

# MITEL PERFORMANCE ANALYTICS

RELEASE 3.0

QUICK START GUIDE - ON-PREMISES USERS



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Mitel Performance Analytics Quick Start Guide - On-Premises Users  
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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 online help.

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.
November 2, 2017	Mitel Performance Analytics R2.2 General Availability
January 16, 2019	Preliminary version for Mitel Performance Analytics R3.0.

# MITEL PERFORMANCE ANALYTICS OVERVIEW

## CAPABILITIES

Mitel Performance Analytics provides fault, inventory, and performance management for Mitel Networks Unified Communications systems, multiple enterprise VoIP systems and associated network infrastructure, both LAN and WAN. Mitel Performance Analytics supports monitoring and remote access both for private networks, such as enterprise LANs and MPLS VPNs, and for public network or Internet-reachable devices, such as access routers.

Mitel Performance Analytics with the standard with the Mitel Premium Software Assurance license provides:

- Support for a range of Mitel systems; see "Supported Devices" on page 1 for a complete list
- VoIP Quality monitoring and visualization for MiVoice Business, Mitel SIP sets, MBG (Teleworker and SIP trunk), MiVoice MX-ONE
- Cloud or on-premises packaging
- Real-time and historical fault and performance monitoring
- Alarm management tools (dashboards, alerting, views) and alarms analytics tool that customizes the alarm management environment according to the user's behavior and the behavior of others. Alarms that are deemed to be the most important to the user are shown first. Contains advanced tools for determining related alarms.
- Display of dynamic health status icons over user-supplied network diagram, with devices and containers arranged according to user preferences
- Monthly or on-demand customer 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)
- IP SLA monitoring
- Simple deployment in remote customer networks with both software and hardware Probe available
- Supports multiple internationalized character sets for content entry into Mitel Performance Analytics
- Branded dashboard can be created for service providers, resellers and customers
- Resellers can choose any URL they own for their Mitel Performance Analytics login page
- Integrated remote access to customer networks (with Probe) in the cloud

Additional capabilities are available in Mitel Performance Analytics with the Mitel Premium Software Assurance Plus license, including the following:

- Emergency Response (ER) alarm monitoring and alerts for MiVoice Business and MiVoice Business EX
- Advanced User Operations (AUO) to simplify management configuration tasks across MiVoice Business clusters such as moving a user from one MiVoice Business to another one, removing a user, or setting up and managing Busy Lamp Field (BLF) keys
- Support for SNMP based third-party devices and applications

- Advanced user, set, and service inventory reporting for MiVoice Business, MiVoice Border Gateway, MiVoice Connect, and MiVoice MX-ONE
- Device and extension inventory for MiVoice Business, MiVoice Border Gateway, and MiVoice Connect
- IP set inventory for MiVoice Business and MiVoice Border Gateway
- Agent based network testing to assess, monitor and troubleshoot the availability, capacity, and performance of the network
- Collection and storage of SMDR records for MiVoice Business and MiVoice Office 250
- System wide backups, stored locally or in the cloud for MiVoice Business, MiVoice MX-ONE, and MiVoice Connect
- Trunk capacity reporting for MiVoice Business and MiVoice Connect
- Audio, web, and video port usage reporting for MiCollab (MSL)

## 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 enabled.

Mitel Performance Analytics is officially supported on:

- Firefox, Release 55.0 and later
- Chrome, Release 60.0 and later

Mitel Performance Analytics does work on Microsoft Edge, Release 16; however, it is not officially supported. Mitel Performance Analytics does not work on Release 15 of Edge.

**Note:** While Mitel Performance Analytics may work on most standards compliant browsers, such as Safari and Opera, Mitel can only commit to resolving issues with specifically tested and supported browsers.

**Important:** Although Mitel Performance Analytics was never officially supported on Internet Explorer, as of Release 2.2, Mitel Performance Analytics no longer works on this browser. If you are using Internet Explorer, we recommended moving to one of the supported browsers to continue to take advantage of all of the features offered by Mitel Performance Analytics.

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

**Note 2:** After 10 unsuccessful login attempts, the account is locked for one hour.

## End User License Agreement

The very first time you log in, you are required to review and accept the End User License Agreement (EULA) before gaining access to Mitel Performance Analytics. If the EULA is updated, you are prompted to review and accept it again. The EULA can be reviewed from the About page, which is accessed from the User  icon.

