



SwyxON

Documentation for Administrators

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About this documentation

This documentation contains the information necessary for making the most effective use of the Swyx solution and the advantages it provides.

Who is this Documentation written for?

The documentation is largely directed at Administrators who are responsible for global or User-specific configuration of SwyxON.

Conventions for the Descriptions

Operating steps

In this documentation, "Click" always means: You click the **left** mouse button once.

Menu operation

Instructions which refer to the selection of certain menu entries will be presented as follows:

[My profile | Password](#)

refers to the menu item **Password** which you will find in the **My profile** menu.

Special design elements



This indicates a security notice: ignoring the notice can lead to material damage or loss of data.



This indicates a security notice which should be observed in order to avoid possible license infringements, misunderstandings, malfunctions and delays in software operation.



This indicates information which should not be skipped.



This indicates helpful tips that can make using the software easier.

These are instructions,

... which prompt the User to perform an action requiring several steps (**1.**, **2.** etc.).

Online help

To access the help system, click on the **?** icon on the top right on a SwyxON Portal page or in a configuration wizard.

Further information

- For current information on the products, please see our Internet homepage:
swyx.com

Further Online Helps

Product	WWW-Link
SwyxWare Administration	help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html
Swyx Control Center	help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/
SwyxIt!	help.swyx.com/cpe/latest.version/Client/Swyx/en-US
SwyxFax	help.swyx.com/cpe/latest.version/FaxClient/Swyx/en-US
Call Routing Manager	help.swyx.com/cpe/latest.version/CRM/Swyx/en-US
Graphical Script Editor	help.swyx.com/cpe/latest.version/GSE/Swyx/en-US

1 Basics

SwyxON is the cloud-based further development of the SwyxWare telephony system and offers partners the opportunity to offer their customers unified communications services with a variety of functions via the Internet.

Configuration and maintenance of the SwyxON environment as well as the provision and regular updating of the telephony software are carried out by the provider. The configuration of the virtual telephone systems is carried out by the partner and/or the customer himself.

The billing of telephony services is carried out via a reporting system, which records the ordered Feature Profiles, fax channels, etc. The usage reports are generated automatically and sent to the provider once a month. The scope of use for Users is determined by the provider or partner with the help of so-called Feature Profiles.

For further information on billing see [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/profiles_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/profiles_$) and [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/usage_reports_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/usage_reports_$).

1.1 Required software components

To operate SwyxON, the following components are required:

UC Tenant

UC Tenants are unified communications telephone systems created via SwyxON Portal and operated on virtual machines. Each customer company has its own UC Tenant with a SwyxWare installation.

Swyx Control Center und SwyxWare Administration

Via Swyx Control Center and SwyxWare Administration, administrators in customer companies can define settings for their own UC Tenant. Administrators at the partner level without a SwyxWare account can access their customers' SwyxWare Administration and Swyx Control Center for a limited time via authentication token.

See also the SwyxWare documentation for administrators and the Swyx Control Center documentation:

help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/

help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/

SwyxON Portal

Via SwyxON Portal Administrators at Partners and Providers can configure and maintain the SwyxON environment and/or their assigned UC Tenants.

Partner

Partners are created via SwyxON Portal to allow partner companies to define settings for their assigned UC Tenants.

Management Service

The administrative access to the SwyxON services is regulated via the Management Service. Depending on the administration profile, only selected areas of the system are made available to the Administrator for configuration and commands are forwarded to corresponding services.

Resource Management Service (RMS)

RMS coordinates the creation, editing and updating of UC Tenants.

SQL server cluster with databases for UC Tenant and Backend

Database management is performed by multiple SQL databases on separate virtual machines. Each UC Tenant has its own database in which the configuration data and user files such as voicemail messages or fax files are stored. The backend system also has a separate database.

SwyxReporting

Billing relevant data is collected via SwyxReporting and sent to the server as well as the configured e-mail addresses.

Other services

Other services include the central e-mail service, Windows Update Service and Windows Domain Controller.

1.2 Network connections in SwyxON

SwyxWare Administration and clients in the local customer or partner network are connected to the corresponding UC Tenant via VPN. The connection is encrypted with IPsec. Locations are connected to the customer or partner network via a subnet. Swyx clients outside the local customer network are connected to the corresponding UC Tenant via RemoteConnector.

For further information on connections with VPN Gateways see [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/gateway_connection_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/gateway_connection_$).

2 Administration profiles

The administrative functions in SwyxON are merged into administration profiles. Each administration profile is a User role which facilitates management of the system with corresponding permissions and restrictions.

Task area	Hierarchy level	Administration profile
SwyxON Environment and Partners	Platform	Advanced Platform Administrator, Platform Administrator
UC Tenants	Partner	Advanced Partner Administrator, Partner Administrator

2.1 Comparison of the authorizations

The following table compares the permissions of the administration profiles:

Task	Advanced Platform	Platform	Advanced Partner	Partner
Creating/editing/deleting Administrators on the Platform level	✓			
Deleting the SwyxON change log	✓			
Defining general settings on Platform level	✓			
Configuring/maintaining the SwyxON environment	✓	✓		
Creating/editing Partners	✓	✓		
Creating/editing/deleting Administrators on the Partner level	✓	✓	✓	(✓)

Task	Advanced Platform	Platform	Advanced Partner	Partner
Creating/editing/maintaining UC Tenants	✓	✓	✓	
Configuring sending of usage reports	✓	✓	✓	✓
Displaying the change log of UC Tenants	✓	✓	✓	✓
Managing contingents for Feature Profiles/ conference rooms and fax channels	✓	✓	✓	
Creating Feature Profiles	✓	✓	✓	
Replacing Feature Profiles	✓	✓	✓	
Editing Feature Profiles	✓	✓		
Assigning Feature Profiles*	✓	✓	✓	
Creating/editing Calling Rights*	✓	✓	✓	
Assigning Calling Rights*	✓	✓	✓	
Configure recording of Call Detail Records (CDR)*	✓	✓	✓	
Creating/editing Trunks*	✓	✓	✓	

legend: ✓ = allowed for this administration profile

* = executed via SwyxWare Administration

3 First steps with SwyxON

The following recommendations are valid for setting up your SwyxON environment:



You will find references to the corresponding instructions for every step.

3.1 Overview

Task	Explanation
Creating Feature Profiles	Create and edit Feature Profiles to provide your customer a selection of billing relevant SwyxWare features. <i>Creating and editing Feature Profiles</i>
Creating UC Tenants	Create UC Tenants to provide your customers with virtual telephone systems. <i>Creating and editing UC Tenants</i>
Define VPN settings	Establish the VPN connection settings with the corresponding customer network. <i>Defining VPN settings for UC Tenants (creating offices)</i>
Connecting a VPN gateway	The corresponding settings must be established at the customers' VPN gateway in order to connect the customer networks with SwyxON. See the Swyx Partnernet, section SwyxON.
Creating Users	See the Swyx Control Center documentation: help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/ and the SwyxWare documentation for Administrators: help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html

4 Logging in and logging out

You must authenticate yourself to gain access to the SwyxON Portal. You receive the homepage address for the SwyxON Portal and the login data via email or directly from your Administrator.

For information on geoblocking, which prevents login with certain IP addresses, see *List of all countries whose IP addresses are not blocked (Geoblocking)*, page 38.

To log into the SwyxON Portal



You can only be logged into SwyxON with one user account at a time.

- 1 Enter the SwyxON Portal address to your web browser.
 - ✓ The login page appears.

- 2 Enter your SwyxON user name and your password.
- 3 Click on **Log in**.
 - ✓ When you first log in, you are requested to set up two-factor authentication via an app on your smartphone. For this purpose, the following steps are necessary:
- 1 In the Configuration Wizard, click on **Next**.
 - ✓ The **Configure Two-Factor authentication** configuration wizard appears.

- 2 Load one of the apps displayed onto your smartphone with internet access.
- 3 Set up the app on your smartphone and start the barcode scan.
- 4 In SwyxON Portal, click on **Next**.
 - ✓ A barcode appears in the SwyxON Portal for 30 seconds.
- 5 Point your smartphone camera at the screen to scan the barcode.



If you do not scan the barcode within 30 seconds, you must restart the process. To do this, click on **Finish** and return to the login page.

- ✓ A 6-digit PIN appears in the app on your smartphone.



For security reasons, the PIN is regenerated every 30 seconds. A PIN is only valid one-off and appropriately for 6 minutes.

- 6 Enter the PIN on the SwyxON Portal within 6 minutes.



If you do not enter the PIN for setting up two-factor authentication within 6 minutes or enter it incorrectly, you must restart the process. To do this, click on **Finish** and return to the login page.

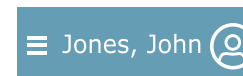
- ✓ You are logged in.
- ✓ The SwyxON Portal homepage appears.
- ✓ For all following logins, you must enter the current PIN in the app on your smartphone in SwyxON Portal.



If you cannot access the app, please contact your Administrator.

To log out of the SwyxON Portal

- 1 Click on your display name in the title bar.



- ✓ The sub-menu **My Profile** appears.

- Click on **Logout**.



For security reasons, you are automatically logged out after 60 minutes' inactivity.

4.1 Forced password changes

If an Administrator has forced a password change in your configuration, then the **Change Password** page appears.

Kennwort ändern

Neues Kennwort

Kennwort bestätigen

Kennwort ändern

Enter your new password in the **New password** field and confirm the entry in the **Repeat new password** field, see section *Minimum requirements for passwords*, page 11.



