

IP Office Using Cloud Operations Manager

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Chapter 1: Cloud Operations Manager

Cloud Operations Manager (COM) is an application to assist in the simultaneous monitoring and management of multiple customer IP Office systems.

COM is provided by one of two routes, depending on the type of systems being managed:

- Cloud Cluster COM Service For Avaya UC and Containerized IP Office systems launched within a cloud cluster, the cluster includes a COM service which is used to manage those system. This is the version of COM covered in this document.
- Customer Premises COM Server For maintainers supporting customers with Linux-based Server Edition, Select and IP Office Subscription Edition systems, COM can be installed onto a separate Linux server. That version of COM is not covered in this document.

Each COM user is configured as with a particular role which determines what they can do and the customer systems they can see. For more details, see <u>COM User Roles</u> on page 7.

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What's New in 11.0.5.3 on page 5

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What's New in 11.0.5.3

The following major new features are supported in Cloud Operations Manager R11.0.5.3:

 New COM User Roles – The roles that can be assigned to different COM users have been renamed and reorganized. See <u>COM User Roles</u> on page 7 for details of the new roles. On upgraded systems, the old roles are automatically remapped as follow:

Old Role and User Setting	New Role
Administrator	Administrator
Administrator + Read-Only	Support
Operator	Operator

Table continues...

Old Role and User Setting	New Role
Operator + Create Other Operators	Supervisor
Operator + Read-Only	Read-Only

Cloud Operations Manager on page 5

Logging In

COM is accessed via web browser. It is supported with the current releases of Chrome, Explorer, Edge and Firefox browsers.

- You will need details of the login name and password of the user created for your use. After logging in you can change your password yourself.
- Note: 3 Failed login attempts in a 10 minute period will block any further login attempts for the following 10 minutes.

Procedure

- 1. Start your browser and enter *https://* followed by the COM server's IP address or name followed by *:7080/com*. For example *https://admin.example.com:7080/com*.
- 2. The login menu is displayed.
- 3. If necessary, change the language selection.
- 4. Enter your user name and password.
- 5. Click Log In.
 - a. If details of the software license appear, click Accept.
 - b. If prompted to change your password, enter and confirm your new password.
 - The password must be between 8 and 31 characters long.
 - It must include characters of 2 or more of the following types: uppercase, lowercase, numbers, special characters.
 - The server will not allow you to reuse previous passwords.
- 6. If the details are correct, the dashboard is displayed. See main dashboard on page 8.

Related links

Cloud Operations Manager on page 5

Logging Out

You can use the process below to manually log out. The server will also automatically log you out if you are idle for too long, unless you have logged in with a read-only user account.

Procedure

- 1. Click on your user name shown top-right.
- 2. Select Logout.

Related links

Cloud Operations Manager on page 5

COM User Roles

Each COM user account is configured with a particular role. The roles determines the actions you can perform and the customer systems that you can see.

Function	Administrator	Support	Supervisor	Operator	Read-Only
See which customers	All		Only Assigned customers. ^[1]		
View Dashboard	Yes	Yes	Yes	Yes	Yes
View Alarms	Yes	Yes	Yes	Yes	Yes
View Customer List	Yes	Yes	Yes	Yes	Yes
View Customer Details	Yes	Yes	Yes	Yes	Yes
Idle Logout	Yes	Yes	Yes	Yes	Yes
Launch Application	Yes	_	_	Yes	_
Upgrade Customers	Yes	_	_	_	_
Add/Delete Customers	Yes	_	_	Yes	_
Edit Customers	Yes	_	Yes	_	_
COM Backup	Yes	_	_	_	_
COM Preferences	Yes	_	_	_	_
Create COM Users	Yes	_	Yes ^[2]	_	_
Assign COM Users	Yes	_	Yes ^[2]	_	_
Switch CMS/IMS	Yes	_	Yes	Yes	_

- 1. **Supervisor**, can only see customer systems to which they are assigned. See <u>Assigning Users to a Customer</u> on page 55.
- Supervisor users can create additional Operator and Read-Only users. They can also edit the settings of their assigned customer systems to assign those users to those systems.

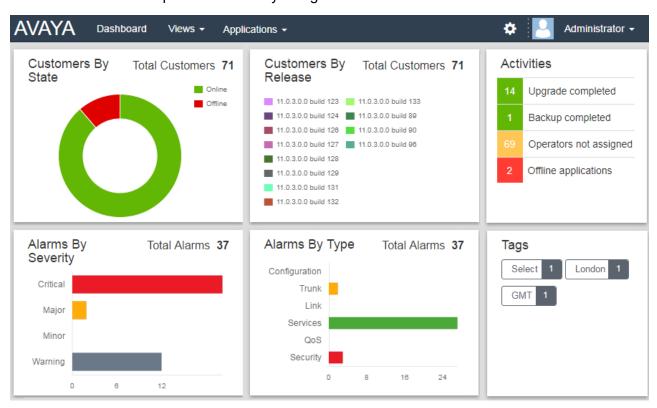
3. User accounts can also be set to wallboard mode. In that mode, once the user's session timeout expires, they cannot move to any other menu or make any changes. However, the current display still receive updates and is not automatically logged out. See Read-Only & Wallboard Display Modes on page 10.

Related links

Cloud Operations Manager on page 5

Using the Dashboard

This is the default view presented when you login.



• For components on the dashboard that have a legend, for example **Customers By State**, clicking on items in the legend hides them in the component chart.

Many parts of the dashboard can be clicked to jump to a filtered list of matching entries. For example:

- Clicking on a tag in the **Tags** panel will take you to the customer list pre-filtered to only show systems with the same tag. See <u>customer list</u> on page 12.
- Clicking on an alarm type or severity in the Alarms By Severity or Alarms By Type panels
 will take you to the alarms list pre-filtered to only show matching alarms. See <u>alarms list</u> on
 page 32.

You can return to the main dashboard at any time by clicking on **Dashboard** in the menu bar.

Related links

Cloud Operations Manager on page 5

The Menu Bar

The menu bar at the top of the application window allows you to access a number of menus.



- Dashboard: This screen provides an overview of all the customers you manage and any alarms. See <u>Using the Dashboard</u> on page 8
- Views: Click on this drop-down to access the following:
 - **Customers:** Selecting this option displays a list of the customers assigned to you. See <u>Using the Customer List</u> on page 12.
 - **Alarms:** Selecting this option displays a list of any alarms currently logged for the customers assigned to you. See Alarms on page 32
 - **Scheduled Jobs:** Clicking this option displays the list of current scheduled jobs relating to the customers that you manage. See Viewing Scheduled Jobs on page 29
 - **File Management:** Upload and manage the files used for various functions by cloud based systems.
 - Customization File Management: Upload and manage files such as SIP trunk templates, phone settings and screen saver files, etc. See <u>Creating a New</u> Customization File Folder on page 37.
 - Equinox and Vantage Files Management: Upload and manage the files required by Vantage and Equinox phones and applications. See Equinox Client File Management on page 42 and Vantage File Management on page 45.
 - Software Repository: Clicking this option displays the list of files currently available for actions such as upgrading customers systems. See <u>The Software Repository</u> on page 68.
- **Applications**: These options are only available on cloud systems.
 - **Application Center:** View the status of cloud cluster services, including COM. See <u>The Application Center</u> on page 70.
 - **Stackdriver:** This option provides access to the logs provided by the cluster hosting cloud based systems. This option requires a cluster administrator password.
 - **Google Dashboard:** This options provided access to the menus for cluster administration. This option requires a cluster administrator password.

- **IP Office Admin Tools:** Download the installer for the IP Office Admin suite of applications. See Downloading System Admin Tools on page 24.
- *: Click on the settings icon to access the following:
 - Account Management: This menu allow you to manage the list of COM users. That
 is to add, delete and edit users. This option is only displayed for Administrator and
 Supervisor users.
 - **Backup and Restore:** This option displays the menu for backing up and restoring COM application settings. This option is only displayed for **Administrator** users.
 - Certificates: Secure access to a customer system may require a certificate. Selecting this
 option displays the menu where certificates can be added. See <u>Adding a Different Identity</u>
 Certificate on page 76
 - Download logs: Download a ZIP file of log files covering the COM server's recent operation.
 - **Preferences:** This option displays a menu for adjusting various application settings. This option is only displayed for **Administrator** users. See Preferences on page 65.
 - Troubleshooting:
 - **Help:** This link open an on-line version of this help in a separate browser tab or window.
 - **About:** This screen displays information about the version of COM you are using.
- User Name: The drop-down at the right-hand end of the menu bar uses your user name.
 - Profile: Displays a summary of your user account settings. You can also use this screen to change your password (see <u>change your password</u> on page 50) and avatar (see <u>change</u> <u>your avatar image</u> on page 51).
 - Logout: Clicking this option will end your COM session and log you out.

Cloud Operations Manager on page 5

Read-Only & Wallboard Display Modes

Some COM users support special display modes:

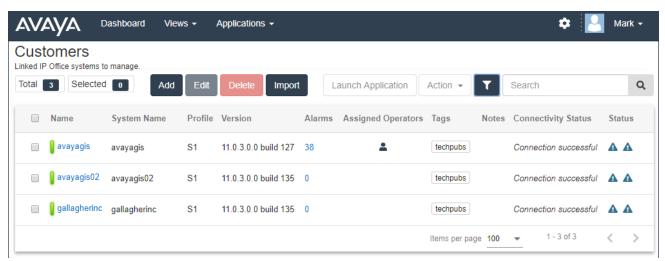
- Read-only Mode This display mode is applied to users set to the Support and Read-Only roles. It allows the users to navigate the to most menus and to apply filters/select tags in order to select the data they want displayed. However, it is not possible to perform any actions (upgrade, add, delete, etc.) except edit their own user profile.
- Wallboard Mode When the user's session timeout occurs, they remain logged in and continue to receive display updates. However, they are no longer able to navigate to any other menus or change the displayed menu in any way. This is achieved by creating a user account with the Wallboard Mode option selected.

Cloud Operations Manager on page 5

Chapter 2: Using the Customer List

For **Administrator** and **Support** users, the customer list shows all customers. For other user, it only shows those customers to which you have been assigned, see <u>Assigning Users to a Customer</u> on page 55.

If you access the customer list be clicking on a particular tag or category on the dashboard, then only matching customers are shown in the list.



