

MITEL PERFORMANCE ANALYTICS

RELEASE 2.1

QUICK START GUIDE - ON-PREMISE USERS



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Mitel Performance Analytics Quick Start Guide - On-Premise Users
Release 2.1 - November 5, 2016

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INTRODUCTION

Mitel Performance Analytics is a fault and performance management system designed to provide users with fast actionable problem resolution so that optimal service quality levels are maintained for end customers.

Mitel Performance Analytics provides real-time alerts, detailed reporting and ubiquitous accessibility with secure remote access.

DOCUMENT PURPOSE AND INTENDED AUDIENCE

This document is intended for Mitel Performance Analytics deployments where the software is installed on a server in the customer network. For Mitel Performance Analytics Software as a Service (SaaS) deployments, where the software is hosted in the cloud, refer to the *Mitel Performance Analytics Quick Start Guide – Cloud Users*.

This document summarizes the steps needed to begin using a Mitel Performance Analytics (MPA) monitoring system.

For a complete description of Mitel Performance Analytics, refer to the *Mitel Performance Analytics System Guide*.

This document describes all possible Mitel Performance Analytics features. Feature access depends on the Mitel offering you have purchased. Not all features may be available to all Mitel Performance Analytics users.

Note that screen captures in this document may not reflect the latest Mitel Performance Analytics User Interface updates.

REVISION HISTORY

DOCUMENT DATE	DESCRIPTION
November 5, 2016	Initial release of document for R2.1.
	Ongoing updates and improvements.

MITEL PERFORMANCE ANALYTICS OVERVIEW

MITEL PERFORMANCE ANALYTICS CAPABILITIES

Mitel Performance Analytics is a fault, performance and inventory management system for Mitel Networks Unified Communications systems and associated network infrastructure.

Mitel Performance Analytics provides:

- Alarm management tools (dashboards, alerting, views)
- Support for Mitel systems: MiVoice Business, MiVoice MX-ONE, MiVoice Office 250, MiCollab, Mitel Border Gateway, MSL-based servers, MX-ONE Application servers (MiCollab Advanced Messaging, CMG, inAttend), and ACS Media Server, MiContact Center
- VoIP Quality monitoring for MiVoice Business, Mitel SIP sets, MBG (Teleworker and SIP trunk)
- Support for other network devices: servers, ethernet switches, routers, UPS, VMware ESxi server, other SNMP device
- Ad-hoc and scheduled reporting
- Flexible container architecture allowing users to configure data reporting to match their size and organization (for example, data reporting according to geographical locations, functional or organizational groupings, or customer groupings)
- Integrated remote access to customer networks (with Probe)

SYSTEM COMPONENTS

Mitel Performance Analytics has two major components: the Mitel Performance Analytics server and the Probe.

The Mitel Performance Analytics server can be deployed as a cloud service, supporting many different customer networks or it be deployed in a single customer network supporting one customer. The standard Mitel Performance Analytics customer network installation package includes both the server and a pre-configured Probe

SUPPORTED BROWSERS

User access to Mitel Performance Analytics requires the use of a Web browser with JavaScript and Adobe Flash support enabled.

Mitel Performance Analytics is supported on:

- Firefox, Release 24.0 and later
- Chrome, Release 36.0 and later

Note: While Mitel Performance Analytics should work on any standards compliant browser, such as Internet Explorer, Safari and Opera, Mitel can only commit to resolving issues with specifically tested and supported browsers.

GETTING STARTED

You need the Mitel Performance Analytics URL and your initial access credentials. The following is an example:

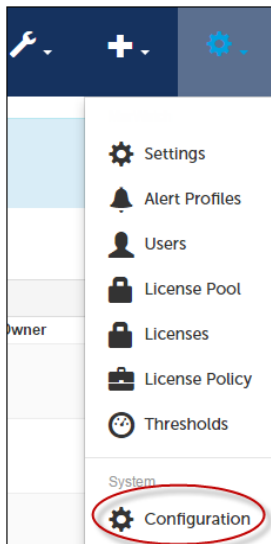
- URL: `example.mycompany.net`
- User: `j_smith@mycompany.com`
- Password: `change_me`

Note: You must use a Fully Qualified Domain Name (FQDN) in the Mitel Performance Analytics URL; not an IP address.