It is not possible to use the current password again when changing a password.

Whilst logged in, you can also change your password at all times, see section *To change your password*, page 48.

4.2 Minimum requirements for passwords

Complex passwords for SwyxON must at least meet the following requirements:

- The passwords consists at least of eight characters.

- The password consists of any characters meeting at least the four following character categories:
 - upper-case letters such as: [A-Z]
 - lower-case letters such as: [a-z]
 - Numbers [0-9]
 - Non-alphanumeric characters (special characters) such as: full-stops, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).



Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: Ω, π, μ) are not special characters and are regarded as letters.

4.3 Limited number of log in attempts

The number of log in attempts in SwyxON can be limited.

When the maximum number of failed log in attempts has been reached, the account is locked and a message appears with an instruction to contact the Administrator.

You can no longer log into SwyxON via SwyxON Portal using a client or a device until the Administrator has reactivated your account.



The Advanced Platform Administrator will not be locked.



The number of failed log in attempts will be reset after a successful login.



The number of failed log in attempts is irrelevant, when the Administrator has established a forced password change, and the User attempts to log in with his/her previous password.

5 User interface and menu navigation



You can only use the full functionality of the web portal if cookies and pop-ups are permitted in your browser settings.

The screenshot shows a web portal interface with the following components:

- Title bar:** SWH logo and Administrator user profile.
- Menu bar:** Home, Platform, Partner, UC Tenant, and Collapse all/Expand all buttons.
- Main area:** Welcome Administrator message, Overview table, and Tasks list.

Overview	
Distributors	14
Partners	35
UC Tenants	81
- Productive	80
- Test	5
Users	
- Ordered	1546
- Activated	1237
- Deactivated	22

Tasks	
Create Partner	
Select Partner	
Create UC Tenant	
Select UC Tenant	
List UC Tenants	

Fig. 5-1: Homepage (Example with additional control elements for visualization)



The elements shown on the User interface are based on context and/or profile, i.e. they vary for each user. If individual administration areas cannot be accessed or if error messages occur during configuration, please contact your provider.

Title bar

- On the left of the title page, the context title shows the administrative unit selected by you (Partner and, if applicable, additional UC Tenant).


SDPartner / SDUCTenant


- On the right, your name and user picture are displayed.

≡ Jones, John

Click on the field with your name to set the following settings:

Label	Explanation
Language	Select the desired language for the SwyxON interface.
User information	Change your email address or display name.
User's picture	Upload (via Drag & Drop) a user picture. Use images in png format not larger than 100x100 pixels.
Password	Here you can change your password.
Theme	Select Dark to switch to the dark mode. Standard: Light.

- In addition, the title bar may display an icon , which gives you an overview of UC Tenant-related tasks with just one click. If necessary, other symbols are displayed to indicate information and error messages. Stay with the mouse pointer over an icon to display the information.

- Further information about your current settings is displayed under the title bar. Click on  to hide the information.

Menu bar

On every page, you will see the menu that provides you with access to settings and information such as statistics in the SwyxON Portal.

The menu structure matches the SwyxON administration levels with decreasing hierarchy (Platform, Partner, UC Tenant).

At Partner and UC Tenant level, the menu adapts to the Administrative Unit you have selected (Partner or UC Tenant), i.e. the pages accessed via the menu depend on the Administrative Unit you have selected.









When you have selected a UC Tenant, you can remove the selection by clicking on **Display all** in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

Use the arrow keys to hide or reveal submenu items.



The **Partner** and **UC Tenant** submenu items are only displayed if you have selected a Partner or a UC Tenant.

Button	Explanation
	Show all available sub-menu items
	Hide all available sub-menu items
	Show individual sub-menu items
	Hide individual sub-menu items
	Fully hide menu (only appears if you remain above the menu bar with the mouse pointer)
	Fully display menu

Main area

An overview of your created system units (Distributors, Partners and UC Tenants, if applicable) appears on the start page with buttons for fast access to your tasks - a single click suffices to reach the appropriate menu item.

On the menu pages, various settings appear as well as buttons providing access to configuration wizards.



To access the help system, click on  on the top right on a page or in a configuration wizard.

Footer bar

You can access the following information in the footer bar:

Entry	Function
OSS	Redirects you to the list of open source software that was or is used in the development of SwyxON. Here you will find the corresponding license information.
Data protection	Redirects you to the Swyx privacy policy.
Imprint	Redirects you to the Swyx Imprint.

In the context of a selected UC Tenant you will also find the PermaLink here, see 8.11 *UC Tenant (in case of support) fast sharing with PermaLink*, page 32.

5.1 Navigating and defining settings




The configuration options on menu pages and in configuration wizards depend on your Administrator profile.

To create administrative units and configure basic settings, the corresponding menu pages provide configuration wizards. Use the **Next**, **Back**

and **Cancel** buttons to navigate within the configuration wizard. In general, you are offered additional optional settings in step before last.

On the menu pages you can find further settings under various tabs; these can be defined after creation.



If inputs are incorrect or missing,  and a red margin around the corresponding field are displayed. An explanatory error message appears if you remain over the field with the mouse pointer.

Using the navigation path in configuration wizards and on menu pages, you can find your way around SwyxON Portal and return to a previous step or to a higher-level menu item with just one click.






Startseite /


With a single click on the logo in the title bar, you can return directly to the homepage.




5.2 Searching and filtering in lists

In lists you can click on  in a table column heading to display one or more filter options. The filter icon shows whether a filter is active.

	Explanation
	No active filter
	Filter active
Starts with	Condition: Search result starts with this character
Contains	Condition: Search result contains this character
Filter	Action: Apply filter
Delete	Action: Remove filter

Click on a column heading and an arrow  is displayed which shows whether the column is sorted alphabetically backwards or forwards. Click again to reverse sorting or to hide the arrow again.

With a click on  further information appears.

Click on **Elements per page** to define how many list elements are displayed per page.

6 Creating and editing Administrators

Administrators on the Platform and Partner level have access to platform and multi-customer settings in SwyxON and define the default settings for lower levels, see chapter 2 **Administration profiles**, page 8.



When saving and processing personal data, observe the appropriate applicable legal data protection regulations.



The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.

[Creating Administrators](#)

[Editing the general settings for Administrators](#)

6.1 Creating Administrators

There is a configuration wizard available for creating Administrators on the Platform and Partner level.

To create an Administrator

- 1 In the menu, select **Platform | Administrators**
or
in the menu, select **Partner** and, if applicable, click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Administrators** that additionally appears.
- 2 Click on **Create Administrator**.
✓ The **Create an Administrator** configuration wizard appears.
- 3 Define the general settings for the Administrator.



If you change the user name the User will have to change his or her password at the next login.

Label	Explanation
User name	<p>Enter a user name the User can use to log into the SwyxON Portal.</p> <p>Allowed format: User login name + "@" + UPN suffix You can use the domain name or an alias for the UPN suffix.</p> <p><i>Example: john.jones@company.com</i></p>
Display name	<p>Enter a name for the User that is displayed in SwyxON Portal. The display name should correspond to the user's first and last name.</p> <p><i>Example: John Jones</i></p>
Email address	Enter the email address of the User also used for automatically generated service emails.
Description	Enter a description, if applicable.
Administrator profile	Select the Administration Profile for the User. The Administration Profile defines the User's permissions, see also chapter 2 Administration profiles , page 8.
Password	Enter a password for the User, see also section 4.2 Minimum requirements for passwords , page 11.
Repeat password	Enter the password again to confirm your entry.
Active	Activate this checkbox if you would like to activate the user account directly after creation. Deactivated Users cannot access the SwyxON Portal.
Change password on next login	Use this checkbox if you want the User to be required to change his or her password at the next login, see also section 4.1 Forced password changes , page 11.



When making later changes to settings, click **Save** to save the settings.

- 4 Click on **Create** or **Save**.
 - ✓ After creating an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
 - ✓ After resetting the password of an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
 - ✓ The configuration wizard shows a page with additional options.
- 5 Select the corresponding option field to create further elements or close the configuration wizard.
- 6 Click **Finish**.
 - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
 - ✓ The Administrator is displayed in the list of Administrators.



6.2 Editing the general settings for Administrators

You can edit the general settings for Administrators.

To edit the general settings for an Administrator

- 1 In the menu, select **Platform | Administrators**
or
in the menu, select **Partner** and, if applicable, click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Administrators** that additionally appears.
 - ✓ A list appears with all Administrators on the Platform or Partner level.



To only show or hide blocked Administrators, click on  in the **Locked** column and select the desired filter option. To remove the filter, click again on  and then on **Delete**.


- 2 In the line of the relevant Administrator, click on .

See also step *Define the general settings for the Administrator.*, page 16.

6.3 Deleting Administrators

Depending on your administration profile, you can delete Administrators.

To delete an Administrator

- 1 In the menu, select **Platform | Administrators**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Administrators** that additionally appears.
- 2 In the line of the relevant Administrator, click on .
- 3 Click on **Yes** to confirm the process.
 - ✓ The Administrator is deleted and can no longer access SwyxON.

7 Creating and editing Feature Profiles

A Feature Profile consists of the individual features available to a User in SwyxON. The profiles "M" and "L" are preconfigured and include all the features ordered.

You determine the features available to Partners for the creation of Feature Profiles via Feature Profiles at Platform level.



For creating and editing Feature Profiles, please use the SwyxON Portal only. Changes can be made via SwyxWare Administration, these are, however, not permanent.

