BigAnt Messenger Server Manual
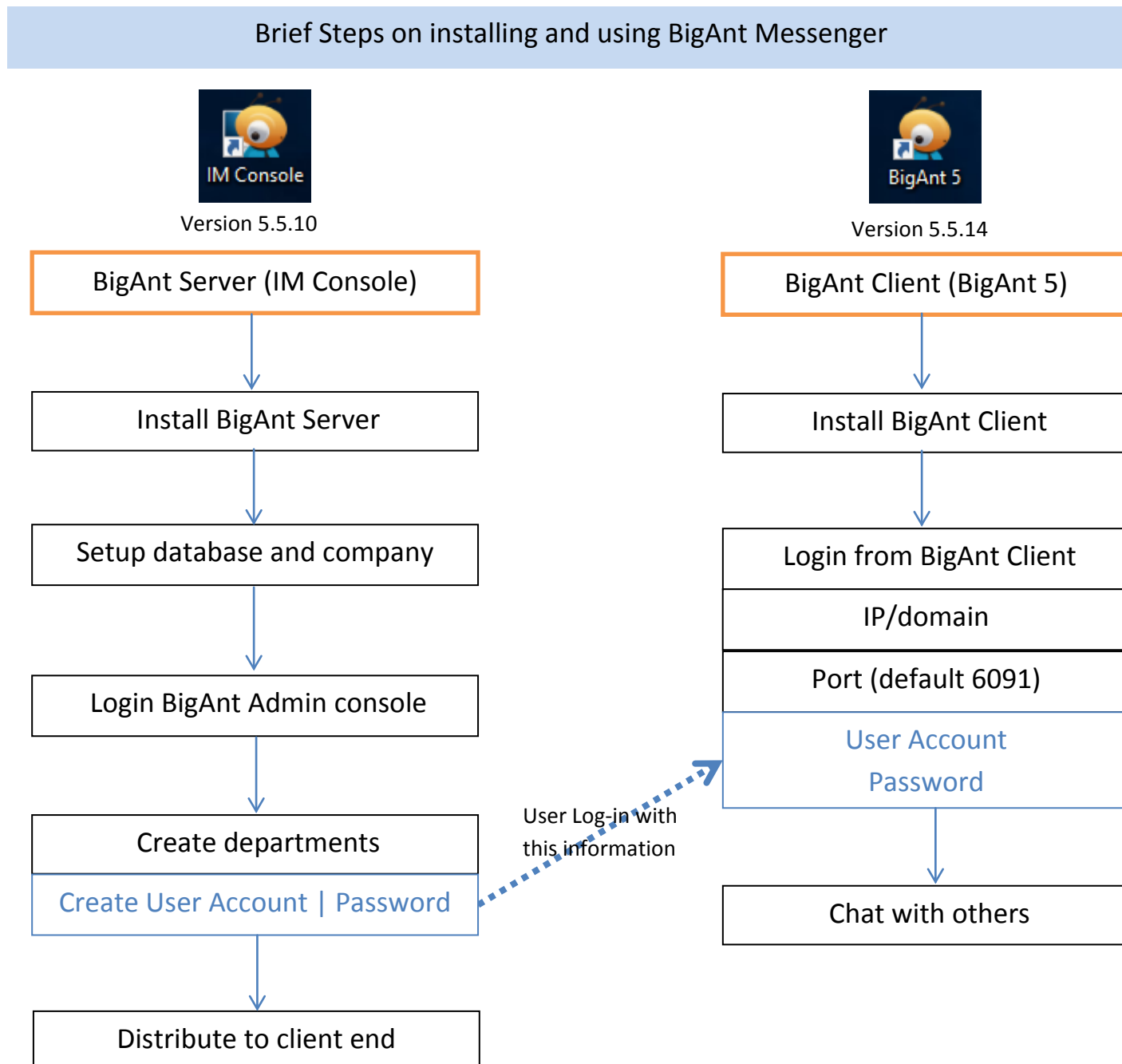
5.5.10 version

Table of Contents

Welcome using BigAnt messenger

Many thanks for choosing BigAnt messenger, an instant messaging solution for your enterprise, this document instructs you how to install and configure BigAnt server/client program

Brief Steps on installing and using BigAnt Messenger

IM Console

Version 5.5.10

BigAnt 5

Version 5.5.14

BigAnt Server (IM Console)	BigAnt Client (BigAnt 5)
Install BigAnt Server	Install BigAnt Client
Setup database and company	Login from BigAnt Client
	IP/domain
Login BigAnt Admin console	Port (default 6091)
	User Account
	Password
Create departments	
Create User Account | Password	Chat with others
Distribute to client end	

User Log-in with this information

System Requirements (for BigAnt Messenger server)

Windows 10/7/XP

Windows Server 2016/2012

10G disk space or more

2G RAM or above

64-bit based operating system

No previous version BigAnt installed (Or clearly removed)

Notes before install

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, it is needed to 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, your client may having problems showing contact list, and some other issues.
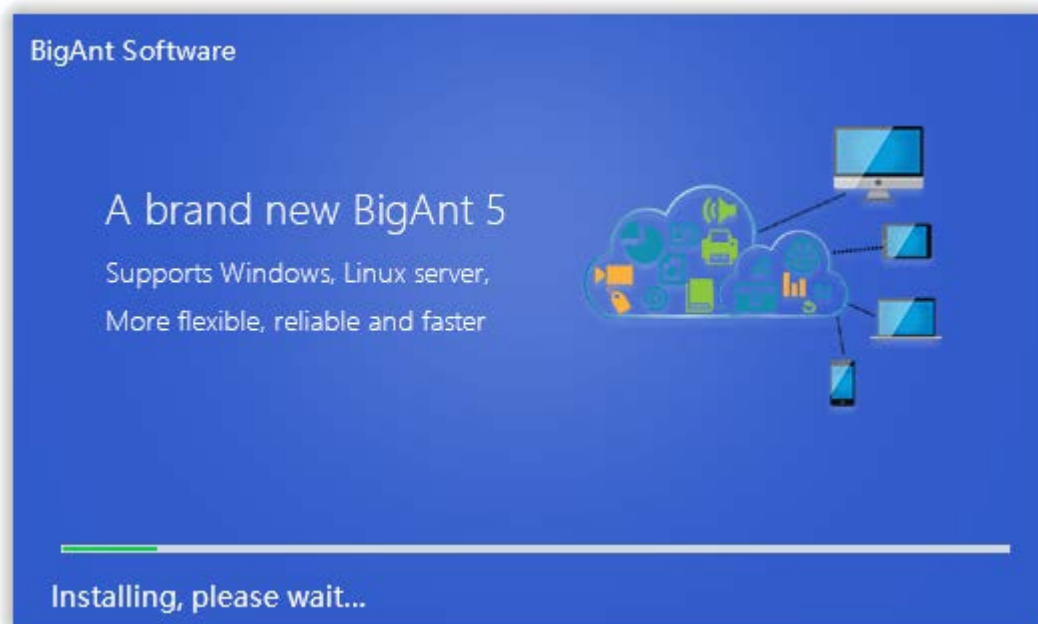
Install BigAnt Server (IM Console)

1. Extract files from the zip folder > double click **BigAntServer5.5.10_Setup_64bit.exe** to install BigAnt Server (IM Console)
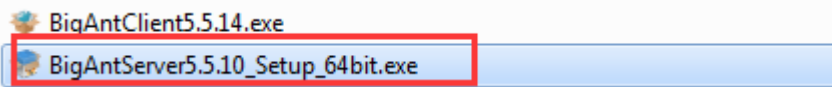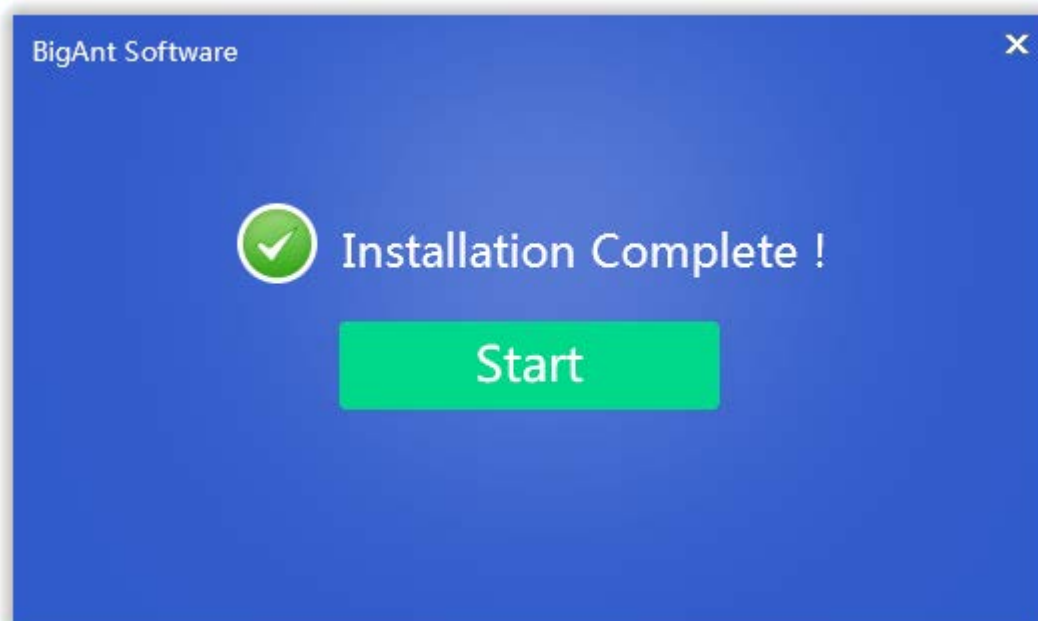

