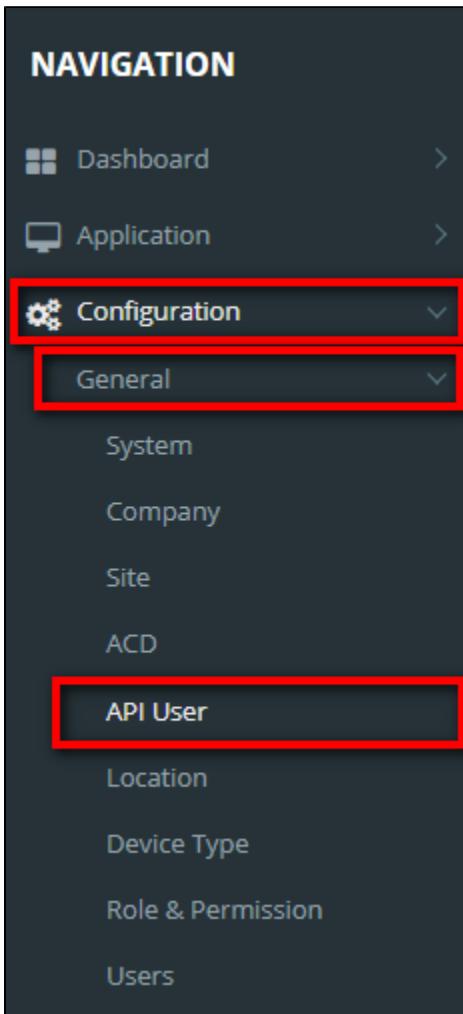


How to manage API User at General Configuration

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

 Add API User

1. Click the  **Add API User** 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 <ul style="list-style-type: none"> <input type="checkbox"/> CommonService <input type="checkbox"/> ContactConfig <input type="checkbox"/> ContactMessage <input type="checkbox"/> FreedomQWcfService <input type="checkbox"/> Notification <input type="checkbox"/> OutreachService <input type="checkbox"/> PCSWcfService <input type="checkbox"/> ScreenPopWcfService <input type="checkbox"/> Setting <input type="checkbox"/> UWRouting 	
<input style="background-color: #0078D4; color: white; font-weight: bold; padding: 5px; margin-right: 10px;" type="button" value="Update"/> <input style="font-weight: bold; padding: 5px;" type="button" value="Cancel"/>	

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

Home > Configuration > General > API User

Successfully saved configurations.

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	#%IDkuM9Q@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 <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CommonService <input type="checkbox"/> ContactConfig <input type="checkbox"/> ContactMessage <input checked="" type="checkbox"/> FreedomQWcfService <input type="checkbox"/> Notification <input type="checkbox"/> OutreachService <input type="checkbox"/> PCSWcfService <input type="checkbox"/> ScreenPopWcfService <input type="checkbox"/> Setting <input type="checkbox"/> UWRouting 	
<input checked="" type="button"/> Update <input type="button"/> Cancel	

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

Home > Configuration > General > API User

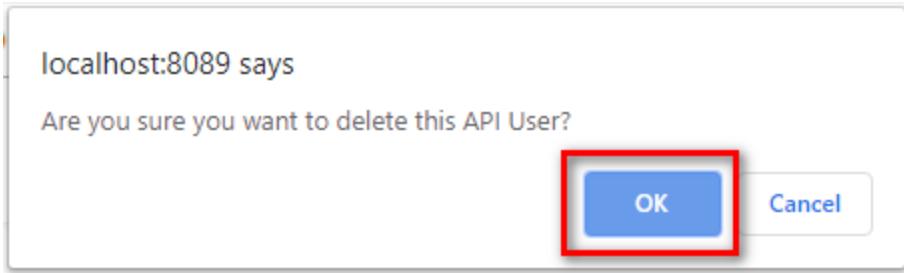
Successfully saved configurations.

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			
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	<input type="button"/>	<input type="button"/>	<input type="button"/>
977f8a18-c8ea-4ee4-90d6-28f69bc60915	02e8afa1-7296-4e0a-af0b-2c0f88a534ff	14.161.46.255	14.161.46.255	10/19/2020 13:34:23	<input type="button"/>	<input type="button"/>	<input type="button"/>
d096633f-3568-44d4-8860-a69214de6020	5e483b0b-03d0-4c22-bb21-0260220a15f1	14.161.46.256		07/26/2023 17:24:16	<input type="button"/>	<input type="button"/>	<input type="button"/>
eb278184-f873-4985-8feb-47399256f418	f9ab7e32-a62d-4b79-9f37-b13a92cf0375	192.168.1.12		07/03/2023 16:41:07	<input type="button"/>	<input type="button"/>	<input type="button"/>
fmPYzFdfCxP	#%iDlkM9Q@Y			07/20/2023 10:37:22	<input type="button"/>	<input type="button"/>	<input type="button"/>