You are provided with the following options for creating Feature Profiles:

- Adapting the Feature Profiles preconfigured by Swyx
- Compiling individual Feature Profiles



Additionally, you can use the Feature Profiles preconfigured by Swyx unchanged.

If you want a preconfigured Feature Profile is no longer used, you must replace it with a different, individually compiled Feature Profile, see also *Replacing Feature Profiles*, page 20.

Partner Administrators can adapt and use the Feature Profiles created at Platform level.

For information regarding the licensing procedure in SwyxON see the performance specification.

For further information on function profiles, see also [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/sip_trunkgroup_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/sip_trunkgroup_$) and [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/create_sip_gateway_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/create_sip_gateway_$).



The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.

Flat-Rate Feature Profiles

As platform administrator, you can create feature profiles in which particular functions are not to be billed. Instead, only the number of such feature profiles ordered for a customer is billed. The use of particular features is not recorded in usage reports.

First create a function profile with the required functions and then activate **Features of this profile will not be accounted**, see *Editing Feature Profiles*, page 18, step (3).

Function profiles with flat rate billing are marked with a check mark in the **Profile Price** column.



Partner administrators may not change function profiles with flat-rate billing.

[Editing Feature Profiles](#)

[Creating Feature Profiles](#)


7.1 Editing Feature Profiles

You can edit the available Feature Profiles for all Partners or a selected Partner.



Adding features is subject to fees. By clicking on **Order with costs**, you enter a financial obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

To edit a Feature Profile for all Partners

- 1 In the menu, select **Platform | Feature Profiles**.
✓ A list appears with all Feature Profiles.
- 2 In the line of the appropriate Feature Profile, click on .
- 3 Define the general settings for the Feature Profile.

Label	Explanation
Name	Enter a name for the Feature Profile.

Label	Explanation
Description	Enter a description, if applicable.
Features of this profile will not be accounted	Activate the checkbox if particular features in this profile are not to be taken into account during billing, see <i>Flat-Rate Feature Profiles</i> , page 18

- Click on the **Features** tab in order to add or remove features by activating or deactivating the appropriate checkbox.



By changing the feature scope, feature availability and billing change for the Users who use the Feature Profile.



Features with a red frame are not available to you. If you have any questions, please contact your Administrator.


- Click on **Save**.



Check the additional features which can be ordered under **New**.

- Click on **Order with costs** to confirm the order with costs.

To edit a Feature Profile for a selected Partner

- In the menu, select **Partner**.
 - ✓ A list appears with all Partners in SwyxON.
- In the line of the appropriate Partner, click on **Select**.
 - ✓ The sub-menu for **Partner** appears. You can edit the settings for the selected Partner.
- In the menu, select **Partner | Feature Profiles**.
 - ✓ A list appears with all Feature Profiles for the selected Partner.
- In the line of the appropriate Feature Profile, click on . See also step *Define the general settings for the Feature Profile.*, page 18

7.2 Creating Feature Profiles

You can create Feature Profiles for all Partners or a selected Partner. A configuration wizard is available for creating Feature Profiles.

To create a Feature Profile for all Partners

- In the menu, select **Platform | Feature Profiles**.
 - ✓ A list appears with all Feature Profiles.
- Click on **Create Feature Profile**.
 - ✓ The **Create a Feature Profile** configuration wizard appears.
- Define the general settings for the Feature Profile.

Label	Explanation
Name	Enter a name for the Feature Profile.
Description	Enter a description, if applicable.

- In the Configuration Wizard, click on **Next**.
- Define the features which the Feature Profile should include.

Label	Explanation
Features	Activate the corresponding checkbox if you want to add the feature to the Feature Profile.

- Click on **Create**.
 - ✓ The Feature Profile is created.
 - ✓ A page is displayed with additional options.
- Select the corresponding option field to create further elements or close the configuration wizard.
- Click **Finish**.
 - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
 - ✓ The Feature Profile is displayed in the list of Feature Profiles.

To create a Feature Profile for a selected Partner

- 1 In the menu, select **Partner**.
 - ✓ A list appears with all Partners in SwyxON.
- 2 In the line of the appropriate Partner, click on **Select** if applicable.
 - ✓ The sub-menu for **Partner** appears. You can edit the settings for the selected Partner.
- 3 In the menu, select **Partner | Feature Profiles**.
 - ✓ A list appears with all Feature Profiles for the selected Partner.



Administrators at partner level in the menu select **Administration | Feature Profiles**.

- 4 Click on **Create Feature Profile**.
 - ✓ The **Create a Feature Profile** configuration wizard appears.
See section *To create a Feature Profile for all Partners*, page 19.

7.3 Replacing Feature Profiles

If you no longer want to use one or more Feature Profiles, you can replace them instead of deleting them. This ensures that one Feature Profile still remains available to the Users of the appropriate Feature Profiles. At Platform level, the Feature Profiles are replaced for all Partners and the assigned UC Tenants, at Partner level you can replace selected Partners' Feature Profiles and the assigned UC Tenants.



Adding features is subject to fees. By clicking on **Order with costs**, you enter a financial obligation. For information regarding the licensing procedure in SwyxON see the performance specification.


To replace a Feature Profile for one or all Partners

- 1 In the menu, select **Platform | Feature Profiles**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.

Click on the sub-menu item **Feature Profiles** that additionally appears.
✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



Administrators at partner level in the menu select **Administration | Feature Profiles**.

- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on **Replace Feature Profile**.
 - ✓ The **Replace Feature Profile** configuration wizard appears.
- 4 Select the Feature Profile to be used as the replacement.
- 5 In the Configuration Wizard, click on **Next**.



By changing the feature scope, featureality and billing change for the Users who use the Feature Profile.



- 6 Click on **Order with costs** or **Replace**.
- 7 Click **Finish**.
 - ✓ The Feature Profiles are replaced and deactivated, i. e. no longer available for the selected Partners and UC Tenants.
 - ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.

To replace several Feature Profiles



- 1 In the menu, select **Platform | Feature Profiles**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Feature Profiles** that additionally appears.
✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



Administrators at partner level in the menu select **Administration | Feature Profiles**.

- 2 Click on **Replace Feature Profile**.
 - ✓ The **Replace Feature Profile** configuration wizard appears.
- 3 Click on  to select a function profile to be replaced or  to remove a function profile from the selection



Click on  or , to select or deselect all elements.

See also step *Select the Feature Profile to be used as the replacement.*, page 20

7.4 Reactivating replaced Feature Profiles

You can reactivate replaced Feature Profiles. This assigns the Feature Profile instead of the replacement profile to the Users concerned. At Platform level, the Feature Profiles are reactivated for all Partners and the assigned UC Tenants, at Partner level you can reactivate Feature Profiles for selected Partners' and the assigned UC Tenants.

To reactivate a Feature Profile for one or all Partners

- 1 In the menu, select **Platform | Feature Profiles**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Feature Profiles** that additionally appears.
 - ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.



Administrators at partner level in the menu select **Administration | Feature Profiles**.

- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on **Activate Feature Profile**.

- 4 Click on **Yes** to confirm the process.
 - ✓ The Feature Profile is again longer available for the selected Partners and UC Tenants.
 - ✓ The Feature Profile is no longer displayed in the list of Feature Profiles.


7.5 Deleting Feature Profiles

Before deleting a Feature Profile, please ensure that this Feature Profile is no longer assigned to a User. At Platform level, the Feature Profiles are deleted for all Partners and the assigned UC Tenants, at Partner level you can delete Feature Profiles for selected Partners and the assigned UC Tenants.



You can only delete the Feature Profiles you have compiled yourself.

To delete a Feature Profile for one or all Partners

- 1 In the menu, select **Platform | Feature Profiles**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Feature Profiles** that additionally appears.
 - ✓ A list appears with all Feature Profiles in SwyxON or of the selected Partner.
- 2 In the line of the appropriate Feature Profile, click on .
- 3 Click on **Yes** to confirm the process.
 - ✓ The Feature Profile is deleted and no longer available.

8 Creating and editing UC Tenants

Each customer company is viewed as a separate administrative unit in SwyxON. All customer data and configuration data is combined as a UC Tenant. Each customer administrator has exclusive access to his own UC Tenant's data.



When saving and processing personal data, observe the appropriate applicable legal data protection regulations.



Under the menu entry **UC Tenant**, the UC Tenants of the Partner you have selected under the menu entry **Partner** are displayed. If you have not selected a Partner, the UC Tenants for all Partners in SwyxON are displayed.



To be able to view and edit the settings for a UC Tenant, you must select the appropriate UC Tenant in the menu under **UC Tenant**. You can also click on **Select** in the menu under **Partner** to view all UC Tenants of a Partner.



The configuration options on menu pages and in configuration wizards depend on your Administrator profile.



When you have selected a UC Tenant, you can remove the selection by clicking on **Display all** in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

[Viewing the list of all UC Tenants](#)

[Creating UC Tenants](#)

[Editing the general settings for UC Tenants](#)

8.1 Viewing the list of all UC Tenants

You can view general information in the list of all UC Tenants.

To view the list of all UC Tenants

- 1 In the menu, select **UC Tenant**.
A list appears with all UC Tenants or the selected Partner's UC Tenants.
✓ The following information appears:



Icons may appear to the left of the name that provide hints on update tasks, see also section *Status*, page 33.