Related links

Viewing Your Customer List on page 13

Status Icons on page 14

Connectivity Messages on page 14

Customer Settings on page 15

Filtering the List on page 17

Hiding the Filter on page 17

Sorting the List on page 17

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Viewing Your Customer List

About this task

In addition to the method below, you can click customer information on the dashboard (see <u>dashboard</u> on page 8) to immediately display the list pre-filtered with only matching customers. For example, click on a particular tag or software release.

Procedure

- 1. Click on Views and then click on Customers.
- 2. The list of your existing customer is displayed:
 - Add Add a new customer. Administrator only. See <u>Adding a New Customer</u> on page 53.
 - **Edit** Edit an existing customer. Administrator only. See <u>Editing Customer Details</u> on page 54.
 - **Delete** Delete a customer. Administrator only. See **Deleting Customers** on page 55.
 - Import Import multiple customers from a file. See <u>Importing Customers from a CSV</u>
 File on page 57.
 - Launch Application Start system configuration applications. See <u>Launching</u> <u>Customer Management Apps</u> on page 19.
 - Action Perform actions on the selected customer systems. Cloud systems only.
 - **Backup** Backup customer system configurations. See <u>Backing Up Systems</u> on page 21.
 - Restore Restore previous backups. See <u>Restoring System Configurations</u> on page 21.
 - Upgrade Upgrade the system software. See <u>Upgrading Cloud Systems</u> on page 20.
 - Change Profile To S2/Change Profile To S3 Upgrade the system's server capacity. See <u>Upgrading the Server Profiles</u> on page 22.
 - Log Management Access and download the system log files. See <u>Downloading</u>
 System Log Files on page 48.
 - **Refresh Customization Files** Update the trunk template and other customisation files available to the system. See Customization File Management on page 35.
 - **Media Service Migration** Switch a customer system between using its own media resources or the cluster's shared resources. See Media Services on page 25.

Related links

Using the Customer List on page 12

Status Icons

The following icons can appear next to a customer:

- A Needs Attention: Note that this icon does not necessarily indicate a problem. It can also indicate that the customer system has loaded an ISO file for upgrading.
- Lew Version Available: A higher version of software is available. This customer could be upgraded if required. See Upgrading Cloud Systems on page 20.
- 12 Upgrade failed: A attempt to upgrade the customer systems was not successful.
- Logs Info: A set of archived log files are available for download. See <u>Downloading</u> System Log Files on page 48.

Related links

Using the Customer List on page 12

Connectivity Messages

Various messages may appear regarding the connection between the COM server and the customer:

- "Connection successful" indicates a successfully validated connection.
- "Connection failed" indicates that there was no recognized response from the customer address.
- "Invalid credentials" indicates that the connection did not match an active security service user on the customer's primary system.
- "Authorization failed" indicates that the service user password was not valid.
- "Service Monitor Read rights not enabled" indicates that the **COMAdmin** security service user account on the system is not correctly configured.
- "Service user account has been disabled by the administrator" indicates that there is an account but it has been disabled.
- "Service user account is currently disabled" indicates that there is an apparently valid account but it has been disabled.
- "Service user account has been locked temporarily" indicates that the account has been locked, for example due to too many incorrect password attempts.
- "Maximum concurrent sessions limit has been exceeded" indicates that too many applications are already currently connected to that system.
- "Upgrade rights are not enabled for this system" indicates that the security settings of the remote system are not configured correctly.

• "System is either not reachable or not a valid primary IP Office system" indicates a problem connecting to the system or that it is not a supported type of IP Office system. Note that this message is also during some stages of a system upgrade.

Related links

Using the Customer List on page 12

Customer Settings

When viewing the customer list, the settings listed below are shown. These can be edited by **Administrator** and **Supervisor** users, see <u>Editing Customer Details</u> on page 54.

• Note: The settings shown vary depending on the type of systems being managed.

Setting	Description		
Name	The colour bar next to the system name indicates the status of the connection between the customer's primary system and COM. It uses traffic-light colors:		
	Green = Connected		
	Amber = Connection issues detected. See <u>Connectivity Messages</u> on page 14.		
	Red = No connection		
	More details are shown in the Connectivity Status and Status columns. Details of the individual systems within the customer network can be seen by clicking on the customer name (See <u>Viewing the Customer Information</u> on page 27).		
IP Address/FQDN	The address of the customer system.		
Profile	This value is shown for cloud systems. It shows the type of server instance running the system.		
Version	The version of software on the customer's primary server.		
Alarms	The current count of alarms logged by COM for the customer's systems. You can click on the number to be transferred to the alarms list prefiltered to show those alarms.		

Table continues...

Setting	Description		
Assigned Operators	Whilst Administrator and Support users see all customer systems, other user have to be assigned to systems. Assignment can be done manually and/or automatically as below. This field lists the users who have been manually assigned to the customer system.		
	Manual Assignment – Within the settings for the customer system, the Assigned Operators field can be used to select COM users. See Editing Customer Details on page 54.		
	This can be done by Administrator users to assign any other use to any customer systems.		
	 It can also be done by Supervisor users. However, they can only assign users that they have created and only to customer systems to which they themselves have been manually assigned. 		
	Automatic Assignment – Within the settings for users, the Labels field can be set with multiple labels. When the label matches the Provider or Reseller setting in the configuration of a customer system, those users are automatically assigned to that system. See COM User Settings on page 60.		
Tags	The tags (up to 5) associated with the customer. Though the dashboard and other places where tags are shown, you can click on a tag to show the customer list of just those customer systems with the same tag set.		
Notes	Any notes associated with the customer.		
Connectivity Status	This is a summary of the connection between the COM server and the customer's primary server. See Connection Messages on page 14.		
Status	This column uses icons to indicate additional information.		
	Needs Attention: Note that this icon does not necessarily indicate a problem. It can also indicate that the customer system has loaded an ISO file for upgrading.		
	• Lew Version Available: A higher version of software is available. This customer could be upgraded if required. See Upgrading Cloud Systems on page 20.		
	Upgrade failed: A attempt to upgrade the customer systems was not successful.		
	• Logs Info: A set of archived log files are available for download. See Downloading System Log Files on page 48.		

Using the Customer List on page 12

Filtering the List

- In addition to the method below, you can click customer information on the dashboard to immediately display the customer list pre-filtered with only matching customers. For example, click on a particular tag or software release.
- Applying a filter overrides any previous search or filter.

Procedure

- 1. Click on the ▼ funnel icon.
- 2. Enter the criteria that should be matched when the filter is applied.
- 3. Click **Apply**. The list will only show entries that match the criteria you set in the filter.
- 4. To hide the filter settings click on the **\subset** icon or click on the **\stacky** funnel icon again.

Related links

Using the Customer List on page 12

Hiding the Filter

About this task

When you access the customer list by clicking on the dashboard, you are taken to a customer list pre-filtered based on the item you clicked, for example software level or tag. The filter used is shown at the top of the customer list.

Procedure

To hide the filter settings without removing the filtering, click on the **★** icon or click on the **▼** funnel icon again.

Related links

Using the Customer List on page 12

Sorting the List

About this task

You can use most columns to sort the displayed list. Only one column can be used for sorting at any time.

- 1. Click on the column header.
- 2. A

 icon appears. This indicates that the list has been sorted in descending order based on that column.

3. Clicking on the column header again changes the sort order between ↑ ascending, ↓ descending and unsorted.

Related links

<u>Using the Customer List</u> on page 12 <u>Managing the COM Users</u> on page 58

Searching the List

You can apply a filter and then a search.

Procedure

- 1. In the search box, entry the value on which to search. This is used match against the values in all fields of the entries.
- 2. Press return or click on the Q search icon.
- 3. The list now only show matching entries.

Related links

<u>Using the Customer List</u> on page 12 <u>Managing the COM Users</u> on page 58

Chapter 3: Managing Customer Systems

This section covers processes relating to managing existing customers.

The administrator only processes for adding and deleting customers are covered the <u>Managing</u> Customers on page 52.

Related links

Launching Customer Management Apps on page 19

Upgrading Cloud Systems on page 20

Backing Up Systems on page 21

Restoring System Configurations on page 21

Upgrading the Server Profiles on page 22

Refreshing the Customization Files Using COM on page 23

Downloading System Admin Tools on page 24

Media Services on page 25

Launching Customer Management Apps

About this task

In order to use any of these applications, you will need a valid security user name and password configured in the security settings of the customer systems. This is different from your COM user account.

Typically the same account name and password can be used for all the applications except **Web License Manager**. However, the remote systems security configuration can be configured to restrict which applications and application features any particular security account can access.

- 1. View the customer list.
- 2. Select the customer system by selecting the adjacent checkbox.
- 3. Click on Launch Application.

- 4. Select the application required. The options available depend on the type of systems being managed:
 - The following application can be launched for cloud systems:
 - **Web Manager:** Access the IP Office Web Manager menus used for configuring the systems in the customer network.

Managing Customer Systems on page 19

Upgrading Cloud Systems

About this task

 This process is only supported for COM being used to manage cloud system, not customer premise systems.

Procedure

- 1. View the customer list. See <u>Using the Customer List</u> on page 12.
- 2. Select the checkbox next to the systems you want to upgrade. They should display a **!** icon in their status meaning New Version Available.
- 3. Click Action.
- 4. Click on **Upgrade**.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Use the **Select Component** option to select what you want to upgrade. Select **Complete IP Office** to upgrade the whole system.
- 7. Select the version of the component required from the list.
- 8. Enter a name for the job.
- 9. If you want to schedule the action:
 - a. Select the **Do you want to schedule this job?** checkbox.
 - b. Click the calendar icon to select the date and time for the scheduled job to occur.

The times shown are local to the COM server. The actual times on customer systems may differ if they are located in other regions and countries. Keep this in mind for activities such as scheduling jobs.

- 10. Click **Upgrade**.
- 11. The task is added to the list of scheduled jobs and started immediately if no scheduled date and time was set. See <u>Viewing Scheduled Jobs</u> on page 29.

Managing Customer Systems on page 19

Backing Up Systems

About this task

COM can be used to backup and restore the configuration of customer system.

Procedure

- 1. View the customer list. See Using the Customer List on page 12.
- 2. Select the checkbox next to the systems you want to manage.
- 3. Click Action.
- 4. Click on Backup.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Enter a name for the job.
- 7. If you want to schedule the action:
 - a. Select the **Do you want to schedule this job?** checkbox.
 - b. Click the **=** calendar icon to select the date and time for the scheduled job to occur.

