BigAnt Messenger

Server Administration

Version 5.5.10

User Guide
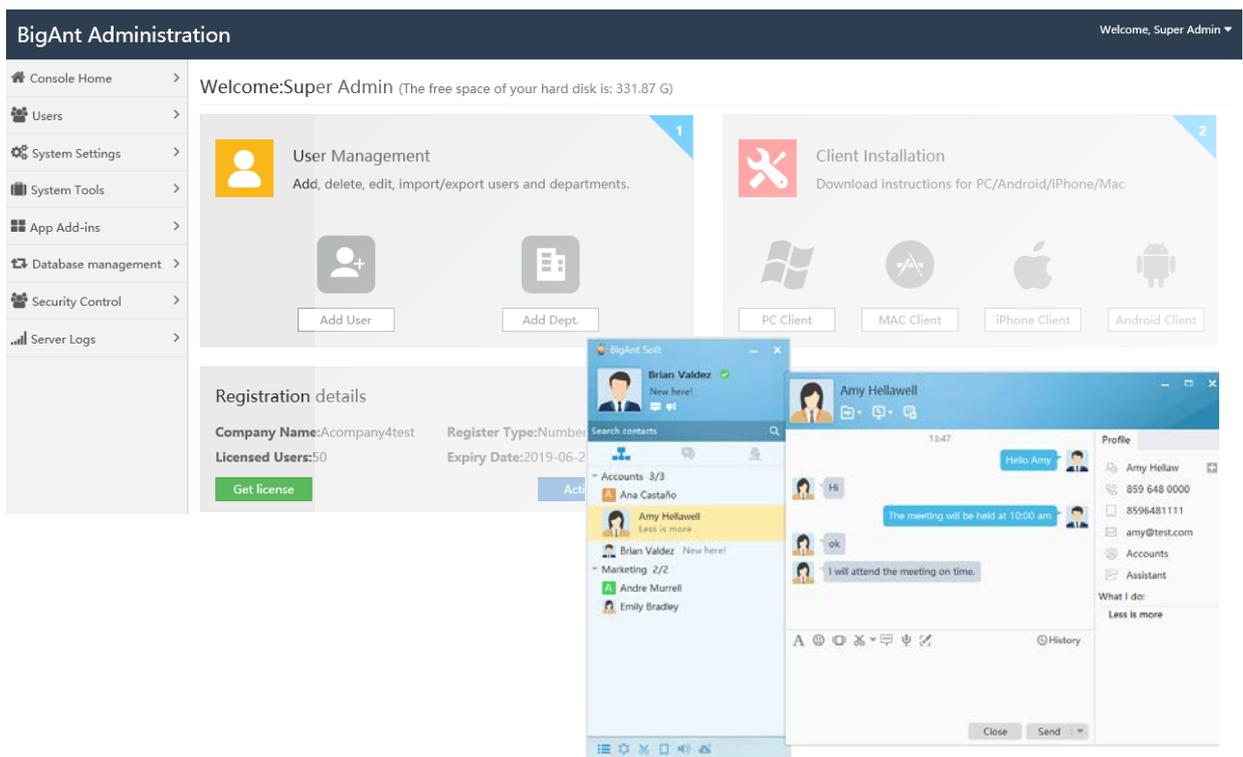
Document Rev. March 20,

2020-BA2B

Table of contents

Welcome to BigAnt IM

If you're the admin for BigAnt Messenger in your organization, you're in the right place. When you're ready to get going with BigAnt server administration, start with Launch BigAnt server console. If you're new to BigAnt Messenger and want to learn more, read on.

Overview of BigAnt Messenger

This program is an enterprise collaboration and instant messaging system. BigAnt is not only a chat app, but a management idea. Enterprises can break through the constraints of office spaces through function by BigAnt, shorten the distance of management, build team with clear responsibilities. BigAnt enables businesses to leverage the power of collaboration and communication services in a more secure, efficient, and well manageable way!

BigAnt server requirements

Hardware and software requirements for server

Network requirements:

LAN environment;

Internet environment (if required);

Static IP address under TCP/IP protocol, or dynamic IP with DDNS - dynamic domain name;

Hardware requirements:

10G free disk space or more

4G RAM or above

For company with 1000+ staff, it is recommended to use a dedicated server; Hard disk: 80G; RAM: 8G; CPU: 2.40Ghz or better profile;

Software requirements:

Windows 10/7/XP

Windows Server 2016/2012

64-bit based operating system

No previous version BigAnt installed (Or clearly removed)

Clearly remove BigAnt server console, if it was previously installed

This is important, as the previously installed BigAnt services may still running and prevent a fresh install

Open your system Services, list and sort services by name

Find all prefix with "Ant" or "Up", stop those services.

Uninstall BigAnt Console from your Programs and Features, or using unist.exe in the installation directory to uninstall BigAnt Console.

Remove the entire installation folder.

Make sure your client version matches server version

As you were running BigAnt server console version 5.2, please make sure the BigAnt client is version 5.2

You may confirm the software version by checking installed program property, or run it and click "Main menu/About "to find out version information.

In case you are running incompatible BigAnt client/Server, your client may have problems showing contact list, and some other issues.

Install BigAnt Server Console

Download BigAnt program, extract files from the zip file, double click

BigAntServer5.5.10_Setup_64bit.exe to install BigAnt Server (IM Console)
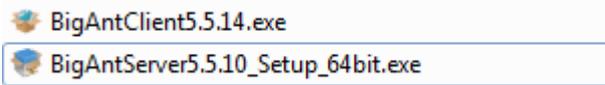
Choose the location to install BigAnt Server

Click Install to continue
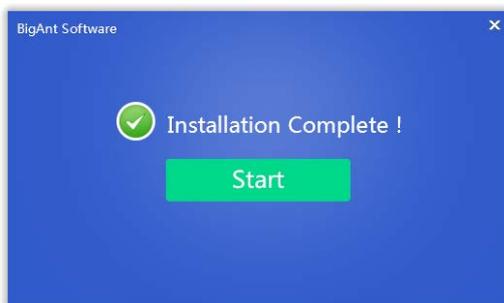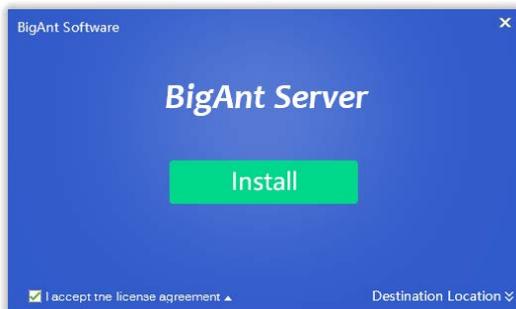
Click 'Start' button when the installation is complete

Setup your Database and company

Click the button **Next** and begin to check the system environment
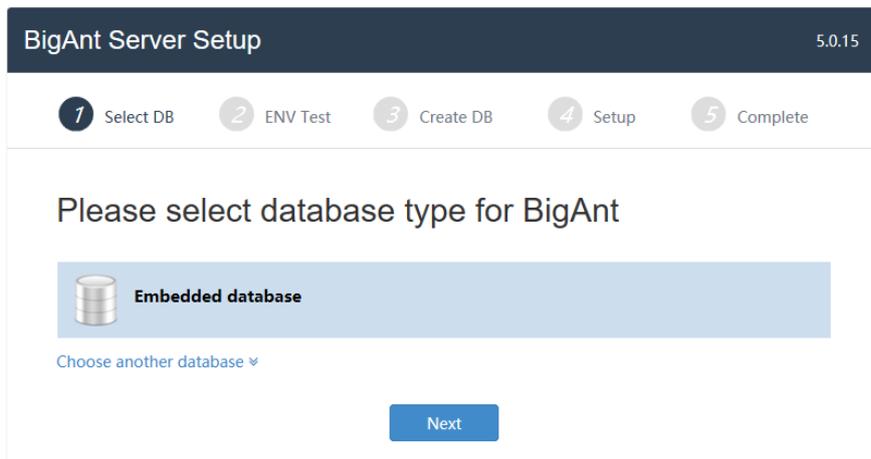
If you need to connect to your own database MySQL, or SQL database, please click "choose another database", then you will find more options on database, by default, it will copy embedded database and create it on your BigAnt server, please click next to continue.

Checklist of system environment

If all items are shown with green check, then your system is on good condition, and you can continue with system setup.

If error symbol with red cross, there must be something wrong with your installation or your system. In some cases, it was cause of remaining files or services of pervious install, please uninstall the IM Console, and try again with a fresh re-install of the program. If the problem continues, please capture the screen and send us to get technical support. Some of items such as AD/LDAP environment are not necessary, and you may ignore such warning and continue with BigAnt server install.
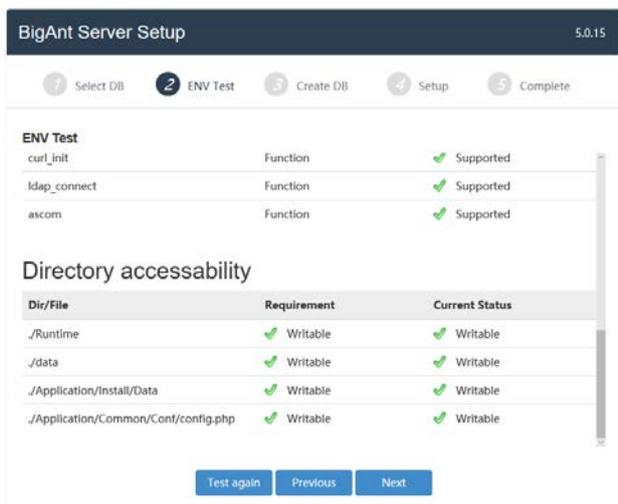
Add your company name, this text will be shown in BigAnt messenger title line.

Please enter your Email, then click Next button

Initializing

Just wait a minute while installing database and initializing data.
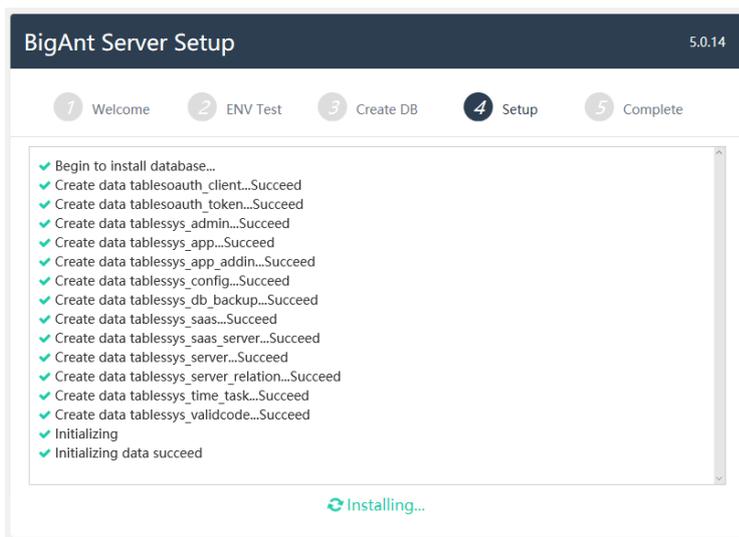
BigAnt Server Setup is completed

Now you've finished the setup. You may click 'OK' button to open the BigAnt Administration, or double click the icon of BigAnt Console on the desktop to open BigAnt Administration after you close the current browser in the future.

In case of using MySQL database, please refer to the following screenshot:

Following please find screenshot for settings in case of using MySQL database

In case of using SQL database please find following instructions:

To make sure your connection to SQL Server works, you may need to download and install the msodbcsql_64.msi to your machine.

Create your company (for SQL Server Database)

Complete your company information: Company name and the contact Email.

Enter your Database password.

Database Information

|		
Database Type	SQLServer ⌄	
Database Server	127.0.0.1	Database Server IP, default 127.0.0.1
Database Port	1433	Database Server Port, default 1433
Database Account	sa	
Database Password		
Database Name	antdbms	

[Previous] [Next]

Enable firewall /trust services

When you finish BigAnt server installation, there should be following programs added to your server, please trust them in your firewall and enable ports 8000/8001, 6091~6099, so that messenger program can work properly.