Label	Explanation
Name	UC Tenant's name
Domain	UC Tenant's domain
Software version	UC Tenant's software version
Language	UC Tenant's language setting
Instance ID	Anonymized UC Tenant's name
Customer ID	UC Tenant's ID for identification purposes
Scale Unit	For optimized resource management, the hardware and software components required to manage and operate UC tenants are combined into a single resource unit called a scale unit For support cases, always specify the Scale Unit of the affected UC Tenants.

- 2 In the line of the appropriate UC Tenant, click on **Select** to edit the settings.

8.2 Creating UC Tenants

A configuration wizard is available to you for creating UC Tenants.



The creation of UC Tenants is subject to fees. By clicking on **Order with costs**, you enter a financial obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

To create a UC Tenant

- 1 In the menu, select **UC Tenant**.
A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 Click on **Create UC Tenant**.
✓ The **Create a UC Tenant** configuration wizard appears.
- 3 Define the general settings for the UC Tenant.



Name and domain must be unique in SwyxON.



Partner and language cannot be changed afterwards.



Each customer is only allowed to have one "Not for resale" UC Tenant.



The maximum test duration is defined by the Provider. If you have any questions, please contact your Provider.

Label	Explanation
Name	Enter a name for the UC Tenant.
Domain	Enter the UC Tenant's network domain.
Partner	Select the Partner to which the UC Tenant should be assigned. Potential preconfigured value: Partner currently selected
Current software version	Name and language of the current software version This option is available with subsequent editing. Click on Update UC Tenants to update the software.
Description	Enter a description, if applicable.
Customer ID	Enter an ID to identify the UC Tenant. The Customer ID can, for example, be used in customer relationship management systems.
Client ID	The Client ID is required for free own use of a UC Tenant. For further information, please refer to the Swyx Partner Net. This option is available with subsequent editing.
E-mail address for notifications	Enter the e-mail address of the contact person or contact group in the corresponding client company who should be notified before the UC Tenant is updated. In the Update UC Tenants configuration wizard, you can activate Send e-mail (customer) for this purpose, see <i>Updating UC Tenants</i> , page 28.
Active	Activate this checkbox if you would like to activate the UC Tenant directly after creation. Deactivate the checkbox to temporarily deactivate a UC Tenant.
Scale Unit	For support cases, always specify the Scale Unit of the affected UC Tenants. This option is available with subsequent editing.
Test UC Tenant	Activate the checkbox to use a UC Tenant in test mode, see also section 7.20 Defining the maximum test duration for UC Tenants , page 30. Test UC Tenants are not directly billing relevant. For information regarding the licensing procedure in SwyxON see the performance specification.

Label	Explanation
Automatic update allowed	Activated by default Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants. This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 25.
Productive	Activate the checkbox to indicate that the UC Tenant is used in productive operation. This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 25.
Not for resale (NFR)	Activate the checkbox to indicate that the UC Tenant is used for free own use. This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 25.



Deactivate **Test UC Tenant** to convert a Test UC Tenant to a regular UC Tenant.



An error message appears if updating of a UC Tenant has failed. Click on **Show scheduled tasks** to access the selected UC Tenant's task list and view further information.



When making later changes to settings, click **Save** to save the settings.

4 Click on **Next**.

5 To set the location settings for the UC Tenant.

Label	Explanation
Location name	Enter the name of the location.

Label	Explanation
Country code	Enter the country code.
Area Code	Enter the area code without the preceding '0'.
Public Access Prefix	Enter the code for external calls, e.g.
Long distance call prefix	Enter the code for long distance calls.
International call prefix	Enter the code for international calls.
Time zone	Select the time zone this Location is assigned to.



When making later changes to settings, click **Save** to save the settings.

6 In the Configuration Wizard , click on **Next**.

7 Create a customer Administrator for the UC Tenant.



The user name must be unique in SwyxON.

Label	Explanation
User name	Enter a user name the User can use to log into the SwyxON Portal. Allowed format: User login name + "@" + UPN suffix. You can use the domain name or an alias for the UPN suffix. <i>Example: john.jones@company.com</i>

Label	Explanation
Display name	Enter a name for the User that is displayed in SwyxON Portal. The display name should correspond to the user's first and last name. <i>Example: John Jones</i>
Email address	Enter the email address of the User also used for automatically generated service emails.
Password	Enter a password for the User, see also section 4.2 Minimum requirements for passwords , page 11.
Repeat password	Enter the password again to confirm your entry.



When making later changes to settings, click **Save** to save the settings.

- 8 In the Configuration Wizard , click on **Next**.
- 9 Select language and software version for the UC Tenant.



The selected language may be used for audio files, such as voice announcements, of the UC Tenant. You can change the language when updating the UC Tenant to another software version.

- 10 In the Configuration Wizard , click on **Next**.
- 11 Select, Scale Unit and Datacenter Network, if applicable.



When making later changes to settings, click **Save** to save the settings.

- 12 Click on **Order with costs**.
- 13 Click **Finish**.
 - ✓ The UC Tenant is displayed in the list of UC Tenants.

8.3 Editing the general settings for UC Tenants

You can edit the general settings for UC Tenants.

To edit the general settings for a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
See also step *Define the general settings for the UC Tenant.*, page 23

8.4 Re-creating UC Tenants

If the creation of a UC Tenant has failed you can re-create the UC Tenant with one click. Metadata like name, domain and location settings are retained.

To re-create a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
- 4 Click on **Re-create UC Tenant**.
- 5 Click on **Yes** to confirm the process.
 - ✓ The UC Tenant is newly created.
 - ✓ The status of the new creation appears in the RMS changelog.
When the recreation is complete, **Recreate UC Tenant** is hidden.

8.5 Accessing Swyx Control Center

Partner Level Administrators without a SwyxWare user account can access the settings of a UC Tenant for a limited time via Swyx Control Center. You can e. g. define settings for certified SIP phones via Swyx Control Center.



The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

UC-Tenants must be assigned to a compatible Swyx Control Center version, see 8.12 **Swyx Control Center Editing-Assignments**, page 32

For information on geoblocking, which prevents login with certain IP addresses, see **List of all countries whose IP addresses are not blocked (Geoblocking)**, page 38.

To access Swyx Control Center

- 1 In the menu, select **UC Tenant**.
 ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
- 4 Click on **UC Administration**.
 The following information is available:

Label	Explanation
UC Tenant network IP address	IP address for connection of the network with SwyxON
Management network IP address	IP address for connection of the RMS with SwyxON
Remote administration	IP address and port for remote access to the UC Tenant's SwyxWare Administration, see <i>Accessing SwyxWare Administration</i> , page 26.

Label	Explanation
Authentication token	Token for accessing a UC Tenant's SwyxWare Administration and Swyx Control Center
Validity	Period of validity for the current token in minutes

- 5 Click on .
- 6 Click on **Open Control Center** to be redirected to Swyx Control Center.
 ✓ The Swyx Control Center login page appears.



Swyx Control Center

User Name Token Authentication

Password

Login

- 7 Click on **Authentication token** and insert the token to the input field. For information on the administration of UC Tenants via Swyx Control Center, see the Swyx Control Center documentation: help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/

8.6 Accessing SwyxWare Administration

Some of the settings for UC Tenants or SwyxServer are only available via SwyxWare Administration. The following is required for remote administration:

- Installation of SwyxWare Administration on the computer from which access is to be made

- Installation of the remote access tool Remote Admin Connector on the computer from which access is to be made
- Authentication token (SwyxON) or SwyxWare login data
- IP address and port or the UC Tenant's or SwyxServer's FQDN



Remote Admin Connector must be installed before the installation of the SwyxWare Administration. If there is already a SwyxWare Administration installation on your system, you must uninstall the program and reinstall it after the installation of Remote Admin Connector.


To copy the authentication token

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
- 4 Click on **UC Administration**.
The following information appears:

Label	Explanation
UC Tenant network IP address	IP address for connection of the network with SwyxON
Management network IP address	IP address for connection of the RMS with SwyxON
Remote administration	IP address and port for remote access to the UC Tenant's SwyxWare Administration, see section <i>Accessing SwyxWare Administration</i> , page 26.
Authentication token	Token for accessing a UC Tenant's SwyxWare Administration
Validity	Period of validity for the current token in minutes



The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

- 5 Click on .
 - ✓ The authentication token is stored in your clipboard.
 For information on installation of and login to Remote Admin Connector, see [https://help.swyx.com/cpe/latest.version/controlcenter/Swyx/en-US/index.html#context/help/accessing_swyxware_\\$](https://help.swyx.com/cpe/latest.version/controlcenter/Swyx/en-US/index.html#context/help/accessing_swyxware_$).

8.7 Blocking UC Tenants for automatic updates

If you block UC Tenants for automatic updates, you must update these tenants manually, see section *Updating UC Tenants*, page 28.

To block UC Tenants for automatic updates

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.

Label	Explanation
Automatic update allowed	Activated by default Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants. This option is available with subsequent editing, see also section <i>Editing the general settings for UC Tenants</i> , page 25.

- 4 Click on **Save**.

8.8 Converting test UC Tenants to regular UC Tenants

You can convert test UC Tenants to regular UC Tenants.


To convert a test UC Tenant to a regular UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
See also step *Define the general settings for the UC Tenant*, page 23

8.9 Updating UC Tenants

You must update UC Tenants regularly in order to ensure that the customers' systems always have the latest software status and function perfectly.



UC Tenants, for whom an update task is scheduled are marked with the icon  in the list of UC Tenants at UC Tenant level.




