Using IP Office Cloud Operations Manager

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Contents

Part 1: Introduction

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.

- **Customer Premises COM Server**

  For maintainers supporting customers with Server Edition and Select systems, COM can be installed onto a Linux based server. Basic Edition, Essential Edition and Preferred Edition are not supported. Refer to *Installing IP Office Cloud Operations Manager*.

Each COM user is configured as either an administrator or an operator:

- Operators are only able to see and manage the customers to which they have been assigned. They are able to access the customer's systems and perform upgrades.
- Administrators are able to access all COM functions. That includes adding and removing customers, editing customer details and assigning operators to customers.
- For more details see Administrators and Operators on page 8.

Related links

Logging In on page 6
Logging Out on page 7
Administrators and Operators on page 8
Using the Dashboard on page 8
The Menu Bar on page 9

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 administrator or operator user created for your use. After logging in you can change your password yourself.

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. Changing the language causes the menu to be reloaded.
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.
    - If you logged in as an operator, the dashboard displays details for the systems to which your account has been assigned.
    - If you logged in as an administrator, the dashboard displays details for all systems being managed.

Related links

Cloud Operations Manager on page 6

Logging Out

The server will automatically log you out if idle. The default logout time is 5 minutes.

This session timeout can be adjusted by administrators. See Changing the Session Timeout on page 57.

Procedure

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

Related links

Cloud Operations Manager on page 6

Administrators and Operators

Each COM user is configured as either an administrator or an operator.

The functions an operator can use are limited. They can also only see and perform actions on customers to which they have been assigned. See Assigning an Operator to a Customer on page 46.

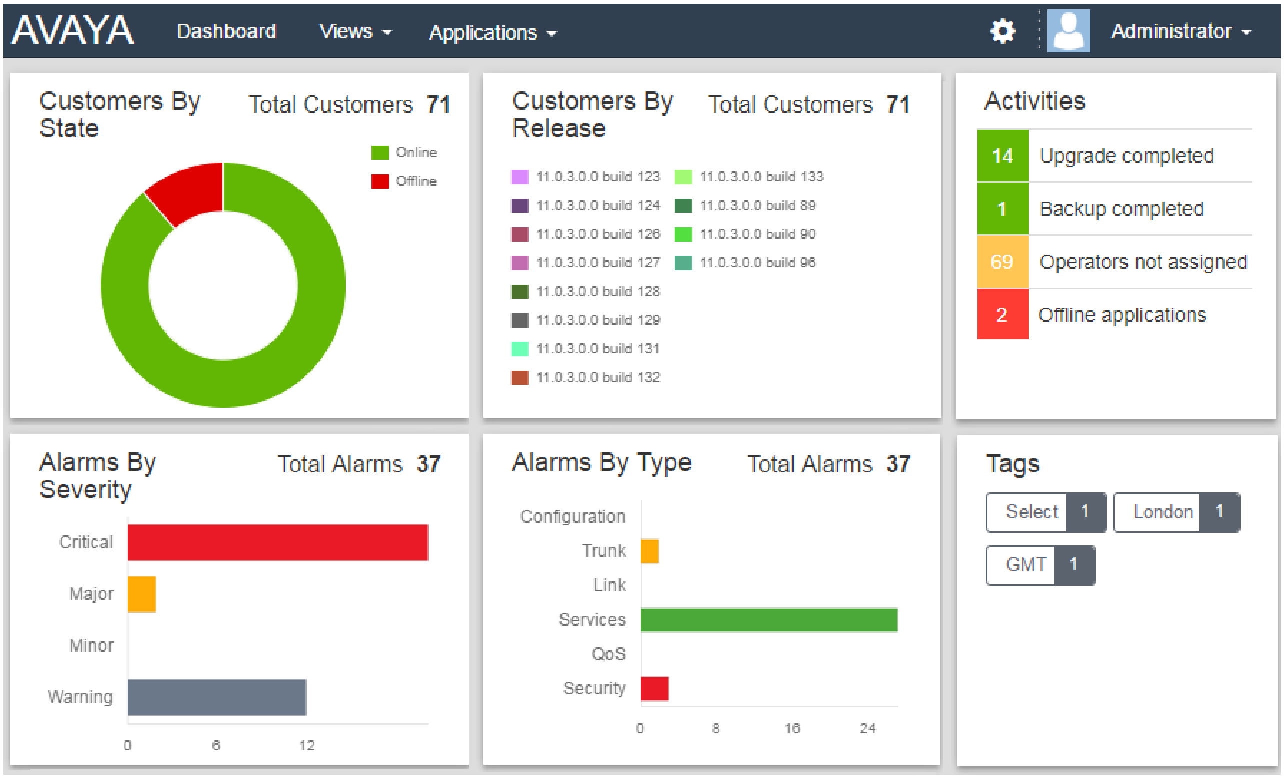
Function	Administrator	Operator
View Dashboard	Yes, all customers.	Yes, assigned customers only.
View Alarms	Yes, all customers.	Yes, assigned customers only.
View Customer List	Yes, all customers.	Yes, assigned customers only.
View Customer System Details	Yes, all customers.	Yes, assigned customers only.
Launch Applications	Yes, all customers.	Yes, assigned customers only.
Upload ISO	Yes	No
Transfer ISO to customer	Yes, all customers.	Yes, assigned customers only.
Upgrade customer	Yes, all customers.	Yes, assigned customers only.
Change own account preferences	Yes	Yes
Add/edit/delete customers	Yes	No
Add/edit/delete users	Yes	No
COM Backup/Restore	Yes	No
COM Certificate Upload	Yes	No
COM Server Preferences	Yes	No

Related links

Cloud Operations Manager on page 6

Using the Dashboard

This is the default view presented when you login. If you are an operator, it shows a summary for all those customers to which you have been assigned. If you are an administrator it shows a summary for all customers.



Most part 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 customer list on page 13.
- 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 alarms list on page 34.

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 6

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 Using the Dashboard 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 Using the Customer List on page 13.
    - **Alarms:** Selecting this option displays a list of any alarms currently logged for the customers assigned to you. See Alarms on page 34
    - **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 31
    - **Software Repository:** Clicking this option displays the list of files currently available for actions such as upgrading customers systems. See The Software Repository on page 59.
- **Applications:** These options are only available on cloud systems.
    - **Application Center:** View the status of cloud cluster services, including COM. See The Application Center on page 62.
    - **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 28.
- **:** 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 administrators.
    - **Backup and Restore:** This option displays the menu for backing up and restoring COM application settings. This option is only displayed for administrators.
    - **Certificates:** Secure access to a customer system may require a certificate. Selecting this option displays the menu where certificates can be added. See Adding a Different Identity Certificate on page 69
    - **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 administrators. See Preferences on page 55.
    - **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 change your password on page 40) and avatar (see change your avatar image on page 41).

- **Logout:** Clicking this option will end your COM session and log you out.