C:\Program Files (x86)\BigAntSoft\IM Console\im_server\antGo\proxy\antzoo.exe
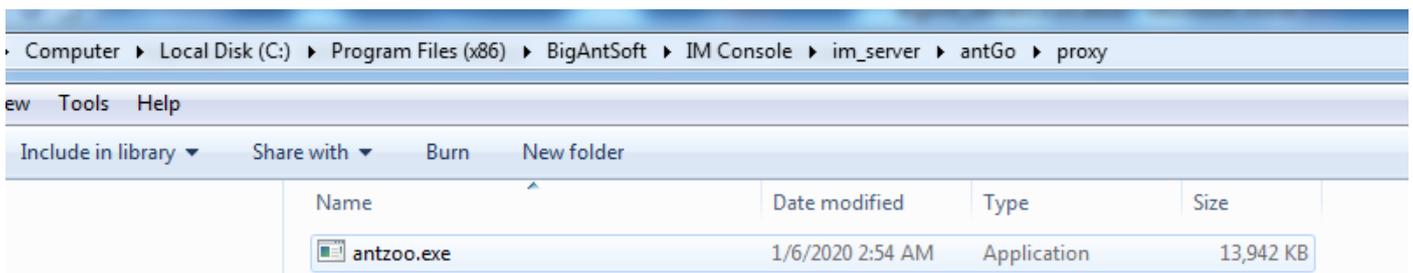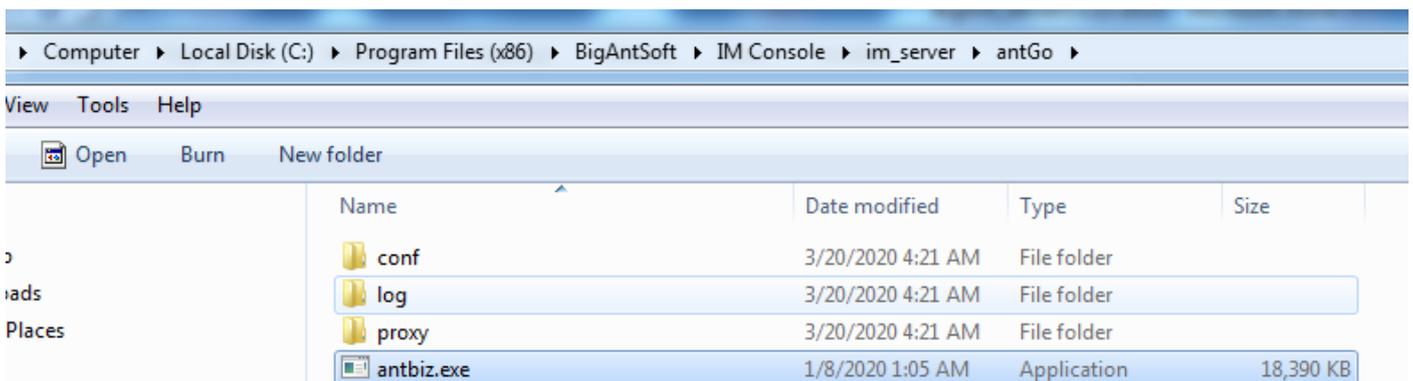
C:\Program Files (x86)\BigAntSoft\IM Console\im_server\antGo\antbiz.exe

C:\Program Files (x86)\BigAntSoft\IM Console\im_server\server\

| Name	Date modified	Type	Size
conf	8/5/2019 10:24 PM	File folder	
log	8/5/2019 10:31 PM	File folder	
proxy	8/5/2019 10:24 PM	File folder	
TestDll.exe	11/24/2019 9:43 PM	Application	38 KB
UpApiServer.exe	1/8/2020 1:42 AM	Application	1,306 KB
UpFileServer.exe	1/8/2020 1:40 AM	Application	773 KB
UpGroupServer.exe	1/8/2020 1:40 AM	Application	1,181 KB
UpLoginServer.exe	1/8/2020 1:40 AM	Application	880 KB
UpMessageServer.exe	1/8/2020 1:40 AM	Application	1,255 KB
UpOrgServer.exe	1/8/2020 1:43 AM	Application	2,618 KB
UpPushServer.exe	1/8/2020 1:40 AM	Application	853 KB
UpRelayServer.exe	11/24/2019 9:43 PM	Application	709 KB
UpStatusServer.exe	1/8/2020 1:40 AM	Application	1,075 KB
UpWatchdogServer.exe	1/8/2020 1:38 AM	Application	506 KB

Launch BigAnt server console

When installation is done, a BigAnt Console shortcut is created on the desktop. Double click it to see the following screen:
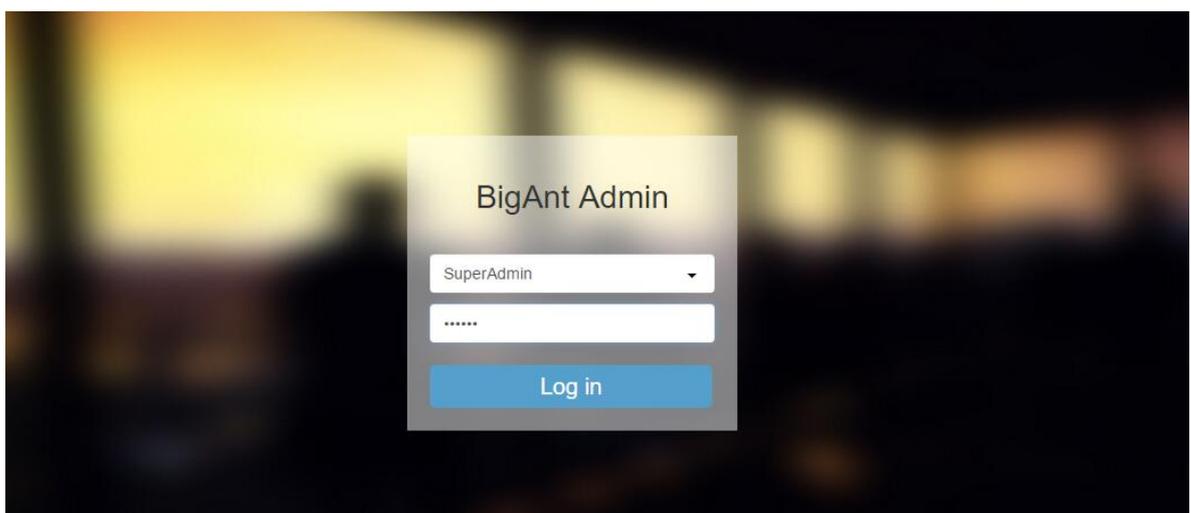
Default account: SuperAdmin, password: 123456. Please update password before set this server for production.

After your login, you will see the BigAnt messenger administration console.

In the right pane of home page, there are portals of user/department management, client program downloading links, and server information like IP address, and service management button. Kindly note, the server IP address shown here may not keep updated and may be incorrect if your server runs virtual machines or has multiple network cards. A static LAN/WAN IP is required for BigAnt server, so that the client program can connect with it.
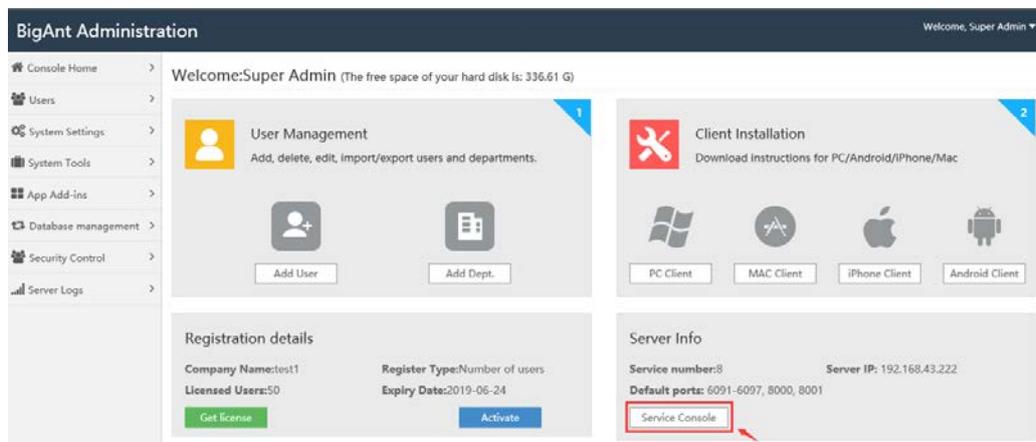
Click on "Service Console" button lower right in Administration Console, you will be able to check all BigAnt services running in this machine, start/restart them, and IP/Ports of this machine.

Service console

You will be asked to enter service admin password, which is again 123456 as default.

Then you will see all settings can be made to this BigAnt server. If the status of all services is shown as green check with text "running", then your BigAnt server is on good condition.

You may leave everything as default, unless you need to have your client login from internet, if you have subsidiaries or users work at home, please read on.

Access BigAnt from Internet

Please go to BigAnt Administration>service console, the button lower right in the screen, Please login as ServiceAdmin and then go to "system settings>Server Mapping Config"
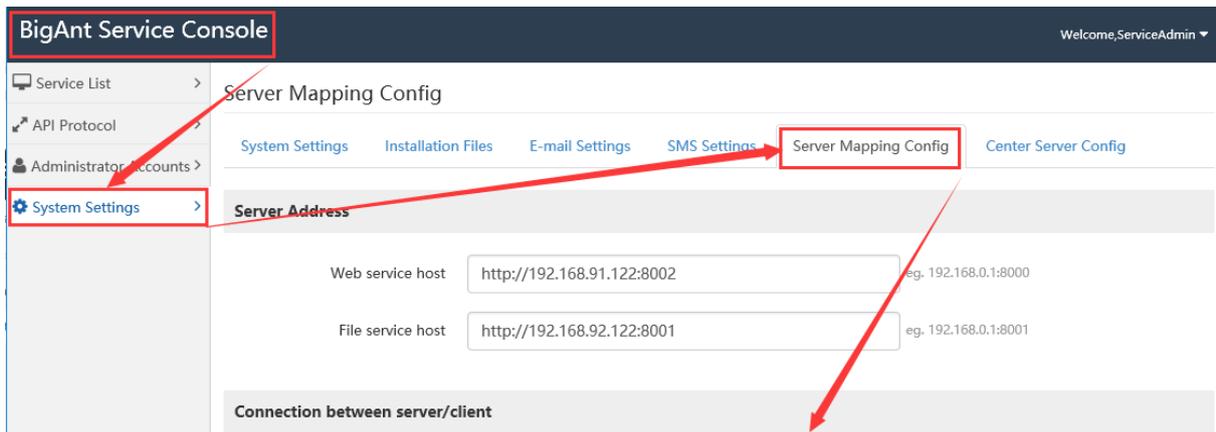
then scroll to the part "Server Mappings" and click "Add a server mapping" in the bottom to add your BigAnt server WAN IP address, for instance 111.11.111.111, see following screenshot for an example:
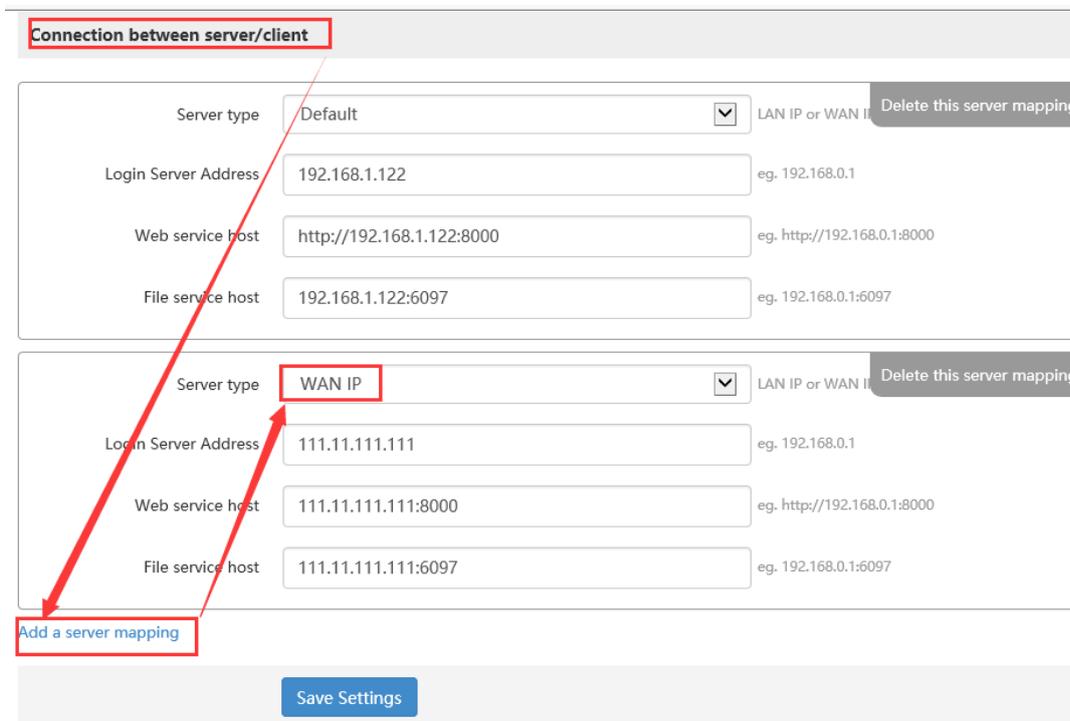
And, you may need to setup server mappings on router, depends on your external network connection methods:

Option1: BigAnt server is directly connected to WAN/Internet

If your company has a static IP, then BigAnt clients should use this IP or domain as network settings.