2. Choose the location to install BigAnt Server
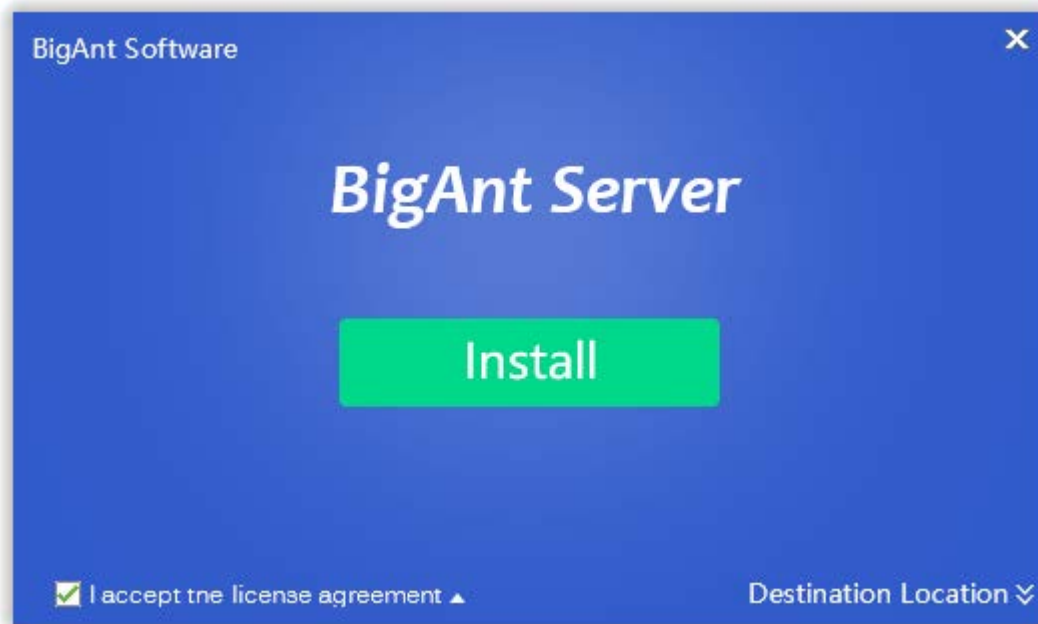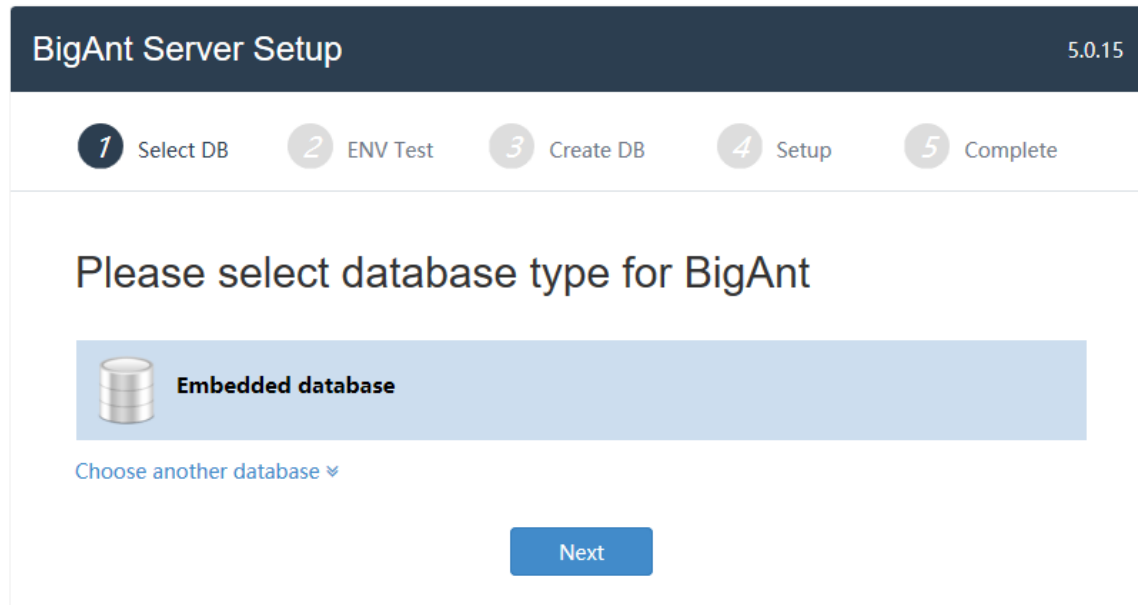

3. Click Install to continue

4. Click 'Start' button when the installation is complete

Setup your Database and company

1. Click the button **Next** and begin to check the system environment

If you need to connect to your own database MySQL, please go to the step 6.
If you need to connect to your own database SQL Server, please go to the step 11.

2. Checklist of system environment
   - If all items are checked with green color, then you can go to next step.
   - If error symbol with red color shows, there must be something wrong with your installation or your system. Just close the current browser, uninstall the IM Console, and try again to install the program. If the problem continues, please capture the screen and send us to get technical support.
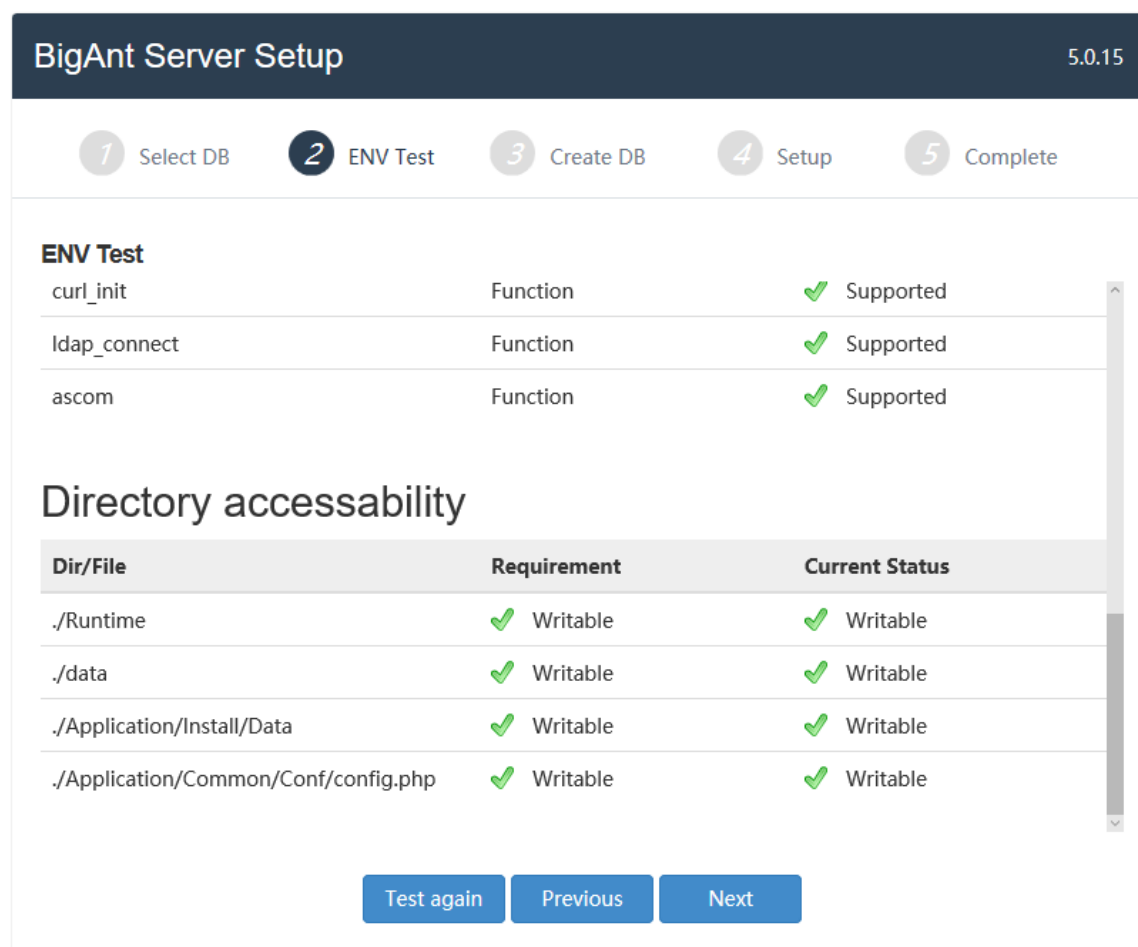
3. Create your company
   Complete your company information: your company name and contact Email, then click Next button
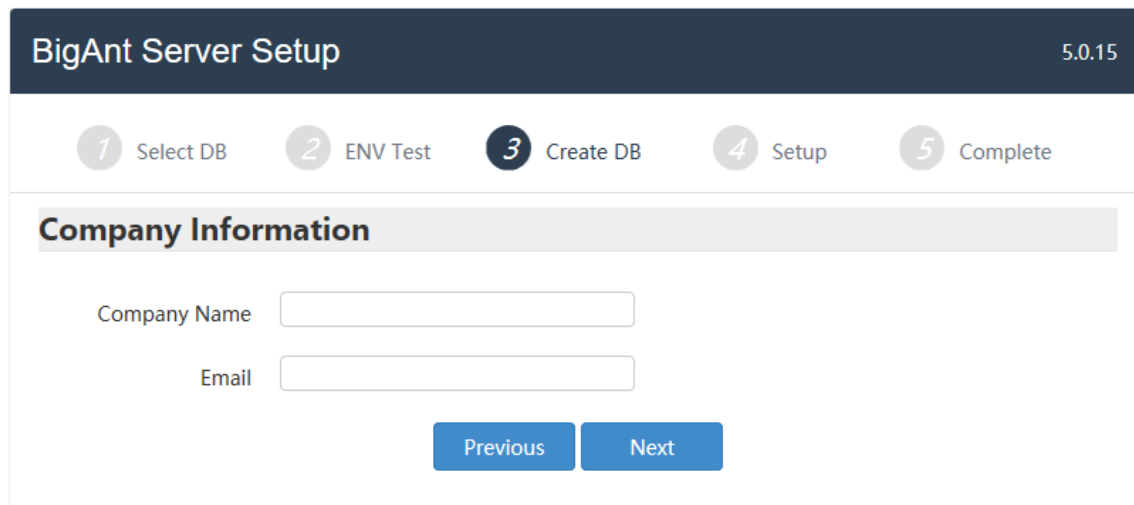
4. Initializing