In the menu under Platform | UC Tenant Tasks | Update Tasks, you can find the current status for all tasks, see section *Status*, page 33.

To update all UC Tenants on the platform or from a Partner

- 1 In the menu, select **Platform | UC Tenant Tasks | Update Tasks**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.



Administrators at partner level in the menu select **Administration**.



- ✓ A list appears with all available software versions in SwyxON or for the selected Partner.
- 2 Click on  to define the following settings:



You can only edit the update settings for at platform level.

Label	Explanation
Software version	Software version
UC Tenants	Number of UC Tenants with this software version
Language	Available languages for the software version
Use for new UC Tenant	Activate the checkbox if you do not want the software version to be selectable when creating UC Tenants.
Recommend update	Activate the checkbox to mark an update of the software selected to a different version as recommended.
Update prohibited	Activate the checkbox if you do not want the selected software version to be selectable when updating UC Tenants.
For testing purposes	Activate the checkbox if you want to mark the software as a test version. Trial versions are only available to platform administrators. When the checkbox is selected, the software is selectable when creating UC Tenants, even if Use for new UC Tenants is deactivated.
SCC	Assigned Swyx Control Center Version

- 3 Click on **Save**.
- 4 Click on **Update UC Tenants** to create an update task..
 - ✓ The **Update UC Tenants** configuration wizard appears.
- 5 Define when the UC Tenants should be updated.

Label	Explanation
Immediately	The update is executed directly after creating the task. If there are other tasks scheduled for an earlier time, they are executed first.
Platform maintenance window	The update is executed within the platform maintenance window, see also section 7.6 Defining the maintenance window for UC Tenants , page 21.
Custom time	Click  or  to select the date or time for the update.

- 6 In the Configuration Wizard , click on **Next**.
- 7 Define the update options.

Label	Explanation
Target software version	Select the software version to which you want to update the UC Tenants.
Forced update	Activate the checkbox if update tasks for the selected UC Tenants may only be deleted by Platform level Administrators.
Redeployment	Activate the checkbox if you want the selected UC Tenants to be redeployed. See also <i>Viewing UC Tenants' system values and stopping, restarting or setting up instances again</i> , page 42.
Send E-mail	Activate the checkbox if an email notification on the update should be sent to the Administrators of the appropriate Partner.

Label	Explanation
Send e-mail (customer)	Select the checkbox to send an e-mail notification about the update to the contact person of the corresponding customer company. You should have entered the corresponding e-mail address under General Settings of the UC Tenant, see <i>Editing the general settings for UC Tenants</i> , page 25.



An e-mail notification contains information about the date and software version of the upcoming update. If you cancel the update, a new notification is sent to the same e-mail addresses.



You can select both an older and a newer software version. However, compatibility with older versions cannot be guaranteed.

- 8 In the Configuration Wizard , click on **Next**.
- 9 Activate the checkbox in the line of the UC Tenants which you want to select.



Click on or to show or hide the complete list of the appropriate Partner's UC Tenants. Click on or , to select or unselect all elements.

- 10 Click on **Create**.
- 11 Click **Finish**.
 - ✓ The update task is created and the selected UC Tenants are updated to the selected software version at the point in time defined.

To update a selected UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
- 4 Click on **Update UC Tenant**.
 - ✓ The **Update UC Tenants** configuration wizard appears. See also step *Define when the UC Tenants should be updated.*, page 29.

8.10 Solution AddOns

Using Solution AddOns approved by your platform administrator, you can book and install AddOns such as Swyx VisualGroups for your UC Tenant via SwyxON.

For information on Swyx Analytics by aurenz see aurenz.de/en/products/swyx-edition.html.


For information about Swyx VisualGroups see help.swyx.com/visual-groups/latest.version/web/Swyx/en-US/index.html.

How to book and install Solution AddOns for a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ The list of your UC Tenants appears.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
- 3 Select **Licenses & Features** in the submenu.
 - ✓ A list appears with all of your Feature Profiles.
- 4 Select **Solution AddOns**.
 - ✓ A list appears with Your Solution AddOns.

Label	Explanation
Name	Name of the Solution AddOn created.
Description	Description for the Solution AddOn.
Software version	Shows the software version of the Solution AddOn.

Label	Explanation
Active	✓ indicates that the corresponding Solution AddOn is activated and can be installed for the UC Tenant.
Installed	✓ indicates that the corresponding Solution AddOn is installed for the selected tenant.

- 5 Click on  in the line of the corresponding Solution AddOn. You can define following settings:

Label	Explanation
Installed Version (visible only for partner administration)	Shows the version of the Solution AddOn installed on the UC Tenant.
Platform standard (visible only for Partner Administrators)	Displays the version of the Solution AddOn released by the platform administrator. If the Installed Version is different from the Platform Standard version, the button Update .
Version (visible only for platform administrators)	Shows the version of the Solution AddOn. A platform administrator can select the version of the Solution AddOn specific to the UC Tenant from the drop-down list. A version update selected here becomes effective immediately after confirmation for the UC Tenant.
Licenses	Select the desired license from the drop-down list and specify the desired number of licenses.



The booking of Solution AddOn licenses incurs costs. Version changes can also cause costs. If you confirm your entries in the next step, an update is carried out immediately. If necessary, the tenant is automatically restarted.

- 6 Click on **Save & Update** and confirm the pop-up window by clicking on **Order with costs**.
 - ✓ The Solution AddOn is installed for the selected UC Tenant. The installation process takes a few minutes. The partner administration can set up the AddOn (via Remote Admin Connector) for the Tenant after the installation is complete.

To access the administration of your Solution AddOns

You can access the web portal of your Solution AddOn *Via VPN connection* via browser page or *Via Remote Admin Connector*.

Via VPN connection

- 1 You need a VPN tunnel from your location to the SwyxON data centre. The required **IP address of the UC Tenant network** address can be found in the SwyxON web portal at **UC Tenant | Select [desired UC Tenant] | UC Administration**.
- 2 You can access the web portal of your Solution AddOn via the following URL via browser:

Solution AddOn	Admin page
Swyx VisualGroups	http://<Server-IP>/visualgroups/adminvg.aspx
Swyx Analytics by aurenz	https://<Server-IP>:10443 or http://<Server-IP>:10081



Please note that with Swyx Analytics by aurenz the login of the first query is done with the username "superuser" without password. Then log in with your SwyxWare administrator data via UPN (username@company.com).

Via Remote Admin Connector

The Remote Admin Connector is a remote access tool that is automatically installed during SwyxON installation.

- 1 Open the Remote Admin Connector.
- 2 Select **Token Authentication** and fill in the fields "Tenant Name", "Remote Connector Address" and "Access Token". The required link as well as the corresponding Access Token can be found in the

SwyxON web portal at **UC Tenant | [desired UC Tenant] Select | UC Administration** at **Remote Administration** or **Authentication token**.

- 3 Confirm your entries with **OK**.
- 4 You can access the web portal of your Solution AddOn via the following URL via browser:

Solution AddOn	Admin page
Swyx VisualGroups	http://127.0.01:9980/visualgroups/adminvg.aspx
Swyx Analytics by aurenz	https://127.0.0.1:10443/ or http://127.0.01:10081/




For the administration of the Solution AddOns via Remote Admin Connector a firewall rule for the used ports is required.



Please note that with Swyx Analytics by aurenz the login of the first query is done with the username "superuser" without password. Then log in with your SwyxWare administrator data via UPN (user.name@company.com).

To uninstall a Solution AddOn for a UC Tenant

Uninstallation is also possible if the Solution AddOn has been deactivated by the platform administrator.

- 1 Click on **UC Tenant | Licenses & Features** in the menu.
- 2 Select **Solution AddOns**.
- 3 Click on  in the line of the corresponding Solution AddOn.
- 4 Click on **Uninstall**.



When you uninstall the Solution AddOn, the databases associated with the AddOn are also deleted. Please also note that the UC Tenant may restart automatically.

- 5 Confirm with **Yes**.

8.11 UC Tenant (in case of support) fast sharing with PermaLink

You can create a "PermaLink" to refer to a UC Tenant in a support case. The customer service can quickly access the corresponding UC Tenant via permalink.

To create a PermaLink from a UC Tenant

- 1 In the menu, select **UC Tenant**.
 ✓ The list of your UC Tenants appears.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
- 3 Right-click on **PermaLink** in the footer and select the option of your browser to copy the link to the clipboard.
 ✓ You can now share the PermaLink, for example by inserting it into an e-mail. The link can only be used by users who are authorized to access the corresponding area.

8.12 Swyx Control CenterEditing-Assignments

UC Tenants may have different SwyxWare versions installed. Each UC Tenant must be assigned a corresponding compatible Swyx Control Center version.

You can configure a default mapping for all SwyxWare versions that do not have a specific mapping or you can create a specific mapping for the SwyxWare versions that are not allowed to use the default mapping.

To edit the Swyx Control CenterAssignments

- 1 In the menu, select **Platform | UC Tenant Tasks**.
 Click on the sub-menu item **Edit SCC assignment** that additionally appears.
 ✓ The configuration wizard **Edit SCC assignments** appears.
- 2 Define a default mapping for the software versions.

Label	Explanation
Generic assignment	Define a default mapping for the software versions.

- 3 Click on **Next**.
- 4 Add mappings for SwyxWare versions that may not use the default mapping.

Label	Explanation
New target	Enter the number of the Swyx Control Center version that you want to assign to a SwyxWare version.
Local version	Select the SwyxWare version to which you want to assign a Swyx Control Center version from the drop-down list.