Or, if your company is using ADSL dial-up, then DDNS, dynamic domain name (e.g., peanut shell) is required, your staff can log in BigAnt through the dynamic domain name.

Option2: BigAnt server is connected to LAN/local network.

Port mapping is required, please set port 6090 to be mapped to BigAnt server, and ensure firewall on both router and server are enabled for all required ports.

Admin accounts

When you are login BigAnt server console, click on the pull down menu near account field, you will find "system administrator, security administrator, audit administrator, super administrator, security administrator" to login, each administrator role has different view/accessibility of server console:

All administration accounts are NOT case sensitive, default password: 123456
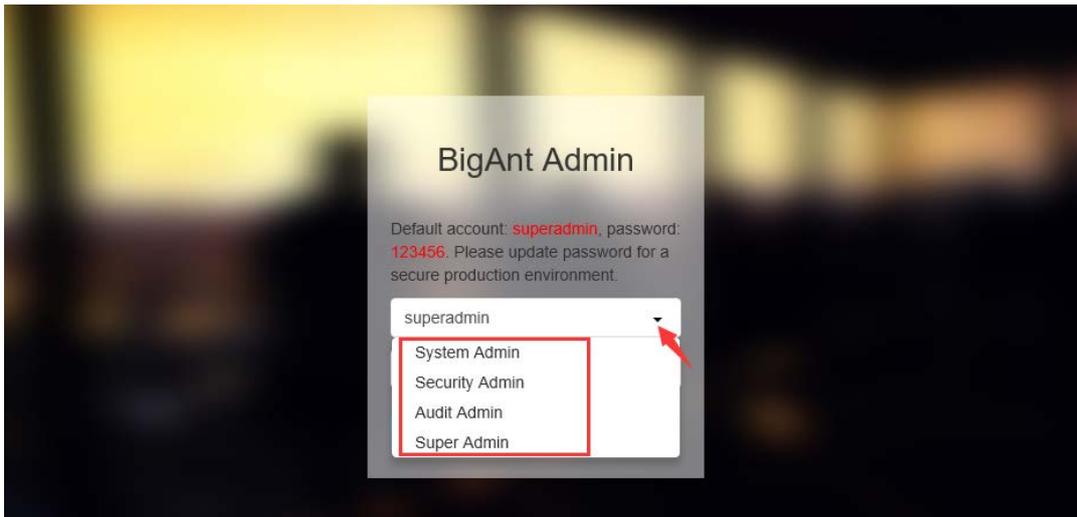
Super Admin:

Account: SuperAdmin

Available functions: Console Home | Users | System Settings | System Tools | App Add-ins | Database management | Security Control | Server Logs

Following please find the screenshot for "super admin"
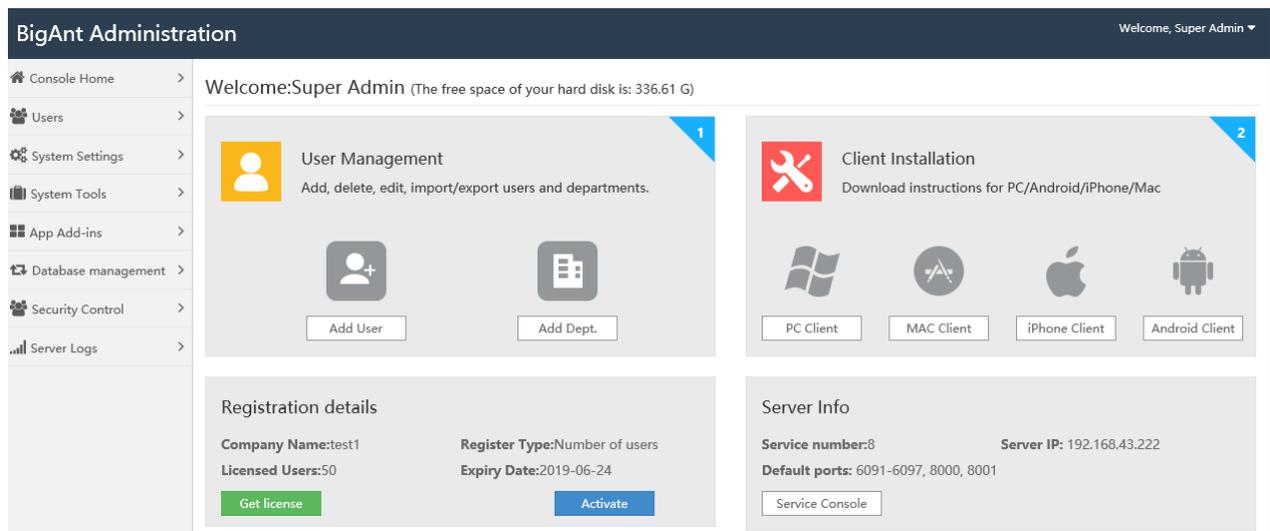
System Admin:

Account: admin

Available functions: Console Home | Users | System Settings | System Tools | App Add-ins | Database management

Please Note: "Roles and permissions" is part of Security Control, which is managed by Super Admin and Security Admin, not for System Admin.

Security Admin:

Account: security

Available functions: Security Control

Audit Admin:

Account: auditor

Available functions: System Logs

Service Console Admin:

Account: ServiceAdmin

Available functions: Check/change/start and stop BigAnt services, ports, configure LAN/WAN IP addresses for this server machine

Please find the service console entry button lower right in Admonition Console.
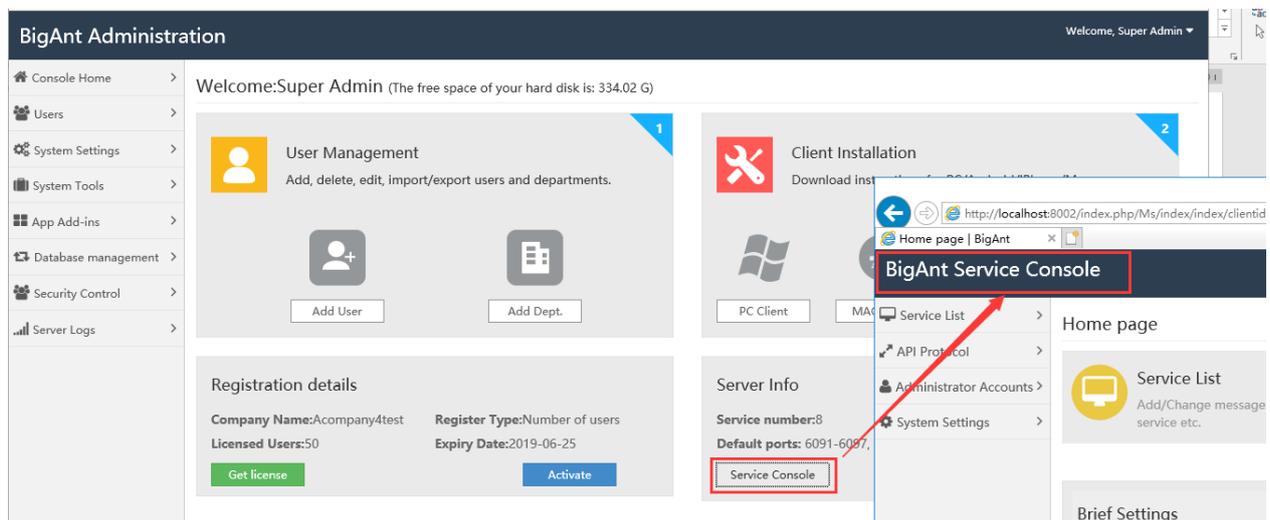
Manage User accounts

No matter if your company organization is a small team with dozens of members, or your enterprise is with branches, offices and subsidiaries, BigAnt messenger can show contacts in a clear structure.

Create departments

Please go to Administration >Users >User management page

- Click on your company in left pane in the structure list, and click the menu button **Add Dept.** to create departments
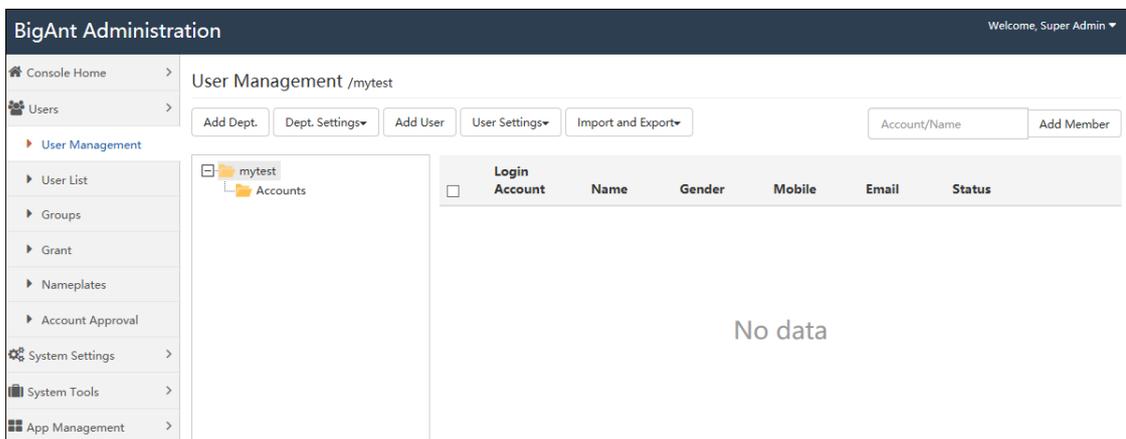
- If necessary, you can create a sub department in similar ways. Just choose an existing department, and click the menu button **Add Dept.** to create a sub department.
- You can right click on a department and add department to it.
- To modifying department information, choose a department, and click "Dept. Settings/Edit department", as shown in the following screenshot:
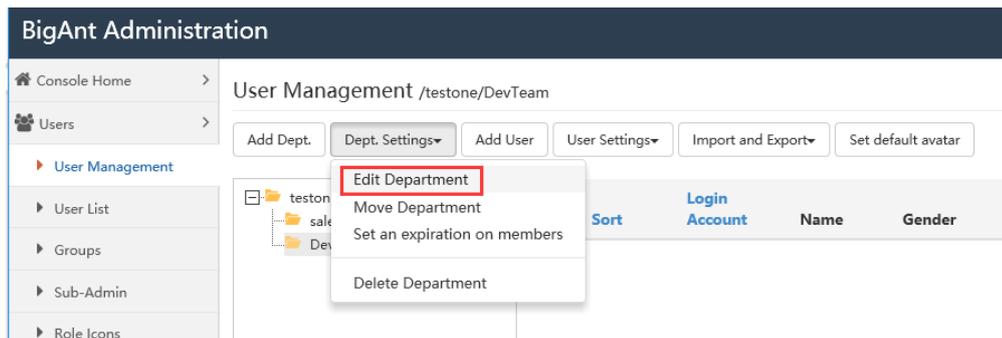
You can modify the department name, sort/sequence number, and detailed information. The sort/sequence number is to adjust index sequence of this department shown in contact list.

Add user accounts

When your company organization/departments are created, you can then add user accounts to the departments.

- Choose a Department (which will be highlighted), and click the menu button Add User to create user accounts.
- Edit user information, the "basic information" and "login information" should be composed by the administrator, and leave "more information" for users themselves.
- Check "Super administrator" if you want him/her login BigAnt server console manage BigAnt system on behalf of you.
- The status button allows you to disable/enable user account when this user is quit/back.
- Please note: user account must be unique and should not be duplicated.

- Please note: by default, there are four system administrator accounts, with which accounts you can login server console and manage this system. Please edit those

accounts and update password before production to protect your IM system privacy.