- 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	25340b53-025e-4432-a1ea-07ac4ad361b3	192.168.1.18	Set privilege for 9cat7-24117f326592	07/27/2023 11:40:23

Items per page: 20 | 1 - 1 of 1 items

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

User Name	Password	IP Address	Note	Date Updated
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-a1ea-07ac4ad361b3	192.168.1.18	Set privilege for 9cat7-24117f326592	07/27/2023 11:40:23

Items per page: 20 | 1 - 1 of 1 items

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

User Name	Password	IP Address	Note	Date Updated
8e15532e-fd88-44e5-a1ea-07ac4ad361b3	25340b53-025e-4432-a1ea-07ac4ad361b3	192.168.1.18	Set privilege for 9cat7-24117f326592	07/27/2023 11:40:23

Items per page: 20 | 1 - 1 of 1 items

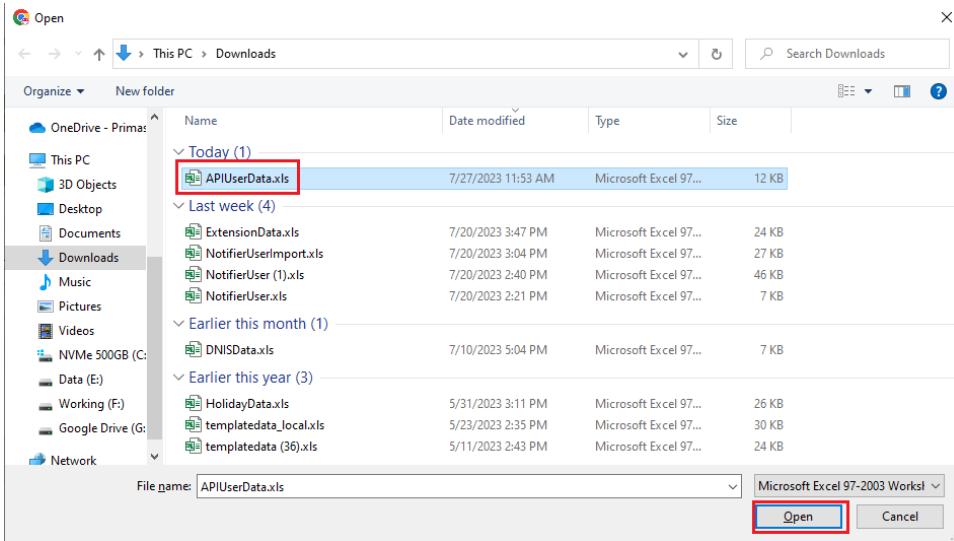
IMPORT FROM/ EXPORT TO AN EXCEL FILE

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

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

Select file (.xls)

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



3. Click the **Import** button.

Select file (.xls)

APIUserData.xls

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

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

Select file (.xls)

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

The screenshot shows the 'API User' configuration page. On the left, there's a sidebar with options like General, System, Company, Site, ACD, API User, Location, Device Type, Role & Permission, and Users. The 'API User' option is selected. In the main area, there's a table with columns: User Name, Password, IP Address, Note, and Date Updated. One row is visible: User Name is '8e15532e-fd88-44e5-a1ea-07ac4ad361b3', Password is '25340b53-025e-4432-9ca7-24117f326592', IP Address is '192.168.1.18', Note is 'Set privilege for 192.168.1.18', and Date Updated is '07/27/2023 11:40:23'. Below the table is a file upload section with a 'Select file (.xls)' button and a 'Select files...' button. At the bottom, there are two buttons: 'Import' and 'Export excel', with 'Export excel' being highlighted with a red box. A file icon and 'APIUserData.xls' are shown at the bottom left, and a 'Show all' link is at the bottom right.

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,...)

The screenshot shows the 'IP Address Only' configuration form. It has fields for 'Auth Type' (set to 'IP Address Only'), 'IP Address' (containing '192.168.1.18,192.168.1.1' with an asterisk), and 'Note' (containing 'Set privilege for 192.168.1.18,192.168.1.19'). To the right is a 'Permission' section with checkboxes for 'CommonService' (checked), 'ContactConfig' (unchecked), 'ContactMessage' (unchecked), and 'FreedomQWcfService' (checked).

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

Get Authorization code:

The screenshot shows the 'User' configuration page. It has fields for 'User Name' ('fmPYzFdfCxp') and 'Password' ('#%IDkuM9Q@Y'). The 'Date Updated' field shows '07/20/2023 10:37:22'. At the bottom right, there are three icons: a copy icon, a edit icon, and a delete icon. A tooltip 'Click here to copy the token to clipboard' is shown next to the copy icon, which is highlighted with a red box.

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

content-type application/json

Authorization Zm1QWXpGZGZDWHA6lyVpRGxrdU05UUBZKLMNASDWE

ADD

Response

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

content-type application/json

Authorization Basic Zm1QWXpGZGZDWHA6lyVpRGxrdU05UUBZSSE

ADD

Response

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](#)