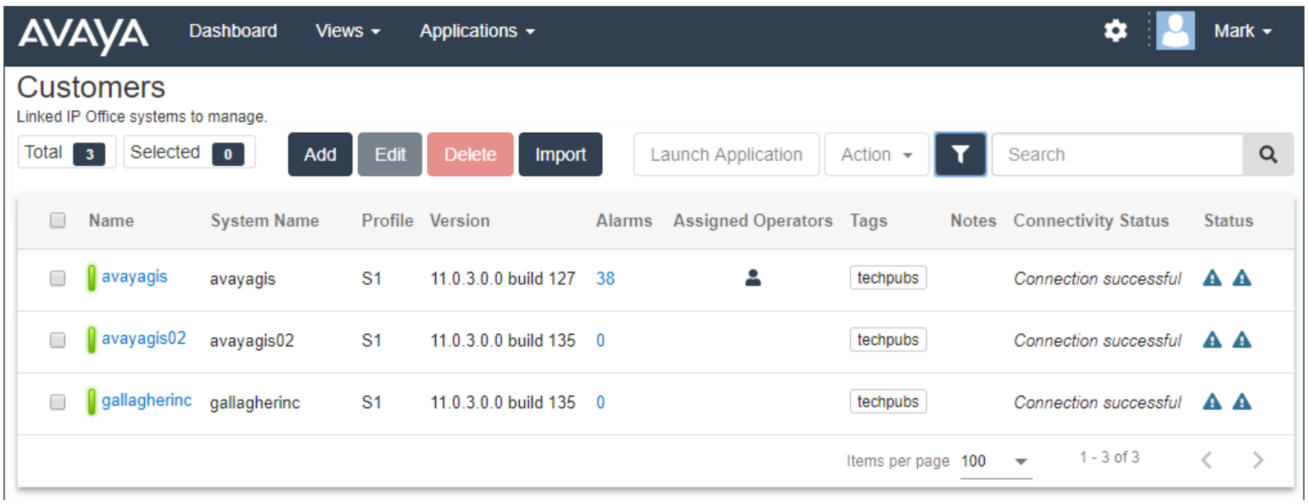
Related links

Cloud Operations Manager on page 6

Part 2: Managing Customer Systems

Chapter 2: Using the Customer List

If you are an operator user, the customer list only shows those customers to which you have been assigned.



Related links

[Viewing Your Customer List](#) on page 13
[Status Icons](#) on page 15
[Connectivity Messages](#) on page 15
[Customer Settings](#) on page 16
[Filtering the List](#) on page 17
[Hiding the Filter](#) on page 18
[Sorting the List](#) on page 18
[Searching the List](#) on page 18

Viewing Your Customer List

About this task

In addition to the method below, you can click customer information on the dashboard (see [dashboard](#) 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 Adding a New Customer on page 44.
   - **Edit:** Edit an existing customer. Administrator only. See Editing Customer Details on page 46.
   - **Delete:** Delete a customer. Administrator only. See Deleting Customers on page 46.
   - **Import:** Import multiple customers from a file. See Importing Customers from a CSV File on page 48.
   - **Transfer ISO:** Transfer an ISO file to customer system for upgrades. Customer premise systems only. See Transferring an ISO File to Customer Systems on page 23.
   - **Upgrade:** Upgrade the system software once an ISO file has been transferred to it. Customer premise systems only. See .Upgrading the Customer Systems on page 24
   - **Launch Application:** Start system configuration applications. See Launching Customer Management Apps on page 20.
   - **Action:** Perform actions on the selected customer systems. Cloud systems only.
     - **Backup:** Backup customer system configurations. Cloud systems only. See Backing Up Systems on page 25.
     - **Restore:** Restore previous backups. Cloud systems only. See Restoring System Configurations on page 26.
     - **Upgrade:** Upgrade the system software. Cloud systems only. See Upgrading Cloud Systems on page 21.
     - **Profile Upgrade:** Upgrade the system server. Cloud systems only. See Upgrading the Server Profiles on page 26.
     - **Log Management:** Access and download the system log files. Cloud systems only. See Downloading System Log Files on page 37.
     - **Refresh Customisation Files:** Update the trunk template and other customisation files available to the system. Cloud systems only. See Refreshing the System Customisation Files on page 27.

Related links

Using the Customer List on page 13

Status Icons

The following icons can appear next to a customer:

- **`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.
- **`New Version Available`:** A higher version of software is available. This customer could be upgraded if required. See Upgrading the Customer Systems on page 24.
- **`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 37.

Related links

Using the Customer List on page 13

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 13

Customer Settings

When viewing the customer list, the settings listed below are shown. These can be edited by administrators if required (see Editing Customer Details on page 46).

- Note: The settings shown vary depending on the type of systems (cloud or CPE) 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 Connectivity Messages on page 15. • 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 Viewing the Customer Information on page 29).
Systems	For customer premises systems, the number of individual IP Office servers in the customer network.
IP Address/FQDN	The address of the customer system. For customer premises system's this is the address of the primary server.
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. This is normally the same for all IP Office servers in the network.
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 pre-filtered to show those alarms.
Assigned Operators	The login names of the COM operators who have been assigned to manage the customer. See Assigning an Operator to a Customer on page 46.
Tags	The tags (up to 5) associated with the customer.

Table continues…

Setting	Description
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 15.
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. • **`New Version Available`:** A higher version of software is available. This customer could be upgraded if required. See Upgrading the Customer Systems on page 24. • **`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 37.

Related links

Using the Customer List on page 13

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 icon or click on the funnel icon again.

Related links

Using the Customer List on page 13

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 13

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.

Procedure

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

Using the Customer List on page 13
Managing the COM Users on page 49

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 search icon.
3. The list now only show matching entries.

Related links

[Using the Customer List](#) on page 13
[Managing the COM Users](#) on page 49

Chapter 3: Managing Customer Systems

This section covers processes relating to managing existing customers. These processes can be used by both operator and administrator users.

The administrator only processes for adding and deleting customers are covered the Managing Customers on page 43.

Related links

Launching Customer Management Apps on page 20
Upgrading Cloud Systems on page 21
Upgrading Customer Premise Systems on page 22
Backing Up Systems on page 25
Restoring System Configurations on page 26
Upgrading the Server Profiles on page 26
Refreshing the System Customisation Files on page 27
Downloading System Admin Tools on page 28

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 WebLM. However, the remote systems security configuration can be configured to restrict which applications and application features any particular security account can access.

Procedure

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.
    - The following applications can be launched for customer premise systems:
        - **one-X Portal:** Access the Avaya one-X® Portalapplication running on the customer's primary server.
        - **Web License Manager:** Access the WebLM license server service running on the customer's primary server.
        - **Web Control Panel:** Access the web control menus (also known as "platform view") of the customer's primary server.
        - **Web Manager:** Access the IP Office Web Manager menus used for configuring the systems in the customer network.

Related links

Managing Customer Systems on page 20

Upgrading Cloud Systems

About this task

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

Procedure

1. View the customer list. See Using the Customer List on page 13.
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. 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 and click **Next**.
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 Viewing Scheduled Jobs on page 31.

Related links

Managing Customer Systems on page 20

Upgrading Customer Premise Systems

The process of upgrading systems varies depending on the type of systems being managed by COM. An important difference is that customer premise upgrades are whole ISO file based whilst cloud upgrades can be either whole system or individual component based.