- In "login control", you can set limits for the clients' login locations and devices, with range of IP address and Mac address. You can use wildcard * for IP address like 192.168.0.*, and minus sign for IP rage between 192.168.0.1-192.168.0.100, or IP addresses separate with comma like 192.168.0.8,192.168.0.9
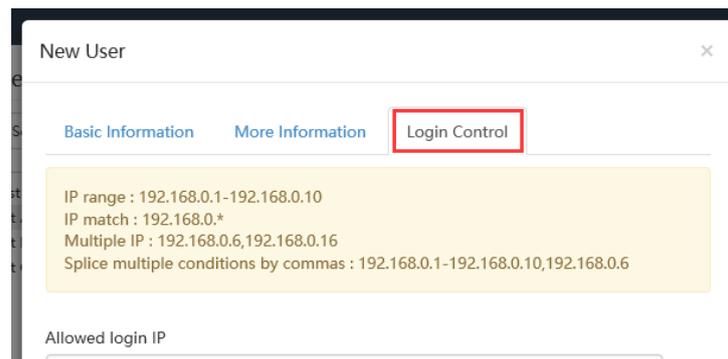
User Settings: User Settings allow you to edit user properties, assign departments and delete user account. Also, with user move out button, you can move selected users out of current department, then assign them to other department. And you can delete users so that they won't be able to login again.
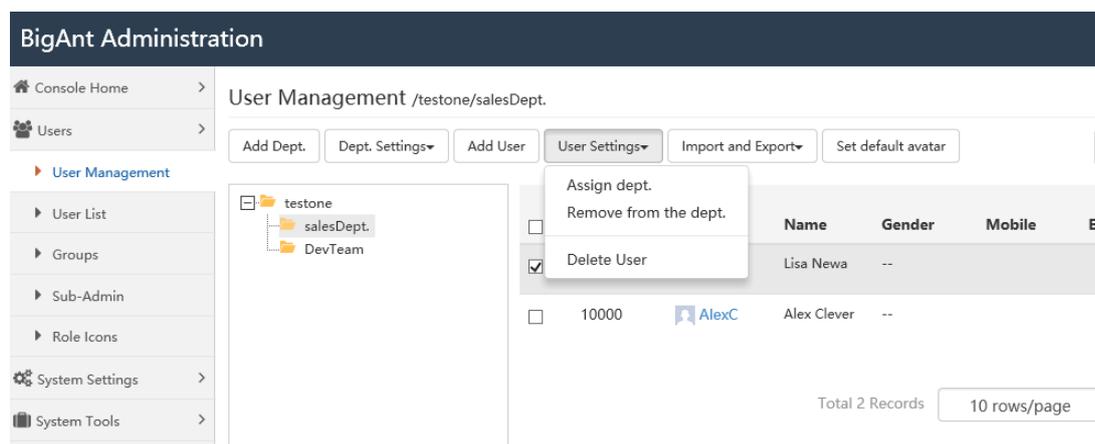
Import and export users

You can import users from AD/LDAP, or, import users from previously saved file, which is with a specified format

Import User Accounts from Active Directory

The BigAnt Server Console has the Active Directory Import Wizard that allows you to import user accounts from the Active Directory (LDAP) catalog by Organizational Units. It is easy to create a user database in a few minutes if your corporate network is based on the Windows Domain structure.
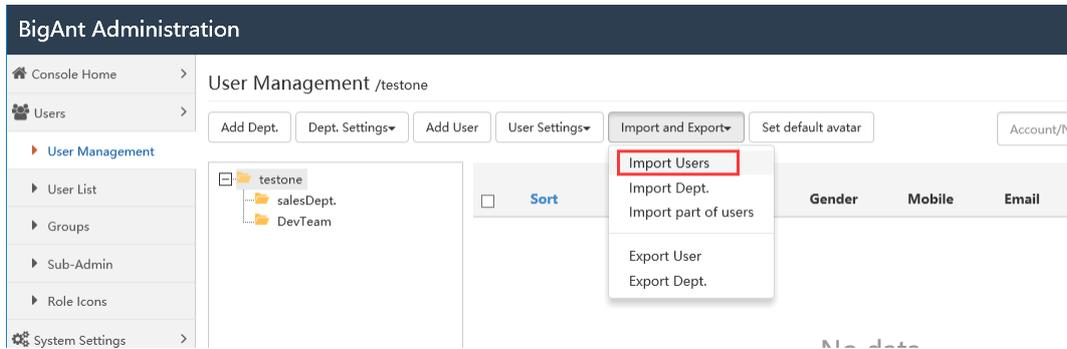
Click import domain user and enter details of your domain server to import users.

From the pop up window, please enter your Domain server name, your domain admin account and password. Then click OK to import domain users, this may take a few moments to process.

For example:

 Domain server--> [MyDomain]

 Admin Account-->[Administrator]

Password-->[****]
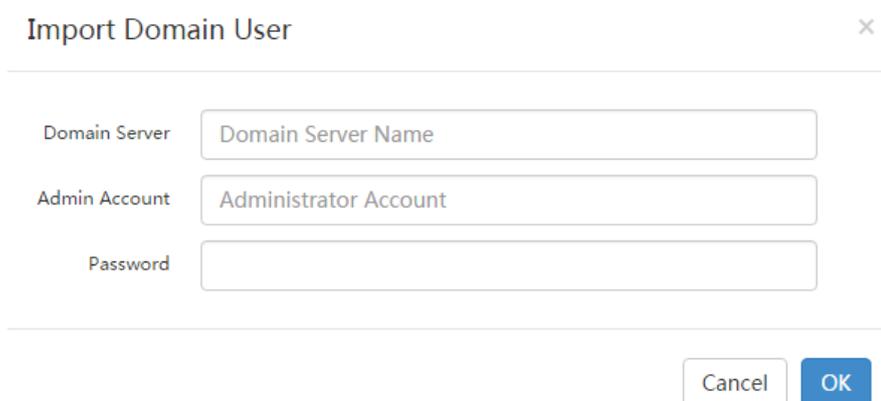
Note:

Your BigAnt server has to connect to the same domain network as the domain needs to be imported.

Your DNS IP must be the same as your domain server IP address.

Please enter domain server name instead of server IP address for the field Domain Server.

After the AD has been successfully imported, it will look as the following (My TestAD in this case.)

- Using Active Directory to authenticate user account: Check this option if you use Active Directory to import user accounts.
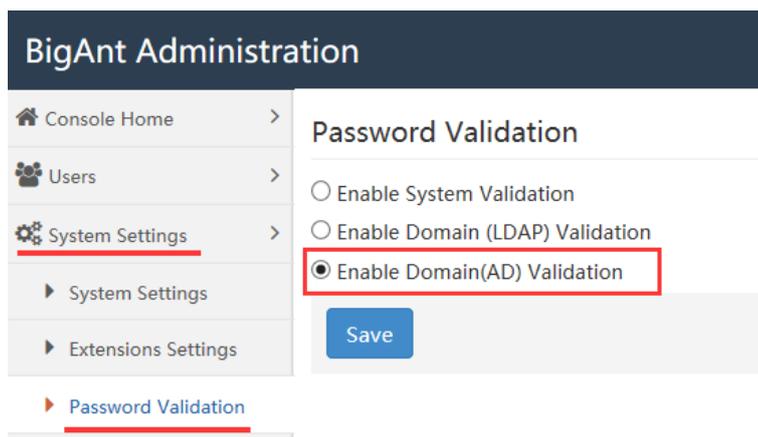
For more instructions on importing users, check following online help:

https://www.bigantsoft.com/support/server/Users_Manage-Add_users_in_created_dept.html

Import User Accounts from a file

Prepare the file to import users

Either the file is exported from your database or is typed in, it should be modified to match the request format of the import file.

Note, please make sure there is no duplicated user accounts in the file, because the system won't check it and will cause problem if there are duplicated accounts.

(You may find a template file from BigAnt Administration > Import and Export > Import Users > Import from File > View template of users import > download)

	A	B	C	D	E	F	G	H	I
1	dept_path	user_order_id	user_login	user_name	user_sex	user_job	user_mobile	user_office_phone	user_email
2	Department	Sequence	Account	Name	Gender (1 male, 2 female)	Job Title (optional)	Mobile (optional)	Phone (optional)	Email (optional)
2	BigAnt Soft/Marketing	1000	Amy	Amy Hellawell	2	Sale			amy_hellawell@bi
3	BigAnt Soft/Marketing	1000	Amy	Amy Hellawell	2	Sale			amy_hellawell@bi
4	BigAnt Soft/Marketing	1000	Daniel	Daniel Sanchez	1	Sale			daniel_sanchez@b
6	BigAnt Soft/Development	1000	Emily	Emily Bradley	2	Engineer			emily_bradley@big

For more instructions on how to import users from a file, please find online instructions from following link:

https://www.bigantsoft.com/support/server/how_to_import_users_from_a_file.aspx

A complete "User List"

If you need to list all user accounts of BigAnt messenger on server, please go to "BigAnt Administration >Users>User list", this page shows all users in a plane table, not in a structured view, this allows you to swiftly check/change/add/remove user accounts, batch processing in this page is useful and very efficient.

Please note, if you created users from this User List page, the system won't aware which department they are belongs to, if the users are created as root OU users, they are hide to be shown on any other users. please remember to assign a department, or at least your company to this user, to prevent this problem. Please see following screen shot on how to assign department to a user.

Create Groups/Teams/Discussions

This function allows you to create a discussion group. There are three type of groups in BigAnt messenger: Team/Group/Discussion, Team is the most official and Discussion is the most informal, team must be created and managed by an administrator, while group and discussion can be created by anyone.

Please go to page: BigAnt Administration> Users > Groups-->Teams -->Enter Team/group name and write description

Then select members to be added into the group.

User Management-->Groups-->Add Group-->Members

Then select members.

In this case, Peter and Sara are in Group1.Now the group has been successfully created

and users in Group1 can start a group discussion.
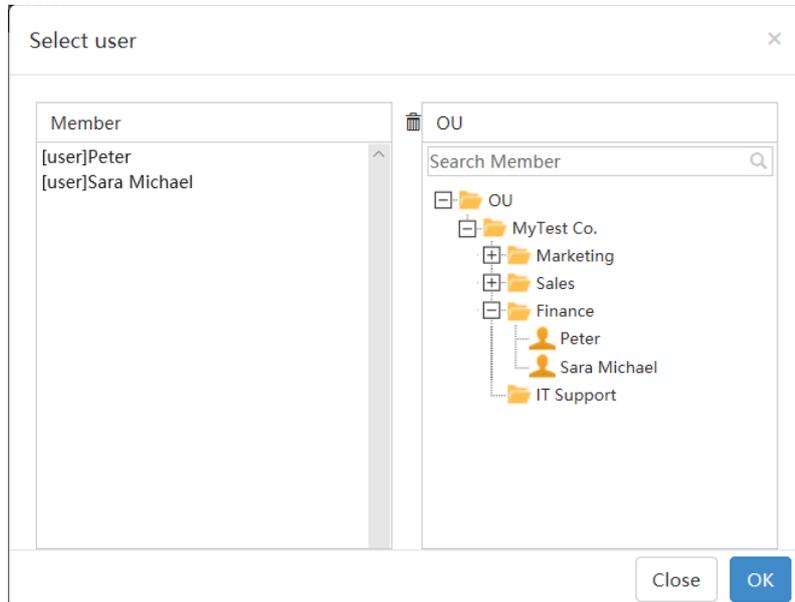
Here is a look from the client end.
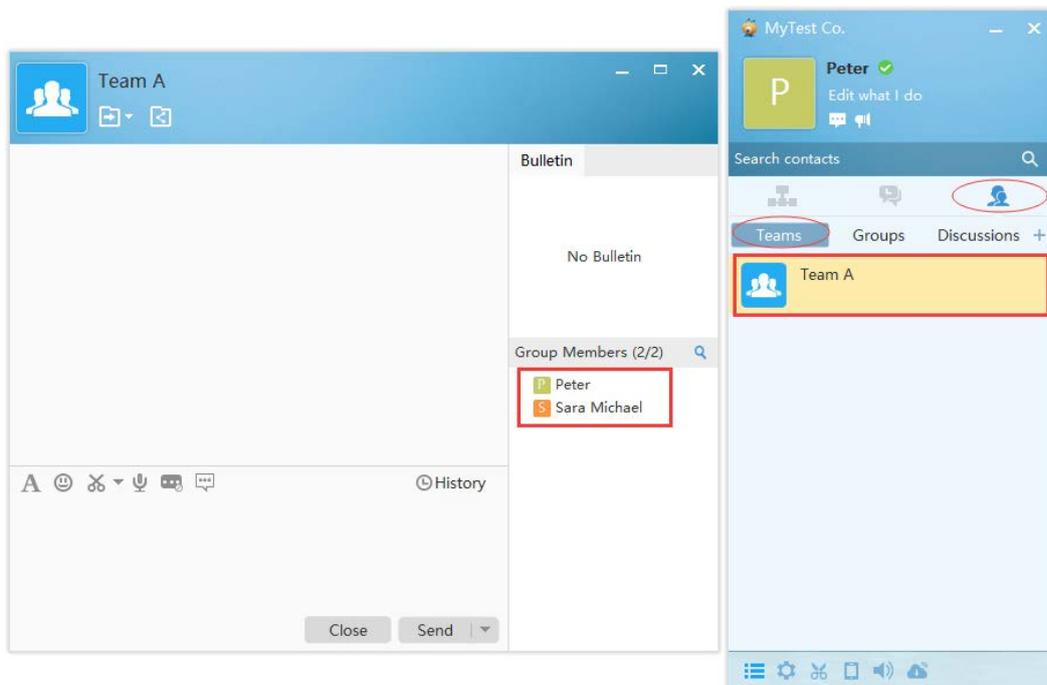
Assign Sub-admins

There are multiple ways to add user accounts, by Super Admin, or by leaders who knows their members better, you may want to assign Sub-admins so that they can login BigAnt console add accounts for their users.