The times shown are local to the COM server. The actual times on customer systems may differ if they are located in other regions and countries. Keep this in mind for activities such as scheduling jobs.

- 8. Click Backup.
- 9. The task is added to the list of scheduled jobs and started immediately if no scheduled date and time was set. See <u>Viewing Scheduled Jobs</u> on page 29.

Related links

Managing Customer Systems on page 19

Restoring System Configurations

About this task

This process can be used to restore the previous backup of a system or systems. See <u>Backing Up Systems</u> on page 21.

Procedure

1. View the customer list. See Using the Customer List on page 12.

- 2. Select the checkbox next to the systems you want to manage.
- 3. Click Action.
- 4. Click on Restore.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Enter a name for the job.
- 7. If you want to schedule the action:
 - a. Select the Do you want to schedule this job? checkbox.
 - b. Click the **=** calendar icon to select the date and time for the scheduled job to occur.

The times shown are local to the COM server. The actual times on customer systems may differ if they are located in other regions and countries. Keep this in mind for activities such as scheduling jobs.

- 8. Click Restore.
- 9. The task is added to the list of scheduled jobs and started immediately if no scheduled date and time was set. See <u>Viewing Scheduled Jobs</u> on page 29.

Related links

Managing Customer Systems on page 19

Upgrading the Server Profiles

About this task

The server on which a cloud system is launched determines the systems maximum capacity and subscriptions for various system features. If required by the customer, the server profile can be upgraded to increase the supported capacity.

- This process is only supported for COM being used to manage cloud system, not customer premise systems.
- This process interrupts any existing calls and connections to the customer system. Schedule the process for a time agreed with the customer.
- This process may affect the customer costs. It should only be performed with customer agreement.

- 1. View the customer list. See Using the Customer List on page 12.
- Select the checkbox next to the systems you want to manage.
- Click Action.
- 4. Click on Change Profile To S2 or Change Profile To S3.
 - **S1:** Supports up to 60 users and 8 Media Manager recording channels.

- **\$2:** Supports up to 200 users and 20 Media Manager recording channels.
- \$3: Supports up to 400 users and 40 Media Manager recording channels.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Enter a name for the job.
- 7. If you want to schedule the action:
 - a. Select the **Do you want to schedule this job?** checkbox.
 - b. Click the **=** calendar icon to select the date and time for the scheduled job to occur.

The times shown are local to the COM server. The actual times on customer systems may differ if they are located in other regions and countries. Keep this in mind for activities such as scheduling jobs.

- 8. Click Profile Upgrade.
- 9. The task is added to the list of scheduled jobs and started immediately if no scheduled date and time was set. See <u>Viewing Scheduled Jobs</u> on page 29.

Related links

Managing Customer Systems on page 19

Refreshing the Customization Files Using COM

The cluster administrator can make files such as trunk templates, screen saver images and prompt files available for use when a new system is created in the cluster. This process allows the set of files on an existing server to be updated.

When the action is performed:

- 1. View the customer list. See Using the Customer List on page 12.
- 2. Select the checkbox next to the systems you want to manage.
- 3. Click Action.
- 4. Click on Refresh Customization Files.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Enter a name for the job.
- 7. When prompted to confirm the action, click **Yes**.

- 8. The system will request the customization files:
 - The system requests the CustomPhoneFiles.tar and CustomTemplates.tar files from its provider's customization files folder. It then unpacks the contents of those .tar file.
 - New files are added to the systems.
 - Files with the same name as any existing files overwrite those files.
 - The system then requests the same files from its reseller's customization files folder and repeats the unpacking process.
 - The system then requests the same files from its own server name customization files folder and repeats the unpacking process.
 - Once all the customization files have been unpacked and loaded:
 - • New and updated template files do not affect any existing operation, but are available for use when configuring new items in web manager.
 - • New and updated phone files are used when the phones are next restarted.

Managing Customer Systems on page 19
Refreshing a Customer's Customization Files on page 38

Downloading System Admin Tools

This menu can be used to download a copy of the installer for the IP Office administration suite. It can be used to install copies of the IP Office Manager, System Status Application and SysMonitor applications onto Windows PCs.

 Note: IP Office Manager cannot be used to edit the configuration of systems. It is only used for the offline examination of downloaded configurations.



- 1. Click **Applications**.
- 2. Select IP Office Admin Tools.
- 3. Click on the **Download** link.

Managing Customer Systems on page 19

Media Services

For all system's hosted in the cloud, providing load balancing for traffic between the system and connections outside the cloud can be a significant expense. For customer systems in a cluster, that applied to the customer systems external connections to phones, applications and line.

To help reduce the load balancing cost for individual customer systems, the cluster includes a **Centralized Media Services** (CMS) service. This can perform load balancing on behalf of any customer systems that require it.

When a new customer system is ordered, that process includes the decision as to whether it should use the shared CMS services or should perform its own load balancing. Reasons for not using the shared service may be:

• Systems using the shared CMS service cannot support H.323 phones.

COM can be used to switch existing systems between using the shared CMS service for load balancing or the using their own integrated media services for the role. Note that switching to use of the integrated media services for load balancing may incur additional charges.

Related links

<u>Managing Customer Systems</u> on page 19 <u>Changing a Customer's Media Services Source</u> on page 25

Changing a Customer's Media Services Source

Existing customer systems can either perform their own load balancing or use the shared **Centralized Media Services** service for that role.

- This process is only supported for COM being used to manage cloud system, not customer premise systems.
- This process interrupts any existing calls and connections to the customer system. Schedule the process for a time agreed with the customer.
- This process may affect the customer costs. It should only be performed with customer agreement.

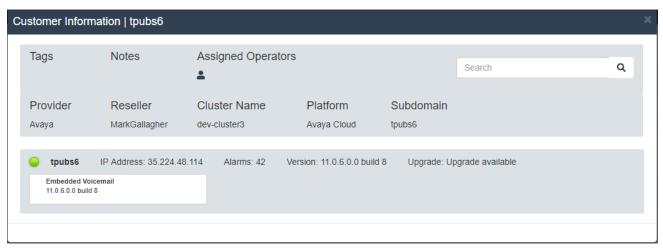
- 1. View the customer list. See <u>Using the Customer List</u> on page 12.
- Select the checkbox next to the systems you want to manage.
- Click Action.
- 4. Select Media Service Migration.

- 5. Click on the required action:
 - **Migrate to Integrated Media Server** Switch the customer system to providing its own media services. This allows the system to support H323 extensions.
 - **Migrate to Centralized Media Server** Switch the customer system to using the cluster's shared media services.
- 6. If the license detail are displayed, click **Accept** to continue.
- 7. Enter a name for the job.

Media Services on page 25

Chapter 4: Viewing System Information

You can display a summary of the customer system. The information shows details of the services running on the customer system.



Related links

<u>Viewing the Customer Information</u> on page 27 <u>Searching the Customer Information Panel</u> on page 28

Viewing the Customer Information

Procedure

- Locate the customer system in the list of customers (see <u>Using the Customer List</u> on page 12).
- 2. Click on the customer name.
- 3. Details of the customer system are displayed.
- 4. To return to the customer list click on the **X** icon.

Related links

Viewing System Information on page 27

Searching the Customer Information Panel

About this task

A customer's network can consist of numerous systems, up to 32. You can use the search option to only show matching systems in the customer's network. For example systems with a particular software level or IP address.

When you use the search function, the system information panel only shows matching systems.

Procedure

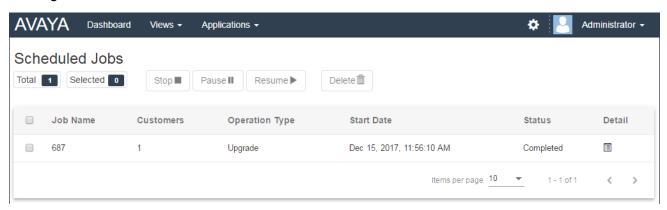
- 1. In the **Search** box, enter the criteria on which you want to search. The search is done against the system name, IP address, fully-qualified domain name and version.
- 2. Click on the Q icon to apply the search.
- 3. To remove the search, click on **Clear Search**.

Related links

Viewing System Information on page 27

Chapter 5: Viewing Scheduled Jobs

You can view the list of scheduled jobs. The list also includes immediate jobs which are already running.



• The times shown are local to the COM server. The actual times on customer systems may differ if they are located in other regions and countries. Keep this in mind for activities such as scheduling jobs.

To view the scheduled jobs:

- 1. Click on Views and select Scheduled Jobs.
- 2. The list of scheduled jobs is displayed. A \bigcirc icon indicates jobs which are in progress.

Related links

Viewing Job Details on page 29

Deleting Scheduled Jobs on page 30

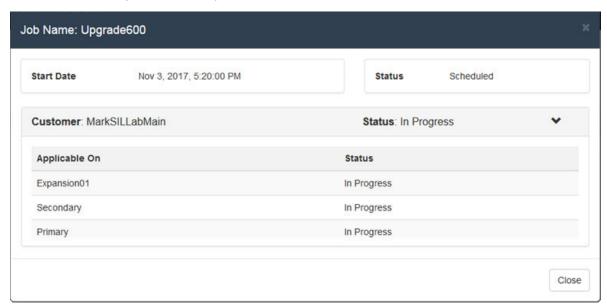
Pausing Scheduled Jobs on page 30

Stopping a Scheduled Job on page 31

Viewing Job Details

- 1. Display the list of scheduled jobs.
- 2. Click on the licon next to the job.

3. The details of the job are displayed.



4. Click on **Close** to return to the list of jobs.

Related links

Viewing Scheduled Jobs on page 29

Deleting Scheduled Jobs

Procedure

- 1. Display the list of scheduled jobs.
- 2. Select the checkbox next to the required jobs. Use the checkbox at the top of the list to select all jobs in the list.

Note: You cannot delete jobs which are already running (shown by a \bigcirc icon).

- 3. Click on Delete fin.
- 4. Click **Confirm** to delete the selected jobs.

Related links

Viewing Scheduled Jobs on page 29

Pausing Scheduled Jobs

Note: You cannot pause, resume or stop jobs that were started immediately, for example upgrades that were scheduled.