Upgrading customer premise systems is a multi-stage process:

1. **Upload an ISO File:** Upload an ISO file to the COM software repository. This can only be done by an administrator.
2. **Transfer the ISO File:** Transfer the ISO file to the customer's primary system. The ISO file is then automatically shared with all other servers in the customer's network. See Transferring an ISO File to Customer Systems on page 23.
3. **Start the Upgrade:** Trigger the upgrade of the customer's systems. This is a single-step upgrade of all the customer servers. After the primary server is upgraded, all other servers are automatically upgraded.
    - **Multi-Stage Upgrade:** To perform a multi-stage upgrade, where the primary is upgraded and then you manually trigger the upgrade of the other servers, use IP Office Web Manager. COM can still be used to transfer the upgrade ISO file to the customer systems.

Related links

Managing Customer Systems on page 20
Uploading an ISO File to the Software Repository on page 23
Transferring an ISO File to Customer Systems on page 23
Upgrading the Customer Systems on page 24

Uploading an ISO File to the Software Repository

About this task

- This process is only supported for COM being used to manage customer premise systems. It is not supported for COM being used to manage cloud systems.
- Only administrators can upload files to the repository.

Procedure

1. Select **Views** and then **Software Repository**.
2. Click **Upload File**. The **Add Upgrade File** menu is displayed.
3. Either:
    - From your PC desktop, drag the file onto the hatched area in the browser window.
    - Click **Choose File** and select the file to upload.
4. Click **Upload File**. The progress of the upload is displayed.
    - If the file upload was previously interrupted, you may be prompted on whether to resume the previous transfer or to start again. Select the action you want.
5. When the file has been successfully uploaded click **OK**.

Related links

Upgrading Customer Premise Systems on page 22

Transferring an ISO File to Customer Systems

About this task

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

Before you begin

View the software repository to check that the required ISO file has been uploaded to the software repository. If necessary upload the file. See Viewing the File Repository on page 60.

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the checkbox next to the systems you want to manage.
3. Click on **Transfer ISO**.
4. From the list of files that appears, select the USO file that you want to transfer.
5. Click **Transfer**.
6. The status of the customers changes to `ISO Transfer` ⚠ and shows the progress of the transfer.

7. Wait until `New Version Available` is displayed next to each system.
8. You can now proceed with upgrading those systems. See Upgrading the Customer Systems on page 24.

Related links

Upgrading Customer Premise Systems on page 22

Upgrading the Customer Systems

About this task

- This process is only supported for COM being used to manage customer premise systems. It is not supported for COM being used to manage cloud systems.
- Having transferred an ISO to the customer's system (see Transferring an ISO File to Customer Systems on page 23) you can proceed with upgrading those systems. This is a single-step upgrade of all the customer servers. After the primary server is upgraded, all other servers are automatically upgraded.

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the customers to which a ISO file has been transferred. They display a icon in their status meaning `New Version Available`.
    - Use the filter or search options to ensure that all the required customers are listed.
    - Select the checkbox next to the systems required. If needed, use the checkbox at the top of the list to select all the currently listed systems.
3. Click on **Upgrade**.
4. The license detail are displayed. Click **Accept** to continue.
5. If you want to start the upgrade immediately:
    a. Click **Upgrade**.
    b. The instruction to upgrade using the transferred ISO file is sent to the selected customer's systems.
    c. If you click on the customer name, the customer information panel displays the progress of the upgrades on that customer's systems.
    d. Even though the upgrade is not scheduled, it still appears in the list of scheduled jobs but begins immediately.
6. If you want to schedule the upgrade:
    a. Select the **Do you want to schedule this job?** checkbox.
    b. Enter a name for the scheduled job.
    c. 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.

d. Click **Upgrade**. The upgrade is added to the list of scheduled jobs.

Related links

Upgrading Customer Premise Systems on page 22

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 13.
2. Select the checkbox next to the systems you want to manage.
3. Click **Action**.
4. Click on **Backup**.
5. 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 Viewing Scheduled Jobs on page 31.

Related links

Managing Customer Systems on page 20

Restoring System Configurations

About this task

This process can be used to restore the previous backup of a system or systems. See Backing Up Systems on page 25.

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the checkbox next to the systems you want to manage.
3. Click **Action**.
4. Click on **Restore**.
5. 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 Viewing Scheduled Jobs on page 31.

Related links

Managing Customer Systems on page 20

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 systems. It is not supported for COM being used to manage customer premise systems.

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the checkbox next to the systems you want to manage.

3. 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.
   - **S2:** Supports up to 200 users and 20 Media Manager recording channels.
   - **S3:** Supports up to 400 users and 40 Media Manager recording channels.
5. 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 Viewing Scheduled Jobs on page 31.

Related links

Managing Customer Systems on page 20

Refreshing the System Customisation Files

About this task

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.

Existing files on the selected servers are overwritten. New files are added.

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

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the checkbox next to the systems you want to manage.
3. Click **Action**.
4. Click on **Refresh Customisation Files**.
5. 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 **Refresh Customisation Files**.
9. The task is added to the list of scheduled jobs and started immediately if no scheduled date and time was set. See Viewing Scheduled Jobs on page 31.

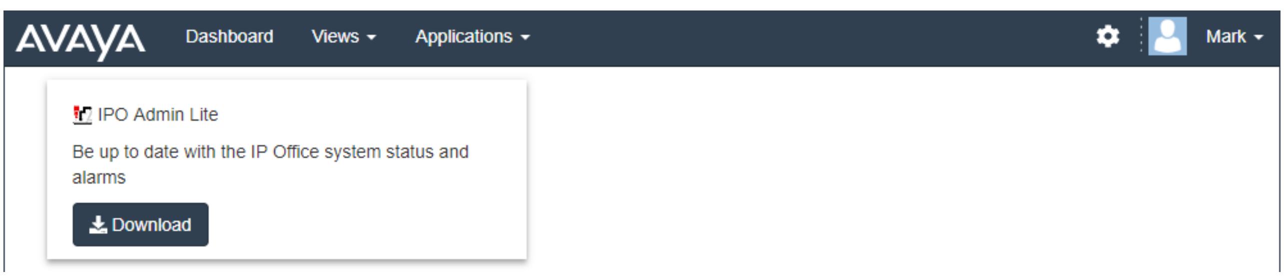
Related links

Managing Customer Systems on page 20

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.