Just wait a minute while installing database and initializing data.
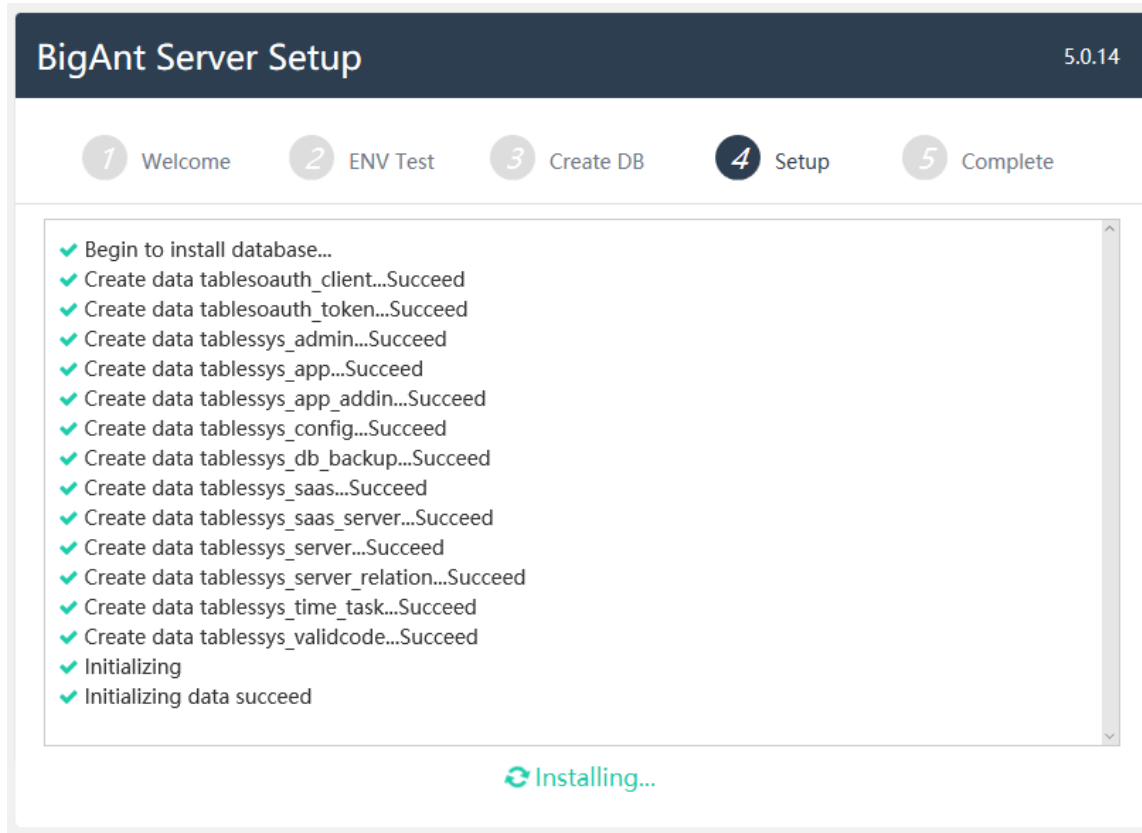

5. BigAnt Server Setup is complete

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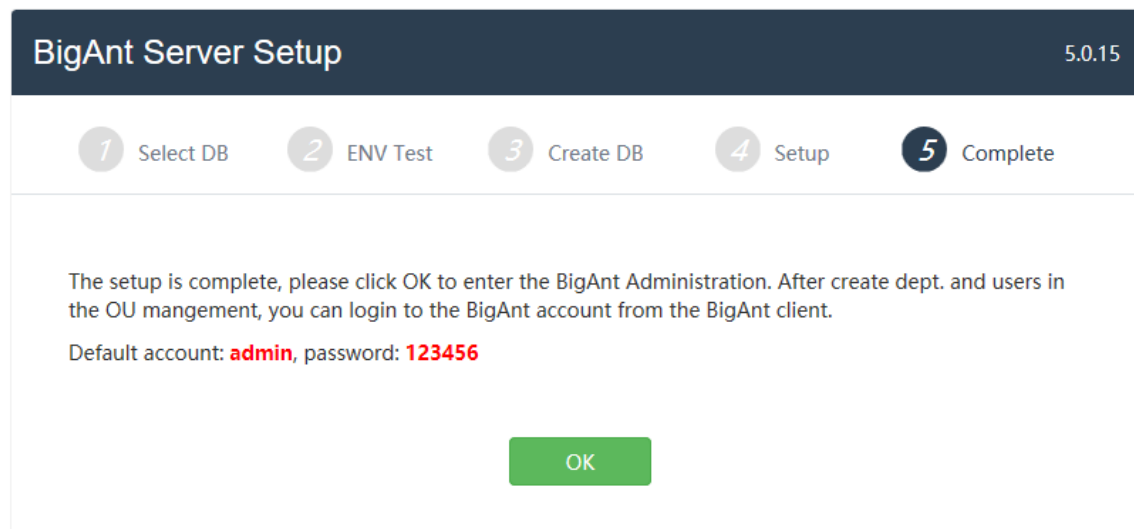

Following is for MYSQL Database type, if you've finished the setup, just go to next chapter **Log in as Admin or SuperAdmin**

6. Extend the link 'Choose another database' and click on the option MYSQL Database, then Next
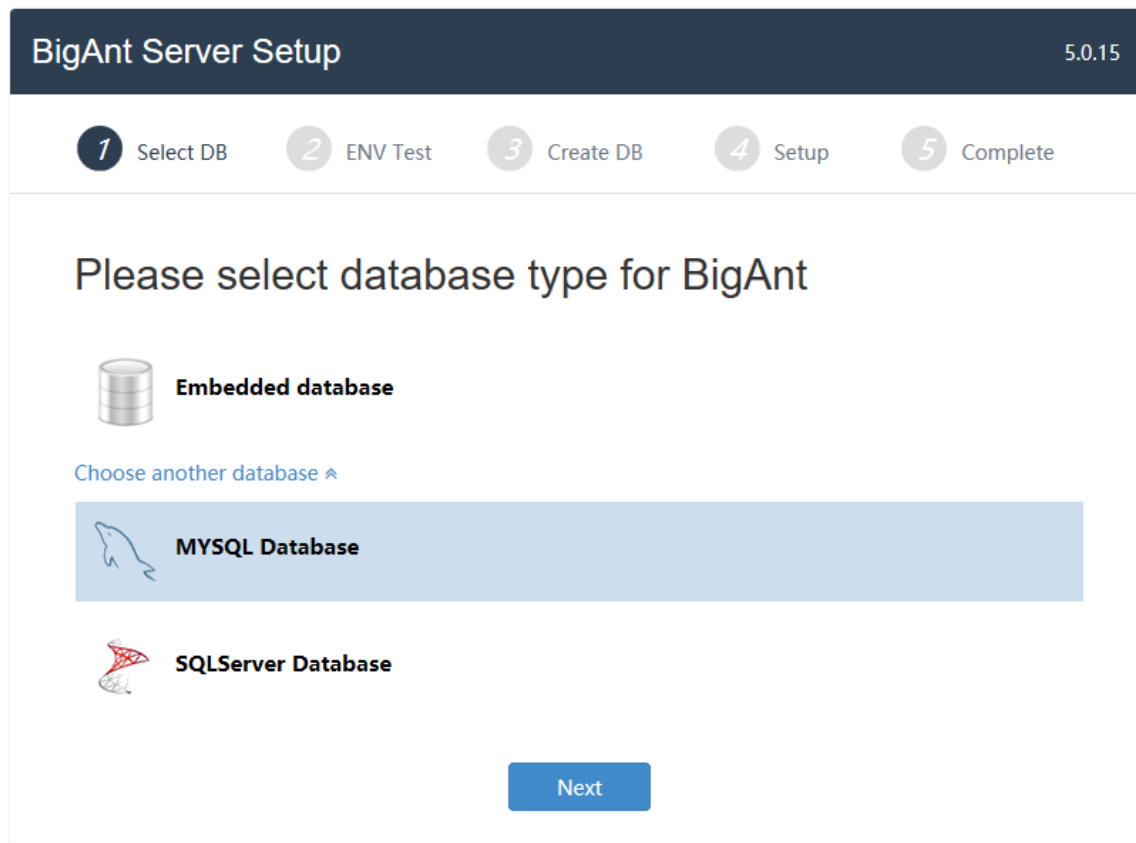
7. Checklist of system environment
    - If all items are checked with green color, then you can go to next step.
    - If error symbol with red color shows, there must be something wrong with your installation or your system. Just close the current browser, uninstall the IM Console, and try again to install the program. If the problem continues, please capture the screen and send us to get technical support.
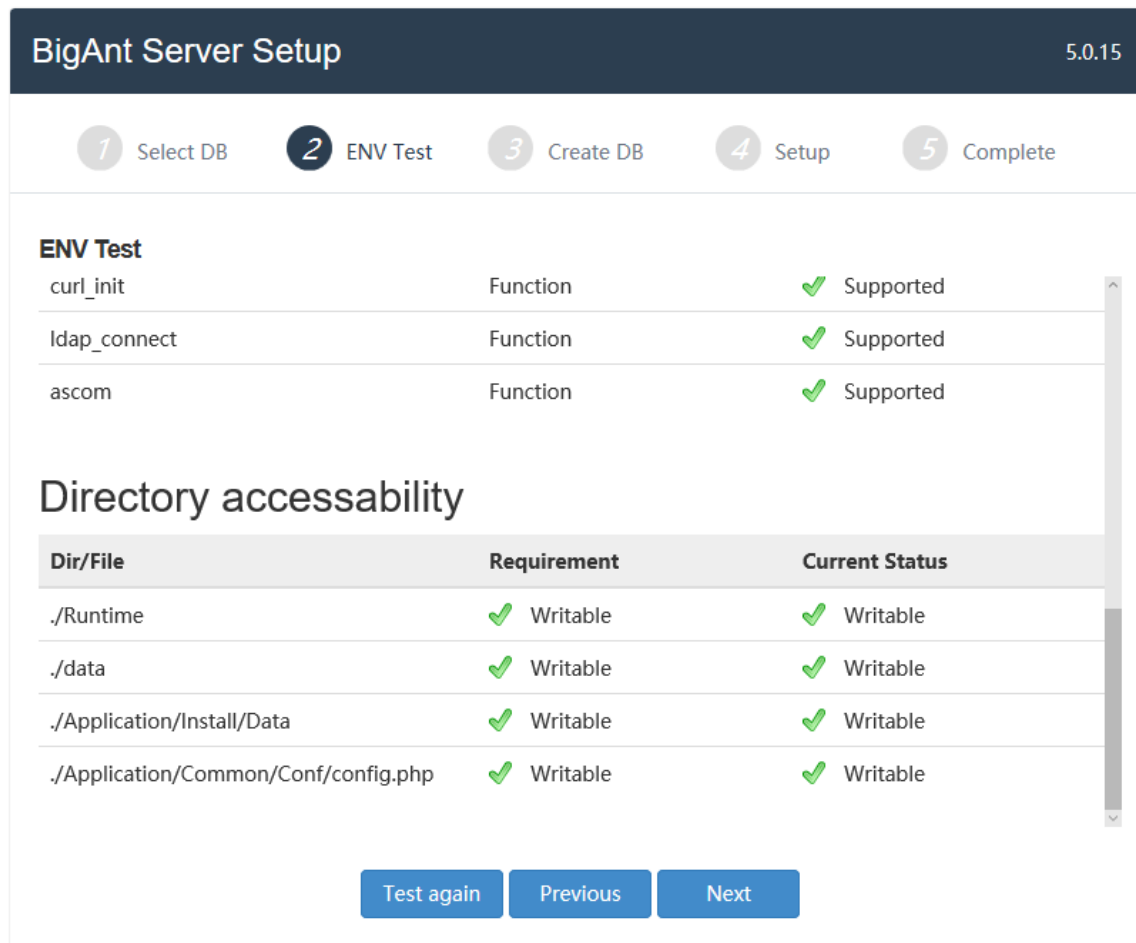
8. Create your company (for MySQL database)
    Complete your company information: company name and the contact Email.