Please go to Administration>Users>Sub-admins to select users who can do this on behalf of you/System Admin.
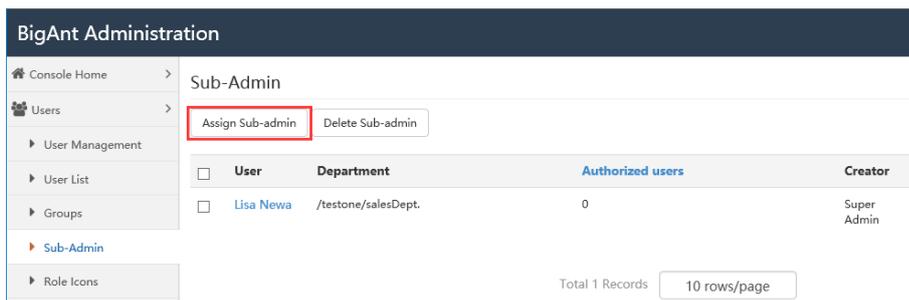
Please enter user name and then select the department for him to manage, then you've assigned this user as Sub-Admin of this department.
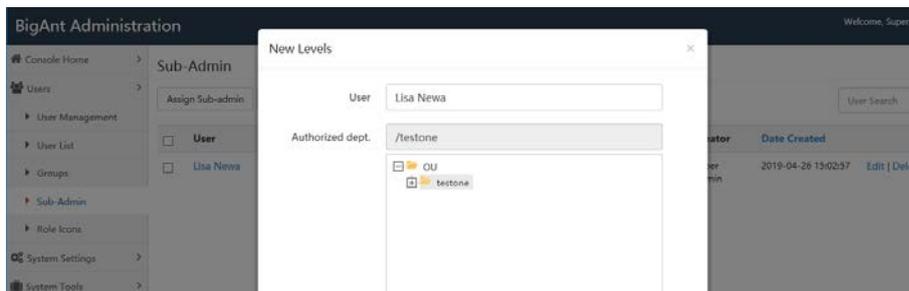
In this case, Lisa is in charge of the whole company "testone"
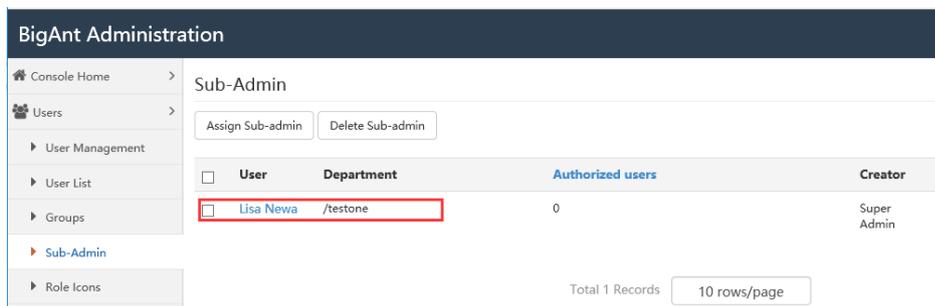
Role icons

Role icons is a small icon that can be shown near to a contact, looks like a badge or a rank/insignia, different badges help people visualize contact's job title etc.

- Please go to page: BigAnt Administration> Users > Badges to add and manage them.
- Please mind the size of picture that used as a tag, it should be 22*9 pixels.

- When an icon is created, you can click "member" button to manage who have this badge. When you run BigAnt client program, you will see those contacts are with this icon near to their name.
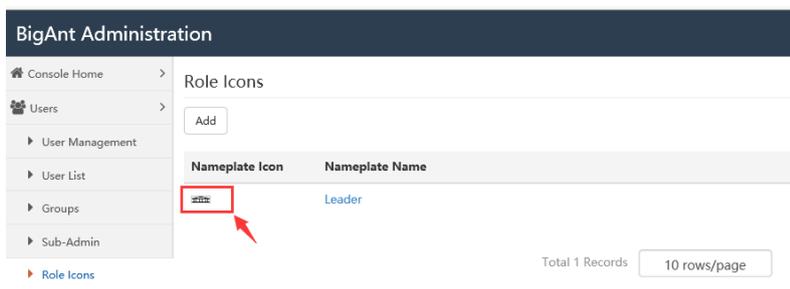
System Settings

This is to setup the profile of whole BigAnt messenger system, the changes of settings here will apply to all users and may require IM server restart to take effect.

Please mind to click "save" button when you made changes.
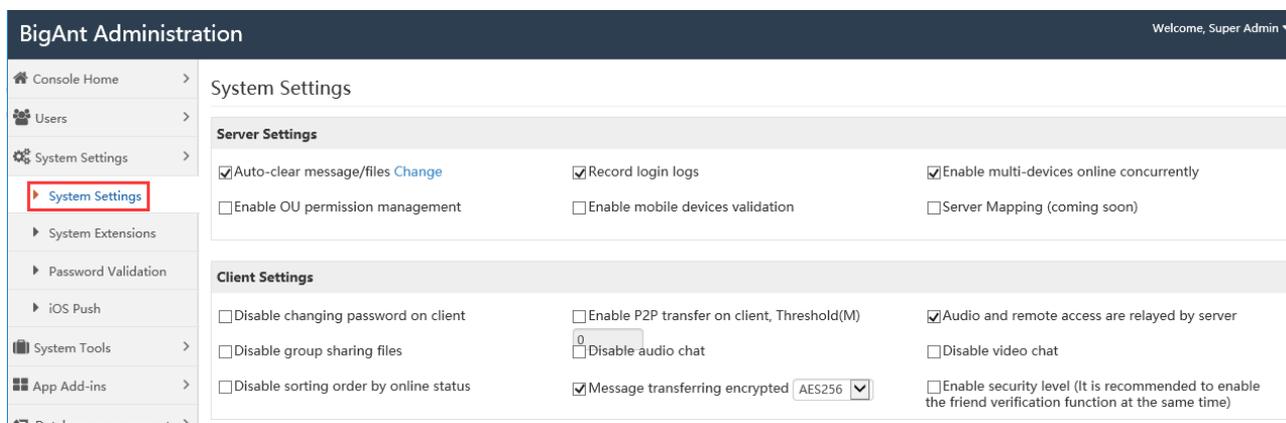
System extensions

This is for the settings of client customizations, please leave it as default.
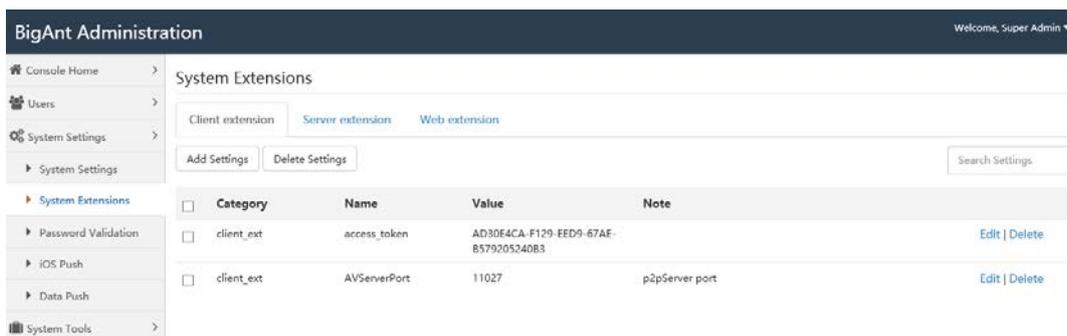
Password Validation

Here you have three options:

Enable system validation means BigAnt database stores user accounts and passwords (encrypted in database, not readable texts in database), and BigAnt system validates users' credentials

Enable Domain (LDAP/AD) Validation means BigAnt won't validate client's password, however it redirects the credentials to your domain server to get validated, please check this option if users accounts are imported from LDAP/AD, and you wish them to login with same password for BigAnt and domain.

iOS push

This is for the iOS client to receive messages from BigAnt server system.
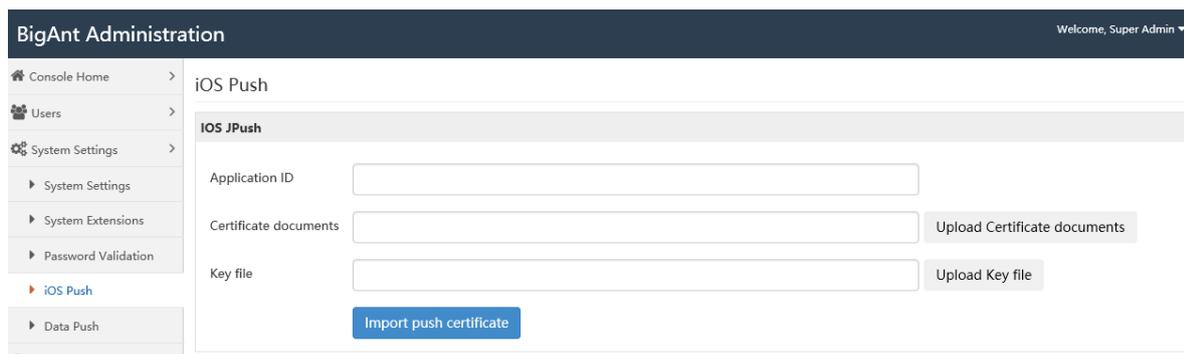
System tools

Here you have tools to maintain BigAnt system automatically, to update client program version or schedule sync tasks.

Install updates

This option is for BigAnt Server Administrator to keep BigAnt Messenger Client versions up-to-date without having to manually install the software on users' computers, the update package can be pushed to client computers.

Please download the latest version of UpdateAnt.zip(client packages) from our website or contact us at info@bigantsoft.com. This zip file contains latest version of BigAnt client install "IMUpdate.exe" and an version initial file "client.ini", please extract and make a copy of the IMUpdate.exe file and rename it similar as "updateclient_v_5.5.50.exe", if 5.5.50 is for instance, please replace it with a real version number, which must be included in the .exe file name, because it won't process the update if the client computer is already running the same or later version of client program. The push program is checking update package version from the .exe file name and the .ini details.

The client.ini is a text file with following lines:

[Info]

Ver=5.5.50

Force=1

Please launch server Administration console, go to "system tools/update" then click on "new update package"

Please browse and select the client update packages, both .zip and .exe are required.

Please login your BigAnt client, after a few minutes while the update package downloading from server side, then you will have a pop-up window says "updating".

And, the push of client update is for the minor version updates, major updates like 5.0 update to 5.2 still requires fresh re-install on client computers, manually.

When the client detects the new version, it will prompt following update notes:
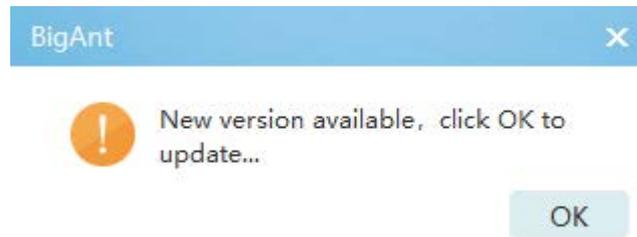
Then it will download the upgrade package, and process the program install.

Note: The client update won't prompt to chat window, it only pushes to clients when they log in to the program.

Task Scheduler

(was Timer Manager) This is to sync your AD/LDAP with BigAnt database in a routine task, especially to maintain BigAnt user list.

When you import users from AD/LDAP, and selected "Set automated import user" then you will find a scheduled task to visit/process the target URL, shown as following screen:

App Add-ins

(was "Application Management") BigAnt messenger is flexible of showing or hide some icons such as "bulletin" or "cloud disk" for client program, and you can expect future more add-ins for BigAnt program.

