2023 17:24:16	  
eb278184-f873-4985-8feb-47399256f418	f9ab7e32-a62d-4b79-9f37-b13a92cf0375	192.168.1.12		07/03/2023 16:41:07	  
fmPYzFdfCXp	#%IDikuM9Q@Y			07/20/2023 10:37:22	  

- Click the  button on that row. The **Edit** popup is displayed.
- At the **Edit** popup, enter your new information and select another **Permission** in the right tree view. Then click the **Update** button.

Edit

Auth Type

IP Address Only

IP Address

192.168.1.18

ex: 192.168.1.1,192.168.1.2,....

Note

Set privilege for 192.168.1.18

Permission

☒ CommonService

☐ ContactConfig

☐ ContactMessage

☒ FreedomQWcfService

☐ Notification

☐ OutreachService

☐ PCSWcfService

☐ ScreenPopWcfService

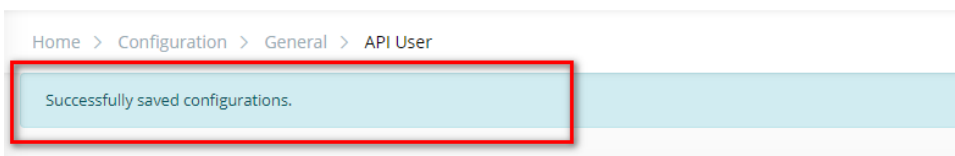
☐ Setting

☐ UWRouting

Update

Cancel


If the system shows this message, you edited successfully an API User.

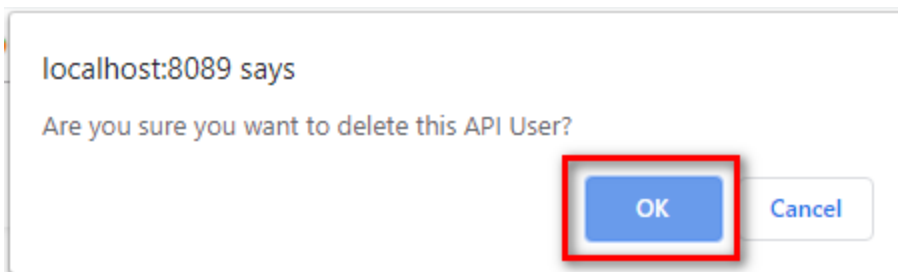


DELETE AN API USER

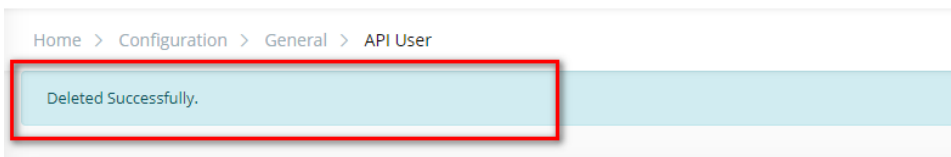
- On the **API User List** table, select any row you want to delete an API User.

User Name	Password	IP Address	Note	Date Updated			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23			
977f8a18-c8ea-4ee4-90d6-28f69bc60915	02e8afa1-7296-4e0a-af0b-2c0f88a534ff	14.161.46.255	14.161.46.255	10/19/2020 13:34:23			
d096633f-3568-44d4-8860-a69214de6020	5e483b0b-03d0-4c22-bb21-0260220a15f1	14.161.46.256		07/26/2023 17:24:16			
eb278184-f873-4985-8feb-47399256f418	f9ab7e32-a62d-4b79-9f37-b13a92cf0375	192.168.1.12		07/03/2023 16:41:07			
fmPYzFdfCXp	##iDikuM9Q@Y			07/20/2023 10:37:22			

- Click the  button on that row.
- There're alert displays after you click on this button. Select **OK**.



If the system shows this message, you deleted successfully an API User.



SEARCH FOR AN API USER

On the **API User List** table. You can search for an API User by searching the **User Name** or **Password** or **IP Address** field.

1. Search by the **User Name** field:

User Name	Password	IP Address	Note	Date Updated
8e15532e				
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23

2. Search by the **Password** field:

User Name	Password	IP Address	Note	Date Updated
	25340b53			
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23

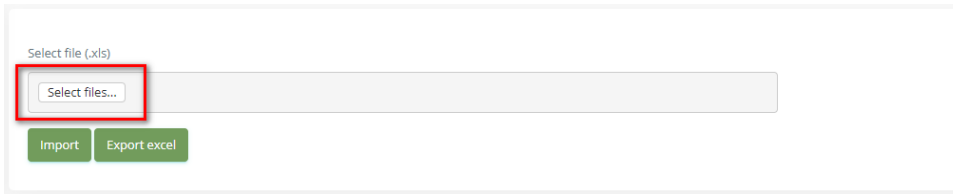
3. Search by the **IP Address** field:

User Name	Password	IP Address	Note	Date Updated
		192.168.1.18		
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23