- 5 Click on **Add**.
 ✓ The created assignment appears in the list of the specific assignments.
- 6 Click on **Next**.
 ✓ The Swyx Control Center assignments have been saved.





8.13 Editing UC Tenants


You can view all scheduled tasks for all UC Tenants. Additionally, you can postpone and delete update tasks which have been created but not yet implemented.

To edit UC Tenant Update tasks

- 1 In the menu, select **Platform | UC Tenant Tasks**.
- 2 Click on **Update Tasks**.
 ✓ A list appears with all planned update tasks.



Label	Explanation
UC Tenant	UC Tenant's name
Partner	UC Tenant's Partner
Target version	Software version planned or used for the UC Tenant

Label	Explanation
Type	Type of execution point in time (immediate, Platform maintenance window or User-defined time)
Start time	(Earliest) begin of execution
Productive	✓ = UC Tenant is used in productive operation
Test	✓ = UC Tenant is used in productive operation For Test UC Tenants the remaining test duration is displayed, see also section 7.20 Defining the maximum test duration for UC Tenants , page 30.
NFR	✓ = UC Tenant is used for free own use
Forced.	Task can only be deleted by a Platform level Administrator
Status	Current status of execution:
	Task is in planning
	Task is in progress
	Task has been executed
	Task failed

3 In the line of the appropriate task, click on  to show more information:




Label	Explanation
Scheduled by	Administrator who has created the task
Latest start	(Latest) begin of execution
Task type	Short description of the task
Instance ID	Anonymized UC Tenant's name

4 In the line of the appropriate task, click on **Select** to edit the UC Tenant for which the task is planned.


- 5 In the line of the appropriate update task, click on  to postpone the task.
or
click on **Reschedule selected tasks**.
Set the new execution time for the task and optionally notify the affected partner.
- 6 In the line of the appropriate task, click on  to delete a task
or
click on **Delete all tasks**
✓ The scheduled tasks selected are rejected, failed tasks are removed from the list.
See also section 8.9 **Updating UC Tenants**, page 28.

To view the list of all planned UC Tenant tasks

- 1 In the menu, select **Platform | UC Tenant Tasks**.
- 2 Click on **All tasks**.
✓ A list appears with all tasks scheduled for all UC Tenants in.

Label	Explanation
Creation Date	Time and date of Creation
Task type	Short description of the task
UC Tenant	UC Tenant's name
Partner	UC Tenant's Partner
Short Name	Enter a unique Short Name for the Scale Unit. The short name is used for a simplified display in the SwyxON Portal.
Status/result	Current status or result of execution:
	Task is in planning
	Task is in progress
	Task has been executed

Label	Explanation
	Task failed

3 In the line of the appropriate task, click on  to show more information:

Label	Explanation
Finished	Task completion time
Scheduled by	Administrator who has created the task
Latest start	(Latest) begin of execution
ID	Task-ID in RMS (for debugging purposes)
Type	Task type in RMS (for debugging purposes)

8.14 Migrate UC Tenants to other Scale Units

For optimized resource management, all hardware and software components of the SwyxON platform that are required for the administration and operation of UC tenants are divided into several resource units, called Scale Units. The scale units can be located in different data centers.

When you create a UC tenant, you must assign it to an available scale unit. As a platform or partner administrator, you can assign (migrate) created UC Tenants that are also actively used in operations to other Scale Units as needed.

8.14.1 Start migration



A running migration can take up to 30 minutes, depending on the size of the system. During this time the telephony functionality is not available to the customer.

To better plan the migration of desired UC Tenants, first check the list of migration tasks already entered for your Partner or Platform, see *Migration tasks*, page 35.



After successful migration, it is necessary to update the following settings on the customer side:

- The endpoint for the VPN must be updated in the configuration of the VPN Gateway in the local customer network.

The required specifications ([Remote VPN Gateway](#) and [Identity of remote VPN Gateway](#)) can be found under [UC Tenant | Network | Offices | !\[\]\(f1c5da15572e3e09d343161be98f508d_img.jpg\) Information](#).

- Mobile clients and SwyxIt!/NetPhone clients must use the new Swyx Remote Connector endpoint.

The corresponding endpoints can be found under [UC Tenant | Network | Remote Connector](#).

See also

<https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/GeneralSettings-System-RemoteConnector>



You can export the data required for the VPN configuration to a PDF file, see *Viewing gateway settings for Offices*, page 39.



The UC tenant remains on the current Scale Unit until a full copy is created on a target scale unit. In the event of a failed migration, telephony functionality is resumed and the migration can be rerun at a later time.



If the migration fails, you will be notified by email.

To migrate a UC tenant

- 1 In the menu, select [UC Tenant](#).
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on [Select](#).
 - ✓ The sub-menu [UC Tenant](#) appears.

- 3 Click on **Migrate UC Tenant**.
 ✓ The configuration wizard appears **Migrate UC Tenant**.
- 4 Select from the drop-down list **Target Scale Unit** dropdown list, select a scale unit to which the UC tenant is to be migrated.
- 5 In the Configuration Wizard , click on **Next**.
- 6 Read the current notes that must be followed when migrating to the selected scale unit.
- 7 When all the necessary requirements for the migration are met, click on **Migrate**.
 ✓ The UC tenant is in the queue for migration. If there are no other migration tasks on the platform, the process starts immediately.
- 8 In the configuration wizard, click **Finish**.
 You can track the progress of the migration using the list **Migrations** see below.

8.14.2 Migration tasks



A started migration is only entered in the list **UC Tenant Tasks**. All migration tasks on the platform are performed sequentially in the chronological order.

You can also track the ongoing migration process or retrace a failed migration.

To view the migration tasks

- 1 Select in the menu **Platform or Partner | UC Tenant Tasks**.
- 2 Click on **Migrations**.
 ✓ The list of all migration tasks that have just started, are currently running or have failed appears:

Label	Explanation
Tenant	The name of the UC tenant that was entered for the migration.
Instance ID	The instance on which the UC Tenant is operated.
Launched	The date and time when the process of migration was started.

Label	Explanation
Finished	The date and time at which the process of migration was completed.
Source-Scale Unit	The scale unit from which the UC tenant is/was migrated.
Target Scale Unit	The scale unit to which the UC tenant is/was migrated.
Status	A stage of the migration process in which the migration is currently taking place or in which it has been interrupted.
Result	Failed If the migration has failed, the entry remains in the list Migrations so that you can take a closer look at the history.
	Click the icon to download a log file from a failed migration.
	Click the icon to delete the failed migration entry.
Select	Click the button to view every step of the migration.

8.15 Deleting UC Tenants

You can delete UC Tenants in SwyxON.



Deletion of a UC Tenant includes all allocated users and is irreversible.



Do not delete a UC Tenant as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting a UC Tenant.

To delete a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner’s UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | General Settings**.
- 4 Click on **Delete**.
 - ✓ A dialogue window with an overview of all users and further elements allocated to the UC Tenant is displayed.
- 5 Enter your administrator password and click on **Delete** to irreversibly delete the UC Tenant.
 - ✓ The UC Tenant and all users allocated to it are deleted and can no longer be accessed by the Customer Administrator SwyxON.

8.16 Defining VPN settings for UC Tenants (creating offices)

UC Tenants are connected to SwyxON via VPN. The settings required for this purpose are combined under the name of “Office” in SwyxON. An Office must be created for each location.

See also *List of all countries whose IP addresses are not blocked (Geoblocking)*, page 38

To define the VPN settings for a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner’s UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
 - ✓ A list appears with the Offices of the selected UC Tenants.
- 4 Click on **Add Office**.
 - ✓ The **Add Office** configuration wizard appears.

- 5 Define the general settings for the Office.



If you create further Offices for the UC Tenant, the VPN connection type you have selected for the first Office will remain. You can only select a different type if all Offices have been deleted. You can, however, create Offices with and without FQDN for a UC Tenant.

Label	Explanation
Name	Enter a name for the Office.
VPN connection type	<p>IKE v1 (static address) Select this connection type if the customer’s VPN gateway only supports the IKE v1 protocol. The connection with SwyxON will only be possible with a static public IP address.</p> <p>IKE v2 (static or dynamic IP address) Select this connection type if the customer’s VPN gateway supports the IKE v2 protocol. The connection with SwyxON will be possible with a dynamically assigned or a static IP address.</p>

- 6 In the Configuration Wizard , click on “Next”.
- 7 Define the public IP address or the FQDN for the Office if the customer’s VPN gateway always connects to SwyxON via the same public IP address.
If the customer’s VPN gateway connects to SwyxON via a dynamically assigned IP address, a so called Identity for assigning Office and VPN gateway is automatically generated. The Identity corresponds to the following format: 4-digit-numerical sequence + „@“ + UC Tenant domain. The Identity must be entered to the customer’s VPN gateway.

Label	Explanation
Public IP address/Fully qualified domain name (FQDN)	Enter the Offices public IP address or FQDN.

- 8 Define NAT settings, if applicable, if the customer’s VPN gateway always connects to SwyxON via the same public IP address.
If the customer’s VPN gateway connects to SwyxON via a dynamically assigned IP address, this step is obsolete.

Label	Explanation
Use private IP for VPN gateway (NAT)	Activate the checkbox if the public IP address is not directly assigned to the VPN gateway.
Private IP address	Enter the IP address of the VPN gateway's VPN terminating interface.
Subnet address	Enter the subnet address of the VPN gateway's VPN terminating interface.
Subnet mask	Enter the subnet mask of the VPN gateway's VPN terminating interface.