Add-ins

Click on this tab and you will find available add-ins for BigAnt client
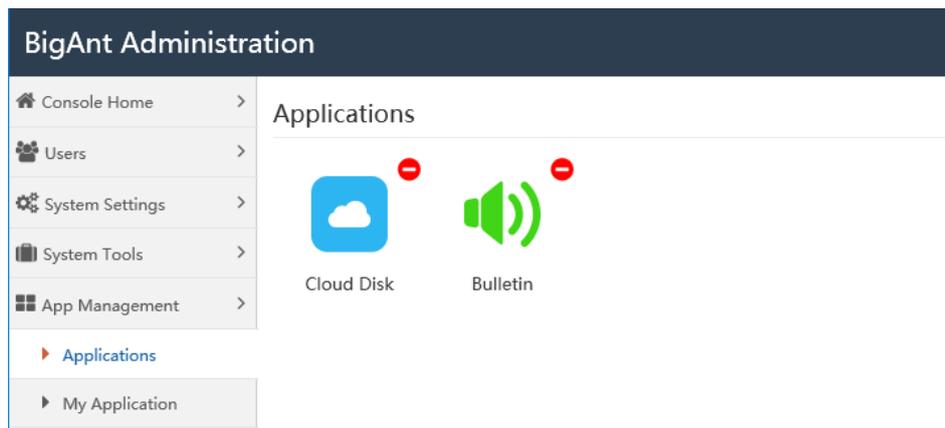
Selected Add-ins

(Was "My Applications") Here list all selected add-ins, and you can manage users/roles who can access this add-in.
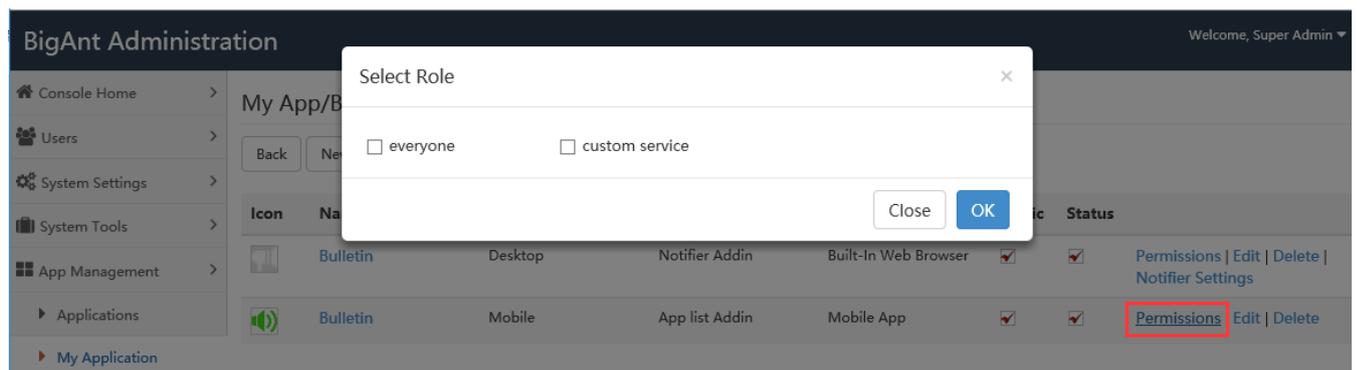
Database Management

This page allows you to check with BigAnt database status, back up database tables, restore from earlier backups, and restore database to erase everything.

Database backup

Here you have a list of database tables, and you can check the size of them, backup the database in an easy way.

You will then go to BigAnt server installed directory and search the name of backuped data, in this case BackupTest1, then have a copy of it in a safe place, or to a new server.

Database Restore

You can restore data base with earlier saved/backed up database tables.

Database initialization

This is to restore your BigAnt database, click "Begin to initialize" will clear the organizational units include departments and users, this action cannot undo and please think twice before you do this.

Security control

This allows you to add roles of users, enable users can and cannot, checkout user login/logout status, query messages histories, etc.

Please make sure you are login the console as SuperAdmin, or SecurityAdmin, the Role control portal won't be shown to SystemAdmin or Admin

Role management

BigAnt messenger is well designed on Roles and Permissions/user security levels, which controls user accessibility on contacts and departments, for example:

Scenery 1: Each branch in your company are running separately, and requires no users from both branches can see and chat each other.

Scenery 2: You have an army like company, you want your sergeant see relevant sections only, while higher rank commander can see whole company, and private can see contacts of their own section.

Scenery 3: Some of users are subcontractors and they are limit of sending files and access remote desktop, Limit of sending group messages, etc.

Follows please find how to do that.

Please go to BigAnt Administration> Security Control> Roles, you will find a default role called "everyone", without assigning to a specified role, every user in BigAnt messenger are public and won't hide to each other.

Now click button "New Role", to create a role, name it and then click "Permissions" to set allows/disallows for this Role, click "member" to assign people to this role, click "Access control" to give a range of users/departments for the people of this role to chat with. Repeat these steps and create all roles for your company.

When the settings are done, please mind to enable OU permission in system settings to switch on this functionality.

Examples of Roles settings

For example, if you want the users in financial dept. can only see members of their own dept., please create a new role, called "role2-ou permission" in this case.


Click "member" button to select and assign the users/department for this role, and click "Access control" button to limit users who are visible to this role.
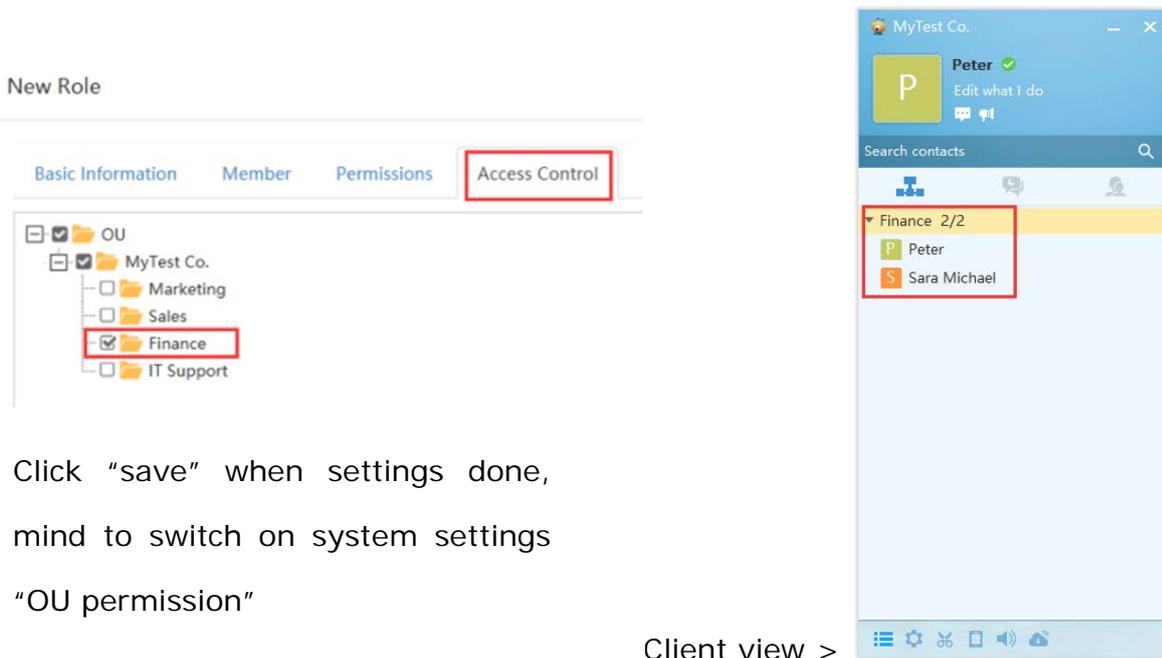
Click "save" when settings done, mind to switch on system settings "OU permission"

Client view >

Then you may go to client end and verify the result, login as one of Finance department user and see on their own department members listed as contacts.

Another example, you can switch on/off permissions for a specific role, say limit some of them can send file size no more than 5MB, see screenshot on how to do this:

Add a roll called "Role1 - file"
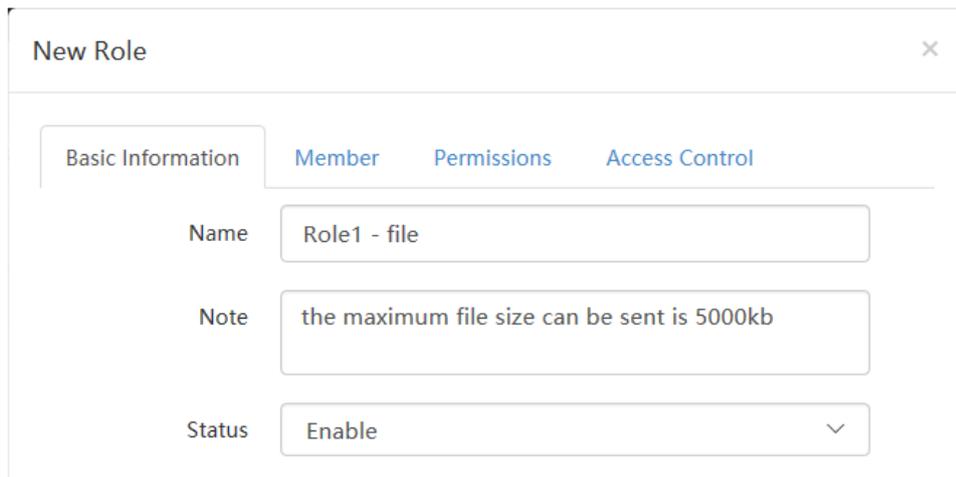
And then go to "Permissions" to modify the maximum size of file sending as "5MB", you can set it as "-1" to disallow file sending of any size.
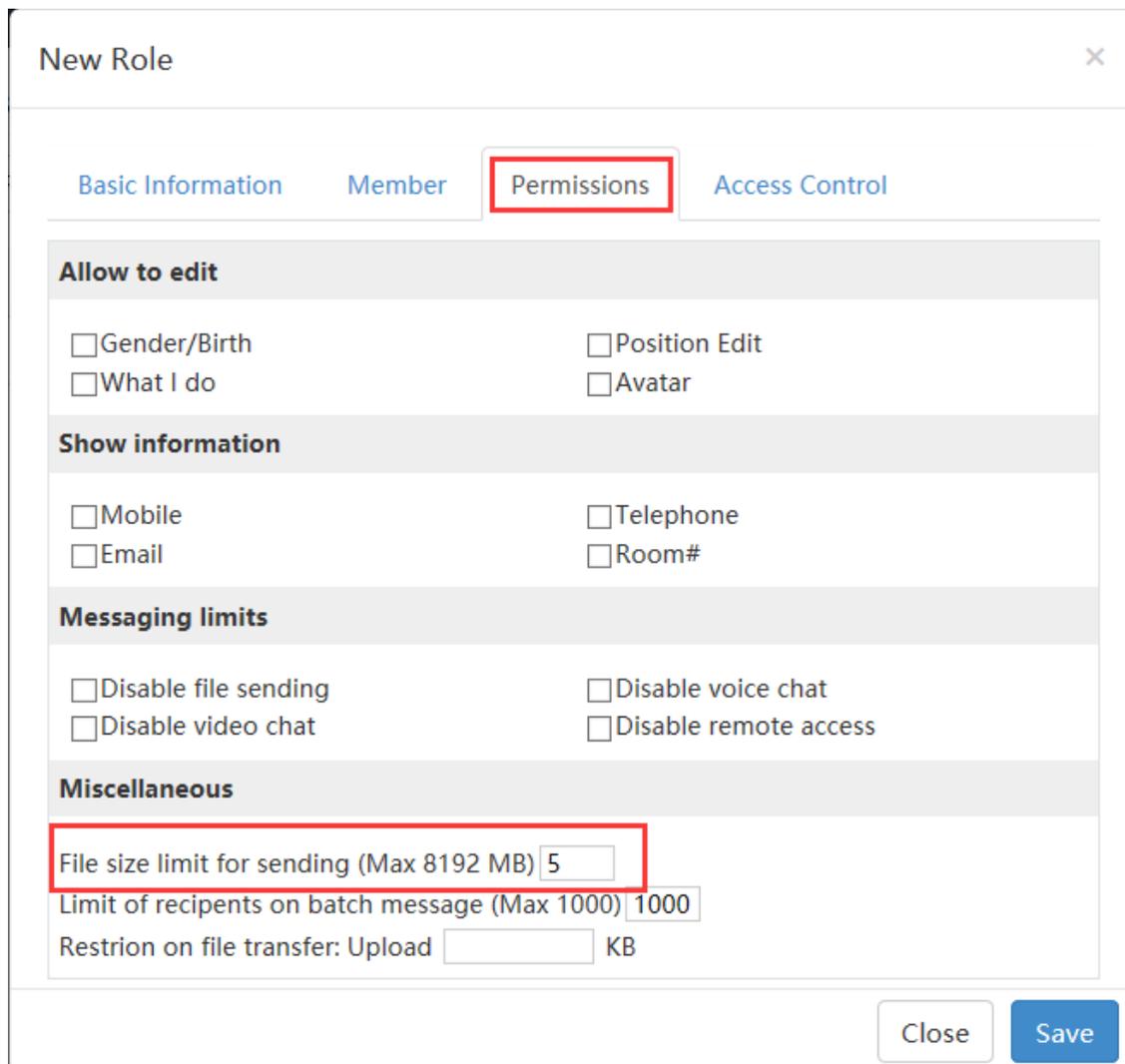
Then, you can click "Member" to select users who need to be limited for file sending, in this case, Sara
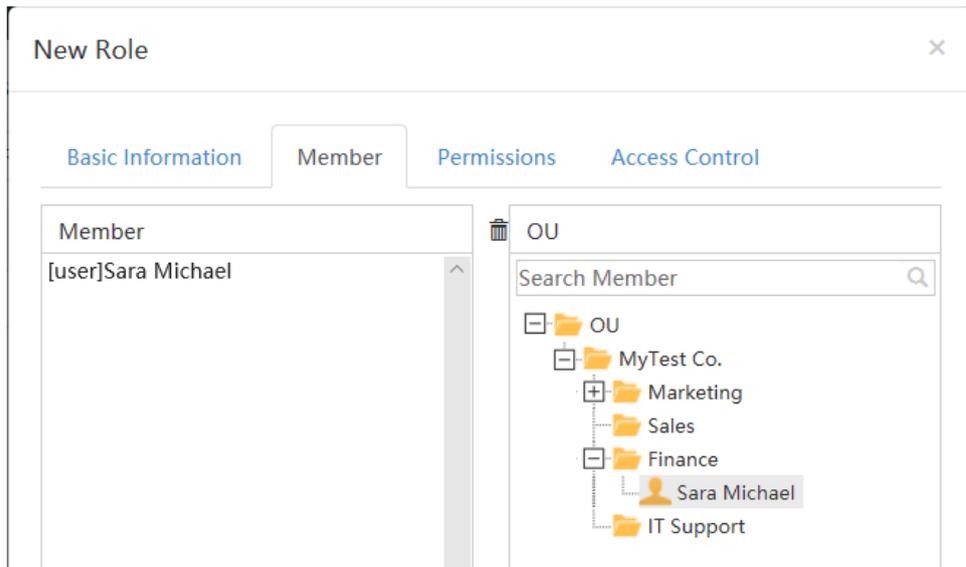
A full list of role permissions