Procedure

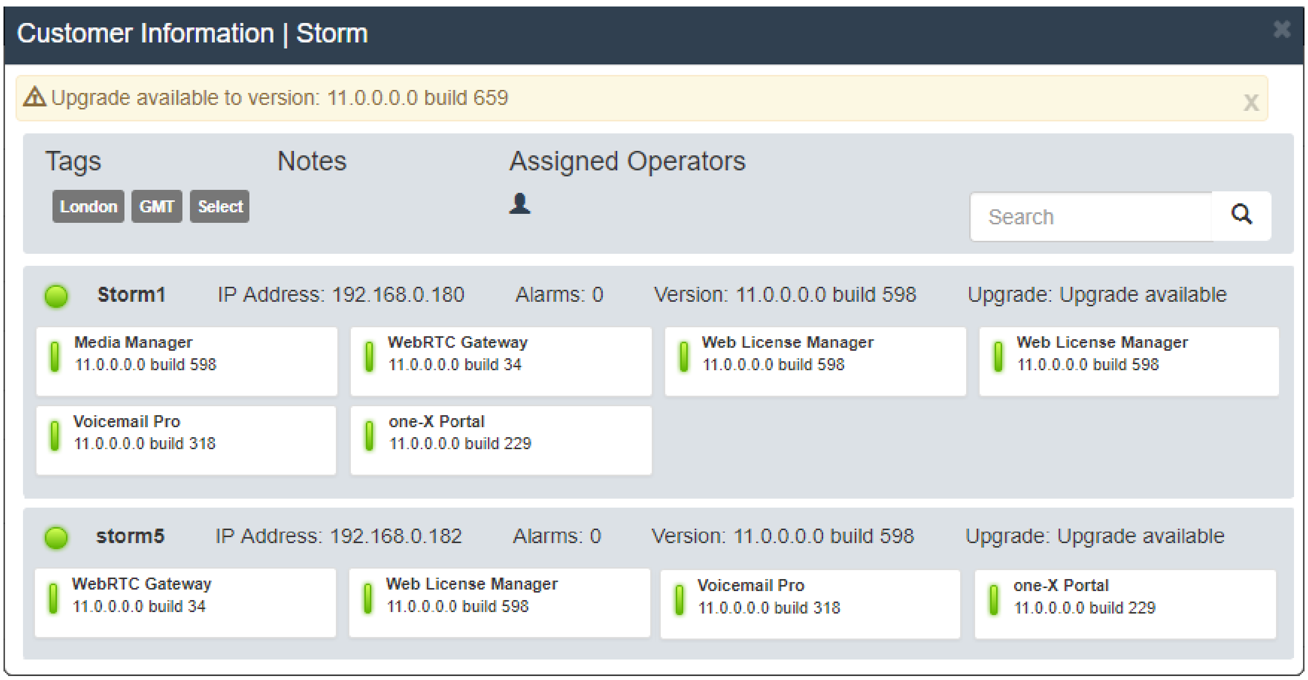
1. Click **Applications**.
2. Select **IP Office Admin Tools**.
3. Click on the **Download** link.

Related links

Managing Customer Systems on page 20

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 systems. If the customer system is part of a network of systems, information about the individual systems in the network is displayed/



If the customer network includes a large number of systems, you can use the **Search** box to reduce the list to displaying only a subset of the customer's systems.

Related links

[Viewing the Customer Information](#) on page 29
[Searching the Customer Information Panel](#) on page 30

Viewing the Customer Information

Procedure

1. Locate the customer system in the list of customers (see Using the Customer List on page 13).

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 29

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

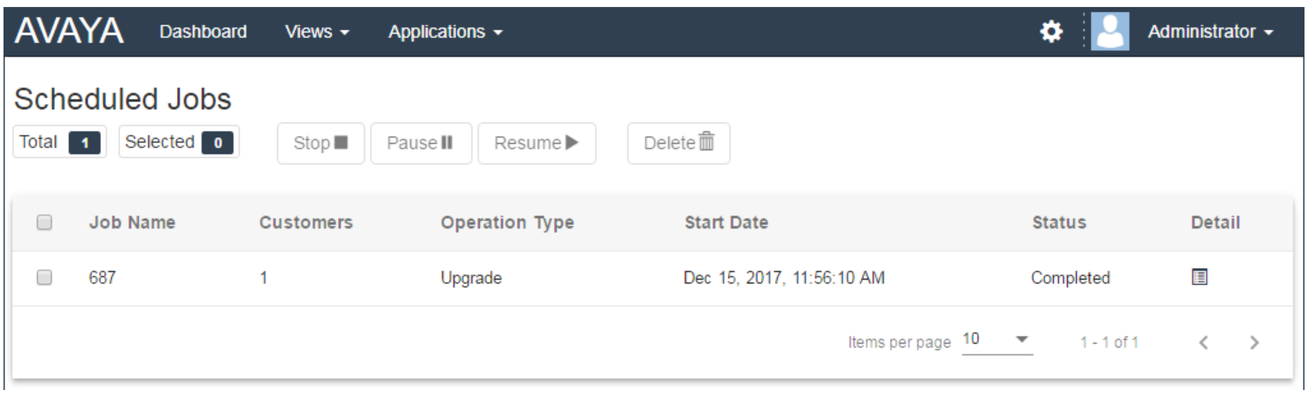
1. In the **Search** box, enter the criteria on which you want to search. The search is done against the system name, IP address, fully-qualified domain name and version.
2. Click on the 🔍 icon to apply the search.
3. To remove the search, click on **Clear Search**.

Related links

Viewing System Information on page 29

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 icon indicates jobs which are in progress.

Related links

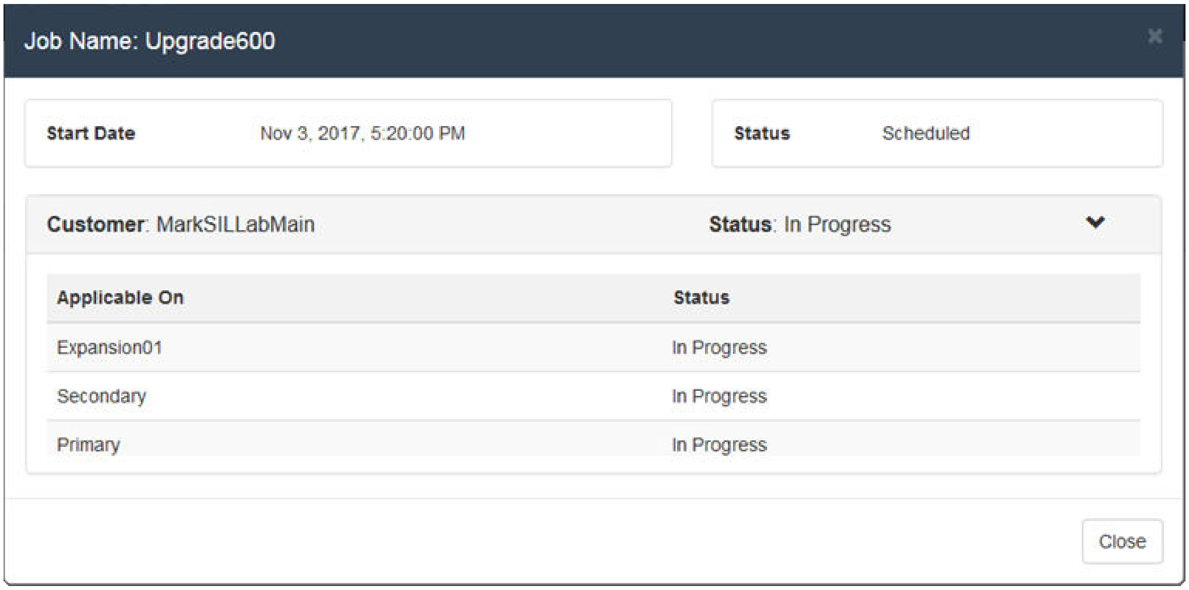
Viewing Job Details on page 31
Deleting Scheduled Jobs on page 32
Pausing Scheduled Jobs on page 32
Stopping a Scheduled Job on page 33

Viewing Job Details

Procedure

1. Display the list of scheduled jobs.
2. Click on the icon 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 31

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 icon).
3. Click on **Delete** .
4. Click **Confirm** to delete the selected jobs.

Related links

Viewing Scheduled Jobs on page 31

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** ⏸.
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.
3. Click on **Resume** ▶.
4. Click **Confirm** to resume the selected jobs.
5. The **Status** of those jobs changes to `Scheduled`.