9. Initializing

Just wait a minute while installing database and initializing data.

10. BigAnt Server Setup is complete

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

Following is for SQL Server Database type, if you've finished the setup, just go to next chapter **Log in as admin or SuperAdmin**

11. Click the link 'Choose another database' and choose SQL Server Database, then Next
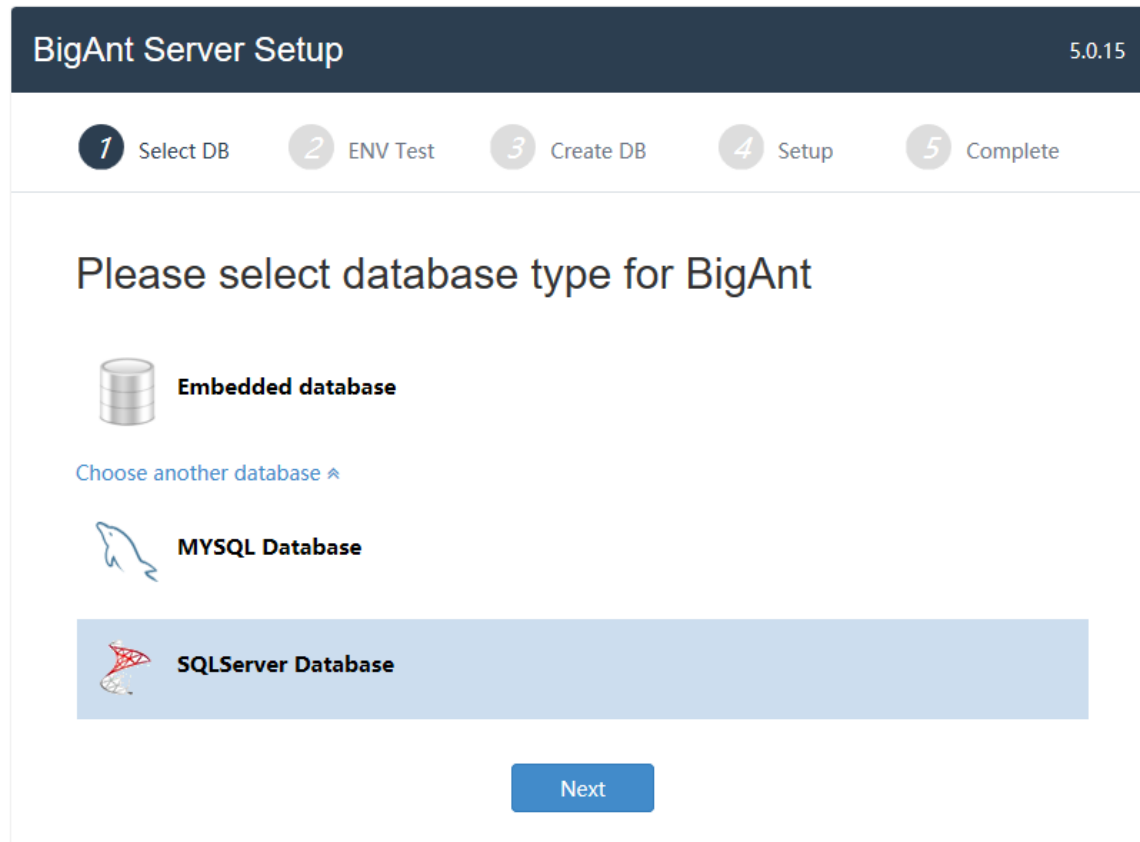
12. Checklist of system environment
    - If all items are checked with green color, then you can go to next step.
    - If error symbol with red color shows, there must be something wrong with your installation or your system. Just close the current browser, uninstall the IM Console, and try again to install the program. If the problem continues, please capture the screen and send us to get technical support.
    - To make sure your connection to SQL Server works, you may need to download and install the msodbcsql_64.msi to your machine.
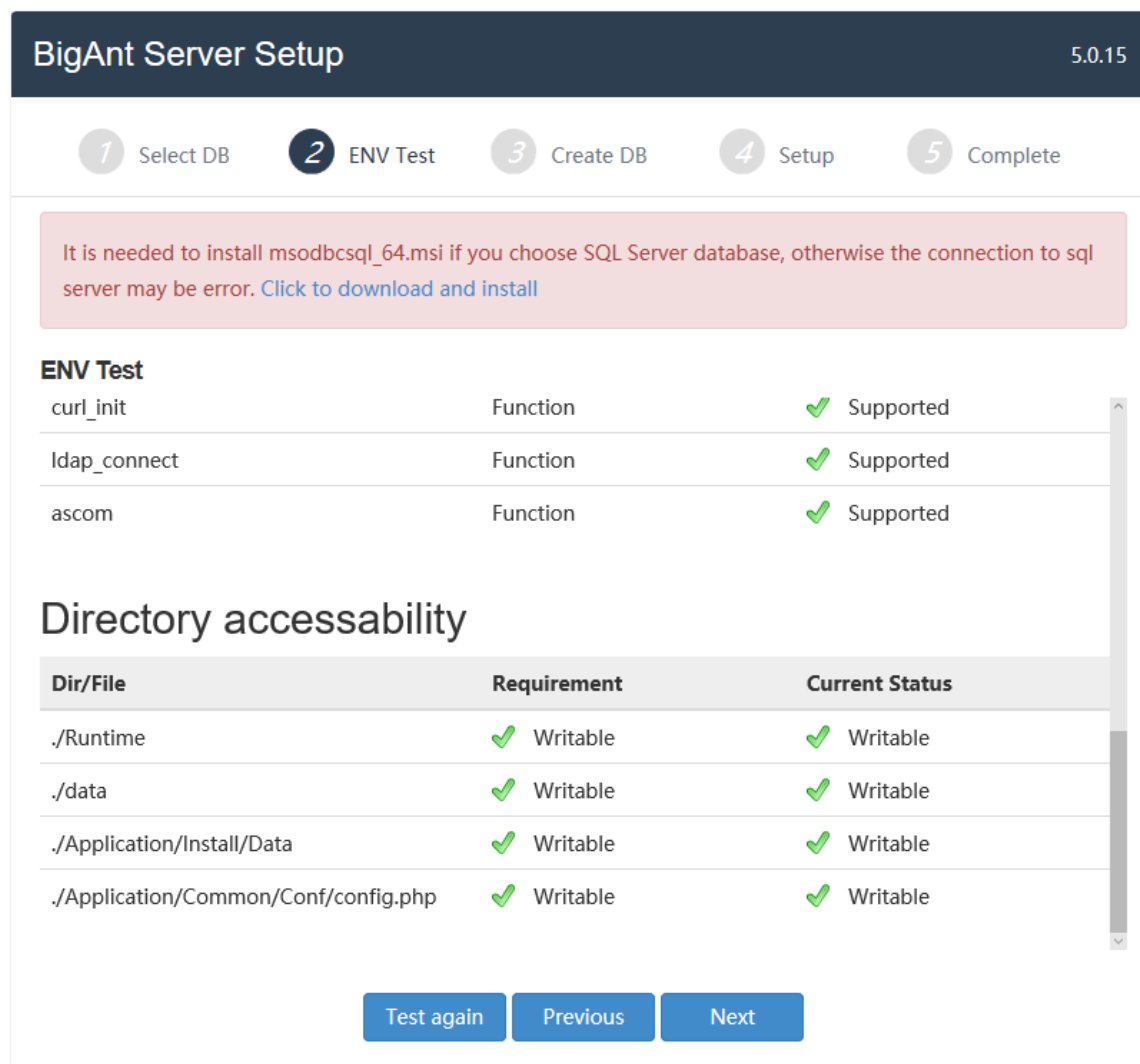
13. Create your company (for SQL Server Database)
    Complete your company information: Company name and the contact Email.
    Enter your Database password.

14. Initializing

Just wait a minute while installing database and initializing data.