Following functions can be setup for the roles.

Disable changing personal properties (e.g. company decent and policy)

Disable receiving attachment (e.g. to prevent running an unsafe file sent from other users)

Disable audio call (e.g. to save band width)

Disable logging off client (e.g. to force users stay online)

Disable notification sound on client (e.g. to mute the program on behalf of users)

Disable sending protected message (a protected message requires log-in password to read. E.g.to avoid pry actions when you leave your seat. Disable it if you think this feature is not required and may confuse users)

Disable changing avatar on client (e.g. company decent and policy)

Disable showing organization chart (hide organization chart to some of users, e.g. subcontractors)

Group send limits (to limit amount of recipients say maximum 5 users, e.g. avoid abuse use of group sending message to the whole company)

Disable changing job title (e.g. company decent and policy)

Disable exiting client (users can not kill this program, however user log out is allowed)

Disable remote desktop and control (ie.to take it as exclusive authority of IT specialist)

Disable sending nudge (If you think nudge is annoying, and want to disallow in your

group)

Disable showing working signature (e.g. company decent and policy)

Disable screen capture (e.g. company decent and policy, or may be security concerns)

Disable setting status as "Away"(e.g. company decent and policy)

Disable creating group (If you think them should not create group chat, they can only added by admin, or someone else who is not limited of this function)

Please note, portal for following item is changed in version 5.2:

Allow sending/deleting bulletin message (e.g. only manager level users or HR can send bulletin message) Please go to Administration>App Add-ins (was: App management) Selected Add-ins>Bulletin Console, in the left pane click "Permissions" to add roles who can send bulletin messages.

Security levels

Security level means user accessibility are divided by authority levels, higher level users can send messages to a low level people, while a lower level cannot send messages to the high level. The authority of level is downward decrease (level 1 > level 2 > level 3). By default, there are 3 levels, you can add more if needed.

Click "User" to assign members to this level and this gives you a quick way to make supervisor invisible to the rest of members, and he can still talk to any one for an interview.


Please mind to go to "BigAnt Administration>System Settings: Client settings, check the option "Enable security levels" to enable this function. This option is lower right in the screen.

System Logs

(was "Audit management")

The BigAnt messenger server console keep a record for users and administrator login, user login etc.

You may click on the pulldown menu to narrow down type of records.
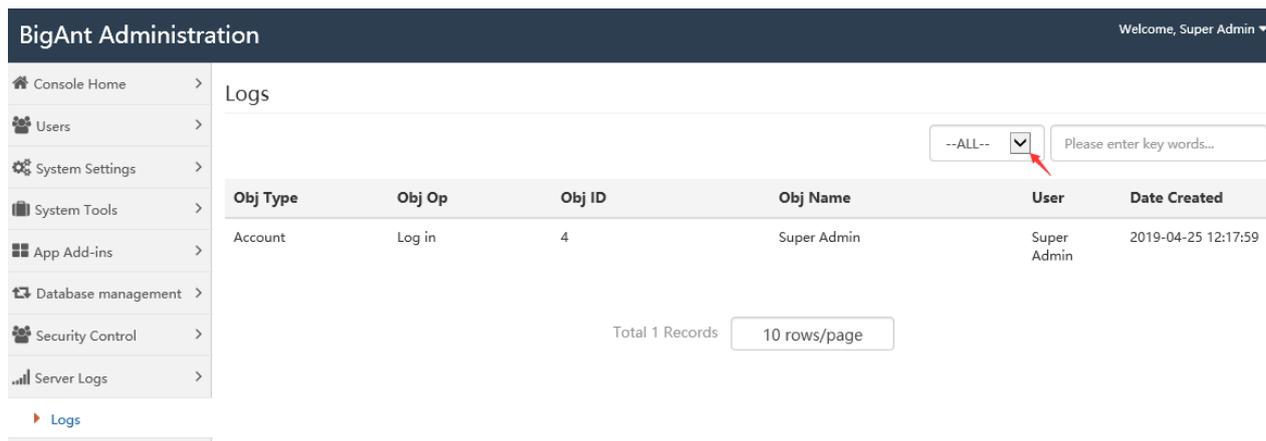
Service Console

This is to maintain BigAnt system and to keep it running at health status.

Please find the service console portal button bottom right side in BigAnt administration console, see screenshot:

Please login with ServiceAdmin and then you will have service console:
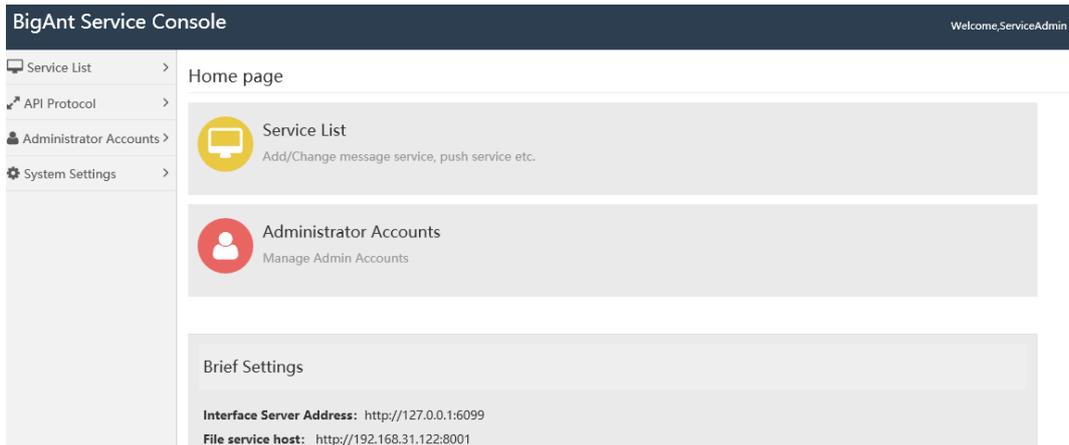
Service List

BigAnt messenger runs 10 services and 8 of them are listed here in the Service Console, please ensure they are running in both Service Console and your server task manager.

Please try to add trust to the BigAnt server program, enable firewall and reboot server, and start the services from task manager, press pull down buttons of Sync Webserver/IMserver from top right in your screen.

The 2 services not listed here is UpAntBiz and UpAntZoo, which provide organization chat/contact list for client end program, if you are difficult of loading BigAnt contacts then there must be something wrong with these 2 services.

Follows please find the services should be running in your computer control panel:

And the service listed in BigAnt Service Console:

API Protocol

BigAnt messenger server is designed to work as open platform, with API protocol a customized program/client program can work with BigAnt services through command lines.

Access management

This is to add/remove the customized client program.
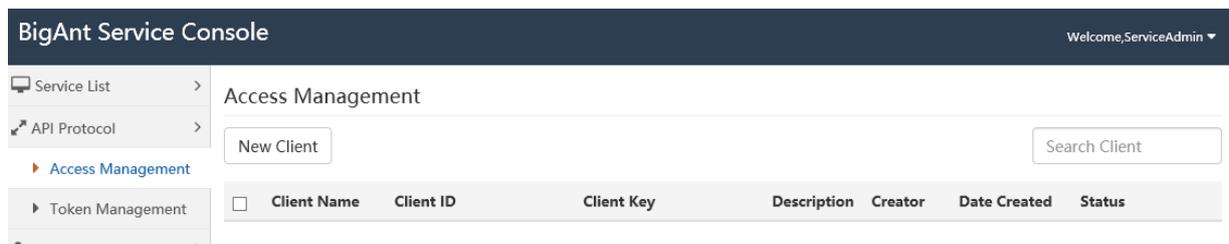
Token management

This is to list token of customized program, check with status of them and clear expired token if necessary.

Administrator Accounts

This page allows you to add/remove more administrator accounts to manage this service console.

System settings

This is to modify your BigAnt server, especially server IP/Ports for the internet access.

Server Console Address:

Web service host is for the webserver console, setup this correctly so that you can launch and manage your BigAnt server online at anywhere.

File service host is for the files access by server console.

Connection between server/client:

Server type: please choose either LAN or WAN for this server mapping settings.

Login Server Address: this is for the BigAnt client login IP address

Web service host: this is for the web services like bulletin and listing contacts in client.

Please check this IP is correct and make sure port 8000 is available for BigAnt server.

File service host: this is for the files sending/receiving, default port 6097

If your clients need to login from internet, please click "Add a server mapping" to setup internet WAN IP server host.

Client Installation Files

This tab is to update BigAnt client installation files ready for download from your webserver.
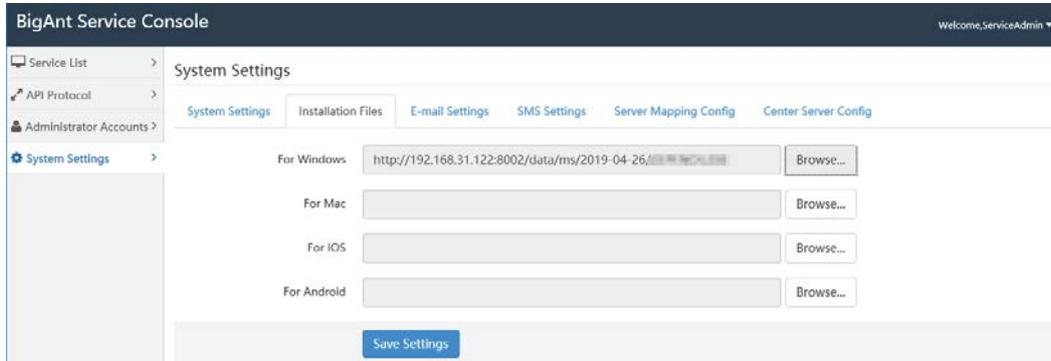
This is for the update of the links in the following Administration Console Home page, the BigAnt client download button redirect clicks to the file that you added.
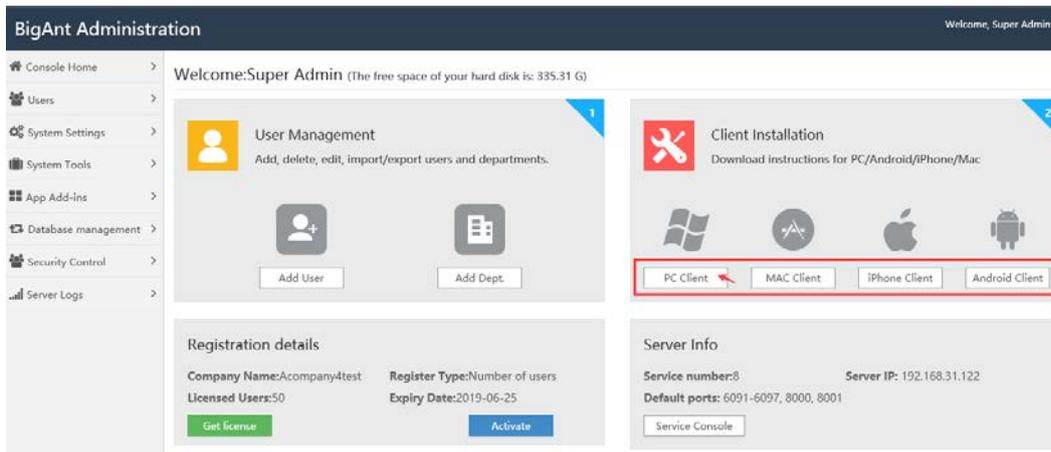
You can share this URL with your team members/employees/users, so that they can download and install client program as instructed.

