MITEL PERFORMANCE ANALYTICS

RELEASE 3.1

QUICK START GUIDE - CLOUD USERS

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Mitel Performance Analytics Quick Start Guide - Cloud Users
Release 3.1 - May 11, 2020

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 Software as a Service (SaaS) deployments where the software is hosted in the cloud by Mitel. For Mitel Performance Analytics deployments, where the software is installed on a server in the customer network, refer to the *Mitel Performance Analytics Quick Start Guide – On-Premise 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 2, 2017	Mitel Performance Analytics R2.2 General Availability
July 31, 2018	Mitel Performance Analytics R2.3 General Availability
January 16, 2019	Mitel Performance Analytics R3.0 General Availability
May 11, 2020	Mitel Performance Analytics R3.1 General Availability

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 the *System Description Guide* for a complete list of Mitel supported devices

- 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

- 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 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: Your browser cache must be cleared completely whenever Mitel Performance Analytics is upgraded to a new release version.

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 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.

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 unable to generate a 2FA passcode, you can still log in using a recovery code.

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

- "Initial Log in" on page 1
- "System Configuration" on page 1
- "Add Containers" on page 1
- "Add Users" on page 1
- "Add Devices" on page 1
- "Upload and Apply Licenses" on page 1
- "Licensing" on page 1

ADD CONTAINERS

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

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, refer to "User Permissions" on page 1.
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**.

USER PERMISSIONS

User Permissions

Mitel Performance Analytics users can be assigned various permissions to suit their administrative needs.

ADMINISTRATIVE PERMISSIONS	DESCRIPTION
Containers	Allows the account to add and remove containers, including changing their properties. If unchecked, that menu item is grayed out.

ADMINISTRATIVE PERMISSIONS	DESCRIPTION
Branding	Allows the account to customize: • The logo used on the dashboard and reports. • The brand name that appears besides the logo at the top of the dashboard.
Users	Allows the account to add and remove Mitel Performance Analytics user accounts, including changing their properties. If unchecked, that menu item is grayed out.
Devices	Allows the account to add and remove devices, including changing their properties. If unchecked, that menu item is grayed out.
Probe Installer	Allows the account to install Probes. If unchecked, Mitel Performance Analytics does not supply the user with a configuration URL to complete the Probe installation process.
Alert Profiles	Allows the account to add and remove alert profiles, including changing their properties. If unchecked, that menu item is grayed out.
Licenses	Allows the account to add licenses to Mitel Performance Analytics, and to attach and detach from license targets.
License Policy	Allows the account to specify license policies. This capability is restricted to Mitel or on-premise deployments of Mitel Performance Analytics software.
Thresholds	Allows the account to modify default performance thresholds to generate alarms.
MIB Management	Allows users to upload MIBs to the MIB browser.
System Admin	Allows users to perform tasks such as registering Mitel Performance Analytics or configuring an SMTP server or Twilio SMS account. This permission is configured when Mitel Performance Analytics is installed.

GENERAL PERMISSIONS	DESCRIPTION
Edit Tickets	Allows the account to: • Edit trouble management information displayed in the Alarms panel. • Silence alarms.

GENERAL PERMISSIONS	DESCRIPTION
Create Labels	Allows the account to create labels.
Assign Labels	Allows the account to assign labels.
Subscribe Labels	Allows the account to subscribe to labels.
Remote Access	Allows the account to use Remote Access to access monitored devices. If unchecked, connection attempts automatically fail.
Share Views	Allows the account to share customized query views.
Shared SSO Credentials	Allows the account to use a shared account to log into a MiVoice Business ESM. **Note**: Ensure you also grant **Remote Access** permission. Users require both **Remote Access** and **Shared SSO Credentials** permissions to use a shared account.

ADD DEVICES

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

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

For cloud-based users, you must install a Probe as part of your configuration.