To pause scheduled jobs:

- 1. Display the list of scheduled jobs.
- 2. Select the checkbox next to the required jobs. Use the checkbox at the top of the list to select all jobs in the list.
- 3. Click on Pause III.
- 4. Click **Confirm** to pause the selected jobs.
- 5. The **Status** of those jobs changes to Paused.

To resume paused jobs:

- 1. Display the list of scheduled jobs.
- 2. Select the checkbox next to the required jobs. Use the checkbox at the top of the list to select all jobs in the list.
- Click on Resume ▶.
- Click Confirm to resume the selected jobs.
- 5. The Status of those jobs changes to Scheduled.

Related links

Viewing Scheduled Jobs on page 29

Stopping a Scheduled Job

If a scheduled job is stopped it cannot be restarted.

 You cannot pause, resume or stop jobs that were started immediately, for example upgrades that were not scheduled.

To stop a scheduled job:

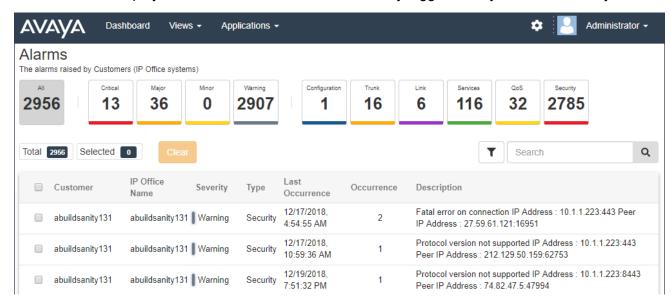
- 1. Display the list of scheduled jobs.
- 2. Select the checkbox next to the required jobs. Use the checkbox at the top of the list to select all jobs in the list.
- Click on Stop ■.
- 4. Click **Confirm** to stop the selected jobs.
- 5. The **Status** of those jobs changes to Stopped.

Related links

Viewing Scheduled Jobs on page 29

Chapter 6: Alarms





Each alarm is categorized by its type and its severity. If the alarm has occurred several times, it is only listed once but the time of the last occurrence and number of occurrences are shown.

Related links

Viewing the Alarms List on page 32

Searching the Alarms on page 33

Sorting the Alarms on page 33

Filtering the Alarms on page 34

Clearing Alarms on page 34

Viewing the Alarms List

About this task

In addition to the method below:

 You can click alarm information on the dashboard to immediately display the alarm list pre-filtered with only matching alarms. For example, click on an alarm type or severity. • You can click on the number of alarms shown in the customer list to display the alarm list pre-filtered to show the matching alarms.

Procedure

- 1. Click on Views and then click on Alarms.
- 2. The list of logged customer alarms is displayed.
 - The list can be filtered or searched to show only entries matching your selected criteria.

Related links

Alarms on page 32

Searching the Alarms

About this task

Note: You can apply a filter and then a search.

Procedure

- 1. In the search box, entry the value on which to search. This is used match against the values in all fields of the entries.
- 2. Press return or click on the Q search icon.
- 3. The list now only show matching entries.

Related links

Alarms on page 32

Sorting the Alarms

About this task

You can use most columns to sort the displayed list. Only one column can be used for sorting at any time.

- 1. Click on the column header.
- 2. A \downarrow icon appears. This indicates that the list has been sorted in descending order based on that column.
- Clicking on the column header again changes the sort order between ↑ ascending, ↓
 descending and unsorted.

Alarms on page 32

Filtering the Alarms

About this task

You can apply a quick filter by clicking on one of the alarm severity or type boxes shown across the top of the alarms screen.

Note: Applying a filter overrides any previous search or filter.

Procedure

- 1. Click on the T funnel icon.
- 2. Enter the criteria that should be matched when the filter is applied.
- 3. Click **Apply**. The list will only show entries that match the criteria you set in the filter.
- 4. To hide the filter settings click on the ▼ funnel icon again.

Related links

Alarms on page 32

Clearing Alarms

About this task

If you think the alarm is no longer applicable, that is the cause of the alarm has been resolved, you can remove the alarm from the list.

Procedure

- 1. Display the list of alarms. If necessary apply a filter or search.
- 2. Select the checkbox next to the required alarm or alarms. Use the checkbox at the top of the list to select all alarms in the list.
- 3. Click on Clear.
- 4. Click Confirm to delete the selected alarms.

Related links

Alarms on page 32

Chapter 7: Customization File Management

When a new customer system is launched within a cluster, it loads various files which can be used to customize its operation. For example, templates for preferred SIP line provider's lines.

COM can be used to load additional and updated customization files for use by new systems when they are launched. In addition, new and updated configuration files can be applied to existing systems.

This can be done in a hierarchical method, that is:

- a set of customization files can be provided for all customer systems launched and supported by the same provider.
- further sets of files can be provided for all customer systems launched and supported by the same reseller.
- files can be provided for existing individual customer systems.

Customization files may affect the Vantage and Equinox software settings but they are not used for the Vantage and Equinox software. Those are managed separately at a cluster wide level. See Equinox Client File Management on page 42 and Vantage File Management on page 45.

Related links

The Customization Files on page 35

How the Customer Systems Load and Use the Files on page 36

Viewing the Customization File Folders on page 37

Creating a New Customization File Folder on page 37

<u>Uploading Customization Files</u> on page 38

Refreshing a Customer's Customization Files on page 38

Downloading Customization Files on page 40

Renaming a Customization File on page 41

Deleting Customization Files on page 41

The Customization Files

When instructed to load any customization files available, the customer system requests the following .tar format archive files. It then downloads and unpacks those files (see How the Customer Systems Load and Use the Files on page 36). Note that the limit for file size is 10MB.

The supported .tar files and their contents are:

- CustomPhoneFiles.tar A file with this name can be used to hold files for use by the system's phones. Specifically:
 - A 46xxspecials.txt file containing phone settings that are in addition to the autogenerated 46xxsettings.txt settings file the customer system provides.
 - Any screen saver and/or background image files for the phones as specified in the 46xxspecials.txt file.
- CustomTemplates.tar A file with this name can be used to hold .xml format template files that can be used when adding SIP lines.
 - A maximum of 4 SIP line templates are supported by any individual system. Templates can be exported from a working configuration using IP Office Manager.
 - Loading user and extension templates via COM is not currently supported. Those templates can be exported and imported from systems using web manager or IP Office Manager.



Marning:

- Care must be taken with the planning of the files included and the contents of those files. Currently no method is provided for removing incorrect and invalid files from systems. Instead such files would need to be overwritten by a corrected file.
- Files other than those listed above should not be included in the .tar. Any additional files will still be unpacked and so may affect correct system operation.

Related links

Customization File Management on page 35

How the Customer Systems Load and Use the Files

Using COM or web manager, a customer system can be instructed to load any customization files available. See Refreshing a Customer's Customization Files on page 38.

When this occurs, the customer system does the following:

- The system requests the CustomPhoneFiles.tar and CustomTemplates.tar files from its provider's customization files folder. It then unpacks the contents of those .tar file.
 - New files are added to the systems.
 - Files with the same name as any existing files overwrite those files.
- The system then requests the same files from its reseller's customization files folder and repeats the unpacking process.
- The system then requests the same files from its own server name customization files folder and repeats the unpacking process.

- Once all the customization files have been unpacked and loaded:
 - • New and updated template files do not affect any existing operation, but are available for use when configuring new items in web manager.
 - • New and updated phone files are used when the phones are next restarted.

Customization File Management on page 35

Viewing the Customization File Folders

Procedure

- 1. Click Views.
- 2. Click File Management.
- 3. Click Customization File Management.
- 4. Browse the folder structure shown on the left by clicking on the folders. The **Path** shown is the location of the current folder being displayed.

Related links

Customization File Management on page 35

Creating a New Customization File Folder

The customization folders are automatically nested in a provider/reseller/customer folder hierarchy. When adding a new folder, you select what type of folder you want to create (reseller, provider or customer).

The folders are also used in their hierarchical order. A system can obtain files from all three folders that are applicable to it. See <u>Customization File Management</u> on page 35.

- 1. View the customization folders. See Viewing the Customization File Folders on page 37.
- 2. You do not need to browse to the existing folder structure to create a new folder, however it is useful in order to confirm the actions required.
- 3. Select **Action** and then the type of folder you want using either **Add Provider**, **Add Reseller** or **Add Customer**.
 - a. If adding a reseller or customer folder, first select the relevant provider for the reseller or customer.
 - b. If adding a customer folder, select the relevant reseller for the customer.

- c. If adding a customer folder, enter the name of the customer system.
- 4. Click the **Add** button to add the folder.
- 5. Browse the folder structure again to confirm that the action has been completed.

Customization File Management on page 35

Uploading Customization Files

Before you begin

 Ensure that the file is in the correct format and has the expected file name. See Customization File Management on page 35.

Procedure

- 1. View the customization folders. See Viewing the Customization File Folders on page 37.
- 2. Browse to the required folder. Check that the **Path** shown lists the required folder name.
- 3. Click Upload File.
- 4. Either click **Choose File** and select the required file or drag and drop the file onto the upload file window.
- 5. Click **Upload File**.
- 6. Repeat the process for any other files that you want added.
- 7. When finished, click **OK**.
- 8. Browse the folder structure again to confirm that the action has been completed.

Related links

Customization File Management on page 35

Refreshing a Customer's Customization Files

Customer systems can be instructed to update their customization files using those available on the COM server using either web manager or directly from within COM.

- Using web manager allows the selection of when the system should update it files to be made by a maintainer with web manager access to the system.
- Using COM allows the selection of multiple customer systems to update their customization files. This process can also be scheduled rather than performed immediately.

Related links

Customization File Management on page 35

Refreshing Customization Files Using Web Manager on page 39 Refreshing the Customization Files Using COM on page 23

Refreshing Customization Files Using Web Manager

You can instruct a system to update its set of customization files through web manager.

Procedure

- 1. Using web manager, log into the system.
- 2. Click on .
- 3. Click Refresh Customization Files.
- 4. The system will request the customization files:
 - The system requests the <code>CustomPhoneFiles.tar</code> and <code>CustomTemplates.tar</code> files from its provider's customization files folder. It then unpacks the contents of those .tar file.
 - New files are added to the systems.
 - Files with the same name as any existing files overwrite those files.
 - The system then requests the same files from its reseller's customization files folder and repeats the unpacking process.
 - The system then requests the same files from its own server name customization files folder and repeats the unpacking process.
 - Once all the customization files have been unpacked and loaded:
 - • New and updated template files do not affect any existing operation, but are available for use when configuring new items in web manager.
 - • New and updated phone files are used when the phones are next restarted.

