

Account Management Web Services API



STANDARD ACCOUNT MANAGEMENT WEBSITE

The standard Account Management Website allows users to register and manage their backup accounts without requiring intervention from system administrators. You can choose to install the standard Account Management Website when you install the Data Center software. You can also change the branding for this Website to match your corporate standards. The standard Website provides the following functions:

- Registration and download of Agent software
- Summary of backup statistics
- Backup and retrieve usage details
- The ability to order backed-up files on CDs or DVDs
- Reinstalling the Agent software
- Use of Support Center to brand the Website to match corporate standards
- Editing or viewing profile information

CUSTOM ACCOUNT MANAGEMENT APPLICATIONS

If the standard Website does not meet your needs, you can use the Account Management Web Services Application Programming Interface (API) to create a custom application. A custom application can be a Web-based application or any type of application that you prefer to use.

Creating a custom application allows you to include features that are not part of the standard Website. For example, if you are hosting a service for external users, you can add billing and transaction progressing functionality.

ACCOUNT MANAGEMENT WEB SERVICES

The Account Management Web Services API is a stateless interface that allows a Website or application to communicate with a Data Center server. This interface includes authenticated and unauthenticated methods.

Authenticated Methods

- These methods require you to provide authentication values whenever they are called. The authentication values usually include:
 - Community ID
 - Account number
 - Account password.

Unauthenticated Methods

These functions do not require any type of validation.

The Web Interface Service is an XML Web service with a SOAP (Simple Object Access Protocol) API that allows you to make calls from your application to the Support Center to manage accounts, communities and reports. You can use this collection of APIs to:

- Create and reserve accounts
- Get and set account information including name, address, telephone number, email and credit card
- Cancel accounts or place them on hold
- Validate accounts and change password
- Move accounts into new communities and change account Agent setups
- Run reports

Note: the API uses SOAP to communicate with the Data Center and that it includes a Web Services Description Language (WSDL) file that defines the methods and parameters. The installation of the API includes code examples that can be used when developing a custom application.

RECOMMENDED FUNCTIONS

These functions should be included in your customer application:

- Registration and Download
- Logon
- Backup plan and billing
- Account recovery
- Change password
- Change profile
- Order media

WEBSITE SETTINGS IN SUPPORT CENTER

You can still leverage benefits from the Support Center even when building your customized Application. The Account Management Web Services API includes methods that allow your application to retrieve Website Settings information from the Data Center. You can use the Website Settings in Support Center to control the following in your custom applications:

- The information displayed in the registration and profile screens.
- Whether users can order backed-up files on media.
- Whether users can access the MyRoam® application to retrieve files.
- The Support contact information displayed in the Website.
- Can still use the branding feature to brand your Custom Application.

If you have a license to use the MyRoam application, you can use the Website to retrieve files on behalf of the user.

The Communication Flow diagram below shows an example of how you can design the communication

GENERAL CONTENT

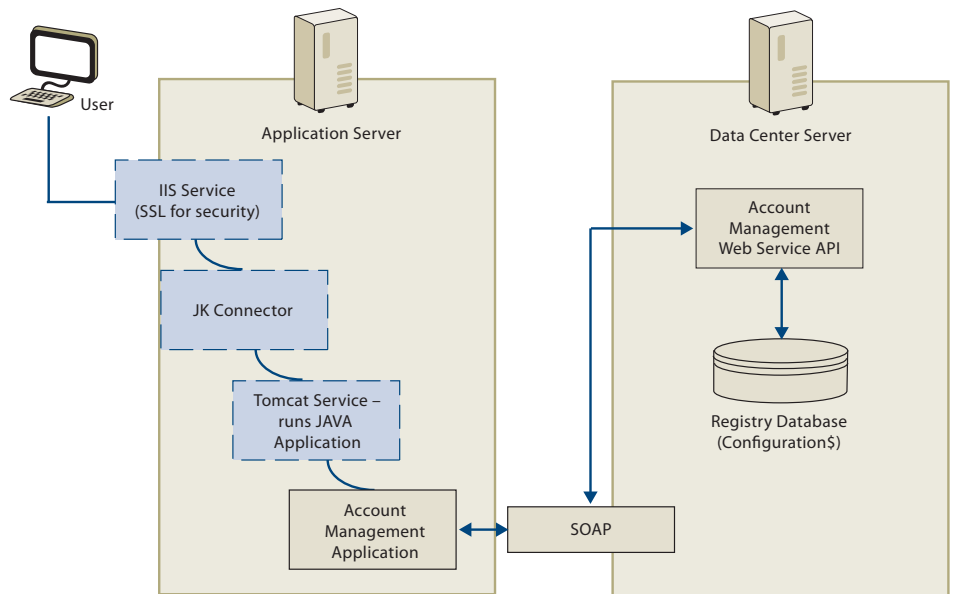
If you choose to create a custom Account Management application instead of using the standard Website, consider including the following content in your application:

- Graphical overviews of the product
- Support options
- About Us information
- Security feature description
- Frequently Asked Questions

flow for a custom web-based Account Management application. Your implementation may require a different approach.

In the illustration, the following occurs:

1. The Microsoft® IIS Service provides the ability to use SSL for secure connections. (This is not required if you are not creating a Web-based application).
2. The JK Connector forwards requests to the URL for the Web application server.
3. The Account Management application uses SOAP to communicate with the Account Management Web Service API residing on the Data Center server.
4. The API communicates with the Registry Database on the Data Center server to store the account information, and returns data to the Account Management application using the SOAP interface.



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