InetelImage
Transfer Agent siteflow

Key

- Page
- User action
- System Choice
- System Action

Homepage

Support

User Clicks "Director" button

Is the user on Mac OS?
- No → Is the Director already installed?
- Yes → InteleGRID Director: "Director only available for Windows OS"

Is the Director already installed?
- No → InteleGRID Director: Enter your registration code → Install Director → Installation successful?
- Yes → InteleGRID Director: Director already installed

InteleGRID Director

Installation successful?
- No → InteleGRID Director: Application not installed correctly. Give direction on how to resolve.
- Yes → InteleGRID Director: Application Installed correctly

User Clicks "Test Director" button

Run Tests:
- Check to see if port is blocked
- Check connection to Intelemage service

All tests passed?
- Yes → InteleGRID Director: Tests passed
- No → InteleGRID Director: Test not passed. Give direction on how to fix the issue(s)

User Clicks "Transfer Agent" button

Viewer

Is the Viewer already installed on this computer?
- Yes → Viewer: "Viewer already installed on this compuer"
- No → Is the user on Mac OS?
  - Yes → Install Viewer: Mac version
  - No → Install Viewer: PC version

Is the user on Mac OS?
- Yes → Launch the Java control → Run Tests: Outbound connection, Proxy server → All tests passed?
  - Yes → Transfer Agent: Tests passed
  - No → Transfer Agent: Tests not passed. Give direction on how to fix the issue
- No → Is the browser being used Internet Explorer?
  - Yes → Is the user role Admin?
    - Yes → Transfer Agent: Admin
    - No → Transfer Agent: Not Admin → User Clicks "Launch Java control" button
  - No → Launch the Java control

Launch the Java control → Run Tests: Outbound connection, Proxy server → All tests passed?
- Yes → Transfer Agent: Tests passed
- No → Transfer Agent: Tests not passed. Give direction on how to fix the issue

Transfer Agent: Admin
- User Clicks "Install Control" button → Install the advanced control
- User Clicks "Test Control" button *** Only display if the control has been installed → Run Tests: Outbound connection, Proxy server → All tests passed?
  - Yes → Transfer Agent: Tests passed
  - No → Transfer Agent: Tests not passed. Show 3 sections: General Info on test failure, Send Log files button (also send your IT dept email address and phone #), Proxy changes section