Related links

Refreshing a Customer's Customization Files on page 38

Refreshing the Customization Files Using COM

The cluster administrator can make files such as trunk templates, screen saver images and prompt files available for use when a new system is created in the cluster. This process allows the set of files on an existing server to be updated.

When the action is performed:

- 1. View the customer list. See <u>Using the Customer List</u> on page 12.
- 2. Select the checkbox next to the systems you want to manage.
- 3. Click Action.

- 4. Click on Refresh Customization Files.
- 5. If the license detail are displayed, click **Accept** to continue.
- 6. Enter a name for the job.
- 7. When prompted to confirm the action, click **Yes**.
- 8. The system will request the customization files:
 - The system requests the CustomPhoneFiles.tar and CustomTemplates.tar files from its provider's customization files folder. It then unpacks the contents of those .tar file.
 - New files are added to the systems.
 - Files with the same name as any existing files overwrite those files.
 - The system then requests the same files from its reseller's customization files folder and repeats the unpacking process.
 - The system then requests the same files from its own server name customization files folder and repeats the unpacking process.
 - Once all the customization files have been unpacked and loaded:
 - • New and updated template files do not affect any existing operation, but are available for use when configuring new items in web manager.
 - • New and updated phone files are used when the phones are next restarted.

Managing Customer Systems on page 19
Refreshing a Customer's Customization Files on page 38

Downloading Customization Files

You can download existing customization files to your own PC.

Procedure

- 1. View the customization folders. See Viewing the Customization File Folders on page 37.
- 2. Browse to the required folder. Check that the **Path** shown lists the required folder name.
- 3. Select the checkbox next to the files or use the checkbox at the top to select all files.
- 4. Click Download.
- The selected files are downloaded to your browser as a single .zip file.

Related links

Customization File Management on page 35

Renaming a Customization File

You can rename an existing customization file. However, if the new name does not match those expected by the systems (see <u>Customization File Management</u> on page 35), the file will not be used for customization file updates. This may be useful if you want multiple customization files of the same type available but some control over which one is currently used.

Procedure

- 1. View the customization folders. See Viewing the Customization File Folders on page 37.
- 2. Browse to the required folder. Check that the **Path** shown lists the required folder name.
- 3. Select the checkbox next to the file that you want to rename.
- 4. Click Rename.
- 5. Enter the new name for the file. Do not include the file extension in the new name.
- 6. Click OK.
- 7. Browse the folder structure again to confirm that the action has been completed.

Related links

Customization File Management on page 35

Deleting Customization Files

You can delete existing files from a folder. This does not affect any existing files that have already be downloaded to any customer systems.

Procedure

- 1. View the customization folders. See Viewing the Customization File Folders on page 37.
- 2. Browse to the required folder. Check that the **Path** shown lists the required folder name.
- 3. Select the checkbox next to the files or use the checkbox at the top to select all files.
- 4. Click Delete.
- 5. When prompted to confirm the action, click **Yes**.
- 6. Browse the folder structure again to confirm that the action has been completed.

Related links

Customization File Management on page 35

Chapter 8: Equinox Client File Management

Through the web manager and self-administration applications, the customer systems provide links for downloading the installers for the various Equinox clients.

- The installers for the Windows and macOS clients are provided from a set that can be managed through COM. This chapter details how to update and manage those files.
- The installers for Android and iOS clients are provided through links to the app stores for those operating systems and so not covered here.

The file set for the Windows and macOS installers consists of the following files:

- Client Installer Files Updated versions of these file are provided from the <u>Avaya support</u> website.
 - An Avaya Equinox .msi File This .msi file is used for Windows PC installations of Equinox.
 - An Avaya Equinox .dmg File The .dmg file is used for macOS PC installations of Equinox.
- An appcast.xml File This file is used to provide the links shows to users of the web manager and self-administration applications. In order to create a new file, download and update the existing file.

Related links

Viewing the Equinox Files on page 42

Downloading Equinox Files on page 43

Uploading Equinox Files on page 43

Deleting Equinox Files on page 44

Viewing the Equinox Files

- 1. Click Views.
- Click File Management.
- 3. Click Equinox and Vantage Files Management.
- 4. Click on the **Equinox** folder.

Equinox Client File Management on page 42

Downloading Equinox Files

Procedure

- 1. View the **Equinox** files. See Viewing the Equinox Files on page 42.
- 2. Select the checkbox next to the files or use the checkbox at the top to select all files.
- Click Download.
- 4. The selected files are downloaded to your browser as a single .zip file.

Related links

Equinox Client File Management on page 42

Uploading Equinox Files

Before you begin

- If uploading a new .msi or .dmg file, ensure that you also include an updated appcast.xml file whose contents match the new .msi or .dmg file names. To do this, download and edit the existing appcast.xml file using a text editor.
- Place the file or files being uploaded into a .zip or .tar file. That contents of that file are automatically unpacked after it is uploaded.

Procedure

- 1. View the **Equinox** files. See Viewing the Equinox Files on page 42.
- 2. Click Upload File.
- 3. Select **Equinox**.
- 4. Either click **Choose File** and select the required file or drag and drop the file onto the upload file window.
- 5. Click Upload File.
- 6. Repeat the process for any other files that you want added.
- 7. When finished, click **OK**.
- 8. Browse the folder structure again to confirm that the action has been completed.

Related links

Equinox Client File Management on page 42

Deleting Equinox Files

Procedure

- 1. View the **Equinox** files. See <u>Viewing the Equinox Files</u> on page 42.
- 2. Select the checkbox next to the files or use the checkbox at the top to select all files.
- 3. Click Delete.
- 4. When prompted to confirm the action, click Yes.
- 5. Browse the folder structure again to confirm that the action has been completed.

Related links

Equinox Client File Management on page 42

Chapter 9: Vantage File Management

COM can be used to view and manage the set of Avaya Vantage[™] (K100 Series) phone firmware and dialer application files that the cluster has available. Those files are used to support Vantage phones hosted on the customer systems.

Important:

- Avaya support The file sets for Vantage phones can be obtained from the Avaya support.
- KlxxSupgrade.txt Upgrade Files The file sets may include a KlxxSupgrade.txt file. If so, that file is not used. The customer systems auto-generate their own KlxxSupgrade.txt file. It is important that the settings in the auto-generated file match the firmware and dialler applications available.

Related links

Viewing Vantage Files on page 45

Downloading Vantage Files on page 46

Uploading Vantage Files on page 46

Deleting Vantage Files on page 46

Viewing Vantage Files

Procedure

- 1. Click Views.
- 2. Click File Management.
- 3. Click Equinox and Vantage Files Management.
- 4. Click on the Vantage folder.

Related links

Vantage File Management on page 45

Downloading Vantage Files

Procedure

- 1. View the **Vantage** files. See <u>Viewing Vantage Files</u> on page 45.
- 2. Select the checkbox next to the files or use the checkbox at the top to select all files.
- Click Download.
- 4. The selected files are downloaded to your browser as a single .zip file.

Related links

Vantage File Management on page 45

Uploading Vantage Files

Before you begin

• Place the file or files being uploaded into a .zip or .tar file. That contents of that file are automatically unpacked after it is uploaded.

Procedure

- 1. View the **Vantage** files. See <u>Viewing Vantage Files</u> on page 45.
- 2. Click Upload File.
- 3. Select Vantage.
- 4. Either click **Choose File** and select the required file or drag and drop the file onto the upload file window.
- 5. Click Upload File.
- 6. Repeat the process for any other files that you want added.
- 7. When finished, click **OK**.
- 8. Browse the folder structure again to confirm that the action has been completed.

Related links

Vantage File Management on page 45

Deleting Vantage Files

- 1. View the **Vantage** files. See Viewing Vantage Files on page 45.
- 2. Select the checkbox next to the files or use the checkbox at the top to select all files.

- 3. Click **Delete**.
- 4. When prompted to confirm the action, click Yes.
- 5. Browse the folder structure again to confirm that the action has been completed.

Vantage File Management on page 45

Chapter 10: Downloading System Log Files

In order to diagnose system issues, it may be necessary to download and study the log files collected by the system. This is a two stage process:

- 1. Create an archive file from any unarchived log files on the system. See <u>Creating a Set of Archived Logs</u> on page 48.
- 2. Download the archived logs. See <u>Downloading Log Archives</u> on page 49.

This process is only supported for COM being used to manage cloud system, not customer premise systems.

Related links

<u>Creating a Set of Archived Logs</u> on page 48 Downloading Log Archives on page 49

Creating a Set of Archived Logs

About this task

This process is only supported for COM being used to manage cloud system, not customer premise systems.

For non-Cloud systems, the log files can be downloading through their IP Office Web Manager menus.

- 1. View the customer list. See Using the Customer List on page 12.
- 2. Select the checkbox next to the system you want to manage.
- Click Action.
- 4. Click on Log Management.
- 5. Select Archives.
- 6. Select the type of logs that you want collected into an archive file:
 - System Monitor The system monitor logs record the system's general activity regarding calls and other functions. For details of viewing system monitor logs and configuration of what information should be included in the logs, refer to the *Using IP* Office System Monitor manual.

- **IP Office Core Dump** These are files generated whenever a system detects a error that has caused it to restart. They attempt to capture the state of the system prior to the error. These files can be analyzed by Avaya.
- Voicemail Logs These log files record the activity of the voicemail services provided by the system. These are in addition to the voicemail events that appear in the System Monitor logs above. Note that these logs are plain text format and can be viewed in a text editor.
- Voicemail Core Dump These are files generated whenever a system's voicemail service detects a error that has caused it to restart. These files can be analyzed by Avaya.
- All Logs A combination of all the options above.
- 7. Click Create Archive.
- 8. A icon is shown next to the customer in the customer list when there are archived files available to be downloaded. See Downloading Log Archives on page 49.

Downloading System Log Files on page 48

Downloading Log Archives

About this task

A icon is shown next to the customer when there are archived files available to be downloaded for that system. See Creating a Set of Archived Logs on page 48.

This process is only supported for COM being used to manage cloud system, not customer premise systems.