Related links

Viewing Scheduled Jobs on page 31

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:

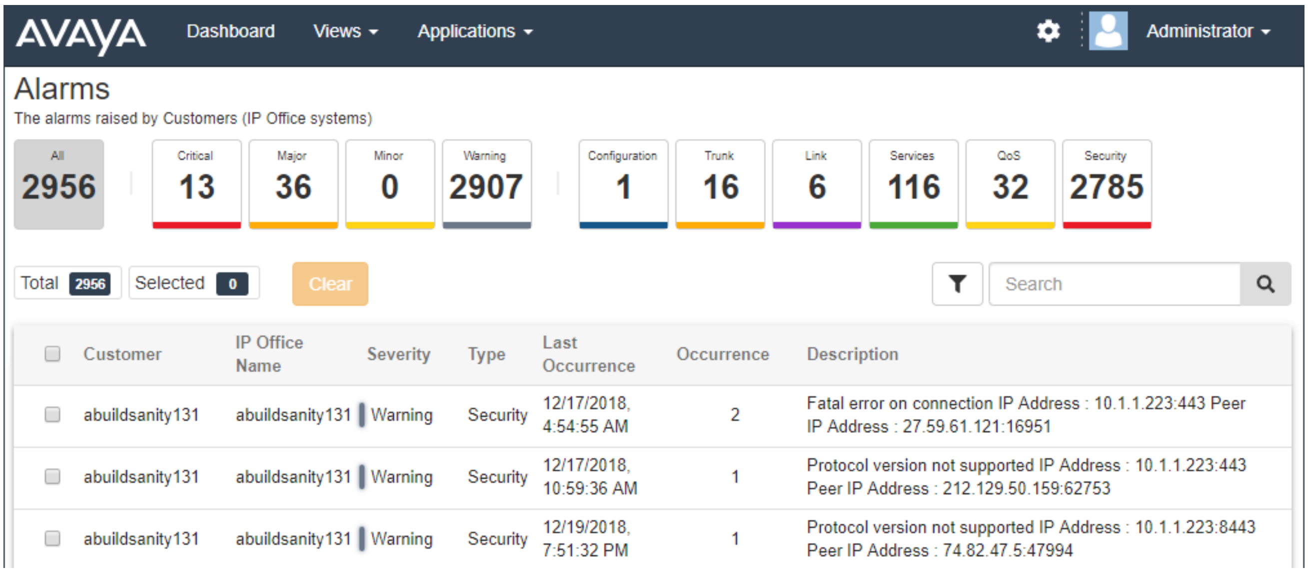
1. Display the list of scheduled jobs.
2. Select the checkbox next to the required jobs. Use the checkbox at the top of the list to select all jobs in the list.
3. Click on **Stop** ■.
4. Click **Confirm** to stop the selected jobs.
5. The **Status** of those jobs changes to `Stopped`.

Related links

Viewing Scheduled Jobs on page 31

Chapter 6: Alarms

The alarms list displays a breakdown of the alarms currently logged from your customer's systems.



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 34
Searching the Alarms on page 35
Sorting the Alarms on page 35
Filtering the Alarms on page 36
Clearing Alarms on page 36

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 34

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 🔍 search icon.
3. The list now only show matching entries.

Related links

Alarms on page 34

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.

Procedure

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

Alarms on page 34

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 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 34

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 34

Chapter 7: 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 Creating a Set of Archived Logs on page 37.
2. Download the archived logs. See Downloading Log Archives on page 38.

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

Related links

Creating a Set of Archived Logs on page 37
Downloading Log Archives on page 38

Creating a Set of Archived Logs

About this task

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

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

Procedure

1. View the customer list. See Using the Customer List on page 13.
2. Select the checkbox next to the system you want to manage.
3. 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 that record the system's general activity regarding calls and other functions. For details of viewing system monitor logs and configuration what information should be included in the logs, refer to the *Using IP Office System Monitor* manual.

- **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.
- **All Logs:** A combination of both 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 38.

Related links

Downloading System Log Files on page 37

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 37.

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

Procedure

1. View the customer list. See Using the Customer List on page 13.
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 37

Part 3: Your COM User Settings

Chapter 8: Your User Account

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

Related links

[Viewing Your User Profile](#) on page 40
[Changing Your Password](#) on page 40
[Adding an Avatar](#) on page 41

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 40

Changing Your Password

About this task

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

Procedure

1. Click on your user name shown top-right and select **Profile**.
2. Click on the edit icon shown bottom-right.
3. 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.

Related links

Your User Account on page 40

Adding an Avatar

Procedure

1. Click on your user name shown top-right and select **Profile**.
2. Click on the 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 40

Part 4: Adding and Editing COM Customers and Users

Chapter 9: 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. If you are logged in as an operator, these options will not be accessible. e

Related links

Adding New Customers on page 43
Customer Account Settings on page 45
Editing Customer Details on page 46
Assigning an Operator to a Customer on page 46
Deleting Customers on page 46
Importing Customer Details on page 47

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 43
Enabling Support on IP Office Systems on page 43
Adding a New Customer on page 44

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.
- On customer premises systems the ***COMAdmin*** security user is disabled by default and doesn't have a password set. The process below to enable the security user requires you to

have administrator access to the customer system and may need to be performed by the original system installer or maintainer.

- For full details of IP Office configuration for COM connections refer to the *Installing Avaya IP Office™ Platform Cloud Operations Manager* manual.
- If at a later date, the customer adds another IP Office to their network, you should repeat this process to make the new system visible and manageable by COM.

Procedure

1. Log in to IP Office Web Manager on the Server Edition/Select system.
2. Click **Solution**.
3. Click on the **Actions** drop-down and select **Cloud Operations Management**.
4. Enter and confirm the password that the systems in the customer solution should use for their COM connection.
5. Click **Enable & Synch**.
6. This enables the ***COMAdmin*** security user account on the primary system and sets its password. The change is then synchronizes to all other systems in the solution. This process can take several minutes depending on the number of systems in the solution.
7. When the successful synchronization message appears click **Cancel**.

Related links

Adding New Customers on page 43

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 Customer Account Settings on page 45.
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 43

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.
IP Address/FQDN	Enter the IP address or fully-qualified domain name of the primary server at the customer site. This must be an address routable from the COM server location.
Port	Enter the port. The default port is 8443.
Service User Name	The name of the security service user account configured on the customer systems for COM. The default name is ***COMAdmin***. See Enabling Support on IP Office Systems on page 43.
Password	The security password of the security service user specified above.
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	Users with the **Operator** role can only view and manage customers to which they have been assigned. This field lists the operator users assigned to manage the particular customer. Users with the **Administrator** role can view and manage all customers without needing to be assigned.
Address	Enter a address for the customer site.
Notes	Enter any extra information that may be important to anybody using COM to manage this customer.

Related links

Managing the Customer List on page 43

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 16.
5. Click **Update**.

Related links

Managing the Customer List on page 43

Assigning an Operator to a Customer

About this task

Within the customer list, a icon indicates that the system has assigned operators. Clicking on the icon display a list of the operator names.