Trouble Shooting

Please find error codes and corresponding fix to the problems

Error getting full data...

Phenomena: BigAnt client shows "error getting full data...", or it keeps "loading data"

This error happens when you start BigAnt client, the log-in goes well however it prompts

"Error getting full data..." or it keeps loading data..., the contact list in BigAnt client is

blank while it trying to load.
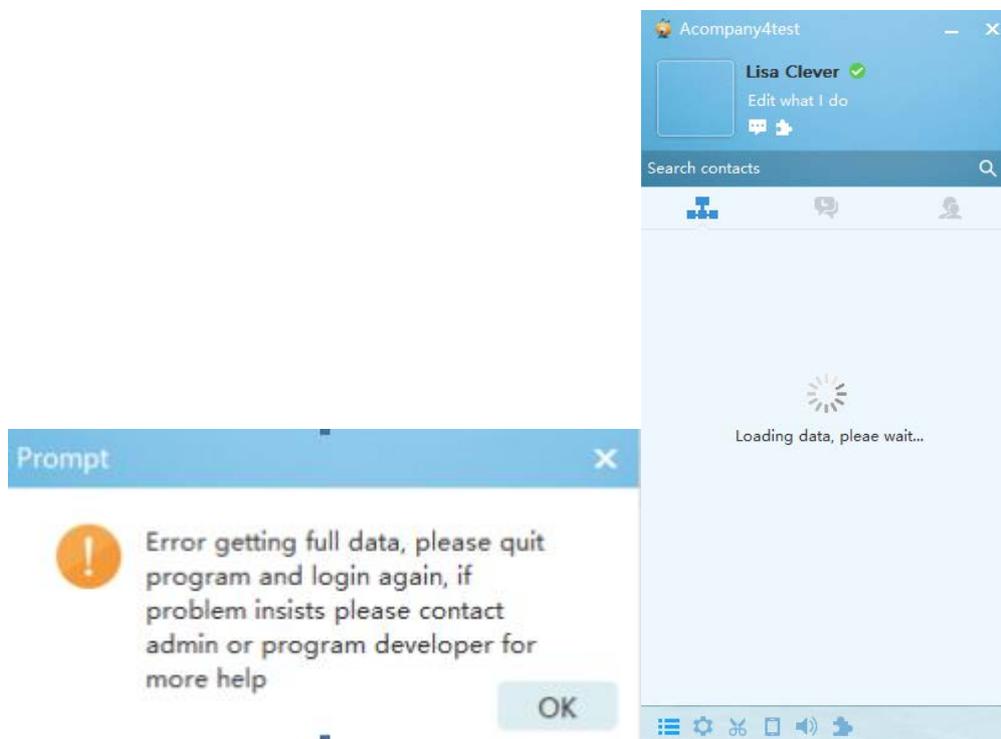
Most possible reason (a):

You are running BigAnt client version 5.5 however the server is still earlier version, which are incompatible.

Not sure what version you are running? Please go to server console and click "about" button in top right drag down menu, to find version information.

Solution: Please run a compatible version of BigAnt client and server program.

5.5version program: https://www.bigantsoft.com/download/bigantim55.zip

5.2version program: https://www.bigantsoft.com/download/bigantim52.zip

5.0version program: https://www.bigantsoft.com/download/bigantim5.zip

Kindly please note: 5.5 version server is incompatible with earlier version client, vice versa.

More possible reasons (b):

Your BigAnt server IP is changed, and it is mismatched with server IP/Port settings.

Solution: Please go to Service console>System settings>Server Mapping config>Connection between server/client> Web service host, check the IP is current in use on your server.
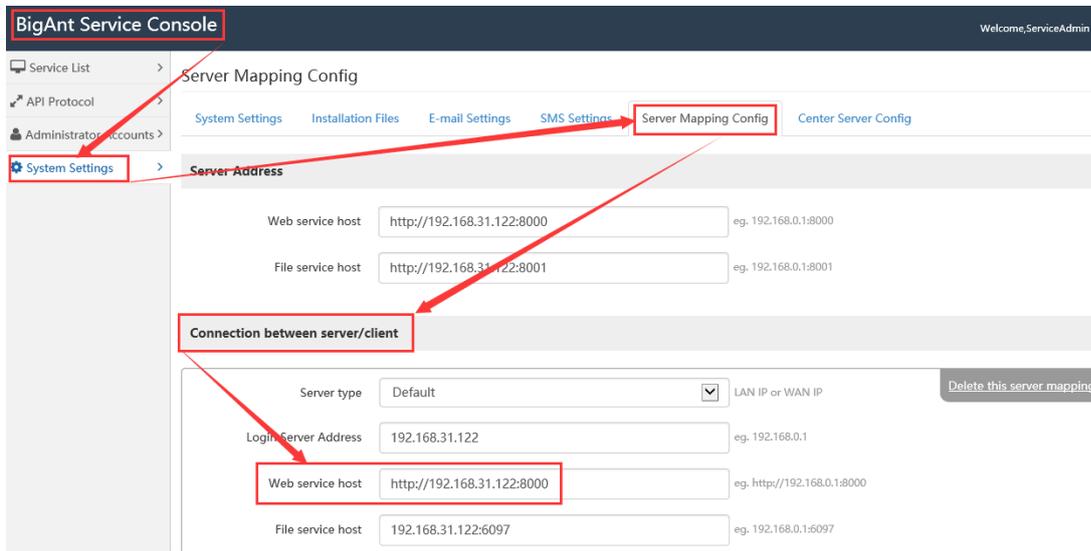
More possible reasons (c):

The services UpAntBiz and UpAntZoo are missing or stopped on BigAnt server.

Solution: Please make sure your server is on good condition, the services especially UpAntBizServer and UpAntZooServer are running, please check with your server's task manager as following screen:
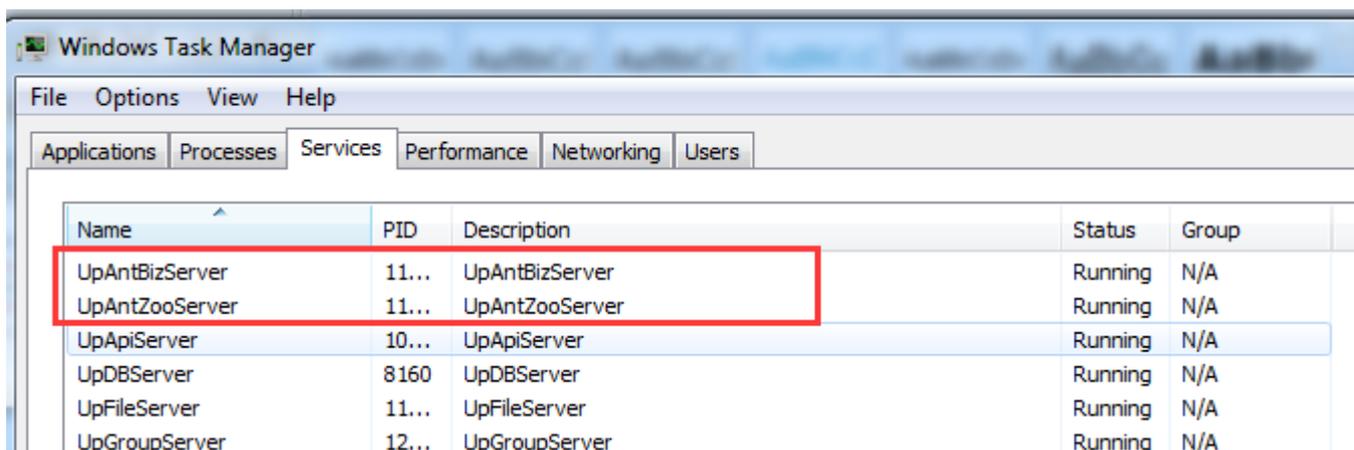

If the services are not there, please download and install latest 5.5 version BigAnt server to fix it.

5.5version program: https://www.bigantsoft.com/download/bigantim55.zip

Server access failure

Phenomena: BigAnt client shows "Server access failure" when it starts up.
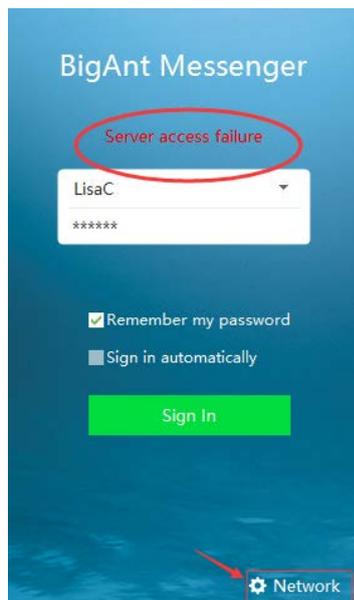
This error happens when BigAnt client program unable to connect with BigAnt server.

Possible reason and fix:

● The server IP address is incorrect, please click on the button "Network" lower right in client program to check with server IP and port are correctly entered.

● The server firewall blocks BigAnt services, please try to run BigAnt client on the same machine installed with BigAnt server console. If BigAnt client program works fine on server machine however won't able to work elsewhere, then there must be something with your server firewall, please try to close/disable firewall to confirm this. Afterward you will need to add BigAnt program be trusted on firewall, and enable ports, by default port 8000,8001,8002, and port 6660~6669, or 6090~6099, go through firewall and your network router. Please enable/add program "UpLoginServer.exe" to be trusted in firewall as following screenshot:
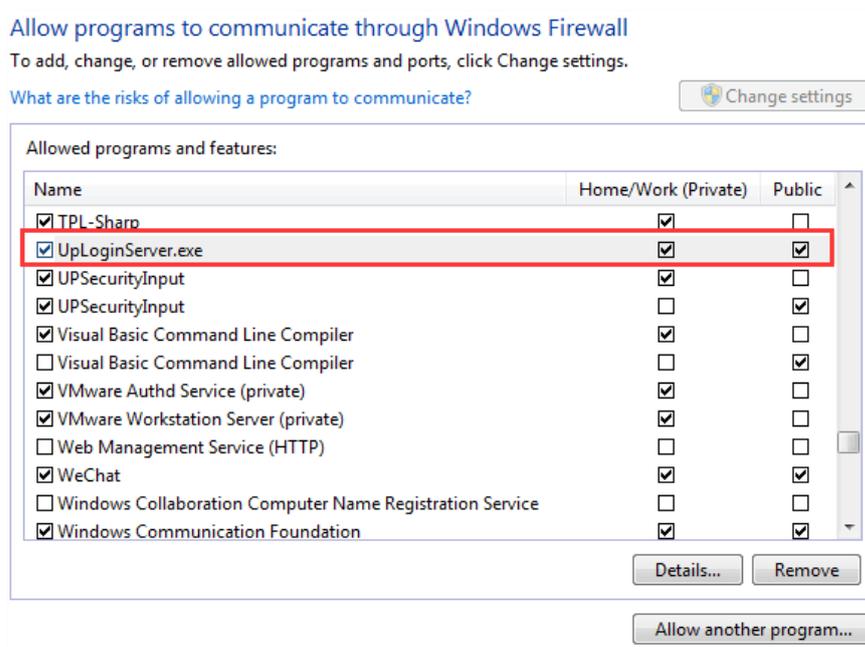
Please read more about "Enable firewall /trust services"

● Or, it may be caused of the services are stopped. If this is the case, BigAnt client

having this problem even you run it on the server computer. Please check with your server status on both service console and task manager, please read more about "Service list"