Procedure

- 1. View the customer list. See Using the Customer List on page 12.
- 2. Select the checkbox next to the system you want to manage.
- 3. Click **Action**.
- 4. Click on Log Management.
- 5. Select Downloads.
- 6. The menu list the type of log archives available and their date and time details.
- 7. To download the archive, click on the **!** icon next to it.
- 8. The zipped archive is downloaded by your browser.

Related links

Downloading System Log Files on page 48

Chapter 11: Your User Account

You can view and adjust some of your COM user account settings.

Related links

<u>Viewing Your User Profile</u> on page 50 <u>Changing Your Password</u> on page 50 <u>Adding an Avatar</u> on page 51

Viewing Your User Profile

Procedure

- 1. Click on your user name shown top-right and select **Profile**.
- 2. The information about your user account is displayed.
- 3. You can use the profile to change your password or add an avatar image for your account.

Related links

Your User Account on page 50

Changing Your Password

About this task

Note that changing your password will require you to login again.

- 1. Click on your user name shown top-right and select **Profile**.
- 2. Click on the **a** edit icon shown bottom-right.
- Enter your existing password and then enter and confirm the new password you want to use. Note that the application remembers your previous passwords and will not let you reuse them.
 - The password must be between 8 and 31 characters long.

- It must include characters of 2 or more of the following types: uppercase, lowercase, numbers, special characters.
- The server will not allow you to reuse previous passwords.
- 4. Click **Submit** to make the password change.
- 5. You will be asked to login again using the new password.

Your User Account on page 50

Adding an Avatar

Procedure

- 1. Click on your user name shown top-right and select **Profile**.
- 2. Click on the **6** edit icon shown under the current avatar image.
- 3. Select to the new image file you want to use and click **Open**.

Related links

Your User Account on page 50

Chapter 12: Managing the Customer List

This section covers actions such as adding and deleting the customer listed by COM. These action can only be performed by **Administrator** user (except assigning users which can also be done by **Supervisor** users.

Related links

Adding New Customers on page 52

Customer Account Settings on page 53

Editing Customer Details on page 54

Assigning Users to a Customer on page 55

Deleting Customers on page 55

Importing Customer Details on page 56

Adding New Customers

COM can support up to 1000 customers and a total of 3000 IP Office systems within the customer networks.

Related links

Managing the Customer List on page 52

Enabling Support on IP Office Systems on page 52

Adding a New Customer on page 53

Enabling Support on IP Office Systems

About this task

To connect to a customer's systems, by default COM uses the settings of a security user called **COMAdmin** configured on those systems.

 On cloud systems, the *COMAdmin* security user is enabled by default and the process below should not be necessary. However, if necessary, refer to the security chapter in the system's web manager help.

Related links

Adding New Customers on page 52

Adding a New Customer

Before you begin



Important:

Before adding a customer, you must confirm that the customer systems have first been enabled for COM support. The process of adding a new customer includes a connection test which will fail if the customer system has not been configured for COM.

Procedure

- 1. Click on Views and then click on Customers. The list of existing customers is displayed.
- 2. Click Add.
- 3. Enter the customer details. See <u>Customer Account Settings</u> on page 53.
- 4. When you have added all the customers information, click **Test Connection**.
- 5. The menu indicates if the connection was successful or not.
- 6. If the connection was not successful, make any changes necessary and click **Test** Connection again.
- 7. When finished click Save.

Related links

Adding New Customers on page 52

Customer Account Settings

The following data fields are used to configure a customer entry:

Field	Description
Name	Enter a unique name for the customer whose site is to be managed using COM.
System Name	The system name. Shown for information only, not editable.
IP Address/FQDN	Shown for information only, not editable.
Port	Shown for information only, not editable.
Service User Name	The name of the security service user account configured on the customer systems for COM. The default name is COMAdmin . See <u>Enabling Support on IP Office Systems</u> on page 52.
Password	The security password of the security service user specified above.

Table continues...

Field	Description
Tags	Tags are useful in the customer and other menus to identify particular customers. You can associate up to 5 tags with a customer. For example: You can create a "Select" tag to help identify those systems that are configured for IP Office Select mode.
	To select an existing tag, click on the tags box and select from the list of existing tags shown.
	To remove a tag click on the X next to the tag name.
	To create a new tag click on New .
Phone	For information only. Enter a contact phone number for the customer.
Email	For information only. Enter a contact email address for the customer.
Assigned Operators	Whilst Administrator and Support users see all customer systems, other user have to be assigned to systems. Assignment can be done manually and/or automatically as below. This field lists the users who have been manually assigned to the customer system.
	Manual Assignment – Within the settings for the customer system, the Assigned Operators field can be used to select COM users. See Editing Customer Details on page 54.
	 This can be done by Administrator users to assign any other users to any customer systems.
	 It can also be done by Supervisor users. However, they can only assign users that they have created and only to customer systems to which they themselves have been manually assigned.
	Automatic Assignment – Within the settings for users, the Labels field can be set with multiple labels. When the label matches the Provider or Reseller setting in the configuration of a customer system, those users are automatically assigned to that system. See COM User Settings on page 60.
Address	Enter an address for the customer site.
Notes	Enter any extra information that may be important to anybody using COM to manage this customer.
Reseller	These values indicate the reseller and provider for which the system was created. COM users with the same value as one of their Labels settings are automatically assigned to the matching systems.
Provider	

Managing the Customer List on page 52

Editing Customer Details

Procedure

1. Display the list of customers. See Viewing Your Customer List on page 13

- 2. Select the checkbox next to the required customer.
- 3. Click on Edit.
- 4. Amend the customer details as required. See Customer Settings on page 15.
- 5. Click **Update**.

Managing the Customer List on page 52

Assigning Users to a Customer

About this task

Within the customer list, a icon indicates that the system has specifically assigned COM users. That is, users other than **Administrator** and **Support** users, who can automatically see all customers. Clicking on the icon display a list of the COM users.

User assignment can be done manually and/or automatically:

- Manual Assignment Within the settings for the customer system, the Assigned
 Operators field can be used to select COM users. See <u>Editing Customer Details</u> on page 54.
 - This can be done by **Administrator** users to assign any other users to any customer systems.
 - It can also be done by Supervisor users. However, they can only assign users that they
 have created and only to customer systems to which they themselves have been manually
 assigned.
- Automatic Assignment Within the settings for users, the Labels field can be set with multiple labels. When the label matches the **Provider** or **Reseller** setting in the configuration of a customer system, those users are automatically assigned to that system. See COM User Settings on page 60.

Related links

Managing the Customer List on page 52 Managing the COM Users on page 58

Deleting Customers

- 1. Display the list of customers.
- 2. Select the checkbox next to the required customer or customers. Use the checkbox at the top of the list to select all customers in the list.
- 3. Click on Delete.

4. Click **Confirm** to delete the selected customers.

Related links

Managing the Customer List on page 52

Importing Customer Details

You can add new customers by importing their details from a CSV file.

Related links

Managing the Customer List on page 52

Create a CSV File on page 56

Downloading a Sample CSV File on page 56

Importing Customers from a CSV File on page 57

Create a CSV File

The customer file should be a plain text, comma-separated file. This type of file can be created and edited by most text editors. You can download a sample file from COM if required.



Warning:

The CSV file can contain passwords (see below) for the customer system. Since this is in plain text you must ensure that the file is controlled and erased after use.

The CSV File Format

Below is an example of a sample file.

```
IP Address/FQDN, Port, Name, Ipoffice Username, Ipoffice Password, Address, Telephone
Number, Email, Note, Tags
203.133.39.104,8443,customer1,Administrator,Avaya#123,myaddress,999999990,abc@example.c
om, mynotes, tag1; tag2
203.133.52.202,8433,customer2,Administrator,Avaya#123,myaddress,9999999990,abc@example.c
om, mynotes, tag1; tag2; tag3
```

- The header row is required.
- The individual fields are comma-separated.
- In the **Tags** data, each tag (up to 5) is further separated by ; (semi-colon).

Related links

Importing Customer Details on page 56

Downloading a Sample CSV File

- 1. Click on Views and then click on Customers.
- 2. Click Import.

3. Click **Download Import Template**. The remaining steps depend on your browser but should be the same as a normal file download.

Related links

Importing Customer Details on page 56

Importing Customers from a CSV File

About this task

If you have a CSV file of customer details, you can use that file to create a user or batch of users.

Procedure

- 1. Click on **Views** and then click on **Customers**. The list of existing customer is displayed.
- 2. Click **Import** and then **Choose File**. Locate and select the CSV file. The new customers are added to the list of pending customers.
- 3. When you have added all the customers information, click **Test Connection**.
- 4. The menu indicates if each connection was successful or not.
- 5. If any of the connections was not successful, make any changes necessary by clicking on the customer's existing details and editing them. Click **Test Connection** again.
- 6. When finished click **Save**. Only those customers to which the connection was successful are saved.

Related links

Importing Customer Details on page 56

Chapter 13: Managing the COM Users

The actions you can perform to add, edit and delete other COM users depends on your own account type:

- If you are logged in as an Administrator user, you can view, edit and delete other user accounts. You can also add additional users.
- If logged in as a Supervisor user you can add additional users other than Administrator users. You can also view, edit and delete those additional users. For those users, you can only assign labels which are also assigned to your user account.

Related links

Viewing the User Accounts on page 58

Assigning Users to a Customer on page 55

COM User Settings on page 60

Filtering the List of Users on page 61

Searching the List on page 18

Adding a New User on page 62

Editing a User's Settings on page 62

Deleting Users on page 63

Sorting the List on page 17

Viewing the User Accounts

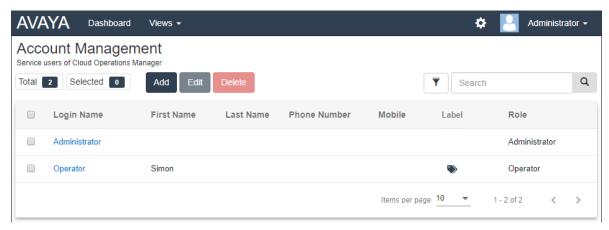
Note:

- If you are logged in as an Administrator user, you can view, edit and delete other user accounts. You can also add additional users.
- If logged in as a Supervisor user you can add additional users other than Administrator users. You can also view, edit and delete those additional users. For those users, you can only assign labels which are also assigned to your user account.