15. Launch BigAnt Administration

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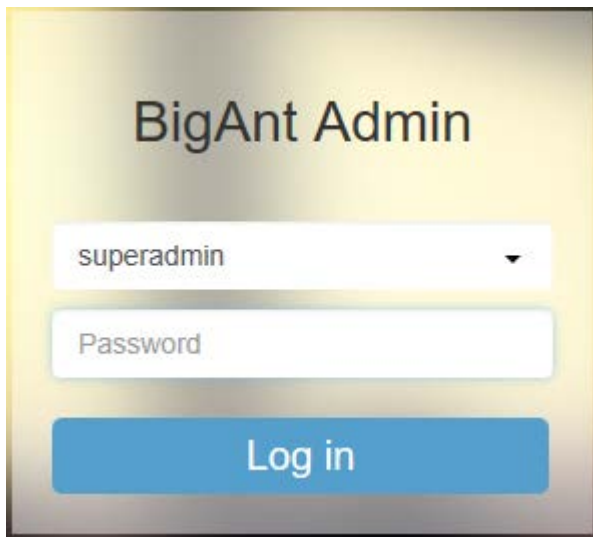

Log in as Admin

1. Launch the BigAnt Admin console
2. Select the account as Admin or Superadmin and enter your password (123456 by default)
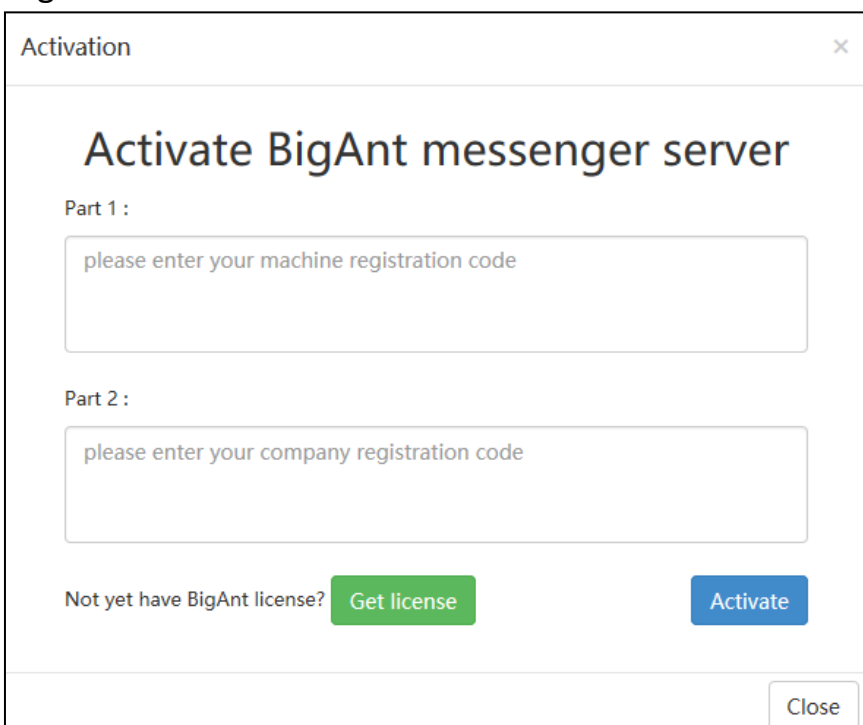

You may change the password after login by click on the top right corner to find **Change Password** option.

Complete the registration

1. Go to the Console Home page and click the button 'Activate Now' in the bottom left box
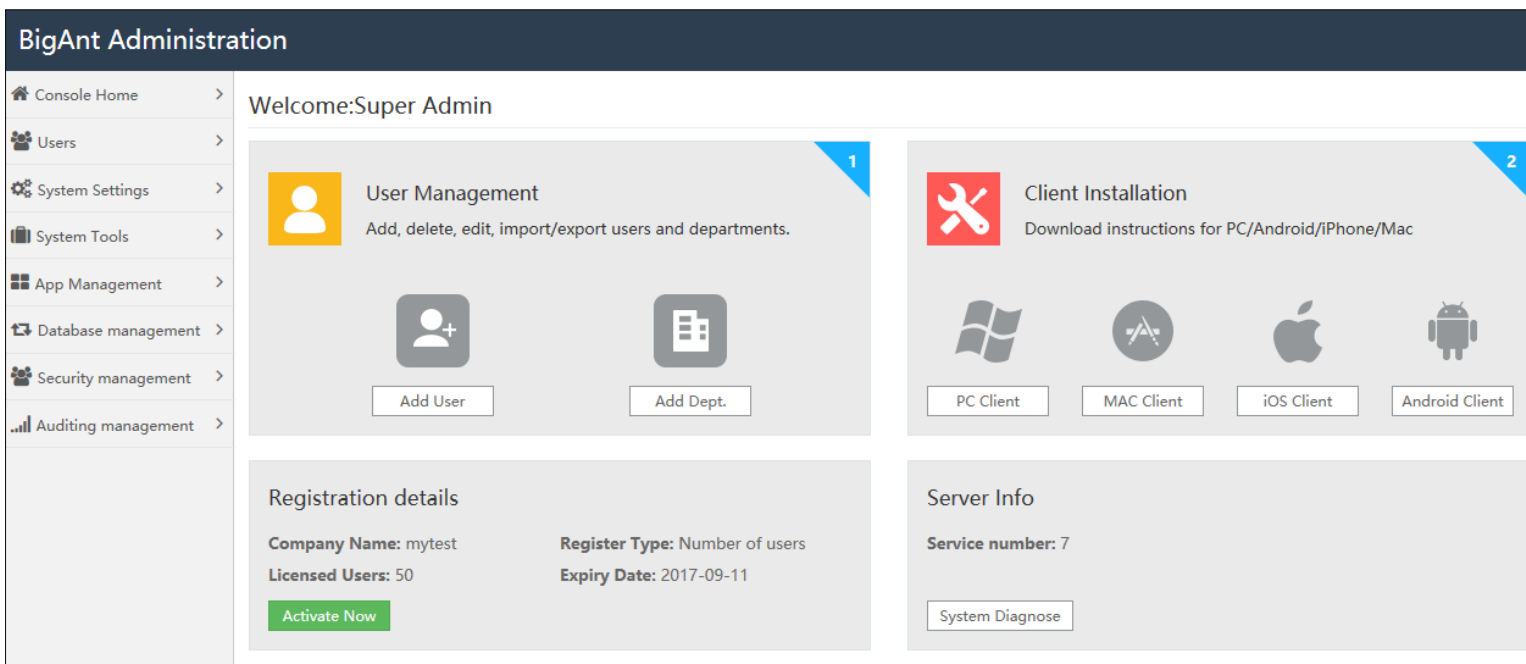
2. Enter your registration code for the server machine and for your company, then click Activate button to complete the registration.

3. If you've purchased the license but not get the registration code yet, please click the button 'Get license', copy information in pop up window and email that to us.

Create Departments and Users

1. Go to Users/User management page
   - Click on your company in left structure list, and click the menu button **Add Dept.** to create departments
   - Click on a specific Department (will become highlighted) and click the menu button **Add User** to create user account.
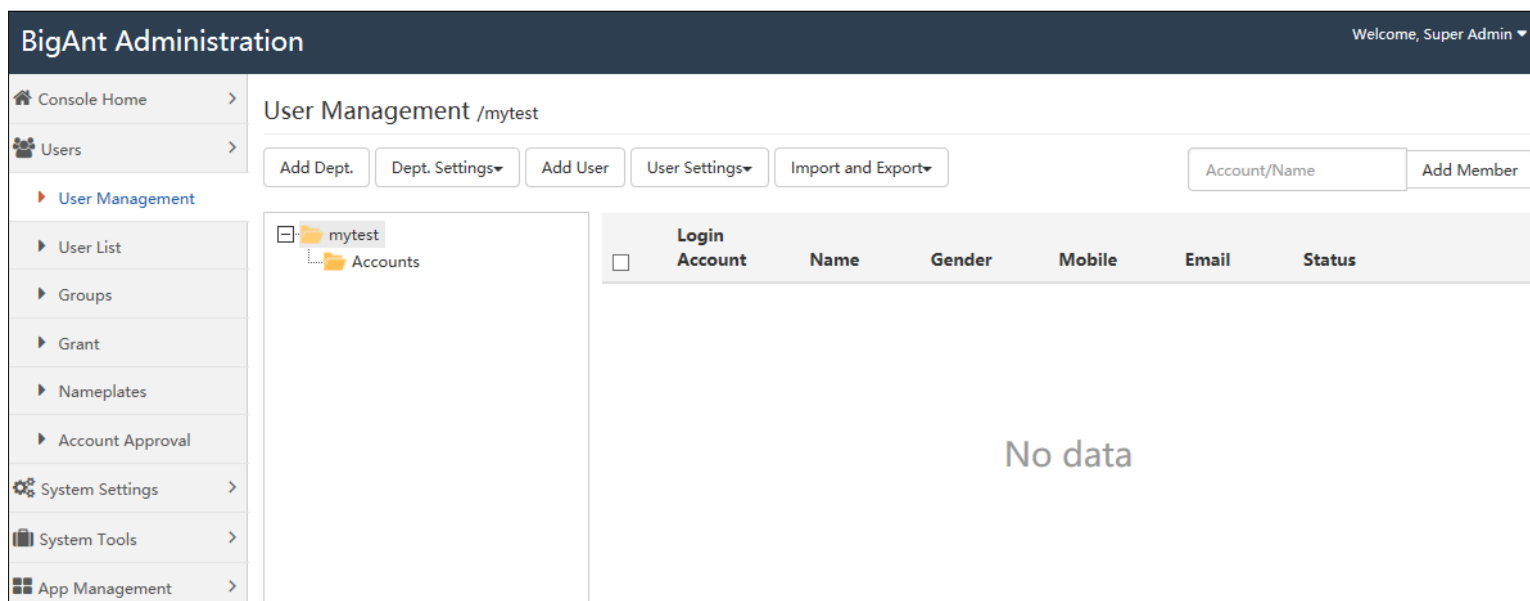

2. If you need to import users from Active Directory, you may find the instructions from the online support:
   https://www.bigantsoft.com/support/server/how_to_find_the_option_to_import_users_from_AD.html

3. If you need to import users from a file, you can find the instruction from the online support:
   https://www.bigantsoft.com/support/server/how_to_import_users_from_a_file.html

Distribute to client end

Two links can be bulk send to your company employees, to instruct them how to start using BigAnt messenger, and adding themselves to the company contact list.