To add a probe, do the following:

1. Add a device and select Probe as the device type.
2. Install the probe software. See "Probe Software Installation Procedures" on page 1

To add a device, 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 drop-down list and click the **Next** button.
    The following table describes the possible devices types:

MANUFACTURER	DEVICE TYPE	DESCRIPTION
Avaya	Avaya IP Office	Avaya IP Office 500, IP Office Server Edition

MANUFACTURER	DEVICE TYPE	DESCRIPTION
Martello	Elfiq	Link Balancer
	Probe	Software running on a server in an off-net network that enables Mitel Performance Analytics to monitor devices in a remote network
Innovation	Innline IP	Innovation Technologies InnLine Voice Mail

MANUFACTURER	DEVICE TYPE	DESCRIPTION
	MX-ONE Application Server	MiVoice MX-ONE Application Server
	MiContact Center Enterprise	MiContact Center Enterprise
	MiContact Center Office	MiContact Center Office
	MiContact Center Business	MiContact Center Business
	MiVoice Office 250	MiVoice Office 250 PBX
	Mitel Business Dashboard	Mitel Business Dashboard
	MiCollab	MiCollab server
Mitel	MiCollab K8s	MiCollab server for Google Cloud Platform
	MiVoice Border Gateway	MiVoice Border Gateway server, includes MiCollab
	MiVoice Border Gateway K8s	MiVoice Border Gateway server for Google Cloud Platform
	MiVoice Business and MiVoice Business EX	Mitel 3300 ICP, MiVoice Business, vMCD or MiVoice Business Instance IP PBX system
	MiVoice Business K8s	MiVoice Business for Google Cloud Platform
	K8s Cluster	Cluster Device for Mitel Flex Google Cloud Platform Deployments
	MiVoice Business Multi Instance	MiVoice Business Multi Instance

MANUFACTURER	DEVICE TYPE	DESCRIPTION
	MiVoice 5000	MiVoice 5000
		MiVoice 5000 Manager
	MiVoice Connect	MiVoice Connect HQ Server
		MiVoice Connect Voice Switch
		MiVoice Connect Distributed Voice Server
	Mitel Open Integration Gateway	Mitel Open Integration Gateway
	Mitel Oria	Mitel Oria
	MiVoice MX-ONE	MiVoice MX-ONE
	MiVoice Call Recording	MiVoice Call Recorder
	SIP DECT OMM	Mitel SIP DECT Open-Mobility Manager (OMM)
	SIP DECT RFP	Mitel SIP DECT Radio Fixed Part (RFP)
Other	Basic IP Device	Any device supporting basic SNMP functionality
	Router	Cisco or Adtran router, used to provide IP network services
	Server	Generic Windows or Linux Server
	Switch	Managed Ethernet switch (HP, Dell, Cisco, Avaya (Nortel), and Extreme
	UPS	Uninterruptible Power Supply (APC Networked UPS)
Path Solutions	Path Solutions	PathSolutions VoIP Monitor
Red Box Recorders	RedBox CR	Red Box Call Recorder
VMWare	ESXi Server	VMWare ESXi server

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

  Note: For additional device specific configuration options, refer to the *Online Help*.

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.

PROBE SOFTWARE INSTALLATION

The Probe software is available from the **Probe Configuration** panel available on the Probe dashboard. That means that you must have previously added the Probe device to a container.

Before the Probe has connected to Mitel Performance Analytics, the Probe dashboard shows only two panels: the **Probe Configuration** panel and the **Probe Device Information** panel.

The following is a typical Probe dashboard before it has connected to Mitel Performance Analytics:

If a Probe is already connected to Mitel Performance Analytics, the **Probe Configuration** panel is accessed by selecting **Probe Software** from the **System Administration** menu from the Probe dashboard.

The Probe Dashboard shows only these two panels to highlight the fact that the Probe has not yet connected to Mitel Performance Analytics. Use the **Probe Configuration** panel to install the Probe software.

Each tab contains instructions to download the installation files for a Probe for that platform. The Connect URL tab is used primarily to regenerate a Probe URL for Mitel Flex K8s device implementations.

Warning: Do not generate a new Probe URL unless absolutely necessary. Doing so renders the existing URL invalid and the current probe will cease to function, even if this probe was not

configured as part of a Flex K8s implementation. The newly generated URL must be implemented in order for the Probe to function again.

To install the Probe software, select the desired installation option tab (Virtual Application, Linux, MSL Blade, or Windows) and follow the instructions. For more detailed installation instructions, refer to the *Probe Installation and Configuration Guide*.

LICENSING

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.

LICENSING FOR CLOUD-BASED USERS

Licensing for cloud-based users is automatic once their order is processed. You do not need to upload and apply licenses.

If you are Reseller or Service Provider, when a customer container is created , the licenses are automatically applied to any devices added to the customer container.

Resellers must have an account on Mitel Performance Analytics. To obtain an account, contact fulfillment@martellotech.com.