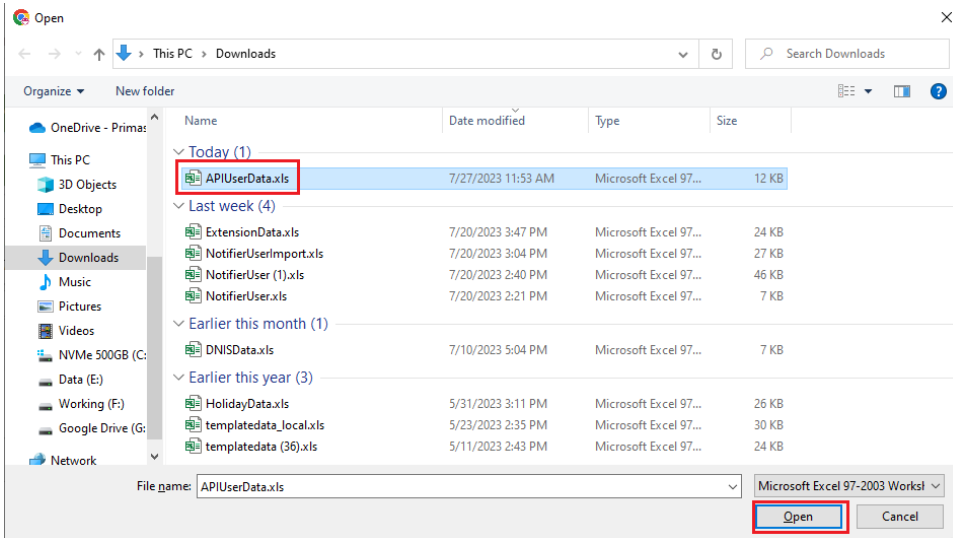
IMPORT FROM/ EXPORT TO AN EXCEL FILE

- **To import data from Excel file:**

1. At the select file (.xls) label, click the **Select files** button.



2. Select an Excel file that you want to import and click the **Open** button.

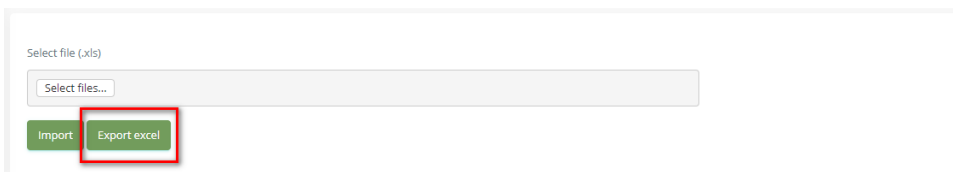


3. Click the **Import** button.



- **To export data from Excel file:**

1. On the page below, click the **Export Excel** button.



2. The exported file will auto-save to Downloads folder with the name **APIUserData.xls**:

Configuration

General
System
Company
Site
ACD
API User
Location
Device Type
Role & Permission
Users

User Name	Password	IP Address	Note	Date Updated
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-9ca7-24117f326592	192.168.1.18	Set privilege for 192.168.1.18	07/27/2023 11:40:23

1

20 items per page

1 - 1 of 1 items

Select file (.xls)

Select files...

Import

Export excel

APIUserData.xls

Show all

AUTHENTICATION TYPE

Currently, we have 3 types of authentication:

- **User Only:** using User Name and Password to authenticate the API
- **IP Address Only:** using a list of IP addresses to authenticate the API (each IP address is separated by ',' characters, e.g.: 192.168.1.1,192.168.1.2,...)

Auth Type

IP Address Only

Permission

192.168.1.18,192.168.1.1

ex: 192.168.1.1,192.168.1.2,...

Set privilege for 192.168.1.18,192.168.1.19

CommonService


ContactConfig

ContactMessage

FreedomQWcfService

- **User & IP Address:** using all User Name/Password and a list of IP addresses to authenticate the API

Get Authorization code:

When using the **User** type to authenticate the API, we need to get an authorization code by clicking on the  button to copy the token to the clipboard:

User Name	Password	IP Address	Note	Date Updated
fmPYzFdfCXp				
fmPYzFdfCXp	##iDikuM9Q@Y			07/20/2023 10:37:22

1

20 items per page

1 - 1 of 1 items

Click here to copy the token to clipboard

Using Authorization code:

Add the authorization code to The HTTP Authorization header: Authorization: Basic <Authorization code>

Example:

Authorization: Basic YWxhZGRpbjpvGVuc2VzYW1l

or

Authorization: WxhZGRpbjpvGVuc2VzYW1l

HEADERS AUTHORIZATION 0 ACTIONS 0 CONFIG CODE SNIPPETS

<input checked="" type="checkbox"/>	content-type	application/json	⊖
<input checked="" type="checkbox"/>	Authorization	Zm1QWXpGZGZDWAH6lyVpRGxrdU05UUBZKLMNASDWE(⊖

⊕ ADD

⋮ Response x

CLEAR

200 OK

Time: 17593 ms Size: 30 Bytes ⋮

```
1 {  
2   "error": null,  
3   "result": "true"  
4 }
```

HEADERS AUTHORIZATION 0 ACTIONS 0 CONFIG CODE SNIPPETS

<input checked="" type="checkbox"/>	content-type	application/json	⊖
<input checked="" type="checkbox"/>	Authorization	Basic Zm1QWXpGZGZDWAH6lyVpRGxrdU05UUBZSSE\$DA	⊖

⊕ ADD

⋮ Response x

CLEAR

200 OK

Time: 59 ms Size: 30 Bytes ⋮

```
1 {  
2   "error": null,  
3   "result": "true"  
4 }
```



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)