Go to the home page > there you can find the client installation, just share this link out to your team to get the BigAnt client, install on any device, and network settings needed to sign in the client.
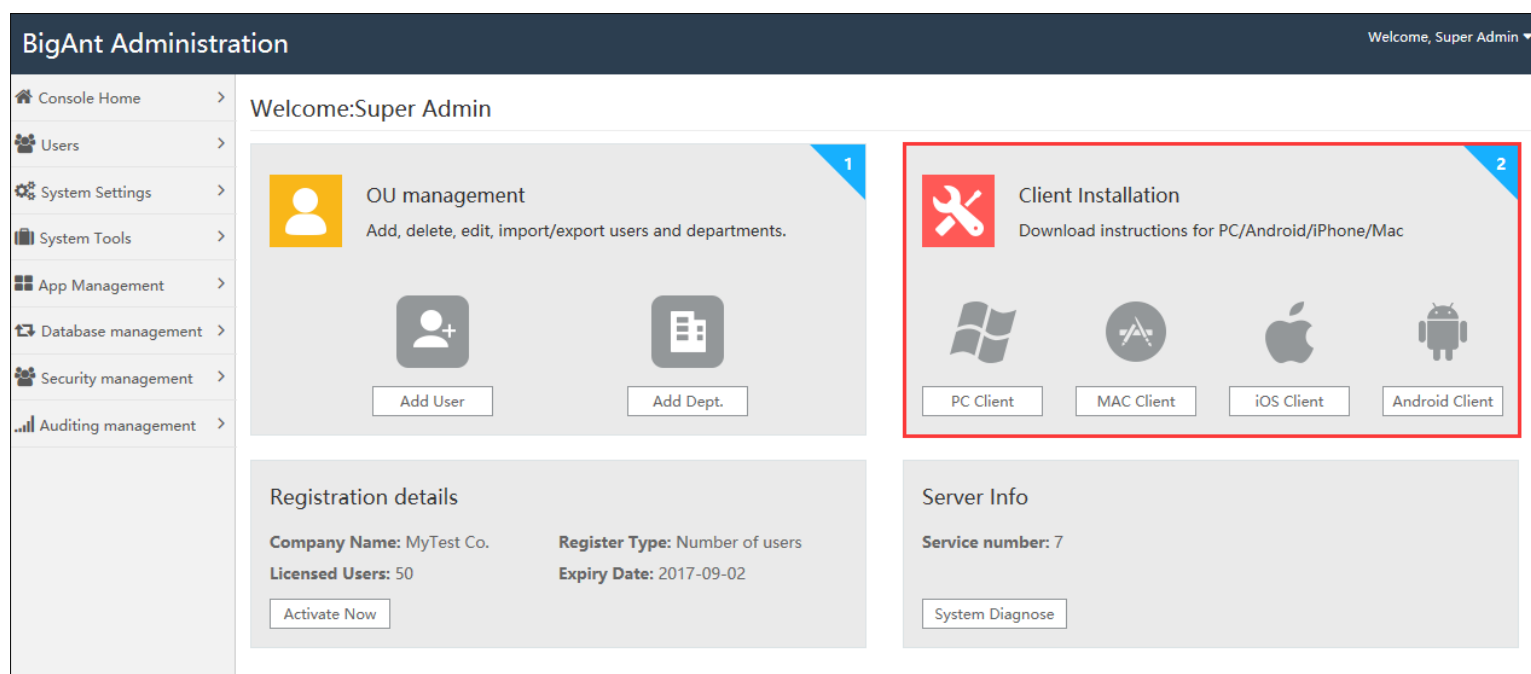
Service manager

1. Find 'Service Console' in the bottom right box of BigAnt Admin console, click it to open the BigAnt Console

2. You can manage your server IP in Service list:

3. Go to System Settings > Server Cluster Config > change server address to WAN IP if you need to connect the BigAnt from internet.
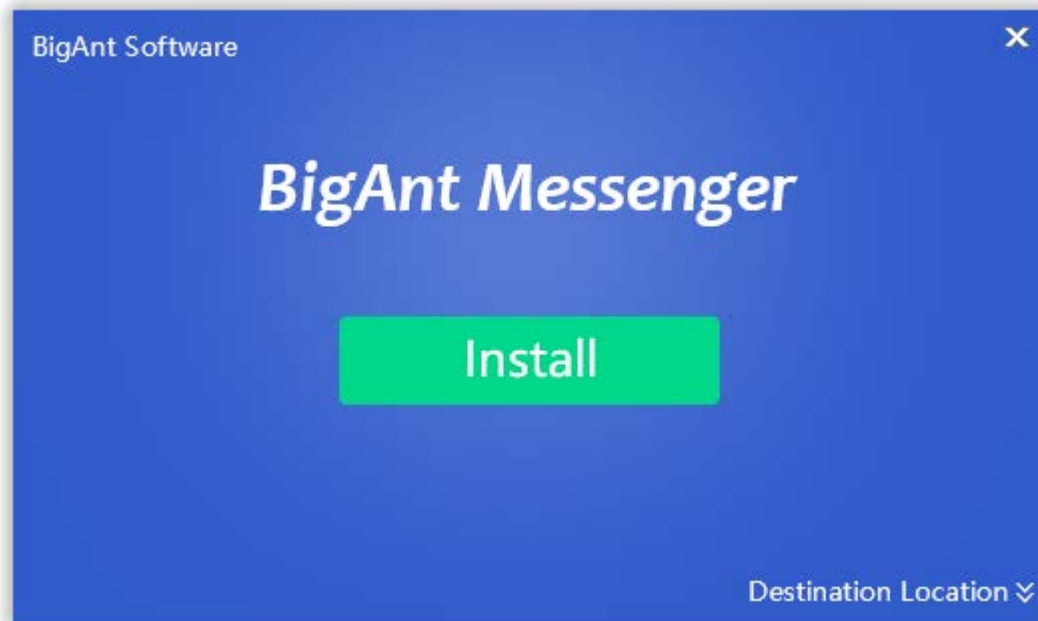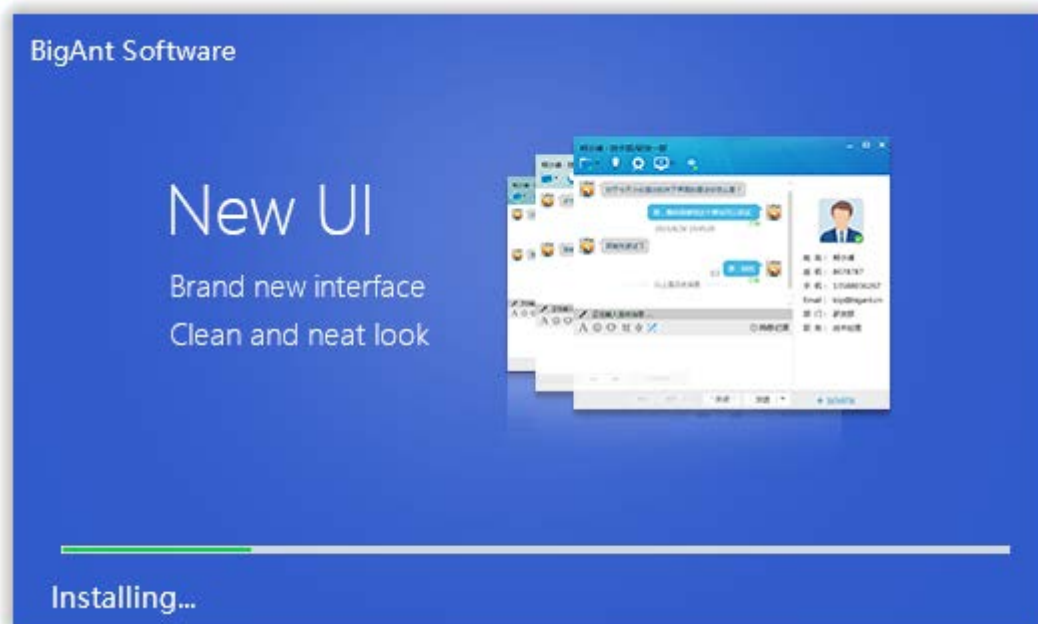

Install BigAnt client

1. Click BigAntClient5.2_Setup.exe to install BigAnt client on a PC
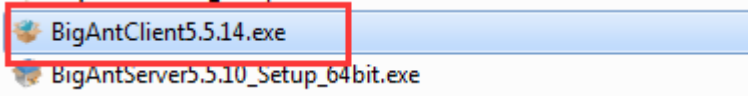
2. Choose the location to install the BigAnt Client

3. Click the Install to continue, just wait a minute while installing the program


4. Click Launch button to open the BigAnt Client, or click the close button to exit the program and double click the icon of BigAnt 5 on the desktop to launch the client later.
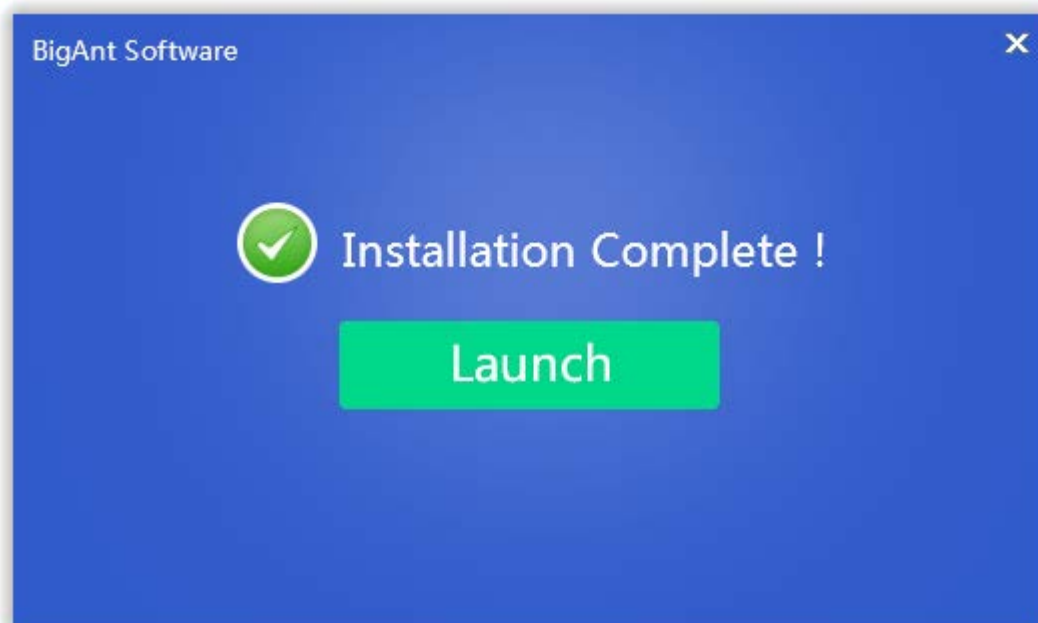
Login from BigAnt client