After you access Mitel Performance Analytics for the first time, do the initial configuration steps described in the following sections.

SYSTEM CONFIGURATION

To access the configuration window, select **System Configuration** under the **Settings** icon:



REGISTER MITEL PERFORMANCE ANALYTICS

Do the following steps:

1. Initially, the **System Configuration** window displays the **System Registration** pane.

The screenshot shows the 'System Configuration' interface. On the left, there is a 'Registration' sidebar with links for SMTP Server, Twitter, Twilio SMS, and MapQuest Maps API. The main area is titled 'System Registration' and contains the following content:

Choose Online or Offline Licensing

- **ONLINE Licensing:** The system automatically generates licenses based on the needs of your organization, by collecting inventory data on your network.
- **OFFLINE Licensing:** To apply licenses to your network, you'll be required to send an inventory for each new set of licenses, in order for the system to retrieve the licenses.

Enter the email address of your organization's Support contact for the MPA system. An email will go to this address with a passphrase that will be required to complete system registration. This email address may also receive periodic notifications of system updates and added functionality.

Email Address:

Licensing Options: Offline Licensing Online Licensing

At the bottom right, there are two buttons: a red 'Verify' button and a 'Later' button.

2. In the **System Registration** pane, supply an email address. This can be any email address. Mitel Performance Analytics does not use the email address for any purpose other than sending a passphrase to complete the registration process.
3. Select your licensing option:
 - Online: This option automates all tasks related to licensing.
 - Offline: This option means you need to manually perform licensing tasks. Licensing tasks include uploading a license policy, uploading license files, and applying licenses..
4. Click **Verify**. A **Passphrase** field appears. Mitel Performance Analytics sends a passphrase at the previously specified email address.
5. When you receive the passphrase, enter it in the **Passphrase** field.
6. Click **Verify & Save**. The **System Registration** pane confirms you are now registered in the licensing and support server.

CONFIGURE AN SMTP SERVER

This procedure is optional but recommended. Without SMTP configuration, you cannot send email notification of alarms, send password reset links, or use email for reports.

Do the following steps:

1. Select the **SMTP Server** tab. The **SMTP Server Configuration** pane is displayed.

SMTP Server Configuration

Disable SMTP: I don't need emailed alerts, emailed reports, forgotten password recovery, and do not wish to configure an SMTP server

The SMTP Server is used to:

- Send email notifications of alarms
- Send password reset links via email
- Deliver scheduled reports via email

Server Name:

Server Port:

From Email Address:

Reply-To Email Address:

Enable TLS Encryption:

Enable Authentication:

2. In the **SMTP Server Configuration** pane, enter the SMTP server configuration settings:
 - SMTP server name or address; for example, `smtp.gmail.com`
 - SMTP server port number; typically 25, 465 or 587
 - From email address; When Mitel Performance Analytics generates an email, it displays this email address as the originator.
 - Reply-to email address; Replies to a Mitel Performance Analytics-generated email are sent to this email address.
 - SMTP encryption; yes or no. Mitel recommends that you use encryption.
 - SMTP authentication; yes or no
 - SMTP username and password (for authentication, if required)
3. Click **Validate** and **Save**.

CONFIGURE A TWITTER ACCOUNT

This procedure is optional. Use a Twitter account to receive alarm notification through Twitter.

Do the following steps:

1. Select the **Twitter** tab. The **Twitter Configuration** pane is displayed.

Twitter Configuration

Configuring a Twitter account allows you to receive alarm notifications via Twitter Direct Message. To find the information required in this page, visit [Twitter Developers](#) via 'My Applications'.

Consumer Key:

Consumer Secret:

Access Token:

Access Token Secret:

2. In the **Twitter Configuration** pane, enter your Twitter account data:
 - Consumer key
 - Consumer secret
 - Access token
 - Access token secret
3. Click **Validate** and **Save**.

CONFIGURE A TWILIO SMS ACCOUNT

This procedure is optional. Use a Twilio SMS account to receive alarm notification through SMS.