Operators can only see and manage those customers to which they have been assigned. That assignment can be done either manually and/or automatically:

- **Manual Assignment:** Within the settings for the customer system, the **Assigned Operators** field can be used to select operators. See Editing Customer Details on page 46.
- **Automatic Assignment:** Within the settings for users, the **Label** field can be set with multiple labels. When the label matches the **Provider** or **Reseller** setting with the configuration of a system being managed by COM, those operators are automatically assigned to the system. See COM User Settings on page 50.

Related links

Managing the Customer List on page 43
Managing the COM Users on page 49

Deleting Customers

Procedure

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 43

Importing Customer Details

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

Related links

Managing the Customer List on page 43
Create a CSV File on page 47
Downloading a Sample CSV File on page 48
Importing Customers from a CSV File on page 48

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,
9999999990,abc@example.com,mynotes,tag1;tag2
203.133.52.202,8433,customer2,Administrator,Avaya#123,myaddress,
9999999990,abc@example.com,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 47

Downloading a Sample CSV File

Procedure

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 47

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 47

Chapter 10: Managing the COM Users

If your user account was configured with the administrator role, you are able to add, delete and edit other COM user accounts (except their avatar image).

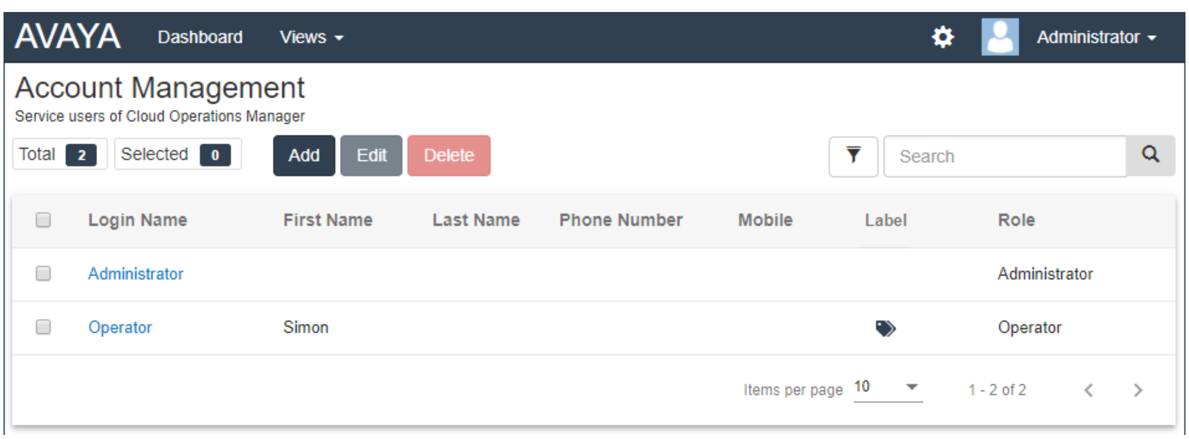
Related links

Viewing the User Accounts on page 49
Assigning an Operator to a Customer on page 46
COM User Settings on page 50
Filtering the List of Users on page 51
Searching the List on page 18
Adding a New User on page 52
Editing a User's Settings on page 52
Deleting Users on page 53
Sorting the List on page 18

Viewing the User Accounts

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 49

Assigning an Operator to a Customer

About this task

Within the customer list, a icon indicates that the system has assigned operators. Clicking on the icon display a list of the operator names.

Operators can only see and manage those customers to which they have been assigned. That assignment can be done either manually and/or automatically:

- **Manual Assignment:** Within the settings for the customer system, the **Assigned Operators** field can be used to select operators. See Editing Customer Details on page 46.
- **Automatic Assignment:** Within the settings for users, the **Label** field can be set with multiple labels. When the label matches the **Provider** or **Reseller** setting with the configuration of a system being managed by COM, those operators are automatically assigned to the system. See COM User Settings on page 50.

Related links

[Managing the Customer List](#) on page 43
[Managing the COM Users](#) on page 49

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.

Table continues…

Field	Description
Role	Select the role user role. The options are: • **Operator** — Users with this role can only see and manage customers to which they have been assigned by an administrator. They also cannot access for full details see Administrators and Operators on page 8. • **Administrator** — Users with this role can access all COM menus and functions.
Label	This setting is only shown for operators. The labels set here are used to automatically assign the operator to any customers who have the same **Provider** or **Reseller** name configured in their system.
First Name	The account user's name details for display within menus. The total length, including spaces, is limited to 31 characters.
Last Name	
Phone Number	Enter a number that can be used to contact the user if necessary. Maximum length 15 digits.
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.
Enable Account Status	If the selected, the account is enabled and the user is able to login. If not selected, the user is not able to login.
Force Change 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.

Related links

Managing the COM Users on page 49

Filtering the List of Users

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 funnel icon again.

Related links

Managing the COM Users on page 49

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 search icon.
3. The list now only show matching entries.

Related links

Using the Customer List on page 13
Managing the COM Users on page 49

Adding a New User

Procedure

1. Select the users view. See Viewing the User Accounts on page 49
2. Click **Add**.
3. Enter the details for the user account settings. See COM User Settings on page 50.
4. When completed, click **Save**.

Related links

Managing the COM Users on page 49

Editing a User's Settings

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 50.
4. When completed click **Save**.

Related links

Managing the COM Users on page 49

Deleting Users

Procedure

1. Select the users view. See Viewing the User Accounts on page 49.
2. 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 49

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.

Procedure

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

Using the Customer List on page 13

Managing the COM Users on page 49

Part 5: Managing the COM Service

Chapter 11: Application Preferences

Users with administrator role can alter a number of application settings. These settings apply to all COM users and operation.

Related links

Viewing the Application Preferences on page 55
Changing the Application Logging Level on page 55
Downloading the Customer Premises COM Server Log Files on page 56
Downloading the Cloud COM Server Log Files on page 57
Changing the Session Timeout on page 57
Changing the Password History Control on page 58
Changing the Database Password on page 58

Viewing the Application Preferences

Procedure

1. Click on the ⚙ icon.
2. Select **Preferences**.

Related links

Application Preferences on page 55

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 (see Downloading the Customer Premises COM Server Log Files on page 56).

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.

Note that the customer premises COM service only keeps up to 5 days worth of log files.

Procedure

1. Click on the ⚙ icon and select **Preferences**.
2. Set the **Log Level** or **Server Side Log Level** to the required 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**.

Related links

Application Preferences on page 55

Downloading the Customer Premises COM Server Log Files

About this task

You can download the log files that COM has recorded for the operations it has performed. The application keeps log files for the last 5 days of activities.

Note that the level of activities that is included in the log files can be adjusted. See Changing the Application Logging Level on page 55.

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

Procedure

1. Click on the ⚙ icon and select **Preferences**.
2. Click on **Download logs**.
3. The logs will be downloaded as a Zip file. The exact download method and location will depend on the browser being used.

Related links

Application Preferences on page 55

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 55.

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

Procedure

1. Click **Applications**.
2. Click **Application Center**.
3. 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

Application Preferences on page 55

Changing the Session Timeout

About this task

The application automatically logs users out if there have been no key or mouse clicks for a specified period. You can adjust the length of that period.

Procedure

1. Click on the icon and select **Preferences**.
2. Set the **Session Timeout** to the required duration in minutes. The value can be from 5 to 30 minutes.
3. Click **Save**.