1. Click Network settings at the bottom right corner on the login page, enter required network info and save them
   - IP/domain is your server IP
   - Port: 6091
   - Leave the Company Code as default if you don't have one
   - If any error pops up, you may find support here: http://www.bigantsoft.com/support/client/Account_Basics-Sign_in_to_BigAnt.html
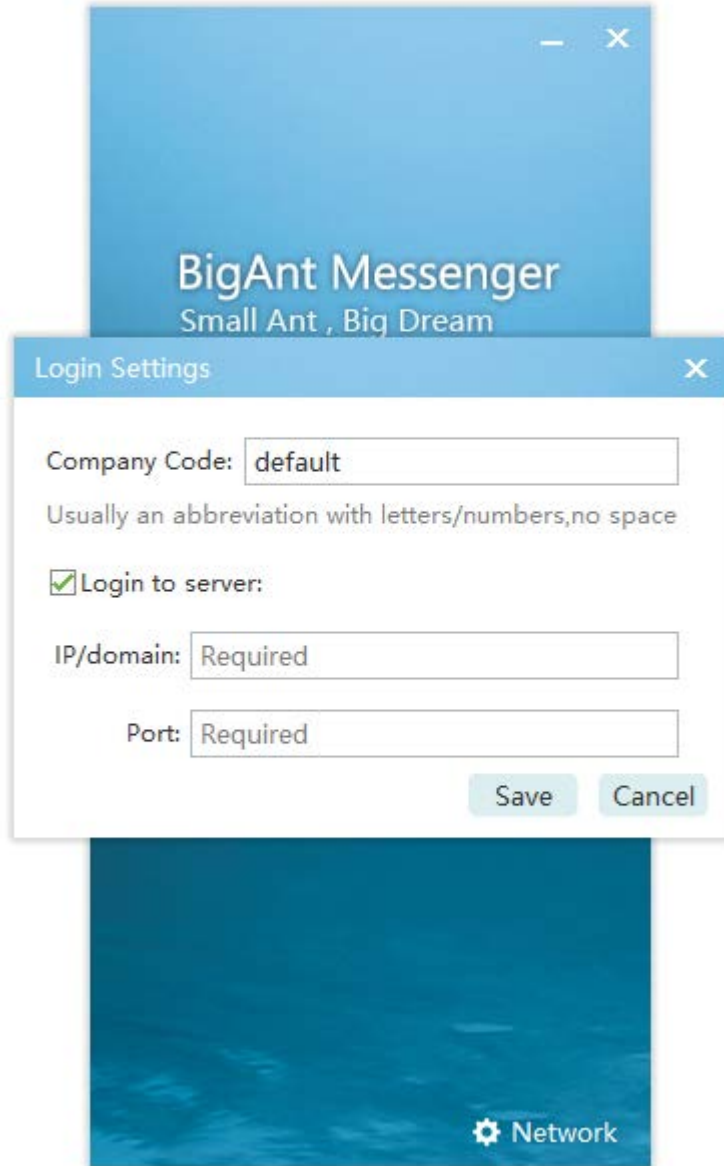
2. Enter account and password
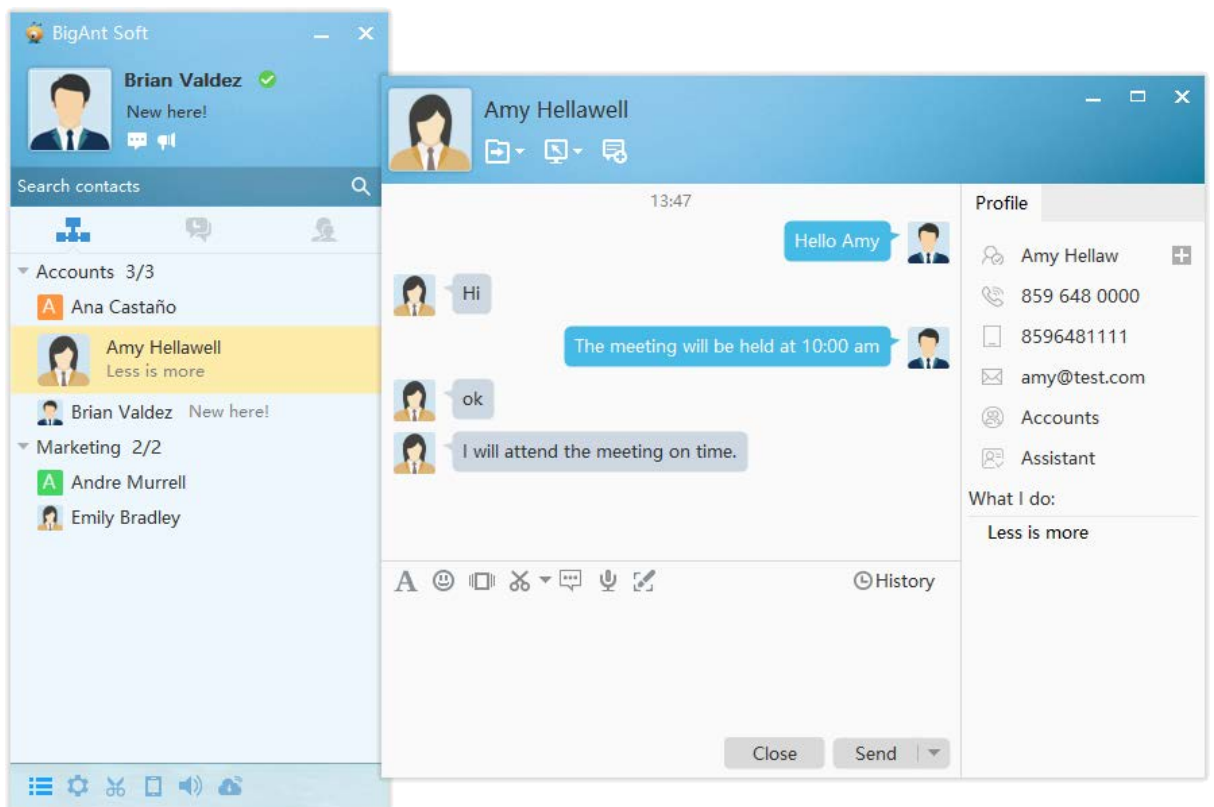   This account and password were created on BigAnt Administration
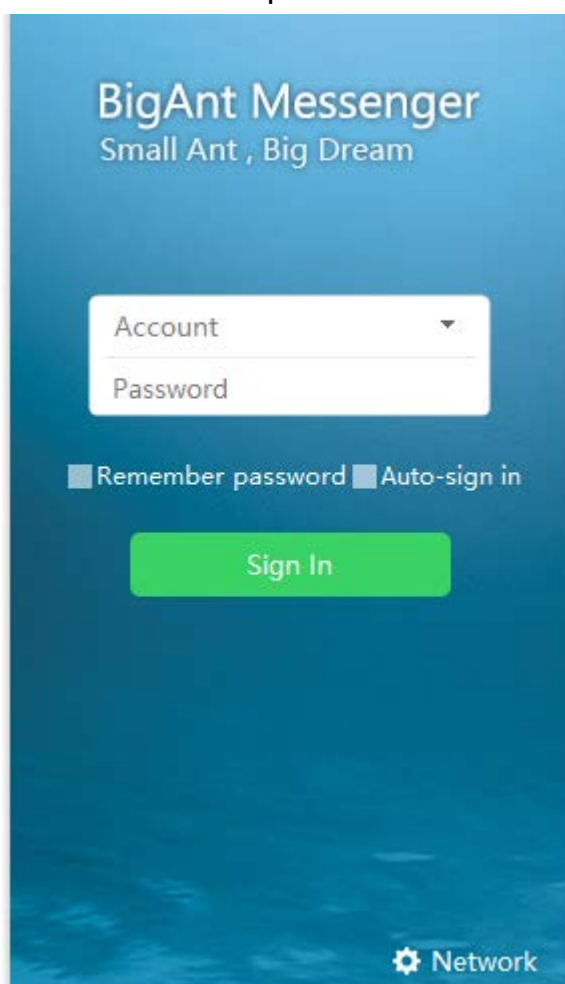
3. Sign in to BigAnt messenger, you will see the contact list
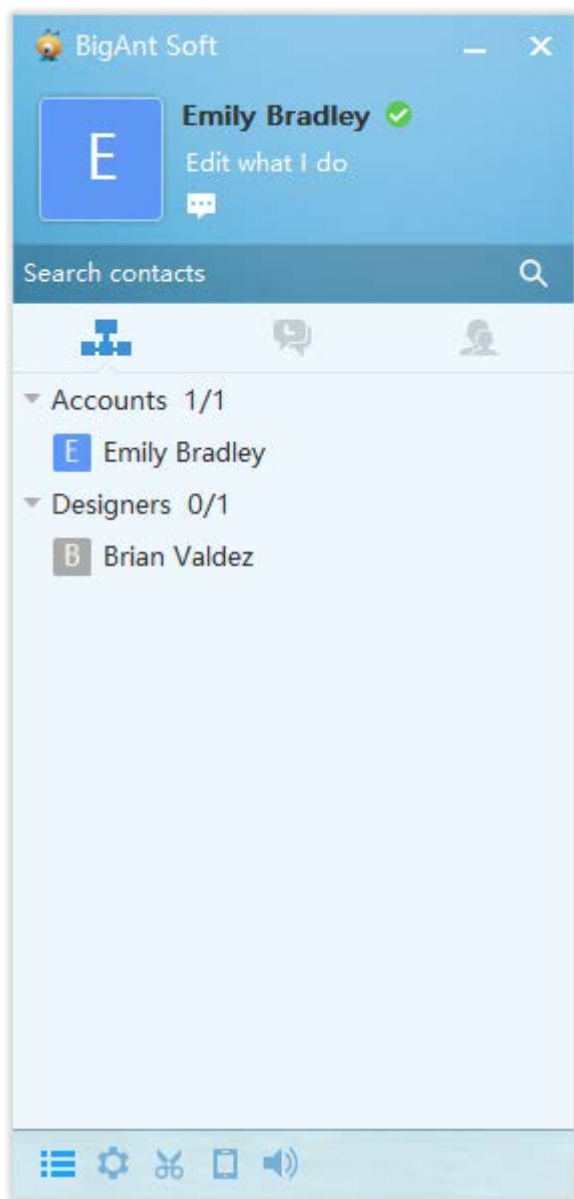
One on one chat