## Two-factor Authentication

If two-factor authentication has been enabled for your account, you are prompted to enter a passcode that is generated by a mobile authentication application. For details on setting up 2FA, see "Configuring Two Factor Authentication for Your User Account" on page 1.

If you select the "**Skip this step in this browser for 7 days**" checkbox you are not prompted for a 2FA passcode for the next seven days. At the first log in after the seven-day period has expired, you are prompted to provide a passcode again.

If during the seven days, you use a different browser, select incognito/private browsing mode, or clear your browser cookies, you are prompted for a new 2FA generated passcode.

If you do not have access to, or are unable to generate a 2FA passcode, you can still log in using a recovery code. See "Logging in with a Recovery Code" on page 1.

After you access Mitel Performance Analytics for the first time, do the following initial configuration steps:

- "System Configuration" on page 7
- "Add Containers" on page 12
- "Add Users" on page 12
- "Add Devices" on page 13
- "Licensing" on page 13

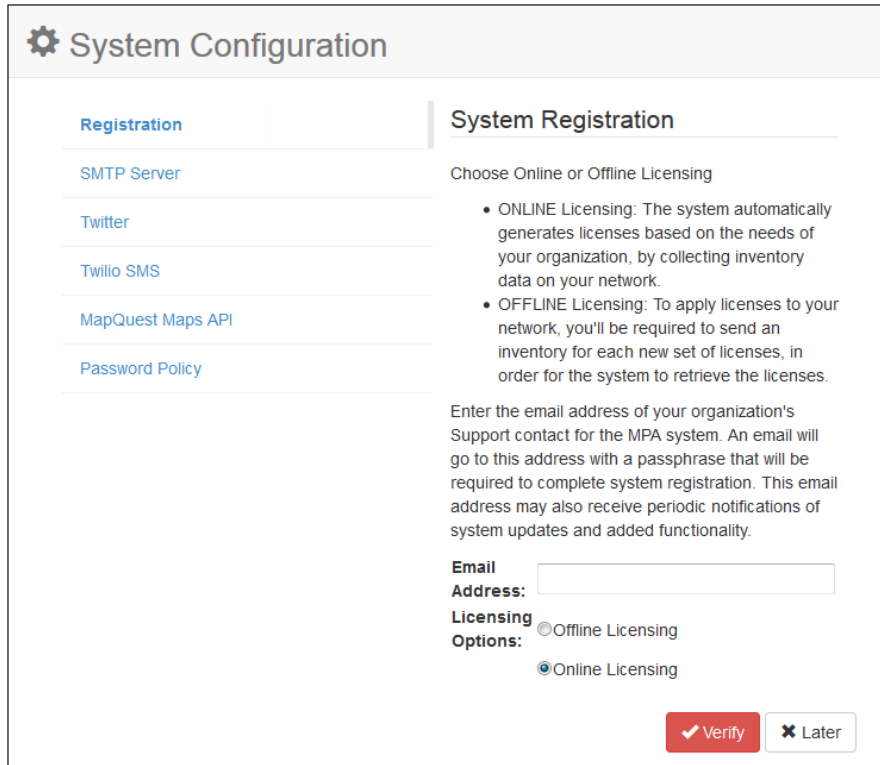
# SYSTEM CONFIGURATION

To access the configuration window, select **Configuration** under the **System Administration** menu.

## 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' window with a sidebar on the left containing links for 'Registration', 'SMTP Server', 'Twitter', 'Twilio SMS', 'MapQuest Maps API', and 'Password Policy'. The main area is titled 'System Registration' and contains the following text: 'Choose Online or Offline Licensing', followed by two bullet points: 'ONLINE Licensing: The system automatically generates licenses based on the needs of your organization, by collecting inventory data on your network.' and '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.' Below this is a paragraph: '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.' There is an 'Email Address:' label and an empty text input field. Below that are 'Licensing Options:' with two radio buttons: 'Offline Licensing' (unselected) and 'Online Licensing' (selected). At the bottom right are two buttons: 'Verify' (with a checkmark icon) and 'Later' (with an 'x' icon).

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 **Send Passphrase**. 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 **Register**. 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<sup>TM</sup> 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'](#).