Related links

Application Preferences on page 55

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

Application Preferences on page 55

Changing the Database Password

About this task

The COM server maintainer can change the password of the database used to store customer and user information. If they do this, it will be necessary to change the database password used by COM to match.

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

Procedure

1. Click on the ⚙ icon and select **Preferences**.
2. Use **Database Password** to match the new password provided by the system maintainer. The default password is `Avaya123`.
3. Click **Save**.

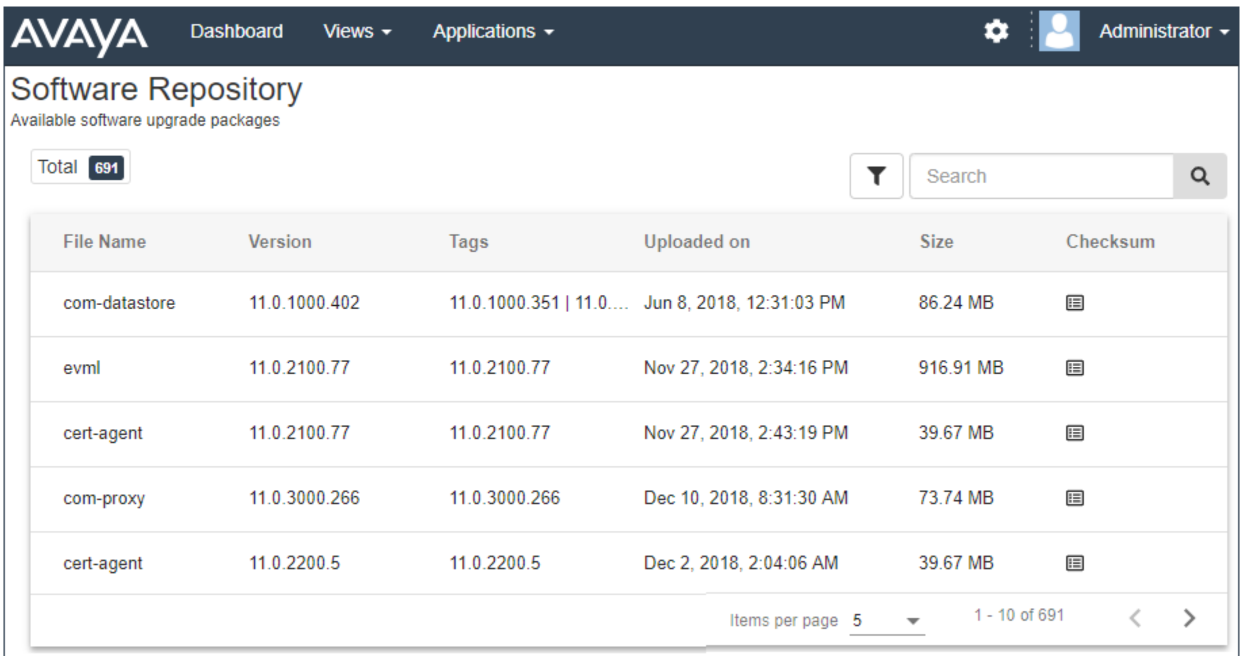
Related links

Application Preferences on page 55

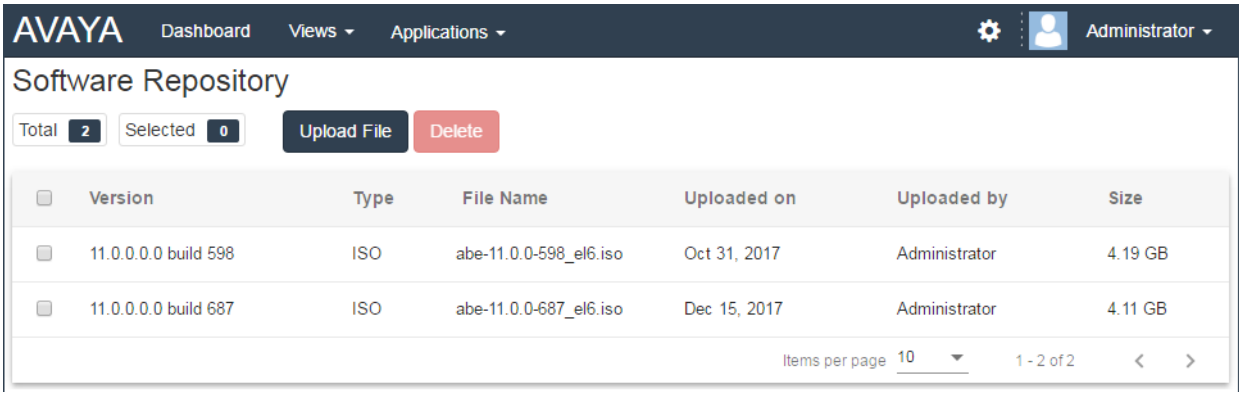
Chapter 12: The Software Repository

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.



- When using COM to manage customer premise systems, the contents of the software repository is managed by the COM administrators. It contains up to 10 ISO files for use in upgrading customer systems.



Related links

[Viewing the File Repository](#) on page 60
[Uploading a File to the Repository](#) on page 60
[Deleting Files in the Repository](#) on page 61

Viewing the File Repository

Procedure

1. 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 59

Uploading a File to the Repository

About this task

- This process is only supported for COM being used to manage customer premise systems. It is not supported for COM being used to manage cloud systems.
- Only administrators can upload files to the repository.

Procedure

1. Select the **Software Repository** view.

2. Click **Upload File**. The **Add Upgrade File** menu is displayed.
3. Either:
   - From your PC desktop, drag the file onto the hatched area in the browser window.
   - Click **Choose File** and select the file to upload.
4. Click **Upload File**. The progress of the upload is displayed.
   - If the file upload was previously interrupted, you may be prompted on whether to resume the previous transfer or to start again. Select the action you want.
5. When the file has been successfully uploaded click **OK**.

Related links

The Software Repository on page 59

Deleting Files in the Repository

About this task

- This process is only supported for COM being used to manage customer premise systems. It is not supported for COM being used to manage cloud systems.
- Only administrators can delete files from the repository.

Procedure

1. Select the **Software Repository** view.
2. Sort or search the repository to locate the file or files that you want to delete.
3. Select the checkbox next to each file to be deleted.
   - The checkbox at the top of the list of files can be used to select or deselect all.
4. Click **Delete**. The selected file or files are deleted.