Do the following steps:

1. Select the **Twilio SMS** tab. The **Twilio Configuration** pane is displayed.

Twilio Configuration

Configuring a Twilio account allows you to receive alarm notifications by SMS. To find the information required in this page, visit your Twilio 'Account Settings'.

NOTE: The mobile telephone number required in the next step must be as assigned by Twilio. See <https://www.twilio.com/docs/api/rest/sending-messages> for details.

Account SID:

AuthToken:

Caller ID:

2. In the **Twilio Configuration** pane, enter your Twilio account data:
 - Account SID
 - AuthToken

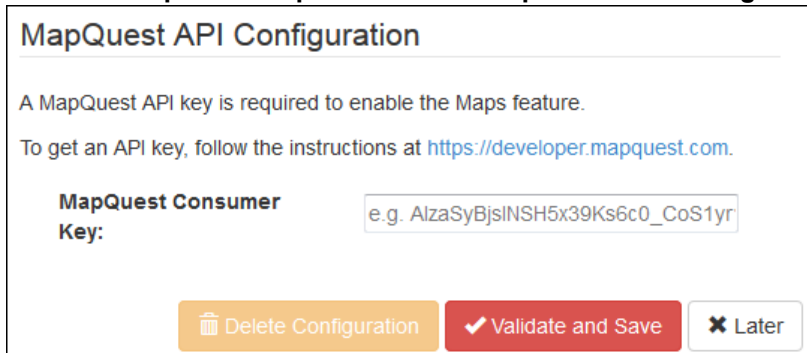
- Caller ID
3. Click **Validate** and **Save**.

CONFIGURE A MAPQUEST MAPS API KEY

This procedure is optional. Use a MapQuest API to enable dashboard maps and map coordinate lookup from street addresses.

Do the following steps:

1. Select the **MapQuest Maps API** tab. The **MapQuest API Configuration** pane is displayed.

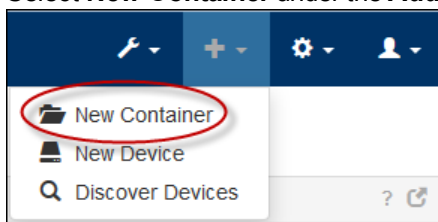


2. In the **MapQuest API Configuration** pane, enter your MapQuest Consumer API key.
3. Click **Validate** and **Save**.

ADD CONTAINERS

You can create a hierarchy of containers to meet your reporting and access needs. Do the following steps:

1. Select **New Container** under the **Add** icon.



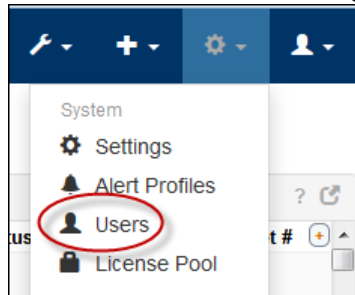
2. In the **New Container** window, specify the new properties.
3. Click the **Create** button.

ADD USERS

CAUTION: Once a user has been added to a container, the user cannot be moved to another container.

You can create additional users with varying privileges. Do the following steps:

1. Select **Users** under the **Settings** icon.



2. Click the **Create New User** button.
3. In **New User** window, specify the new user's email address, first name, last name, and password.
Ensure you supply a valid email address.
Ensure the password contains at least eight characters and includes upper and lower case characters, symbols, and numbers.
4. Assign administrative and general permissions as required for the new user.
5. Click on the **Create** button.

ADD DEVICES

Devices may be added manually or through a discovery process. This section shows the manual process. For details on discovering devices, see *Mitel Performance Analytics System Guide*.

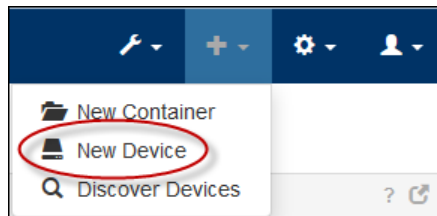
CAUTION: A Probe device must be configured for all devices to be monitored.

For users that have Mitel Performance Analytics installed on premise with their equipment, your installation already contains a Probe and you cannot install another.