When making later changes to settings, click **Save** to save the settings.

9 Set the subnet settings for the Office.



You can add further subnets later on.

Label	Explanation
Subnet address	Enter the Offices subnet address.
Subnet mask	Enter the Offices subnet mask.



When making later changes to settings, click **Save** to save the settings.

10 Click **Finish**.



If you change the settings for one of several of the customer's Offices, the connection to other locations might be interrupted. Reestablish the VPN connection after you have made your changes to restore the functionality.

- ✓ The Office is displayed in the list of Offices.

8.17 Edit Offices

You can edit the name of an Office. If you have selected the connection type IKE v1 when creating the Office, you can edit the public IP address, too.

To edit name and public IP address for an Office

- In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- In the menu select **UC Tenant | Network**.
 - ✓ A list appears with all Offices for the selected UC Tenants.
 - ✓ The following information appears:

Label	Explanation
Status	The symbol indicates if the Office is connected to SwyxON.
Name	Enter a name for the Office.
Identity	Automatically generated identity for the assignment of Office and UC Tenant Format: 4-digit-numerical sequence + „@“ + UC Tenant domain. The Identity must be entered to the customer's VPN gateway.
Number of networks	Number of subnets created for this Office, see section <i>Creating subnets for Offices</i> , page 39.

Label	Explanation
VPN connection type	IKE v1 for fixed IP addresses or IKE v2 for fixed or dynamic IP addresses

List of all countries whose IP addresses are not blocked (Geoblocking)

- Ireland
- UK
- Portugal
- Spain
- Andorra
- France
- Belgium
- Netherlands
- Italy
- Austria
- Switzerland
- Lichtenstein
- Greece
- Macedonia
- Montenegro
- Croatia
- Slovenia
- Hungary
- Romania
- Czech Republic
- Slovakia
- Bulgaria
- Serbia
- Bosnia and Herzegovina
- Poland
- Lithuania
- Latvia

- Estonia
- Germany
- Denmark
- Norway
- Finland
- Sweden
- Iceland

8.18 Deleting Offices

You can remove Offices in SwyxON.




Do not delete an Office as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting an Office. You can tell whether an Office is connected to SwyxON by the status icon in the list of all Offices.



If you delete an Office, all existing VPN connections may have to be restarted. The VPN gateway may have to be reconnected with SwyxON by restarting.


To delete an office

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
 - ✓ A list appears with all Offices for the selected UC Tenants.
- 4 Click on  in the line of the appropriate Office.
- 5 Click on **Delete**.

8.19 Creating and copying pre-shared keys

An encrypted VPN connection between the customers' companies and SwyxON is initiated via pre-shared key.

To create and copy a pre-shared key

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
- 4 Click on  in the line of the appropriate Office.
- 5 Click on **Copy to pre-shared key to clipboard**.
 - ✓ You can use the pre-shared key for the VPN gateway connection settings.
- 6 Click on **Create new pre-shared key** to create a new pre-shared key and use it for the VPN gateway.




The re-creation of the pre-shared key results in the cutoff of the VPN connection at the appropriate customer's and therefore to an interruption of services. All ongoing telephone calls are terminated.

8.20 Creating subnets for Offices

Subnets enable connecting locations to the VPN gateway which establishes the VPN connection with SwyxON.

To create a subnet for an Office


- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.

- 3 In the menu select **UC Tenant | Network**.
- 4 Click on  in the line of the appropriate Office.
 - ✓ A list appears with all subnets of the selected Office.
- 5 Click on **Create subnet**.
 - ✓ The **Create a subnet** configuration wizard appears. See also step *Set the subnet settings for the Office.*, page 37

8.21 Deleting subnets

You can delete subnets in SwyxON.

To delete a subnet

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
- 4 Click on **Create subnet**.
- 5 Click on .
- 6 Click on **Save**.
 - ✓ The subnet no longer appears in the list of subnets of the selected Office. See also section *Creating and copying pre-shared keys*, page 39 and *Creating subnets for Offices*, page 39.


8.22 Viewing gateway settings for Offices

The settings that must be entered in the customer's VPN gateway are displayed. You can export the settings as PDF.



As the public endpoint for the connection to the office, you should use the FQDN (**VPN remote terminal**) instead of the public IP address.

To export the Gateway settings for an Office

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner’s UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
- 4 Click on .
- 5 Click on **Gateway Configuration**.
- 6 Click on **Export**.
 - ✓ Depending on your browser settings a PDF will be downloaded.

8.23 View UC Tenants network settings

Swyx Clients outside the local customer network are connected to the UC Tenant via RemoteConnector.

The IP addresses are allocated automatically and must be entered in the clients’ connection settings.

For further information see [help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/remote_connector_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/remote_connector_$) and [help.swyx.com/cpe/latest.version/Client/Swyx/en-US/index.html#context/help/specify_connection_settings_\\$](https://help.swyx.com/cpe/latest.version/Client/Swyx/en-US/index.html#context/help/specify_connection_settings_$).

To view a UC Tenant’s network settings

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner’s UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Network**.
- 4 Click on **Remote Connector**.
 - ✓ The following information appears:

Label	Explanation
Connection for SwyxIt! clients	IP address and port which must be entered in the connection settings for SwyxIt! clients
Connection for Swyx Mobile clients	IP address and port which must be entered in the connection settings for mobile clients
UC Tenant network IP address	IP address and port for logon on the SwyxWare Administration For more information see help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/swyxware_registration_\$.
Subnet mask of the UC Tenant’s network	Subnet address and port for logon on the SwyxWare Administration For more information see help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/swyxware_registration_\$.
Management network IP address	IP address for the instance for access via RMS
Subnet mask of the management network	Subnet address for the instance for access via RMS

8.24 Ordering contingents for Feature Profiles

You can order contingents for Feature Profiles by defining the maximum number of users who can use a Feature Profile.



Ordering contingents for Feature Profiles is subject to fees. By clicking on **Order with costs**, you enter a financial obligation. For information regarding the licensing procedure in SwyxON see the performance specification.



If the maximum number is 0, you must order contingents so that further users can use the Feature Profile.

To order contingents for Feature Profiles

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Usage Availability**.
- 4 Click on **Feature Profiles**.
- 5 Click on **Update** to retrieve the current system usage capacity again.
- 6 In the line of the appropriate Feature Profile, click on **>**.

Label	Explanation
Max.	Maximum number of users who can use the selected Feature Profile Increase the number by the additional quantity you wish to order.
Used	Number of users who can currently use the selected Feature Profile
Standard profile	Activate the check box, if you want the selected Feature Profile to be used as the default for all subsequently created Users.

- 7 Click on **Save**.



Check the quantity to be ordered under **New**.

- 8 Click on **Order with costs**.

8.25 Ordering conference rooms and fax channels

You can order conference rooms and fax channels for customers by defining the maximum number for a UC Tenant.



Ordering conference rooms and fax channels is subject to fees. By clicking on **Order with costs**, you enter a financial obligation. For information regarding the licensing procedure in SwyxON see the performance specification.



No further conference rooms or fax channels can be created if this entails exceeding the maximum number.



If the maximum number is 0, you must place an order so that further conference rooms and fax channels can be created.

To order conference rooms and fax channels

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Usage Availability**.
- 4 Click on **Conference Rooms & Fax Channels**.
- 5 Click on **Update** to retrieve the current system usage capacity again.

Label	Explanation
Max.	Maximum number of conference rooms or fax channels which can be used for the selected UC Tenant Increase the number by the additional quantity you wish to order.

Label	Explanation
Created	Number of conference rooms or fax channels which are currently available for the UC Tenant selected

6 Click on **Save**.



Check the quantity to be ordered under **New**.

7 Check the order overview and click on **Order with costs**.


8.26 Ordering additional functions

In addition to the ordered feature profiles, you can order additional functions and assign them separately to the desired users.

See also [https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/additional_features_\\$](https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/additional_features_$).

To order Additional Features

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Usage Availability**.
- 4 Click on **Additional Features**.
- 5 Click on **Update** to retrieve the current system usage capacity again.

Label	Explanation
	Click the button to order additional features.

Label	Explanation
Max.	Maximum number of additional features which can be used for the selected UC Tenant Increase the number by the additional quantity you wish to order.
Used	Number of additional features which are currently used on the selected UC Tenant

6 Click on **Save**.



Check the quantity to be ordered under **New**.

7 Check the order overview and click on **Order with costs**.

8.27 Viewing UC Tenants' system values and stopping, restarting or setting up instances again

You can view the system values of UC Tenants. Should a SwyxWare installation not function properly, you can redeploy the instance on which the UC Tenant affected is operated via the SwyxON Portal. If the setup has failed, you can set up the instance again under the same name. The settings you have defined for the UC Tenant and the network/VPN connection on the portal as well as the settings laid down in the SwyxWare Administration then remain. If the creation of a UC Tenant has failed you can re-create the UC Tenant. Metadata like name, domain and location settings are retained, see *Re-creating UC Tenants*, page 25.



Stopping or redeploying instances results in an interruption of services at the affected customer's. All ongoing telephone calls are terminated.



The redeployment of instances is only possible if the software version installed on the UC Tenant is available during the redeployment.



The redeployment of instances is only available for standard configurations. Special configurations which are not saved on the SwyxON database, such as extra entries in the Windows registry, are not restored.