Procedure

1. Click on Views.

2. Click on **Account Management**. The list of users and their details is shown.



Related links

Managing the COM Users on page 58

Assigning Users to a Customer

About this task

Within the customer list, a icon indicates that the system has specifically assigned COM users. That is, users other than **Administrator** and **Support** users, who can automatically see all customers. Clicking on the icon display a list of the COM users.

User assignment can be done manually and/or automatically:

- Manual Assignment Within the settings for the customer system, the Assigned
 Operators field can be used to select COM users. See <u>Editing Customer Details</u> on page 54.
 - This can be done by **Administrator** users to assign any other users to any customer systems.
 - It can also be done by **Supervisor** users. However, they can only assign users that they
 have created and only to customer systems to which they themselves have been manually
 assigned.
- Automatic Assignment Within the settings for users, the Labels field can be set with
 multiple labels. When the label matches the Provider or Reseller setting in the configuration
 of a customer system, those users are automatically assigned to that system. See <u>COM User</u>
 <u>Settings</u> on page 60.

Related links

Managing the Customer List on page 52 Managing the COM Users on page 58

COM User Settings

When adding or editing a user account, the settings listed below are available.

Field	Description
Login Name	This is the name the account user needs to use to login to COM. This field must be set. The maximum length is 15 characters.
Password/Confirm Password	This is the password that the account user needs to use to login. This field must be set.
	The password must be between 8 and 31 characters long.
	It must include characters of 2 or more of the following types: uppercase, lowercase, numbers, special characters.
	The server will not allow you to reuse previous passwords.
Role	Select the user role. The options are:
	Administrator – Users with this role can access all COM menus and functions.
	Support – Users with this role are similar to Administrator users. However, their account operates in read-only mode. See Read-Only & Wallboard Display Modes on page 10.
	• Operator – Users with this role can only see and manage customers to which they have been assigned. See <u>Assigning Users to a Customer</u> on page 55.
	Supervisor – Users with this role are similar to Operator users. However, they are able to create and manage additional user accounts (other than Administrator and Support users).
	They are only able to assign labels to those users that have been assigned to their own account.
	 Through the customer list, in the customer system settings they can manually assign or remove the users that they have created.
	- They can change the customer system's CMS/IMS setting.
	Read-Only – Users with this role are similar to Operator users. However, their account operates in read-only mode. See Read-Only & Wallboard Display Modes on page 10.
Labels	This setting is only shown for operator type users. The labels set are used to automatically assign the users to any customer systems that have the same Provider or Reseller values configured in the system.
	Supervisor users creating or editing additional users, can only see and select labels already assigned to their own user account.
First Name Last Name	The account user's name details for display within menus. The total length, including spaces, is limited to 31 characters.
Phone Number	Enter a number that can be used to contact the user if necessary. Maximum length 15 digits.

Table continues...

Field	Description
Mobile	Enter a number that can be used to contact the user if necessary. Maximum length 15 digits.
Email Address	Enter an address that can be used to contact the user if necessary.
Session Timeout	Select the time after which the user should be automatically logged out if there has been no activity. The option allows the selection of a value between 5 minutes and 30 minutes in 5 minute increments.
Wallboard Mode	When selected, the user is not automatically logged out when their Session Timeout expires. However, whilst they still receive screen updates, they are no longer able to navigate to any other menus or make any new filter or tag selection changes.
Disable Account	If the selected, the account is disabled and the user is not able to login.
Force New Password	If selected, the user is forced to change their password when they next login.
Enable Account Expiration	If selected, the user account can be automatically disabled on a set date. When this occurs the Account Status is automatically disabled and must be selected again for the user to be able to login again.
Select Date	The date on which the user account is disabled if Enable Account Expiration is selected. By default, the date is set to one year forward but you can change this to a different date if required.

Managing the COM Users on page 58

Filtering the List of Users

Applying a filter overrides any previous search or filter.

Procedure

- 1. Click on the T funnel icon.
- 2. Enter the criteria that should be matched when the filter is applied.
- 3. Click **Apply**. The list will only show entries that match the criteria you set in the filter.
- 4. To hide the filter settings click on the ▼ funnel icon again.

Related links

Managing the COM Users on page 58

Searching the List

You can apply a filter and then a search.

Procedure

- 1. In the search box, entry the value on which to search. This is used match against the values in all fields of the entries.
- 2. Press return or click on the Q search icon.
- 3. The list now only show matching entries.

Related links

<u>Using the Customer List</u> on page 12 <u>Managing the COM Users</u> on page 58

Adding a New User

- If you are logged in as an **Administrator** user, you can view, edit and delete other user accounts. You can also add additional users.
- If logged in as a **Supervisor** user you can add additional users other than **Administrator** users. You can also view, edit and delete those additional users. For those users, you can only assign labels which are also assigned to your user account.

Procedure

- 1. Select the users view. See Viewing the User Accounts on page 58
- 2. Click Add.
- 3. Enter the details for the user account settings. See COM User Settings on page 60.
- 4. When completed, click Save.

Related links

Managing the COM Users on page 58

Editing a User's Settings

- If you are logged in as an **Administrator** user, you can view, edit and delete other user accounts. You can also add additional users.
- If logged in as a Supervisor user you can add additional users other than Administrator users. You can also view, edit and delete those additional users. For those users, you can only assign labels which are also assigned to your user account.

Procedure

1. Select the users view.

2. Either:

- Click on the user's displayed Login Name.
- Select the checkbox next to the user and click Edit.
- 3. Enter the details for the user account settings. See COM User Settings on page 60.
- 4. When completed click Save.

Related links

Managing the COM Users on page 58

Deleting Users

- If you are logged in as an **Administrator** user, you can view, edit and delete other user accounts. You can also add additional users.
- If logged in as a **Supervisor** user you can add additional users other than **Administrator** users. You can also view, edit and delete those additional users. For those users, you can only assign labels which are also assigned to your user account.

Procedure

- 1. Select the users view. See Viewing the User Accounts on page 58.
- Select the checkbox next to each user to be deleted.
 - The checkbox at the top of the list of users can be used to select or deselect all.
 - You cannot select and then delete the account which you have used to login.
- 3. Click Delete.

Related links

Managing the COM Users on page 58

Sorting the List

About this task

You can use most columns to sort the displayed list. Only one column can be used for sorting at any time.

- 1. Click on the column header.
- 2. A

 icon appears. This indicates that the list has been sorted in descending order based on that column.

3. Clicking on the column header again changes the sort order between ↑ ascending, ↓ descending and unsorted.

Related links

<u>Using the Customer List</u> on page 12 <u>Managing the COM Users</u> on page 58

Chapter 14: COM Server Preferences

Administrator users role can alter a number of COM server settings. These settings apply to all COM users and operation.

Related links

Viewing the Application Preferences on page 65

Changing the Application Logging Level on page 65

Downloading the Cloud COM Server Log Files on page 66

Setting the Application Title on page 66

Changing the Password History Control on page 67

Viewing the Application Preferences

Procedure

- 1. Click on the * icon.
- Select Preferences.

Related links

COM Server Preferences on page 65

Changing the Application Logging Level

About this task

The application can record details of its operations to log files. Those files may be useful to diagnose problems if the application does not appear to be performing correctly and may be requested by Avaya.

You can adjust the level of information that is logged. However, logging too much information can impact system performance and so should not be enabled unless necessary to resolve an issue.

Procedure

1. Click on the ***** icon and select **Preferences**.

- 2. Set the required **Server Side Log Level**. The options are:
 - ERROR: Only include error reports in the application logs.
 - INFO: Include general information and error reports in the application logs.
 - **DEBUG:** Include comprehensive application information and errors reports in the application logs.
- 3. Click Save.

COM Server Preferences on page 65

Downloading the Cloud COM Server Log Files

About this task

You can download the log files that COM has recorded for the operations it has performed. Note that the level of activities that is included in the log files can be adjusted. See Changing the Application Logging Level on page 65.

This process is only supported for COM being used to manage cloud system, not customer premise systems.

Procedure

- 1. Click Applications.
- 2. Click Application Center.
- Click ≡.
- 4. Click Log Management.
- 5. Select the number of days worth of logs that you want to download.
- 6. Click **to** download the zipped logs to your browser.

Related links

COM Server Preferences on page 65

Setting the Application Title

About this task

You can enter a title which, when set, will be displayed just below the menu bar on the dashboard. For example, if you have more than one COM server, each support different sets of customers, use the label to indicate which set of customers the COM user is looking at.

Procedure

- 1. Click on the * icon and select Preferences.
- 2. Select Application Title.
- 3. Enter the text that you want displayed above the dashboard. You can enter up to 32 characters.
- 4. Click Save.

Related links

COM Server Preferences on page 65

Changing the Password History Control

About this task

When users, including yourself, change their password, the application restricts them from using a previous password. The number of previous passwords the application remembers for each user can be adjusted.

Procedure

- 1. Click on the * icon and select Preferences.
- 2. Use **Enforce Password History** to set how many previous passwords the application should remember.
- 3. Click Save.

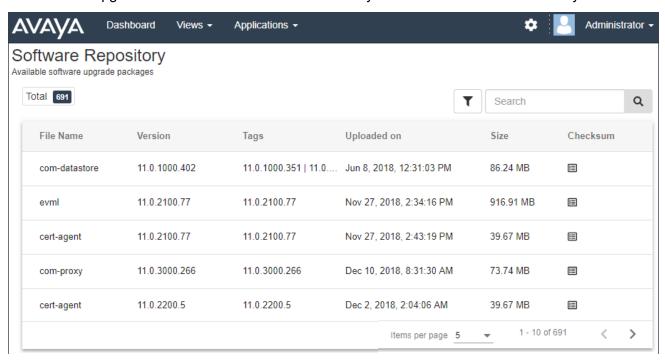
Related links

COM Server Preferences on page 65

Chapter 15: The Software Repository

The software repository is used to contain the files available for upgrading customer systems.

• When using COM to manager cloud systems, the contents of the software repository is managed by the cluster administrator. It contains individual software components that can be used to upgrade individual services on customer systems or the whole customer system.



Related links

Viewing the File Repository on page 68

Viewing the File Repository

Procedure

Click on Views.

2. Select Software Repository.

- If a previous attempt to upload a file to the software repository was interrupted, for example you were logged out of COM, when you return to the repository you may be prompted whether you want to resume the transfer.
- 3. The software repository and any files already in it are displayed.