For service providers that have Mitel Performance Analytics installed in their data center, your installation already contains a Probe. However, you can install more Probes. Typically, each additional Probe monitors a particular customer.

Do the following steps:

1. From a container or device dashboard, select **New Device** under the **Add** icon.



The New Device window is displayed.

2. In **New Device** window, select the device type from the dropdown list and click the **Next** button.
The properties sheet for the new device is displayed.
3. Enter the device configuration details:
 - Device Name – the name that Mitel Performance Analytics uses to identify the device

- Choose a Probe to monitor the device.
 - Enter the device IP address.
 - Enter the device SNMP version information and access credentials
4. Click the **Save** button.
Mitel Performance Analytics verifies connectivity to the device with the configuration you entered.

LICENSING

Mitel Performance Analytics includes a licensing framework to enable tracking of purchased and authorized system capabilities. The licensing framework covers devices, software features, capacity and services.

Mitel Performance Analytics has multiple trial license capabilities. See "Trial Licenses" on page 15 for details.

LICENSING FOR CUSTOMER PREMISE USERS OR SERVICE PROVIDERS

Customer premise users are users with Mitel Performance Analytics installed on-premise along with their own equipment.

Service providers are users who access Mitel Performance Analytics through Mitel's Premium Software Assurance and Support. Mitel Performance Analytics is installed on premise in a data center.

For both types of users, the licensing action depends on choices made during installation.

Online Licensing

If you chose online licensing, registered your system, and registered a valid license ID to a container, Mitel Performance Analytics downloads and applies licenses automatically. You do not need to upload and apply licenses.

See also "Registering a License ID to a Container" on page 12.

Offline Licensing

If you chose not to register your system or to use offline licensing, then you need to manually perform licensing tasks. Licensing tasks include providing a container GUID, uploading a license policy file, uploading license files, and applying licenses.

For additional details on licensing, see the *Mitel Performance Analytics System Guide*.

REGISTERING A LICENSE ID TO A CONTAINER

The license ID is used for automatic license download.

Do the following steps:

1. Open the dashboard of the topmost or root container and select **System Configuration** under the **Settings** icon:
The **System Configuration** window displays the **System Registration** and **License Registration** panes.

License Registration

License ID Registration

NOTE:

- The License ID allows automated download of licensing information.
- The License ID registration assigns the License ID to a container. This is typically the Home container but can be any container in the system.
- You can add a customer name to the License ID registration for your own information.

Customer Name	Home Container	License ID	License Policy	Licensing Status	Actions
<div style="background-color: #4CAF50; color: white; padding: 5px 15px; display: inline-block; border-radius: 5px;"> + Register License ID With Container </div>					

2. Click **Register License ID with Container**.
3. In the resulting screen:
 - Input a customer name.
 - Input the license ID: You are provided the license ID by your supplier once your order has been processed.
 - Use the dropdown list to choose the container that is associated with the license ID. In most cases, this is the home container for the Mitel Performance Analytics system. However you can register a license ID to any container that you have access to.

Register License ID

Customer Name

License ID

Home Container

← Back
✓ Validate & Save
✕ Later



4. Click **Validate & Save**.
Mitel Performance Analytics connects to the licensing server and download its licenses.

License Registration

License ID Registration

NOTE:

- The License ID allows automated download of licensing information.
- The License ID registration assigns the License ID to a container. This is typically the Home container but can be any container in the system.
- You can add a customer name to the License ID registration for your own information.

Customer Name	Home Container	License ID	License Policy	Licensing Status	Actions
MPA customer	Home	M62700126	MPA-Plus	Up-to-date	 

[+ Register License ID With Container](#)

[← Return to Dashboard](#)

5. Confirm the license are downloaded and assigned to the expected container. Go to the dashboard of the container and click **Licenses** under the **Settings** icon.