<b>Consumer Key:</b>	<input type="text" value="e.g. cChZNFj6T5R0TigYB9yd1w"/>
<b>Consumer Secret:</b>	<input type="text" value="e.g. L8qq9PZyRg6ieKGEKhZolGC0vJM"/>
<b>Access Token:</b>	<input type="text" value="e.g. 7588892-kagSNqWge8gB1WwE3p"/>
<b>Access Token Secret:</b>	<input type="text" value="e.g. PbKfYqSryyeKDWz4ebtY3o5ogNL"/>

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.

<b>Account SID:</b>	<input type="text" value="e.g. ACbe554512318307dbc7a20b774"/>
<b>AuthToken:</b>	<input type="text" value="e.g. abcdef1234567890abcdefabcde9"/>
<b>Caller ID:</b>	<input type="text" value="e.g. 16131234567"/>

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

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

## CONFIGURING MAPS

Maps can be configured for online use, using a MapQuest Maps API key, or for offline use, using the map tiles that are included in the Mitel Performance Analytics installation package.

This procedure is optional. To enable dashboard maps and map coordinate lookup from street addresses, complete the following procedure

Do the following steps:

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

Map Configuration

---

Choose Online or Offline Map

- ONLINE Map: A MapQuest API key is required to enable the online Maps feature. To get an API key, follow the instructions at : <https://developer.mapquest.com>.

Map Options:

Offline Map

Online Map

MapQuest Consumer Key:

2. In the **Map Configuration** pane, select one of the following options:
  - Offline Map
  - Online Map
3. If Offline Map was selected, proceed to step 5.
4. If Online Map was selected, enter your MapQuest Consumer API key.
5. Click **Validate** and **Save**.

**NOTE:** If maps are configured for offline use, up to 8 zoom levels are supported. If high resolution maps are required, you can deploy a dedicated map server internally within your data center. The map server information is then added to the Mitel Performance Analytics config.properties file. If you require assistance with this, contact [support@martellotech.com](mailto:support@martellotech.com).

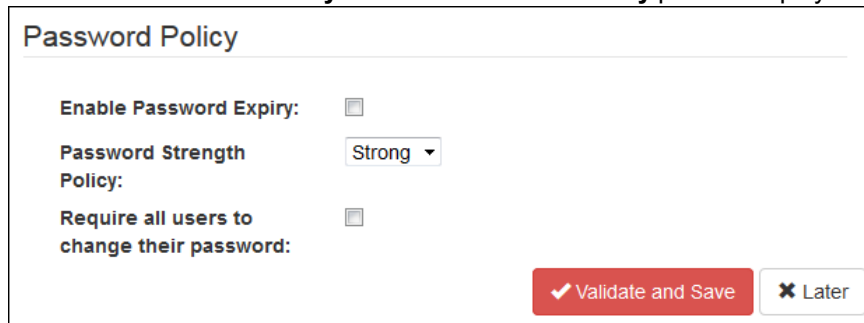
## CONFIGURE A PASSWORD POLICY

This procedure is optional. Use a Mitel Performance Analytics password policy to set:

- How long before passwords need to be changed
- Valid password criteria

Do the following steps:

1. Select the **Password Policy** tab. The **Password Policy** pane is displayed.



**Password Policy**

Enable Password Expiry:

Password Strength Policy: Strong ▾

Require all users to change their password:

✓ Validate and Save    ✕ Later

2. In the **Password Policy** pane, enter the policy settings:
  - Select whether to enable password expiry. If selected, the **Password Expiry Time** field is displayed. Enter a value from 7-365.
  - Select the minimum password strength level. Your choices are:
    - **Strong**: Passwords must:
      - Have at least 8 characters
      - Contain at least 1 uppercase character
      - Contain at least 1 digit character
      - Contain at least 1 special character
    - **Weak**: Password must have at least 3 characters. Mitel Performance Analytics systems previous to Release 2.2 used this setting.
  - For **Strong** password strength, select whether to force all users to update their passwords. If selected, users must provide a new password the next time they log in.
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 **System Administration** menu.
2. In the **New Container** window, specify the new properties.
3. Click the **Create** button.

## ADD USERS

**CAUTION:** After you add a user to a container, you cannot move the user to another container.

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

1. Select **System Administration > Users**.
2. Click the **Create New User** button.
3. In **General** area, specify the new user's email address, first name, and last name. Ensure that you supply a valid email address.