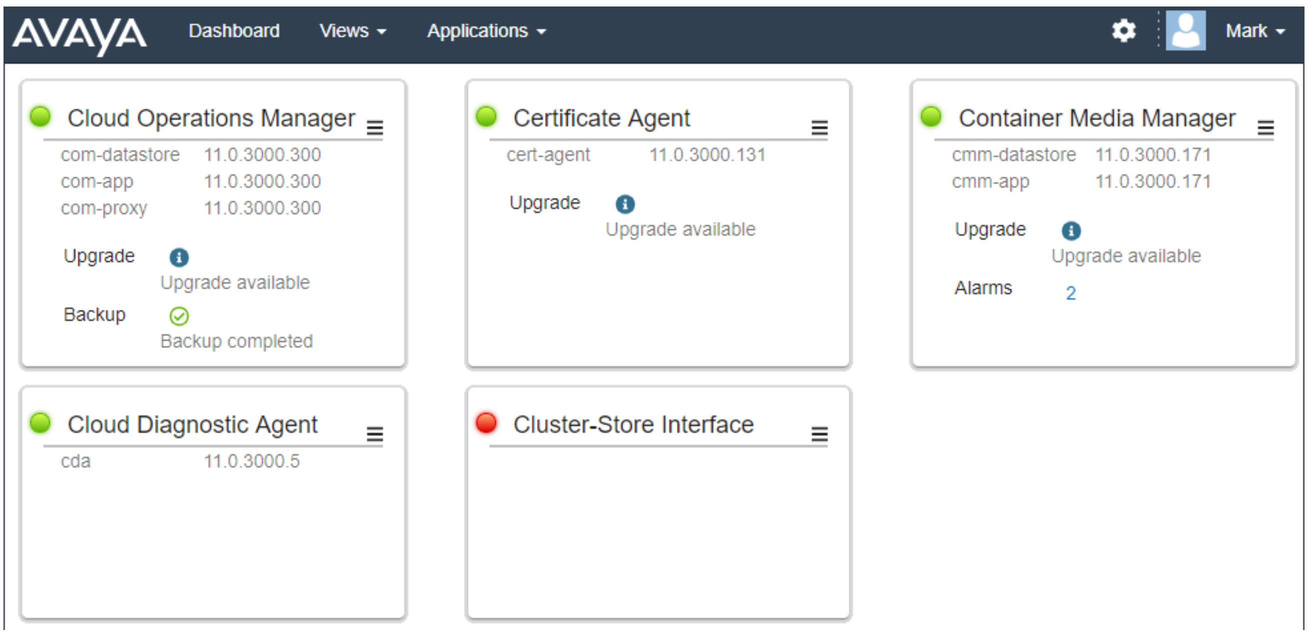
Related links

The Software Repository on page 59

Chapter 13: The Application Center

This process is only supported for COM being used to manage cloud systems. It is not supported for COM being used to manage 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 back, 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 details of call recordings for the customer systems (the actual recordings are stored separately). The recordings database can be search by customer administrators and users configured with access permission. The service provides a 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. The log and dump files for a system can be downloaded through COM. See Downloading the Cloud COM Server Log Files on page 57.

- **Cluster Store Interface: (CSI)** This service is used to launch new customer systems (and delete no longer needed systems).

Chapter 14: 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 customer premise COM, COM only supports a single backup. For cloud COM, the service supports multiple backups.

Related links

Customer Premises COM Backup and Restore on page 64
Cloud COM Server Backup and Restore on page 65

Customer Premises COM Backup and Restore

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

Related links

COM Server Backup and Restore on page 64
Backup the COM Application Settings on page 64
Restoring the COM Application Settings on page 65

Backup the COM Application Settings

About this task

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

Procedure

1. Click on ⚙ and then click on **Backup and Restore**.
2. Click **Backup**.

3. When prompted whether to continue, click **Yes**.
4. The updated backup is now listed.

Related links

Customer Premises COM Backup and Restore on page 64

Restoring the COM Application Settings

About this task

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

Procedure

1. Click on and then click on **Backup and Restore**.
2. Click **Restore**.
3. When prompted whether to continue, click **Yes**.

Related links

Customer Premises COM Backup and Restore on page 64

Cloud COM Server Backup and Restore

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

Related links

COM Server Backup and Restore on page 64
Backup the COM Application Settings on page 65
Restoring the COM Application Settings on page 66

Backup the COM Application Settings

About this task

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

Procedure

1. Click **Applications**.
2. 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 65

Restoring the COM Application Settings

About this task

This process is only supported for COM being used to manage cloud systems. It is not supported for COM being used to manage 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 65

Chapter 15: 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

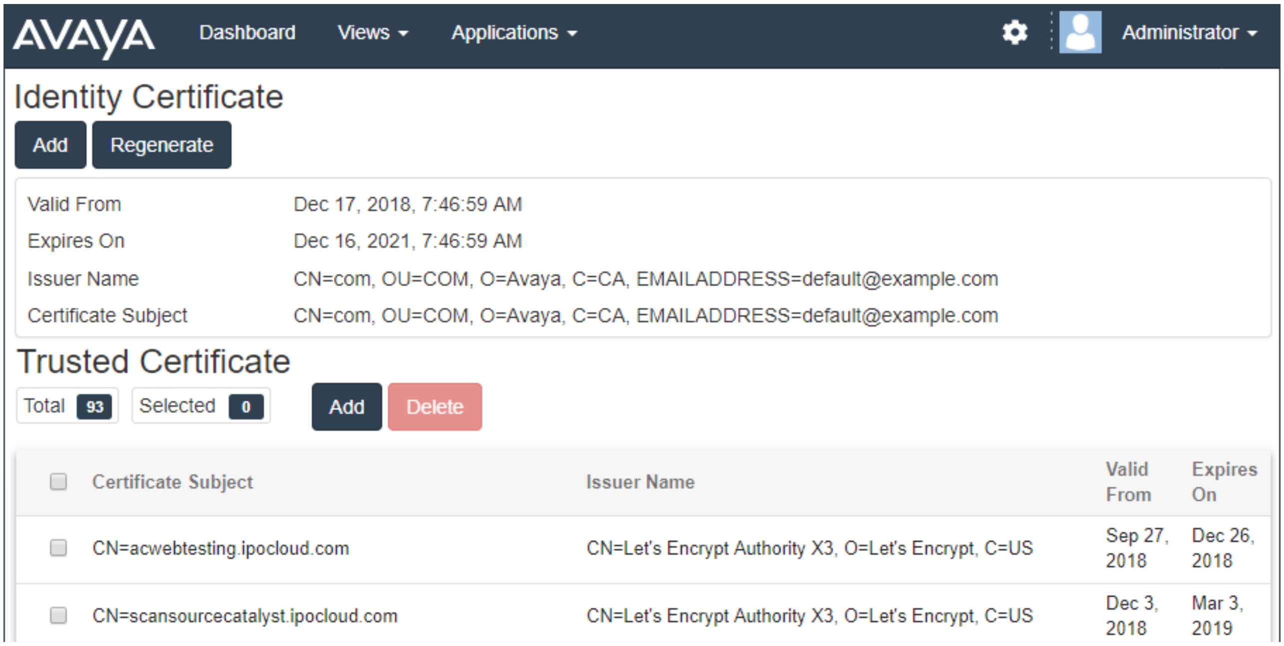
This table lists the other certificates that the service has stored. These can be IP Office system certificates and intermediate certificates.

Related links

Server Certificates on page 67
Adding a Certificate to a Browser on page 69

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

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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 67
[Regenerating the Identity Certificate](#) on page 68
[Adding a Different Identity Certificate](#) on page 69

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**.

2. Click **Regenerate**.
3. Click **Yes**.

Related links

Server Certificates on page 67

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 67

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 67
Downloading the Server Certificate on page 70
Adding a Certificate to Chrome on page 70
Adding a Certificate to Explorer on page 71
Adding a Certificate to Windows on page 72
Adding a Certificate to Firefox on page 72

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

1. Login to COM.
2. Press `Ctrl+Shift+I`.
3. 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 69

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 69

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 69

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.
2. On the **General** tab click **Install Certificate**.
3. 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 69

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 69

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