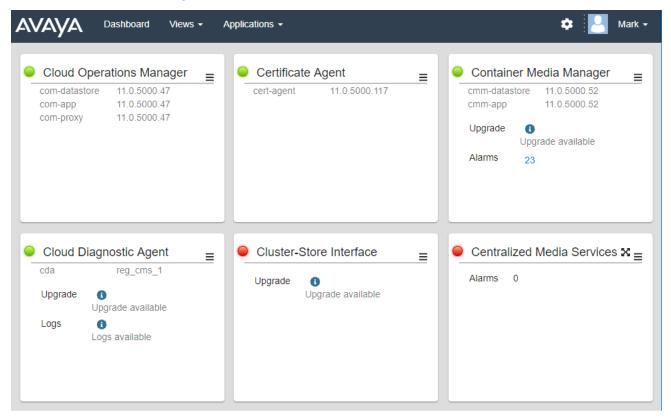
Related links

The Software Repository on page 68

Chapter 16: The Application Center

This process is only supported for COM being used to manage cloud system, not customer premise systems.

The application center shows the status and version of various services used by the cloud cluster to support customer systems. The ≡ icon provides access to options to backup, restore or upgrade each service and its settings.



- Cloud Operations Manager (COM) The COM service (this application) used to monitor and manage the customer systems.
- Certificate Agent (CA) This service provides certificates for new systems and automatically renews the certificate of existing systems when required.
- Container Media Manager (CMM) This service stores and manages call recordings for the customer systems. The recordings database can be searched by customer administrators and by users configured with access permission. The service provides 14-days of recording database backups.

- Cloud Diagnostic Agent (CDA) This service collects and stores the last 3-days of system
 monitor log traces from customer systems. It also stores any core dump files produced during
 unplanned system restarts. See <u>Downloading the Cloud COM Server Log Files</u> on page 66.
- Cluster Store Interface (CSI) This service is used to launch new customer systems (and delete no longer needed systems).
- Centralized Media Services (CMS) This service provides shared load balancing support between the cluster and external connections for customer systems. See <u>Media Services</u> on page 25.

Chapter 17: COM Server Backup and Restore

You can backup and restore the applications previous settings. This menu is only available to administrators. A backup of the application settings includes the application preferences, user and customer database and server certificate.

The processes for backup/restore vary depending on whether the server is supporting customer premise systems or cloud cluster systems.

For cloud COM, the service supports multiple backups.

Related links

Cloud COM Server Backup and Restore on page 72

Cloud COM Server Backup and Restore

This process is only supported for COM being used to manage cloud system, not customer premise systems.

Related links

COM Server Backup and Restore on page 72

Backup the COM Application Settings on page 72

Restoring the COM Application Settings on page 73

Backup the COM Application Settings

About this task

This process is only supported for COM being used to manage cloud system, not customer premise systems.

- 1. Click **Applications**.
- Click Application Center.
- 3. Click ≡.
- 4. Click Backup.

- 5. The list of existing backups is displayed along with the details of dates and times.
- 6. Click Backup.
- 7. When prompted whether to continue, click **Yes**.
- 8. The new backup is now listed.

Related links

Cloud COM Server Backup and Restore on page 72

Restoring the COM Application Settings

About this task

This process is only supported for COM being used to manage cloud system, not customer premise systems.

Procedure

- 1. Click **Applications**.
- 2. Click Application Center.
- 3. Click ≡.
- 4. Click Restore.
- 5. The list of existing backups is displayed along with the details of dates and times.
- 6. Click on the **Restore** option next to the backup you want to restore.
- 7. When prompted whether to continue, click **Yes**.

Related links

Cloud COM Server Backup and Restore on page 72

Chapter 18: Server Certificates

This menu allows to see details of the service's own identity certificate and other certificates that it has stored.

Identity Certificate

By default the service has its own self-signed identity certificate which is valid for 3 years from installation. A 90-day warning is provided if the existing certificate being used by the server is about to expire.

This sections includes general instructions for adding a certificate to your browser. Normally your system maintainer will provide a copy of the application certificate which you can then add to your browser's certificate store. However, if necessary you can download a copy of the certificate using Chrome.

Trusted Certificate

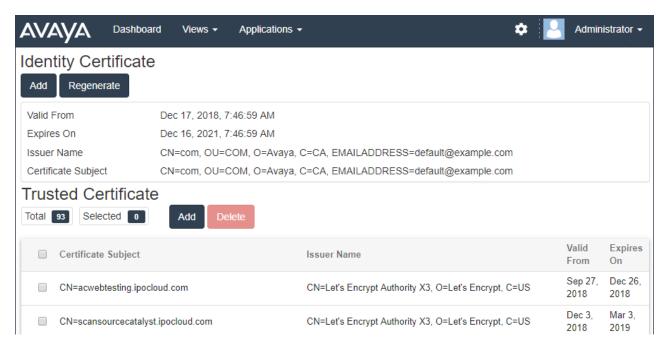
This table lists the other certificates that the service has stored. These can be IP Office system certificates and intermediate certificates.

Related links

<u>Server Certificates</u> on page 74 Adding a Certificate to a Browser on page 76

Server Certificates

This menu allows to see details of the Cloud Operations Manager service's own identity certificate and other certificates that it has stored.



Identity Certificate

By default the service has its own self-signed identity certificate which is valid for 3 years from installation. A 90-day warning is provided if the existing certificate being used by the server is about to expire.

This sections includes general instructions for adding a certificate to your browser. Normally your system maintainer will provide a copy of the application certificate which you can then add to your browser's certificate store. However, if necessary you can download a copy of the certificate using Chrome.

Trusted Certificate

This table lists the other certificates that the service has stored. These can be IP Office system certificates and intermediate certificates.

Related links

Server Certificates on page 74

Regenerating the Identity Certificate on page 75

Adding a Different Identity Certificate on page 76

Regenerating the Identity Certificate

About this task

You can replace the current identity certificate with a self-signed certificate generated by the COM application. This certificate will be valid for 3 years.

Procedure

- 1. Click on * and then click on Certificates.
- Click Regenerate.

3. Click Yes.

Related links

Server Certificates on page 74

Adding a Different Identity Certificate

About this task

You can replace the current identity certificate being used by the COM application. The same certificate can then be installed in any browsers and systems that need access to COM.

Procedure

- 1. Click on * and then click on Certificates.
- 2. Click Add.
- 3. Click Choose File and select the new certificate file.
- 4. In the **Certificate Password** field enter the password for the certificate file.
- 5. Click Submit.

Related links

Server Certificates on page 74

Adding a Certificate to a Browser

If necessary, use the following process to add the certificate for access to COM to your browser.

Related links

Server Certificates on page 74

Downloading the Server Certificate on page 76

Adding a Certificate to Chrome on page 77

Adding a Certificate to Explorer on page 78

Adding a Certificate to Windows on page 78

Adding a Certificate to Firefox on page 79

Downloading the Server Certificate

About this task

Normally your system maintainer will provide a copy of the application certificate which you can then add to your browser's certificate store. However, if necessary you can download a copy of the certificate using Chrome.

Procedure

Login to COM.

- 2. Press Ctrl+Shift+I.
- From the panel on the right select Security. If necessary click on the >> icon to select Security.
- 4. Click on View certificate. The certificate is displayed.
- 5. Click on **Details**.
- 6. Select Copy to File.
- 7. Click Next.
- 8. Select **DER encoded binary X.509 (.CER)** and click **Next**.
- 9. Enter the path where to save the file and the file name. This can be done using the **Browse** button.
- 10. Click Next.
- 11. Click Finish and then click OK.

Related links

Adding a Certificate to a Browser on page 76

Adding a Certificate to Chrome

About this task

Use the following process to add the COM certificate to your browser.

On Windows PCs, Explorer, Edge and Chrome all share the same certificate store.

Procedure

- 1. Click the icon and select **Settings**.
- 2. Click Show advanced settings. Scroll to HTTP/SSL and click Manage certificates.
- 3. Click **Import**.
- 4. Click **Next** and **Browse** to the location of the downloaded certificate. Select it and click **Open**.
- 5. Click Next. Click Place all certificates in the following store.
 - If using the server's own generated certificate, select the Trusted Root Certification Authorities.
 - If using a certificate from another source, select Intermediate Certification
 Authorities.
- 6. Click Next and then Finish.
- 7. Click **OK** and then **Close**.

Related links

Adding a Certificate to a Browser on page 76

Adding a Certificate to Explorer

About this task

Use the following process to add the COM certificate to your browser.

On Windows PCs, Explorer, Edge and Chrome all share the same certificate store.

Procedure

- 1. Click **Tools** and select **Internet Options**.
- 2. Select the Content tab and click Certificates.
- 3. Click Import.
- 4. Click **Next** and **Browse** to the location of the downloaded certificate. Select it and click **Open**.
- 5. Click Next. Click Place all certificates in the following store.
 - If using the server's own generated certificate, select the Trusted Root Certification Authorities.
 - If using a certificate from another source, select Intermediate Certification
 Authorities.
- 6. Click Next and then Finish.
- 7. Click **OK** and then **Close**.
- 8. Click OK.

Related links

Adding a Certificate to a Browser on page 76

Adding a Certificate to Windows

About this task

On Windows PCs, Explorer, Edge and Chrome all share the same certificate store.

Procedure

- 1. Double-click on the certificate file.
- On the General tab click Install Certificate.
- Select Current User and click Next.
- 4. Select Place all certificates in the following store.
 - If using the server's own generated certificate, select the Trusted Root Certification Authorities.
 - If using a certificate from another source, select Intermediate Certification Authorities.
- 5. Click **Next**. A summary of the options selected is shown.

6. Click Finish.

Related links

Adding a Certificate to a Browser on page 76

Adding a Certificate to Firefox

About this task

Use the following process to add the COM certificate to your browser.

Procedure

- 1. Click the ≡ icon and select ♥ Options. Alternatively, click on the ❖ Settings icon if shown on the browser home page.
- 2. Click Advanced and select Certificates.
- 3. Click View Certificates.
- 4. Click Authorities.
- 5. Click **Import**. Browse to the location of the CRT or PEM file downloaded from the server. Select the file and click **Open**.
- 6. Select all the check boxes to trust the certificate.
- 7. Click **OK** twice.

Related links

Adding a Certificate to a Browser on page 76

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