4. In **Role** area, select the role that you want to assign to the new user. A description of the role displays below each choice. Click **Show Details** to see a list of the permissions that are associated with each role. You can also create a custom role and assign your choice of permissions for the user. For information about each of the permissions,
5. Click on the **Create** button.  
The system sends a Welcome Email to the new user that contains instructions for creating a new password and accessing the system. Passwords must contain at least eight characters and include upper and lower case characters, symbols, and numbers. If you enforce two-factor authentication (2FA), the email contains instructions for the user to follow.
6. If you want to resend the Welcome Email, select **System Administration > Users**, locate the new user in the list, and click **Resend welcome email**.

## ADD DEVICES

Devices may be added manually or through a discovery process. This topic shows the manual process. For details on discovering devices, see refer to online help.

**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 **System Administration** menu.  
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.  
Mitel Performance Analytics automatically assigns a 30-day per device type trial license to the newly added device.

## LICENSING

Mitel Performance Analytics licensing tracks purchased and authorized system capabilities, including devices, software features, capacity and services.

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 of the licensed features are disabled.
- 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.

Mitel Performance Analytics automatically assigns a 30-day per device type trial license to newly added devices. You can also manually activate trials. See the Mitel Performance Analytics online help for details.

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.

## ONLINE AND OFFLINE LICENSING

Mitel Performance Analytics can be licensed either online or offline. This decision is made during the installation process. The steps required to complete the licensing vary, depending on the selected license option.

### Online Licensing

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

See also "Registering for Licensing" on page 14.

### 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, providing the results of Online Licensing Server queries, uploading a license policy file, uploading license files, and applying licenses.

For additional details on licensing, see the Mitel Performance Analytics online help.

## REGISTERING FOR LICENSING

Registering for licensing is used for automatic license download.

Once Mitel Performance Analytics has been registered for licensing, you must add containers and devices to the system before completing the steps below to register a customer.

Do the following steps:

1. Open the dashboard of the topmost or root container and select **Configuration** under the **System Administration** menu.  
The **System Configuration** window displays the **System Registration** and **License Registration** panes.
2. Click **Register a Customer**.  
The following screen is displayed:

Register a Customer

---

Which type of customer would you like to register?

**Mitel Premium Software Assurance**

**Other**

---

[← Return to Licensing](#) [← Return to Dashboard](#) [Proceed →](#)

3. Click **Mitel Premium Software Assurance** or **Other** to specify whether the end customer is covered by Mitel Premium Software Assurance (PSWAS):
  - If Mitel Premium Software Assurance, do Step 5 then proceed to Step 7
  - If Other, do Step 6 then proceed to Step 7.
4. Click **Proceed**.
5. In the resulting screen:
  - Input the customer name.
  - Use the dropdown list to choose the container to associate licenses; typically the customers' home container.

### Register Customer

**Customer Name**

**Home Container**

MPA will sync up with the AMC and license devices based on their software assurance status

6. In the resulting screen:

- Input the customer name.
- Input the license ID: You are provided the license ID by your supplier once your order has been processed. To obtain your license ID, contact [fulfilment@martellotech.com](mailto:fulfilment@martellotech.com).
- Use the dropdown list to choose the container that is associated with the license ID. In most cases, this is the customer's home container.

### Register License ID

**Customer Name**

**License ID**

**Home Container**

7. Click **Validate & Save**.

Mitel Performance Analytics connects to the licensing server and download its licenses.





### License Registration

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#### 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](#)

8. This step varies depending on whether you registering licensing for a single end customer or are registering licensing for multiple end customers.
- If you are registering a licensing for a single end customer, confirm the licenses are downloaded and assigned to the expected container. Go to the dashboard of the container you specified and click **Licenses** under the **Settings** icon. The **Licensing** panel displays the licenses that are attached to the container.
- If you are registering licensing for multiple end customers, repeat Steps 2-7 for each of your end customers. After you register your last customer, confirm the licenses are downloaded and assigned to the expected containers. Go to the dashboard of each container you specified and select **Licenses** from the **System Administration** menu. The **Licensing** panel displays the licenses that are attached to the container.

## 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-89e2-455bcb8a4b30	<span>Detach</span>

Enforce Return to Dashboard