1. Locate the contact from your structure list > double click the contact to open the chat window
2. Write your words in chat window, and click 'Send' button or press Enter key to send the message
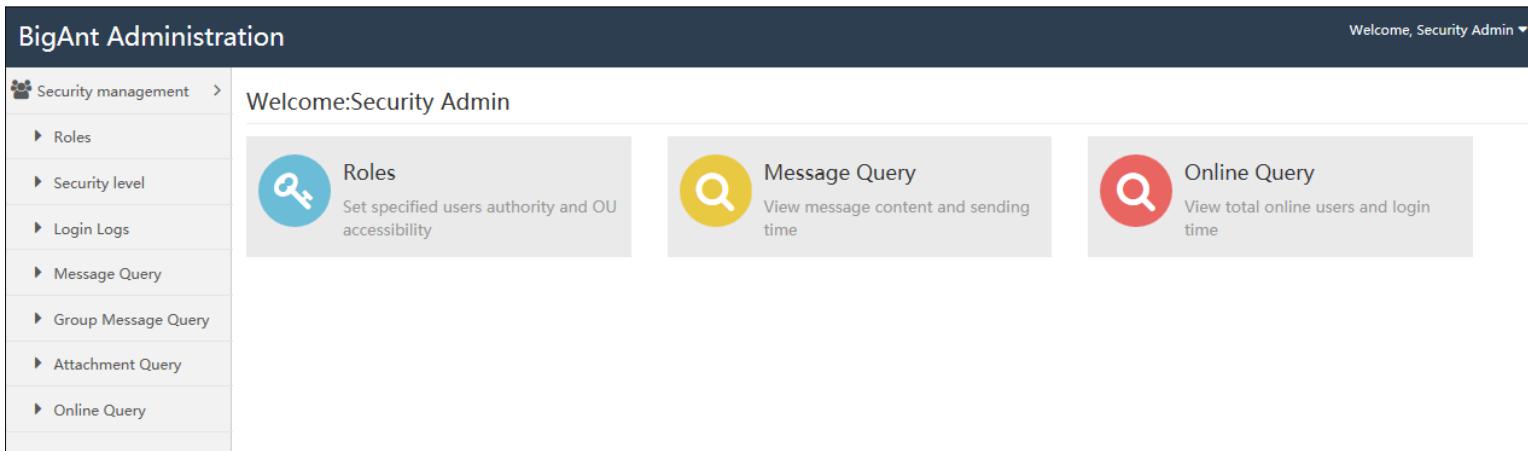
Additional features:

1. Login to BigAnt Administration with different accounts: Administrator, Security, Auditor, Super admin
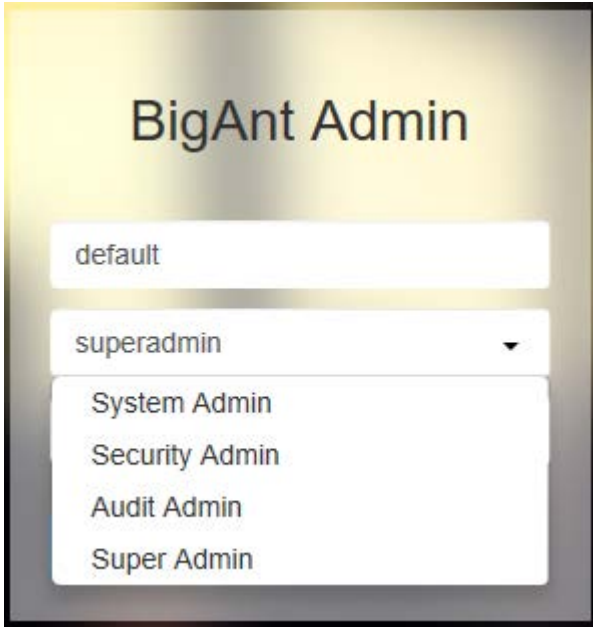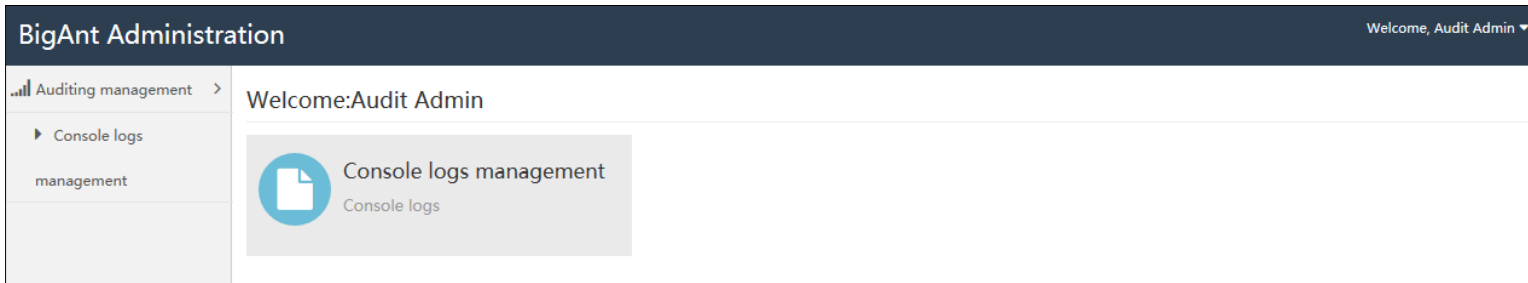

Security:

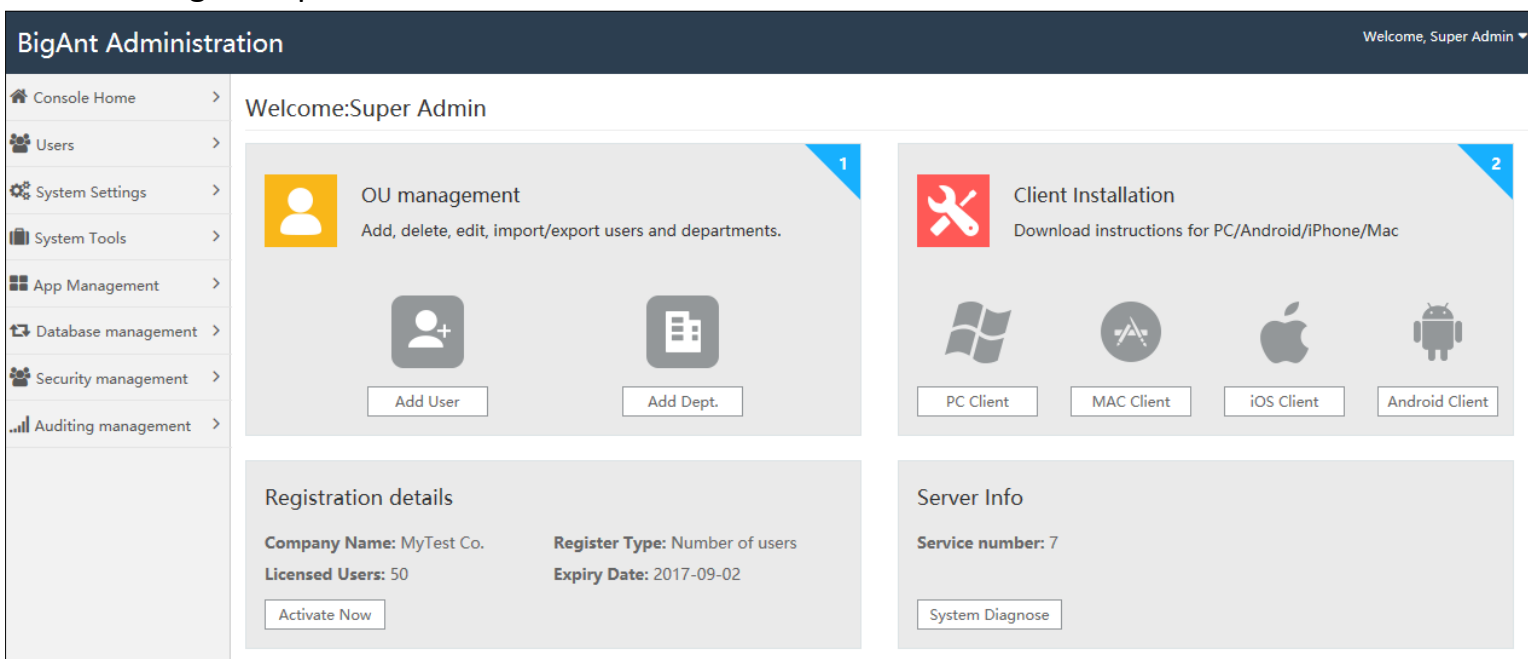- Manage Roles
- Logs of client end
- Message Query

Auditor:

- Logs of admins and BigAnt console

Super admin:

- Manage all options in other three accounts

Update BigAnt server instructions

To update your BigAnt server from 5.0/5.2 to 5.5, please follow these steps:

1. Remove earlier installed BigAnt server console, or find a brand new computer/clean system. Prior this you may need to export existing database, back it up for later use.

2. Please check with system task manager and make sure there is no running BigAnt services, which name are with prefix "up"

3. Please go to program installed folder, remove/rename earlier installed folder.

4. Please install latest 5.5 version BigAnt server, make sure services are running, port 8000,8001,8002, 6091~6097 are enabled in your firewall.

5. Please launch BigAnt server 5.5 console, import back up database, and update your database, so that it will be fully compatible with latest version. See screenshot on how to update database.

6. Please install latest 5.5 version BigAnt client, see if you can login.

Trouble shooting:

1. In case your BigAnt client won't show up contact, it keeps loading organization/contact list, then there is something wrong with your new server, maybe it is still connecting with earlier 5.0/5.2 version server.

2. Re-install of BigAnt server/client may help to fix problems, but please be sure services are stopped and files are removed before you attempt re-install. Otherwise the file is in use and the update won't be successful.