Licensing: Container - Home

License Policy:
Your license policy is: **MPA-Plus**

License Status:
License Tier: MPA-Plus *(Click [here](#) to start All Features Licensed trial)*
Licenses (required / allocated): 1 / 100
Expiration Date: 1-Jan-2023
[See details](#)

Attach License:
 [+ Attach License](#)

Attached Licenses:

License Type	Count	Start	End	License ID	
Device & MPA-Plus & Monitoring	100	1-Jan-2013	1-Jan-2023	cd8fce47-052d-4afe-89a2-455bcb8a4b30	Detach

[Enforce](#) [← Return to Dashboard](#)

TRIAL LICENSES

Mitel Performance Analytics has multiple trial license capabilities:

- An **All Features Licensed** trial is available that activates all features for all device types for a 30-day period. After the 30-day period, the system warns that licenses have expired and stops providing the licensed capability. The **All Features Licensed** trial can only be activated once per Mitel Performance Analytics system. After the trial period, all device type features are suspended.
- Per device type feature trials are available for a 30-day period. After the trial period, the system warns that licenses have expired and applies a 60-day grace period before the system stops providing the licensed capability. If a trial period for one device type feature expires, you can still activate a trial for another device type feature.

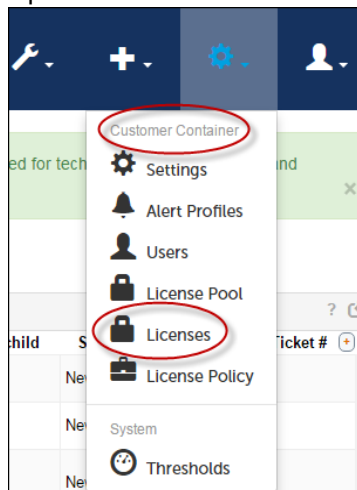
If you have not already done so, use the trial period and the grace period to complete your order for Mitel Performance Analytics with your supplier. If licensing has not been applied, Mitel Performance Analytics features are suspended after the grace period ends. Suspended features are indicated in a red banner on the dashboard and in the **Licensing** window of the root container.

Licensing, including trial licenses, begin to be enforced automatically shortly after initial installation. The period varies but is no longer than 24 hours. Mitel recommends that you use this initial startup period to set up Mitel Performance Analytics users, containers and devices. This step loads your Mitel Performance Analytics system with the device types needed for trial licenses. Additional devices can be added after licensing has been applied.

ACTIVATING THE ALL FEATURES LICENSED TRIAL

Do the following steps:

1. Open the dashboard for the root container and select **Licenses** under the **Settings** icon:



The **Licensing** window for the root container is displayed. The **License Status** area shows your license tier and the number of licenses currently associated with your system.

2. To activate the All Features Licensed trial, click the indicated link beside your license tier.

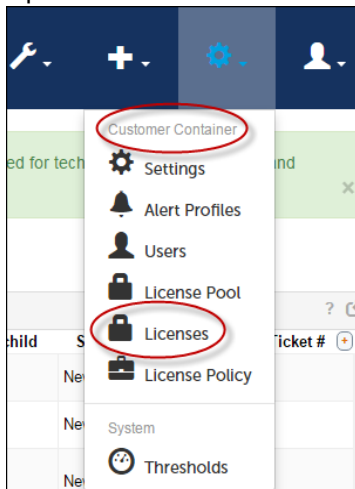


Adding devices after the start of the trial does not extend the trial period for that device type.

ACTIVATING PER DEVICE TYPE FEATURE TRIAL LICENSES

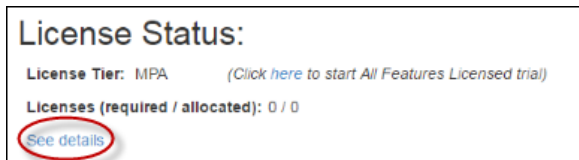
Do the following steps:

1. Open the dashboard for the root container and select **Licenses** under the **Settings** icon:



The **Licensing** window for the root container is displayed.

2. Click **See details** under the License Status area.



The license details shows device types where trial licenses are available and the status of each of those licenses.

3. To obtain a per device type feature trial license, click the **Start Trial** button for any unlicensed Mitel Performance Analytics device type feature that you want to use. Typically, you want to start the trial license for your Probe and any other device types you have added to Mitel Performance Analytics.

Adding devices after the start of the trial does not extend the trial period for that device type.