The redeployment of instances can take quite a while.

To view the system values of UC Tenants

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Maintenance**.
 - ✓ The following information appears:

Label	Explanation
Host name	Host computer's name
IP address of the datacenter host	Internal IP address of the UC Tenant
Subnet mask of the management network	Internal subnet of the UC Tenant
IP address of the management network	IP address of the host computer
Status	Instance status (switched on or off)

Label	Explanation
Heartbeat	Instance heartbeat signal for failure monitoring <ul style="list-style-type: none"> • Green: System status is unobtrusive • Yellow: System load is obtrusively increased, e.g. due to updates • Red: No signal, possibly the system is not available • Grey: Errors have occurred or the system is just being started If red or grey is displayed over a longer period, please contact to your provider.
System operating period	The period of time since the last restart of the instance
Scale Unit	The name of the scale unit to which the UC Tenant is assigned.
vCPUs	Number of assigned processors
RAM	Available memory resources
VM Ware Template	The virtual machine template on which the tenant is based.
Memory capacity	UC Tenant's assigned/unassigned free memory space

To stop, restart or redeploy an instance

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Maintenance**.
 - ✓ Click on **Stop UC Tenant VM**, **Start UC Tenant VM** or **Redeploy VM**.

8.28 Downloading SwyxWare trace files


You can download SwyxWare trace files for troubleshooting purposes.

To download SwyxWare trace files

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.
- 3 In the menu select **UC Tenant | Maintenance**.
- 4 Click on **Trace files**.
- 5 Use the search field to filter the list of trace files.
- 6 Click on **Show file list** to display the entire list of trace files.



You can use the standard file filters for the Windows search function.

- 7 In the line of the appropriate trace file, click on  to download the file.

You can also download trace files via Remote Admin Connector, see section 8.6 **Accessing SwyxWare Administration**, page 26.

8.29 Viewing telemetry data of UC Tenants

The following, among others, can be derived from the telemetry data of a UC Tenant:

- devices logged on to SwyxON
- successful progress of database updates
- Information on operation/activity of SwyxWare services

To view the telemetry data of a UC Tenant

- 1 In the menu, select **UC Tenant**.
 - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
 - ✓ The sub-menu **UC Tenant** appears. You can edit the settings for the selected UC Tenant.

- 3 In the menu select **UC Tenant | Maintenance**.

- 4 Click on **Telemetry**.

✓ The following information is available:

Label	Explanation
Server type	Server type based on the installed SwyxWare variant
Licensed	True = SwyxWare installation is currently licensed False = SwyxWare installation is currently not licensed
Expected DB schema version	Database schema that should be used after the last update If the expected and used database schema do not match, an error occurred during the database update. If you have any questions, please contact your Administrator.
Used DB schema version	Database schema that is currently used If the expected and used database schema do not match, an error occurred during the database update. If you have any questions, please contact your Administrator.
Seconds since last server ping	Number of seconds that have passed since the connection between UC Tenant and SwyxON was last confirmed
Seconds since last call	Number of seconds that have past since the last call on the UC Tenant
Last instance registration	Time of the last registration of the UC Tenant to SwyxON
Number of Trunks	Number of trunks on the UC Tenant
Number of logged in devices	Number of devices logged in to SwyxON on the UC Tenant
Firmware version	Name and version of the firmware that is used by the logged in devices and services

Label	Explanation
Name of service	Name of the logged in service
Started at	Time at which the service was started
Started without errors	✓ = no error occurred while starting the service ✗ = an error occurred while starting the service

8.30 Downloading usage reports from UC Tenants

In SwyxON, data of the installed users and functions is logged daily. The data is stored in the reporting database and automatically sent once per month to Swyx, the provider, and to the appropriate Partner as necessary.

To obtain the current status of the database in the open billing period, you can download an intermediate report in SwyxON Portal . This report records all data since the last monthly report up to the last daily data entry. Downloading this report does not reset the reporting, i.e. next monthly report still records the complete billing period, beginning with the dispatch time of the preceding monthly report. The intermediate report is not saved, i.e. it does not appear in the list of reports sent (Tab **Usage Reports**). You can also download older reports again.


To download usage reports from UC Tenants

- In the menu, select **Partner**.
 ✓ A list appears with all Partners in SwyxON.



Administrators at partner level in the menu select **Administration**.

- In the line of the appropriate Partner, click on **Select**.
 ✓ The sub-menu **Partner** appears. You can edit the settings for the selected Partner.
- Click on the sub-menu item **Reporting** that additionally appears.

- Click on **Usage Report**.
 ✓ A list appears with all usage reports for the selected Partner.
- Click on **Download report** to download the report with the data for the current billing period.
 or
 in the line of the appropriate report, click on , to download the report.



You can find a list of all UC Tenants of a Partner including billing relevant information after selecting the appropriate Partner in the menu under **Partner | Reporting | UC Tenants**.

8.31 Viewing, filtering and exporting the change log for UC Tenants and Resource Management Service (RMS)

All changes to UC Tenants and RMS made via SwyxON Portal are recorded in the change log. You can filter the list to only see the changes made in a certain period of time.



When saving and processing personal data, observe the appropriate applicable legal data protection regulations.




You can track changes on SwyxON for 90 days in each case. The changes are no longer be accessible afterward.



The change log for changes made via SwyxWare Administration to UC Tenants is available to you in the SwyxWare Administration. For further information see [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/changelog_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/changelog_$).


To view, filter and export the change log for a UC Tenant

- 1 In the menu, select **UC Tenant**.
✓ A list appears with all UC Tenants in SwyxON.
- 2 In the line of the appropriate UC Tenant, click on **Select**.
✓ The sub-menu **UC Tenant** appears.
- 3 In the menu select **UC Tenant | Changelog | UC Tenant**, to display the changelog of a UC Tenant.
- 4 Click on the entry fields and select the start date in the calendar (left entry field) as well as the end date (right entry field) for the time period during which changes should be shown on the list.
- 5 Click on **Show Changelog** to have the list display the changes for the selected time period.
- 6 To access further information, click on :

Label	Explanation
Date	Date of change
User name	User who made the change
Kind of modification	Explanation for the change <i>Example: User configuration changed</i>
Name	Label of the changed element <i>Example: User, function</i>
Item name	Name of the changed element <i>Example: John Jones, SwyxBCR</i>
Billing relevant	✓ = change affects billing
Original value	Value saved in the database before the change
Modified value	Value saved in the database after the change
Host name	Computer where the change has been made
Attribute name	Name of the changed attribute

- 7 Click on **Export Changelog** to export the displayed change log.
- 8 Save the downloaded file.

To view the RMS change log

- 1 In the menu select **UC Tenant | Changelog | RMS**, to display the changelog of the RMS.
✓ A list appears with all creation and update tasks for the selected UC Tenant.
- 2 To access further information, click on :
 - Time and date of change
 - Name of the change

8.32 Defining the data retention

You can limit the retention of changelogs as well as reporting data and emails with usage reports in the database. After the defined retention the data is deleted automatically.

The retention is 90 days by default. The minimum retention is 3 days for changelogs as well as 31 days for reporting data and emails with usage reports.



When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

To define the data retention

- 1 In the menu, select **Platform | General Settings**
or
in the menu, select **Partner** and click in the line of the appropriate Partner on **Select**.



Partner Administrators cannot edit this setting.



Administrators at partner level in the menu select **Administration**.

Click on the sub-menu item **General Settings** that additionally appears.

- 2 Click on **Retention**.
- 3 Enter the time span in days after which the following data is deleted from the database:
 - Change log
 - Reporting data and emails with usage reports
 - Call Detail Records (CDR)
For further information on Call Detail Records, see [https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/CDR_\\$](https://help.swyx.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/CDR_$).
- 4 Click on **Save**.

9 Editing your profile information

You can edit your profile information and change the SwyxON Portal display language.



The configuration options on menu pages and in configuration wizards depend on your administration profile, see chapter 2 *Administration profiles*, page 8.

9.1 Editing your profile information

You can upload a user picture and edit your display name and email address.

To edit your profile information

- 1 Click on your display name in the title bar.



✓ The **My Profile** menu appears.

- 2 Click on **User information**.

✓ The following information appears:

Label	Explanation
User name	The user name you use to log into the SwyxON Portal
Display name	Your name as displayed on the SwyxON Portal
Email address	Your email address
Administration profile	Defines your permissions, see chapter 2 <i>Administration profiles</i> , page 8

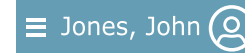
- 3 Click on your user picture or the placeholder picture and select a picture with 100x100 pixels from your file system.
- 4 Click on **Save**.

9.1.1 Defining your language settings

You can define the display language for SwyxON Portal.

To define your language settings

- 1 Click on your display name in the title bar.



✓ The **My Profile** menu appears.

- 2 Click on **Language**.

- 3 Click on the desired language.

9.1.2 Changing your password

You can change your password for SwyxON.



Note the minimum requirements for passwords in SwyxON, see section 4.2 *Minimum requirements for passwords*, page 11.

To change your password

- 1 Click on your display name in the title bar.



✓ The **My Profile** menu appears.

- 2 Click on **User information**.

- 3 Click on **Password**.

- 4 Enter your current password in the **Current password** field.

- 5 Enter your new password in the **New password** field and confirm the entry in the **Repeat new password** field, see also section 4.2 *Minimum requirements for passwords*, page 11.

- 6 Click on **Save**.

✓ Your password is changed and must be used at the next login.